

Stadium Housing Association
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This document contains important information about your tenancy. If you need it translated, please contact our Customer Services Team on 020 8451 7526

اس دستاویز میں آپ کی کرائیداری سے متعلق اہم معلومات ہیں۔ اگر آپ کو اس کا ترجمہ درکار ہو تو براۓ مہربانی ہماری کسٹمر سروس ٹیم سے فون نمبر 020 8451 7526 پر رابطہ کریں۔

Urdu

এই ডকুমেন্ট আপনার ঠান্ডাশি বা ভাড়া বিষয়ে গুরুত্বপূর্ণ তথ্য আছে। যদি আপনার ইংলিশ অনুবাদ করার প্রয়োজন হয়, তাহলে দয়া করে আমাদের কাস্টমার সার্ভিস টিমের সাথে 020 8451 7526 নম্বরে যোগাযোগ করুন।

Bengali

Niniejszy dokument zawiera ważne informacje na temat warunków najmu. W celu uzyskania tłumaczenia tego dokumentu na inny język należy skontaktować się z działem obsługi klienta (customer service team) pod nr tel. 020 8451 7526.

Polish

تحتوي هذه الوثيقة على معلومات مهمة تتعلق بوضعكم كمستأجر. إذا أردتم ترجمتها الرجاء الإتصال بخدمات العملاء على الرقم 020 8451 7526

Arabic

Այս փաստաթուղթը, որպես վարձակալ ձեր դրույթյան վերաբերյալ կարեւոր տվյալներ է պարունակում: Եթե դու թարգմանության կարիքը զգաք՝ 020 8451 7526 հեռախոսի համարով կարող եք կապ հաստատել մեր հաճախորդների սպասարկման բաժնի հետ:

Armenian

Ovaj dokument sadrži važne informacije o vašem zakupu. Ako ga trebate prevesti, molimo da kontaktirate naš tim za korisnike na 020 8451 7526

Croatian

این نوشته حاوی اطلاعات مهمی راجع به اجاره شما میباشد. در صورتیکه احتیاج به ترجمه شدن آن را داشتید لطفاً با «گروه خدمت مراجعین» ما به شماره 020 8451 7526 تماس بگیرید.

Farsi

Este documento contém informação importante sobre o seu arrendamento. Se o desejar traduzido, queira contactar a equipa de assistência ao cliente através do número 020 8451 7526

Portugeuse

Arjigani warbixin muhiim ah oo heshiiskaaga guri ku saabsan buu xanbaarsan yahay. Haddaad rabtid in la tarjumo, fadlan Kooxda Adeega Macmiisha lambarkan ka soo wac 020 8451 7526

Somali

Bu belge, kiracı olarak durumunuzla ilgili önemli bilgiler içermektedir. Tercüme edilmesine gereksinim duyuyorsanız, 020 8451 7526 numaralı telefondan müşteri hizmetleri ekibimizle irtibata geçiniz.

Turkish

Foreword

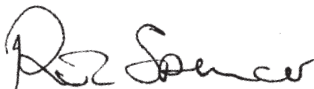
I am pleased to introduce our new handbook. For most of us, home is one of the most precious things in our lives. We want to work with you to make the best of your home. This handbook gives you important information about your home.

Each section of this handbook covers a different topic. It explains our policies relating to that topic, gives you information on it and tells you who you should contact if you need more advice or help.

The handbook also sets out the standards of service we promise to provide. We will monitor our performance against these standards, and each year we will publish how well we are doing at meeting them.

We are always keen to improve how we serve you. If you have any suggestions for how we can improve this handbook, please write to:

Head of Customer Relations
Stadium Housing Association
Electric House
296 Willesden Lane
London
NW2 5HW



Roz Spencer
Chief Executive

Quick reference guide

Your Housing Officer:

Minicom service:

020 8451 0873

Stadium rent account queries:

020 8451 7526

Stadium 24 hour repairs reporting:

0800 085 1430

Stadium customer services:

020 8451 7526

Gas meter reading:

Electricity meter reading:

Heating system repair company:

Heating system company membership number:

Heating system company phone number:

Position of water supply stopcock:

Position of gas supply isolation valve:

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Notes



About this handbook

This handbook is for all our residents. It contains information that will help you, and information about your rights and responsibilities.

If the information we have given you changes, for example, through changes in our policies or the law, we will send you a new version of the relevant pages of the handbook.

About us

Stadium Housing Association is part of Network Housing Group, which first began providing affordable housing for people in need in 1974.

We are a not-for-profit organisation, and invest our income in:

- ◆ providing new homes;
- ◆ improving our existing homes; and
- ◆ providing services to you.

A board of management controls our work. The board is made up of voluntary members who have the necessary skills and experience to run a large business such as Stadium. The board includes three resident members (see the section on 'Consultation and involvement' for information on how resident board members are elected).

Board members are not paid for the work they do.

Staff, led by the Chief Executive, carry out our day-to-day work.



Introduction

About Leasing Services

The problem of homelessness in London is a major concern for local authorities. This is because they do not have enough properties to house the number of people applying to them for help. Many families are placed in bed-and-breakfast accommodation, but this is expensive and not the preferred option for families.

Local authorities work with the private sector and housing associations to produce solutions such as the Housing Association Leasing Scheme (HALS), which we run with several authorities to provide temporary accommodation.

We lease properties from private landlords for a period of three to five years. The local authority nominates a homeless household for the property and we enter into an agreement with the tenant. We receive a fee for managing the tenancy on behalf of the authority and are responsible for enforcing the tenancy conditions.

At the end of the lease, we will negotiate a new lease or hand the property back to the landlord. It is important to emphasise that the accommodation we provide is temporary and we cannot provide you with permanent housing.

The local authority that arranged your temporary housing is responsible for rehousing you in the longer-term. To secure permanent accommodation, you must continue to use the bidding system if your local authority uses one. Your local authority's temporary-housing team can give you more details and help.



Our commitments to you

We aim to work to the highest standards, and have the following values.

- Service:** You are the customer and our business is to provide you with the best possible level of service.
- Quality:** We aim to do every job well first time.
- Equality:** We will treat everyone fairly, with respect, and give answers that are honest, helpful and informative.
- Value:** We aim to deliver our services quickly and economically.
- Standards:** We will tell you what services you can expect, and to what standard.

At the beginning of this handbook, we include information about our service standards. In this section, we explain the standard of service you can expect from us. We monitor how well we do in achieving the standards and publish the results regularly.

Equal opportunities policy statement

We are committed to preventing any action, procedure or policy which we consider to unfairly discriminate against any groups.

We will achieve this by carrying out regular interviews, monitoring policies and procedures, and putting into practice appropriate training programmes.

We are also aware of our role within the communities in which we work, and our particular responsibility for our tenants and residents.

Our policies, procedures and practices will reflect the differences of the people and communities that we serve and the feedback they give to us. We will be sensitive to people's ethnic origin, sex, disability, religion, belief, HIV status, appearance, marital status, age and sexuality.

If you want to know more about our approach to equal opportunities, please contact us.



Introduction

Our approach to equality and monitoring

Service to residents

We are committed to making sure that we deliver all our services fairly. We aim to respond to the needs of the different communities which we serve. We will get regular feedback from residents on how we deliver services, and work with partner councils to research and identify needs.

Contractors

We are aware of the barriers facing contractors and consultants from under-represented groups. We will continue to develop schemes to encourage them to be represented on approved lists and will encourage main contractors to work with them, give them work, and use joint schemes. We will continue to work with Construction Line and the London Equal Opportunities Forum to promote this.

Employment

We employ staff who reflect the range of experiences of the local community and society in general, to make us more effective and improve the way we deliver services. We will make sure that we recruit staff following this principle.

We will develop and maintain opportunities for training and career development for staff from disadvantaged groups, and make sure that all staff are trained on the range of equality issues.

Governance

Our governing body is made up of individuals from a variety of groups with different views and a range of skills and knowledge. We believe this helps our organisation to achieve its aims and we will try to maintain this balance at all times.

Equality information

We will not accept any form of discrimination and are committed to making sure that our services benefit all sections of the community.



To help us to achieve this, we monitor the way we deliver services to make sure that no discrimination takes place.

From time to time, we may ask you to fill in a questionnaire about your ethnic origin, sex, disability, household and age. You do not have to give this information, but it helps us to deliver our services fairly.

Access to information

Confidentiality – all the information we have about our residents is confidential. We deal with it very carefully.

All our staff follow a strict code of guidance when dealing with the information we hold about residents and people applying for housing.

- ◆ We will not usually give out details to anyone without your permission.
- ◆ We will only give your details to other members of staff when they need the information to provide a service.

Requests for information from outside organisations must be in writing.

Information to other organisations

The police

We will co-operate with the police to help prevent and detect crime. Senior managers only will pass on relevant information.

Council Tax

We will give the Council Tax department the names of residents and details about the property, for example, whether a tenant or squatters live there, or it is empty.

Gas and electricity boards, water companies

We will give the names of residents, the start and end dates of the tenancy, and the names of previous residents.



Introduction

Housing Benefit

We will normally give the Housing Benefit department the information they need to process a tenant's claim. We will also tell them if there have been changes in a tenant's circumstances.

Social Services and probation services

Senior managers will decide whether or not to give relevant information, depending on the type of information needed and the reason for asking for the information.

Individuals

We will never give any information to individuals without your permission.

Data protection

The Data Protection Act 1998 applies to information that we hold about you on our computer system and in paper files. Under this act, you have the right to:

- ◆ be told what information we hold about you, why we have it and who we may give it to;
- ◆ have copies of the information we hold about you (we may charge you if you ask us to photocopy a lot of information for you);
- ◆ correct any inaccurate or misleading information; and
- ◆ get compensation for any damage suffered if we misuse your information.

Access to personal information

You can inspect the information we have about you. If you would like to do this, please apply in writing to the Head of Customer Relations, who will then make an appointment to see you during office hours.

You cannot take files off the premises, but you can make a copy of any document if you ask us. There will be a charge if you ask us to photocopy a lot of information.



We cannot show you:

- ◆ confidential information given to us, for example, by doctors or social workers; or
- ◆ information that involves other people.

If you feel that any information is not correct, you can ask us to change it or remove any of it from your file. If we do not accept that the information is incorrect, we will attach a note to your file recording your view and our decision not to alter it.

Accessibility

We will provide translation and interpretation services, and information in different formats for people with hearing and sight difficulties.

You can get this handbook in Braille, in large print and on audio tape. Ask at any of our offices or phone the customer services team on 020 8451 7526.

If you need this handbook in another language, speak to your housing officer or contact the customer services team.

If you do not understand anything in this handbook, your tenancy agreement or any other documents, please contact us and we will be happy to help.



Introduction



Our service standards

Our customer service standards

- ◆ We will provide you with a range of options to make it easy for you to access our services.
- ◆ We will provide interpretation and translation services, and other methods of communicating as appropriate.
- ◆ Our staff will always wear identity badges.
- ◆ We will respond to website requests for information and enquiries to our published e-mail addresses within two working days.
- ◆ We will train our staff to observe and respect cultural differences.

Phone service

- ◆ We will answer your call within 15 seconds.
- ◆ We will do all we can to deal with your enquiry in full without transferring you.
- ◆ We will give you the option of leaving a message and someone will ring you back within 24 hours.

Visits to your home

- ◆ We will arrive for appointments at the arranged time.
- ◆ We will tell you if we are delayed or cannot keep an appointment.
- ◆ We will always leave a calling card if you are not home when we call.
- ◆ We will make sure that staff, contractors, or anyone else visiting your home on our behalf, carry official identification and respect your home.

Repairs and maintenance services

- ◆ We will offer you the option of leaving a message and someone will ring you back within 24 hours.



Our service standards

Rent services

- ◆ We will send you a rent statement every three months.
- ◆ We will help you to get an estimate from your council of how much Housing Benefit you might receive.
- ◆ We will visit and help vulnerable residents to fill in Housing Benefit application forms and provide missing information.

Your tenancy

- ◆ We will follow our guidelines in responding to domestic violence, racial harassment, homophobic incidents and sexual harassment.
- ◆ We will investigate all reports of noise nuisance and tell you what action we can take.

Consultation and involvement

- ◆ We will provide advice, support and training to residents who want to set up a residents' association.
- ◆ We will consult you about any planned major changes to our services.
- ◆ We will follow the arrangements for consultation and involvement set out in our resident participation strategy.
- ◆ Each year, we will send you information about voting to elect resident board members and resident forum members.

Complaints

- ◆ We will meet our performance timescales for each stage of the complaints process, as described in the handbook.



Assured shorthold tenancy

We will grant you an assured shorthold tenancy because you are a tenant in temporary accommodation. An assured shorthold tenancy gives you fewer rights than other types of tenancies such as assured and secure tenancies. The major differences relate to:

- ◆ possession;
- ◆ succession and transfers;
- ◆ exchanges; and
- ◆ lodgers and subletting.

Your rights

We will give you a copy of the tenants' charter when you sign your tenancy. This booklet explains your tenancy agreement, including your rights and responsibilities.

