

# Customer Handbook



Homes that change  
people's lives

# Contents.

3	Welcome
4	Your Housing Officer
5	Your Resident Engagement Officer
6	Your Tenancy
7	Looking after your home
8	Paying your rent
10	Repairs and Maintenance
17	Community
18	Moving in day
19	Budget Planner
21	Money Matters
22	Advice
23	Local Help
24	Getting Involved
27	Ending your tenancy
29	Contact Us

# Welcome.

**‘Our vision is to meet housing need and deliver homes that change people’s lives.’**

Elim's customers include families and single people accessing a wide range of services that include Supported and General Needs Accommodation, Gypsy and Traveller sites and Shared Ownership properties.

We aim to provide housing and services that serve as a platform for growth, helping our customers achieve their aspirations.



Ho details and schedule and REO details pages 4+5



# Your Tenancy.

## **We have the right to:**

- Change the rent or other charges made providing we give you 1 months notice of the change.
- Enter your property, after giving you notice, to carry out inspections, repairs or gas servicing.

## **We are responsible for:**

- Making sure that we carry out the repairs that are our responsibility.
- Consulting with you about any planned changes to your tenancy.
- Carrying out statutory compliance surveys and testing.
- Ensuring that all residents are listened too and part of our resident engagement journey.

## **You have the right to:**

- Live in your home peacefully.
- Be consulted about any major changes affecting your tenancy.

## **Depending on the type of tenancy agreement you may have the right to:**

- Exchange the tenancy (swap homes with another tenant.)
- Succeed to a tenancy (take on a tenancy from a family member if you are living with them, and they pass away.)
- Assign your tenancy (offer the tenancy to a family member.)
- Take in a lodger.
- Make improvements with our written agreement.

## **You are responsible for:**

- Living in the property as your main home, all the time.
- Paying the rent and any other charges when they are due.
- Taking care of the property including reporting repairs when needed.
- Making sure that you, members of your household, visitors or pets do not cause nuisance or annoyance, harass or threaten anyone in the vicinity of your home, including Elim staff, contractors and Board Members.
- Tell us if you are going away for more than 4 weeks  
(for example going into hospital or on holiday.)



# Looking After Your Home.

There are many things you can do to make sure your home stays in good condition. Some of the problems tenants report to us such as condensation and mould can be easily avoided.

For tips on how to deal with these issues visit our leaflet rack online at **[www.elimhousing.co.uk](http://www.elimhousing.co.uk)**

## Home Contents Insurance

As your landlord we only insure the actual building itself. Your personal belongings including furniture, carpets and decoration are not insured by us and are your responsibility. This is the same whether you are a general needs tenant, supported housing customer or shared owner. If you do not have contents insurance, you will have to pay to replace any damaged items by such things as fire, burst pipes or flooding.

We therefore strongly recommend that you obtain contents insurance.

The National Housing Federation can provide information to customers wishing to take out low cost home contents insurance cover by calling them on 020 7067 1010.

## What can your Housing Officer help with?

Your Housing Officer will attend your property throughout your tenancy for 'Keeping in Touch' visits. This is an opportunity to discuss your tenancy and to give any feedback you may have.

You may also see your Housing Officer on estate walkabouts. These are usually arranged monthly and your Housing Officer is happy to meet you when onsite. Please contact the office if you are interested in attending your estate walkabout.

Our Resident Engagement Officer is also available to meet you when onsite. Individual meetings can be arranged by contacting the office.

# Paying Your Rent.

## Paying your rent:

Rents are reviewed every year. Any changes will normally take place annually in April and we will notify you at least 1 month before any change is due.

If you receive Housing Benefit or Universal Credit you must contact the Housing Benefit or Department for Work & Pensions to inform them of any changes.

How much rent you pay, will depend on where you live, and what type of home you live in. Your rent covers:

- Repair and maintenance costs.
- Improvement costs.
- Management costs.
- You may also pay a service charge.

Rent statements are sent to you every 3 months. This shows you the rent, and any other charges as well as any payments that have been made.

## Ways you can pay:

- Setting up a Direct Debit.
- Phone us to talk about any of these options or make payment over the phone on 01454 411172.
- Going online at [www.elimhousing.co.uk](http://www.elimhousing.co.uk).
- Setting up a Standing Order.
- By paying at any pay point with an Allpay card issued by Elim.





