



**Lambeth &  
Southwark**  
HOUSING ASSOCIATION



# tenants' handbook

This handbook tells you how to make the best of your home and explains what you are and are not allowed to do as our tenant. It also tells you what our duties are as your landlord and provides other information that we hope you will find useful.



**Lambeth &  
Southwark**  
HOUSING ASSOCIATION

**Lambeth and Southwark Housing Association Limited**

21 Claylands Place, Oval, London SW8 1NL

We are open Monday - Friday  
9.30am-1pm and 2pm-5pm

Tel: **020 7735 3935**

Email: **info@lsha.org.uk**

Text Service: **07826 826823**

Website: **www.lsha.org.uk**

# Lambeth & Southwark Housing Association

## Welcome

Welcome to LSHA's tenant handbook.  
This is your guide to our services.  
It includes information that explains  
your tenancy agreement.

Inside we have set out, in clear sections,  
what you can expect of us and what we  
expect of you. We hope this will help you  
make the most of your tenancy with us  
and that you enjoy your new home.

This handbook also includes contact details,  
plus important information on repairs.

If you need to talk to us, please get in touch.  
Our phone numbers and full address are  
shown on the left.

You can also contact us through our  
website at **[www.lsha.org.uk](http://www.lsha.org.uk)**  
through **MyTenancy**  
or by email **[info@lsha.org.uk](mailto:info@lsha.org.uk)**  
and also by texting us on **07826 826823**

I hope you enjoy living in your home.

**Emma Keegan**

Chief Executive



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## Who are we?

We are a housing association, providing affordable homes and services in the South London Boroughs of Lambeth, Southwark and Lewisham. We are proud of our heritage which goes back over 90 years. Currently we have over 300 homes ranging in size from single people's flats to large family houses, and we manage women-only accommodation and almshouse properties.

We are a community-based association with a proud heritage of over 90 years serving and working with diverse populations in South London. People are referred to us for housing by the local authorities and by organisations for those in housing need.

Lambeth & Southwark Housing Association provide a small number of homes for those with disabilities, and by making adaptations aim to let people remain in their homes as their circumstances change.

We are a non-profit making association, and surpluses are ploughed back into providing future homes. We do not operate our own waiting list and people are referred to us for housing by our local authority partners. We are managed by a voluntary board of management and our activities are carried out by paid staff.

# Your Tenancy Agreement



## This handbook should be read along with your tenancy agreement.

- Your tenancy agreement, which you have now signed, is an important legal document. It is the contract between LSHA as your landlord and yourself as tenant or joint tenant.
- A joint tenancy means that all named tenants are equally responsible for the property and share the rights and responsibilities.
- You should keep your tenancy agreement in a safe place. If you lose it, please let us know and we can issue a copy.
- The tenancy agreement sets out your rights and responsibilities as a tenant and the rights and responsibilities of LSHA as your landlord.
- With a few limited exceptions your tenancy with LSHA will be an **Assured Tenancy**. An assured tenancy gives you the right to live in your home for as long as you require it and as long as you keep to the terms of your agreement.
- The tenancy can only be ended by LSHA if one or more of the conditions shown in the tenancy agreement are broken, or if you no longer live in the property as your only or principal home.

## Can you succeed to an assured tenancy?

If a tenant dies and there has not been a succession then a member of the tenant's family living in the property may qualify to take over the tenancy. There are a number of conditions to be met so please discuss any such situation with your Housing Officer who will be able to clarify your position.

## Can you assign an assured tenancy?

This is when a tenant hands their tenancy (usually by legal deed) to someone else. This is not allowed by law except under certain circumstances, for example you can assign a property by way of mutual exchange; or if a Court has decided that a tenancy has to go from one spouse to another as part of divorce proceedings. Again you should discuss any such situation with your Housing Officer who will be able to advise you.



# Your Tenancy Agreement



## Do assured tenants have the Right to Buy?

- No, having an assured tenancy means that you do not have the Right to Buy unless this is a protected right if your home transferred to LSHA from the Council as part of a stock transfer.
- Assured tenants may, however, qualify for the Right to Acquire. This is very similar to the Right to Buy, however it is dependent on a range of different factors. Contact your Housing Officer if you are interested in buying your home and they will be able to advise you on whether you qualify and what you have to do.

## How do you end your tenancy?

- When you leave your home you must tell us in writing, at least four weeks before you go. A letter with your current address, your forwarding address and the date you are moving will be sufficient.
- We want to re-let your home as quickly as possible after you go, so we might need to bring possible new tenants to look around during those four weeks.
- You must make sure that your rent is paid up to date and that the property is clean and tidy and any damages made good.
- Make sure you take all your things with you - we will have to remove and dispose of anything that is left behind and may charge you for doing this.
- Don't forget to tell the Council, gas, electricity and water suppliers that you're going. Remember to get your phone and internet disconnected too.
- Leave your new address with us so that we can contact you if we need to.

# Making Yourself at Home



## A few tips to make moving into a LSHA home a little easier

If you are a new tenant there are a few things you need to check before you get settled in. If you have lived in your home for some time you might want to read this Handbook just in case there are things you have forgotten.

## Help is at hand

You should report any problems you have with your home to your Housing Officer. They can assist with housing advice, repairs, rents, benefits and transfer applications.

## Getting connected

- Your gas and electricity supplies should be connected when you move in. This cannot always be guaranteed so at least two days before you want to move in you should check with the gas and electricity supply companies to see if everything is on.
- As soon as you move in you should read the meters and let the gas and electricity suppliers know that you are the new tenant. This should ensure that you are not charged for power that previous occupants have used. Tell the supply companies your name and address and the exact meter readings.
- If your home has key meters for gas and electricity make sure you know where they are, they can be hard to find in the dark! If the gas runs out make sure you turn off all the gas points before you recharge the key.

## Satellite and internet services

- All LSHA homes are connected to a communal aerial TV service.
- We do not permit satellite dishes to be fixed to our buildings. Contact your Housing Officer for advice on how to access satellite TV.

## The water supply

- The water supply should be on when you move in. If it isn't, find the stopcock and turn it on. If your water is running properly you should still find out where the stopcock is because you may have to turn it off in an emergency.

# Making Yourself at Home



- If you cannot find the stopcock, or it doesn't work, contact your Housing Office immediately. You will also need to tell the local water authority you have moved in, so that you can start paying water rates.

## Electrics - fuses and circuit breakers

- The electricity supply is controlled by circuit breakers.
- Circuit breakers automatically switch off when there is a problem.
- They are a bit easier to deal with than fuses, but again it is a good idea to make sure you know where they are and what to do. If several appliances go off at once you should:
  - 1 Unplug, or switch off at the wall, anything you might think caused the problem
  - 2 Switch off the electricity at the mains
  - 3 Find the switch that has turned itself to 'off' and flick it back to 'on'
  - 4 Switch the electricity back on

## Heating and hot water

The heating and hot water system will be different according to where you are moving. A full safety check will have been undertaken on the gas and electricity installations in all LSHA lettings, however, you should have been shown how to operate the heating and hot water system when you viewed the property.

## Council tax

- When you move you do not automatically get bills for your council tax. It is your responsibility to tell the council that you are the new tenant.
- You should contact them with your name, your new address and the date you moved in. You can arrange to pay your council tax in monthly instalments.