If you do not have a copy of the tenants' charter, please call our customer services team on 020 8451 7526 and ask them to send you one.

Your responsibilities

As an assured shorthold tenant you also have responsibilities. These are set out in detail in your tenancy agreement. They include:

- ◆ paying your rent and service charges;
- ◆ not causing a nuisance;
- ◆ not harassing anyone;
- ◆ not causing damage to the property; and
- ◆ giving access to staff and contractors if we ask.



Your tenancy

Reasons we might end your tenancy

We will not normally end your tenancy unless:

- ◆ you have broken a condition of the tenancy agreement (see under 'Your responsibilities' above);
- ◆ the lease on the property in which you live is coming to an end and the property is to be returned to the landlord; or
- ◆ the local authority which nominated you tells us that they no longer have a duty to house you.

We may serve you with a notice and apply for a court order to end your tenancy if:

- ◆ the property is no longer your main home;
- ◆ you owe us rent;
- ◆ you, people who live with you or visitors to your home have caused nuisance or annoyance to other people;
- ◆ you, people who live with you or visitors to your home have caused damage to the property or neighbouring properties;
- ◆ you are convicted of, or there is evidence of you, using your home for illegal or immoral purposes; or
- ◆ you have been found to be subletting your home.

We will do all we can to help you sort out any problems. We will only end your tenancy as a last resort.

Who can be an assured shorthold tenant?

We will only give an assured shorthold tenancy to people who are nominated for temporary accommodation by the local authority.



Visiting

Visits are important to help us deliver a good service to you and the local authority. It is also a requirement of the local authority that we visit all the homes we manage regularly.

A housing officer will visit you to discuss any issues about the way we manage your tenancy, and:

- ◆ assess the condition of the property and identify any repairs needed (this will include assessing any damage caused by you or members of the household);
- ◆ assess the condition of the furniture we have provided;
- ◆ check who is living in the property (you may need to produce evidence of your identity, passports or driving licences, if we do not have photographs on file);
- ◆ note any changes in your circumstances; and
- ◆ give you general advice about your tenancy, including general rent advice, reporting nuisance and providing information about support agencies that may be able to help you.

This is an ideal opportunity for you to discuss any concerns you have about your tenancy.

We must visit your home and, under the conditions of your tenancy agreement with us, you must allow us access for this purpose.



Your tenancy

Furniture

The furniture we have provided is expected to last for the length of your tenancy. We will not replace any items during this time. Your responsibilities are to:

- ◆ leave the furniture we have provided in good condition when your tenancy ends; and
- ◆ replace all broken items of furniture with similar furniture.

You must report damaged furniture to us. We will recharge you at the end of your tenancy for any items of furniture that are missing or damaged beyond fair wear and tear.

We will replace faulty appliances such as cookers and fridges, unless you have caused the damage. We aim to do this within three days.

Vandalism

If you, a member of your household or a visitor cause vandalism, we will charge you for the cost of the damage. You may also lose your home.

Gardens

It is your responsibility to keep the garden clean and tidy and make sure that it does not become overgrown. Untidy gardens attract rats, mice and other vermin that may enter your home. They may also affect your neighbours and result in legal action by the Environmental Health Service. If we have to clear the garden, we will recharge you the cost, which could be more than £400.

Keys

We will provide two sets of keys at the beginning of your tenancy. Please leave a spare set of keys with a family member or trusted friend. If you lose your keys or lock yourself out, it is your responsibility to change the locks.



Pets

As you are living in privately owned property, we cannot give you permission to keep pets in your home, except for guide dogs.

Garages

If you are allowed to use a garage or shed, you are responsible for maintaining it.

Washing machines

You must get permission from us before fitting a washing machine. We will only give permission:

- ◆ with the landlord's permission;
- ◆ where there are water and waste supplies and enough space to fit the machine; and
- ◆ on the condition that the machine is fitted by a qualified plumber.

Any damage caused to the property or a neighbouring property by faulty machinery or plumbing will be your responsibility. If you fit a washing machine without our permission, we will ask you to remove it.

TV aerials

We are not responsible for providing or maintaining TV aerials unless the landlord has provided it.



Your tenancy

Ending your tenancy

If you have successfully bid for a permanent home or if the local authority moves you to another temporary address, you must give all the sets of keys to your housing officer by the start of your new tenancy.

In any other case, if you want to end your tenancy, you must give us at least four weeks' notice in writing. You can leave your home and return your keys before the notice period finishes, but we will charge you rent for four weeks.

We may inspect your home before you leave and we will charge you for any repairs that are not fair wear and tear or any work that is your responsibility.

Before you leave, you must:

- ◆ leave your home in good condition and take all your personal belongings with you (if you leave behind rubbish, we will charge you for clearing it);
- ◆ leave behind the furniture we have provided (we will charge you for missing items);
- ◆ make sure you have paid all the rent you owe us;
- ◆ read your meters and tell the utility company, so you won't have to pay for gas and electricity the next tenant uses;
- ◆ tell your Housing Officer which utility company provides your gas and electricity;
- ◆ leave meter keys and tokens on the kitchen worktop (they will not work at your new address);
- ◆ arrange for your phone to be disconnected;
- ◆ give your housing officer all the sets of keys by 12 noon on the Monday following the end date of your tenancy (if you do not hand back your keys on time, we will charge you for the extra week's rent or for the locks to be changed);
- ◆ give the Post Office your new address so that they can send your mail to you;



- ◆ inform the Housing Benefit and Council Tax offices that you are moving;
- ◆ let us have your new address so that we can contact you if necessary; and
- ◆ leave your garden clean and tidy, and not leave any rubbish behind. We will charge you if we have to clear the garden for you.

Your home is temporary accommodation arranged through the local authority and you must leave the property if the authority offers you other accommodation.

Rehousing

Your future housing is the responsibility of the local authority. You must continue to bid to secure a permanent home. We do not expect that you will need to be transferred to another temporary home. However, if there are exceptional circumstances, please discuss these with your housing officer. Your local authority will decide whether to move you to another temporary address.

Moving home

Tell the following people your new address, when you move home.

- ◆ Post office
- ◆ Your doctor
- ◆ Utility companies supplying your gas, electricity, water, phone and cable TV
- ◆ TV licensing authority
- ◆ Your bank
- ◆ Your children's schools
- ◆ The Housing Benefit department if this applies and the Council Tax office.



Your tenancy

Your responsibilities

Whether you pay your rent and service charges direct to us or receive help with your payments from Housing Benefit, it is your responsibility to pay the amount that is due. We can give you advice about Housing Benefit, paying rent and managing debt.

If you do claim Housing Benefit, we will do all we can to advise you but it is your responsibility to claim and provide all the information that is needed. Please ask if you think you need our advice. There is more information about applying for Housing Benefit later in this section.

Missed rent and service-charge payments

We rely on your regular payments of rent and other charges to pay for the services we provide. You must pay all the rent and service charges you owe. If you do not pay your rent and service charge, we will take legal action that may lead to you losing your home and you will have to pay the court costs. Please remember that we will always offer you practical advice and help where possible.

We always try to help residents who are in financial difficulty by setting up personal repayment plans and normally try to agree repayments over a period of time.

You can protect your home by keeping us informed and co-operating with us if you have got into difficulty. If you avoid dealing with the problem or fail to keep to agreements, you risk being evicted.



Your rent and service charges

The difference between rent and service charges

We will ask a small number of our residents to pay a rent that includes a service charge to cover the cost of providing services to a block that cannot be financed by rent.

Your rent covers the standard costs that apply to all our homes, including:

- ◆ the cost of leasing the property from the private landlord;
- ◆ repairs and maintenance; and
- ◆ housing management costs, for example, the cost of collecting rent and letting homes to new tenants.

Service charges include the costs for:

- ◆ lift repairs;
- ◆ cleaning and lighting in shared areas;
- ◆ intercoms;
- ◆ maintaining gardens.

How to pay your rent and service charges

You must pay rent every Monday for the following week. You can pay every two weeks or every month if you prefer, as long as payments are made in advance. There are different ways you can pay.

By using the swipecard

When you start your tenancy with us, we will order you a new swipecard. You can pay in cash or by cheque across the counter. Please get a receipt as proof of payment. You can pay your rent with the swipecard at any outlets displaying the following signs.



By using the internet

If you have access to the internet, you can pay your rent at www.allpayments.net. You will need to have your rent payment card, credit or debit card and personal e-mail address.

By direct debit

You can pay us your rent automatically using direct debit. You have to agree with us the amount to be collected and the regular date of payment. Please phone 020 8451 7526 for details.

By standing order

If you have a bank account, you can arrange to pay your rent by standing order. Please phone 020 8451 7526 for details.

Payment by phone

You can pay your rent over the phone through All-Pay or to Stadium Housing Association.

All-Pay is open 24 hours a day. Their phone number is 0870 243 3434.



Your rent and service charges

Stadium Housing Association is open 9am to 5pm, Monday to Friday. Our phone number is 020 8451 7526.

To pay by phone, you will need a debit or credit card and your payment reference number. You will receive a payment authorisation code after you have paid and we recommend you keep this.

By Housing Benefit direct

If you get Housing Benefit from the council, we recommend that you arrange for the council to pay it direct to us. We can also arrange direct payment if you owe rent. You should make arrangements to pay any part of the rent that is not covered by Housing Benefit to us direct.

Remember that even if you have your Housing Benefit paid direct to us, you must always make sure that you have made a full claim for benefit each year. If difficulties arise with paying your Housing Benefit, it is your responsibility to sort it out. We will try to help you with this if you contact us.

Getting help with payments

Housing Benefit

If you are on a low income, you may be entitled to money to help you to pay your rent. This is called Housing Benefit (HB) and you get it by applying to your local council.

If you are paid any amount of Income Support, you will usually be entitled to receive Housing Benefit to pay all your rent. In some cases, the Housing Benefit paid to someone who is claiming Income Support doesn't cover all their rent. This can be because:

- ◆ your household includes someone over the age of 18 who is not your partner; or
- ◆ the rent that you pay contains a charge for a service that Housing Benefit does not cover.

Your rent and service charges

People on low incomes can get help with Housing Benefit. This can include people who get Working Tax Credit, disability benefits or retirement pensions, as well as people who are on a low income.

How much benefit you receive will depend on your income and how many people live in your household.

You must tell the Housing Benefit department of your council about any change in your circumstances, for example, if:

- ◆ you receive more or less money;
- ◆ someone joins your household;
- ◆ you start work; or
- ◆ a child becomes 18.

You can get an application form and advice about Housing Benefit from the council and from us. It is always worth applying if you think you might be entitled to it.

Welfare benefits

You may be eligible to apply for welfare benefits that can increase your income. You can phone us for advice on this.

Income Support and Jobseeker's Allowance

You can apply for this benefit if you are looking for work and do not have enough money to live on.

You are eligible for payments if you work less than 16 hours a week, are unemployed and have less than £8,000 in savings. If you are under 18, other special rules apply. Your payment amount will depend on your income and savings, number of dependants and family members, and whether you are disabled, a carer or a pensioner.



Your rent and service charges

Working Families Tax Credit

You can apply for this benefit if you are a working family on a low income. You are eligible for payments if you are an individual or couple aged 16 or over. You must work more than 16 hours a week, have at least one child living with you and have less than £8,000 in savings. The amount you are paid will depend on how many children you have, their ages, and your income and savings.

Pension credits

You can apply for this benefit if you are a pensioner on a low income. You are eligible for this benefit even if you have investments and savings. You may even be entitled if you receive one or more occupational pensions.

The Social Fund

You can apply for this payment if you are on a benefit and need a one-off amount to pay for an emergency. The amount you are paid may be in the form of a loan or a non-refundable grant.

Typical examples of successful applications include funeral, maternity and community care expenses.

The amount you receive depends on your income, savings and needs.

You can apply for a Social Fund payment using the appropriate form available from the Department for Work and Pensions or your local post office. You can also apply for Pension Credit by calling Freephone 0800 991 234.

What happens if you fall behind with your rent?

It is your responsibility to make sure that you pay your rent on time, even if you are claiming Housing Benefit. We will take action if you fall into debt. We will treat you equally, in line with our procedure for dealing with missed rent payments (arrears) set out below.

Arrears	Action	Explanation and advice
1 week	First letter	Clear your account or contact us and explain your circumstances.
2 week	Second letter	
3 week	Notice of intention to seek possession	A legal document issued before we apply to court. Clear your account or make an agreement.
6 week	Court warning	A warning that the notice has ended.
7 to 13 weeks	Court application Notices end after four weeks, when we will then, with the exception outlined below, be able to apply to court.	You will receive a court summons telling you the hearing date, together with a form you must fill in and return to the court explaining your circumstances.
The court will make either	A suspended possession order based on you paying the rent plus something off the debt every week	Keep to the agreement and contact us as soon as you get into any difficulty.
Or	An outright possession order which says you must give up your home	Clear your account immediately or get independent legal advice.

If you don't pay in line with a suspended possession order or leave as requested by an outright possession order, we will apply for a warrant of possession and the court will give us a date to evict you.



