

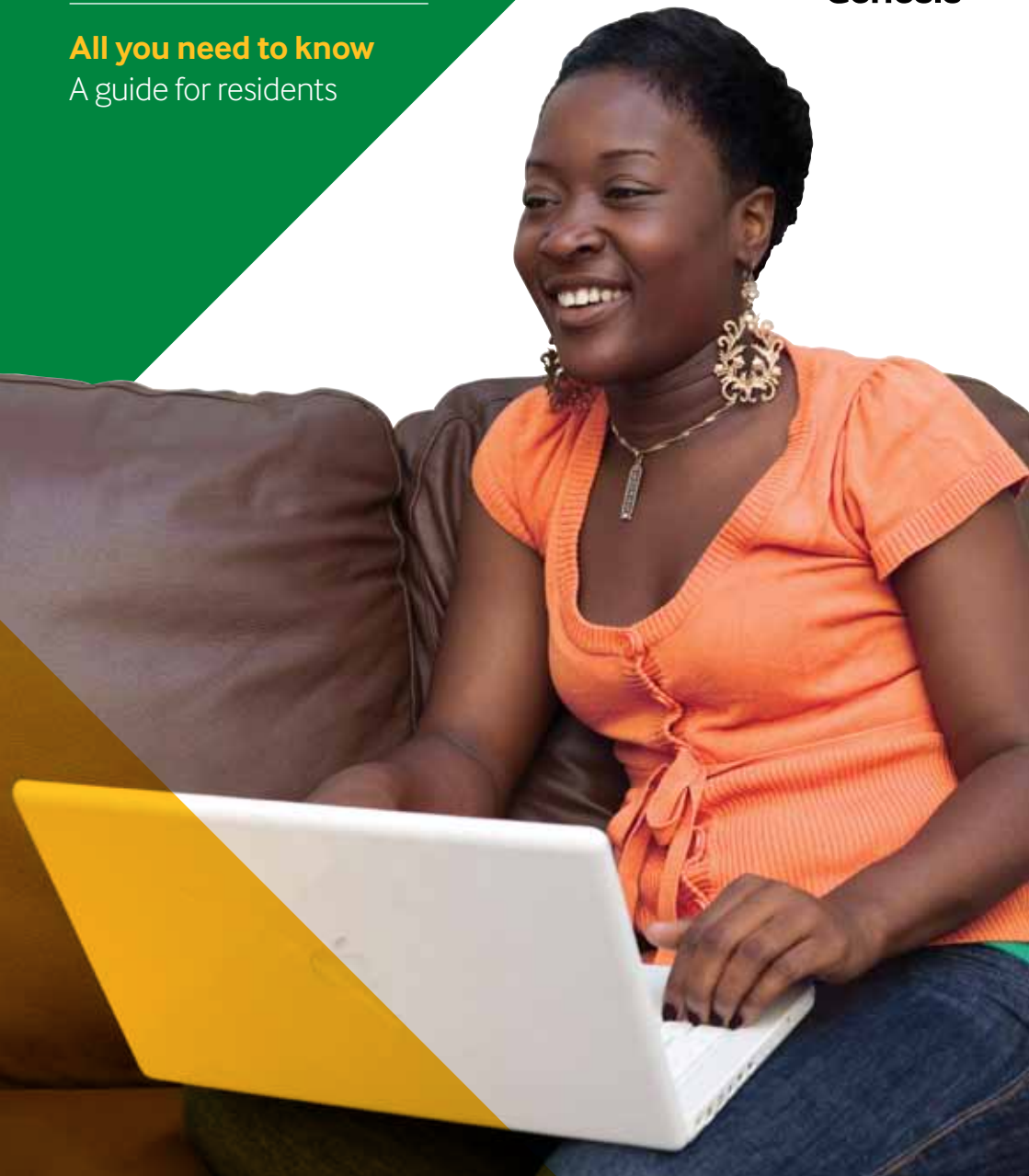
Welcome home.

All you need to know

A guide for residents



Genesis



Introduction

This handbook gives you information about your home and the services you will receive from us.

Each section is in a different colour to make it easy to find.

We hope you find this handbook useful and refer to it in the future.

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1 My Genesis

About Genesis Housing Association

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About Genesis Housing Association

Welcome to Genesis Housing Association – we want you to be happy in your new home.

Genesis manages homes across London and the east of England but we are about much more than just bricks and mortar. We believe in providing our residents with the highest quality services to build a brighter future for themselves and their families.

Genesis Community is the charitable arm of Genesis and delivers a wide range of community projects that help our residents. These projects are all about helping to provide better chances for the future. Our services range from debt advice to youth activities and employment advice.

To see if Genesis Community can help you, call **020 8900 4781**

Contact us

For more information about us and our service, please visit our website: **www.GenesisHA.org.uk**

On the website you will find a section called My Genesis. This is the place where you can go to update the contact details we have for you and see your rent account. You can use it to report a problem, ask for a repair or comment on a service you have received.

Our contact centre staff will be able to help you with a range of queries. If they are unable to resolve it they will refer your query to your property manager who will call you back.

You can contact us in a number of ways:

E-mail: **contact@GenesisHA.org.uk**

Phone: **020 8451 8000** (8.00am to 6.00pm)

Fax: **020 8451 8196**

Text: **07624 803 565**

Or by calling in at one of our customer service centres:

**192 High Road
London
NW10 2PB**

**2a Cloughton Road
London
E13 9PN**

Our office is open Monday to Friday 9.00am to 5.00pm
(Except bank holidays).

We aim to make all of our information easy to understand and read for all of our residents. That means avoiding jargon and making things as simple to understand as possible.

If you have difficulty understanding any of our information, please let us know. We can provide information in other formats, such as:

- Large print
- CD
- Braille
- Translated into another language
- Sign language

Equality and diversity

Genesis Housing Association is committed to eliminating discrimination and encouraging diversity in the communities in which we work and amongst our workforce. Equality, diversity and inclusion are at the heart of everything we do.

Our aim is to ensure that our workforce is representative of all sections of society and that our residents feel respected.

We will work together to ensure that all of our residents are provided with a responsive and sensitive service.

The Genesis Commitment

The Genesis Commitment to our residents is about delivering the best possible service. It is based on what our residents have told us are their top priorities.

Every year, in consultation with residents, we will focus improvements on meeting these commitments. Every six months we will publish a report to let you see how well we have met them, the most common causes of complaints, and what future improvements will be.

If you feel we are not delivering on our commitments, please get in touch. If we exceed your expectations, please let us know too, so we can pass on your thanks to our staff.

Complaints and compliments

At Genesis Housing Association we aim to provide a high quality of service in all areas of our work. If you've received a particularly good service from someone at Genesis, please let us know so we can pass on your thanks to the member of staff involved. However, if you are not happy with any of our services, you can make a complaint.

You can send us a compliment or submit a complaint in the following ways:

Online: **www.GenesisHA.org.uk**

E-mail: **compliments@GenesisHA.org.uk**
complaints@GenesisHA.org.uk

Phone: **020 8451 8000**

Fax: **020 8451 8196**

Post: **Complaints & Learning Team**
Genesis Housing Association
192 High Road
London
NW10 2PB

You should not use this complaints procedure for everyday matters such as chasing up repair requests or reporting a problem with your neighbours.

