


RESIDENTS' HANDBOOK



petersfield housing association limited 

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www.petersfieldhsg.co.uk

CHAPTER 1

OUR MISSION STATEMENT

“Working independently but in co-operation with others PHA aims to provide good quality, cost effective, affordable housing and services to people in housing need in the Petersfield area”.

Petersfield HA was founded in 1973 on the initiative of the local Council of Churches who were looking to find ways of providing homes for those who could not afford the high property prices in East Hampshire. The same is very true today.

The Board has always comprised of local people with the interests of the local community at heart and as such their area of activity has been largely restricted to Petersfield and the immediately surrounding villages. Starting with no properties in 1973 by 2007 the numbers in ownership had grown to 257. The Board is anxious to continue this expansion.

Although PHA is a founder member of the Wayfarer Consortium it is also completely independent and wishes to remain so. PHA is also a “preferred partner” of East Hants District Council.

We are proud that great emphasis is placed on the fact that being a small association enables the housing staff to be close to the tenants. Our office operates an “open door” policy and no appointments are needed to speak directly to any member of staff.

Emphasis has also been placed on maintaining the Association’s properties to a high standard. The Association is strong financially. Prudent financial management over the years leaves sufficient funds available to meet the objectives of the Business Plan.

Denise Rajchel
Chief Executive

petersfield housing association limited



CHAPTER 2

TENANCY RIGHTS & RESPONSIBILITIES

The tenancy agreement

The tenancy agreement is signed by you and the Association during the 'sign-up' interview. The tenancy agreement is a legal document and the rights and responsibilities of all parties are set out and must be adhered to.

You will have one of 3 possible tenancy agreements;

- Secure Tenancy
 - Assured Tenancy
 - Assured Shorthold Tenancy
-

Depending on which agreement you have, your legal rights will differ slightly. Your tenancy provides you with complete security of your right to live in the property as long as you keep to the terms of the agreement.

The Association has the right to enter your home to carry out essential work or where we have gained a Possession Order from the County Court. If we do need to gain access we will give you at least 24 hours notice except in the case of an emergency (although we will try to contact you first).

Please note that the Association does not hold spare keys to any of its properties.

CHAPTER 2

TENANCY RIGHTS & RESPONSIBILITIES

Right to occupy

You have the right to occupy the property without interruption or interference from the Association for the duration of your tenancy (except for the obligation contained in this agreement to give access to the Association's employees or contractors) so long as you comply with the terms of the agreement and have proper respect for the rights of other tenants and other persons in the neighbourhood.

Right to make Improvements

You may make improvements, alterations and additions to the property including external decoration and additions to, or alterations in, the Association's installations, fixtures and fittings, provided that you have first obtained the written consent of the Association and all other necessary approvals (for example, planning permission or building regulations approval).

The Association will not unreasonably withhold its consent but may make it conditional upon the work being carried out to a certain standard. Failure to seek the Association's consent or to comply with the Association's conditions shall be a breach of your obligations under this tenancy.

CHAPTER 2

TENANCY RIGHTS & RESPONSIBILITIES

Compensation for improvements

The Association shall establish a scheme under which you may be compensated for the costs of specified improvements. The scheme shall operate in accordance with the requirements laid down by the Housing Corporation.

Right to repair

The Association shall establish a scheme providing you with a remedy if the Association fails to carry out its obligations to repair. The scheme will operate in accordance with the requirements laid down by the Housing Corporation.

Right to consultation

The Association must consult all its tenants before making changes in matters of housing management or maintenance that are likely to have a substantial effect on the tenants.

Right to information

You have a right to information from the Association about the terms of your tenancy and about the Association's repairing obligations, its policies and procedures on tenant consultation, housing allocation and transfers and its performance as a landlord.

Please ask the housing officer if you would like any information.

CHAPTER 2

TENANCY RIGHTS & RESPONSIBILITIES

Ending of your tenancy

There are certain circumstances whereby the Association may want to end your tenancy. Generally it is if you have breached the terms of the tenancy agreement.

The following are some reasons that the Association may wish to end your tenancy:

- Failing to pay rent or persistently late in paying.
 - Causing nuisance or annoyance to your neighbours, visitors or people lawfully visiting your home.
 - Committing an arrestable offence at or near your home or in domestic violence situations.
 - Damaging the property/fittings supplied by the Association or the surrounding common areas.
 - Deliberately giving false information when applying for your tenancy.
 - Breaching any of the terms in the agreement
 - If we need to redevelop or undertake major works to your home. In this case we will find you alternative accommodation.
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The Association can only end your tenancy by first obtaining a court order for possession of the property. Eviction is an action that we will only take as a last resort but on rare occasions this does happen.