Your rent and service charges

Exceptions

The only exception will be if you are on Housing Benefit. In this case, the process is the same up to and including the notice of seeking possession. You can only avoid legal proceedings if you produce proof that the Housing Benefit section has the information it needs to assess your claim and that they will clear the debt.

Debt advice

If you find that you are having difficulty paying your rent, please contact us as soon as possible.

We understand that getting into debt is stressful and we can offer you advice and guidance. For us to help you, you must contact us as soon as possible to discuss your situation. However, if you continually fail to pay your rent, we will ask to repossess your home in the county court and may eventually evict you.

Other places to get help

If you find yourself in financial difficulty, you should contact these organisations. It is still important for you to stay in contact with us about your situation.

National Debt Line

Offers money advice to residents

Phone: 0808 808 4000

Website: www.nationaldebtline.co.uk

The Debt People

Offers advice on unmanageable debts and repayment plans

Phone: 0800 028 5286

Website: www.thedebtpeople.co.uk

CHAS

Provides housing advice

Phone: 020 7723 5928

Fax: 020 7723 1686

E-mail: advice@chascl.org.uk

Website: www.chascl.org.uk

Disability Alliance

Breaks the link between poverty and disability

Phone: 020 7247 8776

Fax: 020 7247 8765

Website: www.disabilityalliance.org

Keeping you up to date with your account

We will send you a rent statement showing your rent account every three months.

If you have a question about your rent, please ring us during working hours. We can usually answer your question straightaway and send you a statement to confirm the position.

How your rent is set

The local authority sets the guidelines that affect how much rent we charge you.

Changes to your rent

If the local authority's guidelines allow us, we may increase your rent during your stay in temporary accommodation. We can increase rents once a year.

Rent Assessment Committee

You can appeal against the rent set to the independent Rent Assessment Committee at 10 Alfred Place, London WC1 7LR (phone 0845 600 3178).

You may only make an appeal within the first six months of your tenancy, or within six months of receiving notice of a rent increase. However, the Rent Assessment Committee may set a rent that is higher than the one you are appealing against. It is important to note that, depending on the circumstances of you and your family, you may have to make a contribution towards your rent. The amount you will be asked to contribute is based on the income of you and your family and not the weekly rent payable. For example, if the Housing Benefit department works



Your rent and service charges

out that you must pay £20 a week towards your rent, you will pay this amount no matter what rent has been set. We advise you to get independent advice before approaching the Rent Assessment Committee.

Customer focus group

The income-management customer focus group was set up in 2004 and aims to get residents' opinions on the department and service improvements.

Some of the service improvements that the focus group has been involved in are:

- ♦ increasing the range of ways to pay;
- ♦ introducing debt and welfare advice; and
- ♦ selecting a reward scheme for residents who keep their rent accounts up to date.

If you would like to be involved in shaping income-management services, please contact us on 020 8451 7526.

Rewarding our residents

We reward you for paying your rent on time and regularly. If you do, you can get a Countdown Card which entitles you to 20% off when shopping at many high-street shops. To see if you qualify, phone us on 020 8451 7526.



Repairs to your home

We are committed to keeping every property that is part of the temporary-accommodation scheme in good condition.

We aim to do this by:

- ◆ making sure that we give residents accurate information that clearly sets out each side's responsibility for repairs;
- ◆ providing residents with a fast, efficient repair service;
- ◆ inspecting the properties regularly; and
- ◆ repairing empty homes to a good standard ready for the new resident.

Our responsibilities

Together with the owner of the property, we are legally responsible for maintaining the structure of your home. This includes:

- ◆ the roof, chimney stacks, gutters and outside pipes and drains, walls, windows, doors and doorframes, skirting boards, floors and ceilings;
- ◆ repairs to plasterwork or decorations that are damaged as a result of any disrepair that we are responsible for;
- ◆ shared halls and stairways;
- ◆ garden fences and boundary walls, gates, pathways and steps;
- ◆ garages, sheds or stores that are part of the property; and
- ◆ electricity, gas, water and sanitation services, including electrical wiring, sockets and light fittings, fitted water and space heating appliances and radiators, baths, showers, sinks, basins and taps, toilets, cisterns, waste pipes, gas and water pipes.



Repairs to your home

Your responsibilities

You are responsible for carrying out minor repairs, including replacing or repairing:

- ◆ plugs in sinks and basins;
- ◆ washers on taps;
- ◆ toilet seats and lids;
- ◆ shower hoses;
- ◆ fuses;
- ◆ light bulbs;
- ◆ door handles and bells;
- ◆ broken glass in doors and windows;
- ◆ keys and locks; and
- ◆ cupboard catches and hinges.

You are also responsible for:

- ◆ insuring your belongings against damage, such as a neighbour flooding your home or a blocked drain (we are not responsible for this and you will need to claim against your insurance or pay for it yourself);
- ◆ putting on mortise locks or adding extra security to your home;
- ◆ maintaining gardens;
- ◆ redecorating the inside of your home with the landlord's permission;
- ◆ clearing blockages in pipes;
- ◆ sinks, toilets and baths where your misuse or negligence caused the blockage;
- ◆ repairing any damage caused by you, a member of your household or a visitor, including broken windows; and
- ◆ getting rid of insects or mice.



Repairs to your home

We will take action against you if you regularly cause damage or inconvenience to neighbours by not properly maintaining your home.

Emergency access to your home

We need to be able to go into your home regularly to inspect or repair your property, or carry out gas checks. We will contact you to arrange a suitable time when you are at home.

We may also have to enter your home without your permission in extreme emergencies, such as a flood or fire. Your tenancy gives us the right to do this without your permission or if you do not co-operate with us to allow us access.

Reporting repairs

To help us provide an efficient repairs service, we need you to:

- ◆ report any problems as soon as possible;
- ◆ give as much detail as possible about the problem;
- ◆ tell us how we can contact you; and
- ◆ tell us when we can get into the property to carry out the repair.

Once you have reported a repair, we will send you a copy of the repair order giving details of the work. We will tell you the name of the contractor who will be carrying out the repair and make an appointment for the repair within the agreed time.

You will also be given a short questionnaire to fill in after the work is completed. This helps us to check the quality of the repairs and make sure you are satisfied. Every three months there is a draw for all filled-in questionnaires, with £250 and £100 in vouchers to be won.

How quickly repairs are done

We deal with repairs according to how urgent they are. This depends on risks to health or the extent of the damage to the property.



Repairs to your home

The table below explains the different categories for repairs and how we deal with them.

Category and time completed	Types of repairs
<p>Emergency Dealt with and made safe within 24 hours. We aim to complete 97% of emergency repairs within this timescale.</p> <p>This only applies to work that is an emergency. Some of the repairs may be completed at a later stage.</p>	<p>These prevent risk to someone's health or further damage to the property.</p> <p>For example, restoring an electricity or water supply, gas leaks, a toilet not working, burst pipes or blocked drains</p> <p>Providing heating during winter months for frail or elderly residents or households with young children.</p> <p>Your home is insecure.</p> <p>Any repair that prevents a serious health risk.</p>
<p>Urgent seven days We will give urgent priority if we need to take action quickly but there is no immediate risk to health and safety. We aim to complete at least 95% of urgent repairs within this timescale.</p>	<p>Repairs which stop water leaks.</p> <p>Plumbing such as sinks, heating systems and baths where they cannot be used.</p> <p>Repairs to outside doors which protect security.</p> <p>Faulty wiring or electrics</p> <p>Missing roof slates or tiles which cause water to enter the home.</p>
<p>Non-urgent 28 days General repairs where a delay of two weeks or more will not inconvenience you or where the repair will take some time to complete. We aim to deal with at least 95% of these within this timescale.</p>	<p>Repairs that are not an immediate health or safety risk.</p> <p>Broken gutters, inside doors, fixtures and fittings, minor plumbing and plastering jobs.</p>



How repair categories are decided

When you report a repair, we will immediately issue a repair order. It will be given a category according to the type of repair.

We look at each case according to the circumstances, and will take into account the seriousness of the repair, the type of property and how much residents are affected.

In some cases, we will move repairs into a more urgent category if we consider the resident to be vulnerable.

We may also deal with damage caused by domestic violence or harassment more quickly than usual.

Repairs may be delayed for the following reasons.

- ◆ If the work is very specialist – this would normally need to be approved by a surveyor after it has been assessed by a contractor.
- ◆ If the cost of the work is more than £500.
- ◆ If it needs an inspection.
- ◆ If you are responsible for paying for the work.
- ◆ If the work is part of a programme of repairs.
- ◆ If the repair is your responsibility.
- ◆ If the resident has been violent towards contractors in the past and special arrangements need to be made.



Repairs to your home

Emergency repairs outside office hours

If you have an emergency repair that cannot wait until the next working day, you should phone the repairline on Freephone 0800 085 1430 and you will be automatically transferred to our out-of-hours service. If your repair is not urgent, it will be passed to us on the next working day.

Charging you for repairs

You must tell the police if someone who is not connected with you or your household deliberately damages our property. The police will give you a crime reference number and you will need to give us this number when you report the damage so that we can claim against our insurance.

In certain circumstances, you must pay for the cost of repairs. This might be:

- ◆ where fixtures and fittings have been damaged or misused by you, members of your family or your visitors (this includes doors, door furniture, walls, floor tiles, architraves, skirting boards, picture and dado rails, ceilings and kitchen units);
- ◆ where repairs are caused by alterations or redecoration which have not been agreed;
- ◆ replacing glass in windows or doors which have been broken or neglected;
- ◆ any repairs which are not caused by 'fair wear and tear' or normal use of the property and its fittings;
- ◆ replacing toilet seats;
- ◆ removing fixtures fitted by residents;
- ◆ removing insects or vermin from the property;
- ◆ clearing rubbish or your belongings;
- ◆ replacing heating equipment or fireplaces that you have removed;
- ◆ replacing keys or forcing entry when keys are lost;



Repairs to your home

- ◆ if the request for a repair is a hoax made by you, a member of your household or a friend;
- ◆ an electrical fault caused by your own appliance; or
- ◆ damage caused by the police forcing entry if you refuse to let them in. If the police force entry, we will charge the police authority the cost of the repair.

If we do not carry out an emergency repair, you may be entitled to carry out the repair yourself and be refunded the cost. This only applies if your health, safety or security is at risk.

This would include:

- ◆ totally or partially losing heating or hot water;
- ◆ blocked or leaking foul drains, soil stacks or toilet pans;
- ◆ leaks or flooding from water or heating systems;
- ◆ an unusable toilet where there is no other in the property;
- ◆ a leaking roof;
- ◆ taps which cannot be turned off;
- ◆ outside doors, windows or locks which are not secure;
- ◆ a loose handrail or banister;
- ◆ rotten timber flooring or stair treads; and
- ◆ a broken door-entry phone.



Repairs to your home

Missing our deadlines and financial compensation

When you report an emergency, we will tell you when the contractor must begin the work. If the contractor does not start the work by that date, you should contact the repairline who will give the work order to another contractor and give you a new target date. If the work is not started by the second date, you may be able to claim compensation. This is a set amount of £10 plus £2 for each day the repair is not done. We will only pay compensation of up to £50. We will not pay it if you were not in when the contractor called.

If you believe you should receive compensation for a mistake we have made, contact us for a copy of our compensation policy and keep the receipts for any expenses you are hoping to claim back.

Gas safety and servicing

If your home has gas central heating or gas fires, we have a 24-hour service contract that allows you to phone our contractor direct if you have a problem with your central heating or gas fires. If you need more information, please phone the repairline on Freephone 0800 085 1430.

We must have access to your home every year to carry out the safety check on your gas appliances. We must do this by law and provide this service free of charge. It is very important that you let us carry out these checks. Poorly maintained gas appliances can cause carbon-monoxide poisoning which can kill. We will try and arrange a convenient time with you to visit.

If you refuse to let us into your home to carry out these checks and essential repairs for gas safety, we may consider this to be breaking your tenancy and you may lose your home.

We will contact you with an appointment. If this appointment is not suitable, you need to phone the number provided on the appointment card.



Repairs to your home

If you have any questions about the yearly gas-safety check, call the repairline on 0800 085 1430.

What to do if you smell gas

- ◆ Turn the main gas tap off.
- ◆ Open the doors and windows to get rid of the gas.
- ◆ Do not search for the leak with a naked flame.
- ◆ Do not turn any electrical switch on or off.
- ◆ Immediately contact National Grid/Transco by ringing **0800 111 999**.

Contractors' code of conduct

All our contractors have agreed to follow the contractors' code of conduct. We expect any builder entering your home to:

- ◆ arrive at the agreed time;
- ◆ show you identification without being asked;
- ◆ be dressed in clean overalls which show the company name;
- ◆ remove any rubbish and leave your home as they found it; and
- ◆ treat you and your home with respect.

Please let us know if they do not follow this code.



