

Table of Contents

Introduction	2
The Scheme Housing Manager Service	2
Your Flat	3
Security	3
Keys	3
Alarm Call System	3
Rent	4
Service Charges	5
Religious Observance	5
Television & Radio	5
Repairs	5
Right to Repair	6
Improvements Carried out by Tenants	7
Looking After Your Home	7
Cleaning	8
Window Cleaning	8
Fire Safety	8
Store Rooms	9
Communal Lounge	9
Guest Room	9
Laundry	10
Smoking	10
Property Inspections	10
Risk Assessment	10
Adaptations	11
Transfers	12
Access to Information	12
Personal Information	13
Confidentiality & Privacy	13
Support Planning	14
Safeguarding	15
Tenants Involvement Committee	15
Consultation	16
Complaints	16
Harassment & Nuisance	17
Anti Social Behaviour	17
Communal Fixtures & Fittings	17
Policies	18
Notices	18
Moving Out	18

APPENDICES

INTRODUCTION

We hope that you will enjoy living in your new flat and will make use of the facilities provided.

This booklet has been produced to help new tenants to settle into their flats and as a reference document for existing tenants. It should be read and referred to in conjunction with your tenancy agreement and we hope that you will find it to be both useful and informative.

THE SCHEME HOUSING MANAGER

The Scheme Housing Manager is employed to monitor the well-being and needs of our tenants, encourage independence and foster a neighbourly attitude. In an emergency it is the Scheme Housing Manager's role to summon relatives, call a doctor/ambulance/fire service etc.

The Scheme Housing Manager's role also extends to reporting repairs and monitoring completion of the same, supervising the cleaning and gardening within the common parts and acting as the link person between your block and head office.

Our Scheme Housing Managers are not employed as care providers to our tenants and are not allowed to administer medication. On a very short-term basis and as an emergency measure, they may do things such as collect prescriptions or arrange for a chemist to do so, make a simple meal and buy basic groceries until you can make arrangements for family, friends or Social Services to provide the support required.

Scheme Housing Managers are required to make contact with each tenant every day that they are on duty either face to face or by using the Helpline system. Tenants may wish to come to the office to make daily contact should they choose. You will be asked to specify your preference when completing your Support Plan with your Scheme Housing Manager. Whilst the Association recognises the individuals right to privacy and has no wish to impose on individual tenants daily activities, scheme staff do have an obligation to ensure the health, safety and wellbeing of all tenants. In the event that you have not made contact with your Scheme Housing Manager or your Scheme Housing Manager has been unable to make contact with you after 2 days or 48 hours, access will be gained to your property to ascertain your well being.

For a detailed description of the service and duties that your Scheme Housing Manager is able to offer please refer to appendix A at the back of this handbook. This list has been compiled in accordance with our obligations relating to funding agreements for services provided to tenants.

YOUR FLAT

Facilities within each flat vary from block to block. At minimum, each flat has a separate kitchen and bathroom, heating and hot water systems and an alarm call system. All have a fire detection system. Your Scheme Housing Manager will be able to explain how the heating and hot water systems work, how to summon help in an emergency and how to use the door entry system to allow access to your flat.

SECURITY

For security reasons, and for the safety of all, please do not allow any callers into the block unless you are able to identify them, even if they would appear to have a legitimate reason for visiting the block. We recommend that tenants keep the front door to their flats locked at all times and ask that care is taken to ensure that the main entrance door to the block closes after you have entered or left the building. Please also ensure that should you use the communal lounge in the evening that you ensure that all lights are turned off and windows and doors are shut and locked when you have finished. Please be careful if you have a garden door in your flat and also ensure that this is kept locked and secure

KEYS

All tenants are provided with a key or fob to the building and their flat. In order to maximise security of the premises we no longer give out additional keys to relatives and or carers. The Scheme Housing Manager has a master key in order to access your flat in an emergency. Additional locks, bolts or chains must **not** be fitted, as to do so would impede such access.

The Association reserves the right to make a charge for lost or damaged keys.

