

Lettings



Crystal
Mark
18811



Clarity approved by
Plain English Campaign

gateway
housing association

We aim to provide you with an excellent lettings service. This leaflet tells you what happens when you use our lettings service.

We are a full partner of Tower Hamlets' choice-based lettings service and work closely with the Hackney and Newham lettings service. Choice-based lettings means you can bid for homes that are advertised in East End Life or on www.thhs.org.uk.

We will do the following.

- Let all our homes following our lettings policy. You can get a copy of the policy by calling 020 8709 4300, or you can download it from our website (www.gatewayhousing.org.uk).
- Speak to all our tenants about any changes we want to make to our lettings policy.
- Keep to the Data Protection Act 1998.
- Give all tenants who register for a transfer a copy of our lettings policy and have copies available at our reception and on our website.

- Review all transfer applications every two years to make sure that we have the right information.
- Send you a transfer application form within three working days of you asking for one.
- Ask you how you want us to communicate with you.
- Visit you at home (if you are a Gateway tenant) to check your transfer needs and that all the information you have given us is accurate.
- Give you all the information you need within 10 working days of your first transfer assessment visit, so you can bid for homes that are advertised.
- Send you a medical assessment form if you are registered for a transfer, within three working days of you asking for one.
- Let you know the results of your independent medical assessment within seven working days of our decision.
- Send you an appeal form within three working days of you asking for one, if you want to appeal against a medical assessment decision.

- Let you know the result of your independent medical assessment appeal within seven working days of our decision.
- Help you if you can't use Homeseekers to bid for homes by registering you as an 'auto-bidder'.
- Send out a satisfaction survey to everyone on our transfer list every two years.
- Give you information and advice to help you move to another area of the UK. This could include an exchange with another tenant or the Seaside and Country Homes or HomeSwapper schemes.
- Give you at least 24 hours' notice of your viewing appointment by phone or letter.
- Always have a member of our staff with you on viewings.
- Visit you within the first four weeks of you moving into your new home.
- Send you a satisfaction survey within four weeks of you moving into your new home.
- Visit you in your home if you can't visit our office to speak to us about your rehousing transfer application.
- Help you to fill in any difficult forms.

If you phone us, we will:

- answer the phone within 10 rings;
- tell you who you are speaking to;
- be polite (and expect you to be polite to us);
- be available between 9am and 5pm, Monday to Friday;
- deal with your enquiry there and then, if we can;
- put you through to someone who can help you if the first person you speak to can't deal with your enquiry (we will arrange for someone to call you back within one working day if there is no-one available to help you); and
- check our voicemails every day and phone you back within one working day.

We also produce a leaflet ('What to expect when you move into a Gateway home') that lets you know what standards you can expect when you move into your new home. Please contact our lettings team on 020 8709 4300 for more information or to get a copy of this leaflet.

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 8709 4409

Fax: 020 8709 4400

Textphone: 020 8981 3729

Email: enquiries@gatewayhousing.org.uk

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.