Getting involved

We offer many ways to get involved. Join hundreds of other residents who have signed up to influence the improvements of services by contacting the Resident Involvement Team on **mygenesis@GenesisHA.org.uk**. These are just some ways to get involved:

You can get involved via the following:

Resident panel

We regularly consult members of our panel on service priorities, changes to services and other important issues. Members choose how often they want to be consulted, and whether they provide their views in person, by phone or email.

Disability forum

Understanding our residents and talking to them about our services helps to achieve resident satisfaction. Our disabled residents can attend the disability forum and we work with them to ensure we deliver services that are fully accessible.

Regional Committees

We have five committees which consist of eight residents and four non-residents and give residents more say over the services in their local area. These committee members work with senior managers to scrutinise the work we are doing.

Residents' Associations

Residents' Associations provide an important way to get involved in the management of your home and neighbourhood. These groups can help you and your fellow residents discuss issues and suggest improvements. We encourage the creation of Residents' Associations and can give you guidance so you know what support is available.

Continued overleaf >

Resident surveys

We regularly carry out surveys after you have used one of our services. We use these surveys to find out how satisfied you are and to identify any improvements that can be made in the future.

We support teams of residents to get together to improve aspects of our service. These involve two or three meetings or carrying out regular service checks.

Mystery shoppers and focus groups

We support teams of residents to get together to improve aspects of our service. These involve two or three meetings or carrying out regular service checks.

2 My tenancy

The right to stay in my home

Joint tenancies

Domestic violence

Sub-tenants

Leaving my home

Succession

Moving on

Moving out

Extra help



Your tenancy

Before you moved into your home, you will have signed a tenancy agreement. This sets out rights and responsibilities for both you and us. Your tenancy agreement is a legal document and you should keep it in a safe place.

If you signed your tenancy agreement **after 15 January 1989**, you will have an **assured tenancy** under the terms of the Housing Act 1988.

If you signed your tenancy agreement **before 15 January 1989**, you will have a **secure tenancy** under the terms of the Housing Act 1985.

Wherever possible we aim to treat people with secure tenancies and assured tenancies in the same way.

New residents will sign a starter tenancy for their first 12 months, which is converted into an assured tenancy if there are no problems during this time. Residents on starter tenancies do not have the same rights as those on an assured tenancy. Full details are in your tenancy agreement.

The right to stay in your home

As a resident you have 'security of tenure'. This means you have the right to live in your home for as long as you want to and we cannot end your tenancy unless we get a possession order (a legal document that gives us the right to evict you) from the courts.

We will apply for a possession order if you have broken any condition of your tenancy agreement. Before we do this we will do everything we can to give you help and advice to try to sort out the problem. We can only apply to the courts to have your home taken from you in certain circumstances.

Grounds for possession

The following give a summary of the grounds for possession.

Assured tenants

Grounds for possession for assured tenants are found in Section 7 and Schedule 2 of the Housing Act 1988 as amended by Sections 148 and 149 of the Housing Act 1996.

Grounds on which the court must grant possession (mandatory grounds)

Ground 1 (owner occupiers)	Landlord previously occupied the property and wants to use the property as his or her only and principal home
Ground 2 (mortgagees)	Dwelling is required for sale in accordance with a mortgage granted before the tenancy began

Continued overleaf >

Ground 3 (holiday let)	Tenancy is an out of season fixed term letting which was used as a holiday let
Ground 4 (educational institution)	Tenancy is a fixed term letting which was used for students
Ground 5 (ministers of religion)	Dwelling is required for occupation by a minister of religion
Ground 6 (demolition or reconstruction)	Landlord intends to demolish or reconstruct which cannot be done with the tenant in residence
Ground 7 (death of a tenant)	Tenancy has passed to the tenant through the will or intestacy of his/her predecessor and the landlord has begun possession no later than 12 months after the death
Ground 8 (rent arrears)	Tenant owed rent arrears on the date the notice seeking possession was served and at the date of the hearing. The arrears amount to: 8 weeks (rent payable weekly/fortnightly) 2 months (rent payable monthly) 1 quarter rent which is 3 months in arrears (rent payable quarterly) 3 months rent which is more than 3 months in arrears (rent payable yearly)

Grounds on which the courts may order possession if it is reasonable (discretionary grounds)

Ground 9 (suitable alternative)	Suitable alternative accommodation is available for the tenant, or will be when possession order takes effect
Ground 10 (some rent arrears)	Tenant was in rent arrears on the date possession proceedings began and (unless the requirement for a notice is waived by the court) on the date the notice seeking possession was served
Ground 11 (persistent delay in paying rent)	Tenant has persistently delayed paying rent, whether or not there are any arrears owing on the date on which proceedings for possession are begun
Ground 12 (breach of tenancy)	Any tenancy obligation (other than rent matters) has been broken or not performed
Ground 13 (damage to property)	Condition of the dwelling or common parts has deteriorated owing to acts of waste, neglect or default by the tenant or anyone living with him/her and where a lodger or sub-tenant is responsible for the deterioration the tenant has not taken reasonable steps to remove that person
Ground 14 (anti-social behaviour/criminal conduct)	Tenant/person residing or visiting: 1. guilty of conduct causing/likely to cause a nuisance, annoyance or otherwise act unlawfully in vicinity

Continued overleaf >

	2. convicted of using the dwelling or allowing it to be used for immoral or illegal purposes, or of an arrestable offence committed in or in the locality of the dwelling house
Ground 14a (domestic violence)	Dwelling was occupied by couple and <ol style="list-style-type: none"> 1. one or both is a tenant of the dwelling 2. one partner has left because of violence or threats of violence towards a partner or family member 3. court is satisfied the partner who has left is unlikely to return
Ground 15 (deterioration of furniture)	Condition of furniture provided by the landlord has deteriorated owing to ill treatment
Ground 16 (premises let to employees)	Dwelling was let as a service tenancy and the tenant is not longer in that employment
Ground 17 (fraud)	Landlord granted a tenancy as a result of a false statement made knowingly by the tenant

Secure tenants

Grounds for possession for secure tenants are found in Section 84 and Schedule 2 of the Housing Act 1985 as amended by Sections 144 and 146 of the Housing Act 1996.

Part I : Grounds on which the court may order possession if it considers it reasonable.

