

# THE SIR OSWALD STOLL FOUNDATION



446 FULHAM ROAD  
LONDON SW6 1DT  
Phone(020 7385 2110)  
Email: [info@oswaldstoll.org.uk](mailto:info@oswaldstoll.org.uk)  
Website: [www.oswaldstoll.org.uk](http://www.oswaldstoll.org.uk)

# TENANTS

# HANDBOOK

## CONTENTS

SECTION	PAGE
<i>Forward</i>	2
<i>Who we are</i>	3
<i>How we are governed/managed</i>	4
<i>Moving In</i>	5-6
<i>Your Tenancy Agreement – Some Notes</i>	7-11
<i>Rent Payments/Arrears Management</i>	12-15
<i>Our Anti Social Behaviour Policy, a summary</i>	16
<i>Our Complaints Policy Summarised</i>	17
<i>Reporting Repairs Needed</i>	18
<i>Our Tenant Support Service</i>	19-20
<i>Data Protection</i>	21
<i>Customer Service Standards</i>	22
<i>A Code Of Conduct For Us All</i>	23
<i>Getting Involved</i>	24
<i>General Items</i>	25-26
<i>Terminating A Tenancy</i>	27
<i>APPENDIX A – Our Staff and Staff Structure</i>	28
APPENDIX B – Properties we own or lease	29-30
APPENDIX C – Repair Priorities and General Repair Information	31-32
APPENDIX D – Useful HB Contact Information	33
APPENDIX E – Resident/Tenant Organisation Leadership	34
APPENDIX F – Mansions Emergency Alarm Service	35

# FORWARD

*As a tenant or prospective tenant of ours we hope this Handbook proves useful to you.*

*We have included information which we think you should know about early and should become very familiar with.*

*So, for example, we tell you about your Contract with us (your Tenancy Agreement); about Rent Payments and Arrears Management; about how we deal with repair requests; about how to complain if you feel we have let you down in some way; and about the way in which we are governed and managed.*

*The Handbook is intended for your guidance and does not form a part of your Tenancy Agreement.*

*Use the contents page to get quickly to the information you wish to look at. The ordering of the contents is not intended to suggest any order of importance.*

*Whenever the information we have given you changes, particularly the information in the appendices, we will send you an update page and ask you to insert it in the appropriate part of your handbook.*



# WHO WE ARE

The Sir Oswald Stoll Foundation is a Registered Social Landlord (RSL) and a charity established since 1916. We are also registered as a company.

The work we do is regulated by the Housing Corporation; by the Charities Commission; and by Companies House.

Our registration details with these bodies are as follows:

- The Housing Corporation                      A3418
- The Charities Commission                      No. 207939
- Companies House                                  No. 148636

## HOUSING FOR EX-SERVICE PERSONNEL

We house men and women who have served in the Armed Forces of the Crown, or in the Merchant Navy under command, and who are disabled and/or vulnerable.

The widows or widowers of persons who qualify as above, and who are themselves disabled and/or vulnerable, are also entitled to apply to us for housing.

## SUPPORT SERVICES

Providing Support Services is an essential part of what we do and who we are.

The overall aim of the Foundation is to enable the people we house and are responsible for to live as independently as they possibly can in their own homes, providing the support they need to help them to do so.

# HOW WE ARE GOVERNED/MANAGED

## THE BOARD AND ITS COMMITTEES

Overall control rests with our 15 member Board of Trustees. The Board meets at least 4 times a year and makes decisions on policy, planning, expenditure, and other general matters.

Trustees serve on the following Committees which meet between Board meetings to decide on the business at hand:

- The Finance and Human Resources Committee
- The Housing Services Committee
- The Development Committee

## TENANT/RESIDENT INVOLVEMENT

We value the involvement of our tenants in helping us to reach the right decisions about what we do for them and how we do it. At our main site, the Mansions, tenants have long been involved through their Residents Association in the deliberations of the Housing Services Committee.

Tenants at our other sites are encouraged to come together in appropriate ways to make a collective impact.

Apart from working with organised groups of our tenants, we communicate with tenants individually, and in a variety of ways, to ensure that the right decisions are made and properly implemented.

## THE CHIEF EXECUTIVE OFFICER AND SENIOR MANAGERS

Our Chief Executive Officer and the Senior Managers are at the heart of everything the Foundation does. The CEO is the main advisor to the Board and the Committees, and is responsible for making sure that, with the assistance of Senior Managers, the decisions our Trustees take are properly implemented. See Appendix A for our current staff structure.



# MOVING IN

Once you accept an offer for housing with the Foundation (having seen the property on offer) you will need to sign a contract with us. This could be an Assured Tenancy Agreement, or an Assured Shorthold Tenancy Agreement. Which it is will depend on the property you are moving into. You will need to come in to our Office for what we call a SIGN UP MEETING.

## AT THE SIGN UP MEETING

At this meeting a member of our staff will take you through the details of the contract you will need to sign. This is to make sure that everything is clear and perfectly understood, before you agree to sign and take up the Tenancy.

Once you have signed up to become a tenant of ours from a certain date there are a number of other matters which our staff member will need to go through with you at this meeting. These include:

- Going through with you the contents of this Tenants Handbook (which we hope you would have taken the opportunity to read beforehand)
- Rent and Support payment arrangements.
- Personal data requirements and usage.

## HELP FROM HOUSING SERVICES AND TENANT SUPPORT

Once it is certain that you are moving in, you can get help from our Housing Services Department to make adjustments to your flat and to identify the location of important things you must know about; and our Tenant Support Department will help to organize any aids and adaptations needed. Tenant Support may also be able to help you find suitable furniture and other items for your new home, if you need this type of help.

Before you sign up, but after you accept an offer from us, our Tenant Support Department will carry out an assessment, or reassessment, of your needs which will tell us about the type and level of support and care you will require as a tenant.

## KEYS

Please check that your keys are a full set and fit the locks. We will provide you with a duplicate set, but you will have to cover the cost of any additional sets or keys needed. You should notify the Housing Services Manager if there are any problems with the keys.