ALARM CALL SYSTEM

The alarm call system is provided for emergency use only. It should be used if you need to summon assistance, for example if you are taken ill, if you have

had a fall, if you have a problem within your flat such as a serious leak or a power cut. Please do not use the alarm call system for non-emergencies or as an intercom to the Scheme Housing Manager. Non-urgent matters should be communicated to the Scheme Housing Manager during office hours.

Your Scheme Housing Manager will respond to an emergency call. If he or she is off duty, an emergency key holder or an emergency call centre will answer and the appropriate assistance will be summoned dependent upon the nature of your call. In many instances the call centre will contact your Scheme Housing Manager who is the first point of contact in an emergency. Your Scheme Housing Manager will be able to explain to you the arrangements that are in force when he or she is off duty.

The alarm call system operates 24 hours a day, 365 days per year. Emergency calls are normally responded to very quickly. However, we hope that you will understand that there may be a short delay in reaching you if the Scheme Housing Manager is already dealing with another emergency.

Many of the Association's alarm call systems have a pendant facility. Owing to the loss and misuse of many pendants, these are no longer distributed to tenants as an automatic right. Any tenant requiring a pendant should request one via their Scheme Housing Manager. A deposit of £30 will be charged and will be refunded subject to the pendant being returned in full working order when no longer required.

RENT

Tenants are requested to make their rental payments either by cheque or standing order. In order to protect our Scheme Housing Managers, tenants who wish to pay by cash, may be asked to bank the rent monies themselves, using a paying-in slip provided by the Association.

Rent is payable in advance and the payment day is by arrangement with the Scheme Housing Manager. Any tenant experiencing difficulty in paying their rent is advised to consider making an application to claim housing benefit. Applications for housing benefit are processed by the relevant local authority, the address and telephone number of which is contained within the list of useful contacts at the end of this handbook. If you require assistance, your Scheme Housing Manager will be happy to help you with enquiries to the relevant Local Authority and with completing the forms. You may also wish to contact the Welfare Officer who visits your block regularly and also by

appointment and who will be able to advise on any number of benefits or alternatively the Housing Manager at Head Office.

The Association summarises its average rents within the annual report, together with its overall success at collecting rents due.

SERVICE CHARGES

Included within your rent is a service charge. The items included within the service charge are contained within Appendix B of this handbook.

A breakdown of actual service costs for your block can be obtained on request from Head Office.

RELIGIOUS OBSERVANCE

All tenants are requested to respect the religious observance of their neighbours and not do anything within their own flat, the communal lounge or the common parts, which may cause offence or break the atmosphere of Shabbat or Yomtovim. All tenants are reminded that contractors are not permitted on site during Shabbat or Yomtovim

TELEVISION AND RADIO

Please consider the neighbours living around you when setting the sound levels of your television and radio. The television licence fee is included within your rent.

The Association does not allow individual satellite dishes or aerials to be affixed to the building under any circumstances.

REPAIRS

Your tenancy agreement outlines the repairs that the Association is responsible for. Please report any repairs that are required to your flat to your Scheme Housing Manager. If you are in any doubt as to who is responsible for performing a repair, please discuss this with your Scheme Housing Manager. If necessary they will obtain clarification from Head Office.

The Association has set targets within which contractors should complete repairs and we monitor repairs performance vigorously. We have the following categories of repairs:

- Emergency - examples would be total loss of heating, no electricity, a serious leak etc. We aim to complete or 'make safe' such repairs within 24 hours.
- Urgent – Examples could include a dripping tap, loss of power from an electrical socket, broken extractor fan etc. These repairs are completed within one week of being reported
- Non Urgent – re-hanging a door, replacement of taps, repairs to the common parts of the block which do not present a hazard etc. Contractors are asked to complete these works within one month.

When we order a repair, we ask the contractors to liaise with the Scheme Housing Manager about when they will visit to perform the works. Your Scheme Housing Manager will then advise you. If there are any days or times when it will be inconvenient for you, please try to inform the Scheme Housing Manager at the time that you report the repair, and they will do their best to work around this.

