

Zebra Housing Association



Zebra Housing Association
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**ZEBRA HOUSING ASSOCIATION
RESIDENT'S HANDBOOK**



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Zebra Housing Association

Residents' Handbook

Section 1

Contacting Zebra

Address

5-13 Glendower Place
London
SW7 3DU

Phone numbers

020 7584 2906/2769

Office opening hours

9.30am – 5.30pm Monday-Friday

Email

housing@zebrahousing.com

Fax

020 7589 3648

Out of hours contact (when the office is closed and in cases of emergency only).

**Your first point of contact is your Warden
(see Welcome Pack for contact details).**

If you are unable to contact your Warden, please call either:

Maintenance Supervisor: 07960 520542

Operations Manager: 07785 938509

Section 2

About Zebra

Zebra Housing Association (ZHA) is a specialist “not for profit” housing association which provides accommodation and support services to overseas students and their dependents. ZHA is a Registered Provider and an Industrial and Provident Society with Charitable rules. The Association’s work is governed by a wide range of legislation and we are regulated by the Tenant Services Authority/Homes and Communities Agency.

The Association has fifty years of experience in this specialized area and offers decent, affordable accommodation and responsive support to its tenants. Staff are based at head office which is located within one of ZHA’s four, Central London buildings, all of which are within easy walking distance of public transport facilities and local amenities. ZHA’s aim is to provide a quiet and safe environment for residents and their families, whilst they are staying in London. The Association has 106 units, employs ten staff, and provides accommodation to 250 people with an annual turnover of £1,000,000.

We currently have a waiting list of over 200 applicants. We know that this is real demand because we update the waiting list every six months to ensure that every applicant is “live”. We don’t need to advertise our services. Our residents (through word of mouth) and the universities with whom we work do this for us. All applicants apply on line through our website.

Our history

Originally established in 1958 to provide housing for postgraduate students from the Commonwealth (and in particular Africa) who were studying at prestigious London universities, we now house students from every continent. We have well established relationships with a core of universities including Imperial College, the Royal College of Art, and the University of the Arts (St Martins, the Slade and the Guildhall), the LSE and Kings.

Our structure

We are governed by a voluntary and unpaid Board who determine our strategy. The Board is made up of people with a variety of different skills and experience including academia, corporate finance, housing development, business, law, and international development. Two Board members were formerly residents.

Day to day management is carried out by a small group of paid staff led by a Chief Executive. We also employ our own maintenance staff for all general responsive maintenance.

There are a number of things that are unusual about Zebra.

- We re-invest all our profits in our buildings.
- We only house foreign students, most of who are studying at doctorate level, on assured short-hold tenancies.
- We allow students to stay in their accommodation until they have completed their studies and this can be between 1 and 3 years.
- Post graduate students don't have a fixed term time and so we have new tenancies starting throughout the year.
- Many of our residents are mature students and so bring their partners or spouses with them to the UK. Every year a number of children are born in our homes.
- We have had children of former residents become tenants themselves.
- We are very conscious that studying in a foreign capital can be isolating and stressful. Students come to the UK both to study and to understand and enjoy British culture. In response to these diverse needs, we run a number of programmes to support students and to help them enjoy, appreciate and participate in English cultural and intellectual life. We call this our social programme. We hope that when our residents return to their homeland they have a much greater appreciation of the UK.

Our ethos

We know that being a student in a foreign country is difficult. Residents are studying at a very high level and often in a foreign language. They are isolated from family and friends and living in a foreign culture. We want to provide a safe and comparatively inexpensive environment for our residents, to help them settle in and, if they have a family, to help the family settle in too. We also want to enable a sense of connection to the UK and international collegiality amongst those educated at the highest level.

OUR VISION

Zebra Housing Association will be recognised for its high quality of accommodation and service, contributing significantly to the development of the overseas student tenant's potential, in the context of a safe, secure, and supportive environment.

OUR MISSION

To provide a quality residential community, where integrity and respect for the individual are valued and fostered.

OUR VALUES

Safety - maintain an environment that allows tenants and their dependants to feel both physically and emotionally safe.

Learning - develop a community supportive of higher learning and new ideas, promoting personal development.

Collaboration - engage in active partnerships with residents, staff, universities and others.

Community - promote individuality while encouraging positive attitudes to equality and cultural diversity, and promoting participation in areas of identified common interest.

Service - provide excellent customer service.

Section 3

The Warden Service

Who is your warden? Please see your welcome pack for contact details

What is the warden service?