# Paying Your Rent.

**Housing Benefit** is assessed and paid by the Local Authority. It is your responsibility to complete a claim form and supply the information requested. Even if Housing Benefit have agreed to pay your rent, you have the overall responsibility for making sure that it is paid and resolving any problems.

**Universal Credit** is a single payment for people who are looking for work or on a low income. You will receive one payment each month directly into your bank account, replacing other working age benefits.

As Universal Credit is replacing Housing Benefit, part of the money you receive is for you to pay your rent and any service charges. We will no longer receive this payment directly and you will be responsible for paying your rent when it is due.

**Service Charges** are charged to people living in properties which have shared areas or facilities. Service charge pays for things like: heating, lighting and cleaning of shared areas, fire safety equipment, door systems and garden maintenance.

**Your Responsibility** Rent must be paid in advance, you can do this on a weekly or monthly basis. If you do not pay your rent you risk losing your home. Paying by Direct Debit is easy to set up and means you won't forget to pay the rent when it is due.

If your Housing Benefit does not cover the full rent due you must pay the shortfall directly to Elim.

If you are in financial difficulty please contact us. We may be able to help by agreeing a payment plan with you or referring you to specialist debt advisors.

If you are having problems paying your rent, please contact us in the first instance, so we can help you on 01454 411172

Please remember, that if you do not pay your rent or service charges, we may take legal action against you, which could result in you losing your home.

# REPAIRS & MAINTENANCE.

## Emergency repairs:

An emergency repair is if there is a danger to the Health & Safety of our customers or the public. For example, burst water pipes or serious electrical faults. We will attend and make safe within 24 hours.

## Urgent repairs:

Are faults that will affect the comfort and safety of our customers or the public. For example, a blocked sink, leaking roof or communal light fault. We will attend within 5 working days to fix any issues.

## Routine repairs:

Most repairs are routine, for example, broken roof tiles, leaking overflow or carpentry repair. Generally these types of work will be carried out within 21 working days unless part of planned work.



# REPAIRS & MAINTENANCE.

## Reporting repairs

Please contact our Head Office on 01454 411172 between 9:00am and 5:15pm Monday to Friday. You can also report your repair online at [www.elimhousing.co.uk](http://www.elimhousing.co.uk).

All repairs that are reported to us are important, but we need to deal with them in order of priority. In an emergency, don't report your repair in writing or online. Call us straight away.

If you have an urgent repair outside our office hours, please contact 0808 169 2910.

## Rechargeable repairs

You are responsible for repairing any damage caused by you, your family or visitors. If you can not carry out a repair for any reason you should contact Elim to discuss this. We may be able to arrange for the work to be carried out by our contractor but you will be required to pay the full cost of this. For example, attendance of a locksmith after locking yourself out of the property.

## Health & Safety

The safety of our customers is paramount and on occasions we will require access to your home to carry out safety checks and servicing. When we require access to your property, we will telephone or write to you and inform you of the need for access. We will try our utmost to arrange a convenient time with you to carry out the inspection/service.

## Unvented pressurised cylinders

Properties that have electrical heating or heating supplied by heat pumps may have their hot water stored in an unvented pressurised cylinder. These must be tested and serviced every 12 months. This will take approximately ½ hour.

# REPAIRS & MAINTENANCE.

## Quick fix!

You may be able to fix some simple issues around your home by yourself. Please use the guides below to see if you are able too, before calling our Repairs Team.

## Bleeding your radiators

Bleeding your radiators helps to get rid of pockets of air, that prevent hot water from circulating correctly. Regularly bleeding your radiators will help keep your heating system running smoothly. If your radiator is making gurgling noises, or takes longer to heat up than usual it could need bleeding. The bottom feeling warm and the top feeling cold is another sure sign your radiators need bleeding.

Before you start you will need: A radiator key or a flathead screwdriver, a towel and a container to catch the excess water.