A summary of the Association's performance in respect of repairs is contained within the annual report that is distributed to all tenants.

Please note that the Association reserves the right to recharge tenants for repairs that are required as a result of negligence or misuse on the part of the tenant. This is a condition of your tenancy agreement.

The Association utilises an approved list of contractors who are qualified and have appropriate training and professional insurance to carry out works within our blocks. Should any tenant choose to have works carried out themselves they are requested to obtain written permission from Head Office and to supply details of insurance of the contractors that they are employing.

RIGHT TO REPAIR

Under current legislation, tenants have the right to claim compensation if the Association fails to carry out certain repairs within a specified time period. The repairs included within the Right to Repair are listed within Appendix C of this handbook. If the repair is not carried out within a specified time period and if, after a second specified period the repair is still outstanding, a tenant will become eligible for compensation. Compensation is currently £10 plus £2 per

day (up to a maximum of £50) for every day that the repair remains outstanding.

IMPROVEMENTS CARRIED OUT BY TENANTS

In some situations tenants may wish to carry out their own improvements within their flats e.g. new kitchen cupboards, bathrooms etc. The Association will not unreasonably withhold permission however works **must not** commence until the Association has granted permission and necessary plans and documentation have been supplied. You should speak to your Scheme Manager or the Development Manager in the first instance.

LOOKING AFTER YOUR HOME

You are responsible for keeping the inside of your flat in good condition. This is a condition of your tenancy agreement. To help you do this it is best to carry out small tasks and checks to prevent future problems, such as:

1. Limescale can be removed from taps, bath and sinks with a descaler available from all supermarkets.
2. Wipe down all windows which have condensation on a regular basis. If any mould has formed clean it off with diluted bleach or a proprietary product.
3. Blockages in waste pipes can be prevented by flushing through using washing soda and hot water.
4. Make sure you know where the main STOPCOCK is, and how to turn it off. Your Scheme Housing Manager can advise you. Also be sure to know how to turn off your electricity in an emergency. If you need to, please ask the Scheme Housing Manager for assistance.
5. Ensure that you dispose of your rubbish daily wherever possible.
6. Do not overload your plugs and sockets.

CLEANING

The Association arranges for the common parts of the block to be cleaned on a regular basis, the frequency of which varies from property to property. The standard of cleanliness within the common parts is monitored by your Scheme Housing Manager and any concerns that you may have should be reported to him/her in the first instance. Your Scheme Housing Manager will be able to show you, on request, a copy of the cleaning specification for your block.

Cleaning within each flat is the responsibility of the tenant. If you are unable to manage this yourself, it may be the case that the Local Authority will provide a home help, or a neighbour may be able to recommend a private cleaner to you. It is unfortunately the case that few local authorities now provide domestic help only unless you also receive assistance with personal care. For advice and assistance please discuss your needs with your Scheme Housing Manager or Welfare Officer. Alternatively, you will find a list of useful telephone numbers listed at the end of this handbook.

WINDOW CLEANING

Window cleaners visit your block on a regular basis and are engaged to clean all windows inside and out. Your Scheme Housing Manager will normally advise tenants of the date that the window cleaners will be calling by displaying a notice on the main notice board. Tenants are asked to clear window ledges and remove net curtains so that the window cleaners may access your windows. Please note that the window cleaners will not clean the inside of your windows if you are out.

FIRE SAFETY

All properties owned and managed by the Association have a fire alarm system. Your Scheme Housing Manager will test this once a week at a pre-arranged time (which will be displayed on the main notice board).

At any other time, the fire bell sounding means that there is a possible fire within the building. On such occasions, tenants should remain within their flats until either a member of the Fire Brigade escorts you out of the building or the Scheme Housing Manager advises you that there has been a false alarm

and that there is no danger. Of course, if there is a fire within your own flat, you should not stay in it but, if at all possible, attempt to leave the building and close the door of your flat behind you. If you are within the common parts of the block when the fire alarm sounds, please leave the building by the safest, nearest exit. The London Fire and Civil Defence Authority have endorsed this advice.

