

Opportunities, fairness and involvement

All tenants will be:

- ✓ treated in an **equal and fair manner** in accordance with law regardless of gender, marital status, race, colour, sexual orientation, age or disability
- ✓ offered a **menu of different opportunities**, to influence services and to help develop new ways to be involved with us
- ✓ offered the opportunity to join and contribute items to the quarterly **editorial panel of our newsletter**
- ✓ provided with information about our **Facebook page** where you can find out about relevant training and events in your area that you can get involved in



بحاجة إلى ترجمة؟

Вам нужен перевод?

Necesitas una traducción?

Çeviriye ihtiyacınız var mı?

অনুবাদের প্রয়োজন?

શું તમને અનુવાદ જોઈએ છે?

你需要翻譯嗎?

ژباړه یې غواړئ؟

به ترجمه نیاز دارید؟

Avez-vous besoin d'une traduction?

Benötigen Sie eine Übersetzung?

Precisa de tradução?

To request a translation or large print version of this leaflet:
Please call **01323 340018**

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- ✓ given information on how to become a **Green Inspector** if your grounds are maintained by our contractor
- ✓ given the opportunity to feedback and suggest improvement to our services in the annual **Tenant Snapshot survey**
- ✓ offered the opportunity to take part in **one-off focus groups** and to feedback via our Facebook page

Complaints

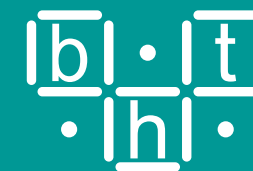
If you wish to make a complaint we will:

- ✓ provide you with a **complaints form**, together with a copy of our **complaints policy** and leaflet on the same day
- ✓ acknowledge all complaints in writing within **five working days** and respond fully within **20 working days**, with information provided on what course of action you can take if you are unhappy with the outcome of the complaint investigation

Your responsibilities

We ask you as a tenant to:

- ✓ be **respectful and polite** when speaking to Brighton Housing Trust members of staff and our contractors as Brighton Housing Trust adopts a zero tolerance approach to verbal abuse
- ✓ **respect your neighbours** and your surroundings by not intentionally causing a nuisance or annoyance
- ✓ ensure that any visitors to your property do not cause any **nuisance or annoyance** to your neighbours
- ✓ keep us informed of any **changes to your contact details** or personal circumstances, especially if the changes could impact on your ability to maintain your rent payments
- ✓ keep your property in a **good and clean condition**
- ✓ keep the communal areas of your property **free from rubbish** and stored items so as not to cause a hazard in the event of a fire evacuation
- ✓ keep the stairwells and garden spaces **clean and tidy**
- ✓ **report any repairs** at your property to Brighton Housing Trust as soon as you notice them
- ✓ pay your **rent and service charges** on a timely basis and to inform us if you have any difficulty in keeping to your payment arrangements
- ✓ ensure that you **provide access** whenever periodic electric, gas or alarm inspections are due to take place
- ✓ not **sub-let your property** to anyone else
- ✓ provide **four weeks' written notice** to end your tenancy



Housing Services

Combating Homelessness · Creating Opportunities · Promoting Change



YOUR SERVICE CHARTER

This leaflet will explain what you can expect from BHT as a tenant along with your own responsibilities in successfully managing your tenancy.

info@bht.org.uk

01323 340018

Your Service Charter

Brighton Housing Trust aims to provide our tenants with the best possible service in all aspects of its work and to treat them with respect and dignity in all of its communications.

Contacting your service

When you contact us, we will:

- ✓ provide a **telephone service** when our office is staffed between **9am and 5pm**
- ✓ operate an **electronic voicemail system** when it is not possible to answer your call and respond to all messages left within one working day
- ✓ provide you with the **contact details of the officer** or team best equipped to do so when unable to answer your query
- ✓ set an automatic **out of office reply** if the member of staff you are contacting is not in the office, stating when they will be back and who you can contact in their absence
- ✓ offer a **range of communication methods** that you can contact us with, including letter, telephone, text, email and online services
- ✓ give you at least **24 hours' written notice** prior to any officer attending your property, in line with your Tenancy Agreement
- ✓ respond in full to any **written communication** received by letter or email within **five working days**

Our commitment

If you are a tenant, we will:

- ✓ ensure the property is **freshly cleaned, secure** and has **up-to-date electrical and gas safety certificates** before your tenancy begins
- ✓ periodically **inspect your home** in order to check that it is in good condition
- ✓ always display our **identification badges** when visiting your property
- ✓ enable you to **make contact** via telephone, email or MyTenancy to request an inspection of your property if you have any specific **maintenance concerns**
- ✓ provide opportunities for our tenants to be **representatives for their blocks**, providing BHT with feedback about living at their property
- ✓ discuss how to arrange **contents insurance** for the items within your property

Tenancy management

We will help you to manage your tenancy by:

- ✓ providing you with access details to the **MyTenancy online portal** where you can report repairs, check your rent and update your personal details
- ✓ running **weekly drop-in slots** in each of our geographical areas where you can come in and discuss anything affecting your tenancy
- ✓ arranging a **review** within six weeks of your tenancy starting and then arranging further reviews at least once a year thereafter to discuss how your tenancy is going and where you can provide up-to-date personal data

- ✓ taking all reports of **antisocial behaviour** that we receive seriously, providing you with information on how to report this and what we will do to address it
- ✓ providing you with information about how to **search for other suitable accommodation** in readiness for the end of your tenancy where applicable

Repairs

If you need to report a repair, we will:

- ✓ provide you with an information leaflet on how to **report a repair** at the start of your tenancy which explains how long different types of repair should usually take to be resolved*
- ✓ provide you with the opportunity to report a repair via the **MyTenancy portal**
- ✓ acknowledge all repair requests received within **one working day**
- ✓ keep you **fully informed** on the progress of your repair at each stage of the process
- ✓ provide details about how to **report an emergency repair** out of office hours on our voicemail systems, in our repairs leaflet and on our website
- ✓ send you a **repair satisfaction questionnaire** that you can return by email or post where you can provide feedback on any repairs that you receive and which we will use to monitor our contractors' performance
- ✓ meet regularly with our key contractors to ensure that they are delivering the **high standard of work** that you expect

*Emergency repairs

(e.g. loss of water or electricity, a burst pipe, damage to doors and windows where the property is not secure) **will be carried out within 24 hours.**

*Urgent repairs

(e.g. a leaking tap, a door entry system not working, no ball valve or cistern problem) **will be carried out within five working days.**

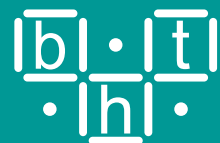
*Routine repairs

(e.g. door and window repairs, loose floorboard and kitchen cupboard repairs) **will be carried out within 28 days.**

Your rent account

We will help you to manage your rent account by:

- ✓ providing you with a range of **payment options** through which you are able to pay your rent and service charges
- ✓ issuing you with an **Allpay card** at the start of your tenancy which can be used in a Post Office or any shop displaying the Paypoint logo
- ✓ sending you an **up-to-date rent statement** via email or post every three months which are also available to be downloaded via the MyTenancy portal at any time
- ✓ providing an opportunity for you to **discuss your rent account** or any changes to your personal circumstances or benefits situation with your Housing Officer via regular drop-ins or home visits, or with your Income Recovery Officer via telephone, email or office appointments
- ✓ providing you with a **full breakdown of rent and service charges** should you request this information



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