- Turn off your central heating system and ensure all radiators are completely cool before starting. Then, find the bleed valve. This is usually located at the top of the radiator and is round in shape with a square nut in the middle. Place your towel underneath the valve before inserting the bleed key to catch any leaks. Its also
- advisable to have your container handy in case any large leaks occur. Insert the radiator key slowly and turn anticlockwise until you hear a hissing sound, this is the air escaping. You may experience water leaking from the valve at this point but this is fine. Once the hissing sound has stopped, the radiator is bled and the valve can quickly be turned clockwise until fully closed. Please be aware to not overtighten but ensure its enough to prevent any water leaking. Repeat on other radiators.
-

# REPAIRS & MAINTENANCE.

## Loss of boiler pressure:

- Switch off your boiler and allow it to cool.
- Double check that both ends of the filling loop are attached. This is a flexible pipe used to connect your mains water supply and your boiler. Please refer to your boiler manual if you need help locating the filling loop.
- Pen both valves (or just one, dependant on what kind of filling loop you have) to allow cold mains water into the system. You should be able to hear this coming through.
- Wait for the pressure gauge to read 1 to 1.5 bar.
- Close both valves one after the other (or just the one).
- Switch your boiler back on and if needed, press the reset button.
- Undo both ends of the filling loop and remove. Some water may come out so be careful to catch this and keep your filling loop in a safe place.

## A tripped switch:

If you have a loss of light or power, you may have tripped a switch on your fuse box or consumer unit.

To check if this is the case, open the cover on the customer unit which is usually located in a cupboard or hallway. Check which switches have tripped to the OFF position and put them back to ON.

Sometimes a blown lightbulb or faulty appliance can cause switches to trip on your consumer unit. If this is the case, the appliance will need to be unplugged or the lightbulb changed before you can flick the switch back to the ON position

Please do not tamper with the electricity companies fuse or seals. Do not take any action unless you are confident that you can do it safely and legally. **If you are unsure, please call our Repairs Team.**

## Resetting your prepayment meter after topping up your gas or electric:

Please contact your gas or electricity supplier for advise on how to do this.

# REPAIRS & MAINTENANCE.

## Preventing condensation, damp and mould:

Moisture in the air is caused by daily living, such as cooking, showering and even breathing. This causes condensation which is likely to occur on windows, exterior walls and around door and window frames.

If there is too much moisture from the air forming on cold surfaces without being wiped away or able to escape outside, black mould can grow. The most common places for this to occur are kitchens and bathrooms.

We have provided some tips to help prevent moisture in your home:

- Dry clothing outside where possible. If clothing must be dried inside, try to avoid using a radiator and place the dryer by an open window or in a well ventilated room.
- Keep the trickle vents on your windows open at all times.
- Open curtains to prevent moisture being trapped around windows.
- Wipe away condensation on windows/walls as you see it.
- Try to keep furniture at least an inch away from external walls to allow air to circulate.
- Use extractor fans in your kitchen and bathroom when in use.
- Open your windows in the morning allowing dry air from outside to come in and replace moist air from breathing overnight.
- You can purchase cheap dehumidifiers from most shops that will help absorb excess moisture.
- Keep your home warm.
- 

## Getting rid of damp and mould:

Mould should not be painted over without being treated first. Mould can be cleaned off of walls with a diluted bleach solution or with a mould spray that contains a biocide. Please take precaution when using these sprays and use in a well ventilated area and avoid long term exposure.

Once sprayed, follow the spray instructions and wipe off with a cloth. The area can then be left to dry overnight and repainted.



# REPAIRS & MAINTENANCE.

## Gas safety

Annual servicing and safety inspections are required. All Elim gas appliances that are fitted in Elim properties are regularly serviced and have a Landlord Annual Safety Inspection (CP12) carried out within 10 to 12 months of the previous servicing date. This will take approximately 1 ½ hours. Elim are obliged to issue the certificate to you, and to keep a record of the certificate which can be requested by customers at any time. Elim also fit carbon monoxide detectors when the gas appliance is serviced.

## Resident appliances

Elim will not service or be responsible for appliances installed or owned by its customers.

### Emergency gas safety procedure:

If the you smell gas, immediately follow the procedure below:

- Turn off the gas supply if it is safe to do so.
- Extinguish all naked flames / do not smoke.
- Get to fresh air immediately - open all doors and windows to ventilate the area.
- Contact the relevant National Gas Emergency Tel. 0800 111 999
- Call Elim's Maintenance Team Tel. 01454 41172 during office hours, or our out of hours on 0808 169 2910.
- If you are feeling unwell visit your GP or hospital immediately.
- If the attending emergency operative identifies any concern with any gas appliances, follow the advice given concerning use of the equipment and where advised contact a Gas Safe registered engineer to fix the appliance.
- Do not turn the gas supply on again until it has been checked by a Gas Safe registered engineer.

## Liquefied petroleum gas :

Contact the number on the bulk storage vessel or meter. For cylinder supplies please see local telephone directory for contact details. Then contact Elim: 01454 411172 or our Out of Hours Service on 0808 169 2910 who will instruct a gas servicing contractor to attend.

