

# Residents' handbook



Diverse communities – one vision



gateway  
Group of Companies

300

# Contents

---

---

Introduction from the Residents' Forum .....	4
<b>Section 1</b> – Standards of service .....	5
<b>Section 2</b> – Your tenancy .....	7
<b>Section 3</b> – Moving in .....	8
<b>Section 4</b> – Repairs and maintenance .....	9
<b>Section 5</b> – Getting involved .....	12
<b>Section 6</b> – Rent and money matters .....	14
<b>Section 7</b> – Being a good neighbour .....	17
<b>Section 8</b> – Moving home .....	19
<b>Section 9</b> – Making a complaint .....	20
<b>Section 10</b> – Equality and diversity .....	21
Appendix .....	22
Useful contacts .....	23

# Introduction from the Residents' Forum

Welcome to Gateway's residents' handbook. We, the Residents' Forum, are a group of residents who meet regularly with Gateway staff to discuss issues that matter to you.

This handbook provides lots of useful information that will help you to get the most out of being one of Gateway's residents.

Gateway has homes for single people, families who are bringing up their children, and older people who are enjoying their later years, all in a peaceful, friendly and secure neighbourhood. As well as providing you with good-quality housing and housing maintenance that responds to your needs, Gateway is also proud of its community focus.

We are committed to continuing this work, and we hope you find this handbook useful. We encourage you to join in the various opportunities Gateway provides for you to get involved in its work, so we can influence the service Gateway provides. As residents, we are in the best position to say where improvements need to be made.

If you want this document in large print, in Braille, translated into another language or on tape, please call us on 020 8709 4300.



## Standards of service

### As your landlord, we will:

- keep rent as low as possible while providing the best management service, in line with Government guidelines;
- provide a service that is available to everyone;
- continue to improve your home and the surrounding area;
- 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.**

### 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
- produce a series of information leaflets, which will provide useful information on the following.

- Being a good neighbour
- Antisocial behaviour
- Major work
- Rent
- Domestic violence
- Estate services
- Parking
- Lettings
- Racial harassment
- The 'Right to Acquire'
- Repairs and maintenance
- Resident involvement
- Sheltered housing
- Moving to a new home
- Aids and adaptations
- Service charges

## **When you contact us, you can expect the following service.**

### **If you phone us, we will:**

- answer the phone between five and 10 rings;
- tell you who you are speaking to;
- be polite (and we also expect you to be polite to us);
- be available on the phones between 8am and 6pm, Monday to Friday;
- deal with your enquiry there and then, if we can;
- put you through to someone who can help, if the first person you speak to is not able to deal with your enquiry (if there is no-one available to help you, we will arrange for someone to call you back within one working day); and
- check our voicemails each day, and phone you back within one working day if you have left a message.

### **If you write to us or send us an email, we will:**

- let you know, within two working days, that we have received it;
- send you a full response within 10 working days (if we need to look into the matter further, we will send you a letter within eight working days explaining why and when you will receive a full response);
- write in plain English;
- arrange for a translation if you need one;
- have the name and contact number of the person who is dealing with your enquiry printed clearly on the reply; and
- visit you at home within 10 working days if you have asked us to.

### **When you visit the office, we will:**

- provide suitable access for everyone;
- be open between 9am and 5pm, Monday to Friday;
- make sure our reception area is clean and tidy;
- be polite and helpful and treat you with respect;
- make sure all our staff wear identification badges with their name and photo on;
- have a private room available for you to talk to us in;
- greet you when you arrive, or within five minutes if our customer service team is busy; and
- arrange for a member of staff to see you within 10 minutes if you do not have an appointment.

### **When we visit you in your home, we will:**

- always wear identification;
- call at a reasonable time of day (9am to 5pm, Monday to Friday), unless we have arranged a specific appointment with you;
- give you warning beforehand if we are not able to keep an appointment with you, and rearrange a convenient time as soon as possible;
- give you the opportunity to see a member of staff who is the same sex as you, if you ask;
- always confirm, in writing, any agreements or arrangements we have made with you;
- be polite and respectful at all times; and
- be sensitive to the different lifestyles of all our residents.

It is important that you let us know if your contact details change.



# Your tenancy

**Your tenancy agreement is an important legal document, so you should keep it in a safe place. If you lose it, let us know and we will send you another copy.**

The agreement sets out our rights and responsibilities as your landlord and your rights and responsibilities as one of our residents.

