



NEW WORLD
HOUSING ASSOCIATION

**Tenants
Handbook**

房客手冊

**Sổ Tay dành cho
Người Thuê Nhà**



New World Housing Association Welcomes You!



Welcome to New World H.A. We are delighted that you have chosen to live in one of our homes and very much hope that you will enjoy living there.

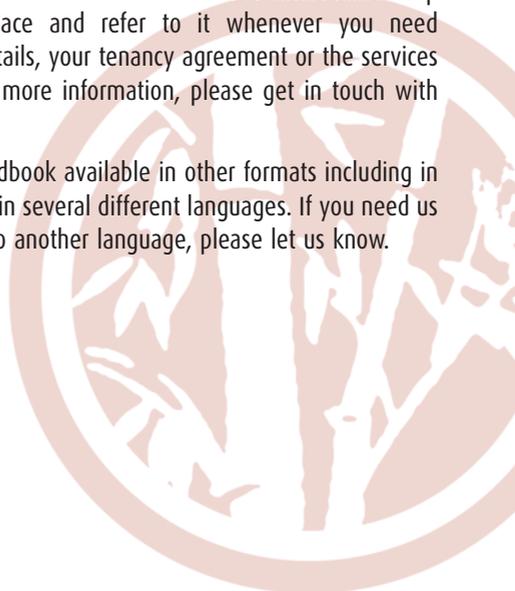
We aim to provide you with the very best services. This handbook provides useful information on the wide range of services we offer, our responsibilities as a landlord and your responsibilities as our tenant.

It will help to answer questions you may have about your tenancy agreement, your home and your neighbourhood. It also provides important contact details if you need more information or advice from us.

We are committed to involving tenants and residents, as well as a desire for continuous improvement. We use a number of methods to get residents involved in our work, and would like your views and comments on the services we offer.

We have designed the handbook so that it is easy to use. It can be easily updated when needed. From time to time, we will send you new sections to replace parts of the handbook that have become out of date. Please keep this handbook in a safe place and refer to it whenever you need information on our contact details, your tenancy agreement or the services we provide. If you need any more information, please get in touch with your housing officer.

Finally, we can make this handbook available in other formats including in Braille, in large print and also in several different languages. If you need us to translate this handbook into another language, please let us know.



1

About New World Housing Association
關於 New World Housing Association
Thông tin về New World Housing Association

2

Rents and Service Charges
房租和服務費用
Các loại phí dịch vụ và tiền thuê nhà

3

Conditions to Living in your Home
您在居所居住的條件
Điều kiện để sinh sống trong nhà quý vị

4

Maintenance to your Home
對您居所的維護
Bảo quản nhà quý vị

5

Safety and Security in your Home
居所安全和保安
Bảo vệ an toàn và an ninh cho nhà quý vị

6

The Environment in which you Live
您居住的環境
Môi trường sống của quý vị

7

Tenant Involvement
房客的參與
Sự tham gia của người thuê nhà

8

Housing Options
住房選擇
Sự Lựa Chọn Nhà Ở

9

Compliments and Complaints
表揚和投訴
Khen ngợi và than phiền

10

Useful Telephone Numbers
常用電話號碼
Số Điện Thoại Hữu Ích



About New World Housing Association

關於 New World Housing Association

Thông tin về New World Housing Association

About New World Housing Association



New World is based in Balham, South London. Our properties include houses, flats and maisonettes at affordable rent. We provide accommodation for families and single people. As well as providing high-quality affordable homes and housing services, we aim to improve people's opportunities by investing in communities.

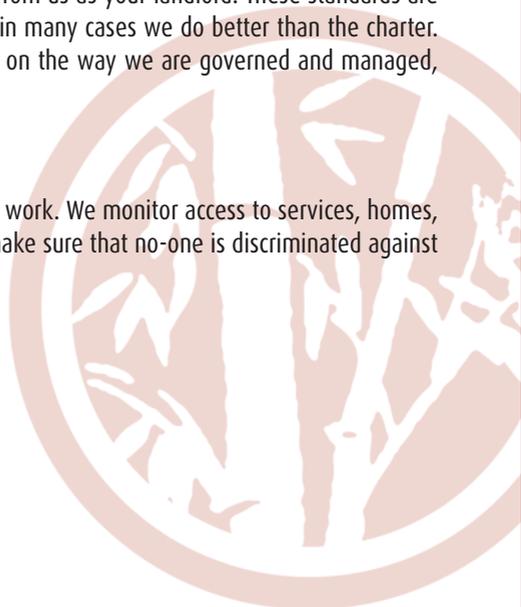
How we are managed... Or better known as governed

We are governed by a board of management, which is made up of voluntary board members. The board is responsible for our overall direction and performance. It decides how we spend our money and approves plans for the future. We want to involve residents in the way we are run and we encourage residents to be represented on the board. Our work is regularly monitored by the Audit Commission and the Housing Corporation, which are appointed by the Government to supervise housing associations. We will give you a copy of the residents' charter, which gives you information about the standards you can expect from us as your landlord. These standards are the least you can expect, and in many cases we do better than the charter. If you would like more details on the way we are governed and managed, please contact us.

Equalities

We promote equality in all our work. We monitor access to services, homes, contracts and recruitment to make sure that no-one is discriminated against because of their:

- Race
- Sex
- Religious beliefs
- Age
- Disability
- Sexuality
- Political views or
- Marital status





We will:

- Not tolerate harassment or intimidation of residents or staff by any person or group of people;
- Employ staffs who reflect the communities we serve;
- Provide access to interpreting services for residents who do not have English as their first language, and translate information and important documents into relevant formats if needed; and
- Train staff to be sensitive to issues of diversity (people's different backgrounds and circumstances) and to be aware of their responsibilities.

About your tenancy agreement

When you moved into your new home you signed a tenancy agreement. This agreement sets out your duties and responsibilities. It is important that you read the agreement and understand it, as we may evict you if you break the terms of the agreement. We have provided this handbook to help you understand your tenancy agreement. If we want to change any part of the tenancy agreement, we will ask you for your views and then tell you what our decision is and why.

You have an Assured tenancy – This means that your tenancy began on or after 15 January 1989. There is no time limit on the length of your tenancy, as long as you do not break the terms of the tenancy agreement.

Leaving your home temporarily

You can leave your home temporarily. However, if you are going away for more than 28 days, you should let us know and tell us:

- Where you are going
- Your contact details
- When you intend to be back; and
- Whether anyone will be staying at your home while you are away.