CHAPTER 2

TENANCY RIGHTS & RESPONSIBILITIES

Moving out

Moving out of your home is straightforward if you follow these guidelines:

- You must give the Association **4 weeks notice** in writing
 - You must return all keys before or on the date stated in the letter of termination from us (late return of keys will result in rent being charged on a weekly basis until the keys are returned)
 - You must leave your home in a clean and tidy state
 - You must ensure all furniture and belongings are taken with you when you leave (you will be charged if we have to dispose of any items)
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Transfers – moving to another property

You may want to consider moving to another property, either another one of our properties or somewhere else in East Hampshire. You will need to complete a transfer applications form (available from our office). Drum Housing Association has prime responsibility for managing the transfer waiting list on behalf of all housing associations in East Hampshire.

Please note Petersfield Housing Association does not hold any waiting list.

CHAPTER 2

TENANCY RIGHTS & RESPONSIBILITIES

Mutual exchanges - 'swap' homes

You have the right to exchange your tenancy with another tenant of a housing association or local authority. All parties **MUST** receive written consent to exchange from their landlord **BEFORE** they exchange. There is a process that must be followed but consent can only be withheld in certain circumstances. Failure to obtain the approval of the appropriate landlords before moving could mean the loss of a tenancy to both properties – the one you have left & the one you have moved to!

Please ask your housing officer if you would like any advice or assistance.

Lodgers

The Association **DOES** allow secure and assured residents to take in lodgers but you must put a request in writing **before** you move a lodger in. Please note that taking in a lodger may affect your right to claim some benefits. As the tenancy is in your name, you remain responsible at all times for the actions and/or behaviour of the lodger. A lodger will not be permitted to stay at the property if you leave.

Sub-letting

If you have an assured or secure tenancy you have the right to sub-let part of your home (but not all of it) and you must first obtain our permission in writing. If you do not obtain permission first you will have broken your tenancy agreement and could lose your home.

CHAPTER 2

TENANCY RIGHTS & RESPONSIBILITIES

Succession

If you have a secure or assured tenancy, another member of your family may have the right to take over your tenancy when you die. The qualifying person may be your spouse, partner, son or daughter, parent, grandparent, brother, sister, uncle, aunt, nephew or niece (the term “partner” includes gay or lesbian partners).

There are however, some rules that apply to succession as follows:

- The relative must have lived with you for 12 months and the property must have been their main or only home at the time of your death.
 - If more than one family member qualifies to succeed to the tenancy, they should agree between themselves which one will claim it. If they can not agree, the Association will decide.
 - Any claim to succeed to your tenancy must be made to the Association in writing within one month of your death.
-

There is only one ‘statutory right of succession’. Please ask the housing officer for advice.

CHAPTER 2

TENANCY RIGHTS & RESPONSIBILITIES

Assignment of tenancy

You are not usually allowed to pass on or 'assign' your tenancy to someone else whilst you are living at the property. There are some exceptions but only with the prior approval of the Association:

- If the person to whom you want to assign the tenancy to is a member of your family who would have the right to succeed to your tenancy after your death. You must get the Association's written consent before doing this. If you assign your tenancy to another family member you would be giving up the rights to occupy your home.
 - If you carry out a mutual exchange.
 - If a court has made an order that the Association should transfer the property from one tenant to another.
-

Please note that without the Association's permission; if you do assign your tenancy and move out, those remaining will be classed as unauthorised occupants and we will take steps to legally end your tenancy and evict anyone from the property.

If you would like further advice about assigning your tenancy, please contact the housing officer. You may also wish to seek legal advice.

CHAPTER 2

TENANCY RIGHTS & RESPONSIBILITIES

Pets (do's and don'ts)

Petersfield Housing Association does – in most cases – allow residents to keep pets. We do ask that you request in writing our permission to keep animals, but with smaller animals such as hamsters or birds, this permission will not be necessary.

Permission granted will be on the understanding that you will be entirely responsible for the animal and any damage caused will be your responsibility to repair. If your pet causes a nuisance to your neighbours, we will ask you to find another home for it.

