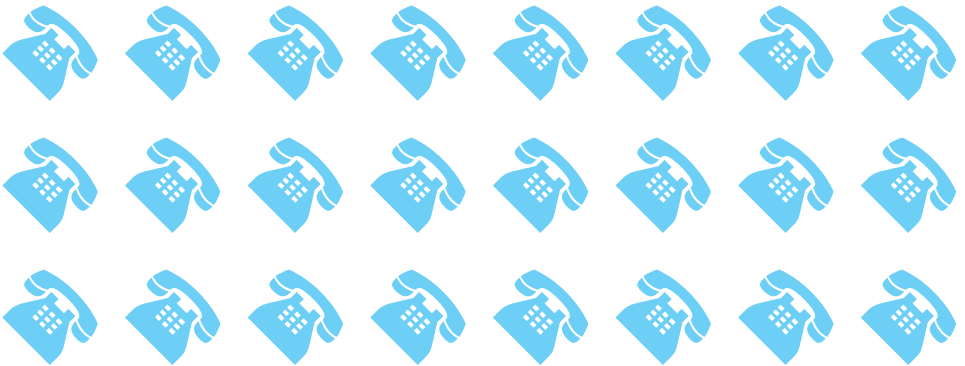


1. You and South Wight HA

What you can expect from us



- Your handbook
- Making a complaint
- You and South Wight Housing Association



p3	Your handbook	
	About this handbook	3
p4	You and South Wight HA	
	What South Wight Housing Association is	4
	How to contact us	6
	Your agreement	6
p7	Making a complaint	
	Who can complain	7
	Reasons to make a complaint	7
	How to complain	8

About this handbook

This handbook has been written for supported housing residents of South Wight Housing Association.

It tells you:

- what you need to know about settling in to your home
- the services we provide
- your responsibilities to us.

If you need help to go through this handbook, you have more questions, or you want to speak to someone from South Wight Housing Association, you can phone or write to us (see details on the back page) or ask someone to speak to us on your behalf.

If you would prefer to listen to an audio version of this handbook, or you need to read it in other formats like large print, Braille or in another language, then please let us know.

Also part of the Supported Housing Residents' Handbook:

- You and your household
- You and your home
- You and your neighbourhood
- You and your rent



In this section, we tell you about:

- South Wight Housing Association
- how to contact us
- your licence or tenancy agreement.

What is South Wight Housing Association?

South Wight Housing Association owns or manages, and looks after the home you live in. This means that South Wight Housing Association is your landlord.

Our main office is at **The Courtyard, St Cross Business Park, Newport, Isle of Wight PO30 5BF** (see the map on the next page). We have property all over the island.

South Wight Housing Association is part of Southern Housing Group.



Making a complaint



Making a complaint

How to contact us

If you need to speak to us, you can contact our care and support staff, or phone our Service Centre, which is open Monday to Friday 8am to 8pm, on **0300 303 1772**. Calls are charged at the local rate.

You can write to us at **Service Centre, Southern Housing Group, PO Box 643, Horsham RH12 1XJ**.

Typetalk

If you have a textphone, you can contact us by calling British Telecom's typetalk service and typing in the message you want passed on to us.

The typetalk operator will phone us to read out your message and will then send you our response via your textphone.

Your licence or tenancy agreement

When you move into your new home, you will be asked to sign a licence agreement or an assured shorthold tenancy agreement. This agreement explains our responsibilities to you, and what you need to do to look after your home and keep your agreement.

In this section we explain:

- who can complain
- reasons for making a complaint
- how to complain if you are not happy with our service.

Who can complain?

You or anyone else who is unhappy with our service can complain.

You may want someone to help you make your complaint. This could be a friend, relative or a member of our care and support staff. Alternatively, you could ask someone from another organisation to help like the Citizens Advice Bureau, Connexions or the Law Centre.

If you would like a copy of our complaints leaflet, please let us know.

Reasons to make a complaint

You should complain if you feel we have:

- not done something we should have
- not treated you properly
- done something to a poor standard.

Making a complaint



If you are unhappy with anything we do, but you don't want to make a formal complaint, you can speak to our care and support staff, or call the Service Centre so that one of our customer service advisors can talk things through with you and see what we can do to help.

How to complain

If you would like to complain, you can tell us:

- in writing or by phone
- in person through our care and support staff
- via the internet (www.shgroup.org.uk)
- by email (servicecentre@shgroup.org.uk).

You can also ask someone to make the complaint for you in any of these ways.

We will contact you in a way that meets your needs and that is as easy for you as possible. After that, we will pass your complaint to a member of staff. They will contact you within two working days to find out:

- your name and details
- what your complaint is about
- what you would like to happen
- how you would like us to deal with your complaint.

They will then tell you what will be done and how long it will take.



Making a complaint

If we are taking longer to deal with your complaint than we first thought, we will explain why. We will talk through our findings and actions with you, either in person or over the phone, and then put this in writing for you if you have asked us to.

We will always apologise when we've got things wrong.

Once we have done all we can to resolve the complaint, we will ask you if you are happy. If you aren't, we will give you the chance to take your complaint further.

At this stage, we will talk to you in person and agree what to do next. We will also put this information in writing for you. If you feel your complaint is still not sorted out, you can ask us to refer your complaint to our appeals panel.

When we believe we have dealt with your complaint, we will contact you to check that you are happy before writing to tell you we are closing the case.

If we change a service because of your complaint, we will write to let you know. We will also tell other residents that we have made changes because of resident feedback. We will not use your name unless you tell us we can.

This is the last stage of our complaints process but, if you want to take things further, you can contact a separate organisation called the Housing Ombudsman Service.

Making a complaint



Housing Ombudsman Service

You need to go through our full complaints process before you contact the Housing Ombudsman Service.

You can contact the Housing Ombudsman Service at:

Housing Ombudsman Service
81 Aldwych, London WC2B 4HN

Phone **020 7421 3800**

Lo-Call **0845 7125 973**

Minicom **020 7404 7092**

Fax **020 7831 1942**

Email info@housing-ombudsman.org.uk

Phone us on **0300 303 1772**, 8am to 8pm, Monday to Friday
(calls are generally charged at local rates)

Write to us at **Service Centre, Southern Housing Group,
PO Box 643, Horsham RH12 1XJ**

Email us at **service.centre@shgroup.org.uk** or
service.income@shgroup.org.uk or
swha.repairs@shgroup.org.uk

(but please phone instead if the matter is urgent)

In an emergency, call the Service Centre during opening hours.
When the Service Centre is closed, phone Wightcare on
01983 821 030

Visit our website at **www.shgroup.org.uk**

For help with translations or if a large type, Braille or audio
summary would be useful, please contact the Service Centre.

Arabic

لمساعدتك في الترجمة يرجى الاتصال بمركز الخدمة على هاتف 0300 303 1771.

Bengali

অনুবাদ সাহায্য পেতে হলে সার্ভিস সেন্টারে 0300 303 1682 নম্বরে ফোন করুন।

French

Si vous souhaitez recevoir de l'aide avec vos traductions,
appelez le 0300 303 1771.

Somali

Wixii ah caawimo turjumaan ka soo wac Xarunta Adeegga
telefoonka 0300 303 1771.

Spanish

Si necesita que le ayudemos con alguna traducción, llámenos
al 0300 303 1771.

Turkish

Tercüme konusunda yardım için 0300 303 1683 'den Hizmet
Merkezi'ni arayın.