While you are away you will be responsible for making sure the rent is paid and that anyone who stays or visits keeps to the tenancy agreement. If you fall behind with the rent, or if your housesitter plays loud music or breaks any other terms of the tenancy, we will take action against you.



Rents and Service Charges

房租和服務費用

Các loại phí dịch vụ và tiền thuê nhà

Rents and Service Charges

We are committed to keeping your rent as low as possible. Until recently we have set rents based on the main characteristics of the property, such as size, quality and facilities. We compare costs with other affordable housing providers to make sure we are competitive.

The Government has recognised that because every affordable housing provider has a different method for setting rents, the level of rents that residents are charged can vary considerably for similar properties. To overcome this, the Government has introduced a new formula for setting rents, known as target rents, that all affordable housing providers should use. These rents are based on the property value and average income of people living in that area.

You are responsible for paying your rent. If you fall behind with your payments, and don't speak to us, you could risk losing your home as we will take legal action against you.

To work out service charges, we use a system that is based on a yearly forecast of costs. We review charges at least once a year and amend them to reflect whether we have received too much money or not enough money for the previous year. For example, if we estimate that shared electricity will cost £150 a year based on the previous year but it actually costs £80, we would reduce our forecast for the next year. You can ask to see the accounts and invoices that relate to any service charge.

What your rent covers

Your rent pays for services we provide. We use rents to:

- Pay for day-to-day repairs and maintenance;
- Repay money we borrow to build, buy or modernise your home; and
- Pay staff to manage our properties

What the service charge covers

The service charge is for extra services that are not covered in the standard rent, for example, shared cleaning, servicing lifts, maintaining entry-phone systems, gardening, or cleaning windows. If you look at your tenancy agreement, you can see if you pay a service charge.



Reviewing charges

We set your rent and service charges in line with the Government's guidance, and we can only increase rent once a year. You can find details of the date of increase in your tenancy agreement (it is normally on the first Monday in April). We will give you at least 28 days' notice of your new rent and service charge and information about your right to appeal.

If the rent and service charge change and you pay your rent by standing order, you will need to contact your bank or building society to change the payment instructions. If you are on Housing Benefit you will need to tell the council about your new rent. They will work out your new entitlement to Housing Benefit.

Paying rents and service charges

You must pay your rent every Monday in advance. (For the following week) this is unless you have made an arrangement to pay in advance every two weeks, every month or every three months. We will automatically send you a rent payment booklet at the start of your tenancy and give you a choice of ways to pay.

At the post office – using your payment book

You can pay at any post office to pay your rent using your payment book. There is no charge to you for this service. All you have to do is present your book, along with your cash or cheque (made payable to 'Post Office Counters'), to the cashier. The cashier will stamp the receipt part of your book, which you should keep in a safe place so you can check your next rent statement against the payments you have made. Please also ensure that your rent reference number is on each of the payment slips as this number identifies your account.

By standing order

This is the most convenient way to pay and we encourage you to use this method. You need to get a form from us and fill in your bank or building society details, quoting your rent account number as a payment reference. You should then send the form to your bank or building society so they can arrange the payments.

If you want to pay once a month, you must pay for the following month. We can tell you how much you need to pay each month (weekly rent multiplied by 52 then divided by 12).

By cheque or postal order

You may send us a cheque or postal order. Make them payable to 'New World Housing Association' and remember to write your name, address and rent account reference number on the back. Please do not send cash through the post or post cash through our letterbox. We are not insured to receive cash at any of our offices.

Help towards your rent, Council Tax and Water rates

You may be able to get Housing Benefit to pay some or all of your rent. If you receive Income Support, you are automatically entitled to Housing Benefit and you should claim through your local Housing Benefit Office. If you don't receive Income Support, you may still qualify for Housing Benefit and should check with your local Housing Benefit office. The amount will depend on your income; your savings, your rent and how many people you live with. Ask your local council to send you a form to fill in. There is no harm in applying even if you are not sure you qualify. Your housing officer can give you more advice and help you with the form if necessary, but remember that ultimately it is your responsibility to claim for Housing Benefit. You must claim as soon as possible as Housing Benefit will not generally be backdated. You can decide whether you want your Housing Benefit to be paid to you or straight to us. To make it easier for you, we recommend that your Housing Benefit is paid straight to us. If, after claiming, your circumstances change, you must tell your local Housing Benefit Office immediately.

Council tax is paid directly to the local authority where you live. Council Tax is a tax based on the open-market value of your property. The council uses the tax to pay for local services. You must pay it straight to your local council and the amount is set once a year. You can choose to pay one lump sum or by monthly instalments. If you are claiming Housing Benefit or Income Support or are on a low income, you may be entitled to a reduction in the full rate. There is also a discount for people who live on their own. Contact your local council for details.



All our tenants pay water rates straight to the supplier. You may have a water meter if your home was built after 1992. If you are having difficulties paying your water charges, you must contact the water payments department straight away. The contact details can be found on the useful numbers list.

Problems paying your rent

If you have difficulties paying your rent, please contact us immediately. Do not ignore your arrears and let your debt build up. If we know you are having difficulties, we can look at ways to help you. We can check you are receiving all the benefits you are entitled to and work out the best way for you to repay your debt. If you have many debts, we can advise you on what debts you should make a priority and put you in touch with debt advisers.

What action we take on rent arrears.

We are in the business of providing homes, not taking them away. Our firm but fair rent arrears policy means we try to solve your debt problem. However, we will take legal action against anyone who fails to pay or chooses to ignore their debt problem. This means you could be evicted if you do not pay your rent. There are a number of steps we will take to tell you that you are in arrears and to warn you about court action.



Conditions to Living in your Home

您在居所居住的條件

Điều kiện để sinh sống trong nhà quý vị

Conditions to Living in your Home



Home contents insurance **Strongly advisable however optional**

We are not responsible for your personal belongings. If the contents of your home are lost through theft, or damaged due to a fire or flood, you would be responsible for replacing them. Our insurance covers the building structure and our fittings only. You are responsible for making your home secure.

We strongly recommend that you take out your own home contents insurance to cover your personal belongings and furniture (including carpets, floor coverings and decoration) in case of damage by fire, flood, accident or theft.