Every one of our schemes has a resident warden. The warden is an important point of contact with Zebra.

Each warden has experience in working with students which will be especially useful to you if this is your first time in the UK. Our wardens are, or have been, students themselves so fully understand the pressures you are under.

Primarily, the warden is there to deal with emergencies, particularly when our office is closed. However they may also be able to help with local information and local amenities.

The warden is responsible for maintaining a quiet and safe building for residents and their dependents. Any rules applying to your building are imposed with this in mind. A tenancy may not be renewed if a tenant persistently ignores tenancy regulations and house rules.

When to contact your warden

In case of an emergency, outside of normal office hours, you should immediately inform your warden, who keeps a list of emergency telephone numbers and contacts. If you cannot locate your warden and it is an emergency requiring the police, ambulance or fire service then do not hesitate to ring 999 and give details of the situation.

The warden does not deal with maintenance issues, unless it is an emergency and the office is closed. Please refer to the next section on maintenance and repairs for more information

Our wardens have full-time responsibilities of their own, and are not generally available at the residence during the day. When a warden is away on leave, arrangements for cover during their absence will be communicated to you.

Please bear in mind that wardens deal primarily with emergencies. Please contact our staff in the office for all other matters.

Section 4

Repairs

It is in our interest to maintain our properties to the highest possible standard so please report repairs to us promptly. We also want to make your stay in our property as comfortable and easy as possible so you should let us know when things go wrong with your flat or the fixtures within it.

Repairs will be carried out by either our maintenance staff or an approved contractor. We will always ensure that staff and contractors have identification with them, protect your property and clear up after they have finished their work. We will carry out post-repairs surveys on a number of the repair jobs carried out, and also ask you whether you were satisfied with the repair and the service.

How to report a repair

Please report all repairs to our office on 0207 584 2906 or email housing@zebrahousing.com.

If it's an emergency repair (water coming through the ceiling, no electricity to the whole flat, or no heating or hot water in the winter months) and the office is closed you should contact your warden – see the previous section for how to contact your warden.

When you report a repair we will ask your permission if we can carry out the repair whilst you are away from your flat and give you either a morning or afternoon appointment time for the repair to be carried out allowing you to be there if you wish to be.

We will always ensure that a member of our staff is in attendance if we have asked a contractor to carry out the repair and you can't be present.

We prioritise repairs according to their urgency and this determines how quickly they will be carried out. Generally this is as follows:

Emergency *dealt with within 4 hours* – health hazard, high security risk, very damaging to the building, no hot water or heating.

Urgent *dealt with within 5 days* – low security risk, minor structural problem, inconvenient to the tenant.

Routine *dealt with within 15 days* - all other day to day repairs.

Planned Maintenance, Major Repairs, and Improvements - these are larger repairs and improvements which are generally grouped into large contracts. We will keep you informed of the timings of these.

Our repairing responsibilities

We maintain all drains, gutters, roofs, external pipes, chimneystacks, walls, windows, doors and door locks, paths, steps, stores, gardens and fences. We aim to redecorate the outsides of our buildings and common areas about every eight years.

We maintain all walls and doors, ceilings, floors, joinery, door furniture, all kitchen and bathroom fixtures and fittings supplied by the Association. We decorate the inside of flats when it is needed.

We are responsible for maintaining all your water, gas and electricity, sanitary services, including baths, showers, sinks, W.C.s and basins, your heating, lighting and all appliances supplied by the association. If you have a gas boiler in your flat we will service and safety check it every year.

We also provide and maintain fire protection equipment, door entry systems and TV aerials. We also deal with pest control. We are responsible for maintaining all decorations, furniture, furnishings, appliances and floor coverings that we have supplied. We will safety test all portable electrical appliances that we have supplied every year. We will check tanks on a regular basis for Legionella.

Resident's repairing responsibilities

You are responsible for unblocking drains, sink wastes, W.C.s etc. where the blockage is caused by you or your guest. You are responsible for replacing lost or damaged keys and repairing or replacing damaged fixtures, furniture, floor coverings and appliances where the damage has been caused by you or your guests.

You are also responsible for repairing damage caused by fixtures or appliances that you have installed including making good when you remove the fixture or appliance when your occupancy ends. You are responsible for resetting trip switches and heating controls.

You are responsible for cleaning and shampooing the carpet.

You should place your rubbish and recycling in the designated areas only, on the designated days having regard for other residents who may live close to these areas.

