

Housing21

Oldham Residents' Handbook



housing21.org.uk





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Welcome to Housing 21 in Oldham

Welcome to Housing 21. We hope you will be happy in your new home.

This handbook tells you about Housing 21, your tenancy and the various services and facilities we can offer. It also sets out your rights and responsibilities as an Oldham Council resident. It supplements the information in your Oldham Council tenancy agreement which sets out the precise terms of your tenancy. We have also provided some information to help you enjoy your new home.

Housing 21 constantly aims to improve the service we offer. We pride ourselves in having a good, friendly relationship with residents and value your suggestions and comments.

Please contact a member of Housing 21 staff should you wish to know more about the items covered in your handbook.

We hope you enjoy your new home.

Dawn Aston-Adams,
Head of Service
Housing 21 Oldham



About Housing 21

Housing 21 in Oldham

Housing 21 Oldham is monitored on all areas of its business throughout a 30-year contract period which commenced in 2006, by a specially set up subsidiary company of Housing 21 known as Oldham Retirement Housing Partnership (ORHP).

Under the 30-year management contract with Oldham Council, Housing 21 works together with all partners who play a part in housing management, maintenance and support services.

At Housing 21, we aim to ensure that the residents of retirement and extra care accommodation under our management continue to receive first class service throughout the duration of the contract.

We will liaise on your behalf with Adult Services if you need any person care services.

We aim to achieve and maintain a high standard by regularly consulting with residents, service users and agencies and by providing high quality and regular staff training and robust contract monitoring procedures.





Customer Service Standards

Our Customer Service Standards will ensure that:

- All those who come into contact with Housing 21 Oldham staff will be treated with courtesy, honesty and respect;
- Confidentiality will be respected at all times;
- All those who come into contact with Housing 21 staff will be treated equally and according to their individual needs regardless of gender, race, ethnic origin, religion or belief, disability, marital status or sexual orientation, gender re-assignment, pregnancy or maternity;
- Our staff will be polite and helpful;
- Our staff will deal with enquiries efficiently and quickly, subject to published standards and targets;
- All Housing 21 staff will respect your privacy.

These standards have been compiled by Housing 21, following extensive consultation with residents and staff nationally. They represent the standard that Housing 21 aims to provide to residents and to all customers. They are endorsed by the Senior Management Team and apply equally over all locations and divisions of the Association.

When dealing with your enquiries by telephone:

- We will answer the telephone within 24 seconds;
- The staff member answering the call will give their name;
- All telephone messages will be noted and we will aim to respond within 24 hours.

When dealing with written enquiries:

- We will log all letters and e-mails received;
- We will respond to all letters within 7 working days.

In some cases, this initial reply will be an acknowledgement, and in these cases, we will aim to:

- Give a full response within 7 working days;
- Endeavour to respond to all e-mail enquiries within 24 hours.

When dealing with a formally recorded complaint we will acknowledge the complaint in writing within 7 working days.



Our Customer Service Standards apply to all areas of our service.

- **Resident Engagement** — We will ensure that there are opportunities for you at whatever level you wish to be involved. We will provide a menu of opportunities for involvement, ranging from those at scheme level to regionally based initiatives;
- **Repairs and Maintenance** — We will maintain your home and its environment, keeping you informed and consulting with you as to our plans and progress. We will advise you at consultation meetings at your scheme of the schedule of planned works for your scheme or bungalow scheme so you will know what major work we are going to carry out and when.

We will attend to faults within your home as follows:

- **Priority 1** — Emergency repairs within 8 hours from the time that we were made aware of the fault.
- **Priority 2** — Urgent repairs will be attended to within 24 hours.
- **Priority 3** — Routine repairs will be attended to within 3 days.
- **Priority 4** — Non-urgent repairs will be dealt with within 21 days.

More detailed information about our repairs service can be found in Section 6.

- **Local Housing Manager Service** — We will ensure the Local Housing Manager service is a central part of Housing 21 Oldham, providing a supportive, professional and informative service.

We will discuss and complete a support plan with you during which we will talk about the health and well-being outcomes that you desire. We will ensure that every 12 months your support plan is updated and that you have the opportunity to sign to agree and confirm the detail. You may also request a review of your support plan at any time.

We will test the alarm/ intercom system in your accommodation regularly. We will, where one is fitted, test your scheme's fire alarm every week.

We will ensure that when your Local Housing Manager is on duty at your scheme you will receive a call, the frequency of which will have been identified with you. This will be at least weekly, as a minimum.

- **Financial Information** — We will ensure that you receive accurate details of your rent and other charges, and provide you with access to current welfare benefit information at your scheme.

We will ensure that you receive written details in March of each year of what you can expect to pay in rent, as set by Oldham Council, from the first Monday in April.

- **Equality and Diversity** — We will ensure that there are no barriers in accessing or using our services.

Where your first language is not English, and you would feel happier communicating using your first language, we will organise an interpreting service at no cost to you.

Where you ask for it, we will make our written material available in an alternative language, large print, Braille, or audio, at no cost to you.





Wellbeing 21

We publish a printed newsletter 'Wellbeing 21' four times a year which contains information, news and activities specifically focused on Oldham and Oldham residents.

Additional information

There are a number of leaflets which are available at your scheme or from your Local Housing Manager that give you more information in relation to issues such as Rent; Anti-Social Behaviour and how to make Complaints, Comments or Suggestions.

Our Local Housing Managers produce monthly newsletters to give you information of activities and what is happening at your scheme and in your area.

The notice board at your scheme is also updated regularly with useful information so please make sure you check it to find out more from Housing 21 Oldham.





Meeting your needs

We want to make sure that our services meet the needs of all residents of the properties we are managing on behalf of Oldham Council. We also recognise that whilst residents often have many shared needs they also have their own individual ones. Oldham residents are diverse — in terms of their lifestyles and background, values, preferences and also in terms of race, cultural, ethnic or national origins, religion and beliefs, gender, gender re-assignment, sexual orientation, pregnancy or maternity, appearance, age, disability or marital status.

We believe that no person should suffer disadvantage because of their race, colour, ethnic or national origin, or because of their religion, gender, gender reassignment, sexual orientation, pregnancy or maternity, appearance, age, disability or marital status. We aim to make sure that our services do not have hidden barriers that prevent people with different needs and requirements from accessing them.

In order to ensure that no group is being treated less favourably than others we and our partners at Oldham Council ask everyone who applies for accommodation or employment to indicate their ethnic origin, disability status, gender and age anonymously. This is so that we can monitor our services to ensure we can provide services required such as translations in relevant languages when requested.

When we ask you to tell us if you have a disability this information will be recorded to ensure that we deliver the service in the way that you need. For example, if you have a visual impairment we may provide reading material in a different format.

Any information you provide will be treated confidentially and only used to ensure you receive the services and information in the way in which you need them.



Your rights and responsibilities as a council resident

Your Oldham Council's tenancy agreement explains all your rights and responsibilities as a resident of a Housing 21 Oldham-managed property and you should read the tenancy agreement carefully.