We keep a full set of keys for each of our properties at our main office at 446 Fulham Road.

## GAS, ELECTRICITY AND WATER SUPPLY

You should ensure that you know where the MAIN supply is for each of these services so that the supply can be turned off in the event of an emergency. [You will be shown where these things are by our staff].

Before you move in you should contact the Gas and Electricity suppliers to arrange for them to read the meters and connect the supply. Failure to do this may result in your being charged for gas and electricity used by the last occupier (if any).

## OUR INITIAL TENANCY VISIT

Once you have moved in, our Housing Services Manager and our Tenant Support Manager will arrange separate visits to your new home to make sure you are settling in well; to check that everything has been fully explained and understood; and to follow up on any outstanding matters.

## OUR PROPERTY PORTFOLIO

Although we are a small Housing Association, we nevertheless have a substantial, and growing, property portfolio. You can see a list of the property we currently own and manage at Appendix B



# YOUR TENANCY AGREEMENT – SOME NOTES

Nothing written here is intended as a substitute to reading your Tenancy Agreement. You must read your Tenancy Agreement as it is the legally binding document which sets out the terms and conditions of your tenancy. It is a contract between you and the Foundation that gives you rights in return for you agreeing to take on specific responsibilities. You may also have additional legal rights as a tenant set out in various Acts of Parliament.

The purpose of this section is simply to highlight a few matters addressed in your Tenancy Agreement, not because they are necessarily more important than any other, but because we think it would be useful to note these for you in a Tenants Handbook.

If you are unsure about your rights or your responsibilities as a tenant at any time, ask us for help. Alternatively, you can seek advice from a solicitor or an advice centre (The Citizens Advice Bureau for example). You can also ask us for a copy of the Housing Corporation's Charter for housing association applicants and residents.

## POSSESSION

Once your tenancy agreement starts you have a right to possession of the premises you occupy without interruption or interference, except in the event of an emergency where we need to gain access in your absence. We will always endeavour to seek your authorization first.

The Foundation will only seek repossession of the property you occupy under certain circumstances as described in your Tenancy Agreement and as a last resort. You should note that only a court can give permission to repossess, and this would not be granted if you are keeping to your obligations as set out in your Tenancy Agreement.

You can end your tenancy by giving the Foundation 4 weeks notice in writing.



## NUISANCE AND HARASSMENT

You have a right to live peacefully and without bother in your home and in the community in which you live. You must understand though that your neighbours also have this right.

It is important therefore that you act reasonably and fairly at all times so as not to create a nuisance or to be responsible for any form of harassment on the premises. You also have a responsibility/obligation to make sure that members of your household or invited visitors do the same.

The Foundation takes acts of nuisance and harassment of its tenants very seriously and will, as a last resort, seek an order for repossession against any of its tenants engaging in such behavior, and where the nuisance or the harassment is continuous and can be proven.

This handbook contains a summary of our Anti-Social Behaviour Policy, and you can ask for a full copy of this policy at our Reception Desk.

### *NOISE*

Sound and vibration often penetrate to other adjoining flats, and beyond. So please make sure you keep noise to a minimum to avoid disturbance to others. For example, it is best not to place speakers directly on the floor or against an adjoining wall. Keep the volume of your TV, radio, or other playing device as low as possible at all times; and, certainly, between the hours of 11 p.m. and 7 a.m. no such device should be played so loud that it can be heard outside of your home.

### *PETS*

You do not have the right to keep any animal on the premises unless specific permission has been given by the Foundation for you to do so.

If such permission has been given, you are expected to keep the animal under proper control so as not to cause a nuisance or annoyance to neighbours. In addition you must comply with our rules for keeping pets.

## RENT

Your Tenancy Agreement with the Foundation requires you, or will require you, to pay your rent weekly and in advance on the Monday of each week.

The term 'Rent' refers to the total of the following elements:

- Net Rent
- Service Charge
- Support Charge
- Central Heating/Hot Water Charge
- Water Charge
- Other Charges

Depending on which of our properties you live in, you may not have all of the above charges.

There may be additional charges in some cases. For example, if you live at 158 Ducane Road you will have a Council Tax Charge included. At other properties, you may have an Insurance Charge (contents insurance) included if you agreed to do this through the Foundation.

Before you sign a Tenancy Agreement with us, we will explain how your rent is broken down. We will provide you with a Service Charge Schedule which shows the services we provide for you as a tenant and the weekly costs associated with these services. The exact breakdown of your rent at the start of your tenancy will be included in your Tenancy Agreement.

**IF YOU HAVE ANY PROBLEMS WITH PAYING YOUR RENT YOU MUST SPEAK TO US BEFORE YOUR ACCOUNT FALLS INTO ARREARS**

The Foundation will only seek repossession of your home as a last resort.

*See the Section of this Handbook dealing with Rent Payments and Arrears Management.*



## REPAIRS

### *WHAT YOU CAN EXPECT FROM US*

- You can expect the Foundation to let its property in a reasonable state of repair and with all fixtures and fittings in working order.
- You can also, of course, expect us to keep in good repair the structure and exterior of the Premises as well as all installations provided by the Foundation, for example as listed in the tenancy agreement. If we provide you with furniture and equipment as part of the tenancy we will keep these in good repair as well. [Normal wear and tear only. Willful damage will result in your being recharged].
- We also undertake to keep the exterior of the Premises and any common parts in a good state of decoration, repair, and tidiness.
- We undertake to respond to repair requests from our tenants within the time frames set out in Appendix C, which also list some of the types of repair request which would fall under Emergency Repairs, Urgent Repairs, and Normal Repairs.
- Where we are not directly responsible for doing the repairs and maintenance, as at Westway, we will monitor the delivery of this service and intervene on your behalf as necessary, and of course if you request us to do so.
- Where we employ contractors to complete a repair, we will ensure that they have been properly approved and have signed up to a Code of Conduct.