When a repair is reported and it could be the tenant's responsibility, we will explain this to the resident and inform them that they might be charged for the repair. We will ask the contractor to provide us with a report and if there is a dispute, staff will liaise and negotiate with the resident.

Where a resident neglects or damages their home, they may become liable for the cost of the repair or renewal.

Keeping sinks and WCs clear

Blocked sinks and WCs are a constant problem in our old buildings. Please make sure that you dispose of food stuffs properly particularly rice and cooking fat (a regular cause of problems). Please don't dispose of articles such as diapers/nappies, sanitary towels etc. in the WC.

Section 5

Your rent

How to pay your rent

It is a condition of your tenancy that your rent is paid by direct debit. This means that on the 15th of each month we take your rent direct from your bank account. When you start your tenancy we take one month's rent in advance (which we return when you leave) and the rent for the current month or part month. In effect when we take the rent on the 15th this is for the two previous weeks and the two following weeks. We ask you to sign a form when you sign the tenancy agreement authorising the direct debit. There are a number of reasons we use this method of rent payment.

- It's cheaper for residents
- It's administratively simpler for residents in that once a direct debit is set up it never has to be changed until you leave our accommodation
- It's more efficient for us
- It's much quicker for us

What the rent includes

This varies from flat to flat but we tell you when you sign your tenancy agreement. Your rent will **always** include water charges, cleaning common areas and gardening (where there is a garden).

You will always have to pay your own electricity charges.

Annual increases

The rent increases in April every year generally in line with inflation. We give you one month's notice of the increase and then automatically take the new rent from 15th April.

What happens if you have difficulty paying your rent

Please let us know and we will do what we can to help. Ultimately however, if you are persistently late with your rent or fail to pay it we will be forced to ask you to leave and will enforce this with legal action.

Section 6

Living in your home

Electricity

Every resident pays their own electricity costs through a key meter system. You take the key to a local supplier, get a pre-payment credited to it and insert the key in the meter to provide you with power. We will tell you where your nearest local supplier is located. There is one in every local shopping area and they display a blue "PP2" symbol on a yellow background. Generally they are within 2 minutes walk of your home.

Each meter has an emergency amount registered on it, so that you do not lose power if credit runs down out of local supplier business hours. Any emergency credit you use will be deducted automatically the next time you credit the meter.

Do not lose your electricity key. Your key is individual to your meter, and will normally take a number of days for the supplier to replace, when lost.

Gas

Where an individual gas boiler has been installed to power your central heating you will need to contact the gas company to arrange a gas supply. We will tell you where you have to do this and who to contact.

Rubbish and recycling

Every one of our buildings has a rubbish disposal and recycling area. Please dispose of your rubbish thoughtfully. Wrap all perishable items. Recycle where you can. There are local guidelines on when rubbish is collected, how to dispose of it and what you can recycle at your scheme. If you find that the refuse and recycling area is full or unkempt please let your scheme warden know.

Disposal of larger items

Larger items (computers, tvs, furniture etc) are not collected as apart of the refuse service so you should not leave them in the recycling area. Please refer to local guidelines for more information. You are responsible for disposing of these items at your local municipal refuse depot.

Bicycles

Because all our residences are fairly centrally located having a bicycle can be a really good way of getting around. All our residences have secure bicycle stores and you can use these free of charge. However please don't bring your bicycle into the building - it is a fire hazard and can damage decorations and floor coverings. Please don't chain it to any railings or fences where again it can be an obstruction or can cause damage. We will remove offending bicycles and dispose of them.

The laundry

Every scheme has a laundry and we would encourage you to use it. We do not allow individual washing machines to be installed in our flats. The laundry charges are cheaper than those at external commercial laundries.

Ironing and vacuuming

You need to provide your own iron and ironing board. Communal vacuum cleaners are available, and are for the use of residents. Please return them to the designated storage areas as soon as you are finished.

Discouraging vermin

Mice, rats and other vermin are an inevitable part of living in buildings that are more than 100 years old in a large city. We employ contractors to deal with them but you can do a lot to help. Please put food away in the fridge or cupboard and clear up after you have eaten. Dispose of all perishable items carefully by bagging them securely.

Pets

We are sorry but there is just no place for any pet in our buildings.

Smoking

Please don't smoke in any of the communal areas.

Satellite dishes and TV aerials

Local laws do not allow the installation of satellite dishes on our buildings. We provide a communal TV aerial which will give you access to digital TV and you can also arrange cable TV where available. The installation of individual satellite dishes is not therefore permitted.