# Your Rent and Service Charges



## How your rent is used

Your rent is used:

- To repair your home when things go wrong.
- To maintain and clean communal areas.
- To manage the housing service running the housing office, organising the housing system and general administration.

## How is the amount of rent decided?

- Assured tenancy rents are set using a government formula with annual rent increases or decreases based on inflation rates from the previous September.

## When and why does the rent go up?

- The tenancy agreement you sign when you first move in tells you how much rent you should pay.
- Unfortunately, as costs rise, we have to increase this amount to maintain the housing service and to keep your home in good condition.
- Your tenancy agreement explains how your rent will be adjusted every year, but not more than once.
- You don't have to worry about unexpected rent increases, as we will tell you, in writing, at least four weeks before any rent increase.

## Renting a garage or shed

If you rent a garage from us, you should pay for it as you would pay the rent on your home. If you do not pay we have the right to end the licence and change the locks and re-charge you for cost of doing this.

# Your Rent and Service Charges



## Service charges

Included in your overall rent are some service charges which pay for specific services which only some tenants may get, these include gardening and grounds maintenance, estate cleaning, security systems and estate lighting.

- LSHA will aim to keep its service charges reasonable.
- LSHA will ensure that costs are reasonably incurred and the services and works undertaken are carried out to a reasonable standard.

## How do I pay?

- Your rent is due every week on a Monday and in advance.
- The Tenancy Agreement says you should pay one week in advance.
- If you choose to pay monthly, you must pay one months rent in advance so your account remains in credit.
- At the start of your tenancy you will be given a Rent Payment Card to help you keep your rent up to date.

## Ways to pay your rent

- **DIRECT DEBIT** Phone **020 7735 3935** and we will set up a Direct Debit with your bank so your rent is collected on time.  
**Direct Debit is easy!**
- **IN PERSON** At the Post Office, PayPoint using AllPay card
- **ONLINE** If you have a credit or debit card and also have an AllPay card go to: **[www.allpay.net](http://www.allpay.net)**
- **BANK STANDING ORDER** Set up a standing order at your bank giving our details: Barclays Bank plc; Sort code: 20-65-82; Account No: 50532851 (use your surname and your tenant reference number)
- **BY POST** Make your cheque payable to “Lambeth & Southwark Housing Association” (please write your name and address on the back of your cheque)

# Your Rent and Service Charges



## Can I get help to pay my rent?

- You may be able to get help with paying your rent. It depends on your income, how many rooms you have and how large your family is.
- At present this help is called **Housing Benefit** and you can obtain an application form from your local council. You can also complete the form on the Council's website. If you are already claiming and your circumstances change, or you move home, you must contact the council with these details.
- If you get other benefits then this could affect how much Housing Benefit you get. You should sort this out quickly so that you don't find yourself short of money or having to pay back large amounts of money to the council.
- **Universal Credit** will replace how benefits will be paid. Eventually anyone receiving benefits will have their benefits paid through Universal Credit. You will need to apply to the Department of Work and Pensions (DWP). Applying for Universal Credit is to made via the DWP website.

*If you need help completing these forms, or applying online, contact your Housing Officer. They will give you advice about the benefits available.*

## How can I check where I am with my rent?

- You can ask us for a rent statement (showing the rent charge and your payments, week by week) at any time.
- We will send you a statement of rent four times a year. We advise you to always check whether all the payments have been processed correctly and if there are any discrepancies please contact us, so that we can investigate that further.
- If you are behind with your rent we will write, telephone or send you a text message to remind you.
- **MyTenancy** By using our website at [www.lsha.org.uk](http://www.lsha.org.uk) and logging on to MyTenancy. Please enter your username and password.  
*Please contact your Housing Officer for your own unique username and password if you have not received one.*

# Your Rent and Service Charges



## Debt advice

If you are struggling with debt act quickly and obtain advice from one of the following organisations:

- **Citizens Advice Bureau** [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)
  - Lambeth. Call: 0808 278 7831  
[www.caml.org.uk](http://www.caml.org.uk)
  - Southwark. Call 0808 278 7849  
[www.citizensadvicesouthwark.org.uk](http://www.citizensadvicesouthwark.org.uk)
  - Lewisham. Call 0800 231 5453  
[www.citizensadvicelewisham.org.uk](http://www.citizensadvicelewisham.org.uk)
  - Adviceline. 0800 144 8848
- **National Debtline**  
0808 808 4000  
[www.nationaldebtline.org](http://www.nationaldebtline.org)
- **Tax Credit Helpline**  
0845 300 3900
- **National Savings Helpline**  
0845 964 5000



# Our Commitments to You



## When we contact you:

- We will always be polite and friendly.
- We will keep all information about you confidential.
- We will provide the same level of service to you, wherever you live.
- We will treat all our customers fairly, according to their needs.
- We will welcome your views and comments about how we can improve our services.

## When you contact us:

- We will answer the telephone within a reasonable time.
- We will arrange to visit you at home if you ask us to.
- We will respond to your letters or e-mails within 15 working days of receiving them.
- We will offer the use of Language Line if your first language is not English.

## When we visit your home:

- We will show you identification.
- We will behave professionally and respect your home at all times.
- We will be on time; and
- If we're delayed, call you to let you know when we will arrive.





# Equality and Diversity



## Equality and diversity

- We know our communities are made up of people from different backgrounds and with differing needs. We aim to take this into account when developing our services.
- We will identify and seek to remove any problems that could prevent some people from having equal access to our services.
- We will provide interpretation and translation services, and information in large print, Braille or audio, for you if you need them.
- We will treat everyone fairly, regardless of their age, race, sex, disability, sexuality or religion.
- We will be sensitive about religious or cultural dates when arranging home visits.
- We will take action to combat harassment, or anti-social behaviour and encourage you to report this type of behaviour.
- We will make sure that all our staff are trained on issues relating to equality and diversity.



# Reporting a Repair



## How to report a repair

If you have a repair, which is our responsibility, please report it to us as quickly as possible. We will then arrange for the repair to be carried out.

Below you will find information on how to report a repair and on the following pages you will find more information about who is responsible for that repair.

There are different ways you can contact us with your repair:

- **By telephone: 0207 735 3935**
- **By email: [info@lsha.org.uk](mailto:info@lsha.org.uk)**
- **Online: [www.lsha.org.uk](http://www.lsha.org.uk) via the MyTenancy button**
- **Text message: 07826 826 623**
- **In person at our offices:**

21 Claylands Place, Oval, London SW8 1NL

Our office opening hours are:

Monday to Friday, 9:30am - 5:00pm

The office is closed for lunch Monday to Friday  
between 1:00pm - 2:00pm

When reporting a repair you should always give the following details:

**Your name, address and telephone number**

**What is wrong and in what part of your home**

**When someone will be at home and access information**

In busy periods, it may not be possible to call when you prefer, so you should give two or three choices, or give a telephone number on which you may be contacted to arrange access and the options of a morning or afternoon appointment will be offered to you. A copy of the works order and tenant satisfaction questionnaire will be sent to you to complete and return to LSHA to give feedback on the repair.

