



TENANTS HANDBOOK



SECTION	1	How to Contact us
SECTION	2	Customer Service Standards
SECTION	3	Repairs & Maintenance
SECTION	4	Rent & Money Matters
SECTION	5	Your Tenancy
SECTION	6	Compliments & Complaints
SECTION	7	Anti-Social Behaviour
SECTION	8	Tenant Participation – Having Your Say
SECTION	9	Moving to Another Property
SECTION	10	Sheltered Housing
SECTION	11	Tenancy Sustainment & Welfare Services
SECTION	12	Other Useful Information

We want to make it as easy as possible for you to contact us and use our services. You can contact Head Office or our local Estate Offices by e-mail, via our website www.ids.org.uk, calling in person or telephoning.

All of our Estate Managers also have mobile phones so that you can contact them during working hours when they are out of the office. We also have a Duty Caretaker system on our main estates, so that in an emergency, you can call a Caretaker for assistance between 5pm and 8.30pm weekdays and 8.30am and 12.30pm weekends.

HEAD OFFICE

Industrial Dwellings Society
1st floor, Anna House
214-218 High Road
London
N15 4NP

Tel: 020 8800 9606
Fax: 020 8800 5990
Email: housing@ids.org.uk
Website: www.ids.org.uk

OUT OF HOURS EMERGENCY REPAIRS

MNM Property Services 020 8523 6689 cover the following properties

Ajex House, Charlotte Court, Cross Keys Court, Evelina Mansions, Genas Close, Hilary Dennis Court, Leslie Prince Court, Mocatta House, Navarino Mansions, Rebecca House, Stepney Green Court, Hackney Housing Co-operative properties and other street properties.



Gilmartins 0800 849 9082 cover the following properties

372 Finchley Road, Clifford Lawton House, Evelyn Court, Follybrook House, Gabriel House, Inglis Way, John Golding House, Koban Court, Laurel Court, Mountside Walk, Nathaniel Court Olive Court, Stoke Newington Estate – Coronation & Imperial Avenue and Windmill Street.

Gilmartins ///

ESTATE OFFICES

EVELINA MANSIONS

New Church
Road
Camberwell
London SE5 7JN

ESTATE MANAGER

Ricky Kasabi



Tel: 020 7703 2433
Mob: 07977 277 011
rkasabi@ids.org.uk

CARETAKER

Darell Thompson Mob: 07890 194 023



EVELYN COURT

Bays 1 & 2
Amhurst Road
London E8 2BP

ESTATE MANAGER

Richard Cousins



Tel: 020 7254 2210
Mob: 07977 277 009
rcousins@ids.org.uk

CARETAKERS

**Mohamed Bouyahiaoui, Neil Thompson
Dean Walsh Michael Rowan**



Mob: 07814 569 952

NAVARINO MANSIONS

Dalston Lane
London E8 1LB

ESTATE MANAGER

David Donovan



Tel: 020 7923 0745
Mob: 07922 141 675

CARETAKERS

Val McLoughlin, Darren Pemble



Mob: 07922 153 902

**STOKE NEWINGTON
ESTATE & NATHANIEL
COURT**

Coronation Avenue & Imperial
Victorian Road
London N16 8DX

ESTATE MANAGER

Catherine Gibson



**Tel: 020 7923 9676
Mob: 07977 277 008**

cgibson@ids.org.uk

CARETAKERS

Omar Funes, Michael Rowan



Mob: 07977 277 015

**STEPNEY GREEN COURT,
MOCATTA HOUSE &
REBECCA HOUSE**

Stepney Green
London E1 3LL

ESTATE MANAGER

Ricky Kasabi



**Tel: 020 7790 3755
Mob: 07977 277 011**

rkasabi@ids.org.uk

CARETAKERS

**Rafael Larce 07970 809 164
Shuzna Khatun 07815 001 141**



SHELTERED SCHEMES

SCHEME

CONTACT DETAILS

AJEX HOUSE

3/5 East Bank Stamford Hill
London N16 5RT

SCHEME MANAGER
Lyudmila Khachatryan



Tel / Fax: 020 8802 3348
Email: ajx@ids.org.uk

CHARLOTTE COURT / ABRAHAM COHEN COURT

39 Clarence Avenue
Gants Hill
Ilford
IG2 6JL

SCHEME MANAGER
Margaret Hartley



Tel / Fax: 020 8518 6416
Email: cc@ids.org.uk

CLIFFORD LAWTON HOUSE

3 Whiston Road
London E2 8BN

SCHEME MANAGER
Janice Dalziel



Tel / Fax: 020 7729 6516
Email: jdalziel@ids.org.uk

NAVARINO MANSIONS

Dalston Lane
E8 1LB

SCHEME MANAGER
Merle Donovan



Tel / Fax: 020 7923 3350
Mob: 07922 141 511
Email: merle@ids.org.uk

STEPNEY GREEN COURT

'G' Block
Stepney Green London E1 3LW

SCHEME MANAGER
Janice Dalziel

Tel / Fax: 020 7790 5206
Email: sgcqb@ids.org.uk

HILARY DENNIS COURT
34 Sylvan Road
Wanstead E11 1QX

Nicole Zelman
Craig Warren

Tel: 020 8532 9656
Tel: 020 8532 9466
Fax: 020 8530 2849
Email: hdc@jbd.org



**INDUSTRIAL
DWELLINGS
SOCIETY**
EST 1885



IDS aims to provide an efficient, responsive service to its tenants/applicants and the community in which it operates.

We set standards of service that you can expect from IDS as follows:

SERVICE	STANDARD
VISITORS TO IDS OFFICES	Should be seen and greeted by our receptionist within 1 minute.
TELEPHONE ENQUIRIES	We aim to answer all calls within 4 rings.
REQUEST FOR HOME VISIT	Appointment arranged to take place within 10 working days.
WRITTEN ENQUIRIES	Response within 5 working days of receipt of letter or email.
COMPLAINTS	When we receive a complaint within our Complaints Resolution and Customer Care policy, we will acknowledge receipt within 3 working days and appoint a lead officer to carry out the investigation. We aim to respond with a resolution or an explanation within 10 working days.
REPAIRS	We will carry out repairs within published timescales (see page 11)
BOILER SERVICING	We will service your gas boiler every 12 months (except leaseholders/shared owners) – you must provide us with access.
ANTI SOCIAL BEHAVIOUR	We will respond to reports of anti-social behaviour within 24 hours if there is a threat of violence or 5 working days for less serious cases.
SATISFACTION SURVEYS	We will carry out regular satisfaction surveys of our core services. We monitor satisfaction with repairs, complaints, anti-social behaviour and lettings on a continuous basis. Results are published online and summarised in our Annual Report. An independent survey of customer satisfaction is carried out every three years.



REPORTING REPAIRS

CHECKLIST

- > Report repairs to your Estate Manager or Sheltered Scheme Manager
- > Supply contact details and a time you are available
- > Allow IDS and its contractors access to inspect and carry out the repair

You will need to tell us about any repairs that we are responsible for as soon as possible after you notice a problem. We are not responsible for repairs unless we are aware of them and the problem may become worse if it is not dealt with properly.

Report repairs to your Estate Manager or Sheltered Scheme Manager either by telephone or in person. The information within this handbook gives contact details for your estate. Please make sure that you give your name, address and telephone number and when you will be at home. It may be necessary for us to inspect the problem before issuing a repair order. You will be given a copy of the order which will include details of when the work should be completed. You should allow IDS and our contractors access to inspect and carry out the repair.

OUT OF HOURS EMERGENCY REPAIRS

CHECKLIST

- > Report directly to our emergency contractor

Emergency 'out of hours' repairs should be reported directly to our emergency contractor. This service only operates out of normal working hours, details can be found in the 'How to Contact Us' section of this handbook.

It is often the case that the emergency contractor will only 'make safe' the repair. Follow on works will be then undertaken during normal working hours.

OUT OF HOURS EMERGENCIES FOR SHELTERED HOUSING TENANTS

CHECKLIST

- > Report repairs using care line equipment fitted in home

Tenants who live in our sheltered housing schemes can contact the out of hours emergency service by using the care line equipment fitted in their homes.

HOW LONG DOES IT TAKE TO CARRY OUT REPAIRS?

CHECKLIST

- > See list in SECTION 3/02 for IDS' response time targets for dealing with repairs

We aim to get all repairs done as quickly as possible. The list below shows targets set for staff and contractors to deal with repairs reported by tenants.