Please help us to maintain a safe environment for all by not propping open fire doors, not leaving rubbish or storing anything else within the main corridors of the block or on staircases. This also applies to mobility scooters which must under no circumstances be kept within any communal area.

STORE ROOMS

Your Scheme Housing Manager will be able to advise you whether there are any storage facilities within the building, external to your flat.

COMMUNAL LOUNGE

The communal lounge is for the use of all tenants. Your Scheme Housing Manager will be able to advise you of any regular activities such as coffee mornings, card evenings, bingo, quizzes etc. We encourage tenants to arrange activities or parties within the communal lounge, and ask that any such occasions are open to all tenants within the block. PLEASE NOTE THAT ALL REFRESHMENTS MUST BE KOSHER. On occasion external organisations and tenants families request to use our lounge facilities. On occasions such as these we politely request that permission is gained from the Scheme Housing Manager and that all clearing away is done at the end of the function and the room is left in a clean and orderly state. We would also remind tenants and their families that all tenants still have access to the lounge and facilities during any function or party. We would also remind all tenants and their guests to remain mindful of their neighbours during such parties and functions and keep noise to a minimum where possible.

GUEST ROOM

A guest room is available for short stays by family or friends. A charge is made for this facility. Bookings can be made via your Scheme Housing Manager and, in order to get the dates that you require, it is advisable to give as much notice as possible. In the event that more than one person wishes to book the room for the same dates, we hope you will understand that priority will be given if it

is required for the relative or friend of a tenant who is unwell. The guest room may only be booked for a maximum of 2 weeks at any one time. Your Scheme Housing Manager will be able to advise you of the charges made for the room and of the charge made for cleaning. We would ask that payment is made in advance to secure the booking. We would also ask that relatives and friends leave the rooms in an orderly state. The Association reserves the right to recharge for any damages or breakages. We would also remind tenants that they remain responsible for the conduct of their visitors and to maintain respect for other tenants and the Scheme Housing Manager.

LAUNDRY

A laundry is provided within each block and is available for tenants' use. Each block operates its laundry on a different basis and your Scheme Housing Manager will be able to advise you whether machines are available on a 'first come first served' basis or whether there is a rota system. Where there is a rota we ask that you do not take another tenant's slot, as it may be the case that a member of their family or a carer calls at a pre arranged time to do the washing. Our laundry facilities are not available on Shabbat or Yomtovim.

We would ask all users of the laundry to wipe round the machines after use and to leave the room in a clean and tidy condition.

SMOKING

Smoking is not permitted within the communal lounge or, indeed, within any of the common parts of the building.

PROPERTY INSPECTIONS

The Association will ask you to grant access to your flat on an annual basis so that your Scheme Housing Manager or a surveyor can perform an inspection of your flat and identify any repairs that you may not have noticed. You will be notified in advance of the inspection.

RISK ASSESSMENT

'The assessment of possible danger, threat, perils or hazard to any individual or environment within the Association'

The Association is committed to Good Practice and as such firmly believes in completing regular Risk Assessments of all of its buildings, fixtures, fittings and

individual tenant flats. The Association positively encourages tenants to become involved in this process and as such you are urged to participate in the annual inspection of your property.

All buildings are inspected annually by the Development Manager who undertakes an over all risk assessment of the building environment and facilities. However throughout the year the Association engages various contractors and individuals to carry out inspections of all fire alarm equipment, lifts, boilers, windows, portable electrical appliances and the general electricians of all of the buildings. You may be asked to grant access to these contractors from time to time as the need arises, we ask that you fully cooperate in order to maintain a healthy and safe environment for you and your neighbours.

Should you become aware of any hazard that you believe to be a risk that may not already known to the Association, you are asked to make your Scheme Housing Manager or Head Office aware as soon as possible.