### *WHAT WE WILL EXPECT FROM YOU*

- To report promptly to the Foundation any disrepair or defect in the Premises or on the estate that you are aware of and for which the Foundation is responsible.
- To allow the Foundation's employees or contractors acting on our behalf access at all reasonable hours of the daytime to inspect the condition of the Premises or to carry out repairs or other works to the Premises or

adjoining property. We will normally give at least 24 hours notice, but immediate access may be required in an emergency. In the event of an emergency we will still endeavour to seek your authorization first.

- We would expect you to make good any damage to the Premises or the Foundation's fixtures and fittings, or to the common parts caused by you or any member of your household or by any visitor to the Premises associated with you, or by any pet in your keeping.
- Not to make any improvements, alterations or additions to the Premises without first obtaining the written consent of the Foundation and all other necessary approvals.

## RIGHT TO BE CONSULTED

As a tenant of the Foundation you have a right to be consulted on matters related to the management and maintenance of the premises on which you live, and to the provision of services and amenities in connection with the same. How we make sure we do this effectively is set out in the section "Getting Involved".



# RENT PAYMENTS ARREARS MANAGEMENT

It is your responsibility to make sure that your rent is paid.

## *HOW DO I PAY MY RENT*

You can pay by Standing Order, weekly, fortnightly, or monthly. Let us know and we will provide you with a form to fill in and take to your bank. Whichever method you chose to pay your rent it must be in advance (i.e. weekly, fortnightly, monthly).

You can pay at the Rent Window at our 446 Fulham Road office on Mondays between 9 a.m. and 11 a.m. Alternatively, you can pay at Reception at any other time Monday to Friday, between 9 a.m. and 5 p.m. We can only take cash or cheques.

If you prefer, you can pay your rent using a Swipe Card which we can provide you with. This card can be used at most newsagents and post offices and the money you pay in will be transferred to the Foundation's bank account to cover your rent.

## *CAN I GET HELP WITH PAYING MY RENT*

Yes, you can get help possibly in a number of ways:

- Housing Benefit (HB). You may be entitled to financial assistance from the Council to help pay your rent. We can help you to find out if you are entitled and if so how much help you will get. We would arrange to have any HB entitlement paid directly to your rent account.
- Supporting People Payment (SP). If you are entitled to HB you will also be entitled to SP. As there is a support element in your rent total, this can help to cover it. Again, we can help you to access this if you are entitled.
- Income maximizing and budgeting advice. If you require this, our Tenant Support Team can support you to be able to maximize your income. For example, from securing additional benefits that you may be entitled to or by supporting you back into work if that is an option for you.

- Making an agreement to pay your rent with our Housing Services Department. If you are having difficulty paying your rent, or think you may have difficulty paying your rent, you should speak to us immediately. We can then enter into an arrangement with you to pay an agreeable amount regularly to cover your debt. You must then stick to the agreement, and if at any time you think you might miss a payment you must discuss this with us before you do.

### *WHAT DO I HAVE TO DO TO ACCESS HOUSING BENEFIT?*

- To claim Housing Benefit you need to fill in a Housing Benefit and council tax benefit claim form. You can get this form from our office or from your Council. You will need to present original supporting documents along with the form to the Council.

If you are having difficulty making your claim please let us know as we will be able to support you with advice and practical assistance to do this.

Housing Benefit payments are not usually backdated. Payments normally start from the Monday following the date on which a successful claim was submitted to the Housing Benefit Office. *However, if you hand in your form in the same week that you moved in, you could get your payments started from the very day you moved in.* Therefore, to get the assistance as early as possible to help cover your rent you must not waste any time getting your completed claim form, and your original supporting documentation, to your Housing Benefit Office. Please request a receipt from the Council when you deliver your HB form and supporting documentation.

- Housing Benefit will not cover your total rent charge. You can only get help to cover your net rent and your service charge, but not your heating or hot water charge or your water charge. How much help you get with this will depend on the information you submit to the Council and the level of your income and savings.
- Because the amount of benefit you get is dependent on your circumstances, if there is any change at all in these circumstances **you must notify the Housing Benefit Office IMMEDIATELY**. You should also let us know. You must also respond immediately to any queries or requests for information from the Housing Benefit Office. *Appendix D.*



## *WHAT DO I HAVE TO DO TO GET A SUPPORTING PEOPLE PAYMENT (SP)?*

- If you can show that you receive Housing Benefit, you will be entitled to have the cost of your supporting people subsidy paid.
- We can provide you with the Request for a supporting people financial assessment & housing benefit consent form to fill in. We can help you to complete this form and post it by recorded delivery with any relevant documentation if you ask.
- SP payments will start from the Monday of the week in which the form is received by the SP Office, so if you wish to make a claim for help with this charge you must not delay in doing so.

## *HOW WE HANDLE TENANT ARREARS*

- Every week we look at all of our tenant accounts to see if any tenants have fallen into arrears; and also which tenants already in arrears have not cleared their arrears or kept to the agreement with us to clear them.
- We deal with tenant arrears by utilizing a number of stages as necessary. At one end, if you fall into arrears we will write to you advising you of this. We will ask you to pay the outstanding amount, or come in to the office to discuss the matter with a member of our arrears management team. If we do not hear from you and the outstanding amount is not paid; or if you do not reach an agreement with us or consistently break any such agreement to pay the outstanding rent, we will take further action up to and including going to the court to seek an order for repossession of the property you are in.
- The further action we might take would amount to the following:
  - We will write to you again requesting you to attend a meeting to discuss your arrears, or to comply with the existing agreement to pay off your arrears.

