

# Welcome home.

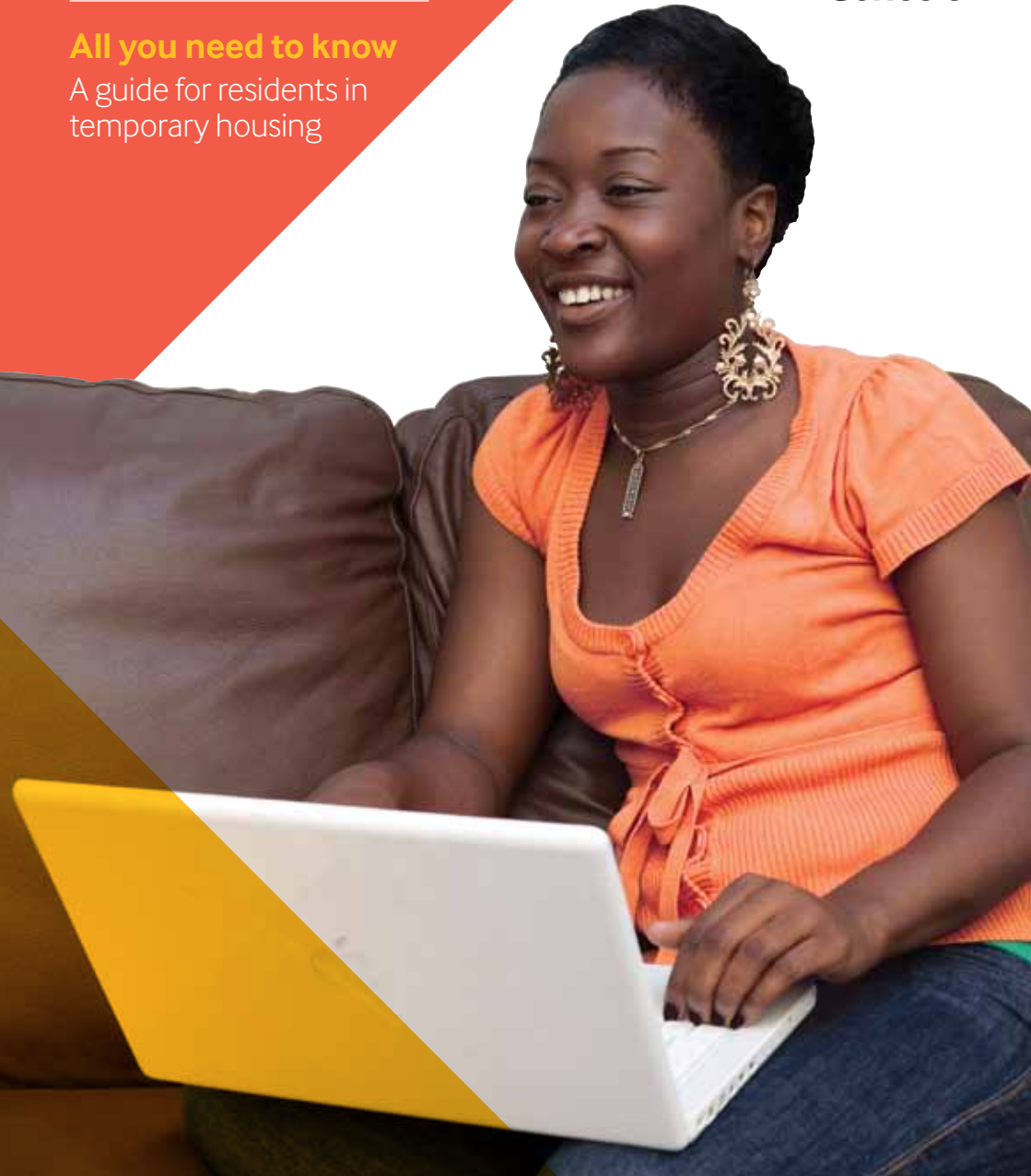
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## All you need to know

A guide for residents in temporary housing



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.

# Contents

<b>1 My Genesis</b>	<b>4</b>
About Genesis Housing Association	6
Contact us	7
Equality and diversity	8
The Genesis Commitment	9
Complaints and compliments	10
Getting involved	11
<b>2 My tenancy</b>	<b>12</b>
Legal notices	14
Gas, electricity and other bills	15
Changes in your circumstances	16
Visits	16
Transfers	16
Finding a permanent home	17
Moving out	20
<b>3 My home</b>	<b>22</b>
Repairs and adaptations	25
Gas and fire safety	29
Furniture	31
Shared areas and gardens	32
Satellite dishes and cable TV	32
Pets	33
Pest control	33
Insurance	33
Energy advice	34
<b>4 My rent</b>	<b>36</b>
Paying rent and service charges	38
Rent support	40
<b>5 My neighbourhood</b>	<b>42</b>
Anti-social behaviour	45
<b>Data protection</b>	<b>48</b>

# 1 My Genesis

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About Genesis Housing Association

Contact us

Equalities and diversity

The Genesis Commitment

Complaints and Compliments

Getting involved



## 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 you with 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 4747**.