Ground 1 (Breach of tenancy and rent arrears)	Rent lawfully due has not been paid or an obligation of the tenancy has been broken or not performed
Ground 2 (Anti-social behaviour and criminal activity)	Tenant/person residing or visiting: <ol style="list-style-type: none"> 1. guilty of conduct causing/likely to cause a nuisance, annoyance or otherwise act unlawfully in vicinity 2. convicted of using the dwelling or allowing it to be used for immoral or illegal purposes, or of an arrestable offence committed in or in the locality of the dwelling house
Ground 2A (Domestic violence)	Dwelling was occupied by couple (including married, civil partners or living together as husband and wife/civil partners) and: <ol style="list-style-type: none"> 1. one or both is a tenant of the dwelling 2. one partner has left because of violence or threats of violence towards a partner or family member 3. court is satisfied the partner who has left is unlikely to return

Continued overleaf >

Ground 3 (Deterioration in condition)	Condition of the dwelling or common parts has deteriorated owing to acts of waste, neglect or default by the tenant or anyone living with him/her and where a lodger or sub-tenant is responsible for the deterioration the tenant has not taken reasonable steps to remove that person
Ground 4 (Deterioration of furniture)	Condition of furniture provided by the landlord has deteriorated owing to ill treatment or ill treatment by a lodger or sub-tenant and the tenant has not taken steps to remove that person
Ground 5 (Tenancy by deception)	Landlord granted a tenancy as a result of a false statement made knowingly by the tenant
Ground 6 (An illegal premium)	The tenancy was exchanged by an assignment under Section 92 and the tenant paid or received a premium in return for the exchange
Ground 7 (Non-housing accommodation)	A tenant of a property was granted the tenancy because of their employment and who is guilty of conduct that make it inappropriate for him or her to remain in occupation
Ground 8 (Temporary accommodation)	Where a dwelling was let to the tenant on a temporary basis while works were carried out to their home. They were the secure tenant of the previous home and agreed to return to the former home when the works were completed

Part II : Grounds on which the court may order possession if suitable alternative accommodation is available.

Ground 9 (Overcrowding)	The dwelling is statutorily overcrowded under Part X of the 1985 Act such as to make the occupier guilty of an offence
Ground 10 (Landlord's works)	The landlord intends to demolish or reconstruct the building or to carry out work on the building or on land let together with it and cannot reasonably do so without having possession of the property
Ground 10A (Landlord looking to sell with vacant possession)	The dwelling-house is in an area which is the subject of a redevelopment scheme in accordance with Part V of Schedule 2 of the Housing Act 1985 and the landlord intends to dispose of the dwelling-house in accordance with the scheme. Also applies to a part of the dwelling-house
Ground 11 (Charitable landlords)	The landlord is a charity and the tenant's continued occupation of the dwelling would conflict with the charity's objects

Part III : Grounds on which the court may order possession if it considers it reasonable and suitable alternative accommodation is available.

Ground 12 (Tied accommodation)	The dwelling was let to the tenant or predecessor based on their employment with the landlord and the employment has ended and the landlord needs the property for another employee
Ground 13 (Accommodation for the Disabled)	The dwelling is designed for occupation by a physically disabled person and there is no longer such a person in residence, and the landlord requires the dwelling for a person with disabilities
Ground 14 (Special needs accommodation provided by housing associations and trusts)	The landlord is a housing association or housing trust, which lets dwellings only to people with special needs and: <ol style="list-style-type: none"> 1. no-one with special needs lives in the home any longer 2. the tenant has received an offer of a secure tenancy 3. the landlord requires the dwelling for a person with such needs
Ground 15 (Special needs accommodation)	The dwelling is for people with special needs and: <ol style="list-style-type: none"> 1. a special facility is provided nearby to assist people with special needs 2. no-one with special needs lives in the home any longer 3. the landlord requires the dwelling for a person with such needs

**Ground 16
(Under-occupation)**

The accommodation is larger than is reasonably required by a successor who is not the deceased tenant's spouse and the landlord has given the correct notice

Before taking legal action against you, we will give you written notice of our intention to do so. We are required to serve you with a notice of seeking possession. In most circumstances we must wait 28 days before applying for a court hearing.

In court, a judge will hear the case and decide whether to award a possession order. We will make every effort to help you stay in your home and will only apply for an eviction when there is no alternative. You have the right to appeal through the courts against an eviction decision.

Moving to make way for major repairs

We may need you to move so that we can carry out major repairs to your home. If this happens, we will offer you another property and compensate you either for the loss of your home or for the cost of moving.

Can I lose my "security of tenure"?

It is a condition of your tenancy that you occupy your property as your "only or principal home". You will lose your security of tenure if you sub-let the whole of your home or abandon your home and move permanently elsewhere. If this happens we will take action to end your tenancy and evict anyone not authorised to live there.

Joint tenancies

A joint tenancy is where two people share an equal interest in the tenancy of a property.

We will normally offer a joint tenancy to:

- Married couples or same sex couples who have entered into a civil partnership
- Other established couples, including same sex couples, who can show they have been living together for at least one year

Who can request a joint tenancy?

A sole tenant who gets married or enters into a civil partnership can request a joint tenancy. Any tenant may request that their partner (including gay and lesbian partners) who is living permanently with them be given a joint tenancy.

Such a request may be refused for the reasons including:

- Rent arrears
- A current possession order
- History of relationship breakdown
- One or both of the parties have not lived in the premises for at least one year
- One or both parties do not intend to occupy the property as their only or principal home
- The proposed joint tenant is not a husband or wife (spouse), civil partner or in a relationship with the tenant

How to request a joint tenancy

You should contact to us giving the following details of your spouse or partner:

- Name
- Date of birth
- Date she or he moved in
- Former address

How to create a joint tenancy

To ensure a joint tenancy is created to be legally effective, the sole tenant must agree in writing to give up their existing tenancy on the understanding that a new joint tenancy will be issued.

Important things to bear in mind

Sole tenants should think carefully before giving up their sole tenancy in favour of a joint tenancy.

Joint tenants are “jointly and individually liable” for obligations under the tenancy. This means that if one tenant leaves, the remaining tenant must pay the whole rent and any arrears owing.

If one partner in a joint tenancy leaves, she or he does not lose any rights under the tenancy. If the other partner remains in the property, the rights of both joint tenants are protected. The absent tenant can return at any time and claim their tenancy rights.

Either of the joint tenants can terminate the whole tenancy by serving a valid notice to quit on us.

How to end a joint tenancy

There are a number of ways in which a joint tenancy can be ended or changed into the sole name of one partner:

- By a notice to quit and or a possession order, which is granted to us by the courts, on one of the grounds for possession laid down in the Housing Act 1985 or Housing Act 1988, (as amended)
- By legal assignment from one of the joint tenants to the other
- By notice to quit given by one or both partners which will completely end the tenancy
- By a surrender given by both partners and accepted by us
- By an order made by a court during divorce, separation or guardianship proceedings on death. If one joint tenant dies the remaining tenant will inherit the full tenancy

Relationship breakdown

When a relationship breaks down there is little that we as a landlord can do.

- You must make your own arrangements to resolve any conflicts over who is to live at your home – we can only offer basic advice and information on your tenancy rights in these circumstances
- We recommend that tenants seek independent professional legal advice on these matters from a Citizens Advice Bureau, solicitor or housing advice centre
- If a couple can agree on who is to remain living in the property they should inform us straight away. It may be necessary to transfer the tenancy from one partner to the other by deed of assignment, which we must agree to first
- We are not usually able to provide alternative housing for a partner who has to leave the property when a relationship breaks down

- If one partner leaves the home, they should approach the Local Authority Homeless Persons Unit

Children

In divorce, separation or custody proceedings, the courts have the power to order that a tenancy is transferred to one parent or guardian to safeguard the interests of any children.