## PAT testing (Elim equipment only)

Elim supplies some portable electrical appliances to some of its properties and these will require a PAT test every two years. This does not include items like washing machines, fridges and electric heating. The PAT is to ensure portable equipment is in good condition and safe to use

# REPAIRS & MAINTENANCE.

## Fire safety

Elim has a legal responsibility to carry out a Fire Risk Assessment of communal spaces, this includes the flat doors leading off these spaces, every 5 years with 2 yearly reviews. Inspection of fire doors are mandatory, if you reside in a flat or shared house this will take about 10 minutes. Communal areas may have fire detection systems and emergency lighting, these systems are regularly tested and maintained.

What you can do to reduce fire risk in your home:

- Do not overload electrical outlets. Cords should not be frayed or damaged.
- Make sure any equipment connected to the mains is in good condition.
- Make sure that combustibles like drying clothing, are not too close to heaters.
- Never smoke in bed or near soft furniture.
- Keep matches and lighters out of the reach of children.
- Never use extension cords with heating or air conditioning equipment.
- Close your downstairs doors at night before going to bed.

## Electrical

Testing is legally required every 5 to 10 years and will take about 1 ½ hours, the electricity supply will need to be switched off for about 20 minutes whilst any faults are corrected. Elim retain a copy of the Electrical Installation Condition Report which is available to customers on request.

## Asbestos

5 yearly Asbestos Management Surveys are required, as well as 2 yearly reviews. This may not apply to your property; you will be notified if your property is affected. The Asbestos Management Survey review will take about 15 minutes.

If Asbestos is found, we have a duty of care to inform you of the locations and type in your property, as well as anyone else who this may affect.

Asbestos that is left undisturbed, presents no health risk but if damaged can release fibers. Painting of surfaces is allowable. Surfaces should never be rubbed down or have drawing pins inserted.

Customers are not permitted to carry out alterations that may disturb asbestos and if there is any concern about the condition of asbestos, you should contact us as soon as possible.

## Water management (Legionella)

Elim regularly test and clean communal systems and monitor water temperatures using an approved water management contractor. Access may be required occasionally to take a sample. To reduce the risk of Legionella, you can ensure that shower heads are cleaned regularly. If your home is unoccupied for more than 1 week, upon return, run all taps and shower head in a bucket of water for 3 minutes, flush your toilet, and keep cisterns covered.



# COMMUNITY.

## Being a good neighbour

Everyone is entitled to the peaceful enjoyment of their property. Quiet or peaceful enjoyment means you can live normally in the property without suffering any unnecessary interruptions.

You should expect your neighbours to respect your privacy and comfort, and you should respect theirs. Always remember to be tolerant of others and think about whether your expectations of them are fair.

### You can be a good neighbour by:

- Keeping your garden tidy
- Putting your rubbish out on the right day
- Keeping the noise down
- Not leaving items in communal areas
- Not fly-tipping

### If your behaviour has been unacceptable

If your behaviour, or that of any of your household members or visitors, is found to have caused a nuisance to another person you may be found to be in breach of your tenancy agreement. If this is the case we will review the evidence and take appropriate action against you. This could put your tenancy at risk.

### Reporting anti-social behaviour

We have high expectations of all of our customers and will deal quickly and firmly with any issues, but we don't get involved in 'tit for tat' arguments. We want you to get on with your neighbours and if needs be, make an effort to sort out any differences you may have with them – a calm and reasonable chat will often help sort things out – without the need to get others involved.

However, if you have tried this or you do not feel able to, please get in contact with your Housing Officer or a member of the Customer Service Team on 01454 411172. Our service will give you honest advice about what we can and can't do to put a stop to such behaviour.

If anyone is in immediate danger or you witness any illegal or worrying activity, please call the Police on 999.

# MOVING IN DAY.

Moving in to your new home is very exciting and there can be a lot to think about. We have put together an essential checklist for moving day to help you out.

## Who to tell you are moving:

- Telephone and internet providers.
- TV Licencing— Your TV licence doesn't automatically move with you when you move home.
- Bank, building society, pension providers and any other companies you have loans and investments with.
- Credit card and store card companies.
- Department of working pensions (for benefits).
- HMRC.
- Local council.
- Register with a local doctors surgery and dentist.
- Your employer.
- The schools your children attend.
- DVLA to change the address on your driving licence.
- Your car insurance.
- Friends, family and colleagues.
- The post office to redirect any other post.
- 

## In your first week

Why not go out this week and get to know your new neighbour hood?