TV licence

If you have a television you will be required to buy a TV licence. You can purchase this on line <http://www.tvlicensing.co.uk/>.

Failure to buy a licence will make you liable for a fine.

Phone and internet connection

You will need to make your own arrangements for phone and internet connections.

Insurance

You should get insurance for your possessions. Good cheap contents insurance is available through your student union body at your university, so you should contact them.

Being a good neighbour

You are living in old buildings with wooden floors and walls that have no insulation. Please try to keep noise to a reasonable level. Please don't obstruct the communal halls and stairways. Please don't put rubbish outside your door – only put it in the recycling and refuse areas.

Please be careful when you cook. Burnt food will be detected by smoke detectors and cause the fire alarms to ring.

Council Tax

As a full time student, you should not have to pay the local tax – council tax. However if you are living with a spouse or partner who is not a full time student, they may well have to pay an element of this tax. We will try to advise you about this. If you get a bill you should contact us.

The guest room

We have a guest room available at our Glendower Place, SW7 scheme for the use of residents' family and friends for short stays. We charge £25-£50 per night and this includes use of a communal kitchen and shower room. Please contact our office for further information.

Common rooms

We have common rooms at two of our schemes – Upper Montagu Street, W1 and Glendower Place, SW7. These are for the general use of residents. If you want to use the room for a meeting, private party or similar event you can do so without charge by contacting the office. Please note though, we do not allow the rooms to be used for political or religious events or the playing of loud music.

Cleaning and gardening

We clean all communal areas, hallways, laundries, common rooms, and shared bathrooms at least twice a week. Please let us know if ever there are any problems with the cleaning.

Where there are gardens we carry out light maintenance work to gardens during the growing season.

Section 7

Safety

Security

Please always be aware of the safety and security of you and your neighbours. Please ensure doors are closed when you have used them. Please don't let strangers into the building unless they have properly identified themselves.

If you should become aware of an intruder you should ring the emergency services on 999.

Fire exits and alarms

Please ensure that all exits, halls and passageways are left clear. Please don't tamper with any fire equipment, smoke detectors or extinguishers. We have them checked regularly by our engineers and our maintenance staff walk through our buildings carrying out a visual check weekly.

If you should become aware of a fire ring the emergency services on 999.

Electricity and gas

Don't carry out any alterations to the gas or electricity services. We carry out safety inspections of gas and electricity services and appliances regularly.

If you become aware of any malfunction of the services or appliances you should let us know as soon as possible. If you become aware of a gas escape you should ring the National Gas Emergency Service on 0800 111 9999.

Door entry systems

Some of our schemes have door entry systems. They are not designed to open the main front door from your flat.

Section 8

Moving on

What happens when your tenancy expires?

We issue assured shorthold tenancies which last a year. On expiry of the tenancy (after a year) providing you are still a full time student we will automatically renew your tenancy. You will need to provide a letter from your university attesting to the fact that you are still a full-time student. When you stop being a full time student we will require you to leave the accommodation.

Giving notice

You are required to give us at least four week's written notice when you are leaving. Even if you are unable to give a full four week's notice you will still be charged rent for the notice period.

Moving out

Subject to any rental or maintenance issues, your rent in advance will be returned to you when we have received your keys and inspected your vacant flat to ensure that it is clean and tidy and has been cleared of all items other than our fixtures and fittings.

A pre- inspection visit will be made of your flat, prior to your departure, to ascertain the condition of the flat and furniture.

Please note that we expect tenants to carry out the following prior to their departure

1. All personal items should be removed from the flat, including any domestic rubbish.
2. Any posters or decorations, to be removed from the walls
3. Furniture belonging to ZHA should remain
4. Any personal items of furniture should be removed
5. All food should be removed from the fridge and cupboards
6. The kitchen including the fridge, cupboards, the cooker and work surfaces should all be cleaned
7. The bathroom should be thoroughly cleaned
8. Please return your keys to the office during office hours on your last day.

Please leave your flat in a clean and tidy condition, as you would expect to find it yourself.

Moving to another Zebra property

If you are still a full time student and need to move because your flat is no longer suitable you should contact us to see if we can transfer you to another flat. You will have to join a waiting list and wait, along with others, until a suitable flat becomes available.

Section 9

Legal rights

Tenancy

Your tenancy with Zebra Housing Association is an Assured Shorthold Tenancy and is usually valid for one year. It will be renewed, where proof of continued full-time study is provided, and all conditions of the previous tenancy have been adhered to.