The type of tenancy you have is printed on the front of the agreement. The main legal differences are between secure and assured tenancies, but we try to treat everyone the same if possible. The other main difference is in the way we set your rent. We explain this in the 'Rent' section of the handbook.

### 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);

- 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;
- look at your file or any computer records we hold about you;
- 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 this handbook.**

## Section 3

# Moving in



When you first move into your home, it is a good idea to introduce yourself to your neighbours.

### Furnishing your home

#### Furniture agencies

There are organisations that offer furniture at reduced prices to people on low incomes. Contact us if you want to find out more.

#### Carpets

If you have people living in flats below you, it is important to have carpets in your home. Bare or wooden floors can cause noise and disturb your neighbours. You must get our permission before you lay laminate flooring if you live above someone else.

### Rubbish

If you have a lot of rubbish after you move in, you will need to arrange a bulk rubbish collection or take it to a local tip (please see 'Useful contacts' on page 23).

### Getting connected

#### Gas, electricity and phone

Your gas and electricity supplies should be connected when you move in. You should let the gas and electricity companies know that you have moved

in. Give them the meter readings from the day you move in.

If your home has key meters for gas or electricity, make sure you know where they are. They can be hard to find in the dark!

If your new home has a phone, you should arrange to transfer it to your name.

### Water

Tell Thames Water that you've moved in so they can start charging you water rates. If you don't, you could face a very big bill a few months later. We'll tell you if you need to pay your water rates to us (sheltered and shared properties only).

### Council tax

It's your responsibility to tell the council that you have moved in. It's better to sort this out quickly as you could face a large bill later if you do nothing.

### Here to help

We are here to make sure any problems are sorted out without any fuss. The information in this handbook tells you how to get the best out of our service. If there's anything you don't understand, or if you need any help or advice, call us on 020 8709 4300.

# Repairs and maintenance

We will meet our legal duties as your landlord and make sure that your home is in good condition.

### If you report a repair to us, we will:

- send the repair request to our contractor within one working day;
- give your repair a priority code and let you know when we will have completed the work by;
- offer you either a morning or afternoon appointment (we can avoid school-run times, if you ask us to);
- offer you an appointment within seven working days, if we need to carry out an inspection before we do any repairs;
- leave your home clean and tidy after doing the repair;
- post-inspect the repair, if we need to, within 20 working days of doing the work;
- make sure that all our contractors keep to our code of conduct for contractors (you can get this by phoning us on 020 8709 4300);
- send you a repair satisfaction questionnaire after every repair, which you can fill in to tell us how satisfied you are with the work; and
- carry out an investigation if you are not happy with the repair, and tell you what we plan to do to sort out the problem.

**We will fully meet our legal duties as your landlord and make sure that your home is in good condition.**

### To report a repair

You must tell us about any repairs as soon as possible.

- Phone our customer services team on 020 8709 4300 between 8am and 6pm, Monday to Friday.
- Email any repairs that are not urgent to [repairs@gatewayhousing.org.uk](mailto:repairs@gatewayhousing.org.uk).
- Report the repairs at our office.
- Tell your scheme manager or caretaker, who will report the repairs for you.
- Write to us at Gateway Housing Association, 409-413 Mile End Road, London, E3 4PB (only for repairs that are not urgent).

If you have an emergency repair to report outside of office hours, call **0800 085 6064**.

You have a right to expect us to do repair work efficiently when you report a problem in your home. We are committed to improving the service all the time.

When we have done the repair, we will send you a repairs satisfaction questionnaire to find out if you are satisfied. Please fill it in and return it to us. It helps us to improve the service we provide.

## Our responsibilities

### We will:

- keep the structure and the outside of your home in good condition;
- repair fixtures and fittings inside your home, such as kitchen units, doors, pipes and heating;
- make sure that water and electricity are supplied safely and that waste is taken away properly; and
- repair and maintain shared areas such as landings, stairways, communal lounges and shared entrances.

## Your responsibilities

You should keep the inside of your home in good condition. Make sure that you, your family or your visitors don't damage your home either accidentally or deliberately.

Please read our repairs and maintenance leaflet for more information.

### Charges for deliberate damage

If you have caused deliberate damage to your home and need a repair, we will charge you for this work.

### Emergency repairs (out of hours)

If you need an emergency repair outside of office hours or over a holiday period, you should call our emergency repairs hotline on 0800 052 9922.

## Urgent repairs

Please report urgent problems straight away. These could be a threat to your health and safety, make your home dangerous or cause serious damage.