- If you fail to comply as requested we will serve a Notice Of Seeking Possession upon you [this is the first step in the legal process where you may lose your home].
- If after the expiry of the notice, which is a minimum of 28 days from the date of service, the arrears are still increasing then we will refer the case to the Court.
- At Court we will seek either an Outright or a Suspended Possession Order.
- If you fail to reduce the arrears after a Possession Order has been obtained we will then have to consider seeking authorization to execute the Warrant For Possession. *This action is the absolute last resort and we will do all that we can within the arrears process to avoid this type of action.*
- **As we mentioned elsewhere in this handbook, if you are having difficulty paying your rent, or think you might have difficulty doing so, please get in touch with us right away.**

*You can ask for a copy of our full Rent Arrears Policy at Reception*



# OUR ANTI SOCIAL BEHAVIOUR POLICY, A SUMMARY

- ❖ All anti social behaviour or harassment complaints made to us will be acknowledged, and the complainant visited, within 3 days of receipt of the complaint. In cases of violence or the threat of violence an investigation will be started within 24 hours of the receipt of the complaint.
- ❖ The absence of witnesses will not determine whether a complaint is investigated or taken seriously.
- ❖ Action on complaints will be swift to reassure the victim, and also to make clear that the Foundation will not tolerate harassment in any form.
- ❖ We will provide positive support, help and assistance for our tenants who are the victims of harassment. Our Tenant Support Team can provide extra support if you are willing to engage with them.
- ❖ We will deal promptly with any physical damage which has been caused and treat such repairs as emergency repairs.
- ❖ We will collect evidence which will support or refute any harassment complaint made. Where evidence will be required for further action, a camera may be loaned to the victim or to a sympathetic neighbour. Other surveillance equipment may be considered if appropriate.
- ❖ If you are being harassed we will encourage you to go to the Police, and will arrange for a member of staff to accompany you if you ask.
- ❖ If you are the victim of harassment you may have a remedy in both the criminal and civil courts. You can get help with this from the police, your solicitor or from a citizens advice centre. We will help you to access the right help you need if you ask.

*You can ask for a copy of our full Anti Social Behaviour Policy at Reception.*

# OUR COMPLAINTS POLICY SUMMARISED

- ❖ We are realistic enough to accept that from time to time complaints will be made against us or against particular members of staff.
- ❖ We value these complaints as they can assist us in reviewing and improving our service delivery.
- ❖ Who can complain? Our Complaints Policy/Procedure is open to all users of our services, including tenants, applicants for housing, contractors, suppliers, applicants for employment, and members of the public affected by our services.
- ❖ What constitutes a complaint for the purposes of this policy? A complaint should be about a failure in service delivery. You can complain where we should have done something but did nothing or did not do it in the right way or to an agreed standard or within a reasonable time. You can also complain if you feel we did something that we should not have done. Reporting an issue for the first time does not constitute a complaint.
- ❖ Making a complaint. We encourage complainants in the first instance to discuss and resolve the basis for the complaint, informally, with the member of staff responsible. If you are not satisfied with the response to your complaint, or with the speed of response, or feel you cannot approach the member of staff, we encourage you to go ahead and make a formal complaint.
- ❖ You can pick up a complaint form from our Reception Office. But this does not mean that you cannot make a formal complaint in person, by phone or by letter/email.
- ❖ Our complaints procedure gives you the option to take your complaint further if you are not satisfied at any level between the staff member responsible, their manager, the Chief Executive, and the Chair of the Housing Services Committee. If you are still not satisfied, you have the right to refer your complaint to the Independent Housing Ombudsman.



# REPORTING REPAIRS NEEDED

Repairs which are our responsibility (see your tenancy agreement) should be reported to us as soon as possible. This should also be the case if you live at one of our properties where we have indicated repairs needed are to be reported elsewhere. *See Appendix C.*

When you contact the Foundation, please give us as much detail about the repair as you can. This will help us to decide the level of urgency to associate with it; whether it is something we have the resources to do ourselves; and whether it is in fact something that we are responsible for doing.

You should also be able to provide us with times when someone will be available at home to let our Maintenance Officer, or our Contractor, in. Alternatively, you could give written permission for our Maintenance Officer to enter the property if you are not there, for the purpose of making good the repair.

If you are reporting the need for a repair directly to us:

- Call our main office on 020 7385 2110 to speak to the Central Services Assistant.
- Come to our main office Reception to speak to the Central Services Assistant.

## WHAT HAPPENS AFTER YOU REPORT A REPAIR

- Your repair request is logged onto our Repairs Database, and the information is immediately available to our Housing Services Maintenance section for their attention and action.
- The Central Services Assistant will hand or send you a Repair Satisfaction Form to be completed after the job has been done and which you should then return to the Office. Please return the Satisfaction Form as this assist us in reviewing and hopefully improving the repair service provided.

# OUR TENANT SUPPORT SERVICE

Our tenant support service is provided in the main through our Tenant Support Department, but other members of staff engaged more directly in the provision of housing related services are also involved.

This is because the entire purpose of our organization is to help enable ex-Service personnel who are vulnerable and/or disabled to live independently in their own homes, and with a reasonably good quality of life, for as long as they are able to.

You can see the current staffing of our Tenant Support Department at Appendix A.

Even before you become a tenant of ours, Tenant Support staff would already have been involved through our application process in assessing your needs as a possible tenant and determining whether we can reasonably meet those needs.

Once you become a tenant of ours, our Tenant Support Department can immediately begin to provide the support you need from us.

Where we cannot provide the care and support you need directly, we will help you to access it or engage others to provide it. For example, at 158 Ducane Road we work through HomeBase to provide the support for our tenants there.

## *A SUPPORT PLAN FOR YOU*

Even if your needs have been assessed as being relatively low, we will still need to have a Support Plan for you. If your needs will require a more sustained and deliberate response from our Tenant Support Team your Support Plan will necessarily be more structured, detailing expectations and setting down targets for achievement.

Your Support Plan will be drawn up and agreed between you and the Tenant Support Department.



## *RISK ASSESSMENTS*

Prior to providing you with the support you need, our Tenant Support Team will do a risk assessment, which will enable us to determine risk management priorities for you as the Service User, and also for the Foundation's staff.

During this process we are required to ask you a series of questions about your new home, your medical condition, and some sensitive information may be required. It is essential though that we ask these questions and we will explain why at the time.

## *THE SERVICES WE PROVIDE*

If you are assessed as needing them, we can provide:

- Help with housekeeping
- Help with shopping
- Help with the collection of pensions, etc.
- Help with laundry (if you have been assessed by Social Services)
- Help with sorting bills and other paperwork
- Guidance on issues affecting the way you manage your home
- An escort service to doctors, hospital appointments, etc.