When you become a resident, you sign and receive a copy of your tenancy agreement. As a legal document, it sets out the rights and obligations under which you live in your home. If you wish to know more about your tenancy or have any questions, please contact your Neighbourhood Services Manager.

The following information covers some of the most frequently asked questions relating to your tenancy agreement:

- **How do introductory and secure tenancies work? —** Unless you are transferring from a secure tenancy, you will start your tenancy as an introductory tenant. As an introductory tenant, you do not have the same rights as a secure tenant. Your introductory tenancy will last for one year. If you do not break any of the tenancy conditions during this time, you will automatically become a secure tenant.
- **What if I am granted a flexible tenancy? —** This type of tenancy is for 2 years. You will be notified when you sign for the property whether your tenancy will become a flexible tenancy following the introductory tenancy period of one year. A flexible tenancy can be renewed after a review of your circumstances. The review will take place after 16 months from the start of your flexible tenancy. There are circumstances where your flexible tenancy may not be renewed — this would usually be around whether you still have a need for the adaptations and services you receive. In this case, you would receive notice 6 months before the end of your flexible tenancy. Advice and assistance will be offered by our Neighbourhood Services Managers to help you find another suitable home.
- **Can I buy my home? —** No. There is no right to buy in the properties we are managing for Oldham Council. However, we can provide information about other homes you may be able to buy within leasehold retirement schemes or shared ownership schemes.



- **Can I transfer to another Housing 21 Oldham property?** — You can apply for a transfer through the Choice Based Lettings system which Oldham Council operates. If you want to transfer, your Local Housing Manager or Neighbourhood Services Manager will be able to give you more information about the process for an internal transfer.
- **Can I exchange my home?** — You have the right to exchange homes with another resident of a property managed by Housing 21 Oldham, or any resident of another housing association, local authority or designated new town in the country. Both landlords must give written permission before the exchange goes ahead and, because your apartment or bungalow receives a Local Housing Manager service and has special features, like the Helpline service, we will not be able to grant permission if the person you wish to exchange with does not need these facilities.
- **What happens if my partner dies?** — If you are a couple with a joint tenancy and one of you should die, the tenancy automatically passes to the remaining partner (provided they are living at the property as their main home at the time). If a close relative has been living there for at least 12 months, she/ he/ they may have the right to take over the tenancy when you die. This 'right of succession', as it is known, can only happen once.
- **What happens if my relationship breaks down?** — If a relationship breaks down, one partner may decide to move out of the home. Before doing so, we recommend you seek the advice of your Neighbourhood Services Manager, a solicitor or the Citizens Advice Bureau. In some cases, the legal Courts (as part of divorce or judicial separation proceedings) will make an order as to which joint tenant should be given the tenancy. Without direction from the Courts or written confirmation from one partner that he or she wishes to give up the tenancy, Housing 21 Oldham has no power to decide who is granted the tenancy. If you find yourself in a vulnerable situation where your partner may have been violent towards you and you are in danger or have been forced out of your home you will need independent advice as a matter of urgency. We recommend you contact your Local Housing Manager, Citizens Advice Bureau or a Special Advice Agency and also speak to your Neighbourhood Services Manager.



The main rights and responsibilities that Oldham residents have are:

- **Changes to tenancy conditions** — If Oldham Council need to change any of your tenancy conditions you have the right to receive 28 days notice of the intended change. Before we give you 28 days notice we will consult with you on the details of the proposed changes. You will have the chance to comment on the proposals within a reasonable time limit set by us;
- **Right to information** — You have the right to receive information about our performance, for example, how long it takes us to do repairs. This will be reported to you every year. We also report to you on performance and many other issues at the residents' consultative forum, which will be reported back to you by your resident representative;
- **Your rights under The Data Protection Act 2018 (DPA18) and the General Data Protection Regulation (GDPR) enables individuals to request any personal data which Housing 21 may hold and process in their name** — All information relating to you and your tenancy is confidential. You have the right to see information held about you on computer or paper files. Housing 21 Oldham has a computerised system for dealing with rent accounts, repairs and re-housing and holds paper files about properties and tenancies.
- **Equality and diversity** — We all have both rights and responsibilities when it comes to equality and diversity. What do we mean by this? For Housing 21 Oldham, equality is about ensuring fairness and freedom from discrimination. We all have the right to be treated with respect, dignity and to have our needs met. We also have the responsibility to make sure that others are treated in this way too. Diversity is about positively harnessing and valuing people's differences, recognising the benefits this diversity can bring in developing our services or in creating more vibrant schemes and bungalow communities. We have the right to have our differences valued and to have our different needs met appropriately. We all have the responsibility of valuing differences in other people.

Housing 21 Oldham works to ensure that all our policies and procedures are fair and equitable to all concerned and recognise the diverse needs and expectations of Oldham tenants. We operate an equal opportunities policy on all schemes. This means we do not discriminate against any person because of their race, colour, ethnic origin, national origin, religion, gender, gender re-assignment, sexuality, pregnancy or maternity, HIV status, appearance, disability,



marital status, age or caring responsibilities. We monitor all of our policies and procedures regularly to ensure equal opportunities principles are being followed.

Housing 21 Oldham strives to create living environments that are inclusive and welcoming to everyone, and that are free from discrimination or harassment. We want to encourage and enable everyone to have the opportunity to contribute to creating a warm and positive environment.

Residents, as well as staff, have a responsibility in this regard. We have in place robust harassment policies to protect both residents and staff from discrimination, harassment or inequality. For example, the requirement

for residents to abide by our Racial Harassment policy is an integral part of the tenancy agreement and acting in contravention of this policy could jeopardise the agreement.

- **Your right to compensation**
This is covered in section 6.
- **Your right to consultation**
This is dealt with in section 7.
- **Your right to complain**
This is dealt with in information section 9.





Rent, associated charges and benefits

Your rent

Your rent is set by Oldham Council. The rent charged is to cover the costs of providing the accommodation. Your gross rent is made up of some or all of these elements, depending on which scheme or property you live in:

- Net rent;
- Fuel charge (where applicable);
- Local Housing Manager charge;
- Helpline
- Water rates (where applicable);
- Service Charge (where applicable);

Rents and related charges are due weekly in advance. The rent week runs from Monday to Sunday. You can pay your rent in the following ways:

- Using your Housing 21 Rent Payment Card.
 - **In person:** You can pay your rent and associated charges by cash or cheque (it will depend on the shop as to what they accept) using your Housing 21 Rent Payment Card at all Post Offices and any shop showing these signs:



- **By telephone:** If you have a Housing 21 Rent Payment Card, you can pay with your debit card by telephoning **0330 0416497**
- **Internet:** You can also pay online at Allpay — **www.allpayments.net** using your Housing21 Rent Payment Card.
- By Direct Debit — You can arrange to pay your rent and associated charges by Direct Debit. If you would like to set up a Direct Debit, please speak to your Local Housing Manager or contact the Customer Services team on **0345 604 4447** for further details.