You could take a walk to check out the local shops, park or community spaces.

Your neighbours will have loads of information about your local area so be sure to say hello when you see them out and about.

- Organise your home contents insurance. We do not insure any of your items inside your home, it is advisable to have contents insurance incase of an emergency such as a fire or flood. Have a clear out as you unpack. There is no point keeping items
- you don't use! You could donate unwanted items to a local community group or join a local selling group.

# BUDGET PLANNER.

Careful budgeting could make sure that there is still some cash left come rent day or the end of the month. The secret to budgeting is about dividing expenses into costs we cannot avoid, bills we must pay but can control and essentials we could get cheaper or do without.

We get that it can be hard to budget so we have created the monthlbudget planner below to help you organise your finances.

## First, lets work out your monthly income:

Job Earnings £	Other Benefits £
Partners Job Earnings £	Pension £
Universal Credit £	Housing Benefit £
Child Benefit £	Other £
<b>Total £</b>	

## Then, what MUST be paid:

Rent/Mortgage £	TV Licence £
Council Tax £	Water Rates £
<b>Total £</b>	

## What can you control?:

Home Insurance £	Life Insurance £
Electricity £	Doctor/Dentist £
Gas/Oil £	Medicine/Drugs £
Phone/Internet £	Pet Care £
Car Payments £	Other Health Items £
Furnishings £	Debt Repayments £
Fuel £	Credit Cards £
Public Transport £	Student Loans £
Other Travel £	Car Insurance £
Bank Fees £	Other £
Child Care £	
<b>Total £</b>	

# BUDGET PLANNER.

## What can you cut back on?:

Groceries £	Pension £
Clothing £	Investments £
Cleaning £	Newspaper £
Lessons £	Magazines £
Hairdressing £	Memberships £
Pet Food £	Donations £
School Lunches £	Gifts £
Savings £	Other £
<b>Total £</b>	

## The things we enjoy:

Streaming Services £	Hobbies £
Music £	Film/Photos £
Games £	Sports/Gym £
Eating Out/Takeaways £	Day Trips £
Movies/Theatre £	Toys/ Gadgets £
Cigarettes/Tobacco £	Holiday/Travel £
Books £	Alcohol £
<b>Total £</b>	

## Monthly Budget Summary:

**Total Income £**

**Total Expenses £**

If you have a negative balance, try to cut more expenses. If this isn't possible, please contact your Housing Officer for advice.

# MONEY MATTERS.



## Our quick tips for saving energy in your home:

- Turn off appliances and electronics at the plug. You can save up to £45 a year just by not leaving your electronics on stand by.
- Draught proof your windows and doors. Use draught excluders and insulated curtains to keep out the cold.
- Turn off the lights. Turning off the lights when you're not in the room could save you £10 per year.
- Wash your clothes on a lower heat. Washing clothes on 30 degrees rather than 40 can save you a significant amount each year. Make sure the machine is full and only wash clothes when you need too.
- Avoid using a tumble dryer where possible.
- Spend less time in the shower. Cutting your showers down by just a few minutes will save you up to £60 per year.
- Keep radiator temperatures lower in rooms you aren't using.
- Microwaves, slow cookers and airfryers use much less electricity and are cheaper to run than traditional cookers which can cost £320 a year to run.

## Debt advice

Occasionally things go wrong and we can end up in debt. Its nothing to be ashamed of but its important to act quickly.

Below are a few tips to keep us on the right track and remember your Housing Officer is here to help point you in the right direction:

- Do open your letters and post every day so nothing is missed.
- Pay as much as you can afford every week, even if its just a small amount. Payment plans can always be set up.
- Understand the interest if applicable.
- Check that you are receiving all the benefits you are entitled too. You can use the GOV.UK website to work out what you should be receiving.
- Don't borrow from a loan shark or unlicensed lender
- Ignore the problem. There is help out there.
- Be scared to speak to lenders/creditors.
- Borrow more money to pay off your debts.

The Debt Respite Scheme gives us certain protections. It means the companies you owe money wont be able to take action or contact you for while and charges will be frozen. Contact Citizens Advice for further information on the scheme.



# ADVICE.

## **Your Housing Officer**

If you think you might be struggling or could slip into arrears, you should take to your Housing Officer straight away. They can advise on benefits, one off payments or payment plans. They can also talk you through the range of funds Elim has to help our residents.