Contents insurance

We strongly recommend that you take out your own home contents insurance. We appreciate this is at your own expense, which is why we have actively promoted a very competitive scheme run through the National Housing Federation. This scheme offers an easy, affordable way to insure the contents of your home.

For more details, please contact the office.

CHAPTER 3

YOUR RENT

Your rent will be increased each year on the first Monday in January. We legally have to give you 28 days notice of a change and the amount we are able to increase it by is controlled by the Government.

However if you have a secure tenancy, your increase will take place every 2 years and is governed by the independent Fair Rent Office

If you have any questions on how your rent is calculated please contact your Housing Officer.

Service Charges

In some properties we provide a number of services in addition to those covered by the rent. Where this is the case we can recover the estimated annual cost of the services by adding a service charge to the weekly rent e.g. cleaning of communal areas. You will be notified of the full details and any changes to these charges with your annual rent increase letter.

If you have any questions on what services are charged to your property and/or how it is calculated please contact your Housing Officer.

CHAPTER 3

YOUR RENT

How to pay your rent

Your rent is charged on a weekly basis every Monday and in accordance with your tenancy agreement, is payable **4 weeks in advance**.

You can pay your rent.....

- In person at our office and pay by **cash** or **cheque** (please make cheques payable to Petersfield Housing Association)
 - By Standing Order or Direct Debit (please pick up a form from our office)
 - By Electronic Banking
 - By post (please do not send cash in the post)
-

For further advice about these methods of payment please contact your Housing Officer.

Importance of paying your rent

Paying your rent must be your **first** financial priority.

When you accept your tenancy, you sign a legal agreement to abide by the terms and conditions laid out in your Tenancy Agreement, including ensuring that your rent is paid on time and that your rent account does not fall into arrears.

If you fail to keep to any of these conditions you will be in breach of your tenancy agreement and Petersfield Housing Association may take further legal action which could result in you losing your home.

If there is more than one resident on the tenancy, both are equally responsible for the rent and any arrears which may be due.

CHAPTER 3

YOUR RENT

Experiencing financial difficulty?

There may come a time where you might find yourself experiencing financial difficulties. It is important to remember that you must not ignore the situation but ask for help instead.

If you cannot pay your rent on time or pay the correct amount or fall behind with your payments you **must** contact your Housing Officer or the Resident Support Officer immediately. We will be able to help you with your finances and if appropriate agree on a repayment plan.

So, please remember: if you are having difficulty paying your rent, do not delay; contact us straight away – we will be able to help.

CHAPTER 4

REPAIRS & MAINTENANCE

THE LANDLORD'S RESPONSIBILITY – Repairs and Maintenance of your home. (*See your Tenancy Agreement*)

Repair of structure and exterior

The Association must keep the structure and outside of your home in good repair including:-

- drains, gutters and external pipes;
 - the roof;
 - outside walls, outside doors, windowsills, window catches, sash cords and window frames including necessary external painting and decorating;
 - internal walls, floors and ceilings, doors and door frames, door hinges, and skirting boards of communal areas but not including internal painting and decoration of your home
 - chimneys, chimney stacks and flues but not including sweeping;
 - pathways, steps or other means of access;
 - plasterwork;
 - integral garages and stores;
 - boundary walls and fences
-

CHAPTER 4

REPAIRS & MAINTENANCE

Repair of installations

The Association must keep in good repair and proper working order any installations provided by the Association for space heating, water heating and sanitation and for the supply of water, gas and electricity to your home, including:-

basins, sinks, baths, toilets, flushing systems and waste pipes;

electric wiring including sockets and switches, gas pipes and water pipes; water heaters, fireplaces, fitted fires and central heating installations.

Repair of common parts

The Association must take reasonable care to keep the common entrances, halls, stairways, lifts, passageways, rubbish chutes and any other common parts, including their electric lighting, in reasonable repair and fit for use by residents, other occupiers and visitors to the Premises.

External decorations

The Association must keep the exterior of the Premises and any common parts in a good state of decoration and normally to decorate these areas once every 5 years.

CHAPTER 4

REPAIRS & MAINTENANCE

THE TENANT'S RESPONSIBILITY - Repairs and Maintenance of your home. *(See Tenancy Agreement)*

Internal decoration

You must keep the interior of your property in good and clean condition and to decorate all internal parts of the property as often as is necessary.

Reporting disrepair

You must report to the Association promptly any disrepair or defect for which the Association is responsible in the property or the common areas.