## Contact us

For more information about us and our service, please visit our website: **[www.GenesisHA.org.uk](http://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 Housing Officer who will call you back.

### You can contact us in a number of ways:

E-mail: **[info@GenesisHA.org.uk](mailto:info@GenesisHA.org.uk)**

Phone: **020 8900 4900** (8.00am to 6.00pm)

Fax: **020 8900 4714**

Text: **07624 803 565**

Or by calling in at our customer service centre:

**3rd floor, Olympic Office Centre  
8 Fulton Road  
Wembley  
HA9 0TB**

Our office is open Monday to Friday 9.30am to 5.30pm  
(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](http://www.GenesisHA.org.uk)**

E-mail: **[info@GenesisHA.org.uk](mailto:info@GenesisHA.org.uk)**

Phone: **020 8451 8000**

Fax: **020 8451 8196**

Post: **Complaints & Learning Team  
Genesis Housing Association  
192 – 196 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](mailto: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.

#### 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.

#### 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

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Legal notices

Gas, electricity and other bills

Changes in your circumstances

Visits

Transfers

Finding a permanent home

Moving out

## Your tenancy

**The tenancy agreement you have signed is called an 'assured shorthold tenancy'. It is the contract between you and us. You should keep it in a safe place.**

We have given you an assured shorthold tenancy agreement because your accommodation is temporary. We lease your property from a property owner. The length of each lease can vary, but it is usually for three to five years. When the lease runs out, we have to hand the property back to the owner, without anyone living there.

We have also given you an assured shorthold tenancy because this type of tenancy means that you cannot stay here after the lease has run out.

## Legal notices

After you sign your tenancy agreement, we will serve you with a legal notice. We do this to ensure that we are able to provide vacant possession of the property to the owner at the end of your lease. We may also need to go to court if the owner does not keep to the conditions of their lease with us.

We will only take steps to evict you (force you to leave) if you do not keep to the conditions in your tenancy agreement, or if our lease with the property owner is coming to an end.

## Gas, electricity and other bills

You are responsible for paying all the bills relating to the property (including for gas, electricity, water, council tax, telephone and so on). Your housing officer will show you how to work any gas and electrical appliances. If you have problems getting them to work, please phone us.

You will need to contact your gas and electricity supplier as soon as you move in. Give them the meter readings and tell them that you are the new tenant.

If you have a card or key meter, you will only have a few days before the supply is cut off. You must ask the gas or electricity supplier (or both) for a new card or key as soon as you move in. You should also register with your local water company and tell them that you now live in the property.

As you have to pay council tax for your home you need to contact your local council and tell them when your tenancy begins.

## Changes in your circumstances

You must tell us about any change in your circumstances, for example if anyone moves into or out of your home.

### Visits

The lease we have with the person who owns your home includes a 'duty of care' for the property. We will visit you regularly and inspect the inside and outside of your home as well as the furniture and fittings where these have been provided. It is very important that you let our staff in when we visit.

The visit also gives you a chance to discuss any problems you may have.

### Transfers

We don't expect that you will need to transfer from one temporary home to another. However, if there are circumstances that mean you need to move, please tell your housing officer straightaway. We will work with the local council to help you find somewhere to live.

## Finding a permanent home

Choice-based letting gives you the chance to choose where you want to live and the type of home you want to live in. How quickly you can move depends on your needs.

The following schemes are available:

### **Locata (Brent, Ealing, Hammersmith and Fulham, Harrow and Hillingdon)**

When you register with Locata, you will be assessed to see how urgently you need to move. Locata will write to you and give you an identification number and place you into a housing 'band':

A (top priority)

B (urgent need to move)

C (identified housing need) or

D (if you are not in any of the other bands).

Locata advertise properties in a free document called *Locata HOME*. You can find copies of these in council offices, libraries, community centres and on Locata's website.

You will need to choose properties you are interested in by bidding for them. You can bid for up to three properties in each edition of *Locata HOME*.

You can find full details and further information on the Locata website at **[www.locata.org.uk](http://www.locata.org.uk)**

## Home Connections (Camden, Enfield, Haringey and Islington)

Your local council will give you a 'bidding position' depending on how urgently you need to move. Every week, Home Connections advertise available properties on their website, in the local press and at council offices.

You will need to choose properties you are interested in by bidding for them. You can bid by phone, on their website, or by text message.