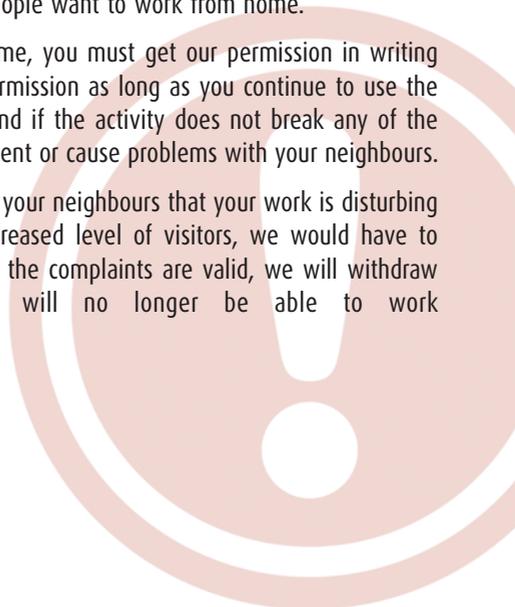
If your policy says that you need extra security to windows or doors, you are responsible for arranging this.

Working from home **Written permission required**

Nowadays, more and more people want to work from home.

If you want to work from home, you must get our permission in writing first. We will give you our permission as long as you continue to use the property mainly as a home and if the activity does not break any of the terms of your tenancy agreement or cause problems with your neighbours.

If we receive complaints from your neighbours that your work is disturbing them due to noise or an increased level of visitors, we would have to investigate. If we decide that the complaints are valid, we will withdraw our permission and you will no longer be able to work from home.





Making changes to your home **Written permission required**

You can make improvements, alterations and additions to your home, but you must get our permission before you start. We will not refuse permission unless the changes:

- **Make your home less safe;**
- **Reduce the standard or value of the accommodation; or**
- **Harm your neighbours or the estate.**

If the work needs Building Regulations approval or planning permission, you will be responsible for making the application and paying the costs. Your rent will not increase as a result of improvements you make. However, you will be responsible for maintaining improvements and alterations.

When you move out, the improvement becomes our property unless you return the home to its original condition.

Cleaning and internal decoration **Tenants obligation**

You are responsible for keeping the inside of your home in a clean condition and in good decorative order.

You do not need our permission for general decoration. However, if you plan to apply textured plaster (such as Artex) to walls or ceilings, you must get our permission first. Generally we would not refuse permission unless the condition of the existing plaster was particularly poor.

If redecoration is necessary after a repair, we will either pay you a decoration allowance or arrange to decorate the damaged area. We will try to match the existing decoration, but there is no guarantee.



Pets

Tenants obligation

You need our permission in writing to keep pets or any other animal at your home. As long as you have your own garden and separate entrance, we will allow you to keep a 'traditional' pet (for example, a dog or cat). You are not usually allowed to keep pets in flats, unless you have a guide dog.

We receive a number of complaints about irresponsible pet owners, particularly dog owners. If we give you our permission to keep a pet, you must make sure that it does not cause a nuisance or disturbance to other people living in the neighbourhood.

If you have a dog, please make sure that:

- **You do not allow it to roam around on its own or go out without a lead;**
- **It does not foul the shared areas (if it does, you must clear up the mess immediately);**
- **Your garden is securely fenced and regularly cleared of dog mess;**
- **It does not bark too much or late at night; and you keep it under control at all times and it does not frighten other residents, their families or visitors.**

If you do not keep to these guidelines and your pet causes a nuisance, we will withdraw our permission and ask you to remove the animal from your property.

Pests control and vermin

Tenants obligation

Even the cleanest of homes may become infested with pests and vermin (rats and so on). They are generally attracted to areas where there are food scraps and rubbish. As a result, it is important that you keep your home clean and your garden free of rubbish. It is your responsibility to deal with any infestation. If you notice vermin inside or outside your property, you should contact your local council's Environmental Health Department. They will be able to give you advice. If you are not able to deal with the problem yourself, they may provide a free or low-cost service.



Gardens

Tenants obligation

We appreciate that not everyone is a keen gardener. However, if you do have your own garden or yard, we expect you to keep it clean, tidy and free of rubbish. If you do not, and it becomes a nuisance to your neighbours or looks unsightly, we can tidy it up and charge you for the work.

If you intend to cut down or remove trees or hedges, or plant a tree, you must ask our permission as deep-rooted and fast-growing trees can damage the structure of your home.

If you share a garden area, you must help to keep it clean and tidy. If you are a keen gardener and do not have your own garden, you may be able to adopt an area of shared garden. For more information, contact your housing officer.

Aerials (satellite, cable and digital television, and radio)

Written permission required

If you live in a flat or maisonette, you are not allowed to put up a radio or television aerial, a satellite dish or other receiving equipment. Most of our flats have a shared television aerial. We will also consider fitting a shared satellite dish and supplying cable and digital television where there are groups of flats.

If you live in a house, you must first get our permission to put up any radio or television aerial, satellite dish or other receiving equipment. In some cases, such as listed buildings or in conservation areas, you may also need planning permission from your local council. If there is already a television aerial or satellite dish or other receiving equipment installed at the property when you move in, you will be responsible for its maintenance and repair. This also applies if you decide to install your own equipment, as we will only maintain shared aerials.



4



Maintenance to your Home

對您居所的維護

Bảo quản nhà quý vị

Maintenance to your Home



We are committed to keeping your home in a satisfactory condition and providing an effective and responsive repairs service. We make sure that we meet our legal and contractual responsibilities for repairs and maintenance to your home. We aim to carry out repairs to a high standard and within the timescales given. Equally we expect you to look after your home and carry out minor work that is your responsibility.

How to report a repair

When you have a repair problem in your home, there a number of steps you should take.

- 1 Check whether you are responsible for the repair by looking at the section in this handbook 'What you are responsible for'. Also remember that you are responsible for damage caused by you or anyone in your household, or for repairs that cannot be treated as normal wear and tear.
- 2 If you are not responsible for the repair, find out what we need to know and report it to us. You can find this out by looking in our detailed repairs booklet. Giving us as much information as you can will help our contractors to carry out the repair as efficiently as possible. To report a repair during normal office hours (Monday to Friday from 9.30am to 5.30am) you can phone your housing officer on the office number found in **Useful Telephone Numbers (Section 10)** or e-mail us at info@newha.co.uk

You will need to give us: Your address; A contact phone number; Details of the repair; and times when it is convenient for us or a contractor to call.

Appointments & reporting an emergency out-of-office hours

We will pass details of the repair to our contractors, who will contact you to make an appointment.

You can ask for a morning or an afternoon appointment on a particular day. We cannot give you exact times, so you will need to make arrangements to make sure someone is at home when our contractor arrives. If you discover that you cannot keep the appointment, please



tell us or our contractor immediately and arrange another date. If the contractor calls at the agreed time and you are not in, we will cancel the repair work. We may also charge you for the contractor's call-out fee.