If your repair is not responded to within the target response time, and you have not been told why, please contact your Estate Manager or Sheltered Scheme Manager again.

APPOINTMENTS FOR CARRYING OUT REPAIRS

We aim to make an appointment with the repair contractor when you report them to us. But if you prefer arrangements can be made by you direct with the contractor.

Appointments can be requested for:

First appointment (9am) Morning (9am – 12noon) Afternoon (12 noon – 5pm)

Repairs are undertaken during 9am – 5pm Monday to Friday (apart from emergency repairs).

TARGET RESPONSE TIMES	
	(Unless agreed through a fixed appointment)
EMERGENCY REPAIRS	24 hours
URGENT REPAIRS	7 days
NON-URGENT REPAIRS	21 days
PROGRAMMED WORKS	As part of a scheduled programme
EXAMPLES OF REPAIRS BY RESPONSE CATEGORIES	
EMERGENCY REPAIRS (INCLUDING OUT OF HOURS SERVICE)	<ul style="list-style-type: none"> > No hot water > No central heating (during the winter period) > Glazing (boarding up only) > Blocked soil/waste stack, toilets > Leaks to plumbing, including overflow pipes > Electrical failure (excluding fuses) > Damaged flat entrance door, frame or lock > Lifts > Play equipment > Door entrance systems, including making safe external doors
URGENT REPAIRS	<ul style="list-style-type: none"> > Glazing, if window was boarded up > Repairs to internal doors > Wall and floor tiles > Taps > Doors and drawers to units > Items that were made safe as an emergency repair
NON-URGENT REPAIRS	<ul style="list-style-type: none"> > Replacement of damaged baths, wash basins, WC pans > Replacement of damaged sink top, base or wall units and work tops
PROGRAMMED WORKS	<p>Programmed works include regular maintenance works or part of a programme of replacements. These may be the cleaning of drains, service of showers etc and programmes to replace central heating systems, boilers, kitchens, bathrooms for example.</p>

EMERGENCY REPAIRS

CHECKLIST

- > Get to know where main fuses and water stopcocks are in your flat

In case of an emergency, you will find relevant telephone numbers in the 'How to Contact Us' section of this handbook.

It is worth knowing where the main fuses and water stopcocks are in your flat before there is an emergency. Your Estate Manager or Sheltered Scheme Manager will be pleased to give you any advice you may need.

If you have a burst pipe, turn off the stop valve and open the taps to reduce the amount of water in the system. If the water has flooded through a light fitting do not turn the light on until it has been checked.

RESPONSIBILITY FOR REPAIRS

OUR DUTIES

We are responsible for repairing the structure and outside of the property as well as shared parts of the building in which you live.

We are also responsible for the maintenance of services such as water and electricity and any equipment we supplied for room and water heating, for example, central heating and immersion heaters. You must provide us with access to carry our repairs in your flat. Where a tenant fails to provide access they may be charged for a call out.

TENANT REPAIRS

You are responsible for the little jobs such as changing fuses, clearing blocked sinks and protecting against frost in cold weather.

DAMAGE CAUSED BY TENANTS

- > As a tenant, you are responsible for repairing any damage caused by you, your family and guests.

As the tenant, you are responsible for repairing any damage caused by you, your family and guests. We might hold you responsible for the cost of rectifying the following damage unless there are reasonable grounds to show otherwise:

- > Damage caused by overflowing sinks, baths and washing machines;
- > Blocked drains and damaged waste pipes caused by cooking oil/fat, disposable nappies, plastic bags etc;
- > Broken glass and damage caused by forced entry or domestic accidents;
- > Damage to sinks, basins or toilet pans;
- > Damage caused by condensation, for example from blocked air vents and drying of clothing in your property;
- > Damage caused by a member of your family or a visitor by an act of vandalism or negligence.

RESPONSIBILITY FOR REPAIRS CONTINUED**INTERNAL DECORATION**

- > It is your responsibility to decorate the inside of your home

It is your responsibility to decorate the inside of your home. We will decorate the outside and shared parts as part of our regular programmed works. If you are disabled or elderly and there is no-one to help you, please contact your Estate Manager, Sheltered Scheme Manager or the Welfare staff at head office and we may be able to find someone to help, although we cannot guarantee this.

GARDENING

If you have a private garden, you are responsible for looking after it. We will look after the common garden areas but tenants who enjoy gardening and would like to help are always welcome to. If you want to do this please contact your Estate Manager or Sheltered Scheme Manager.

FROST PROTECTION

Serious damage can be done to pipes, cisterns, sinks and basins by water expanding when it freezes in cold weather. The result will only be seen when the water thaws again and flooding occurs. At the start of a cold spell, take these precautions:

- > Keep your home as warm as possible;
- > Know where to find the main water stop valve and how to turn it off. (If you think this does not work properly, ask us to check and repair it).

CONDENSATION

- > Condensation can be caused by water vapour and steam from cooking, hot baths or from drying clothes

Dampness is often caused by condensation. This happens when moist air reaches a cold surface and forms droplets of water. Condensation can be caused by water vapour and steam from cooking, hot baths or from drying clothes. To reduce the amount of condensation in the air remember:

- > Do not dry clothes indoors, on radiators or in the bathroom
 - > Vent all tumble dryers to the outside
 - > Have enough ventilation when cooking and close kitchen and bathroom doors when these rooms are being used. Open windows slightly afterwards, keep trickle vents open and lids on saucepans when cooking. Use extractors if fitted.
 - > Keep your property warm. Low level heating helps to reduce condensation. Wipe excess moisture from your windows daily using a cloth, such as a tea towel. As stated in your tenancy agreement, IDS does not permit you to use paraffin or liquid gas fires – apart from the fire risk, they also give off a lot of water vapour.
 - > Allow air to circulate around furniture, particularly wardrobes and keep tops of wardrobes clear. For wardrobes – empty, clean all surfaces with a mould killer/disinfectant then dry thoroughly. Ensure that all clothing/footwear placed in the wardrobe is absolutely dry and aired with good ventilation.
 - > Wash down all areas of mould growth regularly with a mould killer/disinfectant.
-

RESPONSIBILITY FOR REPAIRS CONTINUED

YOUR RIGHT TO COMPENSATION

You have the right to compensation, under certain conditions, in respect of:

- > Our failure to repair within the specified period;
- > A loss of service;
- > Improvements undertaken by tenants to their property.

Written permission must be obtained for the improvement along with confirmation that the improvement is eligible for compensation, which will be paid when you leave the property.

Full details on your right to compensation can be obtained from our head office, your Estate Manager or Sheltered Scheme Manager.

IMPROVING YOUR HOME

MAKING IMPROVEMENTS YOURSELF

- > You can improve your home if you have written permission from us.

You can improve your home if you have written permission from us. This includes altering or adding to the property including replacing fittings. We cannot refuse to give you permission to make improvements without a good reason. If for any reason you do not get a reply to your letter, you must assume that you do not have permission to carry out the improvement. The list below includes some of the reasons we might refuse permission for an improvement although there may be others:

- > For the safety of the property and properties connected to it.
- > The improvement may mean extra cost to us now or in the future.
- > The improvement reduces the value of the property.
- > Statutory or building regulations or other obligations would be broken.
- > The improvement makes the property less suitable for future tenants.
- > The improvement is not in keeping with the character of the building.
- > We will not approve the fitting of metal security grilles.

IMPROVING YOUR HOME CONTINUED

ADAPTATIONS FOR THE DISABLED

- > Contact your local Social Services Occupational Therapist or Doctor.

If you need to have your home adapted because you have a disability you should contact your local Social Services Occupational Therapist or Doctor and ask them to tell us about the adaptations you need.

Our Housing Support Manager can assist you with this if necessary. We will make the adaptation if the Occupational Therapist recommends it and the work can be funded.

Consideration may also be given to transferring you if adapting your present home is not possible or practical.



RENT CHARGES

Rent is charged weekly and due on Monday of each week.

The rent we charge you is a weekly rent and becomes due on Monday of each week. You need to pay your rent in advance.

The total weekly rent is made of the net rent and any service charges. Some tenants also have additional charges for water, heating and hot water etc. Full details will be provided to you.