You can find full details of the scheme on the Home Connections website at [www.homeconnections.org.uk](http://www.homeconnections.org.uk)

## East London Lettings Company (ELLC) (Newham and Waltham Forest)

Once you have registered with your local council, ELLC will send you a letter with your registration category. Every Friday, ELLC advertise available properties on their website and in the magazine 'Choice Homes'.

You choose properties you are interested in by bidding. Every week you can bid for up to two properties. You can bid via the ELLC Choice Homes hotline, website, by text or by visiting one of the local service centre kiosks.

You can find full details of the scheme on ELLC's website at [www.ellcchoicehomes.org.uk](http://www.ellcchoicehomes.org.uk)

## HomeBuy schemes

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](http://www.housingoptions.co.uk)

## Private renting

Renting from a private landlord is another option. Many flats in the private rented sector are let furnished but you will need to ask the landlord what furniture will be included.

Renting a flat privately can be a more expensive option. If you are on Housing Benefit you will not have as much choice of properties unless you are willing to pay something towards your rent.

Your local Housing Advice Centre can give you an idea of what you might need to pay for a private flat and may be able to give you a list of landlords.

Private landlords normally let their flats using an assured shorthold tenancy. As long as you pay your rent and keep to the tenancy conditions you can stay for at least six months. After that, the landlord can ask you to leave any time as long as he has given you two months' notice.

You will usually have to pay your rent every month for the month ahead. As well as this, you will probably be expected to pay one month's rent as a deposit. This means that you may need about two month's rent before you can rent a property.

Your landlord will hold your deposit during the tenancy and pay it back at the end. If you damage the property, or don't pay the rent, your landlord may be able to keep all or part of the deposit to cover the costs.

Private rented properties are advertised in many ways, including in newspapers, magazines, shop windows, supermarket notice boards, estate agents and on the internet.

It's best to go through a well-known letting agent approved by ARLA (Association of Residential Letting Agents) and NALS (National Approved Letting Scheme). Both of these make sure that agents keep to certain standards. Visit the following websites for more information: [www.arla.co.uk](http://www.arla.co.uk) or [www.nalscheme.co.uk](http://www.nalscheme.co.uk).

### **Pathmeads Residential**

We have our own residential lettings service. If you would like more information, go to **[www.pathmeadsresidential.co.uk](http://www.pathmeadsresidential.co.uk)**.

## **Moving out**

If you want to move out of your home you will need to give Genesis four weeks' notice.

If you are moving in to council accommodation or a different housing association's property they may want you to move in before your current tenancy with us is at an end. If this is the case, contact us as we may be able to agree a shorter notice period or help you claim benefit to pay the rent on both homes for a short time.

On the day you are to leave, you must give us back all sets of keys to the property by 10am on the Monday after you move out. If you don't hand your keys back by this time, we will charge you a weeks rent for every week until you do hand them back.

### **Condition of your accommodation**

You need to leave the property clean and clear of all belongings. We will charge you if we have to remove anything from the property after you leave.

We will check the furniture against the inventory and you will have to pay for any missing items or damage.

### **Rent arrears**

If you owe any rent, you will need to pay this before you move out. If you cannot pay this in one sum, we can make arrangements for you to pay in instalments. If you do not clear your rent account we will refer you to a debt collection agency or take legal action against you.

### **Letting others know**

You should tell your local council along with the water, electricity, phone and gas companies that you are leaving. Take a note of any meter readings as you will need to provide these when you move out.

If you receive Housing Benefit you must tell the Housing Benefit office and the Benefits Agency the date you are due to leave and your new address.

# 3 My home

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Repairs and adaptations  
Gas and fire safety  
Furniture  
Shared areas and gardens  
Satellite dishes and cable TV  
Pets  
Insurance  
Energy advice



## Your home

Moving into a new property means there are many things you must do over the next few days. It is important that none of these are forgotten – not least because it could cost you money.

Your Housing Officer will show you how to operate your gas and electrical appliances when you sign up to the tenancy at the property. If you still have problems getting them to work, then contact us.

## Repairs and adaptations

### 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 8900 4900**.

Our contact centre is open from 8.00am to 6.00pm 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 8900 4900**. You can also report a routine repair by text message. To do this text the word 'REPAIR' followed by details of the repair to **07624 803 565**.

### Repairs that are your responsibility

You are responsible for carrying out some minor repairs. We or the owners of the properties are responsible for carrying out all other repairs. Who does the work will depend on the type of repair and the arrangements we have with the property owner.