Access

You must allow the Association's employees or contractors acting on behalf of the Association access at reasonable times and subject to reasonable notice to inspect the condition of the property or to carry out repairs or other works to the property or adjoining property. (The Association will normally give at least 24 hours' notice but more immediate access may be required in an emergency.)

CHAPTER 4

REPAIRS & MAINTENANCE

How to report a repair

We rely on you to report any faults promptly and to provide access to our contractors to ensure that the repair may be undertaken within the agreed timescales.

*You should report any repair needed during office hours of 09.00hrs to 17.00 hrs Monday to Friday on **01730 263589***

If you experience a fault requiring **Emergency Action Out of Hours** you should call **01730 403200**. This will connect you to an emergency service where the problem will be assessed and appropriate action taken.

In the event of a suspected **Gas Leak** you should call **National Grid** on **0800 111 999** who will make safe the fault inside your home.

CHAPTER 4

REPAIRS & MAINTENANCE

Categories of repairs

There are 3 main categories of repair and each category has a time target for that repair to be completed.

1. An **Emergency Repair** is defined as one which is unforeseen and poses a direct threat to the health or safety of persons or serious damage to the property. Emergency Repairs will be done within **24 hours** to make safe the situation and allow full repair to be carried out in normal working hours.

Examples of Emergency Repair work are:

- Severe roof leaks
 - Total loss of electrical power
 - Unsafe electrical work
 - Burst pipes
 - Blocked foul drains
 - Dangerous structures
 - Flooding
 - Loss of heating and hot water involving health risk, for example
 - elderly persons
 - people with special needs
 - families with small babies
-

If a contractor is called out to deal with a repair as an emergency when an emergency repair is not justified, then you are liable to be charged for costs involved.

CHAPTER 4

REPAIRS & MAINTENANCE

2. An **Urgent Repair** is one which significantly affects the comfort or convenience of the resident and would normally be completed within **seven calendar days**.

Examples of Urgent Repair work are:

- Partial loss of electrical power or light
- Unsafe power socket or light fitting
- Partial loss of heating or hot water
- Blocked or leaking drains
- Toilet blocked or not flushing
- Blocked bath, sink or basin
- Leaks from taps, pipes or tanks
- Leaking roof
- Insecure external door, window or lock

3. All other internal or external repairs of a non-urgent manner are categorized as **Routine Repairs** and would normally be completed within **three weeks**.

Our contractors will contact tenants to make appointments to carry out the repair. This is normally by telephone, so it is important that the Association has your current telephone number. It is important you respond to any voicemail or carded messages to make an appointment since the repair order may be cancelled if the contractor is unable to make contact with you.

It is also important that any confirmed appointment is kept as missed appointments may result in a charge to the tenant.

CHAPTER 4

REPAIRS & MAINTENANCE

ANNUAL GAS SERVICING

1st Saxon-Clenmay carries out annual servicing of the gas boilers. This is a legal requirement, carried out for YOUR safety. You must make every effort to co-operate with the contractor to allow access for the work. This will ensure the safe operation and efficient function of your boiler.

If you should feel drowsy in the vicinity of the boiler or any gas appliance and/or suspect a problem with the boiler or any gas appliance, you should immediately open windows to air the room and report the problem for inspection.

CONDENSATION

Higher levels of insulation double glazing and improved sealing of properties has increased the incidence of condensation in properties. This is often perceived as damp. Condensation occurs when the moisture present in the air comes into contact with a cool surface.

In order to combat the likelihood of condensation it is recommended to keep the heating running continuously at a low temperature to allow the building structure to absorb heat. Intermittent bursts of heating will create cold areas in the property which will encourage condensation.

Condensation may be minimised if you;

- ensure good ventilation and air circulation
 - use extractor fans where fitted
 - fit an external vent kit to a tumble drier
 - do not dry washing indoors
-

CHAPTER 4

REPAIRS & MAINTENANCE

CYCLICAL MAINTENANCE WORKS

Cyclical works are those which are carried out on a regular program and would, principally, be external redecoration. Repainting, re-staining, window maintenance, etc. generally are carried out at 3, 4 or 5 year cycles.

EQUIPMENT LOCATION

Please try to provide this information. It will help us to help you if there is an emergency. If you are unable to locate any of the below don't panic, just call our office and we will try to help you.