Rent income covers the costs of services including:

- > Managing homes
- > Carrying out repairs
- > Improvements
- > Out of Hours Emergency Service

SERVICE CHARGES

Service charges cover the cost of maintaining the communal areas of your estate/block and may include, for example:

- > A percentage of estate staff costs
- > Communal Lighting
- > Gardening
- > Cleaning
- > Lift Maintenance
- > TV Aerials & Alarm systems
- > Door Entry Systems
- > CCTV
- > Window cleaning of communal areas
- > Warden Call systems (Sheltered Schemes)



PAYING YOUR RENT

Rent should be paid weekly in advance.

Rent should be paid weekly in advance. You can pay your rent for more than one week in advance if that is convenient for you. You can pay your rent in any of the following ways:

ONLINE

Available 24 hours a day, 7 days a week. Just log to www.allpayments.net Make sure you have your debit or credit card handy as well as your IDS rent card.

DIRECT DEBIT

The easiest way to pay, if you have a current bank or building society account, is by Direct Debit as you no longer have to remember when your rent is due. You can pay weekly, fortnightly, four weekly or monthly. Simply contact Head Office on 020 8800 9606 for a Direct Debit instruction form. We can help you complete it and will take care of everything else.

BY DEBIT CARD

You can make a payment 24 hours a day by calling **0844 557 8321**. You will need your IDS rent card with your unique tenant reference number to ensure that the payment goes into your account.

TEXT MESSAGING

After a simple one-off online registration with <https://www.allpayments.net/textpay/login.aspx>, (using a credit or debit card and your IDS rent card), you can simply text a code and the amount you wish to pay.

STANDING ORDER

You can also set up a standing order and make payments weekly, fortnightly, four weekly or monthly. The only difference between a direct debit and a standing order is that with a standing order you are required to submit the form to your bank. We are not able to liaise with your bank on your behalf. Please contact Head Office on 020 8800 9606 for a standing order mandate.

RENT CARD

All tenants are provided with an Allpay rent card which can be used, together with your payment, at any Post Office or retail outlets displaying the Pay Point sign.

BY CHEQUE

In person or by post to IDS Head Office at 1st Floor, Anna House, 214-218 High Road, London, N15 4NP. Please make your cheque payable to Industrial Dwellings Society (1885) Ltd. You must include your tenant reference number (6 digits) on the reverse so we can identify your payment correctly.

BY CALLING HEAD OFFICE

You can make a payment over the phone when you contact Head Office. We accept payments from both credit and debit cards including Visa, Solo, Master Card and Maestro and many more. Once the transaction is complete we will give you a transaction reference number and an authorisation code. We can email a receipt to you.

IN CASH

By visiting Head Office.

HELPING WITH PAYING YOUR RENT

If you are on a low income, unemployed, disabled, have a pension or receive other state benefits, you may qualify for help with your rent in the form of Housing Benefit or Universal Credit. Please contact your local Housing Benefit office for information and advice. Your Estate Manager will be able to give you the contact details.

HELPING WITH PAYING YOUR COUNCIL TAX

You may be eligible for certain Council Tax discounts depending on your circumstances and income. Please contact your local Council Tax office for information and advice.

RENT ARREARS

IN RENT ARREARS?

> CONTACT OUR STAFF

Always be sure to speak to your Estate or Scheme Manager without delay, they will try to help you sort out your rent problem.

> DON'T IGNORE YOUR RENT PROBLEM OR OUR LETTERS

You could end up with a court summons, paying extra legal costs and even losing your home.

> DON'T DELAY

Act quickly, it's always better to deal with arrears as soon as you can.

> DON'T RUSH TO BORROW MONEY

Be sure first to seek advice from our staff, advice agencies or a solicitor.

WHAT WE WILL TRY TO DO FOR YOU

REPAYMENT AGREEMENT

We will discuss your arrears with you and encourage you to make an agreement to clear your arrears which takes into account your circumstances and any other debts you may have. We will not ask you to pay more than we think you can afford.

HOW CAN YOU CHECK YOUR RENT ACCOUNT?

We send tenants a rent statement every 12 months. It shows a full record of your payments and whether you owe IDS any money. You can see your rent balance any time by logging on to www.ids.org.uk/seemydata or contact head office (020 8800 9606) and we can send it to you by email or post. SeeMyData also lets you check the latest position of any reported repairs and there is a lot of useful information available too. Registration and site use are free. SeeMyData uses the latest technology to keep your data safe.

WHAT ABOUT DEBT ADVICE?

For initial help and guidance, please contact your Estate Manager or Sheltered Scheme Manager who will be able to offer you some advice or direct you to local expert advice agencies.

We also have a Housing Support Manager who can meet with you to review your case and offer advice or refer you to appropriate agencies. Our aim is always to help sustain tenancies so please be sure to contact us if you are experiencing financial hardship as soon as possible. Our Housing Support Manager can be contacted via head office.

You can also contact

Citizens Advice www.citizensadvice.org.uk

Law Centre www.lawcentres.org.uk

National Debt Line on 0808 808 4000 www.nationaldebtline.co.uk

StepChange Debt Charity 0800 138 1111 www.stepchange.org

Credit Action on 020 7062 8933 www.creditaction.org.uk

TAKING LEGAL ACTION?

> We always try to help people who get into rent arrears

We always try to help people who get into rent arrears, but we will take swift legal action against anyone who refuses to pay and seek to recover our court costs.

If you have been reminded to clear your arrears and you do not respond, we will serve you with a Notice of Seeking Possession. After four weeks, if the arrears have not been cleared or are not reducing, or you have not contacted us to make an agreement to clear your arrears, we can apply to court for a Possession Hearing against you.

The court hearing is usually fixed for a date about four weeks from the date of our application. Even then you can still contact us to sort out the problem and if good progress is made in clearing your debt, we may ask the court to adjourn the hearing as long as your arrears are cleared / reducing.

If you have made an agreement but your arrears are still high at the court hearing date, we will ask the court to make an order that you pay a certain amount off your arrears on a regular basis.

If you have made no effort to pay or have broken a repayment agreement, we will ask the court for permission to evict you.

HOW WE CAN HELP YOU TO AVOID GOING TO COURT?

> Get in touch with us as soon as you get into money trouble

There is never really any need for things to go this far. By getting in touch as soon as you get into money trouble, and by keeping to your repayment agreement with IDS, you can avoid problems in the future.

This section provides information about your tenancy, including your main rights and responsibilities as a tenant of IDS.

We always aim to give you a high standard of service, so we ask that you treat our employees and your neighbours with respect. Please be polite and courteous to staff and other visitors when you come to our offices.

We will not tolerate abusive or aggressive behaviour or any form of unfair or unlawful discrimination against our staff or other tenants.

YOUR TENANCY AGREEMENT

It sets out your rights and responsibilities as an IDS tenant

Your tenancy agreement is a legal document and is a binding contract between you and IDS. This means that it must be obeyed and is enforceable by law. It sets out your rights and responsibilities as an IDS tenant. Please read it carefully and ask if there is anything you are unsure about.

The information in this handbook is for guidance only. Your Tenancy Agreement will give you more detailed information.

There are three main types of tenancy agreement: Secure, Assured and Starter.

SECURE TENANCY AGREEMENT

People who have been tenants of IDS since before 15 January 1989 are 'Secure Tenants' and their tenancy conditions are determined by the Housing Act 1985 (as amended by the Housing Act 1996).

ASSURED TENANCY AGREEMENT

If you became a tenant between 15 January 1989 and June 2011 then you are likely to be an 'Assured Tenant' and your rights and responsibilities are determined by the Housing Act 1988 (as amended by the Housing Act 1996). These are included within your agreement.

Assured and Secure tenants have similar rights and responsibilities but there are some differences.

STARTER TENANCY AGREEMENT

All new IDS tenants are given a 12-month Starter Tenancy when they first move into their IDS rented property. During this time you will have fewer rights, so you can be evicted more easily. You will need to show that you can maintain your tenancy properly, including paying the rent due in advance, reporting necessary repairs, allowing access to contractors, not causing a nuisance or disturbance to neighbours and keeping your property clean and tidy etc. We will monitor your tenancy and visit you to check that you are keeping to the tenancy agreement. If you have failed to maintain the tenancy IDS will want to know why. We have the power to end your tenancy and evict you.