For out-of-hours emergencies phone the office where the relevant contact number will be issued on the answerphone. Please do not contact the out-of-hours services other than in an emergency, otherwise we may charge you for the call-out fee.

New or newly built homes

If your home has been newly built, recently refurbished or newly converted, there are special arrangements for repairs, usually for the first 12 months. This is because the property is in a 'defects liability period'. During this time, you should not make any repairs or decorate your home as the contractor who did the work is responsible for correcting any faults. However, you will still be responsible for any damage you cause.

In all cases we will appoint a contractor to carry out repairs your home needs.

How long will a repair take and how are they prioritised?

We have divided repairs into three types. When you report a repair to us, we will assess what type of repair it is and tell you how soon the repair will be done. The time is measured from the date you report the problem to us. If parts, specialist equipment or specialist operatives are needed, it may take longer to carry out the repair, but we will let you know.

Emergency repairs (24 hours)

We carry out emergency repairs to remove the immediate risk of serious danger to people's safety, security or health. If you tell us about an emergency repair, we aim to provide a satisfactory temporary solution within 24 hours. Emergency repairs are also done to, Avoid serious damage to the property; Make the property secure; or Restore essential services such as water or electricity.

Urgent repairs (seven days)

We carry out urgent repairs for work that needs to be carried out quickly to overcome serious inconvenience to you, or to prevent more damage to the property. If you are vulnerable, we may treat repairs in this group as an emergency.



Essential repairs (30 days)

We mainly carry out non-urgent repairs for joinery work that often needs 'making up' before we carry out the work in your home, or needs replacing due to failure before we carry out planned replacement.

Cyclical, Routine or Planned repairs

The planned maintenance programme is based on the condition of our properties, repairs that have been delayed and any unexpected work that is needed. If your property is due to have planned maintenance work carried out in the next 12 months, we may delay replacing damaged items until the work is carried out.

Inspections and complicated repairs

Some repair problems need to be inspected by one of our surveyors, and we may need to get an estimate, before starting repairs. We will agree a suitable morning or afternoon when a member of staff can visit. All inspections will be carried out as soon as possible.

If you live in an older property that is waiting to be modernised, we may have to carry out a temporary repair if we believe it is not economical to carry out a full repair. Repairs over a certain value will also be inspected after they have been finished.

Will I be charged for the repairs?

As a general rule we do not carry out any repairs that are your responsibility. If we do, we will charge you for the cost of the work and tell you why we are charging you and how you can pay. Where possible we will tell you the cost of the work beforehand.

Repairs we are responsible for

By law, it is our responsibility to look after:

- The buildings and external parts of your home;
- Shared areas;
- Installations; and
- Any internal fixtures and fittings we originally supplied.



Here are some examples of repairs we are responsible for

Structural and exterior walls – chimneys, the roof, windows (but not most glazing), doors, drains, guttering, paths and steps, and any necessary outside painting and decorations.

Installations – gas, electric, water and waste-disposal services we provide, including basins, sinks, baths, toilets, flushing cisterns and overflows.

Fixtures – kitchen worktops, cabinets and cupboards.

Shared parts – entrances, halls, stairways, lifts, rubbish chutes and lighting.

Repairs you are responsible for

You also have certain responsibilities to make sure your property is in a good condition and is well maintained. There are a number of general responsibilities as well as minor repairs that you will have to pay for.

Your general responsibilities

- Keep your home clean and in good decorative order.
- Take reasonable precautions to prevent damage once a repair has been identified.
- Allow us into your home to carry out any repairs or inspections that are necessary.
- Report any criminal damage or vandalism to the police and get a police crime report number (not an incident number).
- Replace lost keys and change locks.

Minor repairs and tasks you are responsible for

Electrical and heating

- Any wiring and fittings you have installed, such as wall lights.
- Fitting and repairs to phone points or individual TV aerials and associated cables, and junction boxes (unless part of our shared installation).
- Resetting trip switches and replacing fuses, light bulbs and starters.
- Testing and replacing batteries in battery-powered doorbells and battery-powered smoke detectors that are not in shared areas.

- 
- Fitting and repairing new doorbells.
 - Fitting and repairing burglar alarms.
 - Resetting or adjusting lighting and heating controls, thermostats and programmers.
 - Making sure air vents do not become blocked inside or outside your home.
 - Giving our gas contractors access to service your gas appliances each year.
 - Repairs to cookers, fridges, washing machines and similar items you own, or repairs to items we have provided where we have told you that you are responsible for them.

Bathrooms and kitchens – plumbing and drains

- Keeping toilets and sink drains free from blockages by not flushing down newspapers, nappies, cat litter, fat and so on.
- Clearing blockages in the waste pipes and traps to baths, wash basins and toilets.
- Replacing toilet seats.
- Replacing bath, sink or basin plugs and chains.
- Taking action to prevent and control condensation (see the tips section in our detailed repairs booklet).

Internal fittings – general

- Trimming or rehangng doors (or both) following the replacement of your own floor coverings.
- All door furniture we have not supplied.
- Damage to inside doors, window glass or items of fixed or portable furniture.
- Minor fixtures and fittings, such as coat hooks, curtains, curtain rails, showerheads and hoses.
- Replacing locks and keys to windows and doors if keys are lost or stolen, if you have been locked out, or if your home has been broken into (unless you get a crime number).
- Fitting extra locks.
- Anything that belongs to you or that you have supplied and installed.



Decoration

- Internal decoration, unless caused by a major building fault.
- Repairing decorative faults on walls or ceilings, for example, hairline cracks or holes from picture hooks.
- You must not paint any surfaces that are fixed such as plastic windows, baths, worktops, kitchen units, doors and wall tiles.

External

- Keeping ground-level gullies clear.
- Replacing clothes poles, clotheslines or rotary driers (unless shared with others).
- Providing dustbins, unless they are shared.
- Individual garden maintenance, including bushes and trees.
- Replacing cracked or broken windows and door glazing (Not including shared entrance doors and windows, or damage as a result of deliberate vandalism).
- Repairing boundary walls and fences if you have provided them.
- Prefabricated external buildings, for example, garden sheds.
- Infestations by ants, wasps, bees, fleas and mice (other than in shared areas).

Those working in your home

We expect contractors and people who work for us to treat you and your home with respect. We also expect high standards of work. All our maintenance contractors will do the following.