We also provide a more specialized support to:

- Tenants who have poor mental health
- Tenants with alcohol and/or substance misuse issues
- Tenants in need of life skills [adapted Skills For Life Program].
- Tenants seeking and in need of back to work or income generation opportunities.

The Tenant Support Department also coordinates or is directly involved with a range of social activities aimed at improving the quality of life our tenants can enjoy. For example:

- There are themed social evenings for tenants and sometimes their guests as well.
- Trips are organized for shopping, sightseeing, and to events.
- A range of health based activities are organized.

# DATA PROTECTION

The Foundation is registered under the Data Protection Act 1998. For the purposes of the Act, the Data Controller is 'The Oswald Stoll Foundation'. Our registration number is Z6043765.

In the course of doing the work that we do as an organization we will need from time to time to access personal information/data about you. Sometimes this information is sensitive information.

We have a responsibility to you and under the Act to handle/process your personal information/data sensibly, and in accordance with the eight Data Protection Principles set down in the Act.

## *DATA PROTECTION PRINCIPLES*

1. Personal Data shall be processed fairly and lawfully.
2. Personal data shall be obtained only for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes.
3. Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.
4. Personal data shall be accurate and, where necessary, kept up to date.
5. Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.
6. Personal data shall be processed in accordance with the rights of data subjects (*you*) under the Act.
7. Appropriate technical and organizational measures shall be taken against unauthorized or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.

*We have left off the 8<sup>th</sup> principle because it relates to transferring personal data to other countries or territories.*

## *CONTACT US*

Our Data Protection and CCTV Policy document is available at Reception. If you would like to exercise your rights under the Act, please contact the Central Services Manager.



# CUSTOMER SERVICE STANDARDS

## *IF YOU WRITE TO US*

- We will reply to all written correspondence, including emails, within 10 working days.
- If it is not possible to provide a full response within that time, we will let you know we have received your letter/email, tell you who is dealing with the issue, and say when you should expect a full reply.
- Staff will tell you their name and job title in all correspondence and will give their direct phone numbers/email addresses as appropriate.

## *IF YOU PHONE US*

- We will answer your calls within 6 rings.
- If you leave a message for a member of staff, we will get back to you by the next working day at the latest.
- We will offer to call you back if you have to hold for long.

## *IF YOU VISIT US*

- We will make sure that, as far as possible, you do not have to wait for more than 5 minutes before you are seen by a member of staff.
- We will give you the opportunity to be seen in a private interview room.

## *INFORMATION*

- We will regularly tell you which staff are responsible for which services.
- All our written information will be in plain English in print that is easy to read. If it is needed in another language we will provide it.

## *IF WE GET ANYTHING WRONG*

- We will apologise.
- We will try to put it right.
- We will offer compensation (if appropriate and in line with our policy) if we are at fault.

# A CODE OF CONDUCT FOR US ALL

We take pride in the fact that our properties form the basis for positive and stable 'Foundation Communities', and we are determined that it should remain this way.

There are many reasons why we can make this claim, and not least amongst them is the Code Of Conduct which was drawn up in agreement with tenants and residents who are expected to abide by this together with their guests, visitors and trades people, and our staff.

The Code requires us all to:

1. Always act reasonably and courteously, and to respect the rights of others.
2. Avoid the use of foul or abusive language.
3. Avoid the use of abusive or aggressive behavior.
4. Avoid intimidating or violent behavior.
5. Avoid the use of alcohol in any of our community facilities, unless there is a function taking place where alcohol is permitted.



# GETTING INVOLVED

We are committed to seeking the views of our tenants/residents and to ensuring that they can be meaningfully involved in the decisions we must take which affect their homes and the many and varied services which we provide for them. We wish to make sure that our tenants/residents can have a say in the decisions we make which impact on their quality of life.

The Housing Corporation in its Charter to Housing Association Applicants and Residents, mentioned earlier in this Handbook, says that we must make sure that services are shaped around our customers. That's you. The Charter also says that all residents must be allowed to play a part in decision making and must be given opportunities to play a part in how services are run and how standards are set.

## INFORMATION

When we are consulting you we will make sure that we provide enough information about the issue(s) in a way that is clear, easy to understand, and accessible to you.

## HOW WE WILL CONSULT

We will use whatever means are appropriate given the nature of the issue or issues involved. Some of the methods we use include Letters, Meetings, Individual Discussions, and Surveys. We will specify the time frame for the consultation and provide you with detailed feedback after.

## TENANTS ASSOCIATIONS

The Foundation recognizes that Tenants Associations provide a useful and important way for tenants to become involved in the management of their homes. We are therefore committed to promoting and supporting Tenants Associations.

*See Appendix E for specific information about existing Tenants Associations.*

*You can ask for a copy of our full Tenant/Resident Involvement Policy at Reception.*

# GENERAL ITEMS

## *RUBBISH DISPOSAL*

Depending on which of our properties you live in the arrangements for rubbish disposal and collection will be different in some ways. So please check to find out what is expected of you. From time to time we will include information about this in our Newsletter.

Regardless of where you live, we encourage you to do the following:

- Make sure your rubbish is placed in proper containers (not flimsy carrier bags) and not presented loose to be collected.
- Get your rubbish out in good time for the collection, and use the appropriate bins provided by us or your Council for this purpose. **DO NOT LEAVE RUBBISH OUTSIDE OF THE BINS PROVIDED.**
- Call your Council to make an arrangement for the collection of large items such as furniture, kitchen appliances or other junk. It will probably be a free collection but check.
- Get involved in recycling rubbish which can be recycled. Ask us or your Council for information on this.
- **SOME HANDY CONTACT DETAILS:**
  - LBHF: Cleaner Greener Hotline      020 8753 1100
  - HOUNSLOW:                                      020 8583 5555

## *ALARM SERVICE*

We operate an Emergency Alarm Service for our tenants on the Mansions. The service is managed by our Tenant Support Department staff Monday to Friday between 9 a.m. and 5 p.m. and at other times and on weekends by the LBHF Community Alarm Service. *See details about the service at Appendix F.*



## *A SMOKE FREE WORKPLACE FOR STAFF*

As an employer, the Foundation has a legal duty to provide a working environment for its employees that is safe and without risks to their health.