Repairs to your home

Satellite dishes and cable television

You must get our permission in writing before you put up a satellite dish. We will need to get the landlord's permission before we give you our permission. Planning laws and listed building consent also apply to satellite dishes, so you must check with your local council if you can put up a satellite dish before you ask us for permission. When you leave your home, you will be responsible for removing the dish and repairing any damage caused. You are responsible if a dish needs to be removed for work to be carried out, and if you did not get our permission, you may have to remove the dish and pay for any charges to repair the damage.

Looking after gardens

If you have a private garden, you are responsible for keeping it tidy. You must not plant any deep-rooted or fast-growing trees. These can damage the structure of your property and be a nuisance to neighbours by blocking light.

Condensation

Condensation is caused by moist air and can be seen where windows have steamed up. In the long-term, it can cause damp and damage to your home.

You can cut down on condensation by doing the following.

- ◆ **Drying clothes** outside if possible. If you are drying clothes inside, keep the room ventilated and do not use radiators. Ventilate tumble dryers to the outside.
- ◆ **Cover pans** with lids during cooking.
- ◆ **Let the steam out** through a window when you take a bath or shower instead of allowing it to escape into the rest of the house or flat.
- ◆ **Keep kitchen and bathroom doors** closed from the rest of the house.



Repairs to your home

- ◆ **Hang wet coats** outside the living area to dry.
- ◆ **Think about changing your fuel.** Electricity is the driest and paraffin or liquid-based fuels are the wettest.
- ◆ **Do not put furniture against cold walls** and keep enough space to allow air to circulate.
- ◆ **Keep rooms with tiles and hard surfaces** well ventilated.
- ◆ **Strip layers of wallpaper from walls** so that it doesn't absorb moisture.
- ◆ **Insulate ceilings** under the roof to avoid condensation and cut down on fuel bills.
- ◆ **Keep a small window slightly ajar** if you do not have vents. However, remember to securely close the windows whenever your property is empty and at night to prevent intruders getting in.
- ◆ **Wipe down any condensation** (usually on windows) each day to prevent mould. If it does start to form on walls, wash them down with anti-mould solution.

If you think condensation is caused by damage or disrepair in your property, please report it to the repairline on 0800 085 1430. We will send a surveyor who will advise you and organise any necessary repairs.

Condensation is created by living conditions and it is your responsibility to reduce or prevent it.



Repairs to your home

Resident satisfaction surveys

When we order a repair, we will send you written confirmation and a resident satisfaction survey form with a prepaid return envelope. Please take time to fill in the form because your replies help us to measure how well our contractors are performing.

We will enter all forms we get back in our prize draw once a month and a gift voucher will go to the first two names pulled out of the hat.



Asbestos

Introduction

This guidance note contains important information about how we deal with asbestos if it is found in your home. There is also information about how likely it is that asbestos-containing materials (ACMs) are present on our estates. The important thing to remember is that even if there are asbestos-containing materials in your home, as long as you don't disturb them in any way, they will not cause you any harm.

Asbestos is a natural material found in rock and used to be a common building material because it:

- ◆ does not react with other chemicals;
- ◆ is fireproof; and
- ◆ provides insulation.

Properties built after the mid-1990s are not likely to contain asbestos-containing materials or products. However, properties built before then are likely to contain some form of asbestos material. A lot of our housing is old and it is possible that some may contain asbestos materials.

Asbestos – what are the risks?

Asbestos is not a problem if it is not damaged and is left alone.

However, asbestos can be a danger if it is disturbed by drilling, sawing, sanding or scrubbing. If you do some DIY, you could come into contact with high levels of asbestos for a short time. If you think that something in your home might contain asbestos, leave it alone and contact our repairline for advice on Freephone 0800 085 1430.



Repairs and improvements to your home

Our responsibilities

As part of our programme of ongoing maintenance and improvements, we are including asbestos surveys. This will include removing asbestos when necessary.

We are also inspecting our properties to find out what asbestos materials are in and around your homes. We will assess them and, where it is safe to do so, we will leave them in place but regularly monitor them. We will remove all materials that could put you at risk.

These inspections and removals are ongoing and we will continue to keep you informed about any findings that may affect you.

We have also trained all our contractors in the correct procedures for dealing with asbestos.

Your responsibilities

Major repairs and maintenance to your home are our responsibility. You do have the right to carry out your own improvements but you must get our written permission before starting any work. This means we will be able to check your property and give you advice on what improvements you can and cannot do. Please also check your tenancy agreement before you carry out any work, such as DIY, as there may be things you cannot do under the terms of your tenancy agreement.

If you think there may be asbestos-containing materials in the area you are planning to redecorate, do not start any work. Contact us for advice immediately.

If you are working near an area where you know or think asbestos may be present:

- ♦ take care not to disturb it or allow it to become damaged; and
- ♦ do not saw, sand, scrape or drill holes in the asbestos material.

Do not carry out any work on asbestos board or decorative coatings such as 'Artex' without contacting us first for advice.



Repairs and improvements to your home

Reporting repairs

If you think you might have asbestos materials in your home, let us know and we will look into it. You do not need to do anything. The important thing to remember is that asbestos-containing materials will not cause you any harm if you leave them alone.

What about my own domestic appliances?

Some things such as ironing-board rests, fire blankets and oven gloves may also contain asbestos. If you are planning to get rid of any of these and you think they may contain asbestos, please contact us first for advice.

For more information, help and advice about asbestos, call Stadium direct on 020 8309 2645 or email us at stadium.asbestos@frankham-rms.com.

You can also get advice on asbestos in the home from:

- ◆ the Health and Safety Executive (HSE);
- ◆ the National Society for Clean Air and Environmental Protection (NSCA);
- ◆ the Environment Agency; and
- ◆ your local authority.

Common locations of asbestos-containing materials

Asbestos can be found in a lot of things. In our housing, asbestos-containing materials (ACMs) are often found in the following areas.

Some ceiling tiles in public corridors may contain asbestos board. These help protect against fire.

Some panels lining the side of the baths. These generally contain very little asbestos and are not likely to be a risk if they are left alone.





Repairs and improvements to your home

Cement chimney liners or flue pipes at roof level in some of our older properties. These can also pass through the flats but are usually hidden away within the service duct.

Within some shared areas, such as hallways and landings, there may be asbestos board behind the electrical fuse box. We have already repaired some of these boards as a result of our surveys.

The older style of toilet cistern, which is usually black, can contain asbestos and we have a number of properties that still have these cisterns. These are not a risk if they are left alone.

Roofing materials, guttering and rainwater pipes and cement window boxes. These all contain very little asbestos.

Floor tiles and the adhesive (glue) that sticks them to the floor may contain small amounts. These tiles are found in the corridors outside the flats, although in some cases they may be underneath carpets inside flats.

'Artex' – until the mid-1990s, textured coatings like Artex sometimes contained a small amount of asbestos. You should contact us before carrying out any work on areas coated with Artex.

This is not a full list of asbestos-containing materials, but it is a useful guide. If we have done a survey, we will tell you the results.



Original 1914 fuse box with asbestos liner



Toilet cistern



Corrugated asbestos cement roofing



AIB door panel



Services, safety and security to your home

Electricity, gas and water services

Electricity

As soon as you know your moving date, contact your electricity provider to arrange to connect your supply. They will need notice before connecting a supply. You are responsible for all charges.

If any electrical appliance stops working or a light goes out, it may be because a fuse has blown.

Replacing blown fuses is your responsibility, unless the electrical system is causing the problem and then it is our responsibility.

Your home may have circuit breakers rather than fuses. Circuit breakers are switches that turn off the electrical supply automatically when the circuit is overloaded. Check to find the problem, disconnect the appliance that is causing the problem then reset the switch to 'ON'.

Make sure you know how to turn off your electricity supply at the mains. This switch will disconnect all the wiring and appliances. You should always switch off the power at the mains when you are replacing a fuse or repairing fittings connected to the supply.

At the end of your tenancy you must tell your electricity provider when you are leaving and give them enough notice so that they can come and arrange to read your meter. This will mean that you only pay for the electricity you have used.

Gas

As soon as you know your moving date, contact your local gas provider to disconnect your supply. They will need notice before connecting the supply. You are responsible for all charges.

Make sure you know where the main lever is for turning off the gas supply in case there is an emergency. It is usually next to the gas meter. Make sure that everyone in your household knows where this is.



Services, safety and security to your home

There is advice on gas safety in the section of this handbook called 'Repairs and improvements to your home'.

Water

Make sure you know where the stopcock is for turning off the main water supply.

If your supply stops for any reason, turn off all the taps and take the plugs out of the sinks and bath. This will prevent any flooding when the water comes back on.

Frozen or burst pipes

Frozen pipes

When water freezes it expands and can break pipes and cause serious damage if proper precautions are not taken.

To prevent frozen pipes, make sure the pipes are lagged and keep your home as warm as you can in very cold weather.

If your pipes freeze, turn off the water supply at the stopcock and then drain the system. This means running the taps until the water stops. When the pipes thaw, turn on the supply again.

Burst pipes

If a pipe bursts:

- ◆ turn off the water supply at the stopcock;
- ◆ drain the system;
- ◆ turn off hot-water boilers; and
- ◆ contact the repairline to report the problem.

Controlled access

Some of our properties have door-entry systems and access gates to restrict access to shared areas and increase security. If your door-entry system or access gates are not working correctly, please contact the repairline. Our entry systems and access gates are sometimes vandalised so please help by shutting doors and



Services, safety and security to your home

access gates and not letting people who you don't know into shared areas.

Rubbish

Please get rid of your rubbish properly and keep bin areas clean. Be considerate towards your neighbours and make sure you put all rubbish in sealed bags inside the bins provided. Please do not leave rubbish in shared areas.

Many councils will take away large items at no charge if you contact them to arrange this. Please contact your local council for details on getting rid of bulky rubbish.

Help keep shared areas clean and free from rubbish. Talk to your neighbours about how you can all keep your environment clean.

Pest control

You are responsible for dealing with household pests such as ants, wasps, cockroaches and mice.

If you have problems with pests, tackle the problem immediately. The council's environmental health department will offer help with severe problems such as rats, and give you advice on any other pest control.

Fire, electrical and gas safety

There are more accidents in the home than anywhere else. You can do a lot to help prevent them, especially if there are children or elderly people in your household.

Fire

Be prepared for fire in your home. If there is a fire, close the windows, leave the room and close the door if you can. Don't try to fight the fire yourself unless it is at its earliest stage and you think you can put it out quickly and safely.

Never try to fight a fire if there is even the smallest risk to you or anyone else. Tell everyone in the house that there is a fire and get



Services, safety and security to your home

them to leave immediately. Leave by the front door if possible or by the escape route if there is one. Do not leave obstacles in the way of exits. If you live in a scheme that has a fire alarm system, we will regularly check that it is working properly and regularly maintain it.

Avoid fire risks by using guards with fires and heaters, and keeping clothing, furniture and curtains away from all heat sources, including candles.

Do not use the lift if there is a fire.

Call the fire brigade immediately, however small the fire is, by dialling 999. If you live in a block of flats and the fire is somewhere else in the block, you will normally be safe if you stay in your flat. Close all your windows and doors to keep out the smoke. If the smoke gets in before you can do this, leave the property straightaway and close the door behind you.

Smoke detectors

We strongly recommend that you fit a smoke detector at ceiling level in the hallway of your flat or on the landing of your maisonette or house. Smoke detectors give warning of a fire in its early stages and may help save lives. They are not very expensive and you can buy them in places such as DIY stores and fit them yourself.

Don't forget to test the detector every month to make sure that the batteries are still working. If they are starting to fail, replace them immediately.

Electrical safety

You should switch off appliances and pull out plugs when you are not using them. Don't use appliances with cracked plugs or worn cables, or overload sockets with too many appliances.

If you fit plugs yourself, make sure they are correctly wired. Follow the manufacturer's instructions on the correct size fuse to use for the appliance.



Services, safety and security to your home

Change light bulbs safely without the risk of falling, by using a stable step-stool. Do not climb on old chairs.

Don't risk electrocution by taking electrical appliances into the bathroom. Water is a good conductor of electricity so you should never touch an electrical appliance with wet hands.

Gas safety

- ◆ Always be ready to light the burner on the cooker or water heater before you turn on the gas.
- ◆ If you have a slot meter and the gas runs out, turn off all the gas taps before you put credit in the meter. When the gas comes on, check that all the pilot lights are lit.
- ◆ All gas heaters should have a guard on them.
- ◆ Make sure there is suitable ventilation because gas appliances and water heaters need a good supply of air.
- ◆ If you think there are fumes escaping from a gas fire, boiler or water heater, contact the repair line immediately. If you think you smell any gas, immediately call National Grid or Transco on **0800 111 999**.

If you are having electrical or gas appliances fitted, always use someone who is qualified to fit them.

There is more information on gas safety in the section in this handbook called 'Repairs and improvements to your home'.

General tips for living safely in your home

- ◆ Avoid trips, slips and falls by making sure that halls and stairways are always well lit and free from clutter. Always clear up spills immediately.
- ◆ Avoid burns and scalds, particularly to children, by always using the cooker's back ring or hotplate first and positioning pan handles so that they can't be pulled over, and by keeping hot drinks out of the sight and reach of children.
- ◆ Avoid scalds at bathtime by running cold water first and testing the temperature.

