

What You Can Expect

BGVPHA'S Service Pledge



1

BGVPHA

Committed to Tower Hamlets

AS YOUR LANDLORD, WE WILL:

- Provide a service that is accessible to all.
- Continue to invest in improving your home and the surrounding area.
- By effective management, keep rents as low as possible whilst providing the best value service available, in line with Government Guidelines.
- Provide you with 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.
- Provide you with information about our performance in providing services to you and how your rent is spent.
- Send you a copy of our residents' Annual Report.

Only end your tenancy if you have not kept to the conditions of your tenancy and only evict with the proper authority of the courts.



WHEN YOU REPORT A REPAIR TO US WE WILL:

- Log all repair calls within 1 working day.
- Give your repair request a priority code and inform you when your repair will be completed by.
- Offer you either a morning or afternoon appointment (avoiding 'school run' times, if requested).
- If your repair requires an inspection, a specific appointment time will be offered.
- Leave your home clean and tidy after doing the repair.
- Pre-inspect repairs, whenever necessary, within 7 working days.
- Post-inspect repair work, whenever necessary, within 20 working days.
- Ensure that all contractors operate in accordance with the Code of Conduct for contractors.
- Send out a Repair Satisfaction Questionnaire after the repair has been completed.
- Investigate where you are unhappy with the repair and advise you of our proposed action.

We will fully meet our legal duties as your landlord and ensure that your home is in good repair.

YOUR RIGHTS

As a tenant you have the right to:

- Look at your file or computer records held by us.
- Use our Formal Complaint Procedure if you are unhappy with our service.
- Receive compensation under certain circumstances, as laid down in our Compensation Policy.
- Expect us to keep information we have about you and your family confidential, unless you give your consent, or there is a public duty to disclose it.
- Swap your home with another BGVPHA resident, Local Authority tenant or a tenant of another Registered Social Landlord, provided certain conditions are met.
- Receive a quarterly rent account statement.

In addition you also have a number of legal rights as a tenant, which are explained in your Tenancy Agreement, in the Housing Corporation's Tenants Charter and in the BGVPHA 's Residents Handbook.

If you are a Leaseholder we will:

- Perform our obligations with you in accordance with the terms of your lease.
- Ensure you are treated in a professional manner, whether you are selling or purchasing additional equity.
- Pay compensation under certain circumstances, as laid down in our Compensation Policy.
- Provide a statement of account and a sinking fund statement annually.
- Ensure you are kept informed of any changes in policy and procedures.
- Send you service charge information annually.

INFORMATION ABOUT US

We will continue to:

- Send out at least 4 newsletters per year containing information about our work and performance.
- Provide you with information and training on how you can get involved.
- Encourage the setting up of residents' associations and provide on-going support.
- Provide ample notice of major repairs and improvements, which affect your home and consult and involve you during every stage of the work.
- Regularly seek your views about the quality and standard of our services and provide feedback.
- Provide you with a series of information leaflets, available on request, giving useful information on the following:

- Being a good neighbour
- ASB
- Major works
- Rents
- Domestic violence
- Estate services
- Parking
- Lettings
- Racial harassment
- Right to Acquire
- Repairs and maintenance
- Resident involvement
- Sheltered housing
- Moving to a new home (lettings and voids)
- Aids and adaptations
- Gas servicing
- Service charges.

Diversity statement

This leaflet is also available in other formats, including large font, audio and other community languages. If you would like to receive one of these formats, please contact Jo Lambert on 020 8709 4300.

এই লিফলেট বাংলাতেও পাওয়া যাচ্ছে। একটি কপির জন্য ০২০ ৮৭০৯ ৪৩০০ নম্বরে ফোন করুন অথবা আপনার স্থানীয় অফিস থেকে একটি নিয়ে নিন। [Bengali]

Warqaddan waxaad ku helaya iyadoo ku turjuman afaf (luqado) kalo duwan. Haddii aad jeceshahay inaad ku hesho afkaaga, fadlan lasoo xidhiidh Jo Lambert oo laga helo 0208 709 4300. [Somali]

Ce prospectus est aussi disponible en d'autres langues. Si vous desiréz avoir une copie dans votrs langue, contactez Jo Lambert sur 020 8709 4300. [French]

Ta ulotka jest także dostępna w innych językach, używanych w gminie. Jeżeli chcesz otrzymać tę ulotkę w swoim języku, skontaktuj się z Jo Lambert pod numerem 020 8709 4300. [Polish]

Tờ thông tin này có sẵn bằng các ngôn ngữ cộng đồng khác nhau. Nếu quý vị muốn nhận một bản bằng ngôn ngữ của quý vị, xin vui lòng liên lạc Jo Lambert, dđiện thoại số 020 8709 4300. [Vietnamese]

我们还提供其他语言版本的说明书，如果您需要汉语版，请致电 020 8709 4300 联系乔·兰伯特。 [Chinese]

یہ کتابچہ کمیونٹی کی دوسری زبانوں میں بھی دستیاب ہے۔ اگر آپ اپنی زبان میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی جو لمبرٹ (Jo Lambert) سے فون نمبر 020 8709 4300 پر رابطہ کریں۔ [Urdu]



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INVESTOR IN PEOPLE



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Please note that none of the contents of this document affect your rights as stated in the terms of your tenancy. The Customer Care Standard and 'What you can expect' - BGVPHA's Service Pledge provide you with information on the services we will deliver to you.

BGVPHA wishes to thank all the residents who contributed to the production of this document.