# Contents

#### 1. General Information

- Who We Are
- Homes To Rent
- Shared Ownership
- How We Are Managed
- Equal Opportunities
- Contacting Us

# 2. Moving In

- Before You Move In
- Keys To Your Home
- Insurance
- Your Utilities
- Council Tax
- Television Licence
- Welfare Benefits
- Telephone
- Adaptations

#### 3. Rents & Other Bills

- How We Set Your Rent Assured Tenancies
- Service Charges
- Rent Reviews Assured Tenancies
- How We Set Your Rent Secure Tenancies
- Rent Reviews Secure Tenancies
- Rent Statements
- When Should I Pay My Rent?
- How To Pay Your Rent
- By Housing Benefit Direct
- Rent Arrears
- Housing Benefit
- Your Bills
- Difficulty Paying Bills
- Ways To Pay Your Bills

#### 4. Your Tenancy

- Assured Non-Shorthold Tenancy
- Information About Your Assured Tenancy Agreement
- How Long Does Your Tenancy Last?
- Domestic Violence
- Changes To Your Tenancy Agreement
- Joint Tenancies
- Sub-Letting And Lodgers
- Succession
- Assignment

## 5. You & Your Neighbours

- Problems with Your Neighbours?
- What Can I Do If I'm Having Neighbour Problems?
- What You Must Do
- Noise Nuisance
- Anti-Social Behaviour
- Solutions
- Racial Harassment
- Other Forms Of Harassment
- Abuse Of Our Employees And Contractors
- Use Of Property
- Rubbish
- Vermin And Pests
- Abandoned Vehicles
- Vehicles And Parking
- Gardens
- Pets
- Running A Business From Your Home
- Aerials

# 6. Repairs & Maintenance

- Responsibility Checklist
- How To Report A Repair
- Repairs Which Are Your Responsibility
- New Or Refurbished Properties
- Customer Feedback
- Inspections After Repairs Have Been Done
- Planned And Cyclical Maintenance
- Annual Gas Safety Check
- Scheme Maintenance And Communal Areas
- Tenant's Responsibility For Communal Areas
- Insurance
- Alterations To Your Home
- Paraffin Heaters And Mobile Gas Heaters
- Aerials, Satellite Dishes And Similar Items
- Your Rights
   Adaptations To Your Home
- Moving Out Of Your Home
- Contractor's Codes Of Conduct

#### 7. Our Service Promises

- Contact With the Association
- Privacy And Confidentiality
- Maintenance Service
- Estate Management
- Rent Accounts
- Information Services
- What You Can Do

#### 8. Your Voice

- Why Get Involved With the Association?
- How Can You Get Involved?
- Surveys And Customer Feedback
- Sounding Board
- Residents' Associations
- Having Your Say!
- Scheme Surgeries
- Want To Know More?

# 9. Getting It Right

- With Your Help We Can Get It Right!
- Compliments And Suggestions
- Who Can Complain?
- What Is A Complaint?
- When To Make A Complaint
- What We Will Do When We Receive A Complaint
- How To Complain
- How We Deal With A Formal Complaint
- Mediation
- The Housing Ombudsman Service
- Confidentiality
- Compensation
- Complaints, Compliments And Suggestions

## 10. Data Protection

- What Information Do We Hold And How Do We Obtain It?
- For What Purposes Do We Use Your Information?
- Provision Of Services
- Other Purposes
- Caring For Your Data
- We Also Promise
- Your Rights
- The Information Commissioner
- Data Protection Declaration

# 11. Safety & Efficiency

- Electricity
- Electrical Fuses and Circuit Breakers
- Gas
- Carbon Monoxide
- Fire Prevention
- Frost Precautions
- Security
- Keys
- Asbestos Advice
- How to Reduce Condensation In The Home
- Energy Saving Advice

# 12. Moving Home

- Schemes to Help You Move
- Transfers
- How Do I Get A Transfer?
- Why Would A Transfer Application Be Rejected?
- Exchanges
- HomeSwapper
- Moving to Another Area
- Schemes To Help You Buy Your Own Home
- The "Right To Buy" And The "Right To Acquire"
- Open Market HomeBuy
- New Build HomeBuy Formerly Shared Ownership
- Moving Out Of Your Home