We will tell you of any change in rent at least four weeks before the change.

If you are having difficulties paying your rent please let your Local Housing Manager know immediately. Our aim is to help you resolve the problem by coming to some mutually agreeable arrangement. If you do not tell us

about financial difficulties, or you continue to build up further arrears, we may, as a last resort, have to follow legal procedures to collect the debt or gain possession of your home.

You may also find that financial advice is available from other organisations, such as Citizens Advice Bureau.





Benefits and allowances which you may be entitled to

Each scheme will have information in the communal area which contains useful advice including the variety of benefits and allowances that you may be entitled to.

The four main types of benefits that you could be eligible to are:

- **Housing Benefit** — You may be entitled to help with your rent from the local authority. This is known as Housing Benefit. This depends on your level of income and savings. Claims for Housing Benefit also include a claim for help with payment of Council Tax. Members of staff can assist you with the completion of Housing Benefit application forms or you can seek assistance from the local Citizens Advice Bureau.

You should, however, be aware that, even where rent is paid by Housing Benefit, the responsibility for payment of rent remains with you as the tenant.

You must make sure that your application form is dealt with by Oldham Council's Housing Benefit section, that you inform them quickly of any changes in circumstances and that you complete applications for renewal of Housing Benefit as quickly as possible.

- **Pension Credit** — If your income is below a minimum level that is set by Government each year you may be entitled to a top up payment of Pension Credit guarantee credit.

If you are receiving Attendance Allowance or are caring for someone who is, you may still be entitled to some Pension Credit guarantee credit even if your income is above the minimum level, as the minimum income levels that apply to people in receipt of Attendance Allowance are higher.

If you are entitled to Pension Credit guarantee credit, you will automatically have full entitlement to Housing and Council Tax Benefit.

In addition to the guarantee credit Pension Credit has a separate component called savings credit. This can be paid on top of the guarantee credit or on its own if your income is over the minimum set levels.

Information about Pension Credit and how to claim can be found in the benefit information centre.



- **Attendance Allowance/ Disability Living Allowance/ Personal Independence Payment** — You may be eligible for these allowances if you have any daily care and support needs or mobility difficulties. Your Local Housing Manager can assist in claiming these.
- **Universal Credit** — Universal Credit is a payment for people over 18 but under State Pension age, on a low income or out of work. It includes support for the cost of housing, and financial support for people with disabilities, carers and people too ill to work.
- **Universal Credit — Housing Element**
If you are a claimant of Universal Credit Housing Element, it is important that you report new charges to the DWP via your online journal. Failure to do so could lead to rent arrears. Universal Credit will only cover the Rent and Service Charges. (not helpline or the local housing manager service).

If you are in receipt of Universal Credit — Housing Element, you may be entitled to further help to pay for the Local Housing Manager Service and Helpline. Please email a copy of proof of your award to oldhamenquiries@housing21.org.uk This can be found on your Universal Credit Online journal. A member of the Customer Services team will then contact you directly to discuss how this additional support can be claimed.



Other services and charges

In addition to your gross rent, you may be liable for the following charges:

- **Council Tax** — You are responsible for paying your own Council Tax. Your rent does not cover this. You may be eligible to help with payment of this charge through the local authority's Council Tax Benefit section.
- **Television licence** — The television license is now free to everyone over 75 years of age. For those residents below this age, some schemes qualify for the concessionary TV licence, which currently costs £7.50 per property per year. If your scheme or bungalow community qualifies, and you or your partner is over retirement age, you may be able to benefit from the concession. We cannot claim the concession as a right in every case however, and it is possible that the National TV Licensing Authority may decide to withdraw the concession should the circumstances of the scheme change. Your Local Housing Manager will be able to keep you up to date.

Local Housing Manager Charge

As part of the service provided, the Local Housing Manager will offer to complete a support plan with you shortly after you move in. These are designed to identify where you may require extra assistance or advice. Your Local Housing Manager will assist with completing the support plan and co-ordinating any extra help you may need as well as helping you to access services.

Housing related support is provided to many groups of people, including older people.

The Local Housing Manager charge, which makes up part of your gross rent, covers the cost of the emergency alarm system and also part of the Local Housing Manager service. Many residents can get the cost paid through the Council subsidy arrangements, including all residents who qualify for Housing Benefit and Universal Credit. If you are not claiming housing benefit you may still be entitled to some assistance with paying your support charge.



Living in your home

We want you and your neighbours to lead as comfortable a life as possible. The quality of your home, the communal facilities, our support service and our general rules and regulations, are designed to help all residents lead an enjoyable life.





Communal facilities

The majority of the schemes we manage on behalf of Oldham Council have communal facilities for use by the residents. **Bungalow residents have full use of the communal facilities at their nearest scheme.** These facilities may be used by residents at any reasonable time during the day and evening. For example, there may be a breakfast or lunch club where residents are welcome to attend. Increasingly, communal facilities are designed in such a way that they can also be available for older people living locally without affecting your security and privacy.

The Local Housing Manager, in conjunction with the Oldham office team, is responsible for supervising and co-ordinating the maintenance, care and cleaning of these facilities.

The **communal lounge** is provided for formal and informal social and recreational activities for the community. The lounge provides a general meeting point for coffee mornings, games evenings and parties. The communal lounge will sometimes be used by other local organisations and community groups, by prior arrangement with the Local Housing Manager.

Residents are encouraged to arrange social activities for all residents at the scheme and nearby bungalow communities. Although the Local Housing Manager can facilitate social activities this is not considered to be one of their duties in the schemes apart from the Extra Care schemes. Residents in retirement schemes are encouraged to arrange social events and activities themselves, liaising with either the Local Housing Manager or others in the local community.

Some schemes have **laundry facilities** available for a nominal charge.

There is a **guest room** at some schemes so friends or relatives can make short visits. A booking system operates and there is a modest charge to help cover the costs. If you have guests to stay, you are responsible for ensuring the guest room is left in a clean and tidy condition. The Local Housing Manager will arrange for the linen to be laundered and the room to be cleaned.

There may be other facilities such as a hairdressing salon, a lift, chiropodist facility etc. Our Extra Care schemes may also have a restaurant and shop.



The **grounds and gardens** surrounding the schemes or bungalow community are provided for the pleasure of all residents and you have the right to use and enjoy them. Housing 21 Oldham employs a gardening service to maintain them. If you are interested, you may be able to cultivate small areas of the garden and have space for tubs and baskets subject to approval. Please let your Local Housing Manager know if you are interested.

Most schemes receive their TV reception through a communal TV aerial, satellite dish or cable TV supplier that may have amplifying equipment to provide good reception to each apartment. If your picture is poor, please tell your Local Housing Manager who can arrange for an engineer to rectify it.

In all of our Oldham schemes **Wi-Fi** is available in our communal areas but if you would prefer to stay connected at home, you can install your own broadband.