Please keep us informed

Please keep us informed of any permanent changes to your household that happen as a result of relationship breakdown.

You must let us know if:

- More people move into the household
- You wish to assign your tenancy
- A court order has been given saying who is to occupy the property
- You wish to end the tenancy with a notice to quit served on us

Domestic violence

Domestic violence is any incident or threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been partners or family members, regardless of gender or sexuality.

Where do I go for advice and support?

It is important that you seek advice and support if you are suffering domestic violence.

Women

For women there is a National Helpline: **0808 2000 247**. You can contact this number to get details of advice, support and emergency rehousing services in your local area. If you need to leave your home urgently you should contact the number above or write to Women's Aid Federation at PO Box 391 Bristol BS99 7WS for information and details of refuges.

Women's Aid Refuges are places that provide temporary accommodation, support and advice for women, with or without children, who have to leave home because of domestic violence. There are also specialist refuges which cater for the needs of certain groups, for example women from minority ethnic groups. You may be entitled to rehousing by the local authority and should contact us on **020 8451 8000** for more information.

Men

There is a helpline for men who need advice about domestic violence and relationship breakdown: Men's Advice Lines and Enquiries (MALE) **0808 801 0327**, www.mensadvice.org.uk or email info@mensadvice.org.uk. This service is for both heterosexual and gay men.

Does the law protect me?

There are laws to protect you from violence in the home.

Depending upon the circumstances, the law is designed to:

- Prevent a violent partner from entering or approaching the home
- Decide who is allowed to live in the family home
- Prosecute those who are guilty of criminal acts of violence

What can Genesis do?

We will be able to provide you with some initial advice and provide details of local external support agencies, but we recommend that you seek proper independent legal advice from a Citizens Advice Bureau, a local solicitor or legal aid centre. In certain circumstances we are able to take possession proceedings against the tenant who is being violent towards their partner.

Lodgers and sub-tenants

Your right to take in a lodger or a sub-tenant

You have the right to take in a lodger or a sub-tenant but there are rules which you must follow. They are slightly different depending on whether you are a secure or an assured tenant. No tenant may sub-let the whole of their property and move elsewhere.

What is the difference between a lodger and a sub-tenant?

Lodgers

A lodger is a person who shares all the facilities of your home and is treated like a member of your family.

You have the right to take in lodgers or to invite other people to live with you, so long as:

- The property does not become overcrowded
- All members of the household and other visitors keep to the tenancy conditions

Secure tenants do not have to seek permission from us to take in a lodger, but you must let us know. This is because the distinction between a lodger and sub-tenant is not always clear. Assured tenants must ask our permission before taking in a lodger. We will not refuse consent unless good reasons apply.

Sub-tenants

All tenants have the right to sub-let part of their home. A sub-tenant is a person who has been given exclusive use of a room or part of your property. Even though they may share the bathroom for example, sub-tenants generally lead a separate life to that of you or your family.

- You cannot sub-let the whole of the property
- Both secure and assured tenants must seek permission from us before sub-letting part of their home. We will only refuse if good reasons apply

What should I do if I am thinking of taking in a lodger or sub-tenant?

You should contact us giving the following information:

- the name, age and sex of the intended lodger or sub-tenant
- the room(s) they will occupy
- when you want them to move in and for how long
- the terms and charges you plan to set for the accommodation

We will normally reply in writing within 10 days.

Will it affect my Housing Benefit?

You must inform the Housing Benefit Office immediately of the change in your circumstances. If you do not you could be committing a criminal offence and the Housing Benefit Office may claim back benefit that they have overpaid to you. It will also affect your entitlement to Council Tax Benefit or a single person's reduction.

However, sub-tenants can also claim Housing Benefit.

What if the lodger or sub-tenant creates a nuisance?

You are responsible for the behaviour of your lodger or sub-tenant. If your lodger or sub-tenant causes a nuisance, you, as the tenant, will be held responsible and your tenancy could be at risk.

What happens when I leave?

If you leave your home permanently for any reason you must make sure the lodger or sub-tenant leaves taking all their belongings with them.

What if I sub-let the whole of my property?

If you sub-let the whole of your property, even for a short period of time, you will lose your security of tenure and we may end your tenancy. If you no longer need your home you must contact us and arrange to give up your tenancy.

Leaving my home

What if I leave my home temporarily?

Please tell us your plans.

Please let us know in advance if you plan to leave your home for more than four weeks. Such occasions may be a long stay in hospital or a lengthy visit abroad. You may want to ask a friend or relative to stay to look after the property while you are away. We will not normally object to these arrangements but you must let us know. This will help avoid any problems or misunderstanding.

You must also inform your Housing Benefit Office.

Before you go away please give the following details to us in writing:

- reasons for your absence
- how long you will be away and when you are to return
- details of any house sitter
- how the rent is going to be paid while you are away
- arrangements for clearing any rent arrears
- a contact address for where you are going, or another means of contact e.g. telephone number

What if I don't tell Genesis about my absence?

If you do not tell us about your absence and we do not know where you have gone or how to contact you, we may assume that you have abandoned your property and take action to end your tenancy.

Take precautions before you go away.

If you are leaving your house or flat empty there are things you can do to keep your home safe and secure:

- Let your friends and neighbours and us know that you are going away for a period
- Ask a friend to check on your home and collect post that might build up
- Cancel deliveries such as milk and newspapers
- Turn off electrical appliances except fridges and freezers
- Turn off the water supply as long as it doesn't affect other flats
- Close and lock all windows
- Close internal doors and lock all outside doors

Any police station will give you details about crime prevention.

Succession – passing on your tenancy

It may be possible for someone to take over your tenancy when you die. This is called "succession".

Who can take over my tenancy?

If there are joint tenants and one dies, the remaining tenant will inherit the full tenancy. This counts as a succession.

If there is no joint tenancy, the tenancy passes to the spouse, civil partner or co-habiting partner who was living with the tenant at the time of death. A "co-habiting partner" is a person who you are in a relationship with and who shares your home. This term applies to same sex partners also. Secure tenants can only pass their tenancy onto a co-habiting partner if their partner has lived there for at least 12 months.

- For secure tenants, if there is no spouse, civil partner or co-habiting partner, then one member of the tenant's family may succeed to the tenancy. To be able to do this they must have lived in the property for at least 12 months before the tenant died and have no other permanent home. The family members must decide among themselves who is to take over the tenancy
- Children, grandchildren, grandparents, brothers, sisters, uncles, aunts, nephews and nieces count as family members
- A divorced or separated spouse or a former civil partner living apart from the tenant has no right to take over the tenancy, unless granted by a court order made during divorce or separation proceedings
- We will consider succession requests from carers who were living with the tenant at the time of the death and have no other home

- For assured tenants, tenants can only pass their tenancy on to a spouse, civil or co-habiting partner
- Depending on the circumstances, we may offer the person who is to inherit the tenancy another home which is better suited to their needs. In some cases we can insist that the succession is to a smaller property

Assignment

You also have the right to transfer your tenancy to certain members of your household. This is done by completing a legal document. This is called “assignment”.