Services, safety and security to your home

- ◆ Never leave children unattended in the bath.
- ◆ Reduce the risk of falls from windows by putting restrictor catches on all upstairs windows. Place furniture away from windows.
- ◆ Store chemicals and household medicines out of the sight and reach of children.

For more information, see the entry under RoSPA in the 'Useful contacts' section.

Home contents insurance

We do not insure our residents' belongings and strongly recommend that you take out your own home contents insurance.

This covers belongings such as furniture, clothes, stereo equipment and computers. It usually protects them against damage or loss caused by fire, flood and burglary.

The only time we take any responsibility for damage or loss is if we, or any of our employees, have been negligent.

If you suffer damage because of a fault caused by a neighbour, such as a flood, you need to claim under your own insurance or take legal action against them. Our insurance would not cover this but it would cover damage to the structure of the property.

We offer a competitive home insurance option which you can choose to join for a yearly premium.

Buildings insurance

We insure our properties against:

- ◆ fire;
- ◆ explosions;
- ◆ aircraft hitting them;
- ◆ riots and public disturbances;



Services, safety and security to your home

- ◆ malicious damage by political organisations; and
- ◆ other types of damage.

In some very exceptional circumstances, you may be able to make a claim against our policy. For more details, please phone 020 8451 7526.

Preventing crime

We want to help make your home as secure as possible but we need your help.

- ◆ Good lighting prevents a lot of crime on estates. Please report any faulty lights in public areas to the repairline or your housing officer immediately.

To avoid being burgled, do make sure you:

- ◆ ask for identification from anyone who comes to your door (don't let them in unless you know them or have seen their identification);
- ◆ use timers to turn on the lights or lamps while you are away to make it look like someone is at home;
- ◆ cancel all deliveries when you go on holiday or leave your home for some time;
- ◆ arrange for the post office to keep your mail if you are going to be away for some time;
- ◆ engrave valuable items;
- ◆ lock up before you go to bed;
- ◆ close and secure windows and entrance doors when you go out (mortise and window locks deter burglars so it is a good idea to fit them if you can);
- ◆ fit a chain to your front door; and
- ◆ call the police if you are suspicious.



Services, safety and security to your home

Don't:

- ◆ let thieves know your home is empty by leaving curtains closed in the daytime;
- ◆ leave cash or valuables lying around;
- ◆ prop open doors in shared areas;
- ◆ leave your keys under the mat or in other obvious places;
- ◆ leave your keys on a piece of string behind the letter box; or
- ◆ leave notes for callers saying when you'll be back.



Services, safety and security to your home

Fire safety in blocks of flats

This section gives you more information about fire safety and follows on from the following sections that you already have in your handbook:

- ◆ ‘Repairs and improvements’;
- ◆ ‘Services safety and security’; and
- ◆ ‘You and your neighbours’.

You have a responsibility, along with your neighbours, to make sure there is a safe and accessible escape route from your flats if there is a fire.

We have designed all our flats to stop a fire spreading if it starts inside one of the flats. This should mean that you can stay safely in your flat if the fire is in another flat within the block.

To stop smoke and fire spreading between flats, or into shared staircases and landing areas, you must follow the rules below.

Do not store flammable materials, liquids or gases in shared staircases or on landings for any length of time. Flammable materials are those that easily catch fire and burn quickly, and include rubbish bags or large items such as old furniture. These items can also block your escape route if you and your neighbours have to leave the premises quickly during a fire. Even items that are not flammable can block your escape route.

Do not leave or wedge your doors open for long periods of time. Smoke from a fire in your flat could make it impossible for you and others to use the nearest escape route.

If there is a fire in your flat, shut your front door when you leave. This will protect you and others by stopping the fire from spreading.



Services, safety and security to your home

If the doors in your flat are self-closing (in other words, they close automatically behind you), do not do anything to stop them closing. These doors are designed to help stop the fire from spreading and give you and your neighbours enough time to escape.

The shared staircase is designed to provide a safe escape route from the flats for you and your neighbours if there is a fire. It also gives the Fire and Rescue Service easy access to the flats in the block.

Fire alarm

In some blocks of flats, fire detectors (which detect smoke and heat) or fire alarms (which you can set off by breaking the glass and pressing the alarm) are provided for your safety. Do not interfere with or damage them.

Emergency lighting

This lighting will help you to see in shared staircases and landings, so that you can escape even if the main lighting fails. Do not interfere with or damage the emergency lighting.

Firefighting equipment

Where fire extinguishers, sprinklers and dry fire mains are provided within the shared areas of your flats, you must not interfere with or damage them. Dry fire mains are empty pipes within high-rise blocks through which the fire service can pump extra water into the building during a fire. These pipes are usually in the main corridor and are labelled so that the fire service can find them easily. It is vital that all firefighting equipment is ready for use if there is a fire so it's important that you do not interfere with the equipment in any way.

Where we provide fire-safety equipment, we regularly check and maintain it.



Services, safety and security to your home

Door-entry controls

We provide electronic door-entry controls in our blocks of flats. These controls prevent anyone who isn't authorised to be in the block from getting into the shared areas and damaging fire-safety equipment. It is important that you do not allow anyone into the block who is not supposed to be there.

Lifts

Do not use the lift if there is a fire, as you could get trapped in it. The staircase is the safest escape route.

Visitors and guests

If you have visitors staying with you, you will need to take responsibility for them if there is a fire as they will not know where the escape routes are in your block.

Disabilities

If you have any disability that causes you particular difficulty in following the fire-safety procedures (for example, you have hearing or sight difficulties), we may be able to help you by making adaptations, such as flashing or vibrating sounding alarms, to your home under our 'Aids and adaptations' scheme.



Services, safety and security to your home



Responsible behaviour

We expect all our residents and their households to be able to live peacefully, and not to suffer from antisocial behaviour or nuisance caused by others.

Please consider your neighbours in how you, other members of your household, your children and visitors behave.

What is antisocial behaviour?

The behaviour of residents is controlled by law. Everyone has a right to live their lives the way they want to, as long as this doesn't have a negative effect on the lives of their neighbours.

Nuisance and harassment isn't restricted to what happens in a person's home – it can also happen in the local area. Nuisance can also be caused by people who do not live in the area.

Antisocial behaviour can take many forms but is usually defined as behaviour that is likely to cause a nuisance or annoyance to a person who lives in, visits or carries out legal activity in the area. It can take the form of children on estates causing a disturbance, noise nuisance, disagreements between neighbours and criminal activities. Dumping rubbish, or dumping or repairing motor vehicles, are also forms of antisocial behaviour.

Disputes

Disputes between neighbours will happen and they could easily develop into serious problems involving threats or violence.

We provide mediation services from an independent agency to support residents with issues that can often become physically or mentally exhausting. They act as a go-between in a disagreement and look for a way to sort out the problem that is acceptable to both sides.



You and your neighbours

Civil action – antisocial behaviour injunctions

If your neighbour is causing a nuisance by behaving thoughtlessly, you can consider taking civil action against them by applying for an injunction, but you will have to pay the costs. An injunction application will cost about £150. This course of action can give you a quick solution to sorting out the nuisance. An injunction is a civil solution which you can get through the county court. It will prevent a person from carrying out any form of antisocial behaviour to you. Injunctions can be used to prevent a range of antisocial behaviour, such as barking dogs and playing loud music. You may be entitled to legal aid, but discuss this with your solicitor first.

Breaking an injunction could result in a prison sentence and an unlimited fine.

Independent advice

You can get confidential and independent advice from:

- ◆ family solicitors;
- ◆ a citizens advice bureau;
- ◆ housing advice centres;
- ◆ social services departments;
- ◆ police; and
- ◆ safer neighbourhood team.

Please see the 'Useful contacts' section in this handbook for contact numbers.

Noise

Please always think of the effect your, your household's and your visitors' behaviour and activities will have on your neighbours.

A certain amount of noise has to be considered as reasonable during the day and evening. We must all expect to hear the reasonable sound of children playing, the sound of a TV or radio,



You and your neighbours

or friends visiting next door. But no-one should have to put up with loud noise or noise late at night or any unreasonable disturbance.

You can contact your council who will investigate complaints of noise nuisance. If they are satisfied that a nuisance exists, they can take legal action.

Vandalism

Vandalism damages property, is expensive to repair, reduces security to your home or estate, and makes the area look unsightly and neglected.

We rely on you to help us stop vandalism such as graffiti, breaking windows, damaging doors and locks, and damaging lifts. Help us to help you by reporting anyone you see causing vandalism on 020 8451 7526.

Litter and rubbish

Litter and rubbish make the streets, blocks and estates look bad, and are expensive for us to clean. Please be considerate and get rid of your rubbish properly.

Always use the arrangements in place for your home. Please do not leave plastic bags next to dustbins, rubbish chambers or chutes.

If you want to get rid of bulky items, such as old furniture or fridges, your local council will have arrangements in place for collecting them, and this service is usually free. Please contact them and do not dump bulky items outside as this can cause a fire hazard. There are special laws that apply to getting rid of items such as fridges and you must keep to them.

Car repairs and abandoned vehicles

Car repairs repeatedly carried out in shared areas can be dangerous and unsightly, and cause considerable nuisance to others.



You and your neighbours

Abandoned vehicles can be a danger as well as an eyesore. They can attract young people and lead to other people abandoning vehicles on the site.

Please remember that it costs us to remove abandoned vehicles and clean up spills. Prevention is cheaper than removal, so please let us know if people are working on vehicles and leaving spare parts, grease and oil behind. You can phone us on 020 8451 7526.

Car parking

For safety reasons and the need to keep access clear for ambulances and fire engines, it is important that if you live on an estate you only park in the approved parking spaces.

Some estates have controlled entry for parking. Always make sure that you maintain security by never leaving barriers or gates open.

What we will do

We have a policy and guidelines for dealing with antisocial behaviour and other nuisances. There are conditions in the tenancy agreement covering this, and if you break these conditions we can take action against you, possibly leading to eviction.

We are committed to dealing firmly with antisocial behaviour. If you experience it, you should keep detailed notes of what has happened and when, so that if legal action is necessary you can produce detailed evidence in court.

Legal action can take time, so we may have to ask you to be patient.



What you should do

- ◆ Report all criminal activities to the police.
- ◆ Report all incidents to us on 020 8451 7526, with the incident number you received from the police.
- ◆ Report all abandoned vehicles to us with the make, model and registration number and crime reference number.
- ◆ Abandoned vehicles may have been used in criminal activity, so report them to the police and make a note of the crime reference number.
- ◆ If you suspect or have evidence that particular people are responsible, let the officer know.
- ◆ Keep a record of all incidents, including dates and times. Collect as much evidence as possible, including witness statements.
- ◆ Contact your law centre for independent advice and support.
- ◆ Contact other agencies, such as Victim Support, for advice and help (see the phone numbers in the 'Useful contacts' section of this handbook).



You and your neighbours



Racial harassment

We describe racial harassment using the definition set out in the report of the Stephen Lawrence Inquiry, which says:

'A racist incident is any incident which is perceived to be racist by the victim or any other person.'

Racism takes many forms, including violence, verbal or written abuse, graffiti, and attacks on property. The racism may be against an individual or groups, and will be based on colour, race, beliefs, faith, nationality or ethnic origin.

Racial harassment is a criminal offence. We will co-operate fully with the police in all investigations.

What we will do

We are committed to making sure that everyone has the right to enjoy their home free from interference, abuse and harassment from others. Some incidents involve violence or threats but most involve racial abuse, which is also a crime.

We want to make sure we use all the powers available to different agencies in the borough to solve these problems. We will offer support to victims, involve other agencies to help, share information with the police, and take action quickly. If we have enough evidence, we will take legal action against the people who have been accused of racial harassment. We take racism very seriously and will not accept it.

We will take action to support you by:

- ◆ managing your complaint in confidence;
- ◆ arranging to interview you within two working days (if you prefer, a female or ethnic-minority officer will interview you and we will provide an interpreter if you need one);
- ◆ interviewing the person who has been accused of harassment within five days, once you have given us your permission to speak to them (we will give you a report of the response);



Harassment

- ♦ working with the police and other agencies to help you and sort out the issue;
- ♦ lending you a closed-circuit television recorder to record evidence if necessary;
- ♦ removing offensive graffiti and doing emergency repairs within 24 hours;
- ♦ telling the person accused, if they are our resident, that they may have broken their tenancy agreement and what will happen next;
- ♦ recording details of any damage and carrying out any urgent repair work; and
- ♦ discussing with you whether or not you need to be transferred (this may depend on you agreeing to give evidence against the people who have been accused of racial harassment).