Second-hand smoke, or passive smoking as it is sometimes called, has been found to be detrimental to good health.

The Foundation therefore cannot allow members of its staff to work in an environment where they are exposed to second-hand smoke. **This means that before a member of our staff can come into your home you will need to make sure that it is smoke free.**

If you do not smoke and do not allow smoking in your home then there is nothing you need to do. However, if you or someone else likely to be in your home smokes then you will need to do the following before our staff member can come to you:

- Refrain from smoking inside your home for at least an hour before our staff member arrives.
- Open windows to fully ventilate your home.
- If your disability prevents you from opening your windows our staff will help with this and then return when your home is smoke free.

**Do not smoke, or allow anyone else in your home to smoke, while our staff member is with you.**

The Foundation will:

- Support any member of its staff leaving an environment they consider to be unsafe.
- Pre-book routine visits to give enough time for the tenant to ensure our requirements are met.

*The Foundation also has a general Smoking Policy which, among other things, bans smoking in our offices and communal areas of our sites.*

# TERMINATING A TENANCY

## NOTICE

- Tenants are required to give the Foundation at least 4 weeks notice in writing of their intention to terminate their tenancy.
- In special circumstances, the Housing Services Manager can allow less time. For example, if the tenant has died and someone empowered to terminate the tenancy is doing so in difficult circumstances.
- A Termination of Tenancy Form will need to be completed by the tenant or someone empowered to terminate the tenancy on their behalf, and returned to the Housing Services Manager.

## RENT ARREARS

Any outstanding amounts on the tenant's rent account must be paid upon termination of the tenancy. If the tenant has died, we will need the contact details for the tenant's Estate Administrator, which the person terminating the tenancy should have.

## THE TENANT OR THE EMPOWERED PERSON MUST:

1. Ensure that the property is cleared of all personal belongings and rubbish and left in a tenable condition.
2. Leave the property and the Foundation's fixtures and fittings in good and clean condition and in good decorative order.
3. Cancel any existing personal arrangements with a utility service such as the telephone service, the electricity service, and the gas service.
4. Cancel any existing personal arrangements with the Council, the Health Service, the Chemist etc.
5. Hand in all keys to the property, along with other keys issued by us; and any car parking permits issued.

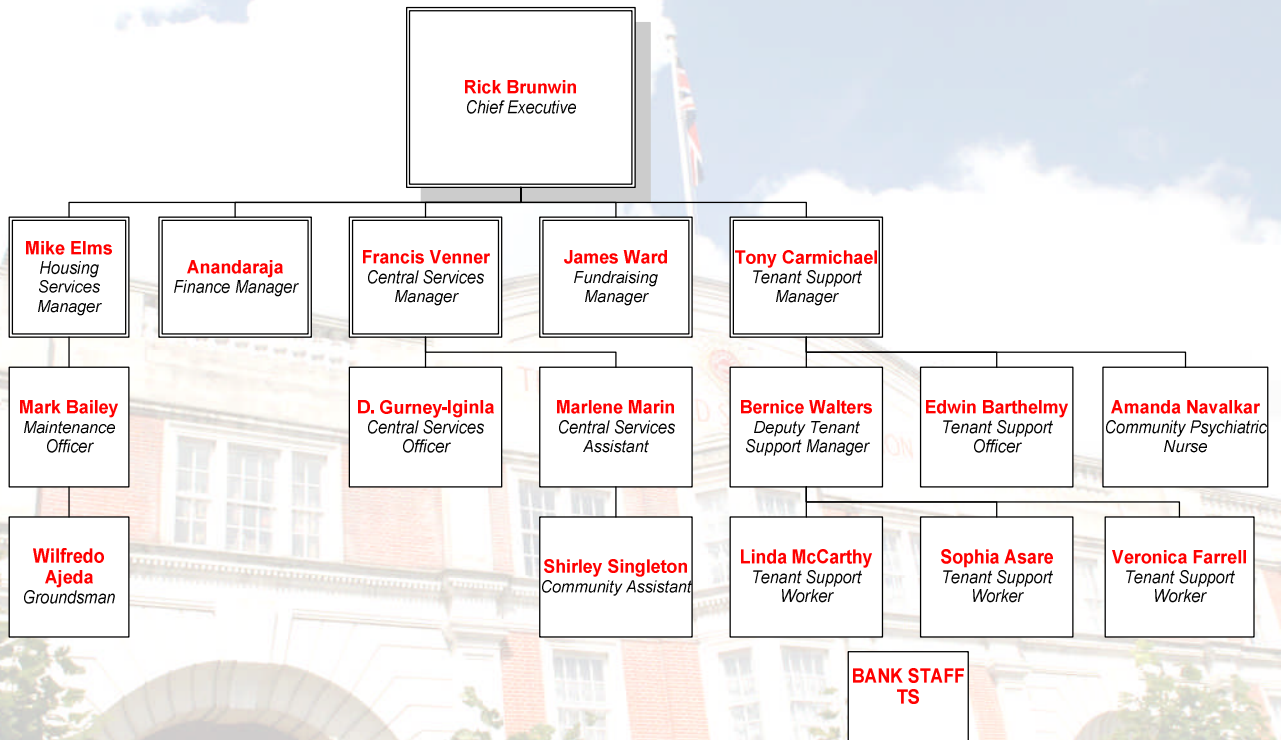
*Ask at Reception for a list of useful contacts*



# APPENDIX A

## OUR STAFF AND STAFF STRUCTURE

THE SIR OSWALD STOLL FOUNDATION  
Staff Organisation Chart (December 2007)



## APPENDIX B

### *PROPERTIES WE OWN OR LEASE*

The Sir Oswald Stoll Foundation owns or leases properties used for housing our tenants across the boroughs of Hammersmith and Fulham, and Hounslow.