Who can take over my tenancy:

- If you wish to assign your tenancy to a qualifying person you must be prepared to give up all your rights to the property and rehousing by us
- People who can take over your tenancy are the same as those detailed in “Succession” above
- The person who takes over your tenancy must be prepared to pay the rent and keep to all the terms and conditions of the tenancy agreement
- Assured tenants must get written approval from us before assigning their tenancy. We will only refuse if good reasons apply. Secure tenants do not have to seek approval but must let us know

- Before you can transfer your tenancy, both you and the person who is to take over your tenancy must sign a legal document called a “deed of assignment”. Copies of the “deed of assignment” are available from our offices and we will be happy to assist you with the documents. **If this deed is not signed, the transfer will not be legal and could result in eviction.** If you need any further information or assistance please call the Contact Centre on **020 8451 8000**

Moving on

If you need to move to another property we will do our best to help.

Transfers

We operate a transfer scheme for tenants who would like to move.

We receive a large number of transfer requests and try to help as many people as possible, but we do not have enough properties to help everybody. Each year only a certain number of properties become available for letting to transfer applicants. This means that we give priority to those who need rehousing most urgently.

To apply for a transfer please contact us and request a transfer application form. The application form gathers all the information we need to assess your housing needs and gives more information on the terms and conditions of transferring.

Choced based lettings

Choice based lettings gives you the opportunity to decide where you want to live. The speed at which you will be able to move will depend on your individual circumstances and housing need, please contact us for more details.

You can apply for a transfer through the Locata Scheme:

www.locata.co.uk

You can apply for a transfer through the Home Connections Scheme:

www.homeconnections.org.uk

You can apply for an exchange of properties through Homeswapper:

www.homeswapper.co.uk or House Exchange:

www.houseexchange.co.uk

There may be other schemes that are available, please contact us if you would like to discuss your personal requirements.

Please note that you will not be considered for a transfer or exchange if:

- You have rent arrears
- We are taking legal action against you
- There is a court order for possession against you

Mutual exchange

Mutual exchange can be quicker than moving through the transfer scheme, and you could find that you have a wider range of properties to choose from. You have the right to exchange your home with another Genesis tenant, or with a tenant of another housing association or local council.

If you find a property that you are interested in, you should contact the other tenant and arrange to view the property. If you like it and you want to go ahead with a swap you should contact us for formal approval. You will have to carry out any repairs which are the tenant's responsibility, and do any necessary redecoration. You will also take over the type of tenancy your exchange partner has.

You must have permission from Genesis and the other landlord before you carry out a mutual exchange. If you have rent arrears, you will be asked to clear them before you move. To apply for a move you will need to complete a mutual exchange application form. If you exchange without permission you will then lose your security of tenure and may be evicted.

Under occupation

If you are living in a property with at least two bedrooms and your home is too large for your family's needs you may be asked to move. If this happens you may be entitled to compensation.

Low cost home ownership options

There are three types of HomeBuy options to choose from:

- **Open Market HomeBuy** – you buy a share of a home on the open market with a housing association holding the remaining share.
- **New Build HomeBuy** – you buy a share of a new home, normally built by a housing association with the housing association holding the remaining share.
- **Social HomeBuy** – you may be able to buy a share of your own home at a discount, the remaining share would be owned by Genesis.

If you are interested in applying for one of the Homebuy options, you should contact the housing associations in the area you want to live or visit www.housingoptions.co.uk.

Can I buy my property?

Some tenants have 'the Right to Acquire' their Genesis property. This right was introduced by the Housing Act 1996 and only applies to tenants who live in certain properties bought or built since April 1997. If you have this right we will let you know separately and send you information giving full details of the scheme and how to apply.

Moving out

Giving proper notice

If you plan to leave at the end of your tenancy for whatever reason, you must tell us, in writing at least four weeks before you go. You can do this by writing to us, giving your name, address and the date you will be leaving. Alternatively, you can request a 'notice to quit' form from us.

We will want to relet your home as quickly as possible after you leave, so we may need to bring new tenants to view your property in the weeks before you leave. We may also send a staff member to check the condition of your property. If you have damaged your property or it is in very poor decorative order, you will be asked to put it right or be charged for any works we have to carry out. If you have carried out any improvements to the property, with our permission, you may be entitled to compensation.

When the four weeks are up you must:

- Make sure your rent account is up-to-date
- Vacate the property leaving it clear of all people and belongings. If you have a lodger or sub-tenant you must make sure they move out before you do. If you leave rubbish in your property you will be charged for the cost of cleaning
- Give all sets of keys back. If you do not hand back your keys on time you may be charged for extra weeks rent or for the locks to be changed
- Let us have your new address so that we can contact you if we need to
- Tell the council and the water, electricity, phone and gas companies that you are moving and take final meter readings
- Inform your Housing Benefit Office that you are moving

Extra help

If you're over 60, have a disability or are vulnerable you may be able to get extra help.

Tenant Support Team

The Tenant Support Team has three groups of assessment and support workers. You will not have to pay extra for any of the support services offered.

These are:

- Assessment and support co-ordinators (ASCs)
- Support co-ordinators for older people (SCOPs)
- Floating support co-ordinators

What do they do?

Our staff assess the needs of vulnerable tenants and link them to the appropriate service. Our aim is to help tenants achieve as much independence as possible and reduce social isolation.

What support is offered?

- Benefits advice
- Help with applying for welfare grants
- Help accessing aids and adaptations
- Advocacy and liaison with our other departments and other organisations
- Housing advice
- Information on community activities and services
- Referrals to social services and other support agencies

Who can apply?

- All single people will be assessed before being offered accommodation
- Other tenants and household members under 65 and living in general needs housing can apply
- Tenants aged 65 and older living in general needs housing can apply for an assessment by a support co-ordinator for older people

How can I apply?

- You, your family or friends can contact the ASC/SCOP teams directly
- You can contact us through the Contact Centre or via any staff member
- Outside agencies, such as social services, voluntary services or medical staff can contact us on your behalf

Floating support co-ordinators

These members of staff provide support directly to vulnerable tenants. This involves a worker visiting you in your home regularly to offer practical and emotional support. The worker will agree with you a plan to tackle the issues identified in your assessment. The plan will help you to manage and sustain your tenancy.

How can I apply?

Referrals are made by the ASCs/SCOPs to make sure those with the greatest need and those who don't have access to other services are given priority. If you are interested, you should contact us on **020 8451 8000**.

Sheltered housing

Our sheltered housing is designed for older people over 60 who have a support need, although we will consider those under 60 if there are circumstances that make sheltered housing suitable for them. We also accept supported housing tenants who have been referred. We prioritise applicants on the basis of greatest need for the facilities, support and services available.

If you are interested in moving to sheltered housing speak to the Contact Centre on **020 8451 8000**.

Paying for sheltered housing

You can apply for Housing Benefit to pay your rental costs and your support costs. Your local council also may be able to pay for some or all of your support costs.