- Make an appointment to carry out the work when it is convenient for you.
- Introduce themselves and show photographic proof of identification.
- Explain the nature and purpose of the repair or replacement.
- Behave professionally at all times and not smoke, use bad language or play radios.
- Take care of your property and belongings and protect them from dust, paint and any other building rubbish.
- Keep your home secure while working there.

- 
- Keep safe all materials and equipment used on site, to avoid danger to you and your visitors.
 - Reconnect and test services such as gas, water and electricity at the end of each working day.
 - Clear away any rubbish as a result of the repair.
 - Repair any damage to internal decorations caused by carrying out any work.
 - Follow health and safety legislation and other relevant codes of practice.
 - Follow our equalities policy.
 - If major work is involved, tell you the level of disturbance before the work starts and agree the extent of removing carpets, furniture and so on.
 - Explain any follow-up work.

You should be aware of the following:

Contractors should not be left alone in your home or with only children who are aged under 16 . If you leave the home, the contractor may have to stop work, leave the property and wait for you to return.

You should not leave your key hidden or with someone else for a contractor to pick up, as they are not allowed to enter an empty home or a home with only children under 16 present.

In bad weather, contractors must not, for their own safety, work at height (for example, on ladders or scaffolding).

We expect you to make arrangements that allow contractors to get on with their work. Contractors can refuse to carry out work under certain conditions. For example, you should keep children and pets out of their way, clear the area of furniture, and make sure that the property is reasonably tidy.

If furniture, carpets or other floor coverings are to be moved, you must arrange for this to be done before contractors start work. They are usually willing to help but cannot accept responsibility for any damage caused.



Standard of work

We are committed to providing a high standard of service to you and aim to respond to repair problems in an efficient and helpful way.

All repairs are carried out by contractors we have chosen carefully and they must follow certain rules as we explained before.

We give you a target date for when your repair should be finished. If it is not done by that date, you must let us know so we can follow it up.

We make phone calls to random homes where repairs have recently been carried out to find out what the residents thought of the work. We also send out satisfaction slips for you to fill in and return to us.

We inspect 10% of repairs that cost under £500 and all repairs that cost over £500 to check that the quality of the work meets our standards. You can help us by telling us what standard you would rate the work.

Not satisfied with the work?

If the repair was not carried out within the time allowed, or if you are not satisfied with the work that has been done or the service provided, please let us know.

Aids and adaptations

As you get older you may find your home becomes difficult to manage, or someone in your home may become disabled. If possible, we would rather alter your existing home to make it easier for you to manage (for example, by building a ramp to your front door or by installing handrails or stair lifts). We have a budget set aside for this work, but it can be very expensive. You may also be able to get a grant to help towards the costs.

If you need special equipment, you should contact the local social services department so they can arrange for an occupational therapist to visit and advise on suitable equipment and ways of meeting the cost.

If your home needs lots of changes, it may be better to move to more suitable accommodation. We can advise you on this and the options available to you. See **Housing Options (Section 8)**.



Safety and Security in your Home

居所安全和保安

Bảo vệ an toàn và an ninh cho nhà quý vị

Safety and Security in your Home



Your safety is very important to us and we do everything we can to make sure that your home is a safe place. However, unexpected situations can happen and these should be dealt with properly to avoid harmful situations. There are a number of measures you can take to keep your new home safe.

Servicing gas central heating

By law, we must carry out a safety check to any gas appliances and pipe work that we provide once every 12 months. Our contractors put a label on each gas appliance that shows the last date it was serviced. If this label is missing or you have not had a test in the last 12 months, please let us know.

No matter how busy you are, you must allow our contractors into your home to carry out these essential safety checks. Our contractors will try to be as flexible as possible when making an appointment. If you do not allow us access, we may have to take court action against you. You will have to pay any costs involved and your tenancy may be at risk.

Gas appliances and leaks

Gas heaters and boilers must be regularly serviced to make sure they are working correctly and are clean of dirt or dust that may interfere with how they work. Faulty appliances can give off carbon-dioxide fumes that you cannot see or smell, but they can build up to a level that could be extremely dangerous. To prevent this, our contractor will service your system once every 12 months. When our contractors contact you, it is important for the safety of you and your family that you arrange a convenient time with them to service your boiler.

If you smell gas in your home, you should do the following:

- Turn off the gas supply at the meter and open all windows and doors.
- Check your cooker to make sure the gas has not been left on or that the pilot light has gone out.



You should not:

- Turn on any electrical switches as the spark could ignite the gas; or
- Smoke or use matches or naked flames.

If you still smell gas after taking these steps, call Transco on the number found in **Useful Telephone Numbers (Section 10)**. You can also phone our emergency number.

Electrical safety

Make sure all electrical appliances are switched off when they are not being used. Remove all plugs from electrical sockets whenever you leave your home and when you go to bed. This also cuts down on electricity bills – leaving your appliances on standby uses 70% of the full power.

- Use plugs that meet British Standards. Check they are wired correctly and have the correct fuse.
- Never run any electrical appliances from a light fitting.
- Do not overload your electrical sockets with extension leads.
- Always take professional advice on electrical appliances.

Fire precautions

You can prevent fires from happening by taking certain measures to make your home safe against fire.

If you have a smoke detector we have fitted, it may be mains-powered but fitted with a battery in case of a power cut. If the alarm beeps now and then, it is because the battery has run down. It is important that you change the battery so the smoke detector will work at all times. Remember, fires can be caused by faulty electrics so if this was the cause of the fire, your alarm would not work off the mains.

- Do not overload electrical sockets.
- Make sure cigarettes are put out properly, use a proper ashtray and never smoke in bed.
- Keep matches out of the reach of young children.
- Do not use candles near curtains or other items that would catch fire, and make sure they are put out properly.
- Never leave cooking unattended or overfill chip pans, and never throw water on a chip-pan fire.

- Plan an escape route with your family and make sure everyone is clear about what to do in case of a fire.
- Close all doors at night.

Do not:

- Prop open fire doors;
- Put wet or damp clothing to dry on or around unguarded fires or electric heaters;
- Leave hot oil unattended for example, in chip pans;
- Go back into a burning building; or
- Use water on electrical, fat, oil or spirit fires – you should switch off the heat source and smother the fire with a blanket to stop the air getting to the flames.

In case of fire

- Get everyone out of the building and warn others if it is safe to do so.
- Call the fire brigade on 999 and give the exact address.

If you live in a flat

- Follow any safety instructions, which are usually displayed in shared areas.

Water leaks and burst pipes

When the weather gets cold there is a risk that the water in your pipes may freeze and burst. This mainly happens when people go away and switch off their heating and hot water. To prevent this, you should leave your heating on a low setting while you are away, even if it is only for a few days.