What you should do

- ♦ Report all incidents to the police, who will give you a crime reference number.
- ♦ Report the crime reference number to us on 020 8451 7526. The police can help you to prosecute under the Protection from Harassment Act 1997, or help you with any criminal investigation.
- ♦ Keep a record of all incidents, including dates and times.
- ♦ Collect as much evidence as possible, including witness statements.
- ♦ Contact your law centre for independent advice and support.
- ♦ Contact other agencies for advice, including the Commission for Racial Equality, your local council and Victim Support.

See the 'Useful contacts' section for the phone numbers of police stations and Victim Support.



What you should do if you witness racial harassment

To get rid of racial harassment, we need to act against the people who are guilty of it, but we need evidence to do this.

If you witness racial harassment, please offer to speak up for the victim as what you say could be crucial. If we cannot get enough evidence, the person responsible for the abuse may carry on and attack or harm other people.

Victim Support can support witnesses in court cases, and we will work with them to represent you.

Please tell us what you see and discuss with us what being a witness will involve. If you know of anyone who is being racially harassed, please tell us in confidence.

Sexual harassment

Sexual harassment is a repeated and unwanted act or remark directed at someone because of their sex or sexuality.

Other types of harassment

Harassment takes many forms, including sexual advances, bullying or threatening behaviour which may be physical or verbal, and can include attacks on property. The harassment may be against an individual or groups.

What we will do

We are committed to making sure that everyone has the right to enjoy their home free from interference, abuse or harassment from others. Some incidents may involve violence or threats, but most involve abuse which is also a crime.

We want to make sure that we use all the powers available to different agencies in the borough to solve these problems. We will offer support to victims, involve other agencies to help, share information with the police, and take action quickly.



Harassment

We take harassment very seriously and will not accept it. If we have enough evidence, we will take legal action against the people who have been accused of harassment.

We will take action to support you by:

- ◆ managing your complaint in confidence;
- ◆ arranging to interview you within two working days (if you prefer, a female or ethnic-minority officer will interview you and we will provide an interpreter if you need one);
- ◆ interviewing the person who has been accused within five days once you have given us your permission to speak to them (we will give you a report of the response);
- ◆ working with the police and other agencies to sort out the issue;
- ◆ lending you a closed-circuit television recorder to record evidence if necessary;
- ◆ removing offensive graffiti and doing emergency repairs in 24 hours;
- ◆ telling the person accused, if they are our resident, that they may have broken their tenancy agreement and what will happen next;
- ◆ recording details of any damage and carrying out any urgent repair work; and
- ◆ discussing with you whether or not you need to be transferred (this may depend on you agreeing to give evidence against the person who has been accused of harassment).



What you should do if you witness sexual or other harassment

- ◆ Report all incidents to the police, who will give you a crime reference number.
- ◆ Report the crime reference number to us on 020 8451 7526. The police can help you to prosecute under the Protection from Harassment Act 1997, or help you with any criminal investigation.
- ◆ Keep a record of all incidents, including dates and times.
- ◆ Collect as much evidence as possible, including witness statements.
- ◆ Contact your law centre for independent advice and support.
- ◆ Contact other agencies, including Victim Support, for advice.

See the 'Useful contacts' section of this handbook for the phone numbers of police stations and Victim Support.



Harassment

Hate crime

A hate crime is a crime committed against a person or people of a particular group they belong to. In hate crimes, individuals or groups are attacked because the person responsible is motivated by hatred for a group or community.

Hate crime may take many forms, including:

- ◆ physical attack – such as physical assault, damage to property, offensive graffiti, neighbour disputes and arson;
- ◆ threat of attack – including offensive letters, abusive or obscene phone calls, groups hanging around to intimidate others and malicious complaints; and
- ◆ verbal abuse or insults – offensive leaflets and posters, abusive gestures, dumping rubbish outside houses or through letter boxes.

If you experience any of the above, call us on 020 8451 7526, the police, or your local Safer Neighbourhood Team.

See the 'Useful contacts' list for the contact numbers to report hate crime.



Ending your tenancy

If you have successfully bid for a permanent home, or if the local authority moves you to another temporary address, you must give all the sets of keys to your housing officer by the start of your new tenancy.

In any other case, if you want to end your tenancy, you must give us at least four weeks' notice in writing. You can leave your home and return your keys before the notice period finishes but we will charge you rent for four weeks.

We may inspect your home before you leave and we will charge you for any repairs that are not fair wear and tear or any work that is your responsibility.

Before you leave, you must:

- ◆ leave your home in good condition and take all your personal belongings with you (if you leave behind rubbish, we will charge you for clearing it);
- ◆ leave behind the furniture we have provided (we will charge you for missing items);
- ◆ make sure you have paid all the rent you owe us;
- ◆ read your meters and tell the utility company, so you won't have to pay for gas and electricity the next tenant uses;
- ◆ tell your housing officer which utility company provides your gas and electricity;
- ◆ leave meter keys and tokens on the kitchen worktop (they will not work at your new address);
- ◆ arrange for your phone to be disconnected;
- ◆ give your housing officer all the sets of keys by 12 noon on the Monday following the end date of your tenancy (if you do not hand back your keys on time, we will charge you for the extra week's rent or for the locks to be changed);
- ◆ give the post office your new address so that they can send your mail to you;



Moving home

- ◆ tell the Housing Benefit and Council Tax offices about your move;
- ◆ let us have your new address so that we can contact you if necessary; and
- ◆ leave your garden clean and tidy, and must not leave any rubbish behind. We will charge you if we have to clear the garden for you.

Your home is temporary accommodation arranged through the local authority and you must leave the property if the authority offers you other accommodation.

Rehousing

Your future housing is the responsibility of the local authority. You must continue to bid to secure a permanent home. We do not expect that you will need to be transferred to another temporary home. However, if there are exceptional circumstances, please discuss these with your housing officer. The local authority will decide whether to move you to another temporary address.

Moving home

Tell the following people your new address, when you move home.

- ◆ Post office
- ◆ Your doctor
- ◆ Utility companies supplying your gas, electricity, water, phone and cable TV
- ◆ TV licensing authority
- ◆ Your bank
- ◆ Your children's schools
- ◆ The Housing Benefit department if this applies and the Council Tax office.



Consulting and involving you

Our commitment

We are committed to consulting you and acting on your feedback to help improve the services we provide. When we consult you, we ask for your views before we make decisions that affect you. This policy sets out how we consult you.

Your rights

Your right to be consulted

All residents have the right to be consulted if we are considering:

- ◆ changing the way we manage and maintain your home, such as contracting out these services;
- ◆ improving or carrying out major repairs to your home or estate;
- ◆ demolishing your home; or
- ◆ transferring your tenancy to another landlord.

We will involve you early in the process and will give you feedback when we make decisions.

We will also consult you in reasonable ways about all the services you receive and want to receive, and about the standards of those services.

We will give you clear information so you can understand what we are discussing. Where necessary, we will provide information in other languages, in Braille, on tape and in large text.

Your right to be given opportunities to get involved and influence services

We have a resident participation strategy that sets out the arrangements made for consulting and involving you in all aspects of our services and the support we can give.

If you would like a copy of our resident participation strategy, please contact us on 020 8451 7526.



Consulting and involving you

Residents' associations

Residents' associations can:

- ◆ promote community spirit;
- ◆ help us to improve the services we provide;
- ◆ tackle local problems; and
- ◆ develop a stronger voice to represent your concerns.

You also get the chance to develop your skills and work with a variety of people.

We support the development of residents' associations or community groups and will provide advice, support and training to residents who want to start one up.

You can get involved in your local residents' association by:

- ◆ going to meetings;
- ◆ joining the committee;
- ◆ helping out with jobs like delivering notices and newsletters;
- ◆ going to and supporting local events; and
- ◆ helping to collect evidence for putting your case across.

If you are interested in joining or forming a residents' association, please phone 020 8451 7526 for an Options 4 Involvement leaflet, registration form, and a residents' association information pack.

The Residents' Forum

The Residents' Forum is the consultative group of our resident representatives from estates, blocks and streets who meet with senior management every six weeks. As well as discussing policies, the forum brings together areas of common concern.

From time to time, the forum sets up working groups to work on activities. These include:

- ◆ the community improvements programme (CIP);
- ◆ the newsletter editorial group;



Consulting and involving you

- ◆ yearly residents' roadshows; and
- ◆ the resident participation strategy.

The residents' forum is chaired by a resident. Each year, five members stand down and all residents, including shared owners, are invited to vote for five representatives. We will tell you about future elections.

Subcommittees

There are currently two subcommittees which report to the residents' forum every three months.

- ◆ Community improvements programme (CIP)
- ◆ Parking

The subcommittees that are going to be introduced include:

- ◆ disability;
- ◆ repairs;
- ◆ estate management; and
- ◆ property management.

Resident board members

Our board of management is made up of a group of 12 volunteers who are committed to providing housing for people in need. Each member brings a particular skill or area of expertise to the board, such as financial, legal or management expertise or local knowledge.

Board members are responsible for the overall direction and control of the association.

Residents often know a lot about the service we provide and can bring a valuable community viewpoint to the board.

We have three places reserved for resident board members. Each year, one of the three resident representatives stands down and all residents and shared owners are invited to vote for another



Consulting and involving you

representative. We will tell you when any future elections will be held.

The board also has the following subcommittees.

- ◆ The development committee – which examines planned new schemes and monitors progress.
- ◆ The services committee – which monitors all housing management and maintenance activities.

The subcommittees allow more residents to get involved in shaping our policies.

If you are interested, please contact us on 020 8451 7526 for more information.

Open forums

We will hold open forums for residents once a year. These are informal gatherings run on a drop-in basis and staff will be available to talk to you about any aspect of our management service.

The guide to involving residents

Together with the residents' forum, we have produced the reference guide to involving residents shown on the next page. It covers issues available for consultation and involvement and is updated every year through the residents' forum.

You can use the guide to find out how you can get involved.

Newsletter

Residents will receive a copy of the 'Stadium Voice' twice a year. It will include news about Stadium, report on feedback and performance, and tell you about plans and developments affecting you.



Consulting and involving you

Getting feedback from you

We will carry out twice-yearly surveys asking you:

- ◆ how satisfied you are with the services you get;
- ◆ which aspects of the service need improvement;
- ◆ what you think about getting involved; and
- ◆ what you think about the type and quality of information you get from us.



Consulting and involving you



Our commitment

We are committed to providing high-quality services to our tenants and residents. We believe that we succeed most of the time, but there may be times when things go wrong and you are not satisfied.

When this happens, we want to hear about it so that we have the opportunity to put things right and learn from any mistakes we have made.

When dealing with complaints, we will:

- ◆ make it easy for you to make a complaint;
- ◆ respond to you quickly;
- ◆ sort out the problem efficiently and fairly;
- ◆ be fair, polite and helpful;
- ◆ help you to fill in the complaints form if you have difficulty;
- ◆ keep you up to date with the progress of your complaint;
- ◆ treat your complaint confidentially and in line with our equal-opportunities policy; and
- ◆ ask a manager to review the issues you have raised.

Complaints and our residents

Anyone living in a property we own or manage, or anyone acting on their behalf and with their permission, can complain.

Anyone who wants to receive a service from us can also complain, for example, someone applying for housing.

Neighbours of our properties can also complain to us about the way we have dealt with the behaviour of our residents and visitors, and about any damage caused to their property by us not repairing our property. Please note that neighbours cannot take complaints to the Housing Ombudsman Service.



Putting things right

Areas of complaint

You can use the complaints process when you have told us that you feel something is wrong and we have not put it right. The process is not for everyday matters such as reporting repairs or neighbour disagreements. It gives you the opportunity to ask us to put right something we should have done.

You may want to complain because:

- ◆ we have failed to carry out our legal duties as your landlord;
- ◆ you feel that our policies and practices are unfair or unreasonable;
- ◆ you believe we have not carried out our own rules properly or have failed to act efficiently in delivering a service; or
- ◆ you feel that a member of staff has behaved improperly or has been rude.

Paying compensation

If we award you compensation and you owe us money for another reason, we will take your debt from the compensation you have been granted and pay you the rest.

How to make a complaint

If you want to complain, it is important that you tell us what you want us to do to put things right.

Before we will consider the matter as a formal complaint, we will try to quickly put right anything you feel has gone wrong. If we cannot sort out the matter to your satisfaction at this stage, you can then use the formal complaints procedure which has three stages.

- ◆ Stage 1 helps you to complain to the manager of the department you are complaining about.
- ◆ Stage 2 takes you to the service director.
- ◆ Stage 3 takes you to the chief executive and the board.



Putting things right

Our response at each stage will tell you how you can move to the next stage of the process if you are still not satisfied.

The first step

If you are not satisfied with any aspect of our service, we first expect you to discuss the matter informally with the member of staff who deals directly with your enquiry. In most cases, this will be the quickest way to sort out any problems, and it will help you to avoid delays in us dealing with your enquiry or complaint if you take this step first.

If you are not sure who to contact, phone the customer relations team on 020 8451 7526 or talk to your housing officer, who will tell you who to contact if they cannot help you themselves.

If your first contact is unsuccessful, you can ask the customer relations team to consider the matter.