3 My home

Repairs
Aids and adaptations
Gas and fire safety
Satellite dishes and cable TV
Pets
Pest control
Insurance
Major works and compensation
Energy advice



Repairs

You may need to contact us from time to time about repairs or maintenance to your home or the surrounding area.

How to report a repair

For day-to-day repairs or if you are enquiring about a repair you have already reported, please phone our contact centre on **020 8451 8000**.

Our contact centre is open from 8.30am to 7.00pm Monday to Friday. To report an emergency repair outside of these hours please use the same number and our special out-of-hours service will deal with your call and help deal with the emergency.

If we are responsible for a repair it is best to report it quickly. The easiest way to do this is online at **www.GenesisHA.org.uk** or you can call us on **020 8451 8000**.

Genesis' repair responsibilities

We are responsible for keeping the structure and outside of your home in good condition. As a general guide, we will repair drains and guttering, roofs and pathways. We also maintain water heaters, basins and sinks and electrical wiring. In shared areas, we maintain entrances and lifts, rubbish chutes and lighting.

Please give us access to carry out these repairs.

Right to repair

Under housing law you have the right to have certain repairs up to £250 which are our responsibility as landlord carried out within set timescales. If any of these 'Right to Repair' defects are not completed within their legal timescale, you can ask us to appoint another contractor to complete the repair job at no cost to you. If the second contractor then also fails to complete the repair on time, you may be entitled to financial compensation.

The full list of defects which qualify under the 'Right to Repair' is available from your local council or you can contact us on **020 8451 8000**.

Your repair responsibilities

You are responsible for keeping your home maintained to a reasonable standard. This includes doing some minor repairs:

Door furniture

- Fitting extra locks and catches
- Replacing locks and keys if you lose keys

Interior fittings

- Cupboard and wardrobe catches, hinges and doors
- Fitting extra catches and safety devices
- Kitchen unit doors, catches, hinges, drawers and runners
- Window fasteners

Bathroom

- Bath panels
- Refixing bathroom cabinets, towel rails, toilet roll holders and mirrors
- Toilet seats and lids
- Cleaning and descaling of toilets, wash basins, baths and showers
- Sink and bath plugs

Property maintenance

- Clothes lines, posts, tidy-dryers and rotary dryers
- Curtain rails
- Provision/replacement of dustbins

Continued overleaf >

- Minor cracks to plaster
- Maintenance of any fixtures and appliances not fitted by us
- Floor coverings

Heating

- Maintenance of any gas appliances not fitted by us
- Any tenant's fittings/appliances e.g. gas cooker, washing machine
- Relighting boilers and setting heating controls
- Bleeding radiators (to get rid of air bubbles that prevent the radiator from working properly)

Electrics

- Fitting TV aerials
- Plugs, lamps and tenant's own light fittings
- Changing light bulbs, tubes and fuses
- Bells, batteries and bulbs (except in communal areas and entry phones)

Garden/exterior

- Drain gratings
- Gates, hinges and latches to gates serving individual dwellings
- Rubbish clearance
- Gardening at individual properties
- Hedge and lawn cutting and garden maintenance
- Chimney sweeping

When will my repair be done?

We deal with repairs according to their urgency so they are divided into categories.

Our target times are:

Emergency repairs 24 hours

Where there is a danger to life or limb, major damage to the property, flooding, major electrical fault, heating or hot water failure in winter if you are a vulnerable resident or the property is insecure.

Urgent repairs 7 calendar days

Work that needs to be carried out urgently, to overcome inconvenience to the tenant, to prevent immediate damage to the property or where there could be a health and safety risk.

Routine repairs 28 calendar days

Non urgent work where the repair does not cause immediate inconvenience or pose any danger to occupants or the public.

If you are moving into a new Genesis property, the builders may be responsible for defects.

What if I am not happy with the repairs service?

If you are not happy with the repair service you can make a complaint. We take complaints very seriously. Anyone who receives a service from us can make a complaint in the following six month period. Before you make a formal complaint, please discuss the matter with a staff member. We always encourage our residents to speak to a member of staff to try and sort out the issue before they make a formal complaint. If we cannot sort out your complaint at this informal stage, you can make a formal complaint.

Will I be charged for the repair?

We will charge you in the following situations:

- Where the repair is as a result of something you, someone in your home or any visitor has or has not done. For example blocking a toilet by putting the wrong things down it or damage caused by overflowing baths, sinks or washing machines
- Where we carry out work that is your responsibility
- Where you have called the out of hours service for a repair that was not urgent

In case of criminal damage, you will need to supply a police crime number before work is done, otherwise you will be charged.

Repairs to communal areas are covered under the service charge.

Appointments

Keeping appointments is important, so please make a note of your appointment. If you need to rearrange, please contact us as soon as possible so we can offer your appointment to someone else.

Alterations

Our written consent is needed before you make any major alterations to your home. You may also need to get Building Regulations approval so you should contact your local authority before you start any building works. If we have to complete poor or incomplete works we may charge you for this. We will also charge you if we have to employ a surveyor to check your proposals.

Aids and adaptations

Do you have difficulty accessing your home or need a little extra help getting around it? Do you need a ramp or grab rails to assist you? Perhaps your needs have changed and you now need a shower instead of a bath?

If you've answered 'yes' to any of these questions, we have a team who may be able to help you with aids and adaptations.

Generally, you'll need a letter from your Occupational Therapist, however, we will take certain circumstances into account. Sometimes it's not always practical to adapt an existing home, but we can look into all the options and discuss these with you.

Gas and fire safety

When you move into your home you will be shown how the gas heating system works or you will receive written instructions. Please contact us if you do not know how your system works.

We will service your gas appliances every year to make sure the gas appliances we have provided, such as the boiler, are safe. These checks are free for residents and take no longer than an hour. These annual checks do not apply to any gas appliances you may own, such as a cooker, so it is your responsibility to get these checked.

It is a legal requirement that we be given access to your property to carry out checks and we will contact you to arrange an appointment for your gas safety inspection. Your safety is our top priority so it is important you let our contractors in so that they can carry out the inspection, and ask to see their identification badge to confirm who they are. It would help them if your appliances are easy to get to and free from any obstruction.

Fire safety

You can help to prevent a fire by unplugging electrical appliances like televisions and DVD players before you go to bed and when you go away. Keep matches away from children and never leave lit candles unattended. Smoke alarms can save your life by giving you an early warning of a fire so you should check them regularly to make sure they work. For more information about fire safety visit the London Fire Brigade website at www.london-fire.gov.uk.

What to do in an emergency

Emergency gas leaks

You should:

- **If you smell gas and suspect a leak, call the National Grid emergency line on 0800 111 999**
- Remain calm
- Open doors and windows to get rid of the gas
- Check to see if the gas has been left on, or if a pilot light has gone out. If so turn the appliance off. If not there may be a gas leak
- Turn the main gas tap to the OFF position
- Do not turn any electrical switches (including doorbells) on or off
- Do not smoke
- Do not use matches or naked flames

Fire

You should:

- **Leave the premises immediately**
- Dial 999 (emergency services)
- Close doors to contain the fire and smoke
- Don't go back in for any reason
- If you live in a block don't use the lifts

Satellite dishes and cable TV

We understand the benefits of digital satellite television. However we also have to maintain the appearance and structure of our buildings and certain planning authorities place restrictions on the installation of satellite dishes.