## **Your Local Council**

If you are struggling with your rent your local council may consider you for a Discretionary Housing Payment. The rules vary from council to council so give them a call to check what you need to apply.

You could also be eligible for a Council Tax reduction if you live alone or are on a low income.

## **Healthy Start**

Healthy start is a government scheme to help families and mum to be with money towards food and milk. They can be used to buy milk, formula, fruit, veg and other healthy foods. You could also be eligible to get Child Tax Credit. You can find out more information on the above my looking online.

## **Food Banks**

There are food banks based all around the country. They provide boxes of food/dried goods for those in need. You will most likely need a voucher to use a food bank which you can get from your local council, doctors, health workers or charities. To find your nearest foodbank search 'food bank map' online.

## **Citizens Advice**

Adviceline is Citizens Advice national service in Wales and England. You can contact them on:

- 03444 111 444 (England)
- 03444 772 020 (Wales)

## **Money Help**

Credit Union: call 0161 832 3694 to find one local to you.

National Debtline: 0808 808 3900

Stepchange Debt Charity: 0800 138 1111

## **Mental Health**

Life can be stressful for all of us, but there are people who can help. You are never alone.

- Mindline: 0300 123 3393 (Mon-Fri 9am-6pm)
- Samaritans: 116 123 (24/7)
- NHS Website

Local places for furniture food etc. (Bristol, bath, Gloucester, Weston, wales, Birmingham)

# GETTING INVOLVED.

At Elim we value your feedback and suggestions on how our services could be improved. By getting involved you can contribute to the decisions we make about a number of different issues including how we manage your home.

## **Comments, compliments and complaints**

Elim Housing is committed to delivering high quality services to all its customers. We welcome feedback to help us understand what we are doing well, where we could improve, or if a mistake was made. We use the feedback we receive to improve and change our services for you.

If you would like to make a comment, raise a compliment or complaint please contact us either through our website, by phone, via email or letter.

**Tel. 01454 411172 [www.elimhousing.co.uk](http://www.elimhousing.co.uk) [info@elimhousing.co.uk](mailto:info@elimhousing.co.uk)**

**Policy, forms & procedures** All our policies and procedures are available on our website at [www.elimhousing.co.uk](http://www.elimhousing.co.uk)





# GETTING INVOLVED.

You can choose to get involved with Elim Housing and have your say about the services we provide in a number of ways. We know that everyone has different interests and limits on their time and availability, but we want to make sure that all our customers have the opportunity to share their views, provide feedback and influence our future plans and ways of working.

## **Survey Responses and Site Visits**

Our surveys are useful to inform the decisions and action we take within Elim but also enable us to compare our performance to other organisations. We currently carry out quarterly customer satisfaction surveys, these are carried out by an independent external organisation who randomly select a range of our customers to call. We may also give you a call after any repairs or maintenance on your property, your feedback on our process and the repair itself is vital to improving our services.

## **One-off Projects**

From time to time you may be invited to join one-off projects with staff or receive opportunities to join 'pilot groups' to test out and provides feedback on new services or products such as the online customer portal. We will advertise these opportunities through the Facebook page, on our website and via our newsletters.

**Twice yearly Customer Feedback Sessions** Following the first meeting in April 2021, all our customers are invited to join our quarterly 'Customer Feedback' sessions. Scheduled in the evening, these digital sessions will be led by Elim's leadership team so that customers can hear directly from Elim's Chief Executive, find out more about the Housing Association's business plans and to have their say.

**Join Elim's Scrutiny Group** This is a new group, which will be made up of between 4 and 12 Elim Housing Association customers.

The purpose of the new scrutiny group is for customers to have a say in decision-making that affects them and to ensure that they are able to independently scrutinise performance and hold Elim to account for the decisions that affect the quality of the homes and services we provide.

The Customer Scrutiny Group will have a direct link with our Board and senior staff to ensure that customers are heard and represented at every level in the organisation.

# GETTING INVOLVED.

## **People and Culture Committee Membership**

We are currently looking for up to two new Committee members who have experience as residents of Elim Housing to join the People and Culture Committee. The People and Culture Committee is one of the three committees of the Elim Board, and it is responsible for making sure that our customer strategy is carried out, and that we have the right people (staff), culture and internal systems to deliver effective housing and support services and good quality customer service. Members focus on ensuring we make service improvements based on performance measures and customer feedback.