If you have signed up to a starter tenancy, it will normally run for a

period of 12 months before we consider granting a new 5 year fixed-term tenancy. If we feel it is necessary, it can run for up to 18 months. A starter tenancy is designed to ensure that you are right for the property. After six months, you can end the tenancy at any time by giving us four full weeks' notice.

All being well, at the end of your starter tenancy we will offer you a new 5 year fixed-term tenancy. You can accept or decline this offer. Please note that during your starter tenancy there are important tenancy restrictions. Some examples are that you must not assign or sublet part of your property, take in a lodger or carry out a mutual exchange. In situations where you have breached the terms of your tenancy agreement, we will notify you of the issues and what you must do to put things right. Where these issues are serious, persistent or repetitive then we may decide to end your tenancy at any time by serving a two-month notice on you. The most common sorts of things that might cause us to terminate your tenancy are failing to pay your rent, sub-letting, damaging our property or causing nuisance or anti-social behaviour. But any breach of tenancy will be a concern to us. There is an appeals process if you think that we have not been fair in handling your case. If we terminate your tenancy, then it is unlikely that a court will reject our request to evict you and you will lose your home. Obviously, if this happens, we will not offer you a fixed-term tenancy.

FIVE YEAR FIXED TERM TENANCY

Towards the end of your starter tenancy, if you have not breached the terms of the agreement, our Housing Management team will make an appointment with you to offer you a new 5 year fixed-term tenancy. The fixed term will usually be five years' duration but never less than two years. If it is less than five years, we will explain the reason for this at the time. If you choose to decline the tenancy we offer, then we will serve two months' notice on you to terminate your tenancy. You may alternatively serve four weeks' notice on us to end it sooner. If you accept the new terms, your new fixed term tenancy will follow on immediately from the starter tenancy.

Unless this handbook says that tenants with specific agreements are treated differently you can assume that all policies and procedures apply to all types of Tenancy Agreement.

JOINT TENANCIES

In a joint tenancy there is one or more tenant. Everyone who signs the agreement is jointly responsible for all aspects of the tenancy.

SUCCESSION

You may be able to pass on the tenancy of your home to another member of your family if you pass away; this is known as the 'Right of Succession'. This will vary depending on your tenancy type.

RIGHT OF SUCCESSION

When a sole tenant (a tenant who has a tenancy in their name only) dies certain people can take over their tenancy. This is known as succeeding to the tenancy. For a joint tenancy (where the tenancy is in the name of more than one person), the remaining tenant automatically takes over the tenancy when one tenant dies.

If no one is entitled to succeed to the tenancy IDS will consider whether to offer the tenancy of the premises or suitable alternative accommodation to a member of the tenant's family or co-habitee. We will consider whether that person had been living with the tenant for the year before the tenant's death; or had been looking after the tenant; or had accepted responsibility for the tenant's dependents.

We will need evidence to demonstrate that the person had been living at the property as their sole and principle home for a year before the tenant died. We will only agree to a succession if we are satisfied that there is a genuine legal right of succession.

RIGHT TO ACQUIRE

> Contact Head Office
on 020 8800 9606

Tenants, who occupy IDS properties that were built, purchased or substantially altered with public subsidy, after April 1997 may qualify for the Right to Acquire their property.

The scheme enables tenants, who qualify, to purchase the properties with a discount of up to £16,000 off the current market value.

A 'Guide to the Right to Acquire' is available online from www.gov.uk

UNAUTHORISED OCCUPATION

Our tenancy agreements clearly state that the genuine tenant must occupy the property as their sole and principal home. If you suspect that a flat is being sublet or a neighbour has abandoned their property, please speak to your Estate or Scheme Manager or contact head office. You can make your report in confidence. We will then investigate and take appropriate action. You can help us tackle tenancy fraud on our estates.

OVERCROWDING OR UNDEROCCUPATION

You must not allow your property to become overcrowded. It is important that you notify us if someone moves in with you on a permanent basis, or if there is any other change to your household. If your home is larger than your current household needs, then you should be aware that this may affect the level of benefit you are entitled to claim for your housing costs. It may also be taken into consideration when we consider whether to renew your tenancy.

LODGERS & SUBLETTING

You must not take in a lodger without first obtaining our prior written consent, which we will not unreasonably withhold during your tenancy. Lodgers are usually paying or non-paying guests who are not members of your household. They do not have occupation rights and should not be treated as sub-tenants. You must not sublet the whole or part of the property.

YOUR RIGHT TO INFORMATION

Under the Data Protection Act and General Data Protection Regulation (GDPR), you are entitled to see what personal data is held about you. You will need to make a request for information in writing. We will aim to respond to your request within 10 working days of your request.

ENDING YOUR TENANCY

> You can give notice to end your tenancy by writing to IDS, 1st Floor, Anna House, 214-218 High Road, London, N15 4NP

If you want to end your tenancy, you must give us at least four weeks' notice in writing. The four weeks' notice must end on a Sunday.

You can give notice to end your tenancy by writing to IDS, 1st Floor, Anna House, 214 - 218 High Road, London N15 4NP or you can send an email to housing@ids.org.uk. Please provide us with a forwarding address and contact number.

When your tenancy ends, you must:

- > Return all keys for the property to your Estate/Scheme Manager or Head Office. We will continue to charge you rent until we receive the keys.
- > You must not leave anyone living in your home. The tenancy cannot be ended unless we are given vacant possession of the property and you will continue to be charged rent.
- > You must leave the property clean and tidy and in good repair. All fixtures and fittings provided by the landlord must be in good condition. If you have installed your own fittings that you intend to take with you, you must make good any damage to walls ceilings etc. We will recharge you for any damage caused to the property.
- > You must remove all rubbish, personal belongings and furniture from inside the property and garden (if applicable) and communal areas. We will recharge you if you do not clear the property adequately.

We are not responsible for anything you leave at the property when you move out, and we will charge you for the cost of removing or storing any of your belongings, or changing locks. We will reclaim the costs we incur as a result of a breach by you of your obligations under your tenancy agreement, as well as any other outstanding debt owed to us at the end of your tenancy.

YOUR RESPONSIBILITIES

TAKING GOOD CARE OF YOUR HOME

You must not cause, or let anyone who lives in or visits your home cause, damage to the property or to any of the common parts, or to any furniture or fittings provided as part of your tenancy.

PETS

You must obtain written consent of IDS before keeping any animal which might cause a nuisance to neighbours and keep under control any animal at all times. The granting or refusal of consent is within our absolute discretion and consent may be withdrawn at any time.

AERIALS / SATELLITE DISHES / SECURITY GRILLS

You are not allowed to erect radio, television aerials or satellite dishes. You are not entitled to erect any form of security grille or door to your flat/house.

LAMINATE FLOORS

We receive a number of complaints of noise from tenants whose neighbours have fitted laminate floors. We consider this type of work to be an improvement that requires our permission. Permission will not normally be given for the installation of laminate flooring for tenants living in flats unless it is a ground floor property.

SMOKING

Smoking is not permitted in any communal area. It is not against the law to smoke within your own flat but staff and contractors are entitled to refuse to carry out repairs within your flat if you are smoking.

**DISPOSAL OF
RUBBISH AND
UNWANTED
FURNITURE**

It is your responsibility to ensure that your household waste is disposed of properly in the eurobins provided. Please do not leave bags of rubbish in the communal areas or landings as this can be a health hazard and nuisance to neighbours. If you have any large household objects which need to be disposed of, you should contact your local Council who can usually arrange to collect items such as beds, cookers and chairs free of charge. Any items dumped on our estates cause a nuisance to neighbours and it is expensive to have them removed – these costs have to be added to your service charges.

**OBSTRUCTIONS IN
COMMUNAL
STAIRWELLS**

You must not leave any items in the communal stairwells or on landings. Items such as buggies, prams and bikes can be an obstruction and a fire hazard. Any items left in communal areas may be removed and disposed of.

INSURANCE

We strongly recommend that you arrange insurance for your belongings and other personal items within your home against theft, fire, vandalism, burst pipes and other household risks. As your landlord, we are responsible for insuring the building only. We do not insure your furniture, any fixtures you have had fitted, or personal possessions. It is your responsibility to take out contents insurance to cover you for accidental or negligent damage caused by yourself or by third parties (such as a water leak from another property), including to our fixtures and fittings.