If you would like to install a satellite dish, you must first contact your local authority to see if you need planning permission and/or listed building consent. You will also need our written permission.

If you are moving into a new Genesis development we may have already installed a communal satellite dish which you will be able to use.

Keeping pets

Before keeping any pet you must get our written permission. You can apply by contacting our Contact Centre who will send you a 'permission to keep a pet' form. A dog may be kept in a house or apartment/maisonette only if a property has a private garden and its own separate entrance. Assistance dogs, however, are allowed to live with you in any home.

Pest control

It is generally your responsibility to deal with pests such as rats or mice. If you have a problem please call the Contact Centre on **020 8451 8000**.

Home contents insurance

We do not automatically provide contents insurance. You should arrange insurance cover for your furniture, belongings and decorations against fire, theft, vandalism or water damage such as burst pipes. You can either do so yourself or take up a policy available only to Genesis Housing Association residents. Our insurance is provided by Royal & Sun Alliance Insurance plc.

To find out about insurance contact **020 8451 8000**.

Major works and compensation

We regularly review the condition of our homes and have an ongoing programme of modernisation and improvement.

If the work can be done around you then we will warn you and consult with you in advance to make sure there is as little disturbance as possible. If there is extensive work that needs to be done and we need to move you for health and safety reasons then we will arrange suitable alternative accommodation and compensation.

Energy advice

By saving energy at home you could help protect the environment as well as save money.

Some simple energy tips you can use at home:

- Turning down your room thermostat by 1°C can reduce your heating bills by up to 10%
- Draw curtains over windows at night; they provide insulation and help to keep heat in the room. Tuck the curtains behind the radiator rather than over; this allows the heat to come into the room instead of going out through the windows
- If your cold or hot water tap is leaking, ensure it is fixed quickly. Leaving cold or hot water taps running when not in use could increase the water bill
- Only boil as much water as you need; a kettle uses a lot of power to boil water
- Turn off your TV and any DVD/video/satellite boxes at night
- Switch off lights when you're not in a room
- Try and use the washing machine, tumble dryer or dishwasher when they are full
- Use energy saving light bulbs. They last up to 10 times longer than ordinary bulbs which means you save money too
- For more energy advice, contact us on **020 8451 8000**

4 My rent

Paying rent and service charges
Setting rent and service charges
Rent support



Paying rent and service charges

Your rent is the most important financial commitment you have. The money we collect from rent helps pay for the services that we provide and helps us to look after your home.

Failure to pay your rent on time is a breach of your tenancy agreement. We may take legal action and you may lose your home. If you are evicted for serious rent arrears you may find it difficult to get somewhere to live.

How do I pay my rent and service charges?

As part of your tenancy, your rent should be paid one week in advance on a Monday. You may be able to pay fortnightly or monthly, providing this is paid in advance.

We want to make it as easy as possible for you to pay your rent and other charges and there are a variety of easy ways for you to pay. These include:

- By **telephone via allpay.net** on **0844 557 8321**
You will need your rent card to obtain your rent reference number
- By phoning us and making a **debit card payment** on **020 8451 8000**. You will need to have your rent card or reference number available, so your payment is credited to the right account
- Using your rent payment card at any **Post Office** or any shop displaying the '**PayPoint**' or '**PAYzone**' signs
- By **Direct Debit**
Please contact us to set up Direct Debit payments on 020 8451 8000. You will need to have your rent card or reference number available, so your payment is credited to the right account
- **Online at www.allpay.net**
You will need to register your 19 digit account number to pay this way. Only debit cards are accepted
- A **cheque** made payable to Genesis Housing Association with your payment reference number and address on the back

For more information about how to pay, visit the Genesis website **www.GenesisHA.org.uk**.

You are expected to pay your rent regularly and on time. We take non-payment of rent seriously and have strict income collection procedures in place.

Setting rents and service charges

How is my rent charge determined?

We are required to set a target rent for each property and ensure that rents move towards that target in line with Government rules. These target rents are based on local earnings, the local value of properties at 1999 and then these targets are adjusted depending on the number of bedrooms. The Government issues guidance each year to advise on increases to these targets to bring them up to today's equivalent. They also advise us of the maximum rent for any property depending on number of bedrooms, known as the rent cap.

This ensures that we set rents at a level which allows us to meet our obligations to you to maintain the condition of our properties and to invest in homes for the future.

Rent increases are linked to changes in the cost of living from one year to the next. We normally use the change in cost of living, the Retail Price Index, from September to September.

The maximum rent increase we can apply to social housing rents which fall under these rules is RPI (Retail Price Index) plus 0.5%. Where rents are under target we can add an additional £2 to the increase until target is reached.

These rules apply to residents who hold either an assured or secure tenancy agreement with us.

For properties developed with public money:

The rent for your home is worked out based on the value of the property and the number of bedrooms.

For properties developed with private money:

The rent for social housing tenants in these properties will be increased annually by the September RPI (Retail Price Index) figure each year plus 0.5%, plus or minus £2.00 to take target rent charges towards the 'target rent' for your property. However this varies according to your type of tenancy arrangement.

How does Genesis set service charges?

Genesis is responsible for maintaining buildings and looking after the shared areas. These services depend on where you live, but may include looking after the communal areas, communal lighting, caretaking and cleaning, repairs and improvements, lift maintenance, heating and hot water and gardening.

Residents contribute to the cost of this through the service charge. This also includes a management charge – your share of the costs of Genesis providing the service.

Tenants' service charges:

If you receive housing benefit then this will cover communal charges. However, it does not cover charges for services to individual homes such as heating and hot water, lighting and water charges and TV licenses. You need to pay for these separately via your service charge. We review service charges once a year and tenants have the right to see a summary of the costs that make up the bill.

How do I get further information?

If you require more information about the way your rent charge has been calculated please contact us on **020 8451 8000** or visit our website at **www.GenesisHA.org.uk**.

Rent support

You are personally responsible for ensuring that your rent is paid. If you have problems paying us what you owe, please ring us.

Don't wait until you owe a large amount of money before you get in touch. We'll try to help you.

What can we do to help?

If you let us know what is happening we can do our best to help and reach an agreement. The earlier we make contact with you the sooner we can resolve the problem.

Failure to pay your rent on time is a breach of your tenancy agreement. We may take legal action and you may lose your home. If you are evicted for rent arrears you may find it difficult to get somewhere to live.

Money advice

You may be able to claim benefits to help. It is up to you to claim Housing Benefit and you are responsible for providing your local authority with all the information required to make the claims.

If you are in receipt of Housing Benefit you are still responsible for ensuring your rent is paid

You can get a Housing Benefit form from your local Housing Benefit office or from Genesis. If you need any help filling in the form, we will be happy to help you.

If you're having problems paying your rent, you may also have problems paying other bills like your gas and electric, and credit companies.

Genesis Community part of Genesis Housing Association, has debt advice and financial management programmes to help Genesis residents who are finding that times are tough.