**DO NOT LET ANYONE CLAIMING TO BE A CONTRACTOR INTO YOUR HOME UNLESS THEY FIRST SHOW YOU THEIR OFFICIAL ID CARD.**

**IF YOU ARE AT ALL SUSPICIOUS CHECK WITH US FIRST.**

# Reporting a Repair



## Emergency repairs - outside office hours

For an emergency repair outside office hours, e.g. major burst pipe or leak, total loss of electrical power or dangerous structural damage, a tenant can contact LSHA's emergency answering service who will arrange for any work to be carried out. The number can be obtained by calling the office after 5.00pm on the answerphone message; checking LSHA's website or the tenant's handbook.

## Out of hours emergencies

For out of hours emergencies, the same numbers listed above apply, however, you can contact the following out of hours emergency when the office is closed:

### **All Emergency Repairs including electrical, plumbing and heating**

One Stop Contractors Ltd.

**07946 314 749**



# Repairs and Maintenance Responsibilities



## Who is responsible?

We are responsible for some of the repairs to your home, but there are some items for which you are responsible. The following table is a guide which explains who is responsible for what.

Remember that you have to pay for any damage caused to your home by your negligence or through any accidental or wilful damage by you or any visitors. You are also responsible for any damage or repairs that are required due to any improvements that you have carried out to your home.

ITEM	LSHA OURS	TENANT YOURS	Exceptions/ Comments
Structure of building including foundations, walls, windows, external doors, roofs, rainwater goods, chimney stacks, plaster, floors and stairs	✓		
Fittings and fixtures of building including internal doors (toilet, bathroom shower, kitchen, and front and rear entrance door), kitchen units, sanitary ware, internal joinery, cupboards and fireplaces	✓		
Service installations including drains, inspection chambers, wastes, water pipes, electrical installations, gas pipes, central heating, communal lights, fire alarms, door entry phones, lifts, communal television aerials and communal satellite dishes	✓		
Redecoration to external and to communal areas and renewal of defective external joinery	✓		Every five - seven years
External works including paths, fences and pavements	✓		
Communal facilities of flats, including paths, drying areas, paved areas and grassed areas	✓		
Any repair caused by negligence, mis-use or wilful damage of the tenant, his or her family or their visitors to the property		✓	

# Repairs and Maintenance Responsibilities



ITEM	LSHA OURS	TENANT YOURS	Exceptions/ Comments
Repair of minor plaster cracks of under 3mm width		✓	
Internal decorations		✓	
Renewal of light bulbs, fluorescent or changing light bulbs		✓	Other than communal lights
Replacement of lost keys or a numerous change of locks to doors and windows		✓	
Bleeding of air from radiators, unless a part of a pressurised heating system		✓	
Any repairs after a mutual exchange have been agreed resulting from neglect, misuse or wilful damage of the previous tenant		✓	
The repair or renewal of timber sheds, timber outbuildings or greenhouses		✓	
Toilet seat and hinges		✓	
Internal drain blockage		✓	
Internal door locks and handles		✓	
Oiling door and window hinges		✓	
Changing electrical fuses		✓	
Curtains rail and coat hooks		✓	
Taking frost precautions		✓	

# Repairs and Maintenance Responsibilities



ITEM	LSHA OURS	TENANT YOURS	Exceptions/ Comments
Changing doorbell batteries and smoke alarm batteries		✓	
Cleaning extractor fan/hoods for cookers and kitchen, bathroom & WC		✓	
Shaving the bottom of the doors after laying carpets/flooring		✓	
Cleaning windows inside and out		✓	
Redecoration of internal walls, ceilings and woodwork, including the internal aspect of windows		✓	
<p>Making good of any damage you may be responsible for. Repairs to any installations or fixtures and fittings which you have installed.</p> <p><i>This includes for example:</i></p> <ul style="list-style-type: none"> <li>• Fitting a cooker chain to your cooker to make sure it is safe</li> <li>• Fitting connections to install a washing machine. The fitting, maintenance or damage that results from lack of proper maintenance of these is your responsibility;</li> <li>• Inside door handles and locks</li> <li>• Clothes drying lines</li> <li>• Bath and sink plugs</li> <li>• Door bell</li> </ul>		✓	
<p>Repairs to any items which have been damaged by the tenant, their family or visitors or which have become damaged through tenant neglect.</p> <p><i>This includes for example:</i></p> <ul style="list-style-type: none"> <li>• Blockages to sinks and toilets caused by misuse</li> <li>• Leaks and damage to fittings where this is the result of water spillage by occupants or for example of a washing machine flooding</li> <li>• Broken windows</li> </ul>		✓	<p>Unless they have been broken by a third party and immediately reported to the police as criminal damage. You need to provide a crime reference number</p>

# Repairs and Maintenance Responsibilities



ITEM	LSHA OURS	TENANT YOURS	Exceptions/ Comments
Cleaning and removing mould caused by condensation, and taking preventative measures against mould reoccurring		✓	
Negligence of water splash back i.e. kitchen and bathroom etc		✓	
Broken shower hose and connections and shower heads		✓	
Descaling shower head – build up of lime scale		✓	

## Repairs priorities

The Association sets targets for repairs to be carried out. We aim to respond to:

### **Routine Repairs**

Within 28 days

e.g. general joinery and plumbing work.

### **Urgent Repairs**

Within 7 days

e.g. where an essential facility is lost or further damage may result, such as loss of heating, serious roof leaks, blocked drains.

### **Emergency Repairs**

Within 24 hours

e.g. where there is immediate danger to health or safety, such as gas leaks, serious water leaks, and dangerous structural damage.

# Repairs and Maintenance Responsibilities



## Pest control

Please contact us if you have an infestation of cockroaches, pharaoh ants, wasps nests, rats or squirrels. We will arrange for a contractor to treat the problem and provide a report on the reasons for the infestation. If there is a continuous problem and it is due to lifestyle, we may re-charge for this service.

The pest control contractor will offer advice on the best way of avoiding future infestations and this advice should be followed.

LSHA will not treat the following pests as it is your responsibility to treat:

- A mouse or mice
- Spiders
- Ants
- Bed bugs, bugs, beetles, weavils
- Flies or fruit flies, moths
- Snails, slugs, worms

## Our contractors' services

We make it very clear to our contractors that we expect them to be polite and respectful towards you and your home. They must let you know if they are able to complete the job at the first visit and inform you on how long the works are likely to take.

- All contractors must show you their ID and wear clean protective clothing.
- If they install new equipment, they should also give you the operating manual.
- If you are unhappy with the works, attitude or behaviour of any of our contractors, please contact us and we will investigate that matter immediately.

## Checking that work is done properly

When the work is completed, our contractor will ask you to sign a works order. If you are unhappy with the works, do not sign the order. Please contact our office and let your Housing Officer know so that this can be rectified.



# Repairs and Maintenance Responsibilities



## Tenants home improvements

Tenants have a right to make alterations to their homes. Tenants must seek approval prior to commencing any work; submitting in writing outlined details for the proposed works, including when necessary sketches, material details, and dimensions. The tenant is responsible for ensuring any improvements comply with local planning and building control requirements.

Permission will not be unreasonably withheld and reasons for refusal shall be fully explained in writing.

Should a home be under-going a planned improvement or general repair, and the tenant wishes to change the material or fitting proposed for the work, LSHA will seek to accommodate all reasonable tenant requests. Any changes must be agreed by LSHA before instructing the contractor of the variation.