As part of the Support Planning process you will also become involved in Risk Assessment on a personal level when your Scheme Housing Manager completes your Support Plan with you. We are required to identify any factors which may be placing you at personal risk within your flat therefore we may ask you about your sight and hearing and your mobility. By being aware of any risks that you may be facing we may be better prepared in the event of any emergency or may be able to arrange extra assistance in order to minimise the risk. For example you may have difficulties with your hearing which in turn may place you at risk if there was a fire and you could not hear the alarm. By identifying this risk we may be able to supply alternative means of alerting you to danger such as a flashing light instead of a fire alarm. If you fall or stumble within your flat, we may be able to organise a walking aid or some additional grab rails to help you. These are only a few examples and the extent of our assessment will be made clear at the time of completing your Support Plan. Once again we urge you to participate in this process in order to receive the level of support that you require.

ADAPTATIONS

The Association is keen that our tenants remain as independent as possible within their own flats. Very often, the smallest of adaptations to a flat (such as the fitting of grab rails) can make life a lot easier and safer. If you experience difficulty within your flat, you are recommended to contact the Occupational Therapists at your Local Authority and ask that they arrange to visit you to perform an assessment. If it is possible and practical to do so, the Association

will normally arrange for the recommended works to be performed. In the case of expensive adaptations, e.g. the installation of a shower, the Association will make applications for the necessary funding from the Housing Corporation following the completion of a professional Occupational Therapy assessment. Tenants are reminded that grants cannot be applied for retrospectively and therefore no works should commence until funding has been secured and agreed.

The Association will fund adaptations up to the value of £1500 for those tenants who are in receipt of income related benefits. However an OT assessment must still be completed before works can commence.

There is sometimes a long waiting list for a visit by an Occupational Therapist and you may also wish to discuss any difficulties with people such as your GP, Social Worker or Scheme Housing Manager. They may know of an easy solution to your problem, which does not involve building work and which would therefore be quicker for you to organise. The Association recognises that the installation of flashing door bells for those who are hard of hearing and the supply of hand held door entry systems for those who have problems with mobility can be supplied and installed without the recommendation of an OT. Your Scheme Housing Manager will be able to advise you and will inform Head Office to arrange the works if necessary.

TRANSFERS

The Association allocates its flats on the basis of need. Any tenant who wishes to apply for a transfer to another property owned by the Association may do so by completing a form available from Head Office. In practice, existing tenants are classed as being adequately housed and therefore it may only be possible to transfer to a different block under very exceptional circumstances or if there is little or no demand from external applicants.

ACCESS TO INFORMATION

Under the Data Protection Act 1984, you have the right to see information that the Association holds about you on computer. You are also allowed access to other information held about you within your tenancy file. The only exception to this is information which has been provided to the Association, in confidence, by a third party.

If you wish to inspect the records that we hold about you, please make a written application for an appointment at the Head Office to see your file and

computer records. If you disagree with any of the information held by the Association about you, you have the right to correct it or to record your disagreement.

In order to respect the confidentiality of our tenants, we do not make personal information available to friends or relatives unless they have a Power of Attorney to act for you. Equally, information will not be passed on to a third party without your permission to do so.

PERSONAL INFORMATION

Scheme Housing Managers hold a personal information sheet on each tenant. The sheet records names and contact addresses and telephone numbers for next of kin and doctors. It also records information about any medical conditions that a doctor or ambulance team may need to know about in an emergency situation as well as instructions in the event of your death.

Tenants are asked to keep their Scheme Housing Managers informed of any changes, in particular to the main contact names and addresses of their next of kin.

CONFIDENTIALITY & PRIVACY

The Association views the privacy and confidentiality of its tenants as being of paramount importance. Under the terms of your Tenancy Agreement the Association will give you 24 hours notice should access be required to your flat. Under no circumstances will access be given to contractors or employees of the Association without your express permission except in the case of an emergency.

You have been supplied with the only key to your flat. The only other means of access is by a master key which remains in the possession of the Scheme Housing Manager at all times. Each Scheme now has a key safe which can only be utilised in the event of an emergency in the absence of your Scheme Housing Manager. The key safe holds a set of master keys which are used only in the event of an emergency.