For more advice on welfare benefits or debt advice please contact Genesis Community on **020 8475 0033**.

5 My neighbourhood

Anti-social behaviour
Parking



Your neighbourhood

We expect all residents, and their families and visitors, to consider their neighbours and not cause a nuisance. Our homes must not be used for any criminal, immoral or illegal purposes, and we will not accept any anti-social behaviour, harassment or hate crime of any type against a person or group.

Anti-social behaviour

We want to make our estates and communities safe places for everyone, which is why we take anti-social behaviour seriously. We take a three-stage approach to dealing with anti-social behaviour: prevention, intervention and legal action.

Prevention

We will use any means possible to prevent anti-social behaviour from happening in the first place. But we also need your help to keep your community safe and tidy.

We rely on your help to:

- Report abandoned cars, vandalism and graffiti. These problems can get out of hand if they are not put right quickly
- Report any nuisance or anti-social behaviour. The earlier you report the problem, the easier it will be to put a stop to it quickly
- Help keep common areas, gardens and open spaces clear and free of rubbish
- Keep your own home safe, secure and in a good condition

Intervention

We will deal with all complaints quickly and in a sensitive way. We will provide support to complainants whenever necessary. We will use a number of different informal methods to tackle anti-social behaviour, through mediation, interviews, written warnings and providing support.

Legal action

If the anti-social behaviour continues and our efforts to stop it do not work, we will take legal action. We will support complainants throughout the process and work with the police and other partners to get a successful result.

Hate incidents and hate crime

We are committed to combating hate incidents and hate crime and will not tolerate such acts.

A hate incident is any non-crime incident, or series of incidents, which is felt by the victim or any other person as being motivated by prejudice or hate because of their race, religion or belief, sexuality, disability or transgender status. Where the incident is a criminal offence, it is a hate crime.

We will help to reduce the potential for such incidents and, when they do occur, support victims and witnesses by providing an accessible and non-judgemental service. We will consider using the full range of civil and legal remedies against perpetrators and will work in partnership with other agencies, including the police.

Noise

It is important to make a special effort to be a good neighbour so you do not upset or cause a nuisance to others living in your road, block or estate. Most of the problems we have to deal with on estates are complaints about noise.

If you can hear your neighbours it probably means they can hear you too. If you feel your neighbours are making an unreasonable amount of noise, try to solve the problem with them. Your neighbour might not realise that they are causing a problem, so this can be the quickest and best way to sort things out.

If the problem continues you should report it to us. We will then visit you and your neighbour and attempt to resolve it.

Dumping rubbish

We recognise that fly-tipping and dumped rubbish is a nuisance, unsightly and can also be dangerous. It is important that every resident makes sure they dispose of their household rubbish and bulky rubbish properly, by following the law. We are determined to take necessary action against anyone who is found dumping rubbish on our land; it is a criminal act and those found responsible could face prosecution.

Parking

We use parking controls on many of our estates. This means that there may be restrictions on where people can park. Vehicles parked on the estate without proper authorisation will be subject to parking enforcement measures – this could mean that the vehicle will be removed.

If you have a blue badge (which allows you to park in spaces set aside for disabled people) you are still required to display a valid Genesis parking permit. This permit will be provided free of charge and also applies to carers or family members.

If parking control is used on your estate, please make sure you have applied for a resident's parking permit. Where visitor's parking is available on your estate, you must apply for the appropriate visitor's parking permit.

For permit details log on to the Genesis website.

Data protection

- Any private and personal information we hold on you will be treated as confidential
- Interviews and conversations with you about personal and confidential matters will be carried out in private
- Our contractors are required to keep to a code of conduct which states they must maintain confidentiality and respect the privacy of your homes

We will only give out information about you to other organisations if there are good reasons and it is permitted under the Data Protection Act 1998:

The police – we wish to co-operate with the police in the prevention and detection of crime. Relevant information will be given where appropriate by senior managers

Council Tax – we are obliged to supply the local authority with information so they can identify the person liable for Council Tax

Department of Work and Pensions (DWP) and Housing Benefit office – we will normally give the relevant information needed to help in the processing of a claim. We are also obliged to tell the local authority if we suspect that you are receiving benefit you are not entitled to

Social services/Probation services etc – senior managers may decide whether or not to give relevant information depending on the type of information required and why it is needed

Individuals – requests for information from individuals will be refused unless we have permission from you to disclose information

No information is given on the state of your rent account unless we have your permission.

We are under a duty to protect the public money we manage. We may use information you provide to us for the prevention and detection of fraud.

We may also share information with other bodies responsible for auditing or administering public funds for these purposes.

Your right to see information held about you

You have the right under the Data Protection Act 1998 to see personal information we hold about you on computer and in manual tenancy files. You have a right to view information about yourself and your family, you are entitled to know the details about where the information came from, (apart from certain restrictions), who has seen or may see the information and the purpose for which the information is being held.

- If you wish to see the information we hold you should write to us giving details of the information you want to see together with payment of a fee of £10
- If you wish to look at your tenancy file please make an appointment with your property manager giving at least 48 hours notice. An appointment will be made during office hours for you to call in and view your file for up to 1 hour. A further appointment can be made if you need longer. The file cannot be taken off the premises. If you require a copy of any of the personal documents held on the file, we will make a note of the relevant documents and arrange for you to have a copy of them within three working days

We can under certain circumstances refuse you access to certain information, for example:

- If the information was provided confidentially by someone else
- If the information would identify another individual or organisation who has not given permission for us to reveal who they are
- If in our opinion it would be likely to cause serious harm to your physical and/or mental health or another person
- If the information you ask for relates to non-personal details such as maintenance/property records
- If the information is private legal correspondence, such as between us and our solicitors
- If we have recently given you the information and you make an identical second request within a short period of time

If we refuse access to information, we will tell you about this decision and will give you the reasons why access is being refused.

If you need any part of this information in large print, Braille, on audio tape or explained in your own language please contact us on the number below.

Nëse ju duhet ndonjë pjesë e këtij informacioni në Braille, në CD, në kasetë ose të shpjegohet në gjuhën tuaj, ju lutemi kontaktoni në numrin poshtë.

Albanian

إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعًا بأحرف كبيرة أو بطريقة برايل أو مسجلًا على أسطوانة مدمجة أو شريط صوتي أو مشروحًا باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Arabic

যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Bengali

اگر مایل به داشتن هر بخش از این اطلاعات به صورت چاپ شده یا حروف بزرگ، خط بریل، روی CD، نوار صوتی و یا توضیح داده شده به زبان خودتان هستید، لطفاً با استفاده از شماره تلفن زیر با ما تماس بگیرید.

Farsi

Si vous souhaitez obtenir une partie de ces informations en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

French

Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Somali

Bu bilginin herhangi bir kısmının büyük boyutlu harflerle, Braille alfabesiyle, CD'de, ses kaseti şeklinde veya ana dilinizle olmasını istiyorsanız, lütfen aşağıdaki telefon numarasından bize ulaşınız.

Turkish

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Genesis Housing Association

www.GenesisHA.org.uk