Formal complaint: stage 1

If you are not satisfied with your initial contact, you can make a formal complaint to the relevant department. We suggest that you put your complaint in writing, and you can use our complaints form if you want. Any member of staff will help you fill in the form if you want them to. If you prefer, you can phone or e-mail the customer relations team who will make a formal note of your complaint. Please address the correspondence to the customer relations team (details are in the 'Useful contacts' section of this handbook). Please do this within 10 days of first contacting the department.

We will respond to your complaint in writing and will reply within a reasonable timescale, depending on how complicated your complaint is. This will usually be within 10 working days. If, for any reason, it will take much longer than this to reply, we will write and tell you why there has been a delay and when you can expect a full reply.



Putting things right

We can arrange a personal interview with an officer from the customer relations team or the departmental head concerned. If you want, a friend or member of your family can come with you. You will need to provide details of your complaint in writing before the meeting.

We will not consider formal complaints at stage 1 unless you have tried to sort the matter out, as set out in the paragraph 'The first step'.

Formal complaint: stage 2

If you have followed stage 1 and are not satisfied with our formal reply, you can contact us again, setting out your objections to the stage-1 decision. Please do this within 10 working days of receiving our response at stage-1.

The service director will consider your complaint personally and you can expect a response in writing within a reasonable time, or we will let you know when you can expect a full reply.

At this stage, we may suggest getting an independent outside organisation involved if the type of complaint makes this a suitable option.

We will not consider complaints at this stage unless you have followed stage 1.

Formal complaint: stage 3

If you believe that your complaint has not been settled fully at stage 2, you can make a final appeal to a panel of our board of management. The panel will include the chair of Stadium, one or two other board members, and the chief executive. At least one of the board members will be our resident.

The chair and the chief executive will discuss your complaint before the panel meeting. It may be that they find a solution that is acceptable to you, and this could give you a quicker result than a full panel meeting.



Putting things right

If no solution is found, and the panel needs to meet, it will look again at your complaint and the way it has been handled. You can present your complaint to the panel in person if you want. A friend or family member can come with you (but not a professional advisor).

To move to stage 3, write to the head of customer relations within 10 days of receiving our stage-2 response. Say in your letter why you disagree with our stage-2 response and whether you want to present your complaint in person or not. Include a phone number and mark your envelope 'private and confidential'.

The head of customer relations will:

- ◆ contact you within 10 days of receiving your letter;
- ◆ agree a convenient date for you and the panel to meet;
- ◆ write to you to let you know exactly what will happen; and
- ◆ make sure that the panel has the written information you want it to have.

Our board members are volunteers. They do not work for us so finding a suitable date quickly may sometimes be difficult.

The head of customer relations will write to you within three weeks of the panel meeting. The letter will tell you the panel's decision or let you know if there is going to be a delay.

Where do I complain?

Please address your complaint to:

Head of Customer Relations
Stadium Housing Association
Electric House
296 Willesden Lane
London
NW2 5HW.



Putting things right

What if I am still not satisfied?

Stage 3 completes our complaints procedure. If you are still not satisfied, you have two options to complain outside the association.

Housing Ombudsman Service

You may ask for your complaint to be independently examined by the Housing Ombudsman Service. The Ombudsman will usually only consider complaints that have been through our own complaints procedure. The Ombudsman's address is:

Housing Ombudsman Service

3rd Floor

Norman House

105-109 Strand

London

WC2R 0AA.

Phone: 020 7836 3630

Please note, the Ombudsman will not look at cases about the level of rent and service charge, or matters that are about to go to a court or tribunal (or have already done so).

We support the Ombudsman's role and are committed to fully co-operating with the Ombudsman.

Legal advice

You can also consult a solicitor or get advice from an advice centre (such as a citizens advice bureau or law centre) if you feel we haven't fulfilled our legal duty. Citizens Advice might be able to help you write a letter of complaint. In the case of repair problems, you can get help from the council's environmental health department.

You have the right to make complaints of discrimination against us in the county court. You must make your complaint within six months of the event leading to the complaint.



Complaints form

For office use only... Complaint number: _____

If you have a complaint or enquiry about any aspect of our service which has not been sorted out, it would help us if you use this form to make your complaint, but please write a letter or phone if you prefer. Send your complaint, with any supporting documents, to:

Complaints

Stadium Housing Association, Electric House,
296 Willesden Lane, London NW2 5HW.

1. My surname

2. My first name or names

3. My address

4. My daytime phone number

5. My complaint



Putting things right

6. The actions I have taken so far to sort this matter, and the people I have spoken to, are:

7. I would like Stadium to take the following action to sort out my complaint.

Signature: _____

Date: ___/___/___

Equal opportunities in dealing with complaints

We are opposed to any form of discrimination. We are committed to making sure that our services benefit all sections of the community.

We also want to know if anyone appears to be suffering any prejudice because of their race, colour, sex, disability, household or age.

Although you do not have to fill in this questionnaire, by doing so you can help us to see if we are achieving these aims, and to find ways of improving our service.

Your answers will be kept separate from your complaint and will be completely confidential. We will use them for statistical purposes only.

Please fill in one box only for each question.

I would describe myself as the following (tick one box only).

White British Irish Other (please give details)

Mixed White and black Caribbean White and black African
White and Asian Other (please give details)

Asian or Asian Indian Pakistani Bangladeshi
British Other (please give details)

Black or Black Caribbean African Other (please give details)
British

Chinese or other Chinese Other (please give details)
ethnic group

I do not want to
answer.

My colour is:

Black

White

Other (please describe)

I am:

female

male

I consider myself to be disabled or have disabilities.

Yes

No

My household is:

a couple

a couple with a child or children

a single person

a single person with a child or children

other (please describe)

My age is:

16 to 25

26 to 40

41 to 60

61 to 75

over 75

Thank you for your help.



Do you want to compliment our service or give us positive feedback?

If you have received a service which you are pleased with and would like to say thank you, please let us know by either phoning, writing to or sending an e-mail to the customer services team (see 'Useful contacts' for details).

We do not expect to get a thank you, but it is always welcome.



Putting things right



Useful contacts

Contacting us

Customer Services, for reception services, information and general enquiries

Phone number: 020 8451 7526
9am to 5pm (Monday to Friday)
Fax number: 020 8459 6447
Address: Electric House, 296 Willesden Lane, Willesden, London NW2 5HW

Repairs and Maintenance, for urgent and routine day-to-day repair orders and gas servicing

Repairline number: 0800 085 1430
24 hours a day, seven days a week
Fax number: 020 8459 6447
E-mail: stadiumrepairs@stadiumha.org.uk
Address: Electric House, 296 Willesden Lane, Willesden, London NW2 5HW

Stock Reinvestment and cyclical maintenance, for information and advice on planned improvements and reinvestment work on properties

Phone number: 020 8451 7526
9am to 5pm (Monday to Friday)
Fax number: 020 8459 6447
Address: Electric House, 296 Willesden Lane, Willesden, London NW2 5HW

Tenancy Services, for help and advice on racial and domestic harassment, mutual exchanges, anti-social behaviour and neighbour issues, estate services

Phone number: 020 8451 7526
Fax number: 020 8459 6447
Address: Electric House, 296 Willesden Lane, Willesden, London NW2 5HW

Allocations and Lettings, for information and help with housing applications, transfers and empty properties

Phone number: 020 8451 7526
9am to 5pm (Monday to Friday)
Fax number: 020 8459 6447
Address: Electric House, 296 Willesden Lane, Willesden, London NW2 5HW



Useful contacts

Income Management, for information and help on rents and service charges, debts, housing and other benefits

Phone number: 020 8451 7526
Rent arrears enquiries: 020 8459 9208
Fax number: 020 8459 6447
E-mail: im-enquiries@stadiumha.org.uk
Address: Electric House, 296 Willesden Lane, Willesden, London NW2 5HW

Community Initiatives and Casework Services, for information and help on including residents, setting up residents' associations, joining the Residents' Forum

Phone number: 020 8451 7526
Fax number: 020 8459 6447
Address: Electric House, 296 Willesden Lane, Willesden, London NW2 5HW

Leasehold Services, for information and help on shared ownership, buying more shares in your property and leasehold service charges

Phone number: 020 8451 7526
9am to 5pm (Monday to Friday)
Fax number: 020 8459 6447
Address: Electric House, 296 Willesden Lane, Willesden, London NW2 5HW

Supported Housing, for information and help on homes, hostels, retirement and sheltered housing

Phone number: 020 8782 5471
Address: Lanmor House, 370-386 High Road, Wembley, Middlesex, HA9 6AX

Stadium Housing Association is part of Network Housing Group Limited.

You can contact Network Housing Group Limited at:

Olympic Office Centre
8 Fulton Road
Wembley
Middlesex
HA9 ONU.

Phone number: 020 8900 0185
Fax number: 020 8902 4394
E-mail: info@networkhg.org.uk
Website: www.networkhg.org.uk



Useful national and regional contacts

Emergency services		Dial 999 and ask for police, fire or ambulance.
Victim Support Supportline, for help and support at any time, whether or not a crime has been reported and no matter when it happened. Victim Support is an independent organisation and not part of the police, courts or any other criminal justice agency.	Supportline: Text direct: Minicom: Website:	0845 30 30 90 108810845 30 30 90 020 7896 3776 www.victimsupport.org/uk
National Women's Aid Domestic Violence Helpline, for help and support at any time on physical, emotional or sexual violence in the home. You do not have to be in an emergency situation to contact this service.	Phone: Website:	0808 2000 247 [24-hour service] www.womensaid.org.uk
National Grid/Transco emergency phone service if you smell gas.	Phone: Website:	0800 111 999 www.nationalgrid.com/uk
DIAL UK, for free, independent advice to disabled people on welfare benefits, community care, independent living, mobility and transport, discrimination and holidays.	Phone: Fax: Textphone: E-mail: Address: Website:	01302 310 123 01302 310 404 01302 310 123 – please use the voice announcer enquiries@dialuk.org.uk St Catherine's, Tickhill Road, Doncaster, South Yorkshire DN4 8QN www.dial.org.uk
Royal Society for the Prevention of Cruelty to Animals, for information on rehoming and other things to do with animals.	Cruelty line: Clinic addresses: Website:	0870 55 55 999 Kilburn Clinic, 10 Cambridge Avenue, London NW6 5AB. Ealing and Hanwell Clinic, 48 Uxbridge Road, London W7 3PP www.rspca.org.uk



Useful national and regional contacts

Independent Housing Ombudsman, to make a complaint about us when you have gone through our complaints procedure and are still not satisfied. They welcome calls from textphone users through Typetalk. You can get this booklet on audio tape.

Phone:	020 7836 3630
Lo-call:	0845 712 5973
Minicom:	020 7240 6776
Fax:	020 7836 3900
E-mail:	ombudsman@ihos.org.uk
Address:	Norman House, 105-109 Strand, London WC2R 0AA

RoSPA, for information about preventing accidents.

Phone:	0121 248 2000
Address:	RoSPA Head Office Edgbaston Park, 353 Bristol Road, Edgbaston, Birmingham B5 7ST
Website:	www.rospa.com

National Health Service, for on-line help to find a GP, dentist and other health services.

Website:	www.nhs.uk/england
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**We may be able to help you with finding the right support agency for your needs.
Please call the Customer Services Team on 020 8451 7526**



Contacting your council

London Borough of Barnet	Main address: Customer services number: E-mail: Website:	Hendon Town Hall, The Burroughs, Hendon, London NW4 4BG 020 8359 2000 first.contact@barnet.gov.uk www.barnet.gov.uk
London Borough of Brent	Main address: Customer services phone: Fax: Minicom: Gujerati line: E-mail:	Brent Town Hall, Forty Lane, Wembley, Middlesex, HA9 9HD 020 8937 1200 020 8937 1989 020 8937 1993 020 8937 1996 customer.services@brent.gov.uk
London Borough of Camden	Main address: Phone: Textphone: E-mail: Website:	Camden Town Hall, Judd Street, London WC1H 9JE 020 7278 4444 020 7974 6866 info@camden.gov.uk www.camden.gov.uk
London Borough of Ealing	Address: Main switchboard phone: Website:	Perceval House, 14/16 Uxbridge Road, Ealing, London W5 2HL 020 8825 5000 www.ealing.gov.uk
London Borough of Hammersmith and Fulham	Address: Switchboard: Emergency out-of-hours information: Website:	Town Hall, King Street, London W6 9JU 020 8748 3020 020 8748 8588 www.lbhf.gov.uk
London Borough of Harrow	Address: Phone: E-mail: Website:	Civic Centre, Station Road, Harrow, Middlesex HA1 2XF 020 8863 5611 info@harrow.gov.uk www.harrow.gov.uk