Car parking on the site is available for residents, visitors and the Local Housing Manager. We do not allocate specific parking spaces to individual residents. If parking at the schemes is limited, we may request that any visitors park elsewhere.

It is a resident's responsibility to ensure vehicles are taxed correctly or that DVLA are informed that the vehicle is being kept off-road by making a Statutory Off Road Notification (SORN). Failure to do so may result in Housing 21 Oldham staff reporting the vehicle to the DVLA.

Housing 21 Oldham supports, where practical, the use and **storage of scooters/ motorised wheelchairs**, at our managed schemes. Internal storage of resident-owned scooters will always have to be balanced against the health and safety of residents and staff. Due to the low cost of charging the scooters, Oldham Council will not, at this time, make a charge for the individual electricity consumption to the owner of the scooter, but reserves the right to review this position in future.

If you store or use a motorised scooter on grounds or within property managed by Housing 21 Oldham for which we have a legal responsibility for Health and Safety, you must provide a current and valid copy of the certificate of insurance covering the motorised scooter on request. The insurance certificate should cover at a minimum, third party liability. You must also make arrangements to have your mobility scooter PAT tested every 12 months. If you are unable to do this, you will not be able to use or store the vehicle on the grounds or within any property managed by Housing 21 Oldham.



Communal door-entry systems are designed for your safety and the security of your home. Therefore, please ensure that you never let a stranger in on someone else's behalf and that you never prop open communal doors — not only is it a fire and security risk, but it could also damage the mechanisms of the door.

A few things to bear in mind to make the scheme a happy place to live:

- The Local Housing Manager will inform you of any rules and regulations in place at your schemes. We try to keep these to a minimum, but, inevitably, when several people are living in the same place, some rules are needed for everyone's benefit.
- Littered and untidy bin areas are a health hazard and attract pests and vermin. Please keep bin areas clean and tidy. This is much easier if rubbish is wrapped before being put in the bin. If bin liners are provided in your area, please use them. Large items of household rubbish are not to be left in the bin area or in any other communal area. Please contact Oldham Council's refuse removal section on **0161 770 6644** to arrange to have items removed for which there is a charge.
- Housing 21 Oldham provide recycling areas for you to use in most schemes;
- Noise nuisance can be extremely irritating and difficult for the sufferer to live with. We have found that, in most cases, the person responsible does not realise they are causing a problem. We suggest that, in the first instance, you approach the neighbour in a friendly and sensitive way and let them know what the problem is. If the situation continues, please inform the Local Housing Manager who will try to find a solution. Everyone's tenancy agreement makes it clear that they should not cause a nuisance to other residents. You do have the right to go to the local authority environmental health department if the noise nuisance does not cease. (See section 8 on Anti-Social Behaviour for further details). Please try to be a considerate neighbour. Avoid banging doors and try to place televisions or stereos away from shared walls if possible. Special earphones or an induction loop can be purchased for those who are hard of hearing.

- Not all schemes are suitable homes for keeping cats and dogs, especially those with no immediate access to the outdoors. You must obtain written approval before keeping a pet and, where this is granted, your pet must be kept under proper control and not cause a nuisance to your neighbours. You must clear up any fouling and dispose of it in an appropriate manner. If justifiable complaints are received, you may be asked to find another home for your pet. Furthermore, when asking for permission to keep a pet, you must ensure that you make clear the arrangements you have in place for looking after it should you go on holiday, become ill or unable to care for it.
- All schemes have a no smoking policy in communal areas. If you want to smoke in your home, you may. But, please be aware of the potential fire hazards involved.





Local Housing Manager Service

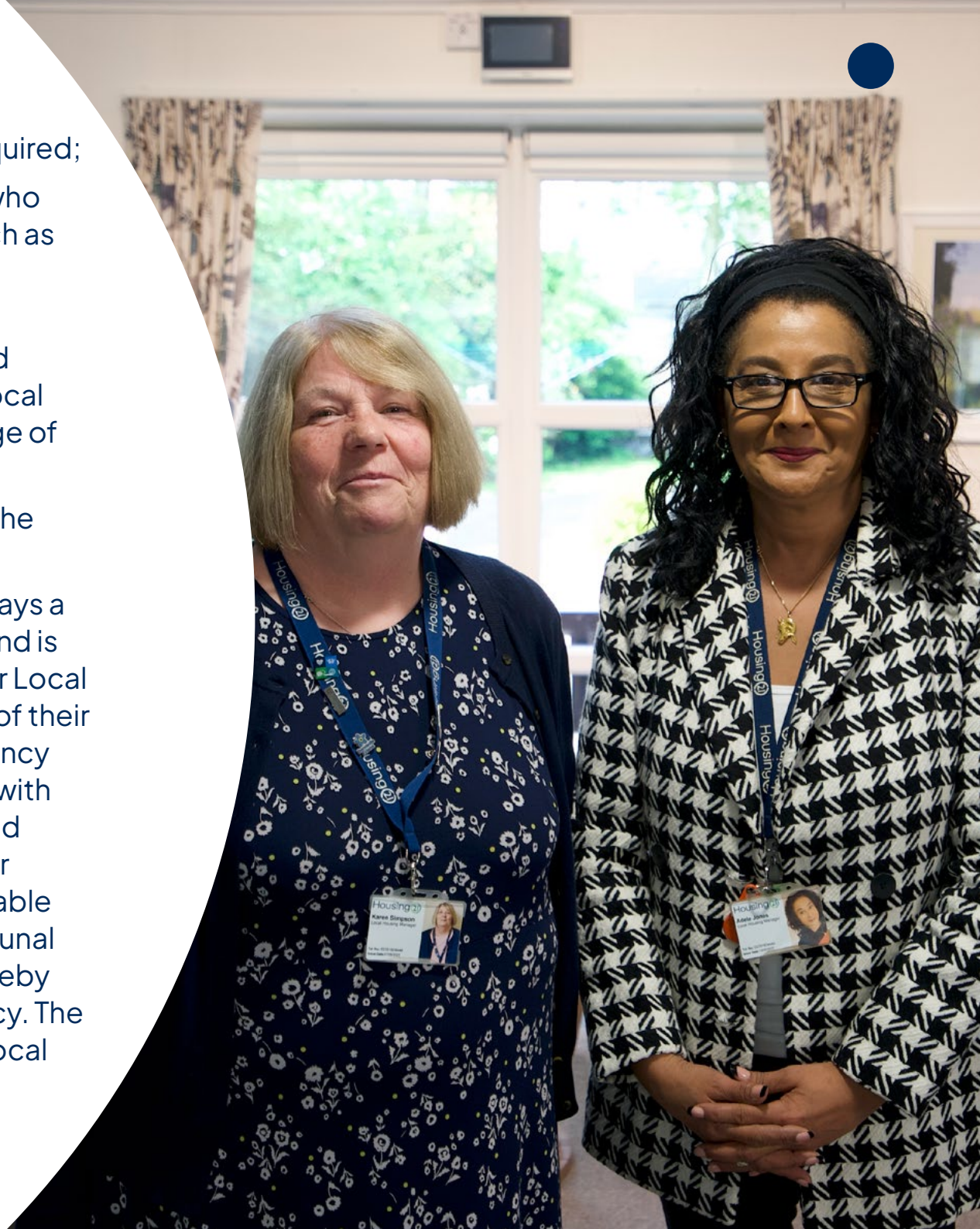
We have full-time and part-time Local Housing Managers. When they are off duty, assistance is always to hand through the Helpline 24-hour backup call centre. The Local Housing Manager is your main point of contact with Housing 21 and should be able to respond to most of your needs. The Local Housing Manager is employed to ensure the safety and wellbeing of residents. In addition to this main duty, the Local Housing Manager will offer assistance/ advice when this is requested or needed.