ITEM	POSITION IN HOME	MAKE/ MODEL (if appropriate)	SERIAL NUMBER (if appropriate)
Stopcock			
Fuse Box			
Gas Tap/Shut Off			
Boiler			
Water Tank (if present)			
Water Cylinder (if present)			
Electric Meter			
Gas Meter (if present)			

CHAPTER 4

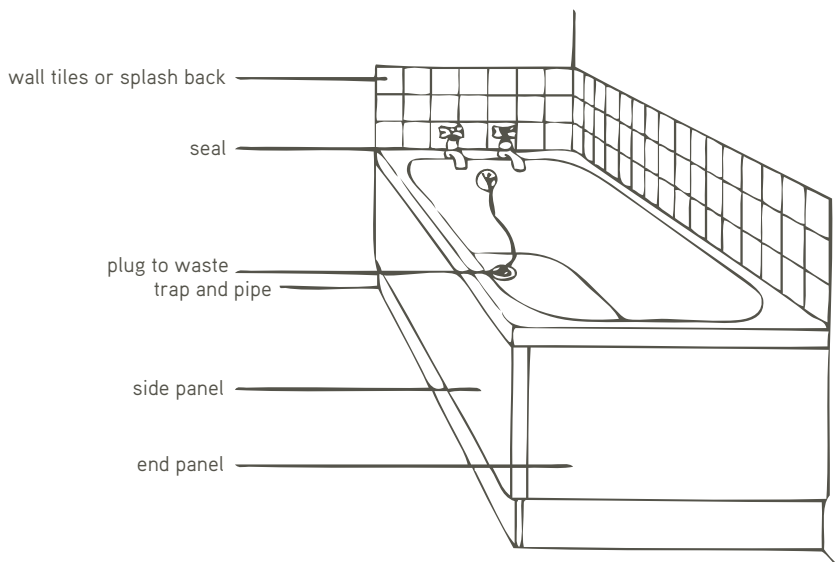
REPAIRS & MAINTENANCE

BEFORE YOU CONTACT US:

- If the water is near electrics do not touch.
- Stop leak causing more damage.

TELL US: BATH WATER LEAKING:

- Are electrics affected?
- Where is the leak?
- What is effected
- Hot or cold supply pipe?



CHAPTER 4

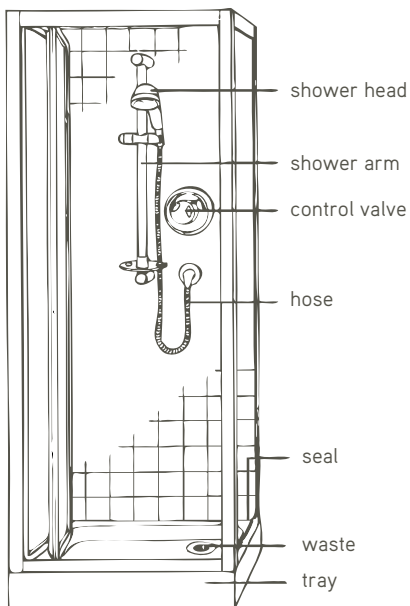
REPAIRS & MAINTENANCE

BEFORE YOU CONTACT US:

- If it is your own shower this is your responsibility
- If electric check power is switched on
- If lime scale is the problem use descaler fluid which can be bought from a supermarket or DIY shop.

TELL US: **SHOWER NOT WORKING**

- What type of shower is it?
- What is happening?
- Do you have hot water in the rest of your home?
- Can you see a make or model on the shower?
- What is causing the shower to be blocked?



ceiling pullcord power switch for electric shower



electric shower



bath / shower mixer tap

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REPAIRS & MAINTENANCE

BEFORE YOU CONTACT US:

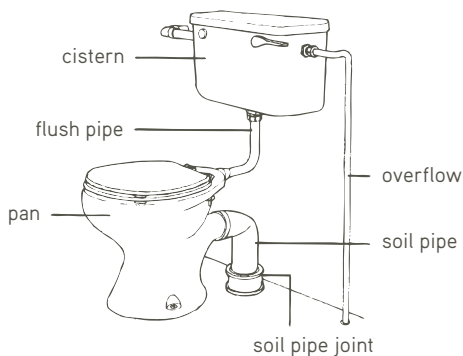
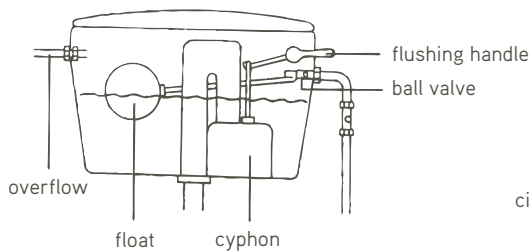
- Try and stop the leak and any damage it is causing
- If serious, turn off water at stopcock and gate valves from cold water tank.
- Has the water authority said that water would be going off?
- You can use a bucket of cold water to flush until the flush is mended
- If cistern is not filling, lift lid and see if anything is stopping the float from working.