The following repairs are your responsibility:

- Replacing locks if you lose keys
- Fitting extra safety devices to doors and windows
- Fitting draught excluders
- Repairing minor cracks in plasterwork
- Repairing minor gaps between skirting boards and floors
- Replacing plugs and chains on sinks, baths and basins
- Repairing toilet seats, bathroom cabinets, towel rails, toilet-roll holders and mirrors

Continued overleaf >

- Repairing plugs and light fittings
- Changing light bulbs, tubes and fuses
- Maintaining any appliances and fittings we have not provided
- Bleeding radiators (to get rid of air bubbles that prevent the radiator from working properly)
- Replacing glass in inside windows (unless they are our responsibility under fire regulations)
- Replacing curtain rails
- Replacing washing lines and rotary dryers
- Repairing shelving
- Providing and replacing dustbins
- Replacing batteries in your doorbell
- Clearing rubbish
- Cleaning the front of your property
- Replacing catches on kitchen units
- Keeping shared areas clean
- Cleaning household appliances such as fridges and cookers
- Defrosting freezers
- Replacing batteries in smoke alarms
- Wiping down condensation and mould

### How long will repairs take?

We will deal with your repairs as quickly as possible. In some cases we will ask the property owner to carry out the repair. We will give them a reasonable amount of time to finish the work and we will send you a letter telling you the date the repair should be completed by.

If the owner does not carry out the repair by the date given or asks us to do the work we will arrange a contractor to do the work.

### When will my repair be done?

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

### 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.

### Target times

#### Emergency repairs within 24 hours

We will make the problem safe within 24 hours and carry out a repair in full at a later date

#### Urgent repairs within 5 working days

Examples include:

- Major plumbing leaks
- Repairs following an incident of harassment – such as someone deliberately breaking a window
- Replacing glass
- Blocked gutters and drains that may cause flooding
- Blocked toilet if there is not more than one in the property

Continued overleaf >

- Repairing lifts, entry phones and intercoms
- Repairing hot-water systems
- Repairing cookers and fridges

### Routing repairs within 20 working days

Examples include:

- Minor plumbing leaks and minor electrical faults
- Repairing roofs
- Making your property secure and repairing window catches
- Repairing carpentry
- Tiling
- Repairing furniture and floor coverings
- Repairing the outside of your property
- Repairing and redecorating following a leak
- Repairs covered by insurance

Replacing broken glass is also your responsibility unless it happened as a result of a break-in or vandalism. If the breakage is a security problem, we will make sure that the window is made secure but we will charge you unless you provide a police crime log number.

### Adaptations

We will carry out minor work to properties to help tenants who suffer from a health condition or have a disability. In general we will not carry out major work as this will break our lease with the property owner.

### 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.

### 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.

Gas heaters, and boilers need ventilation so waste fumes are carried away from the property. To ensure your gas supply is safe, we will arrange inspections every year. These are required by law.

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](http://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

## Furniture

Where furniture has been provided, it belongs to the owner of the property. You must not remove it or damage it. Before you move in, we make a list of the furniture in the property so we know what is there and what condition it was in. When your housing officer visits you they will check the condition of the furniture against this list. If there is any damage they will ask you to repair it before their next visit.

Under your tenancy agreement you must not destroy or remove any furniture. We may take you to court if you don't repair or replace any furniture we have asked you to.

### Washing machines

You have to get our permission in writing, before fitting a washing machine in the property. Contact your housing officer if you want to fit a washing machine in the property.

After getting our permission in writing you must get a qualified plumber to fit the washing machine. Some homes can't have washing machines because there is not enough space or the correct plumbing. If your washing machine has not been fitted properly we will ask you to pay for any damage caused.

## Shared areas

You must keep any areas you share with other residents clear of anything that may block people's way or cause a fire. This includes prams, pushchairs and bicycles. You are also responsible for keeping the shared areas clean.

## Gardens

If you have a garden or share one, please keep it tidy. Overgrown gardens attract vermin (such as rats and mice), which may get into your home.

## Satellite dishes and cable TV

You are not allowed to put up a satellite dish on the outside of your home. This is because we do not own the property. You can install cable TV at the property as long as you ask a professional to carry out the work. The cable and sockets must not cause any damage to the building or to fixtures and fittings.

## Keeping pets

You are not allowed to bring pets into your property. If we find that you have a pet, we will ask you to remove it.

## 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 8900 4900**.

## 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 8900 4900**.

## 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 8900 4900**

# 4 My rent

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Paying 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.

### 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 8900 4900**. 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 8900 4900**. 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](http://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.

## 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 straight away on **020 8900 4900**.

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 you. 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 times tough.

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

# 5 My neighbourhood

Anti-social behaviour



## 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 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 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.

## 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 officer 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**

**020 8900 4900**

Genesis Housing Association

[www.GenesisHA.org.uk](http://www.GenesisHA.org.uk)