Please read our repairs and maintenance leaflet for more information.

### What to do if you smell gas

If you smell gas, please report it to Transco on 0800 111 999 immediately.

- Don't turn electric switches on or off.
- Don't smoke.
- Don't use naked flames (for example, matches or candles).
- Turn off the gas supply at the meter.
- Open doors and windows to get rid of the gas.

Please read our gas safety leaflet for more information.

## Improving your home

If you want to carry out improvement work to your home (for example, fitting a new kitchen or bathroom), you must give us details, in writing. We will then decide whether to give you our written permission to do the work. You must not do any work until you have our permission.

## Aids and adaptations

We can provide aids and adaptations if you need help to live in your home. Examples of aids and adaptations include hand rails or a shower that is the same level as the floor so it is easier to get in and out of.

Please read our aids and adaptations leaflet for more information.

### Satellite dishes

You are not allowed to put up a satellite dish without our written permission.

### Security gates

We do not allow security gates to be fitted on any of our homes. This is because you could become trapped inside a property if there is an emergency (for example, a fire).

### Home contents insurance

You should take out home contents insurance to get things replaced if they're damaged or stolen. Your housing officer can give you details of an affordable contents insurance policy.

### Burglaries

If you need a repair after a burglary in your home, you need to give us the crime reference number (available from the police).



## Section 5

# Getting involved



We encourage you to get involved in our activities and decision-making processes.

We want to give you as many opportunities as possible to have your say in how we run the service. There are many ways for you to get involved.

### Consulting you

If we plan to change or improve the way we run the service, we will tell you what we want to do and ask you what you think, before we make a decision.

We will consult you in the most appropriate way for where you live. This could include:

- talking to your residents' group;
- calling a meeting of all the residents in your scheme;
- sending a letter to everyone concerned; or
- a combination of these.

### Getting your views

We regularly carry out residents' satisfaction surveys to find out what you think about us and the services we provide. We use feedback from this survey to improve how we work.

### Starting or joining a residents' group

Residents' groups represent your interests and can help bring communities together. Sometimes you may choose to campaign around a common issue, at other times you may want to organise fun days and social events.

We provide support so residents' groups can run effectively and get things done. We also offer a small grant if your group meets our policy of being open, fair and democratic (that is, where anyone can join and where everyone is entitled to have their say).

### Residents' Forum

The Residents' Forum is a group of residents who meet regularly with our staff to discuss issues that matter to them. It also awards money from the community chest (a fund where you can apply for money for community events or projects) and approves the environmental improvements grant programme for the year.

We will provide support – including training, advice and resources – if you want to become a member of the Residents' Forum.

## Residents' Panel

The Residents' Panel is a new group we are setting up to give you an opportunity to influence the decisions we make about the main aims of our business. We will provide training and support if you want to join the panel. You will need to take part in a formal interview before you can join. The panel will meet every two months.

(This information is correct at the time of printing – summer 2008.)

## 100 Club

The 100 Club is a questionnaire we send out to members every three months, asking about a specific area of our service. Each questionnaire only takes about 10 minutes to fill in and helps us to improve the services we provide.

## Focus groups

We hold focus groups whenever we want to look at specific areas of our service. People who attend give their opinion on how we are performing and how we can improve the service.

For information on any of the above, please call the resident involvement team on 020 8709 4300 or email [involvement@gatewayhousing.org.uk](mailto:involvement@gatewayhousing.org.uk).



# Section 6

## Rent and money matters



### Your rent

We use your rent in four ways.

- 1 To repair your home when things go wrong or need replacing.
- 2 To pay for the housing management service.
- 3 To help repay loans we used to build new homes and update older ones.
- 4 We also use some of the money for larger repair work we sometimes carry out, such as replacing roofs or window frames.

The tenancy agreement you sign when you first move in tells you how much rent you should pay.

We do not make a profit from your rent.

### How we work out your rent

Your rent depends on:

- how many bedrooms your home has;
- how old it is;
- where it is;
- the condition it is in; and
- what facilities it has.

We then add a service charge (see page 15) if you receive extra services from us. There are more details in our rent policy.

You can get a copy by calling our customer service team on 020 8709 4300.

The type of tenancy (assured or secure) you have is written on the front of your tenancy agreement. There is very little difference between the two and we try to treat all our residents the same.

### Assured tenants

If you are an assured tenant, your rent is set by Gateway. We work it out based on guidelines the Government has set which consider the size and value of your home and the area you live in. Your rent will go up in April each year, and we will give you one month's notice before this happens.