One month's rent in advance is required at the start of the tenancy and will be returned at the end of the tenancy subject to the accommodation being left in a clean and tidy condition and all rent having been paid.

The tenancy agreement outlines the specific details of your tenancy. Your attention is drawn to the fact that four weeks notice in writing must be given to the office before the date you wish to terminate your tenancy.

The tenancy can only be ended by ZHA at the end of the fixed period or if one of the conditions of tenancy is broken. Only a court can make an order for possession of the property.

Repairs

A "right to repair scheme" exists to allow housing association tenants to get certain repairs completed quickly and easily when their landlord fails to do so. The scheme has set time limits for certain types of repair, which associations must stick to. If the contractors the housing association uses don't do the work in that time, you can ask them to hire someone else. If the repairs still aren't done, you can claim compensation.

The scheme only covers certain repairs, known as 'qualifying repairs', which cost less than £250 to carry out. They include repairs to:

- unsafe power, or lighting sockets, or electrical fittings
- blocked flues to fires or boilers
- leaking roofs
- toilets that won't flush
- blocked sinks, baths or basins, where not caused by the resident, their family or guest
- leaking or flooding from pipes, tanks or cisterns
- loose or broken banisters or handrails.

If you believe we have failed to carry out a repair and you want to use the "right to repair" scheme let us know and we will give you all the information you need. We will also try to resolve the matter to your satisfaction without the need for you to have to take these steps.

Privacy

We collect information from you, such as details you pass on to us when you make an application for housing, sign-up for your tenancy, complete your direct debit mandate, book a repair, join one of our forums or services or apply for a place in our social programme.

The personal information we collect from you is used to provide anonymised information, to our board and regulator and for administration purposes. We also use this information to further our charitable aims, including campaigning and fundraising activities.

We may need to share your information with our service providers, associated organisations and agents for these purposes. We do not disclose personal information for direct marketing purposes. We may need to disclose your information if required to do so by law.

We only collect the financial information that you knowingly supply when making a payment or setting up a mandate. This information is stored securely and never passed to any other individual or organisation.

Section 10

Health and welfare

Medical services – the NHS

The Regulations governing entitlement to NHS hospital treatment in England are contained within The National Health Service (Charges to Overseas Visitors) Regulations 1989.

Generally students from the European Economic Area and Switzerland receive free treatment under reciprocal arrangements with health authorities in those countries under the European Health Insurance Card (EHIC).

Regardless of residential status or nationality, emergency treatment given at primary care practices (a GP) or in Accident and Emergency departments or a Walk-in Centre providing services similar to those of a hospital Accident and Emergency department is free of charge. Certain treatments are also exempt from charges for all nationalities such as pandemic influenza.

In the case of treatment given in an Accident and Emergency department or Walk-in Centre the exemption from charges will cease to apply once the patient is formally admitted as an in-patient (this will include emergency operations and admittance to High Dependency Units) or registered at an outpatient clinic.

Can I access primary care services?

GPs have a measure of discretion in accepting applications to join their patient lists. It is advisable to approach a GP practice and apply to register onto its list of NHS patients. The practice may choose to accept or decline your application. An application may be refused if the practice has reasonable grounds for doing so. A practice would not be able to refuse your application on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition. If you have difficulty in registering with a GP, you should get in touch with your local primary care trust (PCT).

Am I entitled to help with the costs of non-emergency NHS treatment?

Information about help with health costs is detailed in leaflet HC11 "Are you entitled to help with health costs?" which is available at:

http://www.direct.gov.uk/en/Dio1/DoitOnline/DG_4018302

Benefits

Foreign students from outside the EU will not normally be entitled to any UK welfare benefits.

Section 11

The social programme

What is the social programme?

One of the things that makes us very different from other housing associations is that we run a programme of social events for our residents. We know that residents and their families can feel isolated studying in a large foreign city. We also want our residents to really enjoy their stay in London, to participate in its cultural life and return to their homes with a greater understanding of London and the UK. Every year as part of this we also hold a summer garden party/barbecue at Impala House, NW1 to which all our residents are invited. Here you can meet our staff and Board and eat and drink for free!

We try to cater for a number of tastes in the social programme so it will include some things aimed at families, seasonal and cultural events. We are at the moment applying for tickets to the 2012 London Olympics.

All events are subsidised. Often we will charge just 50% of the cover price of a ticket to the theatre. We'd like your views on what events should be included.