The My Home scheme can offer tenants the chance to insure the contents of their homes in an easy and affordable way. My Home contents insurance is a special scheme provided by the National Housing Federation in conjunction with Thistle Tenant Risks and Allianz Insurance plc and is available for all tenants and residents living in social and affordable housing. This insurance will cover most of your household goods and contents such as furniture, TV, clothing, carpets, electrical items and general household goods whilst in your home. The insurance also covers replacement of external locks if your keys are lost or stolen and the contents of your freezer. There is also cover for personal liability and also your decorations which you may be responsible for under your tenancy agreement.

More information at www.thistlemyhome.co.uk or call 0345 450 7288
Alternatively, you may, of course, choose your own insurer.

**ALTERATIONS TO
YOUR PROPERTY**

You must not make any alterations or additions to the property without first obtaining our written consent. Any changes made without our written consent are likely to be noted on the final inventory and incur chargeable works to make good at the end of the tenancy.

GAS SAFETY CHECKS

We have a legal obligation and responsibility to carry out checks each year on every gas boiler. These are essential to ensure the safety of your boiler and gas installation. Keeping a boiler well maintained will also help minimize your fuel bills. You must allow access for our engineers to carry out the gas safety check. We are now aiming to service every boiler every 10 months. We will write to you before the expiry of your current safety check with an appointment. If not convenient, call us to rearrange but you must make an appointment before your gas safety check expires. If not, we take action against you for breach of your tenancy and will obtain a court order allowing forced entry to your property. You will also be counter-charged for all legal and court costs. Please allow us access, keep your appointment and stay safe in your home!

**HOW TO AVOID
BLOCKED PIPES**

Most blockages are avoidable. You can help avoid blocked pipes in by not disposing of cooking fat, oil or grease down your sink. Remember to remove all fat and grease from pans and dishes with kitchen paper before washing up. Grease hardens even if put down sinks with hot water or soap. To avoid your toilet getting blocked please do not ever flush cooking fat, oil or grease, waste

food or garden waste, nappies and nappy liners, sanitary products, plastic bags, wrappers, needles, syringes, old clothing or rags, plaster or cement, condoms, paper tissues, multipurpose wipes, cat litter, cotton wool, cotton pads and buds, paint and paint thinners. In most cases, IDS is not responsible for any damage caused to your possessions in the event of a blockage so we strongly recommend that you have household possession insurance. Also you can be re-charged for repairs due to blockages if we have evidence that the blockage was caused by an action of someone in your household. Flushing inappropriate items can also damage the environment causing blockages to the main public sewer, floods to roads and pavements and polluting rivers and streams.

WHAT IF I SMELL GAS?

- Do not smoke
 - Do not light matches or cigarette lighters
 - Do not turn light switches or anything electrical on or off
 - Extinguish any naked flames such as candles
 - Turn off your gas supply at the meter
 - Call National Grid on 0800 111 999
-

BOGUS CALLERS

Don't be fooled by bogus callers pretending to be on official business from legitimate organisations such as the Council or utility companies; Gas, Electricity and Water. They may claim to be tradesmen or workmen calling to carry out urgent repairs and sound believable. Be sure in your own mind -

Think before you open the door. Use your chain and spy hole. Ask callers for proof of identity. Genuine tradesmen should carry a photo ID card. If you are not convinced, don't let them in. Ask the caller to come back later and arrange for a friend, relative or neighbour to be with you.

FIRE SAFETY

We carry out regular fire checks and ensure that any recommendations are followed. IDS does not own any buildings over six floors or any with cladding. Useful fire safety advice is available www.london-fire.gov.uk

If a fire is within your home:

- Get everyone out - move a safe distance away from the building
- Close the door behind you
- Warn neighbours if you are able
- Do not use lifts, use the stairs
- Ring 999 from outside

If the fire is in another flat in the same block:

- It is generally safer to stay inside your own flat where the structure should protect you unless heat and smoke are affecting you.
- If you have any doubts then leave your flat if it is safe and you are able to do so and if the escape route is clear. Follow the instructions above.

If your home is affected but you are unable to leave the building:

- Call for help from a window
 - Use towels and sheets around the edges of doors to prevent smoke from getting in.
 - If affected by smoke, stay as low as possible, even if it means crawling on hands and knees
-

We aim to give excellent customer service. This section explains how you can help to give us the feedback we need.

COMPLIMENTS

We like to hear when you are pleased with our services as it helps us to identify what works well for our customers. This can be as important as bad news when it comes to improving services. If you would like to pay us a compliment you can tell us online, or by email, phone or letter.

What should I do if there is a problem?

Many issues of concern can be resolved quickly and easily by contacting your Estate Manager or Sheltered Scheme Manager. See the contact details at the front of this handbook. You can also contact head office and depending on the issue, we will try to resolve this for you as quickly as we can.

COMPLAINTS

If you are still dissatisfied having tried to resolve the issue as suggested above, you can make an 'official complaint' if you think that we have:

- failed to provide a service or achieve stated standards of service
- failed to fulfil our responsibilities or carry out a policy
- acted with bias or discrimination
- failed to consider relevant factors when implementing a decision

If you disagree with or refuse to accept a service standard, rule or stated policy of IDS it will not be recognised as a complaint.

We will be unable to accept a complaint if your behaviour is unreasonable eg if you threaten, verbally abuse or attack our staff.

How should a complaint be raised with us?

You can contact us in person at your estate office or at head office, by telephone, letter, email or online via www.ids.org.uk. We will ask you to complete our complaints form available online or from our offices. We can also send you a copy by email or by post.

We will ask you to provide full details of what has happened and how you would like us to resolve the complaint.

Please let us know if you need any assistance with completing the form or would like an interpreter. We can also provide the form in a suitable format if you are visually impaired.

You may want to have some independent help, usually available from an advice centre. Talking about the problem with your friends or family may also be useful.

How will we handle your complaint?

We will contact you by your preferred method within 3 working days to acknowledge receiving your complaint. Our target is to provide you with a full response within 10 working days.

If your complaint cannot be resolved straight away, we will write explaining that your complaint is being investigated. We may need to interview you and if we need more time or information from you, we will let you know. Your complaint will be treated in the strictest confidence at all times.

What if I'm not satisfied with your response?

We hope that you will be satisfied with our response but if not, let us know why and what you would like to happen.

Your complaint will then be reviewed by a member of the Senior Management Team and you will receive a response within 21 working days.

If you are still dissatisfied after the review, you can ask for the complaint to be referred to a Complaints Panel which will look at the case and how it has been handled. The Panel will consist of a member of the Executive Team not previously involved with your case and one or more members of the Tenant Forum and be convened within one calendar month. You will have the opportunity to attend the Panel hearing and to present your case.

Feedback

We hope that we will be able to resolve your complaint and you will be satisfied with our response. We send feedback forms and this information is very important to us as this helps us to improve how we provide our services and deal with complaints.

How do I obtain a copy of the Complaints Policy?

A copy of the Complaints Policy can be obtained from your estate or from head office or you can download it directly from www.ids.org.uk

Further action

If, after following IDS' complaints procedure you remain dissatisfied, you can take your complaint to the Housing Ombudsman Service or the Regulator of Social Housing.

Housing Ombudsman Service

Exchange Tower, Harbour Exchange Square, London E14 9GE

Tel: 0300 111 3000

Email: info@housing-ombudsman.org.uk

Website: www.housing-ombudsman.org.uk

Regulator of Social Housing

Fry Building, 2 Marsham Street, London SW1P 4DF

Tel: 0300 124 5225 Email: enquiries@rsh.gov.uk

Web: www.gov.uk/guidance/about-the-regulator-of-social-housing

COMPENSATION

Some inconvenience may be inevitable when waiting for repairs to be completed or services delivered. However, the inconvenience or disruption can sometimes reach a level where IDS considers it appropriate to pay compensation. IDS have a separate policy covering Compensation available on request from Head Office or downloaded from our website at www.ids.org.uk

IDS believe that everyone has the right to live as they wish as long as it is not prejudicial to the lives of others. Most IDS tenants live happily alongside their neighbours peacefully, accepting and respecting the needs and choices of others.

As our tenant, you must not cause anti-social behaviour, or let anyone who lives in or visits the property do so, or do anything which is likely to cause a nuisance or annoyance to your neighbours. We will take prompt action against anyone who is found to be causing anti-social behaviour. You must not cause harassment, or to let anyone who lives in or visits your home do so, or do anything which is likely to cause harassment or interfere with the way of life of your neighbours, or our staff or agents. We take a very strong stance against domestic violence and will take prompt action against anyone found guilty of such behaviour.