Should you summon help in the event of an emergency and your Scheme Housing Manager is not on duty, your call will be answered by the relevant Help Line call centre. Should you require a doctor, ambulance or other emergency assistance the Help Line can grant access via the door entry system

by way of a pre agreed code word. Your Scheme Housing Manager will be able to explain this to you in more details should you require.

Any information that you supply to the Association will be treated with absolute confidentiality and will not be shared with any other party without your permission or knowledge. Tenants who require assistance with claiming benefits and require an officer of the Association to advocate on their behalf will be required to give permission to do this. Should you have any concerns that your privacy or confidentiality has at any time been breached you are asked to bring this to the attention of your Scheme Housing Manager or the Housing Manager as soon as possible who will conduct a full investigation. Please ask your Scheme Housing Manager or the Housing Manager if you would like a copy of the Associations Data Protection & Confidentiality Policy.

SUPPORT PLANNING

Whilst the completion of this document is by no means compulsory we would urge you to complete the document in conjunction with your Scheme Housing Manager when requested in order that we can ascertain that you are receiving all of the services and support that you require. Your Scheme Housing Manager will arrange a mutually convenient time to visit you in your flat in order to complete the document. The document remains confidential at all times and can only be viewed by paid staff of the Association and only shared with a third party with your permission.

Your individual Support Plan will allow you to inform us of:

- ✓ Your next of kin details
- ✓ Any medical details that will enable us to help you in the event of an emergency.
- ✓ Identify your care needs which in turn will enable us to help you to obtain additional care if you should need it.
- ✓ Identify whether you would like your Scheme Housing Manager to call or visit you every day.
- ✓ Assess whether you are receiving the correct state and welfare benefits and in turn help us to maximise your income wherever possible.
- ✓ Identify whether you require any adaptations within your flat to assist you if you are experiencing difficulties.
- ✓ Will allow you to express your ideas about your scheme including social activities
- ✓ Will allow us to ascertain that we have provided you with all of the correct information in relation to your tenancy.

Your Support Plan will be updated on an annual basis but can be completed more frequently if you require or if your circumstances should change. Please do not hesitate to contact your Scheme Manger or the Housing Manager if there is any aspect of your Support Plan that you wish to discuss at any time, you do not have to wait for your annual review.

Upon completion of the plan a copy will kept on your confidential file and you will be supplied with a copy for your records should you wish.

SAFEGUARDING

As a provider of services to often vulnerable members of society the Association is committed to the protecting and safeguarding those in its care. Your attention is therefore drawn to the information at the end of this handbook relating to Safeguarding and Protection Procedures and Policies.

TENANTS INVOLVEMENT COMMITTEE

The Association is fortunate in that it has a Tenants Involvement Committee formed of representatives from each block, nominated and elected by their fellow tenants. Your Scheme Housing Manager will be able to inform you of who your representatives are.

The TIC meets quarterly and is chaired by the Tenant Chair, a member of the committee. Officers of the Association attend the meetings. The TIC is advised of matters relating to policy, procedure and strategy affecting the Association as a whole and as it relates to you as a tenant. Following the TIC meetings your representative will arrange a meeting within your block to inform you of matters that have been discussed. From time to time your representative may ask for your views relating to a particular issue affecting the Association and your feedback and views are always welcomed and listened to by the Association.

The TIC is unable to discuss personal issues relating to an individual tenancy for obvious reasons of confidentiality and should you wish to discuss any individual matter you should always contact your Scheme Housing Manager or the Housing Manager in the first instance.

A copy of the Terms of Reference for the Committee may be obtained from Head Office upon request in addition to a copy of the role and function of the Committee.

CONSULTATION

We are keen to hear the views of our tenants and hold regular, open meetings within each block. A member of Head Office staff will normally be in attendance. Tenants will be notified in advance of each meeting and notices will also be placed on the main notice board. Please make every effort to attend. Minutes of the block meetings are distributed to each tenant and are also passed to members of the Association's Management Committee

From time to time, the Association will write to you asking for your views on certain topics and requesting a written response. It is important that you make an effort to respond in order that we can obtain a representative opinion from you and your neighbours. Please advise your Scheme Housing Manager if you require letters to be written in large print.