The Local Housing Manager is expected to:

- Provide background support without interference and to respect your privacy and independence;
- Maintain contact with you as agreed in your support plan but at least weekly as a minimum;
- The Local Housing Manager cannot undertake the care of any one person nor do shopping, collect pensions or prescriptions etc;
- Help in an emergency by summoning relatives, calling a doctor or any other professional help which may be required;
- Keep on file the names and telephone numbers of your nearest relatives or friends and of your doctor so that they can act quickly in case of emergency. It is important that you provide this information and inform your Local Housing Manager of any changes to these details;
- Help in arranging assistance from family, adult services and other agencies to meet your ongoing needs so that you can remain independent and in your own home;
- Encourage resident social activities and to participate where appropriate;
- Support the resident association where applicable;
- Take responsibility for the safety of residents. It is essential, therefore, for you to advise the Local Housing Manager when you are going to be away from home overnight so that, in the event of a fire or other emergency, they will know which apartment or bungalows are unoccupied;
- Take responsibility for the security, safety and cleanliness of the scheme.
- Look after the building and its equipment and arrange for repairs to be carried out;

- Report repairs on your behalf should this be required;
- Monitor the work standards of domestic staff who work in the communal areas of the scheme, such as cleaners and gardeners.
- Develop services at your scheme for you, for residents of nearby bungalow communities and for other older people in the community. The Local Housing Manager will inform you about the range of activities taking place at your scheme;
- All the back up administration associated with the running of the scheme.

A full time Local Housing Manager is on duty five days a week, Monday to Friday, with one hour for lunch, and is entitled to annual leave and public holidays. If your Local Housing Manager is part time, you will be notified of their hours of work. Outside of these hours the emergency call centre (as detailed below) will be able to deal with any emergencies. The call centre can be contacted by pressing the emergency system located in your home or in the communal areas. The call centre is able to allow emergency services access to the communal front door of the scheme and to the key safe, thereby ensuring swift access in the case of any emergency. The emergency call centre operates whenever your Local Housing Manager is not on site or on duty.





Emergency alarm system

The emergency system in your home is connected to the alarm system so that you can summon help if you need it. The Local Housing Manager is able to hear and speak to you over this system. In the absence of the Local Housing Manager, the call centre can respond in the same way (see below).

The alarm system will be tested regularly by the Local Housing Manager to ensure that it is operating satisfactorily.

You will be advised of any local arrangements should there be an emergency when the Local Housing Manager is away.

Disabled resident requests for reasonable adjustments

Although Housing 21 Oldham already supports residents in their homes through the Local Housing Manager service, the Equality Act formalises how we are to provide reasonable adjustments for residents with specific needs to be able to access services in the same way as residents without those specific needs.

Housing 21 has a legal duty to consider and respond in a timely way to disabled resident requests for reasonable adjustments. These requests might come to Local Housing Managers or directly to the Neighbourhood Services team. The requests may be made in writing or they may be made verbally.

The request might be, for example, for an alternative format application form or information leaflet (for someone with a visual impairment) or help with reading/filling out forms. It may be a request to amend or waive a policy regarding a particular resident because of their disability, for example, allowing someone to have a dog because they have a hearing impairment and need a 'hearing' dog. We may be asked to organise the installation of a grab rail, a special tap or doorbell or even a portable ramp to the communal lounge, so that a disabled resident can make use of the social facilities in the same way that non-disabled resident can.

There is no definitive list of specific adjustments. Housing 21 will act within the spirit of the legislation which means being flexible and responsive in meeting residents' specific needs as they relate to their disability.

Reasonable adjustments **DO NOT** include major adaptations to the physical structure of our schemes e.g. level access showers, or permanent ramps.



Extra Care

Housing 21 Oldham manage six schemes on behalf of Oldham Council across the Oldham borough, all designed to meet your needs and help you live an active healthy and independent life with your own self-contained apartment.

Extra Care Housing is a step up from retirement accommodation and a step down from residential care. It offers you security and privacy with your needs being met by a professional care team within your own home. The schemes have main lounges for socialising and where activities such as arts and crafts, painting, pool, darts and indoor bowls take place. Social evenings and weekend events, including trips out also take place throughout the year.

If you feel you may need to move to Extra Care housing or would like more information please speak to your Local Housing Manager.

Please note applicants nominated to Extra Care housing need to be received from the local authority and normally require an assessment around care needs.



Repairs and maintenance

Responsibilities

Housing 21 Oldham's repairs contractor carries out most repairs except where damage has resulted from misuse or neglect or has been caused by yourself or by visitors to your home. The contractor also carries out repairs and maintenance to the communal areas of our schemes and the outside of your home. Except in emergencies, we will give you at least 24 hours' notice of work being done.

Housing 21 Oldham are NOT responsible for the following:

- Plumbing in of your gas cooker, washing machine or the connection of your electric cooker when you move into your home — we are only responsible for providing either an electrical point or a gas point;
- T.V aerials (unless they are communal);
- Coat Hooks/ Hangers;
- Toilet seat and cover;
- Frozen pipes;
- Door chains, door numbers and letter boxes;

- The cost of gaining access to the property and replacement keys/ communal keys/ fobs if the door keys are lost;
- Garden sheds (unless they are provided by Oldham Council);
- Window locks and handles. If your window is UPVC you will need to contact us to order the part;
- Minor cracks in wall plaster;
- Plugs for sinks and baths;
- Electrical plugs on appliances;
- Skirts to ceiling lamp holders;
- Any fittings and appliances you have installed;

You are responsible for insuring your personal possessions and the contents of your property against damage.

If damage is caused by misuse or neglect on your part or on the part of any visitor to your home, you will be recharged for the cost of any repair. Before a rechargeable repair is ordered you will be asked to sign an agreement stating your willingness to pay for the work.

How to report a repair

You should report your repair to the Housing 21 Oldham 24 hours Repairs Line on **0800 032 1215**. You may ask your Local Housing Manager or a relative or friend to report the repair on your behalf. Please give as much information as you can about the repair needed.