## Compensation

The tenant has a right of compensation for improvements should they end their tenancy. They must obtain three estimates from reputable contractors, and only proceed with the works once the association has seen and approved one of the estimates with them. Any improvement requires the written approval of LSHA.

The amount of compensation calculation is based upon the original cost of the improvement discounted by the number of years since completion and its life expectancy. Tenants can waive the right to compensation and do not need to provide three estimates, they do however still require written approval.

## Complaints

LSHA hopes that tenants are satisfied with the service it provides. If not, the tenant should contact their Housing Officer who will try to resolve the problem. The tenant should always receive a reply or acknowledgement to their written complaint within 15 working days. For more details please see LSHA's complaints policy.

# Repairs and Maintenance Responsibilities



## Right to repair

If LSHA fails to carry out a repair for which it is responsible in a reasonable period of time, tenants do have the right to carry out the work themselves and ask for the cost of the repair(s) back from the association under the 'Right to Repair Regulations 1994'.

## Insurance

LSHA will make an insurance claim where there has been damage caused to the building as a result of fire, criminal damage or storms. Where there has been criminal damage the incident must be reported to the police. The claim will be restricted to the building and not the contents, e.g. carpets or decorations; these items will be covered by the tenant's own house contents insurance.

## Decorating your property

As stated in your tenancy agreement, it is your responsibility to decorate the inside of your home and keep it in a good standard of decoration at all times. It is especially important that tenants carry out regular maintenance to refresh painted woodwork to the internal aspect of windows. If this is not done it can result in windows rotting and tenants may be held responsible for repair of these items.

It is LSHA's responsibility to decorate the outside and any areas shared with other tenants, i.e. communal areas.

If you are a senior citizen or a disabled tenant, and you have no one to help you do your internal decorating, contact your Housing Officer who may be able to put you in touch with a group who can help.

# Repairs and Maintenance Responsibilities



## Gardens

If you have a garden, or use of a garden, your tenancy agreement should tell you whether it is exclusively your own, shared with other tenants in your property or part of the grounds of your estate. If it does not and you are unsure please contact your Housing Officer.

If you are responsible for a garden, this will include the trees and the hedges. You must keep it in reasonable order and cultivation. If you are a senior citizen or a disabled tenant, contact your Housing Officer who may be able to put you in touch with an agency that offers help. If you live an estate it is likely that LSHA has responsibility for the communal gardens and grounds.

## Damage to property and re-charge

Tenants are responsible for correcting any damage they cause in their property. In cases where the damage does not affect the health and safety of the tenant, repairs will not be carried out unless payment is made in advance.

In cases where the damage does affect the health and safety of the tenant, results in further damage to property, or affects the quality of the repair service of other tenants, the work will be carried out by LSHA. However, the tenant will be responsible for the payment for the repair.

If we attend a repair, for example a blocked toilet, and we find any damage has been caused by the property's occupiers or visitors, you will be notified of the problem in writing and advised that you may be recharged.

If you call us to carry out a repair that is your responsibility, you will be advised by the Housing Officer who will ask you how the damage occurred.

If the repair is rechargeable to you, you will be advised of the cost of it and you will be asked to pay for the repair before the contractor attends on site.

If you cannot pay the full amount in advance, a deposit amount may be paid and the remittance paid in instalments following the repair.

# Repairs and Maintenance Responsibilities



## Major repairs

If we have to do major repairs to your home, we may have to move you out for a short time. We will talk to you first to discuss the best time to get the work done – unless it is urgent. We will also help with costs and furniture storage. If you have to move permanently, we will pay a home loss payment as the policy states.

Other examples of larger repair initiatives may include (for example):

- Improvement works to kitchens and bathrooms.
- Roofing works / renewals.
- Energy efficiency measures – e.g. installation of double glazing.

*Please note the type of programme chosen depends on priorities and our planned programme.*

## Satisfaction

Customer comments on areas such as: conduct of LSHA staff, response times, standard of job, and conduct of contractor will be invited after a responsive repair on a tenanted property, and a sample of cyclical maintenance. This data will be analysed and used to refine systems and monitor the performance of staff and contractors. The repairs service will be a key area within the regular customer satisfaction surveys that LSHA will undertake.

In order to make sure LSHA have provided the best customer service we send out questionnaires and text messages that it is essential for tenants complete. Your feedback and comments are important to us and helps us to continue improving and providing a better service to you.

## Adapting your home for a disability

If you need changes to your home because you require a handrail, a shower instead of a bath or other minor changes because it will make it easier for you live in your home please contact your Housing Officer.

If you need larger alterations, such as a walk in shower or wet room you will need a Occupational Therapist to visit and assess you at home. Your Housing Officer can assist you in applying for the grant and getting the works carried out.

# Repairs and Maintenance Responsibilities



## Things to check when you move in

When you move in it is important to:

- Report any repairs to us. All repairs should have been done when the property was empty but occasionally things do get missed, so let us know of any repairs you find straight away. Remember, if there is a repair which is deemed to be tenant responsibility and you have not reported it when you moved in, you may find yourself responsible for carrying out the repair.
- Familiarise yourself with the heating operation controls.
- Find the water stop valve so you can quickly turn it off if necessary.
- Find out when your bin will be collected and if a collection of recycling takes place.

## What is condensation?

Condensation is caused by steam or water vapour when it comes into contact with cold surfaces. Normal activities in the home such as cooking or bathing create a great deal of water vapour which can lead to condensation. If not managed, condensation can cause mould on walls and ceilings. If left untreated condensation and mould can damage clothes, bedding, floor coverings, decorations and the home itself.

## Other causes of damp

Condensation is not the only cause of damp; it can also come from leaking pipes, wastes or overflows. Also newly built homes are sometimes damp because of the water used during construction. This is normal and a period of drying out is required. This can sometimes take quite a considerable length of time and requires the property to be both heated and ventilated.

## How to reduce condensation

The following will help reduce condensation and mould:

- Reduce steam by covering pans when cooking.
- Dry clothes outside whenever possible. If it is not possible, use a self condensing tumble dryer or one which vents outside.

# Repairs and Maintenance Responsibilities



If you do not have a tumble dryer dry clothes in the bathroom with the door closed and window open and/or extractor fan on.

- Do not use heaters that run on paraffin or portable flue less gas heaters.
- If you have a cooker hood use this when cooking.
- Use extractor fans where provided.
- Keep doors closed when cooking, washing, bathing or drying clothes.
- If windows and sills are wet, wipe them dry each morning.
- Ventilate your home.
- Leave a (small) window ajar when someone is in the room.
- Leave trickle vents in windows open.
- When cooking, washing up, bathing or drying clothes open the window in that room and/or use the extractor fan where provided.
- Do not overfill cupboards or wardrobes so that air can circulate
- Do not block vents in walls or cupboard doors.
- Try to position large items of furniture against walls which are internal (i.e. a wall which has rooms on both sides) and always leave a gap between the piece of furniture and the wall.
- Use the heating in very cold weather, leave your heating on low during the day to maintain the temperature. This is also a more cost effective way of heating your home.
- If you are out all day, use the timer on your heating system to warm your home before you return. This means that surfaces will be warmer when you start to carry out daily tasks such as cooking and therefore reduces the amount of condensation.