COMPLAINTS

We hope that you will not have cause to make any complaints whilst you are a tenant. However, if you are unhappy with any of the services provided by the Association, please notify your Scheme Housing Manager in the first instance. If you wish to take the matter further then please contact the Housing Manager at Head Office. If you remain dissatisfied at the outcome, then the Chief Executive would like to hear from you so that, in consultation with the Chairman of the Association, the matter can be resolved.

If it is the case, having contacted the individuals listed above, you consider that your complaint has not been fairly resolved; you may refer your complaint to the Independent Housing Ombudsman, whose address is contained within the list of useful contacts at the end of this handbook. You will find a copy of the Associations Complaints Policy and Procedure displayed on your scheme notice board and at the back of this handbook. We would particularly draw your attention to the independent mediation service provided by AIMS. If you wish to make a complaint we would ask that this is made in writing. Your Scheme Housing Manager will be able to supply you with a Complaints form if you wish. In so far as possible the Association endeavours to operate an 'open door' policy for tenants and will always endeavour to meet with any tenant as soon as possible either at Head Office or your home. The Housing Manager will gladly meet with any tenant who wishes to discuss any grievance or problem

relating to their tenancy or service. However the Association respectfully asks that should you wish to see any member of Head Office that you always telephone first to make an appointment.

HARASSMENT AND NUISANCE

The Association is committed to ensuring that its tenants can live peaceably in their homes without any interference from anyone else. It will take prompt action to investigate and remedy any complaint of harassment, whether the action complained of is from other tenants, staff, members of the Association, contractors or invited visitors. Tenants are reminded that they are responsible for the conduct of visitors whilst they are on the Association's premises.

ANTI SOCIAL BEHAVIOUR

The Association views all matters relating to ASB seriously and is committed to ensuring that all staff and tenants can live peacefully and harmoniously without fear of intimidation arising from the actions and behaviours of others. The Association will take the necessary legal action to end an individual tenancy in the event of persistent Anti Social Behaviour which may in turn jeopardise any individuals future applications for housing and may result in a custodial sentence.

Anti Social Behaviour is by definition any aggressive, destructive or intimidating activity that destroys another persons quality of life. Such behaviour will not be tolerated by the Association under any circumstances.

COMMUNAL FIXTURES AND FITTINGS

All tenants are reminded that they are not permitted to tamper, remove or alter any fixtures or fittings within the common parts and to do so intentionally may be deemed to be an act of vandalism or criminal damage. Should any tenant become aware of a fault that requires immediate remedy they are asked to report the matter to their Scheme Housing Manager in the first instance who will advise on the course of action to be taken.

Likewise tenants are requested not to tamper, alter or attempt to repair any electrical or plumbing fault or fixture within their individual property nor to remove any fixture or fitting. All problems must be reported to the Scheme Housing Manager in the first instance or the Helpline when out of hours.

POLICIES

Your Scheme Housing Manager holds a set of the Association's policies in regard to your tenancy. You may request to see them during office hours and may also request a copy to keep.

NOTICES

The address for the receipt of legal notices is Jewish Community Housing Association Ltd. Harmony Close, Princes Park Avenue, London NW11 OJJ.

MOVING OUT

There are no standard reasons why tenants terminate their tenancy but the most common ones are that they wish to move so that they can be closer to their families or that they require more care than is available within sheltered accommodation. Tenants are required to provide one month's, written notice of termination. The flat should be cleared of all furniture and possessions by the end of the notice period and the keys are returned to the Scheme Housing Manager on or before the date that the tenancy ends.

Tenants are asked to leave the flat in a clean condition and in good decorative order. The Association reserves the right to call in decorators and other contractors, if required, to bring the flat back to a lettable condition, and to forward invoices for reimbursement. It is the responsibility of the departing tenant to arrange for all utilities such as electricity, telephone etc. to be terminated and to advise the Council in respect of Council Tax.