

Correspondence

When you write to us or e-mail us, we will:

- reply to you within five working days (if we cannot answer your enquiry fully, we will acknowledge your correspondence within five working days);
- aim to deal with your enquiry within 28 days, if we have not been able to do so within the first five days (if we are not able to do this, we will always tell you why); and
- reply to you using plain language. All correspondence will have a return address, contact name, phone number and e-mail address.

Complaints

When you complain about our services, we will: reply to you within five working days – please see our complaints policy for more details.

Repairs

When you report a repair, we will:

- usually deal with your repair in one call;
- give you some choice about when the contractor will visit you;
- ask you whether you are satisfied with the job and the contractor; and
- complete all jobs within our agreed timescale. We will carry out routine repairs within 21 days and urgent repairs within 24 hours. If an emergency repair is needed, such as a burst or anything that may be an immediate danger to anyone's health and safety, we will do it immediately, day or night.

Out of the office

All staff and contractors will carry an identity card when they are out of the office.

Moving in

When you move into your new home:

- We will send you a survey between four to six weeks after you have moved in, asking for your comments about your home and the service you have received;

- if your home is newly refurbished, after six months we will fully inspect it for any outstanding faults; and
- you will receive a welcome pack with a resident's handbook and charter which explains your rights.

Information

As our tenant, we will provide you with:

- a welcome pack;
- rent statements 4 times a year;
- an annual report which includes information on our performance;
- information on how we have worked out your service charge;
- a tenants' newsletter every three months; and
- information leaflets in plain English.

We also have a website at www.wha.org.uk.

Waiting list

We will:

- provide you with an application form and information on how we deal with your application;
- contact you within five working days to acknowledge we have received your Application;
- review applications every twelve months; and
- confirm an offer of a home in writing, and give you two days to make a decision.

New Tenancies

When you accept a new home from us, we will:

- make sure your new home has a gas and electric safety check done before you move in (we will then service your gas fire and heating every year);
- make sure that your new home meets our minimum standard;
- offer you a decoration allowance if we feel your home is in a poor decorative condition;
- offer you 'floating support' if we feel you may need help setting up your new home (the floating support service is provided by other agencies that we work closely with);
- offer you an Assured Tenancy Agreement.

- visit you four to six weeks after you have moved in to make sure you have settled in.
- We will make sure that we keep all personal information and correspondence confidential.

Rents

- If you have an assured tenancy we will review your rent and services every year, and always give you four weeks' notice of any increase.
- If you have a service charge, we will send you an annual budget statement every year which gives you details of the costs of all the services we provide in the shared areas.
- We will offer you a variety of ways of paying your rent, for example, swipe card, direct debit, phone payments, by internet.
- We will send you a new swipe card within five working days of you asking for one.
- We will send you a rent statement every 13 weeks.
- If you are having difficulty paying your rent, we will help you with benefits. Our Money Advisor will be able to offer you more specialist advice.

Other tenancy issues

- If you apply for an exchange, we will deal with all applications within 42 days (the legal timescale).
- We will respond to all complaints of harassment within 2 working days. If there is a risk of violence please also contact the police.
- We will acknowledge all written complaints or e-mails about antisocial behaviour within three working days.
- Once you have returned the completed log sheets, we will respond within 10 working days.
- We will regularly inspect our estates to make sure they meet our high standards.

Please ask us if you would like this handbook in another format. Please contact us on 01925 246810.

**Produced by
Warrington Housing Association**

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