## Treating mould

If condensation in your property leads to mould you will need to remove the mould. This can be done with diluted bleach or a fungicidal wash (available from most DIY Stores).

# Gas Safety



## What you need to know about gas appliances in your home

Making sure the gas appliances in your home are safe could save your life. An unsafe boiler, cooker or heater could cause fire, explosion or carbon monoxide poisoning. The law says we must regularly maintain the gas appliances we provide for you, to ensure they are safe.

## Our responsibility to service your gas appliances every year

- We have a legal duty to ensure that every gas appliance we provide in your home is inspected every year and has a valid gas safety certificate. Our policy is to service your gas appliances every 10 months.
- The safety certificate is valid only if a Gas Safe Registered engineer issues it. It lasts for one year and engineers can issue it only after they have done a safety check. We will give you a copy of the certificate.
- We are responsible only for the appliances we provide. In most properties, this is just the gas boiler. But if we do own any other gas appliances, such as your cooker, we are responsible for servicing these too. Check your tenancy agreement if you aren't sure which appliances we are responsible for.

## How we do the service

One Stop Contractors Ltd. are our heating & hot water contractor. They carry out gas safety servicing, and maintenance and repairs to gas-powered heating and hot water systems.

### Contact during office hours:

**Telephone Number 01689 601611**

### For emergencies and out of hours:

**Mobile Number 07946 314 749**

# Gas Safety



## Making an appointment

When the service is due, One Stop will write or telephone you with an appointment. If you can't keep the appointment, please call them on the telephone number provided or rearrange the appointment with your Housing Officer.

If you are out when the engineer calls and you don't rearrange the appointment within one week, One Stop will offer you another appointment and we may ask them to call without an appointment.

## The gas service

The engineer should show you an identity card that includes their name, company (One Stop Contractors) and Gas Safe Registered number. They should keep to our code of conduct for contractors. This includes being polite and helpful, informing you, and respecting you, your family and your home.

The service should take no more than an hour unless there are problems. If there is a problem that affects your gas safety, the engineer will make the appliance safe. This might include repairing it, disconnecting faulty equipment, or asking the gas emergency service to cut off the gas supply to your home. This is for your safety. We will repair it at the time or as soon as possible afterwards. One Stop will send you a copy of the gas safety certificate within seven days of the service.

## Your responsibility to allow us to carry out the service

You must let us in to carry out our ten month service and any repairs needed. This is a condition of your tenancy.

## What we will do if you don't let us in to do the service

We will write to you with an alternative appointment before we take further action to gain entry to carry out the ten month service. If they are in the area, an engineer may call without an appointment to try to do the service.



# Gas Safety



If you don't provide access to complete the service, we will ask your Housing Officer to assist. They will contact you as a final step before starting legal action such as an injunction. If we must take legal action to gain entry to your home, you must pay all the costs.

## What you can do if we don't service your gas appliance

We are committed to meeting our legal duties. So if you have a gas appliance provided by LSHA which hasn't been serviced in the last ten months, please let us know so we can review our records. You can contact One Stop or your Housing Officer. We will be pleased to book an appointment with you.

## What to do if you smell gas

If you smell gas or suspect there is a gas escape, you should immediately do the following:

- Open all doors and windows
- Shut off the gas supply at the meter control valve, if you know where it is

**Gas leaks should always be reported direct to the National Grid**

## National Gas Emergency Service

What happens when someone dials the National Gas Emergency Service?

Making the call:

Dial **0800 111 999**, your call will be routed to the call centre.

It doesn't matter what time of day or night you ring - they have trained operators working round-the-clock waiting to take your call.

# Fire and Electrical Safety



## Fire prevention

To help prevent fire in your home there are a number of simple steps you can take:

- Keep matches away from children
- Avoid using chip pans and never leave them unattended
- Do not dry clothes around fires, heaters or cookers
- Do not block vents or grills on heaters
- Do not prop fire doors open
- Check smoke detectors are working regularly
- Do not overload plug sockets
- Unplug electrical appliances when not in use
- Do not lock yourself in with a key at night, it is safer to use a bolt or chain on the door
- Do not block exits or escape routes (this includes clutter on stairs and landings)
- Extinguish cigarettes properly and empty ash trays regularly
- Do not keep inflammable goods such as bottled gas or paraffin
- Do not carry out works to gas appliances, this must be carried out by a qualified engineer registered with Gas Safe

## The importance of smoke detectors

Smoke detectors help save lives so it is important that you check yours is working.

The Fire Service recommends that you test your alarm weekly, and that batteries are replaced once a year. You should also check that smoke detectors are cleaned regularly.

If you find a problem with a smoke detector that we have provided report it to us immediately. Remember that you are responsible for replacing the batteries.

# Fire and Electrical Safety



## What to do if there is a fire in your home

The Fire Service give the following simple advice if you have a fire in your home:

- **Get Out**
- **Stay Out**
- **Dial 999 and ask for the Fire Service**
- **Do not re-enter the property unless it is safe to do so**

Further advice on fire safety is available for free from the Fire Service. Contact your local station or go online at: **[www.fireservice.co.uk](http://www.fireservice.co.uk)**

## Electrical safety

We will carry out routine electric safety checks at your property. You must allow us access to carry out this check. When your service is due, you will be contacted by our contractor. It is important that you confirm the appointment, so that they know that you are available when they are due to call.

## What to do about electrical faults

If a light or appliance stops working a fuse may have blown or the circuit breaker in more modern homes may have “tripped”. Sometimes the cause of the problem is an appliance you have plugged in. We would therefore recommend that you unplug all appliances before you reset the fuse or circuit breaker. You can then plug them back in one at a time, and if the circuit trips you know that particular appliance has caused the problem.

If you cannot find the cause of the fault, or you cannot reset the fuse box or circuit breaker, please report it to us.

# Security



## Keeping your home secure

There are lots of things you can do to help keep your home secure and reduce the risk of a break in.

- Always close and lock all windows and doors whenever you leave the property.
- Do not put a label on your house keys which gives your address.
- Lock all external gates, sheds and garages.
- If you are going away, cancel any newspaper or milk deliveries. Also try to ask a friend or relative to keep an eye on your property, remove mail from the door mat and if possible open and close the curtains.
- Always check the identity of callers to your home before letting them in. LSHA staff and our contractors should always carry ID which you should ask to see before letting us in.
- Never leave valuables on display and hide smaller items.
- Have valuable items photographed and if possible marked. Your local Police Station should be able to give you more advice on marking items.
- Do not leave ladders or tools outside of your home as these can help intruders gain access.
- Install timers on lights or radios to make it seem that the property is occupied.
- If you have a burglar alarm fitted, use it.

## What to do if you are broken into

If you do get broken into, you should always report this to the Police. If your property is damaged, we will carry out necessary repairs providing you give us a crime reference number.

We will not pay for repairs or replacement of your personal belongings. You should have your own contents insurance to cover this.



# Communal Areas

## Keeping your communal areas clean and safe

The communal areas of your block - for example hallways, stairs, porches, shared balconies, and some cupboards - are owned by LSHA. As such, we have a legal obligation to ensure these areas remain free of items that might cause or contribute to a fire, as well as any items which might present a trip hazard or obstruct your means of escape in the unlikely event of a fire.