The Housing 21 Oldham Repairs Line and your Local Housing Manager will also need to know when you will be in so that maintenance staff can call and do the required work. Maintenance staff will not enter your home to carry out work in your absence without your written permission, except in an extreme emergency.

Before ordering your repair please note that, if you, any of your family members, visitors to your home, or third parties cause damage accidentally, wilfully, negligently or by default to any part of the property, Housing 21 Oldham will seek to recover the repair cost from you.





Time limits for dealing with repairs

When a repair is reported, our repairs contractor will agree a convenient appointment for the repair to be carried out. You will also be given a unique work reference number. Please keep this safe as it may be required in the event of a complaint or as part of the customer satisfaction surveys which will enable us to improve the service which we and our repairs contractor deliver.

Housing 21 Oldham classifies repairs according to how urgent they are and will respond to repair requests within the following time limits:

- **Priority 1 — (Emergency):** Within 8 hours.

Examples include:

- Total electrical failure, loss of water supply due to burst but the stop tap is turned off;
- Total loss of power, (if not external supply failure);
- Total loss of water, (if not an external supply failure);
- Water leak through roof/ ceiling, water or heating pipe, tank or cistern;
- Tap which cannot be turned off;
- Door entry not working;
- Insecure external window, door or lock;

- Toilet not flushing (when there is no other working toilet available)

- **Priority 2 — (Urgent Repairs):** Within 24 hours.

Examples include:

- Loss of heat/ hot water to your home;
- Failure of electric shower;
- Leak that can be contained;

- **Priority 3 — (Routine Repairs):** Within 3 days.

Examples include:

- Leaking gutter
- Insecure gates/ fences
- Mechanical extractor fan in internal kitchen/ bathroom not working (where there is no other ventilation);

- **Priority 4 — (Non-urgent repairs):** Within 21 days.

Examples include:

- Re-glazing;
- Bulb replacement to electric fires;



Cyclical maintenance

Housing 21 Oldham will maintain soft and hard landscaping and remove rubbish and graffiti to maintain facilities in accordance with the specification generally using a specialist sub contractor. Staff will be trained in how to deal with items such as discarded sharps, oil, car batteries and the like. Works will be scheduled with regular inspections.

Cyclical maintenance will include:

- Litter picking prior to the cutting of grassed areas and the forking of borders and at other times when necessary;
- Removal of leaves during the autumn;
- Removal of weeds from ornamental lawns, borders and hedges;
- Disposal of household rubbish and tipped material according to the type of item. All items will be disposed of in accordance with environmental regulations and at licensed sites. The contractor will keep a record of all dumping and graffiti which will include date, location and nature of the items/ graffiti;

- Graffiti removal and protection of the surface from future occurrences using appropriate methods;
- Use of pesticides, weed killers and fertilisers as appropriate.

We will carry out risk assessments to identify potential hazards in hard landscaping and take appropriate action.

A resident satisfaction survey will be carried out every 3 years which will help us to improve our service in this area.

Planned / cyclical maintenance

This type of work is generally scheduled at least one year in advance.

Examples Include:

- Maintenance and redecoration of the communal areas;
- External re-decoration (every five years).



Repairs procedure

Housing 21 Oldham's repairs and maintenance contractor will issue a works order describing the work required and including a date for completion. At the same time this information will be given to you in the form of a works request number as confirmation of your repair request.

If the contractor does not carry out the repair within the timescale, you will need to inform Housing 21 Oldham's Repair Line quoting the works request number and the matter will be raised with Housing 21 Oldham's Property Management team.

You may also be entitled in law to get the repair done yourself and charge the cost to Housing 21 Oldham, but this process is quite detailed (see "Your right to repair" on next page).

Please note that these timescales will not apply if:

- the repair has not been reported through the correct channels;
- the work required is so expensive that further inspections and estimates will be needed before work can be carried out;
- you have not co-operated with the contractor to provide access for the work to be carried out;
- the repair is your responsibility.



Your right to repair

We always try to resolve problems, but if you believe that we have consistently failed to carry out repairs to your home effectively, you have a statutory 'right to repair'. This means that you can arrange to have the work done and claim the money back from us. However, you must be able to show that you have followed Housing 21 Oldham's repairs procedure.

Firstly, if you are not happy with the standard of repair work, you should speak to your Local Housing Manager or contact Housing 21 Oldham Property Services Team who will try to get the situation remedied. You will need to write a detailed letter setting out why you are dissatisfied.

If we still fail to remedy the problem, then you may be entitled to arrange to have the work done yourself and claim the costs back from us. However, please be aware that your precise rights and obligations are quite complicated. Because of this, we recommend that you take advice from ourselves, the Citizen's Advice Bureau or your solicitor before taking any further steps.

If you decide to use this right, you need to ask the Housing 21 Oldham Property Services Team for details of the procedure.

Major building works

Occasionally, it may be necessary to do major building works, such as a roof renewal or a full refurbishment of your scheme or bungalow. On these occasions, you will be fully consulted before we do any major works and you will receive at least 28 days notice of when the works will start. If it becomes necessary to move you before or during the works, we will organise any temporary housing and pay additional costs.



Housing 21 Oldham maintenance contractors

All Housing 21 Oldham maintenance staff are expected to follow a code of conduct, which covers health and safety issues and quality of work.

They will always:

- contact the Local Housing Manager on arrival at the scheme (where applicable);
- keep appointments and be punctual;
- never smoke in or around your home;
- introduce themselves — and show identification to you;
- be polite, presentable, friendly and professional at all times;
- be patient;
- be aware of the cultural needs of all residents;
- respect your home at all times;
- leave everything safe, clean and tidy.

If you are not happy with the conduct of any Housing 21 Oldham maintenance staff member, contractor, or with the quality of their work, please inform your Local Housing Manager or a member of Housing 21 Oldham's Property Services Team. The full code of conduct which we give to all maintenance staff is available from your Local Housing Manager or by telephoning Housing 21 Oldham's Property Services Team on **0345 604 4447**.



Improvements to your home

You have the right to improve your home.

Improvements such as internal decorating can be made without permission. However all other alterations will require written permission.

If you want to make a home improvement you will need to complete a 'Request for Permission to Make an Improvement' form. This form can be provided by your Local Housing Manager or by phoning Housing 21 Customer Services Team on **0345 604 4447**.

Once the form is received by Housing 21's Oldham Office, your request will be assessed by the Property Inspector. If necessary our Inspector may visit your home to discuss your request in more detail. You will receive confirmation in writing if your request is approved and you can start work. If, however, your request is not approved, you will receive written confirmation including the reason for the decision.

When carrying out home improvements:

- All work must be carried out by a competent person;
- All gas work must be carried out by a Gas Safe Registered fitter;
- All work must be carried out at your expense, including making good any damage caused by the work.

You must tell us as soon as the work is complete. We will then arrange for a member of the Housing 21 Oldham's Property Services Team to visit your home and check that everything has been done to the required standard. If it has not, we will ask you to either put the work right or restore the property to its original condition.