The year's programme

- A trip to see the opera, Madame Butterfly
- A theatre visit to the National Theatre's "Warhorse"
- A trip to Leeds Castle
- The annual barbecue and garden party
- Open air theatre at Shakespeare's Globe
- A trip to watch a football match
- Guy Fawkes Night fireworks
- A Christmas event

The Zebra Symposium

This year we've added something new – an academic symposium where you will have the opportunity to present a piece of academic work to your fellow residents.

Section 12

Tell us what you think

Most Housing Associations have a policy of resident engagement aimed at involving residents in a range of service and policy areas affecting them.

We will normally consult with you on issues of major policy, events at your particular residence such as major maintenance and services and anything which affects you directly or indirectly. The mechanisms through which we do this are newsletters, direct contact with your warden, resident meetings and e forum.

Participation means being involved in the decision making process of ZHA both for your home and the association in its wider context. We also welcome applications from residents to join our Board.

Outside the above initiatives we are happy to receive individual comments on how the organization is performing. Please make these comments and any other queries regarding these issues known to the Operations Manager.

The e forum

We provide a web based forum where residents can meet to discuss common issues (whether they are about living in London or their academic life), share tips, and offer services or items for sale, and receive important information from the Association.

This can be found at www.zebraforums.com, and you are invited to register and join the discussion. We use the forums to make announcements on services, including planned maintenance works and the social programme, to alert you to events and activities coming up in London, and to consult you on a variety of issues.

We are encouraging all residents to register and make use of this facility. It may be that you wish to make contact with other residents from your home country, or simply share an experience, be it positive or negative, you have had in London with your neighbours.

There are a few rules that must be followed when using the forum, in order that it remains a civilised and stimulating platform for discussion. The forum is moderated by ZHA staff, to ensure no laws of libel or defamation are breached.

To register, please do the following:

Type www.zebrahousingforums.com in your search engine.

Click on 'Register' in the top right hand corner of the home page.

Choose your username and password, and remember to tick the terms and conditions box.

Click on the register button.

Once you have sent your registration request in, please email sakinahf@zebrahousing.com, giving the subject as 'Zebra Forum'.

Type the username you have used to register on the forum, your name, and your address. We will need this confirmation in order to approve your registration.

Feedback

We will regularly ask you for feedback on a variety of things including maintenance and our improvements programme. We do this normally by a survey form. We need to know that our contractors are working well and that our services meet your needs. Without your feedback we can't be sure that we are getting things right let alone improving so please take time to complete a survey when asked to do so.

Additionally every 2 years we have a major resident satisfaction survey. This helps us plan and prioritise for the future. For instance our last survey showed that whilst you were generally satisfied with most aspects of our services you were less satisfied with the internal condition of our flats. As a result we have brought forward programmes to improve flats and particularly to refit kitchens and bathrooms.

Finally if you have suggestions for how we can make things better please let us know.

Section 13

Complaints

Zebra welcomes all feedback from residents about the service you receive from us. We want to learn from this and improve our service.

Sometimes things go wrong and understandably this can be inconvenient, annoying or when things go very wrong residents can feel aggrieved with us. If you have got a complaint please initially just talk to us or contact us. We will do all we can to resolve your complaint. We will prioritise actions and get back to you within at the very most two working days explaining what we are going to do.

If you do not feel that we have resolved your problem at this stage you should contact by email, phone or writing:

The Chief Executive,
Zebra Housing Association
5-13 Glendower Place
SW7 3DU
Direct line: 0207 589 2440
Email: admin@zebrahousing.com

We will acknowledge your complaint within 2 working days and will fully investigate it telling you how we will resolve it within a further 10 working days.

If at this stage you are still unsatisfied with our response you should contact by email, phone or writing:

The Chairman
Zebra Housing Association
5-13 Glendower Place
SW7 3DU
Phone: 0207 589 2440
Email: admin@zebrahousing.com

Again we will acknowledge your complaint within 2 working days and will fully investigate it telling you how we will resolve it within a further 10 working days.

This is the last stage of our internal complaints procedure.

If you are still unhappy with our response you should then contact an independent body which is called The Housing Ombudsman Service who can investigate and intervene on your behalf.

The Housing Ombudsman Service
81 Aldwych
London WC2B 4HN
020 7421 3800/020 7404 7092/0207831 194 / 0845 7125 973
info@housing-ombudsman.org.uk

You must complete our internal complaints procedure before the Ombudsman is able to intervene