Our Housing Officers and contractors regularly inspect the communal areas in our blocks. When they find that items are stored or left in the communal areas, the owner of the items will be notified that the items will be removed.

We do understand that storage space is limited, especially for residents in small flats. However for everyone's safety, it is very important that any personal possessions are kept inside your home; any items left in common areas will be removed and placed in storage for 28 days; if they are unclaimed after that time, they will be disposed of.





# Energy Saving Tips

Although UK energy bills have been rising, you could actually save money by using energy more efficiently throughout your home.

Most of us are not used to thinking about how we use the energy that powers our homes. But simple changes to your daily habits can have a huge effect on the gas and electricity bills that drop through your door.

Switch off the lights when you leave a room, burning electricity when you don't need it adds to your fuel bills. Turning off the lights when you leave a room can save £10 on your annual electricity bill.

Switch off your appliances when not in use – almost all electrical and electronic appliances can safely be turned off at the plug without upsetting their systems. Some satellite and digital TV recorders may need to be left plugged in so they can keep track of any programmes you want to record, but check the instructions on any appliances you aren't sure about.

A typical household can save around £30 a year just by remembering to turn off appliances left on standby and those left on but not in use.

## Careful in the kitchen

You can save money every year just by using your kitchen appliances more carefully:

- Set your washing machine to wash at 30°C
- Use a bowl to wash up rather than leaving the hot tap running
- Don't fill your kettle to the top every time, only boil the amount of water you need

## Heating

Make savings by using the controls on your heating, turning down your thermostat by just one degree, if it's too warm inside.

## Where to get free home energy saving advice

If you have any questions about saving energy at home, your energy supplier may be able to offer you free advice, information packs and discounts on energy saving products. You can also contact the Energy Saving Trust which offers free and impartial advice via their local Advice Centres on 0808 196 8260 or go to [www.energyadvice.london](http://www.energyadvice.london).

# Transfers, Exchanges & Right to Acquire



## Requesting a transfer

The tenant must hold a tenancy with the association for over two years, have a clear rent account and not be subject to any other legal action for breach of tenancy.

The tenant can contact the association to request a transfer by phone, letter or in person. The Housing Officer/Operations Manager checks that the tenant meets the qualifying criteria and confirms eligibility to the tenant.

If you have a serious illness and have a serious reason for moving you will be considered as priority. However if you have rent arrears you will not be considered for a transfer until you have cleared your debt.

The tenant will be asked to complete a transfer application form. Where necessary a consent form to release confidential information should be signed so that medical or other confidential information can be requested from the appropriate body. The Operations Manager will advise the tenant on all the options available such as Mutual Exchange etc.

## Mutual Exchange – swapping homes with another tenant

Mutual Exchange is an option you may want to consider if you are a tenant and you are looking to move home. It's where two or more tenants exchange tenancies and move permanently into each others homes with their landlord's permission.

## Are you eligible to exchange?

If you hold a secure, assured or fixed-term tenancy and have completed any probationary period, then you'll be eligible to exchange your property with one of the following:

- Another LSHA tenant
- A tenant from another housing association
- A local authority tenant

# Transfers, Exchanges & Right to Acquire



Permission must be given by both landlords before an exchange date can be agreed. Even after you have permission to exchange, if your rent account is in arrears the exchange on the agreed date cannot take place.

LSHA will not unreasonably withhold permission to exchange. Reasons why LSHA might refuse are set out in law and policy. The most common reasons for refusal include:

- The property would have too many or too few bedrooms
- Legal action is in progress
- The property has been designed or substantially adapted for a specific purpose (e.g. for a person with a physical disability, or as sheltered accommodation for older people).

## Right to Acquire

The Right to Acquire is designed to give some housing association tenants the right to buy the home they currently rent at a discount.

Right to Acquire is for secure tenants who live in a home either built or purchased by a registered social landlord and funded by the Housing Corporation through social housing grant on or after 1st April 1997.

To qualify, you must:

- Be an assured or secure tenant
- Have been a tenant in a local council or housing association property for at least two years if your tenancy started before 18th January 2005 or five years if your tenancy started after 18th January 2005.
- Live in a house or flat which is a self contained property and is your only or principle home

To apply and find out if your home is eligible, please contact your Housing Officer. We will then confirm whether you have the Right to Acquire and, if you are eligible, explain the next steps to buying your home.



# Subletting & Lodgers



## Subletting/taking a lodger

If you have an assured or secure tenancy you can take a lodger. You are not allowed to sub-let your property. You must get our permission in writing before you take a lodger. You may not sub-let the whole of your property or grant an assured sub-tenancy.

Please be aware that:

- If you take a lodger, you give up the use of part of your home for the period of the tenancy.
- You are responsible for the behaviour of any sub-tenants whilst they are in your home.
- If you plan to take in a lodger you need to tell us their name, age and sex, which rooms they will use and how much they will pay you.
- You must tell us, the council, the jobcentre or the tax office about any income from lodgers. It may affect any housing and other benefits you get and the amount of council tax and income tax you are liable to pay.

Sub-letting your whole property is a breach of your tenancy agreement and we will take legal action to repossess your home.



# Anti-Social Behaviour



## Tackling anti-social behaviour

Anti-social behaviour affects the quality of life for residents and others living or working in the community. Anti-social behaviour is sometimes shortened to ASB.

The types of behaviour that LSHA consider anti-social are:

- Excessive noise (not household noise)
- Verbal abuse / harassment / intimidation / threatening behaviour
- Hate related incidents (based on race, sexual orientation, gender, disability, religion, age etc.)
- Vandalism and damage to property
- Pet and animal nuisance
- Nuisance from vehicles
- Drugs / substance misuse / drug dealing
- Alcohol-related
- Domestic violence / abuse
- Physical violence
- Litter / rubbish / fly-tipping
- Garden nuisance
- Misuse of communal areas / public spaces
- Prostitution / sexual acts / kerb crawling
- Other criminal behaviour
- Smells / fumes / smoke
- Illegal and immoral use of premises

## What is not anti-social behaviour?

LSHA would not normally treat behaviour which results from diverse lifestyles as anti-social behaviour.

# Anti-Social Behaviour



## What can LSHA can do?

As a landlord, we take reports of anti-social behaviour seriously. Our ability to take action depends on the type of anti-social behaviour and how serious it is.

If the incident is less serious, we will first suggest that you speak to your neighbour to try to resolve the issues one-on-one. If this does not resolve the situation or if you don't feel comfortable speaking to your neighbour, we will (with your permission) discuss the situation with your neighbour and remind them of their obligations under their tenancy agreements and outline any consequences if the behaviour is repeated. We might also suggest mediation and/or agree an acceptable behaviour agreement between you and your neighbour (or your neighbour and us).

If the incident is more serious, and the perpetrator is another LSHA tenant, we will consider more formal action such as warning letters or taking legal action such as applying for an Injunction or an Anti-Social Behaviour Order. We may also take tenancy enforcement action against the perpetrator.

It is important to remember that some incidents of anti-social behaviour are extremely difficult to prove and the level of evidence required is quite high. We will let you know when we are considering legal action – and we may need your help or help from other neighbours as witnesses.