If the worst happens and your pipes freeze, you should:

- Lower the temperature of your central-heating boiler;
- Drain all the water out of your system (to do this, turn off the supply at the stopcock and leave the taps on); and
- Turn the taps off when the ice in the pipes starts to melt.





If your pipe actually bursts:

- Put buckets or bowls under the pipes to catch the water;
- Turn the water off at the stopcock and turn on all the taps until they run dry; and
- Call our emergency number on the number given in **Useful Telephone Numbers (Section 10)**.

If you are going away for any length of time and leaving your home empty, please contact us for advice.

Securing your home

Don't make it easy for thieves to get into your home.

Make sure you always remember to:

- Lock all doors and windows when you go out;
- Not hide keys for anyone else outside your home;
- Avoid letting unexpected callers into your home (before you do, check their identity and confirm it by checking the phone number matches the number in the phone book or directory enquiries);
- Remove cash and valuables from display;
- Don't leave notes on the front door saying you have gone out; and
- Close all shared doors and do not let in callers who are not visiting you.

If you go away:

- Cancel your milk and newspaper deliveries;
- Get some timer switches so that lights come on automatically in the evening; and
- Tell a neighbour you trust when you will be away, even if it is only for a few days.

Door-entry systems

The 'buzzer' door entry systems are designed for your safety and for the security of your home. Never let a stranger in on someone else's behalf. If you are not expecting a visitor, do not let anyone in.

Never prop open doors – this is a fire and security risk.

Crime prevention measures

Neighbourhood watch schemes are a well-established part of preventing crime. There might be a neighbourhood watch scheme in your area. When you move in, one of your neighbours may tell you more about it.

There are also extra security measures you can add to your home such as door chains, spy holes, window locks and security bolts. However, when adding these, remember that you still need to be able to get out quickly in an emergency. Your local crime prevention officer (you can contact the crime prevention officer at your local police station) or our property services team can give you more advice.





The Environment in which you Live

您居住的環境

Môi trường sống của quý vị

The Environment in which you Live



Shared areas

Some of our properties have hallways, entrances and stairs that are shared by more than one home. These are known as shared areas and we are responsible for keeping them in good condition.

Your responsibilities

If you live in a property with shared areas, we expect you to help keep them clean and tidy by:

- Not dropping litter, cigarette butts or ash;
- Getting rid of rubbish correctly; and
- Cleaning up spillages.

Remember, these areas are often a means of escape in case of a fire or another emergency, so they must be kept free of obstacles at all times. Do not leave any items (such as prams and bikes) in these areas.

Our responsibilities

We will monitor the work of gardening and cleaning contractors to make sure it is being carried out as necessary. You should tell us if you are not happy with the contractors. On some schemes we may ask a resident to sign documents when contractors have visited, to confirm that the work has been carried out satisfactorily.

We will tell you how often and when the services will take place and the standards we expect.

The services will be paid for by the service charge.

Shared keys and door-entry systems

We have copies of shared door keys. If you lose your shared key or discover a broken shared door lock, you should tell us immediately. We will charge for replacing lost keys.

Litter and recycling

Please help us to keep your neighbourhood free from litter. If you live in an area where you have to put bags out for collection, please make sure they are secured and put them out as near to collection time as possible.



On schemes where there are shared bin areas, please make sure that you put your rubbish in the large containers provided. You should not dump large items of rubbish in these or other shared areas. You are responsible for getting rid of them.

If you have large items to get rid of, you should contact your local council's cleansing department. Most will arrange a special collection, which you may have to pay a small charge for. Or, you may need to arrange to visit the nearest tip.

In some areas, the local council may have a recycling collection system. If they do, please make the effort to take part. Try to find out where your local recycling point is to get rid of newspapers, cans and bottles, and use it to cut down your rubbish.

Play areas

On some of our developments, we have provided play areas for younger children. We aim to keep these as safe as possible. Please remember that you are responsible for your children's safety. Children must be properly supervised in these areas, and older teenage children should be encouraged to play elsewhere.

Vandalism and graffiti

We need your help to prevent vandalism. If you see a vandal at work, please let us know. If they can be identified, we will take action against them and charge them for the costs of any damage they caused. If you notice damaged property, please tell us so we can arrange for repair. If there is abusive or racist graffiti, we aim to remove it within 24 hours. You pay the cost of vandalism through your rent, so please make sure that your children and other household members do not cause damage and that you report vandalism to us.

Car parking

Car parking spaces may be available. On some of our estates, we provide car-parking bays for you and your visitors, while on others there is no parking or it is extremely limited. It is important that you consider your neighbours when parking vehicles. You may want to come to an informal arrangement with your neighbour about who will park where.

To increase the number of spaces available, they should be used only for residents' private cars and not for large commercial, broken-down or

untaxed vehicles. Abandoned or untaxed vehicles will be removed and the cost charged to the owner or keeper.

On some of our estates, we have introduced parking permits (we issue a permit at the start of your tenancy or when you buy a car). Where there are restrictions, you and your visitors should only park in the designated areas. If you don't, you risk having your car clamped or being issued with a fixed penalty notice. If the property is in a local-council permit area, you must get your permit from them. You are only allowed to carry out minor repairs to cars in parking areas, and this must not cause a nuisance to your neighbours. You must not use these areas for extensive or commercial car repair. Also you must not empty petrol, oils or coolants onto the ground, as they are a major risk to health and safety, a danger to the environment and a nuisance to other residents.

Antisocial behaviour

As one of our residents you should be able to live comfortably and peacefully in your home and enjoy the benefits of the surrounding area. This is important to us; we have a clear approach for tackling incidents of antisocial behaviour whether it is caused by one of our residents or other members of the public.

Antisocial behaviour means:

- Behaviour which causes a nuisance to or annoys any person, and directly or indirectly relates to the housing services we provide to our residents;
- Behaviour which involves using (or threatening to use), our housing accommodation for an illegal purpose.

The people who may be affected by antisocial behaviour include anyone who has a right to live in a property that we own or manage. It also includes anyone living in other properties in the neighbourhood, including owner-occupiers and tenants of other landlords, and anyone working in the area or using local facilities.

Specific examples of antisocial behaviour include:

- Noise nuisance;
- Intimidation and harassment;
- Leaving rubbish in public areas;
- Aggressive and threatening language and behaviour;
- Actual violence against people in property;



- Behaviour that targets people because of their differences;
- Using homes to sell drugs, or for other illegal purposes;
- Not being responsible for your pets.