TELL US: **WC LEAKING**

- Where is the leak?
- Is affected part loose, cracked or broken?
- Is it your only WC

TELL US: **WILL NOT FLUSH**

- Is the handle moving properly?
- Is the float still working?



CHAPTER 4

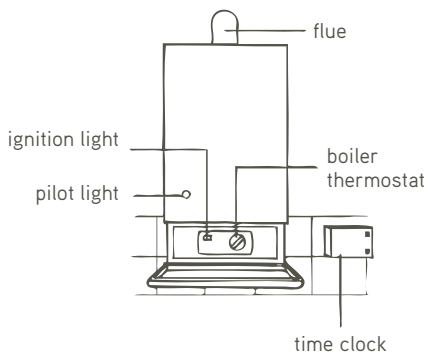
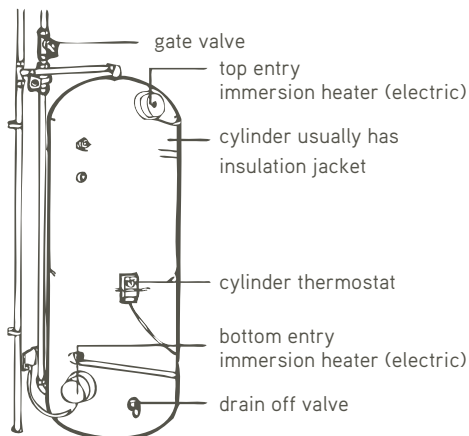
REPAIRS & MAINTENANCE

BEFORE YOU CONTACT US:

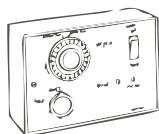
- If gas, check time clock controller is set for hot water and timer is set correctly.
- If electric is there a power cut? Are neighbours affected?
- If coin or credit meter, has it run out of credit?

TELL US: NO HOT WATER

- What heats water?
- If electric are other electrical facilities working?
- Are heating controls set correctly?
- Is room heating still working?
- Do you have alternative source of hot water?
- Do you have a hot water cylinder?



economy 7 controller for water heater



cylinder thermostat



CHAPTER 4

REPAIRS & MAINTENANCE

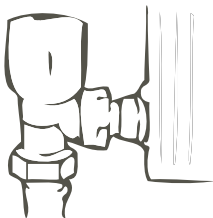
BEFORE YOU CONTACT US:

- Try and stop leak causing damage
 - Turn radiator valve off
-

TELL US: **RADIATOR LEAKING**

- Where is leak coming from?
-

manual radiator valve



thermostatic radiator valve



CHAPTER 4

REPAIRS & MAINTENANCE

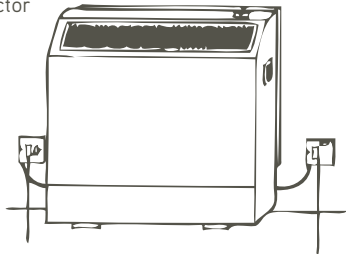
BEFORE YOU CONTACT US:

- Make sure heater is turned on at socket?
- Check thermostat is set correctly

TELL US: STORAGE HEATER DEFECTIVE

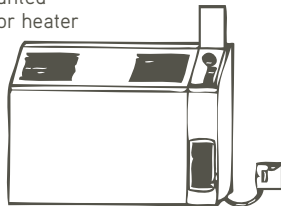
- How many heaters are affected?
- Where are they?
- What appears to be the problem?
- Can you see a manufacturers name and model number?

storage heater with
convector

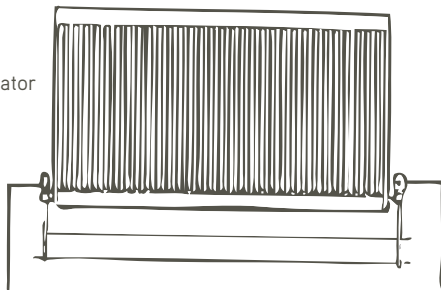


off-peak supply for
storage heater

wall mounted
convector heater



panel radiator



off-peak supply for
storage heater

radiator valve
(see diagrams on
previous page)

CHAPTER 5

BEING A GOOD NEIGHBOUR

Everyone has the right to live the way they want. An important part of living in a community is showing your neighbours respect and consideration and in some incidences compromising your lifestyles to avoid causing other people nuisance or spoiling their quality of life.