If the perpetrator is not a LSHA tenant, we will provide advice and support and work with the police and other landlords to address the issues.

# Anti-Social Behaviour



## How do I report an incident of anti-social behaviour?

You can call us, email us or write to us. Either way we will contact you to discuss the issues you've raised and offer advice on how we can help you to address the ASB. You will help agree what will happen and we will offer advice about what we can and can't do as a landlord.

Whilst we are always able to offer advice and support, we are not always able to take legal action or offer a quick solution. We'll always be clear about what you can expect to happen and when. If the ASB involves a crime we will always ask that you report the incident to the Police first, but make a note of the crime reference number so we can liaise with them.

In an emergency you should dial 999, for non emergencies dial 101. You can also contact your local council's Environmental Health office to report noise nuisance.

## What should you expect to happen?

When you report an incident to us we will ask you questions about what happened, when and its frequency, where it happened and by whom. When we open a new ASB case, we will talk to the people you think are responsible and ask them to explain their behaviour and give them an opportunity to respond. If you don't want them to know you made the complaint we will tell them you want to remain anonymous.

Our aim is to help diffuse the situation and bring about a change that allows everyone to live safely and without disturbance. While we carry out this work we will contact you regularly and keep you informed about progress and any actions which come out of this review.

## When will my case be closed?

Your case will be closed when any agreed action plan is complete and/or if no further action is needed or is possible. You will be contacted when we close the case to give you a summary of any investigation, including the conclusions we have reached and the reasons why we are closing the case.

# Consulting & involving you in our work



## Consulting you over changes

You have a legal right to be consulted by us before we change any aspect of your tenancy or raise or lower your rent or service charges. We also have to consult you if we want to change our management or property maintenance service, if it effects you.

If a change is only going to affect a small number of you, we will write to each of you or may visit you in person. If it could affect a larger number, or even all of you, we may send a letter or explain the case in your tenants' newsletter.

Whatever method we use, we will take care to give you all the facts, explain what we are planning and why, and will tell you how we think it might affect you. We will always try to give you enough time to digest the facts and get back to us with anything that worries you or any better ideas you might have.

## Tenants' newsletter

The newsletter is sent out approximately three times a year and we welcome your articles and letters. If you would like to get more involved in planning or producing the newsletter, please let us know.





# Complaints

Lambeth & Southwark Housing Association encourages tenants and users of its services to come forward with complaints and comments so their needs can be met and the quality of our services can be assured.

- We will record comments and complaints, and use them to improve the range and quality of our services.
- We will ensure that tenants have access to clear information on how to make complaints and comments and we will provide tenants with the support they need in order to make their views known. LSHA will ensure that no tenants are disadvantaged or treated less favourably as a result of making a complaint.

Within the time scales shown on the following pages, we will deal quickly with your complaint, investigate fully and effectively the grounds for complaint, and keep you informed about the progress we are making.

## Initial action to resolve a problem

If a tenant has a problem with their housing or LSHA services, they should contact a member of staff in the first instance. Staff will try to resolve the problem to the tenants satisfaction within our time scales and by following our policies and procedures.

If a tenant remains dissatisfied with LSHA's response to their problem, they can make a formal complaint.

LSHA defines a complaint as;

***“an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual tenant or group of tenants”.***



# Complaints

A formal complaint might be the repairs service or standard, a decision LSHA has made, or the way a tenant feels they have been treated.

Examples include:

- Failure to provide a service or to achieve the standards of service LSHA has promised
- Failure to fulfil its legal or contractual obligations
- Unfair treatment by staff
- Unacceptable delay or failure to respond to an enquiry or request
- Dissatisfaction with a decision or the way that it was made
- Dissatisfaction with the attitude of staff, contractors or agents
- Not operating policies fairly

## Stage 1

A tenant can make a complaint by letter, email or by telephone, or in person at LSHA's office. A tenant can complete a complaints form (available on our website), or ask staff to fill in the form for them. LSHA will register a complaint and send an acknowledgement within five working days of our receiving a complaint.

The operations manager will investigate the complaint and the tenant will receive a reply within 10 working days of receiving the complaint informing them of what decisions have been made and what action LSHA will take. The tenant will be given 20 working days to reply to LSHA's response to their complaint. If the tenant does not respond within this time period it will be assumed that they are happy with the way the complaint was handled and the complaint will be closed.

## Stage 2

If the tenant feels the response to their Stage 1 complaint was not satisfactory they can refer the matter to the Chief Executive. They will receive an acknowledgement of their Stage 2 complaint within five working days.

Within 20 working days of receiving a Stage 2 complaint, the Chief Executive will either send a full response, or, where he or she needs time to investigate the complaint further, write to say by when they will receive a full response.



# Complaints

## Stage 3

If once the tenant has received the Chief Executive's response they are still dissatisfied, they can appeal within 20 working days from the date of the Chief Executive's response to LSHA's Board.

The Chief Executive will designate one or more Board members to consider the complainants appeal and they will be invited to a meeting to present their appeal in person. They may bring someone to help or support them.

The tenant will be given a written response to their appeal within 20 working days of the complaint panel hearing. The tenant will be given 20 days to reply to the panel's response to their complaint. If they do not respond within this time period it will be assumed that the tenant is satisfied with the way the complaint was handled and the complaint will be closed.

## Housing Ombudsman Service

If the tenant feels that the complaint remains unresolved, they can raise the matter with the Housing Ombudsman Service, who can be contacted at:

Housing Ombudsman Service  
PO Box 152,  
Liverpool,  
L33 7WQ

Tel: **0300 111 3000** Web: **[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)**





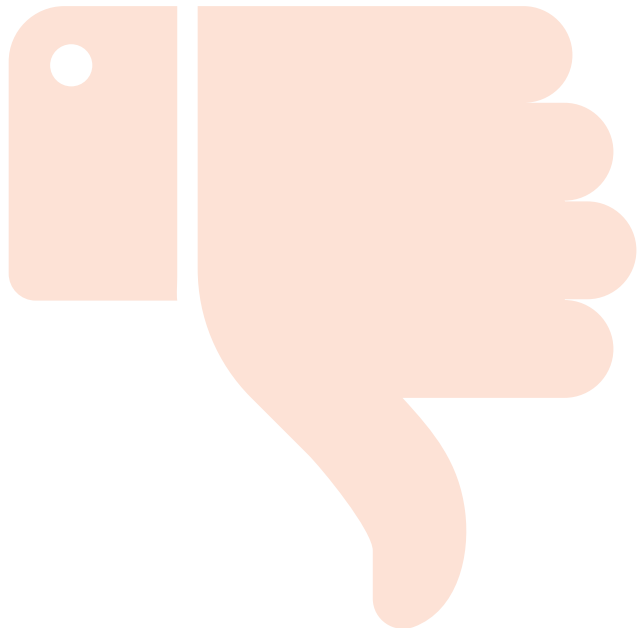
# Complaints

## Getting independent help or advice

Tenants may, if they prefer, obtain advice and information about possible remedies at law from a local Citizen's Advice Bureau, a law centre, or a solicitor.

You can also get in touch with your MP or local councillor if you think we have not handled a complaint fairly. They are elected to stand up for the interests of every person in the area they represent.

You can write to your MP or local councillor or attend their evening surgeries or contact them by email.