If you carry out improvement work without first seeking our permission or after we have refused permission, you could end up having to pay to put it back to its original state. We may also take legal action against you for breaking the tenancy agreement.

You will be responsible for any future maintenance of the improvement during your tenancy.

If you need any additional help, information or advice please contact any member of Housing 21 Oldham's Property Services Team on **0345 604 4447**

As part of the Citizens Charter scheme, a new "Right to Compensation for Improvements" for residents was introduced for home improvements from April 1st 1994. For further information or to obtain a copy of this document please contact the Housing 21 Oldham Property Services Team quoting reference, DTLR, 'A Better Deal for Tenants'. Please note that, in every case, any compensation due would be offset against any arrears on your rent account.





Equipment and adaptations

If you have mobility or sensory problems, Housing 21 Oldham will identify and contact the relevant agencies and council departments who may be able to provide funding for certain aids and adaptations to your home. Your Local Housing Manager or any member of the Neighbourhood Services team will be happy to provide more details on request.

A Disabled Facilities Grant is a local council grant to help towards the cost of adapting your home to enable you to continue to live there. A grant is paid when the council considers that changes are necessary to meet your needs and is happy that the work is reasonable and practical. A grant can be used for essential adaptations, to give you better freedom of movement into and around your home and/ or to provide essential facilities within it.

Occupational Therapists can give specific advice about individual aids and adaptations. They can also give advice if your needs have changed and you are unsure what aids and adaptations may be available.

Speak to your Local Housing Manager if you think that you may need any additional aids. She/ he/ they can fill in an Initial Contact Assessment form with you, which will then be sent to Occupational Therapy, who will arrange to visit you at home to assess what equipment is right for your needs.

Please bear in mind that if you apply for an adaptation you may be placed on a waiting list if there is a high demand.

Feedback

We want to ensure that we are continuously improving the services you receive from us, with this in mind we intend to carry out a resident satisfaction survey every 3 years of all aspects of our service to you including repairs and maintenance.

Housing 21 Oldham will also undertake periodic satisfaction surveys to ensure that you are happy with the service you have received from us and our contractors.

The scheme consultation meetings and technical surgeries held periodically at the scheme also give you an opportunity to discuss any aspect of the maintenance service.



Getting involved

Housing 21 Oldham positively encourages residents to participate in the running of their scheme. Your views count and you can have a real influence over our policies and procedures. How far you get involved is up to you. Some residents enjoy being involved in the formal partnership structures we have, others prefer more informal involvement.

We give residents regular information on the work of the organisation and what is happening locally in Oldham through our quarterly newsletter, 'Wellbeing 21.'

This is your home. You should not only know what is going on but be able to influence it. By involving you regularly and in different ways, we hope that:

- You feel able to influence events;
- We constantly improve our service;
- We offer you value for money.

We will consult you regularly on issues affecting your home, such as:

- Management, maintenance or improvements to your home;
- The provision of services;
- Proposals to change any terms of conditions of your tenancy agreement;
- Changes in our management policies;
- Capital investment programme and performance;
- Our service performance;
- Best Value service reviews.



Your right to consultation

You have a right to be consulted about the service we provide. Consultation takes various forms. We may contact you by letter, by personal visit, hold a general meeting at your scheme or at a convenient location for your bungalow community, liaise with you through the residents association and/ or ask you to be involved in other ways. Examples of some of the ways you can become involved are:

- **Scheme Consultation Meetings** — We seek your views on what you would like to see happening at your schemes or bungalow community, from major works through to more social activities. Your views are recorded in the notes from the meeting which will be displayed on the scheme notice board. The Local Housing Manager will then provide feedback on how these issues and requests are being dealt with. The Local Housing Manager and your residents' association representative or Community Voice plays a part in these meetings.
- **Residents' Association** — We encourage residents at all schemes and bungalow communities to form a residents association. Sometimes it can be easier and more formal for you to get your points across by acting as a group, rather than on an individual basis. The Local Housing Manager, with support from the Partnerships Manager can explain how to go about setting up a residents' association if one does not already exist. Your Local Housing Manager has a role in supporting new residents' associations. Housing 21 Oldham will meet with the residents' association formally if requested. Local Housing Managers will introduce new residents to the residents' association representatives.
- **Community Voice** — We recognise that not all residents wish to have a formal group like a residents' association. There may however be one or two residents at a scheme or bungalow community who are happy to act as representatives for their neighbours. Community Voices receive the same information as residents associations such as consultative forum papers etc. The Community Voice for a scheme or bungalow community will work with the Local Housing Manager to ensure issues are dealt with and residents are kept informed.



- **Technical Surgeries** — Technical surgeries will be held at schemes where issues have been raised. Members of the Property Services Team will attend these meeting and this is one way in which you can raise any property related matters with Housing 21 Oldham.
- **Housing 21 Oldham Consultative Forum** — The Consultative Forum is open to Community Voices. The forums are held four times a year. They give Community Voices the opportunity to discuss current issues of interest to them and to make their views known. The Consultative Forum nominates a member to represent residents on Oldham Council's Contract Monitoring Group. Members of the forum can also become involved in sub-committees which look at areas which are of particular interest to residents such as repairs, recycling, environmental, health and well-being issues, etc. If you are interested in being a part of the Consultative Forum, please contact the Partnerships Manager on **0345 604 4447**.
- **Contract Monitoring Group representative** — An elected resident representative sits on Oldham Council's Contract Monitoring Group where they look at our performance under the contract and make sure that we are meeting our targets. The full group meets quarterly.
- **Readers Panel** — This panel is made up of a group of residents who check any documents that will be read by other residents to ensure that they are in clear English and make sense.
- **Resident Inspectors** — Resident Inspectors are residents who have been trained to inspect and feed back on Housing 21 Oldham's services, as part of a programme of Best Value reviews that are undertaken periodically.
- **Focus groups** — From time to time, we ask groups of residents to come together to look at something we are doing to ensure we take resident views into account, e.g. a new design guide or redesigning a service.
- **Resident satisfaction survey** — Resident satisfaction surveys are conducted every 3 years, giving residents the opportunity to make their views and priorities known. The results are published so that everyone can see if the general view of how our service is improving.



Anti-social behaviour and harassment

Housing 21 Oldham has a clear policy and procedure on how it will deal with cases of anti-social behaviour, nuisance, harassment or racial harassment. This section is designed to give you a brief outline of how you can expect a complaint of anti-social behaviour to be dealt with. If you wish to see the full Statement of Policies or the Statement of Procedures then please contact the Oldham office where staff will be happy to provide this to you.

What is anti-social behaviour?

The types of behaviour that Housing 21 Oldham's policy on Anti-Social Behaviour (ASB) covers include:

- Noise nuisance;
- Aggressive and threatening behaviour;
- Actual violence targeted at a member of an identified groups because of their perceived differences;
- Using accommodation for unlawful purposes;
- Vandalism;
- Inappropriate or threatening behaviour by persons when under the influence of alcohol or drugs.