Get to know who your neighbours are, if you feel you can, introduce yourself to them. This can open a good line of communication which can be mutually beneficial e.g. if you are going away you could ask them to keep an eye on your home and offer to do the same when they go away.

You may ask your neighbour to keep a key while you are on holiday so they can come in and draw the curtains for you, collect your post and perhaps even turn lights on and off. This will make your house look lived in and will make it less of a target.

Other ways in which you could be a good neighbour are:

- Arrange for someone from the local police station to make a visit if you are concerned about the welfare of an elderly or vulnerable neighbour.
- If you see someone acting suspiciously in your neighbourhood contact the local police.
- Inform your neighbours if you are going to conduct any DIY so that they are aware of possible temporary noise nuisance.
- Inform your neighbours if you are going to have a party so that they are aware of possible noise nuisance.
- Try not to use vacuum cleaners, washing machines or other domestic appliances or play loud music, loud computer games and/or loud television before 7.30am and after 11.00pm (in accordance with your tenancy agreement)
- Don't leave dogs alone to bark for long periods of time.

CHAPTER 5

BEING A GOOD NEIGHBOUR

Gardens

Being a good neighbour is also ensuring that, if applicable, your garden is kept clean and tidy and free of rubbish. Communal gardens are the responsibility of both residents and the Association. The Association will ensure that the garden is properly maintained, however the residents **must** ensure that it is kept free of dog faeces and rubbish.

For those who have individual gardens, both front and back, you are **fully** responsible for the maintenance and upkeep of the area. The housing officer and property officer will inspect all gardens periodically. If you fail to keep your garden to an acceptable standard, we are entitled to decide exactly what has to be done to bring your garden up to standard. We will talk to you before a decision is made. If you do not co-operate with us then we may consider this as a breach of the terms of your tenancy agreement and take legal action against you.

CHAPTER 5

BEING A GOOD NEIGHBOUR

Parking Considerations & Abandoned Cars

Parking may be limited and there may be insufficient parking for you and/or visitors. Parking can cause disputes between neighbours. Unless you have your own allocated parking space or driveway, you will have to accept that you might not be able to park outside your property.

Please show consideration to your neighbours when parking your car and remember that inconsiderate parking could block access for emergency vehicles.

Please note that spaces are for parking taxed and insured vehicles only and not for carrying out repairs. If we have to remove any unauthorised vehicle belonging to you, you will have to pay the cost of the removal.

It is not standard practice to allow caravans or trailers in car parking areas, if in doubt contact your housing officer.

CHAPTER 5

BEING A GOOD NEIGHBOUR

Anti-Social Behaviour (ASB)

From time to time you may experience something in your neighbourhood that will annoy you, whether it is the neighbour's dog barking or children playing football in the street. But is it really anti-social behaviour?

What is anti-social behaviour?

A definition of ASB is:

"Acting in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as himself."

The following are deemed as forms of ASB; however the list is not exhaustive:

- Verbal abuse
- Graffiti
- Vandalism
- Noise
- Harassment – is where somebody deliberately intimidates and/or inflicts fear, violence, aggression on another person because of prejudicial views about specific characteristics of an individual or group e.g. race, disability
- Nuisance – behaviour which disrupts the daily lives of others
- Neighbour Disputes – ongoing disagreements between individuals

It is important to remember that you are responsible for not only your behaviour but also for the behaviour of others who reside in your property and all visitors to your property.

CHAPTER 5

BEING A GOOD NEIGHBOUR

We will tackle anti social behaviour by:

- Prevention - Initiatives will be used to try and stop the problem from arising in the first place and from continuing and escalating, should a problem develop.
- Intervention - We will aim to intervene and offer support and advice if preventative measures have been unsuccessful. This option gives residents another chance, before enforcement measures are considered.
- Enforcement - Will be used when necessary and when other options have been unsuccessful.

For more information or details please contact your housing officer.