### Secure tenants

If you are a secure tenant, your rent is set by a rent officer (an independent official employed by the Government). Your rent will go up every two years and is based on what your rent would be if you were an assured tenant.

We will give you one month's notice of this increase, which comes into force on the anniversary of the date your tenancy began.

## Service charges

You may have to pay an amount on top of your rent for services we provide. This is called a **service charge**. The charges are usually for services we provide for everyone in your scheme or block.

If we are likely to change a service or how much it costs, we will try to involve you and your neighbours to find out if you think you are getting good value for money.

For services where prices are affected by inflation (such as heating and lighting), we will use the latest available retail price index.

If we charge you too much or little for any year, we will pay or charge you the difference in the following year's service charge budget. When we change the amount you have to pay for your services, we will give you one month's notice, in writing.

## Our responsibilities

We have a duty, by law, to consult you and give you information about the cost of the service charge you pay and what this cost involves.

### We must give you:

- a yearly summary of your service charge compared to the income for your scheme for that year;
- any documents about the summary of your service charge, if you ask for them; and
- a statement, if you ask for one.

## Paying your rent

Your rent is due every Monday. You should pay each week or each month for the week or month that follows. When you first move in, we will give you a rent payment card which you can use to pay your rent.

## We offer a wide range of ways to pay.

### From your bank account

You can set up a regular payment from your bank account by standing order or direct debit. Please call us on 020 8709 4300 to set this up.

### Online at [allpayments.net](http://allpayments.net)

You can pay your rent online at [www.allpayments.net](http://www.allpayments.net).

Simply log on, enter your rent payment card number and follow the instructions.

### By phone - automated service

You can pay your rent over the phone. Call 0870 243 6040 and follow the instructions. Make sure you have your rent payment card and debit card ready when you call. When you are asked to, enter your allpay.net account number. (This is the 19-digit number on the front of your rent payment card.)

### By Phone – Call pay

Our staff are now trained to take payment over the phone. Simply call 020 8709 4300 with your rent card number or tenancy reference number. You can pay any amount up to £4,000 by credit or debit card. If the bank authorises your payment, we will give you a confirmation number.

### By text

You can also pay your rent by text message. Go to [www.allpayments.net/textpay](http://www.allpayments.net/textpay) to setup your account. Then text 'pay', the amount and your code and password to 81025.

## Where you can use your rent card to pay



Where?	In cash	By cheque	By debit card
Any post office	Yes	Yes	No
Anywhere that displays the PayPoint sign	Yes	Some	No
Anywhere that displays the PAYzone sign	Yes	Some	Some
Anywhere that displays the e-pay logo	Yes	Some	Some

## Help to pay your rent

You may be eligible for Housing Benefit to help pay for some or all of your rent. This will depend on your income, how big your family is and how much you have in savings. Your council's Housing Benefit office will give you a form to fill in.

If Housing Benefit only pays some of your rent, you will need to pay the rest using one of the methods above.

### How can I check my rent account?

We will send you a rent statement every three months. It tells you how much you have paid and how much you owe us.

If you want to know how your account stands at other times, call us on 020 8709 4300 and ask for the 'current balance' of your rent account.

### What happens if I don't pay?

If you fall behind with your rent, you can make an agreement with us to pay off what you owe in extra amounts each week. But we will take legal action against you if you refuse to clear your debt – you may even lose your home.

## Talk to us

Contact us if you get behind with the rent. We can help you to arrange to pay off any debt. If you are struggling to find the money to pay, talk to us straight away – by keeping the problem to yourself, the debt is likely to get worse.

## Expert help

Ask your housing officer for help. They will:

- check if you're entitled to benefits;
- make sure you're getting all the right benefits;
- give you claim forms and help you fill them in;
- explain the benefit rules; and
- give you advice on how to manage your cash.

We can also refer you for independent debt counselling called Money Matters. This is free and totally confidential. They will be able to give you expert advice on benefits, help you with debt problems and help you to manage your money. Ask your housing officer for more information.



# Being a good neighbour

You have the right to enjoy your home quietly and peacefully. We expect all our residents to consider their neighbours. It is part of your tenancy agreement that you do not cause a nuisance to your neighbours.

You must not make too much noise, be a nuisance or disturb your neighbours. You should make sure that anyone who lives with you or visits your home behaves in a reasonable way.

### Antisocial behaviour

To see a statement of our policy on antisocial behaviour, go to appendix 1 on page 22.