What you can do

If you experience antisocial behaviour, you should try to tackle it by first talking to the people causing the problem. Remember, in many cases they may not be our residents. They may also not be aware that their actions are causing a nuisance. If this is not possible or safe, you should report the specific incidents to your Housing officer. If you fear that criminal activities are involved, you should also report the matter to the police. You should keep a full and accurate record of the incidents (for example, the time, date, place and the name of the people involved). These forms are available from our office. Please contact us if you require one.

What we can do

Tackling antisocial behaviour can be a complicated, slow and often frustrating process. As a result, we take a number of different approaches to dealing with antisocial behaviour. We can take the following actions to tackle antisocial behaviour.

We will enforce the antisocial behaviour clauses of the tenancy agreement if the person responsible is one of our tenants. However, people making complaints may have to give evidence for this to go ahead.

We will support you by keeping you informed of the actions we are taking to tackle the problem.

We will take measures to prevent antisocial behaviour, including the following (where appropriate);

Develop 'acceptable behaviour contracts'.

Form partnerships with local voluntary and community groups as well as statutory agencies such as the police and local authority.

We will work with our residents to prevent antisocial behaviour and neighbour nuisance.



Tenant Involvement

房客的參與

Sự tham gia của người thuê nhà



Tenant Involvement

We want you to have a say in how we can improve our services. There are a number of ways you can get involved through our resident involvement strategy.

We ask for your views in different ways, such as customer panels, individual meetings between staff and residents, and through residents' associations. We also monitor compliments and complaints so we can continuously improve.

Your right to be consulted and ways in which we seek your views

We will ask for your views if we are considering:

- Any changes that will affect how we manage and maintain your home; Improvements or major repairs to your home or estate; Demolishing your home; or Transferring your tenancy to another landlord.
- We will consult you as early as possible. When we have heard the views of residents, we will give you feedback on the overall response and the decision made.

We regularly ask for your views in a number of ways. You can give us feedback in the following ways.

Fill in surveys and questionnaires about our services. We send questionnaires after repairs have been carried out, to new residents and those on new developments. We also carry out surveys about housing management issues and other services we provide. And every three years, we carry out a large-scale survey which we send to all our residents. These questionnaires are important as they allow us to identify and plan improvements to the services that matter to you. If you receive a questionnaire, please take the time to fill it in and return it. If you require assistance in completing any of the surveys or questionnaires please contact the office and this can be arranged.

We regularly review our services and set up resident focus groups to help. We advertise reviews in our newsletter and ask for volunteers. If you are interested in sitting on a review group, please let us know.

We encourage you to set up Resident Associations, and we offer practical help and advice. If you would like information on how to set up an RA where you live, please contact us.



Residents on the board

Our board of management is responsible for monitoring our organisation. They decide how we should spend our money and make plans for the future. We want to give our residents the opportunity to become involved in running our organisation, and we have resident on the board to make sure you are represented at the highest decision-making level.

Keeping residents informed

We aim to do this through a number of publications.



Housing Options

住房選擇

Sự Lựa Chọn Nhà Ở

Housing Options



Moving home

We recognise that families and circumstances are continually changing, and there may be a time when your home is no longer suitable for your needs. If you are considering moving, please talk to us as we may be able to help you. Even if we have not got a property for you, we can tell you about other options that are available to you.

Transfers

You can apply to transfer to another of our homes which is more suitable for your needs. You can do this by filling in and returning a transfer application form. Only a limited number of homes are available for transfer, so you may have to wait a long time. This means a transfer is generally not the best option for most people. It also means that not everyone who applies for transfer is successful. In these cases we will take account of circumstances and do what we can to help.

Under-occupation and overcrowding

If you live in a home that is larger than your needs, we would encourage you to apply for a transfer to smaller accommodation. The general rule is, the larger the property, the higher the demand, especially three-bedroom properties.

Mutual exchange and the 'HOMESWAP' scheme

This can be a very successful way of moving. It involves swapping your home with another assured or secure tenant of New World, another housing association or a local council who agrees to exchange their home with yours. You must get permission of both landlords before you can move. Permission will only be refused in certain circumstances (for example, if you or the person you want to swap with is in arrears, or if the property is too large or too small for the needs of the family).

There is also an agency called 'HOMES' that runs national schemes called 'HOMESWAP' and 'HOMESWAP Xtra' for residents of councils and housing associations who want to move within their local area or elsewhere in the UK. Once you have registered, your details are put on a computer system



and you will be regularly sent a list of residents you may be able to swap with. If you want to move, we encourage you to register with 'HOMESWAP'. To find out more, ask us for an application form and information pack.

Right to acquire

If you became one of our residents in a property that was built or bought using Social Housing Grant funding after April 1997, it may be possible for you to buy your existing home. We can tell you if your property is eligible. As well as living in a qualifying property, you must also have been a public-sector resident for two years.

Ending your tenancy, handing in your notice and paying your rent

When you want to move out of your home, you must let us know at least 28 days before you plan to move. The notice you give us must be in writing and should give us your forwarding address in case we need to contact you after you have moved.

You are still responsible for paying the rent until the end of the 28-day notice period, even if you move out of the property and return the keys before that date. If you cannot clear your account before you move, you must speak to your housing officer and make arrangements to clear the debt. If you leave owing us money and have not spoken to us about clearing the debt, we will claim it back through a debt collection agency, which could affect your credit rating.

Once you have given us notice, we will make arrangements for new residents to move into your home as soon as we can, so that the property is not left empty. In some cases, prospective residents may want to view the property before you move out, and we ask that you co-operate with us by giving access for these viewings.



Clearing and leaving your home in good repair

Before you move out we will inspect your home to make sure that it is in good decorative condition and that there are no repairs that are your responsibility. We will tell you about any repairs that you need to do and, if necessary, ask you to redecorate before you leave. If you do not carry out the work before you leave, we will do the work and charge you. This includes cutting back the garden if you have let it become overgrown.

We also expect you to leave the property clean, tidy and free from personal belongings so that the new residents can move in as quickly as possible. Unless you have agreed otherwise with your housing officer, you must make sure that you remove all furniture, carpets and belongings in your shed and cellar. We will charge you for getting rid of any rubbish or unwanted furniture you leave in the property or the garden.

Telling people you are moving

You should arrange to have the gas and electricity meters read on the day you move. If possible, turn the water off at the stopcock. If you receive Housing Benefit or Council Tax Benefit, tell the benefits office at your new council immediately. Your benefits office may be able to help if you have to start paying rent on your new home before your old rent ends.