## **Elim Group Board Membership**

We are aiming to recruit an Elim customer to join our Group Board and work will soon be underway on the information pack for this role.

No previous Board experience is required, as training and support will be provided, but we will be seeking someone with an interest in the strategic and operational improvement of Elim's services.

If you would like to speak to us about the future Board role and discuss the skills and experience you could bring to the Group Board, we would be interested to hear from you at any time. Please contact [info@elimhousing.co.uk](mailto:info@elimhousing.co.uk) or call head office on 01454 411172 to arrange an informal conversation.

## **TPAS Membership**

We are members of TPAS! They are a group dedicated to improving tenant engagement standards across the country. They bring tenants, landlords and contractors together through a wide range of services, independent and impartial advice, support, consultancy, and training.

Tenants and Landlords come together to learn the skills and knowledge we need to work together, because together we can have conversations that matter. Finding solutions together, saving money and bringing lasting change to communities. You can join for free using our membership, you will have access to skill development opportunities, online resources, webinars and online events and networking groups.

# GETTING INVOLVED.

## Together with Tenants

Together with Tenants is a national initiative that focuses on strengthening the relationship between residents and housing associations.

Elim has committed to adopting the Together with Tenants charter. Housing associations that adopt the Together with Tenants charter are making six commitments;

**Relationships:** Housing associations will treat all residents with respect in all of their interactions. Relationships between residents and housing associations will be based on openness, honesty and transparency.

**Communication:** Residents will receive clear, accessible and timely information from their housing association on the issues that matter to them, including important information about their homes and local community, how the organization is working to address problems, how the organization is run, and information about performance on key issues.

**Voice and influence:** Housing associations will seek and value the views of residents, and will use this information to inform decisions. Every individual resident will feel listened to by their housing association on the issues that matter to them and can speak without fear.

**Accountability:** Collectively, residents will work in partnership with their housing association to independently scrutinize and hold their housing association to account for the decisions that affect the quality of their homes and services.

**Quality:** Residents can expect their homes to be good quality, well maintained, safe and well managed.

**When things go wrong:** Residents will have simple and accessible routes for raising issues, making complaints and seeking redress. Residents will receive timely advice and support when things go wrong.





# ENDING YOUR TENANCY.

**Ending your tenancy** The amount of notice you need to give will be stated in your tenancy agreement. It is usually 4 weeks for general needs residents and 2 months for intermediate rented or rent Homebuy properties. You can give more notice than this if you wish. When your tenancy ends you need to:

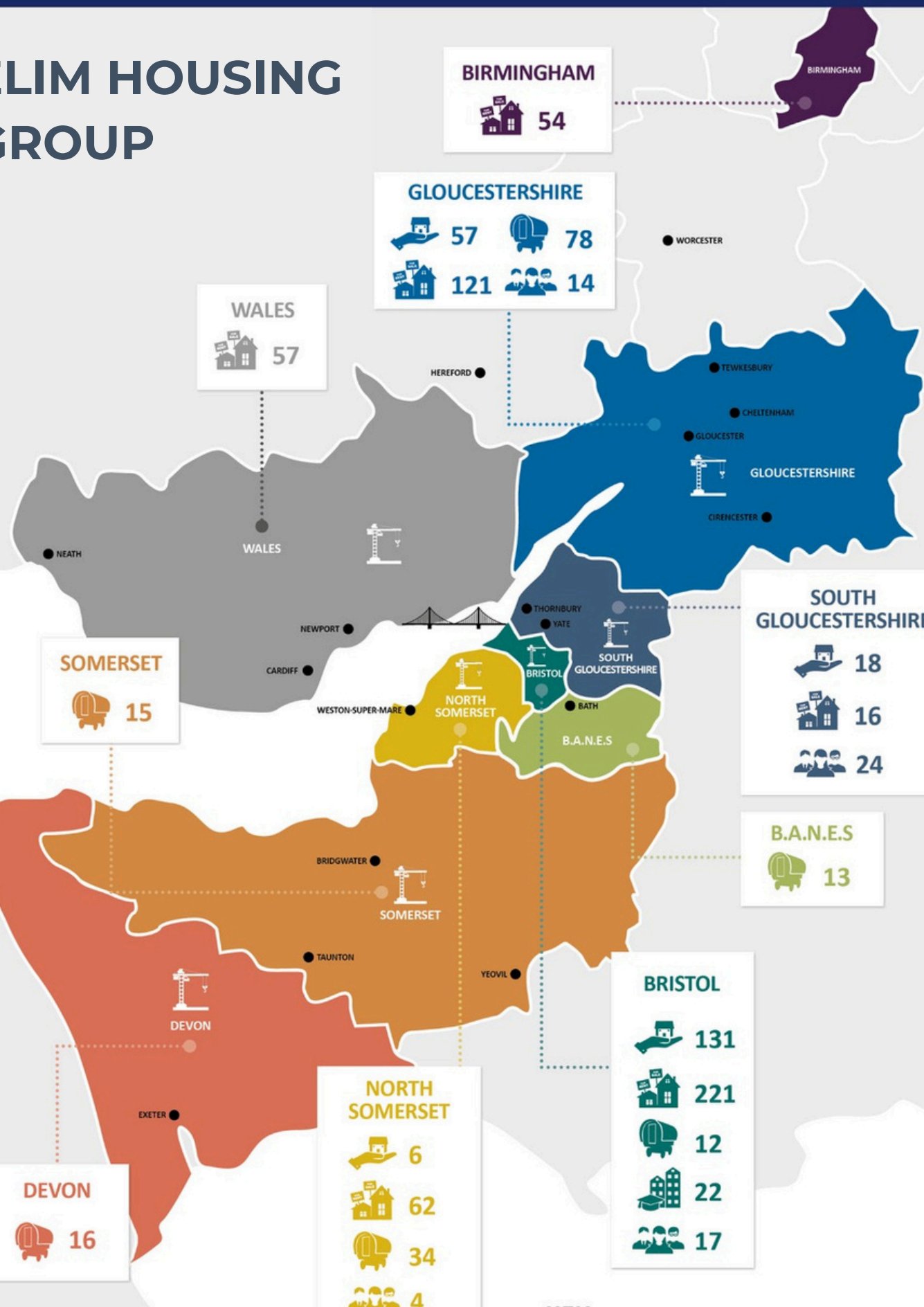
- Have paid all rent up to the end of your tenancy.
- Remove all your possessions and rubbish. We will charge you if we have to do this.
- Leave the property, garden and any attached buildings in good, clean order.
- Make sure you have done any repairs which are your responsibility. If more work is required that you are responsible for, we will re-charge you.
- Make sure you leave the property secure, locking all doors and windows.
- Make sure you return all the keys to the property to us. Your tenancy will not be ended and you will be charged rent until they are returned.

You can find further information on ending your tenancy via our website at [www.elimhousing.co.uk](http://www.elimhousing.co.uk)

Or by contacting your Housing Officer at 01454 411172 or using their details on Page 4 of this handbook.



# ELIM HOUSING GROUP



## KEY

-  SUPPORTED ACCOMMODATION
-  HOMES FOR RENT OR SHARED OWNERSHIP
-  GYPSY & TRAVELLER ACCOMMODATION
-  STUDENT ACCOMMODATION
-  STAFF
-  DEVELOPMENT OR GROWTH ACTIVITY UNDERWAY

# CONTACT US.

Elim Housing Association  
Units 3 & 4 Pinkers Court  
Briarlands Office Park  
Gloucester Road  
Rudgeway  
Bristol  
BS35 3QH

Telephone: 01454 411172  
Email: [info@elimhousing.co.uk](mailto:info@elimhousing.co.uk)  
Website: [www.elimhousing.co.uk](http://www.elimhousing.co.uk)

Our Customer Handbooks are available in large print and in other languages upon request. Please contact us on 01454 411 172 or email [info@elimhousing.co.uk](mailto:info@elimhousing.co.uk) if you would like to request these formats.

Nasze Podręczniki są dostępne na żądanie w dużym druku oraz w innych językach. Skontaktuj się z nami pod numerem 01454 411 172 lub napisz [info@elimhousing.co.uk](mailto:info@elimhousing.co.uk), jeśli chcesz zamówić te formaty.

Nos manuels sont disponibles en gros caractères et dans d'autres langues sur demande. Veuillez nous contacter au 01454 411 172 ou envoyer un courriel à [info@elimhousing.co.uk](mailto:info@elimhousing.co.uk) si vous souhaitez demander ces formats.

**Our Head Office is open between 9.00am and 5.00pm  
from Monday to Thursday. 9.00am to 4.00pm Friday.  
We are not open on bank holidays.**