PROPERTY	DETAILS
<b>Sir Oswald Stoll Mansions:</b> 446 Fulham Road London, SW6 1DT	<ul style="list-style-type: none"><li>• 157 flats made up of</li><li>• 120 one beds</li><li>• 36 two beds and</li><li>• 1 three bed.</li><li>• 135 of these flats are built to mobility standards</li><li>• 22 flats have full wheelchair accessibility.</li></ul>
<b>William Morris Way:</b>	
<ul style="list-style-type: none"><li>• Passenger House, London SW6 2UP</li><li>• Lansbury House, London, SW6 2UP</li></ul>	<ul style="list-style-type: none"><li>• 5 bed wheelchair adapted maisonette.</li><li>• 5 bed wheelchair adapted maisonette.</li></ul>
<b>Clem Atlee Estate:</b>	
<ul style="list-style-type: none"><li>• Hugh Gaitskill Close, SW6</li><li>• Hugh Dalton Avenue, SW6</li></ul>	<ul style="list-style-type: none"><li>• 2 bed wheelchair adapted house</li><li>• 2 bed wheelchair adapted house</li></ul>



### **Westway:**

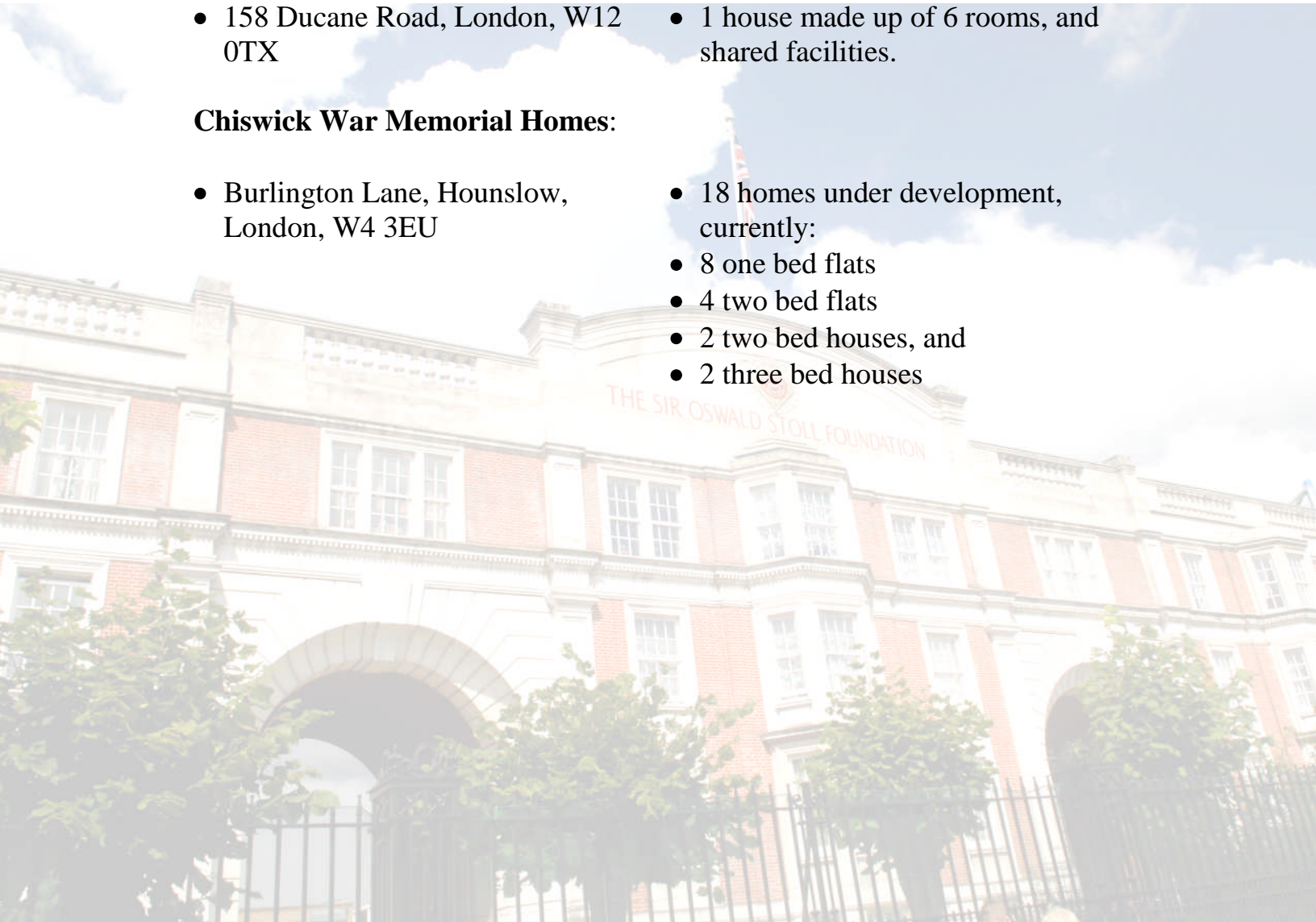
- Banstead Court, 50 – 60 Westway, London, W12 0QH / J
- 20 one bed flats, of which
- 6 are wheelchair adapted

### **Ducane Road:**

- 158 Ducane Road, London, W12 0TX
- 1 house made up of 6 rooms, and shared facilities.