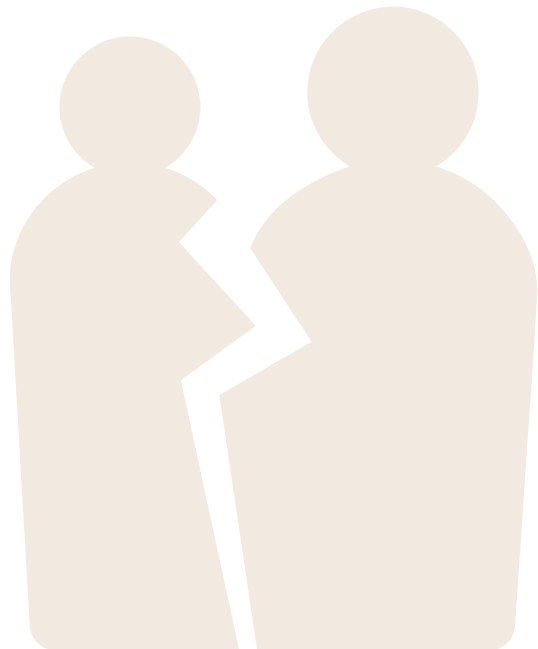
# Rehousing

## Relationship breakdown

If you have broken up with your partner and no longer want to live together anymore, we cannot provide an extra home. We are able to offer you advice, if there are children involved. If you are still amicable then you should decide between you who gets the tenancy.

## Rehousing grown-up children

Unfortunately we are unable to re-house grown-up children as we simply do not have enough homes. However we may be able to give you helpful advice.





# Useful Contact Numbers

## Lambeth and Southwark Housing Association Limited

21 Claylands Place  
Oval, London  
SW8 1NL

Tel: **020 7735 3935**

Email: **info@lsha.org.uk**

Texting: **07826 826823**

**www.lsha.org.uk**

We are open:

Monday	9.30am - 1pm	2pm - 5pm
Tuesday	9.30am - 1pm	2pm - 5pm
Wednesday	9.30am - 1pm	2pm - 5pm
Thursday	9.30am - 1pm	2pm - 5pm
Friday	9.30am - 1pm	2pm - 5pm

If you have an **EMERGENCY** out of office hours, which cannot wait until the office is open please telephone:

**All Emergency Repairs including electrical, plumbing and heating**  
**ONESTOP CONTRACTORS call: 07946 314 749**

*Please note: If you call out our emergency repair service when the repair could have waited until the office re-opens and it was not necessary, you will be charged for the callout.*

## Complaints

Contact the Head of Operations on: **020 7735 3935**

## Emergency Services

For Police, Fire Brigade and Ambulance Services call: **999**

# Useful Contact Numbers



## Gas Leaks

When you dial **0800 111 999** your call will be routed to the National Gas Emergency call centre. It doesn't matter what time of day or night you ring - there are trained operators working round-the-clock waiting to take your call.

## Electricity/Powercuts

### London UK Power Networks

**0800 028 0247** (or 0333 202 2022 from a mobile phone)

**[www.ukpowernetworks.co.uk](http://www.ukpowernetworks.co.uk)**

**@UKPowerNetworks**

## Water

Thames Water

PO Box 286

Swindon

SN38 2RA

Tel: **0800 980 8800**

email: **[customer.feedback@thameswater.co.uk](mailto:customer.feedback@thameswater.co.uk)**

**[www.thameswater.co.uk](http://www.thameswater.co.uk)**

## Lambeth Council

Brixton Customer Centre

Olive Morris House

18 Brixton Hill

London SW2 1RD

Tel: **020 7926 1000**

email: **[infoservice@lambeth.gov.uk](mailto:infoservice@lambeth.gov.uk)**

**[www.lambeth.gov.uk](http://www.lambeth.gov.uk)**

## Southwark Council

PO BOX 64529

London SE1P 5LX

**[www.southwark.gov.uk](http://www.southwark.gov.uk)**



# Useful Contact Numbers

## Lewisham Council

London Borough Of Lewisham  
Laurence House  
1 Catford Road  
SE6 4RU

Tel: **020 8314 6000**  
**[www.lewisham.gov.uk](http://www.lewisham.gov.uk)**

Opening hours:  
Monday to Friday  
9am–5pm (telephone)  
9am–12.30pm (face to face)

## Samaritans

You don't have to give your real name or any personal information if you don't want to.

**[www.samaritans.org](http://www.samaritans.org)**

## Childline

You can talk to us about anything. No problem is too big or too small.

Call us **FREE** on **0800 1111** or get in touch online. However you choose to contact us, you're in control. It's confidential and you don't have to give your name if you don't want to.

**[www.childline.org.uk/get-support/contacting-childline](http://www.childline.org.uk/get-support/contacting-childline)**

## 24-hour National Domestic Violence

Freephone Helpline: **0808 2000 247**

Run in partnership between Women's Aid and Refuge

**[www.nationaldomesticviolencehelpline.org.uk](http://www.nationaldomesticviolencehelpline.org.uk)**

# Useful Contact Numbers



## Mencap

Tel: **0808 808 1111**

**[www.mencap.org.uk](http://www.mencap.org.uk)**

## AgeUK

Tel: **0800 678 1602**

**[www.ageuk.org.uk](http://www.ageuk.org.uk)**

## LGBT

Helpline: **0800 0119 100**

Email: **[hello@switchboard.lgbt](mailto:hello@switchboard.lgbt)**

**[www.switchboard.lgbt](http://www.switchboard.lgbt)**

## Housing Ombudsman Service

PO Box 152  
Liverpool  
L33 7WQ

Lo-call: **08457 125 973**

Tel: **0300 111 3000**

Fax: **020 7831 1974**

**[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)**

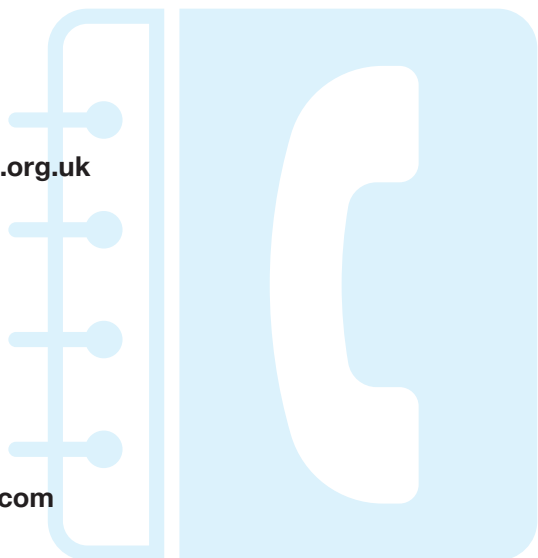
## Equality and Human Rights Commission

Fleetbank House  
2-6 Salisbury Square  
London EC4Y 8JX

Tel: **020 7832 7800**

Fax: **020 7832 7801**

**[www.equalityhumanrights.com](http://www.equalityhumanrights.com)**



## Useful Notes

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**Lambeth and Southwark Housing Association Limited**

21 Claylands Place, Oval, London SW8 1NL

Telephone: **020 7735 3935** Text Service: **07826 826823**

Email: **info@lsha.org.uk** Website: **www.lsha.org.uk**