We understand that sometimes the actions of others may be less considerate and behave in an anti-social way or cause harassment that's why we actively work to:

- > Prevent anti-social behaviour and harassment.
- > Respond quickly, sensitively and fairly.
- > Support those affected by ASB and take action against those responsible.

WHAT IS ANTI-SOCIAL BEHAVIOUR (ASB)?

> An inconsiderate and deliberate act that causes nuisance or interferes with other residents' rights to the peaceful enjoyment of their home and environment is deemed as anti-social behaviour.

Anti-Social Behaviour (ASB) is defined in the Crime & Disorder Act 1998 as "behaviour likely to cause harassment, alarm or distress to one or more persons not of the same household".

Simply, an inconsiderate and deliberate act that causes nuisance or interferes with other residents' rights to the peaceful enjoyment of their home and environment is deemed as anti-social behaviour.

The term ASB covers a range of issues from serious violence and harassment to more everyday incidents including:

- > Persistent noise from loud music, shouting.
- > Physically or verbally aggressive or abusive behaviour towards others.
- > Criminal behaviour.
- > Nuisance from vehicles either from use, maintenance or abandonment.
- > Keeping premises in a state which is prejudicial to health.
- > Allowing animals to roam uncontrolled and to foul communal areas.
- > Selling or using drugs.
- > Domestic Violence.
- > Hate crime, racial or sexual harassment.

I'M SUFFERING FROM ASB WHAT CAN I DO?

> In the first instance you should try to resolve the issue yourself if you feel confident to do so. Often people are unaware that they are causing a nuisance until they are made aware of it and how it is upsetting people.

In the first instance you should try to resolve the issue yourself if you feel confident to do so. Often people are unaware that they are causing a nuisance until they are made aware of it and how it is upsetting people.

When talking to the person(s) remain calm, explain what the problem is and how it is upsetting you, listen to what the other person is saying and think about what they are saying; it maybe there is another reason why the problem is arising.

If you continue to experience problems relating to anti-social behaviour you can contact us. All reports of anti-social behaviour are confidential and will not be revealed to perpetrators without your permission. If the situation is an emergency or a crime has been committed please always contact the Police.

You can also consider taking action independently and seek an injunction for assault or trespass etc but you are advised to consult with a Solicitor or Law Centre before doing this.

HOW WILL MY COMPLAINT BE DEALT WITH?

RECEIVING REPORTS OF ASB

> Initial reports of ASB should be made to your Estate/Scheme Manager.

Reports of ASB should be made to your Estate / Scheme Manager. You can do this by email, telephone or in person or you can visit the IDS website at www.ids.org.uk to fill in a reporting form. All contact details can be found at the front of this handbook.

Complaints will be treated seriously and confidentially. You will be contacted within 24 hours if there has been or is a known threat of violence or actual violence or within 5 working days for all other cases. It is always helpful if you can provide any evidence or witnesses. We will take full details of the incident and assess the level of ASB seriousness. Many ASB cases can be effectively resolved at a local level through your Estate / Scheme Manager.

DEALING WITH AN INCIDENT

IDS will work closely with you and discuss a suitable course of action to manage the problems you are experiencing. We will take into account your needs and wishes and keep you informed throughout. We may ask you to record of any future incidents, logging the date, time, type of ASB and the affect it is having.

RESOLVING AN ASB CASE

> Throughout your ASB case IDS will continue to support you and your needs

No one anti-social behaviour case is the same and so IDS will use a variety of different tools and powers to resolve cases. When necessary, we work with partner agencies who can provide support and specialist services.

If a problem is between IDS tenants and it involves a breach of the Tenancy Agreement we may take action to end a perpetrators tenancy as well as powers established by the Crime & Disorder Act. Throughout your ASB case IDS will continue to support you and keep you updated with what is happening.

MONITORING OUR SERVICE

We monitor satisfaction with the way we have dealt with cases of reported anti-social behaviour both on an individual basis and within the tenant satisfaction surveys.

GOOD NEIGHBOURHOOD

Most people want to enjoy a decent and practical environment

AGREEMENT	and do not behave in an anti-social way. In consultation with our tenants, we have produced a Good Neighbourhood Agreement. The agreement sets out IDS' commitments to tackle ASB and how each tenant should play a part in ensuring that their neighbourhood is a good place to live. Copies of the agreement can be obtained from the Estate/Scheme Manager or downloaded from the IDS website www.ids.org.uk
MORE INFORMATION	More information about dealing with anti-social behaviour can be found on our website at www.ids.org.uk/tenants/anti-social-behaviour

NOISE - A HELP GUIDE

Noise can be a nuisance at any time so you need to be aware how you might be disturbing your neighbours. Remember some people have other daily patterns to you or work at different times of the day. Hearing people hoovering or using a washing machine is not classified as noise nuisance but remember that your neighbours need their sleep too.

NIGHT TIME: You are more likely to be heard by neighbours as there's less background or ambient noise to mask activity noise in your home. Remember simple things like slamming doors, playing music loudly, walking in heavy shoes or dragging chairs and furniture can seriously disturb your neighbour trying to sleep.

MUSIC: Please don't play music loudly. It keeps neighbours and/or their children awake. If you think your children might play loud music when you're not at home, ask your neighbours to let you know if this happens. Ask your children to wear headphones!

DIY: If you need to carry out any DIY it is a good idea to tell your neighbours before and let them know how long it's likely to last. Ask them to tell you when it becomes unbearable. You can have a rest – and they can have some peace – until you start again. And please don't start noisy DIY in the evening.

FLOORING: If you can't carpet your home throughout, wear slippers or other soft soled footwear, particularly in flats and maisonettes, where noise can travel between floors. Chair feet can make a lot of noise when you slide them against bare floors or lino, remember if you can hear them scraping there is a good chance your neighbour below can. You can stop that annoying noise (and damage) with detachable rubber feet or even chair socks– which you can even make as a fun project with your kids! Remember you should not install hard or laminate flooring.

WHAT CAN I DO ABOUT A NOISY NEIGHBOUR?

If you can, it's always best to speak to your neighbour about the noise they are creating at the time or send a note asking them politely to reduce the noise.

You can contact your Estate Manager in working hours or at other times, if the noise is caused by music, a television, a party or similar you can contact your local Environmental Health department and report the issue as it occurs. Your local Environmental Health department has powers under the Environmental Protection Act, which apply at all times –not just at night. They can issue warnings and serve abatement orders to try and stop the nuisance. If the problem continues, you can contact us for more help. We will ask you to keep a diary of incidents, noting key dates, events, times and details of how this affects you. This can be used as evidence for further enforcement action if it is needed.



GETTING INVOLVED

> helps build
your
confidence
and means
that you
get to
give
something
back to
your
community

There are lots of benefits to you in becoming more involved. Apart from ensuring that you have your say in the decisions IDS takes, you can learn new skills, many of which are transferable to the workplace, such as communication skills, how to run meetings, administration and speaking in public. You can also make new friends and get to know others on your estate better. Above all, tenant participation helps build your confidence and means that you get to give something back to your community.

WHAT IS TENANT PARTICIPATION?

> making sure that all tenants have opportunity and choice to have a say in the decisions that affect their homes and communities.

Tenant participation is about making sure that all tenants have the opportunity and choice to have a say in the decisions that affect their homes and communities. It may involve you and your neighbours attending the occasional meeting with IDS staff, normally held on your estate, to discuss current issues or changes. It includes taking part in surveys and questionnaires. It could involve becoming a tenant representative, helping form a tenants' association or joining a scrutiny panel to monitor our services.

TENANT REPS

We have a number of Tenant Representatives from across our estates and sheltered schemes including Ajax House, Clifford Lawton House, Coronation Avenue (Stoke Newington estate), Evelina Mansions, Evelyn Court, Nathaniel Court, Navarino Mansions and Stepney Green Court, These are tenants who volunteer and assist us in carrying out joint inspections, reporting communal repairs, monitoring cleaning contractors and sometimes acting as key holders for communal areas.

Tenant Representatives also help us to consult other tenants on community improvements and other issues, acting as an important link between landlord and tenant. We are always looking for more volunteer representatives – please get in touch for more information.