### **Chiswick War Memorial Homes:**

- Burlington Lane, Hounslow, London, W4 3EU
- 18 homes under development, currently:
  - 8 one bed flats
  - 4 two bed flats
  - 2 two bed houses, and
  - 2 three bed houses



## APPENDIX C

### *REPAIR PRIORITIES AND GENERAL REPAIR INFORMATION*

#### **Emergency repairs ( to be completed within 24 hours )**

- ◆ Loss of entire supply of electricity, gas or water.
- ◆ Loss of part supply - i.e. no lights or no power to all sockets, no drinking water
- ◆ Loss of entire heating
- ◆ Any serious water leak, particularly if the building's fabric is in danger
- ◆ Serious roof leak to a flat or communal area
- ◆ Blocked WC
- ◆ Keys lost or stolen ( lock to be changed if flat at risk )
- ◆ Tenant locked in flat
- ◆ Persons trapped in lift
- ◆ Gas leaks (to be reported direct to the gas company)
- ◆ Property insecure following break in or vandalism
- ◆ Any health and safety fault reported in a communal area or communal facility

#### **Urgent repairs ( to be completed within 2 days )**

- ◆ Partial loss of heating during cold periods
- ◆ blockages to sink, bath or wash-hand basin
- ◆ No hot water (unless hot water is required each day for medical reasons)
- ◆ No cold water to bath or wash-hand basin
- ◆ Toilet will not flush
- ◆ Minor water leaks
- ◆ Heating needs adjusting during cold periods
- ◆ No lights or power to sockets in one room
- ◆ Any lift not working
- ◆ Any communal lights not working

All other repairs will be classified as non urgent and will be completed as soon as practical but within 28 days.



### ***TENANTS AT BANSTEAD COURT***

Our tenants at Banstead Court are to report repair requests to L&Q Housing Association.

L&Q manage the Repairs Service for all the homes at Banstead Court.

The telephone number to use to report repairs is **0800 015 6536**

### ***TENANTS AT DUCANE ROAD, WILLIAM MORRIS WAY, AND CLEM ATLEE ESTATE***

If you live at one of the sites above you must call the number below if you have an EMERGENCY REPAIR REQUEST *outside of the Foundation's normal working hours of 9 a.m. to 5 p.m. Monday to Friday:*

**0845 300 5969 (Middletons)**

### **CHISWICK WAR MEMORIAL HOMES TENANTS**

If you live at Chiswick War Memorial Homes, you will need to call the following number if you have an EMERGENCY REPAIR REQUEST *outside of the Foundation's normal working hours of 9 a.m. to 5 p.m. Monday to Friday:*

**020 7540 9850 (Pinnacle)**

### ***ALL TENANTS (except Banstead Court)***

If the repair request can wait, then please call us on **020 7385 2110** during normal working hours, or leave a message on the answer machine and we will get back to you.

## APPENDIX D

### *USEFUL HOUSING BENEFIT CONTACT INFORMATION*

#### FOR HAMMERSMITH & FULHAM

- London Borough of Hammersmith & Fulham Benefits Service  
Housing Centre  
77 Glenthorne Road  
London, W6 0LJ

PHONE: 020 8753 1396

EMAIL: [benefits@lbhf.gov.uk](mailto:benefits@lbhf.gov.uk)

Fulham Job Centre Plus  
Waterford House  
Waterford Road  
Fulham

PHONE: 0845 377 6263

#### LONDON BOROUGH OF HOUNSLOW

Civic Centre  
Lampton Road  
Hounslow  
TW3 4DN

PHONE: 020 8583 2000

WEBSITE: [www.hounslow.gov.uk](http://www.hounslow.gov.uk)



## APPENDIX E

### *RESIDENT/TENANT ORGANISATION LEADERSHIP*

#### The Sir Oswald Stoll Mansions Residents Association

The current Committee Members are:

<i>Chair</i>	<i>Mr. Terry Wood</i>
<i>Treasurer</i>	<i>Mr Michael Wallace</i>
<i>Secretary</i>	<i>Mrs Val Gritz</i>
<i>Member</i>	<i>Vacant</i>
<i>Member</i>	<i>Paul Preston</i>
<i>Coopted Member</i>	<i>Ruby Nicholas</i>
<i>Coopted Membr</i>	<i>George Thornton</i>

#### The Sir Oswald Stoll Mansions Leisure Club

The current Committee Members are:

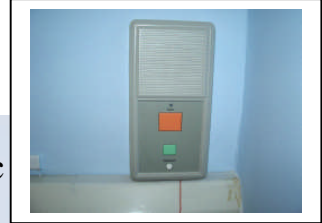
<i>Chair Person</i>	<i>Mrs Cahill</i>
<i>Member</i>	<i>Mrs Neate</i>
<i>Member</i>	<i>Mrs Homer</i>
<i>Member</i>	<i>Mrs Ricketts</i>

Further information on these or other groups of our tenants can be obtained by calling into the Office at 446 Fulham Road.

## APPENDIX F

### *SIR OSWALD STOLL MANSIONS EMERGENCY ALARM SERVICE*

Our service on the Mansions is a 24 hour service, operating 365 days a year. From Monday to Friday, between 9 a.m. and 5 p.m., the service is operated by our Tenant Support Department. At all other times, and on week ends and public Holidays, the service is switched over to the Hammersmith And Fulham Community Alarm Service.



### **THE OUT OF HOURS SERVICE DEALS WITH EMERGENCY REPAIRS AS WELL AS EMERGENCY SUPPORT NEEDS**

- All new tenants on the Mansions are automatically connected to the Alarm Service. Tenants who moved in before April 2000 have the option to Join the Service if they have not yet done so.
- Joining the Alarm Service can give you and your family the peace of mind and sense of security which comes from knowing that help is only a ‘pull cord’ or a ‘pendant click’ away.
- Our flats on the Mansions are fitted with an alarm box and emergency pull cords. Pendants are also available on request. **IF YOU HAVE AN EMERGENCY AND NEED ASSISTANCE CONTACT US BY PULLING ON THE ALARM CORD OR PRESSING YOUR PENDANT.**

### *HOW IS THE SERVICE PAID FOR*

You pay for the Service the same way you pay your rent. If you are on SP (Supporting People) this cost is paid for you from this Fund.

***FOR FURTHER INFORMATION ON OUR EMERGENCY ALARM SERVICE, PLEASE CALL OR COME IN TO THE OFFICE TO SPEAK TO EITHER THE TENANT SUPPORT MANAGER OR THE DEPUTY TENANT SUPPORT MANAGER.***