Contacting your council

London Borough of Hillingdon	Address: Phone: Website:	Civic Centre, High Street, Uxbridge, Middlesex UB8 1UW 01895 250111 www.hillingdon.gov.uk
London Borough of Hounslow	Address: Phone for all services including Housing Benefit and Council Tax Benefit: Website:	Civic Centre, Lampton Road, Hounslow, Middlesex TW3 4DN 020 8583 2000 www.hounslow.gov.uk
Royal Borough of Kensington and Chelsea	Address: Main switchboard phone: Website:	Town Hall, Hornton Street, London W8 7NX 020 7361 3000 www.rbkc.gov.uk
London Borough of Newham	Address: For for all council services including Housing Benefit and Council Tax Benefit: Phone: Fax: Text: Website:	Town Hall, Barking Road, East Ham, London E6 2RP 020 8430 2000 020 8430 1066 020 8430 2412 www.newham.gov.uk
London Borough of Richmond-upon-Thames	Main council offices address: Phone: Minicom: Website:	Civic Centre, 44 York Street, Twickenham, Middlesex TW1 3BZ 020 8891 1411 020 8831 6001 www.richmond.gov.uk
Westminster City Council	Address: Phone: Fax: Minicom: Website:	PO Box 240, Westminster City Hall, 64 Victoria Street, London SW1E 6QP 020 7641 6000 020 7245 5510 020 7641 8000 www.westminster.gov.uk



Contacting your local Housing Benefit office

London Borough of Barnet	Address:	Housing Benefit Fenella House, Babington Road Hendon NW4 4BS
	Phone:	020 8359 2111
	Fax:	020 8359 2273
London Borough of Brent	Address	Brent House, PO Box 425 349-357 High Road, Wembley HA9 6BZ
	Phone:	020 8937 1800
	Fax:	020 8937 1940
	E-mail:	brbs@brent.gov.uk
London Borough of Camden	Address	Housing Benefit Town Hall, Argyle Street, London WC1H 8NJ
	Phone:	020 7974 5950
	Fax:	020 7974 5817
London Borough of Ealing	Address	Housing Benefits PO Box 32251, Ealing, London W5 5XA
	Phone:	020 8825 7000
	Fax:	020 8825 6542
	Minicom:	020 8825 5676
	E-mail:	benefits@ealing.gov.uk
London Borough of Hammersmith and Fulham	Address	Housing Benefit Section 77 Glenthorne Road, London W6 0LJ
	Phone:	020 8753 1398
	Fax:	020 8753 1356
	E-mail:	benefits@lbhf.gov.uk
London Borough of Harrow	Address	Housing Benefit Office PO Box 730, Civic Centre, Harrow HA1 2DU
	Phone:	020 8424 1644
	Fax:	020 8424 1627



Contacting your local Housing Benefit office

London Borough of Newham	Address	Housing Benefit Section Town Hall, Barking Road East, East Ham, London E6 2RP
	Phone:	020 8430 2000
	Fax:	020 8430 6296
	Minicom:	020 8430 6564
	Textphone:	020 8430 2412
	Website:	www.newham.gov.uk
Royal Borough of Kensington and Chelsea	Address	Benefit Services PO Box 22515, London, W8 7WD
	Phone:	020 7361 2293
	Fax:	020 7361 2620
London Borough of Hounslow	Address	Civic Centre, Lampton Road, Hounslow, Middlesex TW3 4DN
	Phone:	020 8583 4242
	Fax:	020 8583 4788
London Borough of Hillingdon	Address	Civic Centre, High Street, Uxbridge UB8 1UW
	Phone:	01895 277 090
	Fax:	01895 250 859
	Textphone:	01895 556 487
	E-mail:	benefits@hillingdon.gov.uk
City of Westminster	Address	PO Box 82, Erith, Kent DA8 1WJ
	Phone:	08000 720 042
	Fax:	01322 356 054
	Minicom:	0845 070 0281
	E-mail:	cityofwestminsterbenefits@capit.co.uk



Contacting advice agencies in your area

Barnet

Hendon Citizens Advice	Address:	40-42 Church End, Hendon, London NW4 4JT
	Phone:	0870 1288080
	Fax:	020 8203 3202
	Website:	www.barnetcab.org.uk
Barnet Law Centre	Address:	9 Bell Lane, London NW4 2BP
	Phone:	020 8203 4141
	Fax:	020 8203 8042
	E-mail:	bcls@barnetlaw.org.uk

Brent

Brent Citizens Advice	Address:	270-272 High Road, Harlesden, London NW10 2EY
	Phone:	0845 0505250 [24-hour call centre]
	Welfare benefit advice:	020 8451 4355
	Fax:	020 8451 3714
	E-mail:	brent.cab@brentcab.co.uk
Brent Community Law	Centre address:	389 High Street, Willesden, London, NW10 2JR
	Phone:	020 8451 1122
	Fax:	020 8208 5734
	E-mail:	brentlaw@brentlaw.org.uk

Camden

Citizens Advice	Address:	Kilburn CAB, 200 Kilburn High Road, Kilburn, London NW6 4HD
	Phone:	0845 120 2965
	Fax:	020 7328 4744
	Housebound service phone:	020 7482 4747



Contacting advice agencies in your area

Camden

Camden Community Law Centre	Address:	2 Prince of Wales Road, Camden, London NW5 3LQ
	Phone:	020 7839 2998
	Fax:	020 7893 6158
	E-mail:	admin@cclc.org.uk
	Website:	www.londonlawcentre.org.uk

Ealing

Ealing Citizens Advice	Address:	Acton Town Hall, Winchester Street, Acton, London W3 6NE
	Phone for advice:	0870 126 4100
	Phone for appointments:	020 8825 7711

Hammersmith and Fulham

Citizens Advice	Address:	Fulham CAB, The Pavilion, 1 Mund Street, London W14 9LY
	Phone:	0845 458 2515
	Fax:	020 7385 7650
	Website:	www.fulhamcab.org.uk
Hammersmith and Fulham Community Law Centre	Address:	Hammersmith and Fulham Community Law Centre, 142/144 King Street, London W6 0QU
	Phone:	020 8741 4021
	E-mail:	hflaw@hflaw.org.uk

Harrow

Harrow Citizens Advice	Address:	Harrow CAB, Next to the Civic Centre, Station Road, Harrow, Middlesex HA1 2XH
	Phone:	0870 126 4460
	Fax:	020 8863 3267



Contacting advice agencies in your area

Hounslow

Citizens Advice	Address:	Brentford and Chiswick CAB, Town Hall, Heathfield Terrace, London W4 4JN
	Phone:	0870 126 9500
	Fax:	020 8995 4674
Citizens Advice	Address:	Hounslow CAB, 45 Treaty Centre, High Street, Hounslow, Middlesex TW3 1ES
	Phone:	0870 126 9500
	Fax:	020 8577 8624
Hounslow Law Centre	Address:	Hounslow Law Centre, 51 Lampton Road, Hounslow, Middlesex TW3 1JG
	Phone:	020 8570 9505
	Fax:	020 8572 0730
	E-mail:	hounslowlc@dial.pipex.com

Kensington and Chelsea

Kensington Citizens Advice	Address:	Kensington CAB, 140 Ladbrooke Grove, London W10 5ND
	Phone:	0870 122 2313
	Fax:	020 8968 4281
Chelsea Citizens Advice	Address:	Chelsea CAB, Old Town Hall, Kings Road, London SW3 5EE
	Phone:	0870 122 2313
North Kensington Law Centre	Address:	North Kensington Law Centre, 74 Golborne Road, London W10 5PS
	Phone:	020 8969 7473
Stratford Citizens Advice	Address:	Stratford Advice Arcade, 107-9 The Grove, Stratford, London E6 1HP
	Phone:	0870 126 4097
	Fax:	020 8985 0462



Contacting advice agencies in your area

Richmond-upon-Thames

Richmond Citizens Advice	Address:	Richmond CAB, Linfield House, 26 Kew Road, Richmond, Surrey TW9 2NA
	Phone:	020 8940 2501
	Fax:	020 8332 0708
	Website:	www.rcabs.org.uk
Sheen Citizens Advice	Address:	Sheen CAB, Sheen Lane Centre, Sheen Lane, London SW14 8LP
	Phone:	020 8876 1513
	Fax:	020 8878 5105
	Website:	www.rcabs.org.uk
Westminster Paddington Citizens Advice	Address:	Paddington CAB, 441 Harrow Road, London W10 4RE
	Phone:	0870 126 4040
	Fax:	020 8964 0726
Paddington Law Centre	Address:	Paddington Law Centre, 439 Harrow Road, London W10 4RE
	Phone:	020 8960 3155
	E-mail:	paddingtonlaw@dial.pipex.com



Contacting police stations in your area

Barnet

Barnet police station	Address:	26 High Street, Barnet, Hertfordshire EN5 5RU
	Phone:	020 8200 1212
Colindale police station	Address:	Grahame Park Way, Colindale, London NW9 5TW
	Phone:	020 8200 1212
Finchley police station	Address:	193 Ballards Lane, Finchley, London N3 1LZ
	Phone:	020 8200 1212
Golders Green police station	Address:	1069 Finchley Road, Golders Green, London NW11 0QE
	Phone:	020 8200 1212
Whetstone police station	Address:	1170 High Road, Whetstone, London N20 0LW
	Phone:	020 8200 1212

Brent

Chalkhill police station	Address:	Ken Way, Chalkhill Estate, Wembley, Middlesex HA9 9DS
	Phone:	020 7372 1212
Harlesden police station	Address:	76 Craven Park, Harlesden, London NW10 8RJ
	Phone:	020 8733 3812
Kilburn police station	Address:	38 Salusbury Road, Kilburn, London NW6 6NN
	Phone:	020 8733 3725
Kingsbury police station	Address:	5 The Mall, Kenton, Middlesex HA3 9TF
	Phone:	020 8733 4252
Wembley police station	Address:	603 Harrow Road, Wembley, Middlesex HA0 2HH
	Phone:	020 8733 3125
Willesden Green police station	Address:	96 High Road, Willesden Green, London NW10 2PP
	Phone:	020 8733 3925



Contacting police stations in your area

Camden

Albany Street police station	Address: 60 Albany Street, Camden, London NW1 4EE Phone: 020 7388 1212
Kentish Town police station	Address: 12A Holmes Road, Kentish Town, London NW5 3AE Phone: 020 7404 1212
West Hampstead police station	Address: 21 Fortune Green Road, West Hampstead, London NW6 1DX Phone: 020 7404 1212

Ealing

Acton police station	Address: 250 High Street, Acton, London W3 9BH Phone: 020 8810 1212
Ealing police station	Address: 67-69 Uxbridge Road, Ealing, London W5 5SJ Phone: 020 8810 1212

Hammersmith and Fulham

Fulham police station	Address: Heckfield Place, Fulham, London SW6 5NL Phone: 020 8563 1212
Hammersmith police station	Address: 226 Shepherds Bush Road, Hammersmith, London W6 7NX Phone: 020 8563 1212
Shepherds Bush police station	Address: 252-256 Uxbridge Road, Shepherds Bush, London W12 7JA Phone: 020 8563 1212



Contacting police stations in your area

Harrow

Harrow police station	Address:	74 Northolt Road, South Harrow, Middlesex HA2 0DN
	Phone:	020 8423 1212
Pinner police station	Address:	1 Bridge Street, Pinner, Middlesex HA4 3LA
	Phone:	020 8423 1212
Wealdstone police station	Address:	78 High Street, Wealdstone, Middlesex HA3 7AG
	Phone:	020 8423 1212

Hounslow

Chiswick police station	Address:	209-211 Chiswick High Road, Chiswick, London W4 2DR
	Phone:	020 8577 1212
Hounslow police station	Address:	5 Montague Road, Hounslow, Middlesex TW3 1LB
	Phone:	020 8577 1212

Kensington and Chelsea

Chelsea police station	Address:	2 Lucan Place, London SW3 3PB
	Phone:	020 7376 1212
Kensington police station	Address:	72-74 Earls Court Road, London W8 6EQ
	Phone:	020 7376 1212
Notting Hill police station	Address:	99-101 Ladbroke Road, London W11 3PL
	Phone:	020 7221 1212



Contacting police stations in your area

Newham

Forest Gate police station Address: 350-360 Romford Road, London E7 8BS
Phone: 020 8534 1212

Plaistow police station Address: 444 Barking Road, Plaistow, London E13 8HJ
Phone: 020 8534 1212

Richmond-upon-Thames

Richmond-upon-Thames police station Address: 8 Red Lion Street, Richmond upon Thames, Surrey TW9 1RW
Phone: 020 8607 9199

Tower Hamlets

Bethnal Green police station Address: 12 Victoria Park Square, Tower Hamlets, London E2 9NZ
Phone: 020 7515 1212

Westminster

Belgravia police station Address: 202-206 Buckingham Palace Road, Belgravia, London SW1W 9SX
Phone: 020 7730 1212

Harrow Road police station Address: 325 Harrow Road, Paddington, London W9 3RD
Phone: 020 7289 5030

Marylebone police station Address: 1-9 Seymour Street, Marylebone, London W1H 7BA
Phone: 020 7486 1212

Paddington Green police station Address: 2-4 Harrow Road, Paddington, London W2 1XJ
Phone: 020 7402 1212

St John's Wood police station Address: 201/2 Newcourt Street, St John's Wood, London NW8 7AA
Phone: 020 7722 4447











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