



EDEN

HOMES
AND COMMUNITIES

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WELCOME TO YOUR NEW HOME

Thank you for choosing Eden Housing Association as your landlord. We hope you will be very happy in your home.

This handbook has been designed to introduce you to our services and policies and provide useful advice to assist you in your home and to make the most of your tenancy.

It might prove useful to you in the months ahead and we would encourage you to keep it in a safe place so that you can refer to it at a later date.

ABOUT EDEN HOUSING ASSOCIATION

Eden Housing Association (EHA) was established in 1997 with the transfer of Eden District Council's 1500 homes. Since then we have grown and spread our operations and now provide accommodation in the Allerdale, Carlisle and Eden districts as well as managing homes in South Lakeland and other locations within Cumbria on behalf of Mitre Housing Association.

Over one half of our homes are located in Penrith, where our head office is located and from where our operations are directed.

OUR CONTACT DETAILS

Eden Housing Association
Blain House
Bridge Lane
Penrith
Cumbria
CA11 8QU

Tel: 01768 861400
Fax: 0870 0511685

Repairs Freephone:
0800 3581401

Email: enquiry@edenha.org.uk
Website: www.edenha.org.uk

OUR AIMS

We are committed to **'making a positive difference in peoples lives within the villages and market towns of Cumbria'** and wish to become seen as **'the leading light'** amongst housing providers in supporting sustainable growth in these areas.

We are the only sizeable Registered Social Landlord solely specialising in the provision of affordable accommodation in rural villages and market towns within Cumbria.

Our affordable rented housing provision ranges from single person flats, through couples and family sized accommodation to bungalows and sheltered housing. Aids and adaptations can be 'tailored' to the property and support to maintain independent living can also be provided in any of these situations.

We are also developing affordable home ownership alternatives to assist those who wish to and can afford to buy.

Over the next three years we aim to focus on building upon existing and developing further products and services for our customers.

OUR STRUCTURE

EHA is a not for profit organisation run by a voluntary Board of Management. A third of the Board are tenants of the Association and have been elected by fellow tenants to fulfil this role. The Board is responsible for taking the major decisions that affect the organisation.

The work we do is regulated by a government body called the Housing Corporation. We also receive grant funding from the Housing Corporation to help us build new homes.

A team of professional and dedicated staff, managed by the Chief Executive and the Executive Management Team, carries out the day-to-day running of EHA.

OUR CORE VALUES

We aim to provide 'brilliant' landlord and housing related services and the following are the core values that underpin our work:

- *To be a **Brilliant organisation** - through everyone working together, aiming for continuous improvement, demonstrating flexibility, and securing added value partnerships*
- *To employ **Brilliant people** - to be a caring employer, an 'Investor in People', to harness and grow staff and Board Member potential, to innovate, to create*
- *To provide **Brilliant services** - that are customer focussed, allow for individual and community involvement and influence, 'surprise with their brilliance' and make 'customers feel special'*
- *To adopt **Brilliant standards** - that are ethical, have integrity, fit with equality and diversity, are environmentally friendly and are accountable*

OUR CUSTOMER CARE STANDARD

We are committed to;

- *Providing the best service possible within our available resources at all times;*
- *Engaging with customers in a professional, warm, friendly and helpful manner;*
- *Speedily concluding matters to the customers satisfaction in the most effective, efficient and convenient way for them;*
- *Treating everyone as an individual on a fair and equitable basis, meeting the principles of equality and diversity.*

THE SERVICE YOU CAN EXPECT FROM US.

General

- *In our dealings we will always offer our names to customers*
- *We will respect privacy for our customers and will conduct appropriate discussions, meetings and interviews in appropriate private locations*
- *We will respect and attempt to fulfil the wishes of our customers in relation to any special requirements for*

meetings or contacts (eg: preference to speak with a female employee)

- *If the person you wish to speak to is unavailable at the time of your contact, a mutually convenient appointment will be arranged*
- *We will answer the telephone within 5 rings*
- *We will answer letters within a maximum of 10 working days*
- *We will aim to resolve as many queries as possible during our first contact with you*
- *We will pay a small monetary amount to our customers where there has been clear and proven service failure by us and a customer has suffered as a result*

Our Office

- *Our office opening times will be clearly displayed and adhered to*
- *Our office reception area will be welcoming and child friendly*
- *You will not have to wait for more than 5 minutes to see a member of staff if you have an appointment*

VISITING AT HOME/ OUTSIDE THE OFFICE

- *We will show appropriate identification when calling at your home*
- *A director of the Association will be available to make calls to customers homes on request and to carry out estate visits on a quarterly basis*

Information/Communication

- *We will do what is reasonable to provide information in alternative formats on request, including tape, Braille, large print and translations. If we encounter difficulties in meeting your request we will discuss the best solution with you*
- *The direct telephone numbers and email addresses of everyone of our employees can be made available to our customers*
- *We will provide clear, timely, courteous and relevant communication and you should also expect this from our contractors and other agents working for us*

- *Easy to read, service standard leaflets, tenants handbooks, newsletters and other publications will be produced periodically, to assist in providing customers with up-to-date and relevant information*
- *We will listen to you. You have a right to be consulted and kept informed about matters that affect your tenancy*

OUR OTHER SERVICE STANDARDS

We have many service standards so that all of our customers are clear about the service they can expect relating to a specific issue. Copies of our service standards are available on request or at our office.

If our service or lack of action does not meet the appropriate standard, you have the right to make a complaint using the Association's approved procedure.

Please refer to the **'Your rights'** section of this handbook for more information about making a complaint.

NATIONAL HELPLINES

Cruse Bereavement Care

Tel: 0870 167 1677 - helpline for the bereaved and those caring for bereaved people

Carers Line

Tel: 0808 808 7777 - advice and information for all carers

Childline

Tel: 0800 1111 - helpline for children and young people to age 18, in danger, in distress or with any other problem

Environment Agency Floodline

Tel: 0845 9881188 - 24 hr advice on floods & flood warnings

The Samaritans

Tel: 08457 90 90 90 - 24 hr confidential emotional support helpline for anyone in crisis

Parentline Plus

Tel: 0808 800 2222 - support and information for parents or anyone in a parenting role

NHS Direct

Tel: 0845 46 47 - 24 hr confidential helpline offering advice & information if you or your family are feeling ill or have health concerns

Shelterline

Tel: 0808 800 4444 - 24 hr housing advice line offering independent information and advice in confidence to anyone with a housing problem

National Debtline

Tel: 0808 808 4000 - help for anyone in debt or concerned they may fall into debt

Help the Aged - Seniorline

Tel: 0808 800 6565 - advice and information for older people

Crimestoppers

Tel: 0800 555 111

Refuge & Women's Aid

Tel: 0808 2000 247 - national charity providing safe accommodation for women experiencing domestic violence

Victim Supportline

Tel: 0845 30 30 900 - helpline offering emotional support and practical advice for anyone affected by crime