Reporting Anti-Social Behaviour

It is important to remember that what might be a nuisance to one person may not be to another. There are many types of neighbour problems which often require differing approaches. If you have a problem with a neighbour, your first action should be to approach them and try to come to an amicable agreement. They may not realise that their actions are causing you a problem. If you can resolve the matter in a friendly way without involving the Association, you should do so.

If this is not an option or was not successful then you must contact your housing officer immediately who will advise you of the next step. However, if you witness threatening or aggressive behaviour and/or witness criminal behaviour immediately phone the Police.

CHAPTER 6

COMPLAINTS & COMPLIMENTS

How to make a complaint

Petersfield Housing Association prides itself on providing an excellent service to our residents and does not like any one to feel that the service given is not to a good standard. However, we recognize that there are occasions when things unfortunately do go wrong and it becomes necessary for you to make a complaint. For this reason, it is important that there is a procedure in place to ensure that all parties receive an excellent but equal service and that you understand how your complaint will be dealt with and in what time scales. The Association operates a 3 stage complaints procedure.

The Association takes a positive view to all complaints and uses your views to help us determine where the service can be improved. For more details about our complaints procedure, please contact your housing officer.

Recording & monitoring

All complaints received are recorded on our housing management IT system. A complaint will be updated and progress monitored regularly by both the housing officer and the housing manager. Regular reports are made to the Tenancy Committee and to the Board, who also monitor the Association's response to your complaints.

CHAPTER 6

COMPLAINTS & COMPLIMENTS

How to give a compliment

As much as the Association knows the importance of providing an excellent service in all areas of our work, it is rewarding for staff for this to be acknowledged and to be told that we are doing a good job. It is all too easy to raise concerns, but sometimes it is even easier to say a simple "Thank you".

If you have experienced a good quality service from the Association, it would be good to hear from you. You can do this verbally or in writing and this can be in relation to any matter that we have become involved in e.g. maintenance or debt advice.

CHAPTER 7

RESIDENT INVOLVEMENT

What is Resident Involvement?

Resident involvement is about giving residents choices and encouraging them to have a say in how their homes are managed. Petersfield Housing Association wants to actively encourage resident to get involved and help determine and shape the services we provide.

No previous experience of housing is required, we just want your knowledge and your views about what we do and how we do it. You will be fully supported by the staff who are committed to providing an excellent service to all our residents.

Petersfield Housing will reimburse your 'out of pocket' expenses that you may incur as a result of your involvement, such as car mileage & car parking.

In 2008 an example of Resident Involvement was 2 'working parties' whereby residents worked with staff on:-

- Developing a website, primarily for our residents
 - Reviewing and renewing the Residents Handbook
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If you would like to know more about getting involved please contact Paul Heselton, housing manager on 01730 263589 or by e-mail paul.heselton@petersfieldhsg.co.uk

Introducing your Resident Board Member

Petersfield Housing Association residents are represented on the Board of Management by Mary Owen. Mary has lived in Petersfield for more than 50 years, after moving down from London in 1957. Mary has represented residents of this Association since 2006 and has previous similar experience when she was a resident of Drum Housing Association.

CHAPTER 7

RESIDENT INVOLVEMENT

How to contact Mary

If you would like to contact Mary about any suggestions/problems/concerns you have relating to the Association and/or its services, please write, clearly marking the envelope STRICTLY CONFIDENTIAL and address it to Mary Owen – Resident Board Representative - to our office. We will ensure that Mary will receive all correspondence within 3 working days of receipt.

CHAPTER 8

USEFUL CONTACT NUMBERS

Petersfield Housing Association	01730 263589
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Out of Hours Emergency (Repairs)	01730 403200
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National Gas Emergency	0800 111 999
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Petersfield Police Station	0845 0454545
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Single Non Emergency	101
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National Domestic Violence Helpline	0808 2000 247
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Crimestoppers	0800 555 111
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Victim Support	0845 3030 900
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RSPCA Cruelty Line	0870 5555 999
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NHS Direct	0845 4647
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CHAPTER 8

USEFUL CONTACT NUMBERS

East Hampshire District Council	01730 266551
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Department of Work and Pensions	0800 882200
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Tax Credit Helpline	0845 300 3900
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Job Centre Plus	01730 533500
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Citizens Advice Bureau	01730 264887
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National Debtline	0808 808 400
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Age Concern (Petersfield & District)	01730 266046
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petersfield housing association limited 

t. 01730 263589

f. 01730 262111

www.petersfieldhsg.co.uk