This is not a definitive list, but gives an idea of the kind of behaviour that is considered to be 'anti-social'.

If you wish to report an incident of anti-social behaviour or nuisance that you or any other resident are experiencing, please contact your Local Housing Manager or speak to your Neighbourhood Services Manager immediately.



What is harassment?

Harassment can take many forms, including:

- Violence or threats of violence;
- Abusive or insulting language or behaviour;
- Damage or threat of damage to a person's property;
- Any act which interferes with the peace and comfort of another person including fellow residents and Housing 21 Oldham staff;
- Racially motivated incidents.

Housing 21 Oldham wants all its staff, residents, contractors and suppliers to be treated fairly and equally regardless of their race, gender, ethnic origin, cultural or religious background or disability.

We treat cases of harassment, on whatever grounds, very seriously and will not tolerate any incidents reported to us. We will quickly and thoroughly investigate all allegations of discrimination and take all appropriate actions.

We will not tolerate any form of harassment towards our staff from residents, their families or other persons and will take appropriate action against anyone found responsible for such harassment. This includes harassment of Local Housing Managers.

If you believe you are suffering any form of harassment, or you know of someone who is then please tell your Local Housing Manager or speak to your Neighbourhood Services Manager immediately.



Making a suggestion, compliment or complaint

At Housing 21 Oldham we aim to continually improve our services and we welcome all feedback — good and bad — on any aspect of our work. We are happy to accept any form of communication, your feedback helps us to improve and provide better services. We hope that this section will encourage you to let us know what changes you think we could make to improve our services to you.

Suggestions and compliments

There may be times when you think we could improve on the services we provide. You may not want to make a complaint, but you should feel free to make a comment or suggestion. You may also wish to pass on a compliment. Whatever the case, please feel free to write, telephone, e-mail or speak in person to any member of Housing 21 staff.

Complaints

Feedback we receive from residents has told us that most people prefer to resolve complaints quickly and the best way to achieve this is to raise issues with your Local Housing Manager as soon as you experience a problem. Alternatively, you should contact your Neighbourhood Services Manager.

If you are not happy with the response you receive, or indeed if your complaint is specifically related to that person, then you may make a formal complaint.

All complaints, however small, will be taken seriously and investigated properly and thoroughly.



Senior managers take a keen interest in ensuring that complaints are dealt with properly and to your satisfaction. You may therefore receive a call from a Neighbourhood Services Manager who will be checking whether the complaint is resolved and how it was handled. This is one way in which we can continuously improve the services we provide to you.

You can make your complaint either by letter, by using the Complaint Report form obtainable from your Local Housing Manager or from the Oldham office.

We will take a fair and impartial approach in order to solve the problem quickly and amicably. Where the complaint needs to be in writing, we can help you to write it down.





How to make a complaint

Step 1: Where a formal complaint is received this will be acknowledged in writing within two working days, from the date of receipt. The Contract and Performance Co-ordinator or delegated member of staff will reply to you within 7 working days. Where a fuller response is needed you will be informed of this.

Step 2: Complaint to the Head of Service in Oldham. A response will be received within 14 working days from the date that the Head of Service receives it.

Step 3: Referral to Oldham Council Complaints Officer. If you are still not satisfied with the outcome, then your complaint should be forwarded to the complaints officer at Oldham Council for review.

There are several independent agencies that can offer help and advice. You can contact these at any time before or during the complaints process.

Here are some suggestions:

- Citizen's Advice Bureau;
- Your solicitor;
- Your local councillor;
- Your Member of Parliament.

The Housing Ombudsman Service considers complaints against member organisations and deals with other housing disputes. The Ombudsman will generally only consider complaints after the Association's own complaints procedure has been exhausted.

The Housing Ombudsman Service

Telephone **0300 111 3000** (9.15am – 5.15pm, Mon to Fri)

Housing Ombudsman Service

81 Aldwych, London. WC2B 4HN

Email info@housing-ombudsman.org.uk

www.housing-ombudsman.org.uk

We treat complaints very seriously, and all formal complaints are recorded and monitored regularly by the Oldham Team. We see the complaints procedure as being part of the system which enables Housing 21 to continually improve and enhance the services provided to residents and the wider public.



Compensation

Housing 21 Oldham will pay compensation to residents or applicants who have suffered damage, inconvenience or extra expense as a result of our failure to supply services due to circumstances within our control. Where compensation is due, it will be paid directly to the individual(s) concerned.

Housing 21 Oldham will pay compensation if we fail to meet the standards set out in this handbook.

There are four principle grounds under which compensation is payable.

However, these are not exclusive and compensation may be claimed for a variety of other reasons.

Compensation is due if:

- We have taken an unreasonable time either to repair or restore something which is Housing 21 Oldham's responsibility and this has resulted in residents being unable to use all or part of their home.
- We have failed to reinstate a service for which Housing 21 Oldham is responsible.

- We have failed to meet our published level of service.
- Residents have carried out authorised improvements.

The amount of compensation payable is based on the value given to the fixture/ fitting/ facility or service provided and/ or the time delay over and above target response times.

The time period starts from the date the Oldham office receives information regarding the fault or problem.

The exception to this is when the original problem is caused by misuse or damage to the property by the resident, their relatives or visitors, or where we are denied reasonable access to rectify the problem.



Right to appeal

If a resident or applicant disagrees with our decision regarding their claim for compensation, they can appeal through our complaints procedure.

Moving out

You can end your tenancy by giving us four weeks notice in writing. In the case of a couple, notice by one partner will terminate the tenancy of both. Your Local Housing Manager will explain our procedures in more detail if you decide to leave.

It is important to remember when moving out that the property is be left empty and in a clean state. Housing 21 Oldham will recharge the outgoing resident for

the cost of making good damage or unauthorised alterations when it is reasonable to do so or if the damage is not considered as fair wear and tear. The property must be cleared of all goods on termination of tenancy. If this is not done, any personal items (furniture, carpets, etc.) left in the property will be disposed of and Housing 21 will charge the outgoing resident for the expenditure incurred.

Where work is required due to negligence, wilful damage, etc on the part of the outgoing resident, the cost of the works may be recharged to them or to their estate.



Our contact details

Housing 21

2.06F Hollinwood Business Centre
Albert Street
Hollinwood
Oldham
OL8 3QL

Opening hours:

Monday: 9:00am — 5:00pm

Tuesday: 9:00am — 5:00pm

Wednesday: 10:30am — 5:00pm

Thursday: 9:00am — 5:00pm

Friday: 9:00am — 5:00pm

(Appointments must be made in advance)

Customer Services:

Email: OldhamEnquiries@housing21.org.uk

Telephone: 0345 604 4447

Our 24-hour Repairs Line:

Telephone: 0800 032 1215

The website is a useful reference point. You can pay your rent online, if you have a rent payment card, and you can find out more about Housing 21 in general.

www.housing21.org.uk



Housing@21