TENANTS' ASSOCIATIONS

A tenants' association is a group of tenants who have joined together for a particular reason. This may be to tackle environmental problems on an estate or conduct a road-safety campaign. IDS can help in all types of activities from running a community building to organising activities for young people. A tenants' association is also the best way to apply for funding to help with community improvements. We have tenants' associations on most of our large estates and would encourage you to attend their meetings as a way of getting more involved. We can provide training for tenants groups.

TENANTS' FORUM

The Tenants' Forum acts as a consultative body for our tenants and is made up of representatives from our estates as well as our other properties. It seeks to communicate the interests of all those we house. The Tenants' Forum regularly meets with senior managers to put across tenants' views and be consulted on all our activities.

ESTATE MEETINGS

We sometimes hold estate based meetings on your estate. Attending a short meeting is the best way for you to make sure that your opinions are heard and for you to really influence the decisions that IDS will take about your housing and local community.

SURVEYS INVOLVEMENT AT HOME

We realise that not everybody can always go out to meetings so we carry out regular surveys by post, email, text and telephone. Surveys give us very useful information about what you think of the services we provide. Occasionally, we ask tenants to undertake research on behalf of IDS. Using a structured survey, peer researchers ask their fellow tenants questions to find out what you think on a variety of topics to do with your home, the services we provide and the local community.

ISSUE-BASED GROUPS

Sometimes groups of tenants and staff are formed to look at single issues in greater detail in order to make recommendations and solve community problems. These might include issues such as major repairs, environmental improvements, security, estate inspections or fundraising.

GARDENING CLUBS

On some of our estates, we support gardening clubs where groups of tenants get together to look after a designated area of the communal grounds. Stepney Green & Mocatta House tenants association has won Tower Hamlets in Bloom awards.

Ask your Estate or Scheme Manager for more information.

ARSENAL IN THE COMMUNITY

We have an active partnership with Arsenal in the Community based at Evelyn Court. Young people are welcome to join this exciting programme open to our all residents, free of charge. It is a mix of educational support, football and social activities and is very popular.

The Arsenal Double Club is an innovative programme that aims to fuse football and literacy learning in a fun and engaging session for young people. Mirroring the two halves of a game of football, the programme combines a 45 minute classroom session, in which Arsenal related educational resources are used, with a 45 minute football coaching session in the playground. The Arsenal teaching materials are suited for the younger age group and would support literacy at KS2 & 3. They are written by a qualified teacher, mapped to the National Curriculum and will reinforce the work they do in school.



The football session is used as a reward for participating in the classroom based session all young people would have to take part in both sessions they cannot opt out of the classroom session. There are lots of added extras to keep the younger people on track such as small prizes for the best attendance, effort & progress.

Boys' football sessions offer structured football coaching with FA Level 2 qualified coaches leading the sessions. The sessions are usually split with a younger age groups first and an older group for the second hour (10-14 years 5-6pm & 14yrs+ 6-7pm). These sessions have evolved from simple supervised kickabouts into more formal coaching sessions with the coaches aiming to build teams at different age groups to play matches against other local teams.

Girls' football sessions are also led by our FA Level 2 qualified coaches and are split between and younger/older groups, each group using half the pitch. The emphasis in these sessions is more around fun and inclusivity rather than building a competitive team. Our female coach on the session is also the lead coach for Arsenal in the Community's Women & Girls football programme. She is highly experienced and can provide pathways for any older girls looking to develop their football participation further.

The Youth Club sessions usually starts with a low key kick-about on the pitch before moving inside. The youth club is held in the community space on Evelyn Court where young people can play table tennis, pool and on a games console.

In the school holidays there are usually trips planned for those young people who have regularly attended sessions and showed a respectful attitude. In the past these have ranged from visits to Emirates stadium, football tournaments, lunch at Nandos, ten-pin bowling and football sessions at the Arsenal Hub. In the summer holidays a wider range of trips and activities are offered including a day at Stubbers Adventure Centre, go-karting, canoeing, mountain biking amongst others. Places on these trips are limited and

any young person hoping to attend must be well known to the coaches for their positive behaviour.

OTHER LOCAL ACTIVITIES

Star Academy Solutions provides courses and IT support for the community at Evelyn Court.

The community hall at Navarino Mansions is used by a whole range of local organisations with many events open to our tenants free of charge. These include Corner Space lunch time yoga sessiond, Beersheba Living Well weekly drop-in service for people with type 2 diabetes, Hands Inc a local holistic health organisation runs an over 50's wellbeing social group and a Menopause group. Other local community organisations use of our facilities including Hackney Link, Hackney Housing Co-op, East London Vision, Age UK, Bangla Housing, and Hackney Women's Forum and Hackney Carers.

There are lots of way of getting involved with activities on our estates and sheltered schemes. Have you got a little spare time to volunteer, assist a neighbour, mentor a young person or become involved in organising and running estate events like the annual Family Fun Day? You can join or help form a tenants' association, take part in courses such as English Language, ICT, business start-up training and exercise classes. And there is a wide range of activities for young people as well, including boys and girls football, IT clubs, street dance, computer and reading clubs, and clothing design. Over the summer period there were off-estate activities for young people including mountain biking and narrow boating.

INTERESTED?

If you would like more information about getting more involved either with IDS or your local community, speak to your Estate or Scheme Manager who will be able to let you know what is happening locally and put you in touch with tenant reps.



MOBILITY OPPORTUNITIES FOR TENANTS

- > Transfers
- > Moves within the social rented sector
- > Mutual Exchange
- > Moving into owner occupation

TRANSFERS

- > All IDS tenants can apply for transfer to an alternative property within IDS housing stock

All IDS tenants can apply for transfer to an alternative property within IDS housing stock if their rent account is not in arrears.

Our transfer system works on a 'Date of Entry' basis. This means that you climb the waiting list according to the time you have been waiting for a move. Unfortunately, housing is in such short supply that waiting lists are lengthy and you are likely to have a long wait before being offered a transfer.

There is also a 'Management Transfer' list which is for emergency and very urgent moves. These are agreed by the IDS Allocation Panel which meets every six weeks. What qualifies for this status is explained separately below.

If you want to apply to transfer to another IDS property you can obtain an information pack in any of the following ways:

- > From your Estate Office
- > From Head Office
- > Call 020 8800 9606 ask for the Allocations Office and request a Transfer Application Pack
- > Download a pack from the website at www.ids.org.uk

MANAGEMENT TRANSFERS

- > Details of what circumstances can be considered for Management Status for transfer are included in Transfer Application Packs.

There are exceptional times when we agree to move someone very quickly and for this we keep a 'Management Transfer' list.

Many tenants applying for transfer feel that their circumstances should be treated as urgent, or an emergency. Our criteria for awarding management status are strict and few applications are successful. This is because the housing shortage is so bad, not because we are dismissive of the difficulty of your circumstances.

Details of circumstances that can be considered for management transfer status are included in Transfer Application Packs. It is usually for very severe documented medical conditions and when a tenant is at immediate risk from others of severe harm or death.

MOVES WITHIN THE SOCIAL HOUSING SECTOR

> There are currently no schemes in operation to assist tenants in moving to another landlord. However, there are still options open to tenants looking to move to other areas or landlords

> **Local Authority Housing Register**

Procedures vary in local authorities but it is always worth joining the local authority housing register. There are circumstances where a local authority can prioritise your application and be able to assist you more appropriately than we can as they have more stock.

> **If you want to move to an area of the country** where there is less demand on social housing there are opportunities available. The Allocations Office on 020 8800 9606 will be able to give you more information on this. You need to bear in mind that this option is not available for moves within London.

> **Seaside & Country Homes** is a scheme designed to help persons over the age of 60, move to more rural parts of the country. The properties tend to be rural and you need to be quite mobile as public transport and services are not always 'on your doorstep'. The main applicant must be over 60 years of age and you need your landlord to sponsor your application. You can obtain more information from the Allocations Office on 020 8800 9606

> **Some local authorities operate incentive schemes** for households that are either overcrowded or under occupying their homes or for those who are willing to move out of London, sometimes into private rented accommodation. The Allocations Office will have information on whether such a scheme operates in your borough and, if so, how you can contact them.

> **In a dire emergency** we can sometimes request assistance from the local authority for an urgent move, on a voluntary basis. This option is only available where there is a very serious risk to the tenant, but there is no guarantee the local authority will assist.