Antisocial behaviour can take many forms, including the following.

- Loud noise
- Verbal abuse, harassment, intimidation or threatening behaviour
- Hate-related incidents (based on someone's race, sexuality, religion and so on)
- Disputes between neighbours
- Nuisance from pets or other animals
- Alcohol and drug abuse and drug-dealing
- Domestic abuse and violence
- Physical violence

- Graffiti and vandalism
- Litter, rubbish and fly-tipping (dumping rubbish illegally)
- Garden nuisance (for example, letting your garden become very overgrown)
- Misusing shared areas and public spaces (for example, loitering)
- Prostitution, sexual acts and kerb-crawling
- Other criminal behaviour

You are responsible for your own behaviour and the behaviour of children and other adults who live with or visit you.

Your tenancy agreement says you **'must not behave in a manner which causes or is likely or capable of causing harassment, alarm and distress to others'**.

We will take action against you if you break your tenancy agreement.

Please read our leaflet on antisocial behaviour for more information. You can also ask your housing officer for a copy of our antisocial behaviour policy and procedure.

## Disputes between neighbours

We try to deal with neighbourhood disputes in an informal way. If this is not possible, we will arrange mediation between you and your neighbour. This is where a counsellor talks to you both to help you reach an agreement.

## Legal action

We may give a formal warning to the person who has committed the offence. In serious cases, we will consider taking legal action against anyone who continues to cause a nuisance to their neighbours. This could mean evicting that person from their home.

Please read our leaflet on antisocial behaviour for more information.

## Domestic violence

If you, or someone you know, are a victim of domestic violence and you live in one of our schemes, please contact us. We can help you. We will give you advice and details of specialist organisations that can help. We will keep the details of your case confidential.

Remember, domestic violence is a crime. Always phone 999 in an emergency.

Please read our leaflet on domestic violence for more information.



# Moving home

We believe that you should have every chance to move when you need to.

## Moving to another social housing home

To transfer to another of our homes, or a home provided by a London Borough of Tower Hamlets Common Housing Register Partner, you will need to register by filling in an application form. Please ask your housing officer for a form.

Once you are registered, you can apply for homes advertised in **East End Life** or on [www.thhs.org.uk](http://www.thhs.org.uk). Properties are also advertised in the Tower Hamlets one-stop shops.

For a copy of our lettings policy, call us on 020 8709 4300.

## Sheltered housing

Sheltered housing is for people who are 60 or over. You can either join our waiting list or bid for homes that are advertised in East End Life.

Call our sheltered housing team on 020 8709 4300 for more information.

## Exchanging with another tenant

You can also move by exchanging your home with another Gateway tenant, a council tenant, or a tenant of another housing association or council. This could be anywhere in the UK. This is called a **'mutual exchange'**.

We are a member of an online mutual-exchange scheme called **HomeSwapper**. You can register for free at [www.homeswapper.co.uk](http://www.homeswapper.co.uk).

If you want more information about mutual exchanges, please call our lettings team on 020 8709 4300.

## Ending your tenancy

You must tell us at least four weeks before you move out of your home. You must fill in a 'Notice of Termination of Tenancy Form', which you can get by calling us on 020 8709 4300.

We want to re-let all our homes as quickly as possible. This could mean that we may show people around your home before you move out.

You must return all your keys (including meter cupboard keys) to us when you move out. If you do not, we will charge you if we need to change the locks on your home.

Please make sure you do not leave anything behind, and that you leave the property clean and tidy and in good condition. If it is damaged or needs redecorating, you may have to pay for us to put it right. We may also charge you if we have to store or get rid of any belongings you leave in your home.

You must make sure that you have cleared your rent account and do not owe us any money.

When you move, remember to tell the council, and your gas, electricity and water suppliers. You should also arrange to have your phone disconnected.

Please let us know your new address in case we need to contact you.

## Making a complaint



We make every effort to keep our standards high. However, there may be times when our services do not meet your expectations.

Your opinions are very important to us and we want to hear from you if you feel that we have got something wrong or failed to provide a service to a high enough standard.

By using our complaints process, you can give us the opportunity to put things right quickly and effectively.

### How to make a complaint

We accept complaints in any of the following ways.

- **Phone** – call our complaints number on 020 8709 4414. We will record your call.
- **Letter** – write to Gateway, 409-13 Mile End Road, London, E3 4PB.
- **In person** – at our head office (as above). We will also accept complaints from another person on your behalf.
- **Email** – send your email to [complaints@gatewayhousing.org.uk](mailto:complaints@gatewayhousing.org.uk)
- **Website** – visit [www.gatewayhousing.org.uk](http://www.gatewayhousing.org.uk) and click on ‘make a complaint’.

