

# What you can expect Gateway's service pledge



## As your landlord, we will:

- provide a service that is available to everyone;
- continue to improve your home and the surrounding area;
- manage our organisation effectively to keep rent as low as possible and provide the best value service we can, in line with Government guidelines;
- give you information about the estate services you receive, including cleaning and gardening;
- support community development initiatives;
- encourage you to take an active role in the work we do;
- give you information about how we set your rent, and how well we are providing services to you; and
- send you a copy of our residents' annual report.

We will only end your tenancy if you have not kept to the conditions of your tenancy. We will only evict you if we have proper authority from the courts.

## Your rights

### As a tenant, you have the right to:

- stay in your home (known as 'security of tenure'), as long as you keep to the conditions of your tenancy agreement;
- live in your home peacefully;
- take in a lodger, as long as you let us know first;
- pass on your home to your partner or a member of your family if you die (the person you pass on your home to must have lived in your home with you for at least 12 months);
- look at your file or any computer records we hold about you;
- use our formal complaints procedure if you are not happy with our service;
- receive compensation under certain circumstances, as set out in our compensation policy;
- expect us to keep information we have about you and your family confidential, unless you give us your permission, or we have a duty to the public to share it;

- swap your home with another Gateway resident, local authority tenant or tenant of another registered social landlord, as long as you and they meet certain conditions;
- receive a rent statement every three months; and
- be kept up to date with our work through our regular newsletter.

You also have a number of legal rights as a tenant, which are explained in your tenancy agreement, in the Housing Corporation's tenant's charter and in your residents' handbook.

### **If you are a leaseholder, we will:**

- carry out our responsibilities to you in line with your lease;
- treat you in a professional way, whether you are selling your home or buying more shares of your home;
- send you a rent statement, sinking fund statement (money that is put towards your block's future repairs) and information on your service charges, every year; and

- let you know if we make any changes to our policy and procedures.

### **Information about us**

#### **We will continue to:**

- send out at least four newsletters each year, which will contain information about our work and performance;
- give you information and training on how you can get involved in our work;
- encourage you to set up a residents' association and give you ongoing support;
- give you plenty of notice if we need to carry out major repairs and improvements which affect your home, and consult and involve you during every stage of the work;
- regularly ask you for your views about the quality and standard of our services, and provide feedback; and
- provide you with information leaflets about our services, if you ask for them.

You can ask for this leaflet in large print, on audio tape or in another language. Please contact us on 020 8709 4300.

আপনি এই লিফলেটটি বড় ছাপায়, অডিও টেপে বা অন্য যে কোন ভাষায় পেতে পারেন। দয়া করে আমাদের সাথে যোগাযোগ করুন ০২০ ৮৭০৯ ৪৩০০ নম্বরে। [Bengali]

Waxaad dalban kartaa warqaddan oo ku daabacan farta waawayn, iyadoo ku duuban cod ama ku tarjuman luqadaha beesha. Fadlan nagala soo xidhiidh telefoonka ah 020 8709 4300. [Somali]

Możesz poprosić o tę ulotkę drukowaną dużą czcionką, w postaci zapisu audio lub w innym z języków społeczności. Skontaktuj się z nami pod numerem telefonu 020 8709 4300. [Polish]

Quý vị có thể xin tờ rơi (tờ thông tin) này bằng khổ chữ lớn, bằng ghi âm hoặc tiếng nói khác trong cộng đồng. Xin vui lòng liên lạc với chúng tôi, điện thoại số 020 8709 4300. [Vietnamese]

你可要求這份單張的大字印刷本、錄音或其他社區語言的版本，請致電 020 8709 4300 與我們聯絡。 [Chinese]

آپ یہ کتابچہ بڑے حروف، آڈیو یا کسی دوسری کمیونٹی زبان میں طلب کر سکتے ہیں۔ براہ مہربانی ہم سے فون نمبر 020 8709 4300 پر رابطہ کریں۔ [Urdu]



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INVESTOR IN PEOPLE



North River Alliance

## Gateway Housing Association

409-413 Mile End Road, London, E3 4PB

Residents: 020 8709 4300

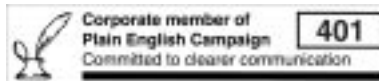
General enquiries: 020 8909 4409

Fax: 020 8709 4400

Email: [enquiries@gatewayhousing.org.uk](mailto:enquiries@gatewayhousing.org.uk)

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

This leaflet gives you information on the services we will provide to you.  
The leaflet does not affect your rights as set out in your tenancy agreement.  
Thank you to all the residents who helped to produce this leaflet.



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