MUTUAL EXCHANGE

> To find out more, ask your Estate Manager for a copy of the Mutual Exchange leaflet, or go to the website

Providing a few simple criteria are met, tenants in Social Housing have the right to swap or exchange their property with other social housing tenants. IDS tenants get free subscriptions to the national website for swapping, www.homeswapper.co.uk

With long IDS waiting lists for transfer and even longer council waiting lists, a Mutual Exchange can offer tenants the chance to speed up a move to a more appropriate property. To find out more about Mutual Exchange and how to go about looking for a suitable partner ask your Estate Manager for a copy of the Mutual Exchange leaflet, or you can find the information on the website.

OWNER OCCUPATION

- > www.firststepslondon.org is a good place to start looking

There are lots of incentive schemes currently available to help you onto the property ladder. Most of these come under the umbrella title of FIRSTSTEPS but there are many variations ranging from shared ownership (part buy, part rent): shared equity (a portion of the capital is provided by the scheme, so you only need to raise 75% of the property cost); Open Market HomeBuy (you buy a property from the open market and receive help towards the whole cost)

The Allocations Office can give you contact details for these schemes but the best way to access all that's on offer is via the internet. www.firststepslondon.org is a good place to start looking.

BIDDING AND PENALTIES

- > As of 1st July 2011 IDS now uses a penalties system with its choice based lettings (bidding) process
- > Failing to bid three times in a row
- > Refusing an offer after bidding for a property

Most IDS empty properties, especially if they have more than one bedroom, are offered to the Local Council for bidding using their Choice Based Letting bidding systems on their websites.

The very few empty properties we keep back for our own tenants and applicants to bid for are offered to the highest ranked applicants on our waiting lists, usually by date order. However, IDS found that even though applicants had been waiting several years for an offer, in many cases, they were often failing to bid for, or refusing, properties. In order to avoid our empty properties being left void for too long, due to internal applicants (transfers) not bidding when invited to and refusing properties after waiting many years IDS has now introduced penalties to speed up the process and let our properties more quickly.

Penalties apply to Community Lettings applicants, Transfer applicants and to any direct applicant lists. The penalty for Transfer applicants is twelve months suspension from bidding and loss of waiting time date entry date. The penalty for community lettings and direct applicants is complete removal from the list and closure of their application.

COMMUNITY LETTINGS

- > Sons or daughters of a main tenant can apply for a property of their own if they are 18 or over

To ease overcrowding, IDS operates a Community Lettings waiting list for the adult children of existing IDS tenants. The applicant must currently live at the tenant's address and have done so for the last 12 months continuously. As this list is designed to help assist only currently overcrowded tenants, an application for Community Letting is only accepted by IDS if rehousing the applicant will NOT result in the main tenant's property becoming under-occupied. The IDS Allocations Team can give you more information about this.

WHAT IS SHELTERED HOUSING?

> Sheltered housing is independent living for older people with housing related support

Sheltered housing is independent living for older people with housing management support provided by a Sheltered Scheme Manager. All accommodation is self-contained flats within a scheme plus communal facilities, such as a lounge, laundry and garden.

Each flat is connected to an emergency warden-call system, which is linked to the Scheme Manager during the normal working hours and a call centre after working hours.

The Scheme Manager makes regular checks on you to ensure that you are all right. They will also help with benefit advice, making medical appointments and arranging social activities.

WHO IS ELIGIBLE?

> We recognise that different people have different support needs and that needs can change over time

You must be at least 60 years of age before you can become a tenant. Some individuals under 60 can be considered if they have a disability and need support. We recognise that support needs can change over time.

When you apply for sheltered housing you will be asked questions about your personal circumstances which will help us prepare a support plan if you move into a scheme.

MOVING IN

When you move into a sheltered housing property your Sheltered Scheme Manager will explain to you about paying your rent and any bills that are not included within the rent charge. They can also give you advice on applying for Housing Benefit.

You will be given two sets of keys when you start your tenancy. All of our schemes have master keys that enable the Scheme Manager or emergency services to gain access to your flat in an emergency.

WORKING WITH OTHER AGENCIES

> You will be asked to sign a form giving us permission to share information about you with these agencies

We work closely with other agencies to ensure that you receive appropriate support and are getting all of the services you need. These agencies may include Social Services, support agencies, health services, day centres or dependency services.

You will be asked to sign a form giving us permission to share information about you with these agencies. Although you have signed the form, we will only let others have information they really need to know and we will tell you what information we are sharing with them.

HOUSING SUPPORT MANAGER

Our Housing Support Manager works closely with our Scheme Managers overseeing the sheltered schemes.

Another important part of the role is providing expert advice and support to our tenants to help them sustain their tenancies. This includes trying to support tenants at risk of losing their home and overseeing safeguarding concerns.

We will try to visit or make contact with tenants in need of assistance who are elderly, vulnerable or disabled and liaise with local authority departments, GPs, occupational therapists and other voluntary agencies such as Jewish Care, to identify the need for aids and adaptations, home carers, meals-on-wheels, access to day care centres, possible move to residential homes or sheltered housing.

We try to visit and make contact with tenants with financial problems, bereavement or other family crisis. We submit applications for charitable grants where appropriate.

We also provide advocacy for tenants in claiming welfare benefits, including help with Universal Credit, Housing Benefit and Council Tax appeals, and Benefit Appeal Tribunals.

INTEREST FREE LOANS AVAILABLE & DEBT ADVICE

> Tenants interested in this scheme should contact StepChange 0800 138 1111 www.stepchange.org

You may be eligible for an interest-free budgeting loan to help repay other loans or hire purchase or pay for household items such as a washing machine or fridge, clothes or footwear, costs linked to moving house or getting a new job, maternity or funeral costs. To be eligible, you will need to have received any of the following benefits for 6 months: income support/ income-based jobseeker's allowance/income-related employment and support allowance/pension credit/ universal credit. The loan (minimum of £100) will be taken off your benefits each week, interest free. The amount awarded will depend on your circumstances. More details available from www.gov.uk/budgeting-help-benefits
Cheap loans are also available from your local Credit Union – details available from your Council website. An excellent debt advice service is **StepChange** 0800 138 1111 www.stepchange.org

ADAPTIONS

We can provide adaptations inside and outside the home to suit the needs of the elderly and people with a disability or mobility problem.

An adaptation is an alteration to your home that will enable you to live as independently as possible.

MINOR ADAPTATIONS

A minor adaptation may be, for example, a grab rail to help you get in and out of the bath, a shower seat or an additional rail to help you to climb stairs. On receipt of an Occupational Therapist recommendation IDS will normally pay for and install minor adaptations.

MAJOR ADAPTATIONS

> You can get more information on adaptations by contacting the Housing Support Manager on 020 8800 9606.

A major adaptation may be, for example, a level access shower, a ramp to your property and in some circumstances more major works.

To qualify for a major adaptation you will need a recommendation from an Occupational Therapist and IDS will assist you to make a claim for a grant to cover the cost of the adaptation to the local authority in which your property is situated.

This process can take up to nine months for the work to be completed.

It may not always be possible or practical to adapt a property to meet an individual's needs. If this is the case, we will explain to you the suitable alternatives. One option may be moving you to a property that is more suitable for your needs.



OTHER USEFUL CONTACTS

SECTION 12

AGE CONCERN	Freephone 0800 009 966 www.ageconcern.org.uk
CHILDLINE	Freephone 0800 1111 www.childline.org.uk
CITIZENS ADVICE SERVICE	020 7833 2181 www.citizensadvice.org.uk
CRIMESTOPPERS	Freephone 0800 555 111 www.crimestoppers-uk.org
DEPARTMENT OF WORK & PENSIONS	www.dwp.gov.uk
ENERGY SUPPLIER FOR ELECTRICITY OR GAS	Find out details of last energy supplier 0845 6015 467 option 1 Electricity option 3 Gas Quote meter serial number and they will confirm the last supplier for gas or electricity. Particularly useful if you have just moved in.
GAS LEAKS	Freephone 0800 111 999
METROPOLITAN POLICE	Freephone 0300 123 1212 www.met.police.co.uk/saferneighbourhoods
MIND	020 8519 2122 www.mind.org.uk
NATIONAL DEBTLINE	0808 808 4000 www.nationaldebtline.co.uk
NHS DIRECT	0845 46 47 www.nhsdirect.nhs.uk
THAMES WATER (WATER LEAKS)	Freephone 0800 714 614 www.thameswater.org.uk