Keys

You must return the keys to our office as soon as you have removed everything from the property and cleaned up. We must receive them no later than 12 noon on the Monday that your tenancy is due to end. If you do not return the keys on time, we will charge you another week's rent.

Relatives and next of kin

Please let us know straight away if someone close to you who is a New World resident dies. We will be able to offer you advice on ending the tenancy. This will include arranging a time to return the keys (this should be done as quickly as possible, as rent still has to be paid until the keys are returned). If the person who died was receiving Housing Benefit, this will end on the first Sunday after they died.



Compliments and Complaints

表揚和投訴

Khen ngợi và than phiền

Compliments and Complaints



Compliments

We want to know what we are doing right. So if you are impressed with our services, or if our staff has excelled in their duties, we want to hear about it. We also welcome any suggestions you may have on how we can improve our existing services or introduce new services.

Complaints

We aim to provide the best services we can to all our residents. However, sometimes things go wrong. If you are not happy with any aspects of our work, or if you think that we have failed to do something we should have done, we want to hear about it. Your complaints are important to us because they help us identify where we can improve.

We monitor all complaints to make sure that we learn by our mistakes.

We deal with all complaints in strict confidence and we will not treat you any less favourably for making a complaint.

How to make a complaint

If you have a complaint, the first step is to talk with our staff or the manager of the service where you have a problem. In most cases they will be able to solve the issue. If you are not happy with their response, you can complain formally by letter, by e-mail or by sending a complaints form to our administration officer, who manages all complaints and is your main contact.

Our administration staff can also help you put your complaint in writing.

Our complaints procedure makes sure all complaints are fully investigated and monitored.

Compensation

In some cases we may consider paying compensation, depending on circumstances, our involvement, responsibility and liability.

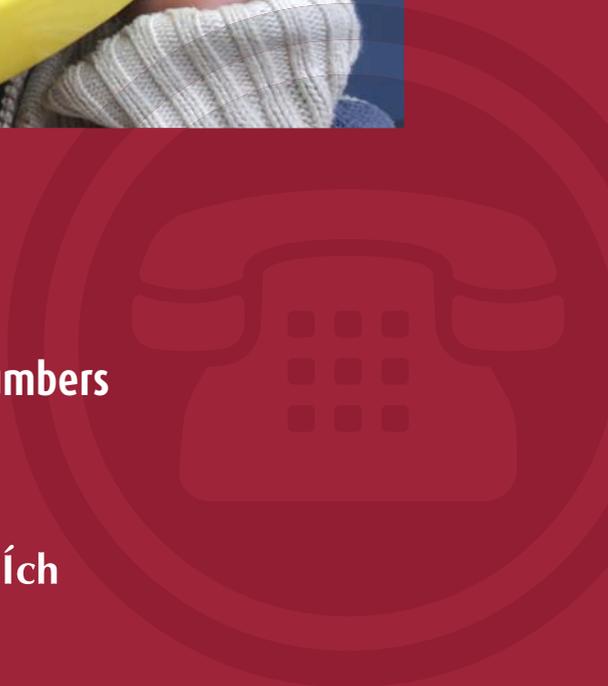
Payments will be dealt with by our finance department and will generally be by cheque. If you are in arrears or owe us other money, we will add the payment to your rent account or use it to pay off other money you owe us.



Useful Telephone Numbers

常用電話號碼

Số Điện Thoại Hữu Ích





Useful Telephone Numbers

New World Housing Association 020 8675 0320
General Emergencies 07717 503 422
Gas & Heating Emergencies 01689 601 611

General

Emergency Services 999
Police 020 8855 1212
Police HQ 020 7230 1212
Thames Water 0845 9200 888
Transco 0800 111 999
Victim Support 0845 30 30 900

Email: supportline@victimsupport.org.uk

Web page: <http://www.victimsupport.org.uk>

Energy Efficiency Advice 0800 512 012
NHS Direct 0845 4647
London Transport 020 7222 1234
British Rail 0845 748 4950
Congestion Charging 0845 900 1234
Directory enquiries - BT 118 500
Directory enquiries 118 118
Vietnamese MHS 020 7639 2288
The Vietnam Lao Cambodian Centre 020 8255 7398
Forvil 020 8694 0952
Spectrum Radio Station 020 7627 4433
(Cantonese broadcast daily 6-7pm)

Greenwich

Greenwich Town Hall 020 8854 8888
Abandoned and untaxed vehicles 020 8921 5703
Law Centre 020 8305 3350
020 8855 9817
020 8311 0555
Race Equality 020 8317 4872
Welfare Rights Service 020 8317 4872
Citizens Advice Bureau 0845 1202 931
Police Station 020 8855 1212
Vietnamese Refugee Community 020 8854 9907





Lambeth

Lambeth Town Hall	020 7926 1000
Police Station	020 7326 1212
Streatham/ Gipsy Hill Police Stations	020 8678 1212
Citizens Advice Bureau	020 8674 8993
Refuse Collection	020 7926 9000
Vietnamese CAB	020 8671 2022

Lewisham

Lewisham Town Hall	020 8314 6000
Council Tax	020 8690 9666
Housing Benefits	020 8690 8444
Lewisham Hospital	020 8333 3000
Minicab services	020 8314 2292
Refuse collection	020 8314 7171
Police Station	020 8297 1212
Citizens Advice Bureau	020 8613 9356
Indo China Community & School	020 8265 0024
Deptford Vietnamese Project	020 8692 8830

Southwark

Southwark Town Hall	020 7525 5000
Citizens Advise Bureau	0870 121 2016
Cambridge House Law Centre	020 7703 3051
Council Tax Benefits	020 7525 1880
Police Station	020 7378 1212
Southwark Vietnamese Chinese Community	020 7635 0022

Wandsworth

Wandsworth Town Hall	020 8871 6000
Tooting Police Station	020 8672 9922
Wandsworth & Merton Law Centre	020 8767 2777
Citizens Advice Bureau	020 8333 6960
Council Tax Benefits	020 8871 8080
Abandoned Vehicles	020 8871 6709

Tenants who attended the Handbook Consultation Meetings

房客手冊諮詢會出席名單

Danh Sách Người Tư Vấn Biên Soạn Sổ Tay dành cho Người Thuê Nhà

Ms Koko Behou

Mr Van H Tran & Ms My C Tran

Ms Harriet Annan

Ms Doris Abbey

Mrs Rose Hoang

Mr Vincent Muro

Mrs Tham Hong On

Ms Claudia Boateng

Ms Yen B Mac

Mrs Hong



Spici Claudio

Donat V. Muro