

Section 1

OUR SERVICE TO YOU

Communication

We aim to provide a fast and responsive housing service to all our customers.

You have two ways of contacting us:

1. In writing

All letters will be acknowledged within 5 working days. A full investigation will then take place and a full written response given within 28 working days.

New Forest Villages Housing Association
PO Box 7846
New Milton
Hampshire
BH25 9EY

2. By telephone

If the person you wish to speak to is not available then a message can be left for them to contact you. Calls should be returned within 24 hours (During working hours)

All enquiries other than maintenance 01425 611855

Repairs and maintenance (daytime and out of hours)

01747 852878

Electrical Repairs

01747 858067

Building maintenance & plumbing repairs

How to complain

We hope that you will never need to complain but just in case you do we have a complaints policy. If you would like a copy, please contact the office.

Our complaints policy explains how you can complain and who can help you. There are five stages set out below:

- Step one

Informal resolution

Most problems or grievances will be settled in the normal course of contact with the Association.

- Step two

Formal resolution

You will receive an acknowledgement in 3 working days and a written response to the complaint within 14 working days.

- Step three

Taking the complaint further

If you are still dissatisfied about your complaint you may ask for the matter to be dealt with by the Chairperson of the Association. You will be informed of the action being taken within one month.

- Step four

Taking the complaint to the Independent Housing Ombudsman.

If you are still not satisfied with the complaints procedure, and having exhausted the internal procedure, you have the right to take your complaint to the Independent Housing Ombudsman.

The address is:

The Independent Housing Ombudsman
81 Aldwych
London
WC2B 4HN
Telephone 0300 111 3000

At any time tenants are free to seek advice from the Citizen's Advice Bureau, a local councillor or a solicitor.

Equal Opportunities

The Association has a responsibility to uphold its Equal Opportunities Policy by treating all tenants fairly and impartially. We recognise that various groups in society are subject to discrimination on a range of grounds including age, ethnic or national origin, race, gender, marital status, disability, class, culture, religious belief or sexual orientation. As a Registered Social Landlord, we are committed to providing equal treatment to all in the lettings and ongoing management of our housing accommodation, and in the employment of staff, consultants and contractors.

Right to Information

We are committed to openness. Every tenant is able to see the records we keep about their tenancy, except for items such as third party information from doctors or referees. The Data Protection Act means that you can see the information held about you on the computer. If you wish to view your file please give 24 hours notice so all the information is made available for you.