### Help with making a complaint

We want to make it as easy as possible for you to make a complaint. If you ask, we will provide:

- translations of this leaflet into other languages;
- an interpreting service by phone;
- this leaflet in large print, in Braille or on audio tape; and
- home visits, if you find it difficult to leave your home.

It helps us if you fill in a complaints form as it is more likely we will get all the information we need.

We define a complaint as:

‘any dissatisfaction about something we have or have not done, or the standard of service we have provided or someone else has provided on our behalf’.

You can also report your complaint to Supporting People if you are not happy with our response. Citizens Advice or another independent advice centre can also give you advice. Please read our ‘How to make a complaint’ leaflet for more information



## Section 10

# Equality and diversity

We believe that the services we provide should be available to people from all sections of the community. No-one should be at a disadvantage because of their race, colour, ethnic background, religious beliefs, age, sex, sexuality, appearance, physical disability or marital status.

We work to policies that make sure we consider equality and diversity (people's differences) in how we manage the services we provide, and in how our staff provide those services.

To provide equal access to our services, we can translate information into your language and we use interpreters when they are needed. We use a service called Language Line who provide

interpreting for all languages when we speak to you over the phone or in a face to face interview.

We also carry out regular ethnic monitoring (checking whether our staff represent the community we work in) and provide diversity training for all staff.

We do not accept any form of harassment, and you would be breaking your tenancy agreement if you harassed someone. We have a clear procedure for dealing with harassment – there is more information in our 'Harassment' leaflet.

If you think you are a victim of harassment, please call us on 020 8709 4300.



Diverse communities – one vision

# Appendix 1

---

---

## Statement of our policy on antisocial behaviour

- 1** We will deal with reported antisocial behaviour effectively and efficiently.
- 2** Our antisocial behaviour policy clearly sets out our position on antisocial behaviour.
- 3** We will not accept antisocial behaviour when it is causing misery, distress or damage to residents and the environment.
- 4** We will take a firm approach towards antisocial behaviour.
- 5** We will work with other agencies to achieve the best outcome.
- 6** Our staff are trained to know which options are available to you.
- 7** We use measures which aim to prevent antisocial behaviour as early as possible. This is to stop the number of reported antisocial behaviour cases growing.
- 8** We have a wide range of ways to deal with antisocial behaviour quickly.
- 9** We support you to make a complaint and provide ongoing support if you need to go to court.
- 10** We review and monitor all antisocial behaviour cases and keep you up to date with our progress.
- 11** We monitor and report how effective our antisocial behaviour policies and procedures are by recording statistics, producing performance reports and carrying out regular reviews.

# Useful contacts

---

---

Gateway customer services	020 8709 4300
Gateway out-of-hours emergency repairs hotline	0800 085 9922
Tower Hamlets Council	020 7364 5000
Hackney Council	020 8356 3000
Newham Council	020 8430 2000
Allpay.net (for paying your rent)	0870 243 6040
Thames Water	0845 9200 800
Transco (if you smell gas)	0800 111 999
National Domestic Violence Helpline (Freephone)	0808 2000 247

<b>Borough</b>	<b>Tower Hamlets</b>	<b>Hackney</b>	<b>Newham</b>
Housing Benefit	020 7364 5001	020 8356 3399	020 8430 2000
Council tax	020 7364 5002	020 8356 3154	020 8430 2000
Bulk rubbish collection	020 7364 5004	020 8533 7583	020 8430 2000
Noise nuisance	020 7364 5007	020 8356 4455	020 8430 2000
Police	020 7515 1212	020 7739 1212	020 8534 1212
Age Concern	020 8981 7124	020 7249 7149	020 8503 4800
Citizens Advice	0870 126 4014	0870 126 4013	0870 126 4097

Homeswapper ..... Email: [tenants@homeswapper.co.uk](mailto:tenants@homeswapper.co.uk)  
Website: [www.homeswapper.co.uk](http://www.homeswapper.co.uk)



Gateway Housing Association  
409-413 Mile End Road, London E3 4PB

**Phone**

Residents: 020 8709 4300

General enquiries: 020 8909 4409

**Fax** 020 8709 4400

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

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



Awarded for excellence



North River Alliance



INVESTOR IN PEOPLE



April 2009 – Version 2