



# East Village *you* and *your landlord*





## Contact information

There are a number of ways you can contact the Triathlon Homes Team.



### By telephone:

020 8522 2012

Monday to Friday 8:30am-8:30pm.

Saturday 9am – 12.30pm.

You can call the same number outside of these hours for emergencies.



### In person:

East Village Management Office,  
80 Celebration Avenue, London, E20 1DB

### Opening hours:

The Triathlon Homes Team is available at the Village Management office Monday to Friday, 8:30am – 6pm and Saturday 9am-12.30pm.



### On-line:

Email: [info@triathlonhomes.com](mailto:info@triathlonhomes.com)

Website: [www.triathlonhomes.com](http://www.triathlonhomes.com)

You can find out more about the Triathlon Homes Team on the website.

The information in this booklet was correct at time of publication: October 2013.

### For free translation phone:

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## **Your landlord – Triathlon Homes**

Triathlon Homes is the landlord for 1,379 homes in East Village. It is a company which is owned equally by housing associations East Thames Group and Southern Housing Group and urban development and investment company First Base.

This booklet contains information about Triathlon Homes who, through an appointed managing agent, manages your home and your tenancy or lease. You will find information here about: your tenancy rights and conditions; rent and service charges; repairs within your home; how you can have a say in how your neighbourhood is managed; and what to do if things aren't quite right. Additional information is also provided for shared owners about buying additional shares in their home.

Further information about East Village, including how the communal areas and gardens will be maintained, can be found within your resident handbook folder. Manuals and instructions for your building and appliances within your home are also included.

Please remember that your tenancy or lease agreement is the legal document outlining the terms and conditions related to your home and should be checked if you need clarification.

If you need help or guidance on any of the issues outlined within this booklet, please don't hesitate to get in touch with the Triathlon Homes Team.

## **Your tenancy or lease**

Your tenancy or lease is an important document. It is the legal contract between you and Triathlon Homes and outlines both your rights and responsibilities. Make sure you keep it in a safe place and refer to it whenever you have a query about your rights or responsibilities.

If you are renting, it is also important that you tell us of any changes to your household. This includes any additions to your household such as having a child or a new partner or spouse moving in with you, or taking in lodgers. We also need to know if someone leaves your household. We need to understand who is living in the home and how this can affect your tenancy and the suitability of your home. It is also really important that you let us know if you want to move and provide us with the right amount of notice.

Finally, we know that tenancy and lease conditions can seem complicated, so please ask if you are unsure about any of the conditions. We are experts in this area and we can talk to you about your tenancy or lease and about any issues you may have.

Here we provide a short overview of the types of tenancies and leases.







## Social rent tenants

### About the tenancy

Social rent tenants will have an Assured Tenancy and will have one of the following types of tenancies:

- **A fixed term assured tenancy.** This tenancy starts with a one-year probationary period. Providing you stick to the terms of the tenancy within this period, the tenancy will be extended for a fixed term usually for a period of five years. Towards the end of this tenancy we will be in touch to review the tenancy, and provided the home still meets your needs and the tenancy is in order, we will normally grant a further fixed term.
- **An assured tenancy, also known as a lifetime tenancy.** This is provided to tenants who held a social tenancy immediately prior to moving to East Village, providing they have held the tenancy prior to April 2012 and continuously since then and are not within the probationary tenancy period.
- **A starter tenancy.** This will start as an assured short-hold tenancy and will become an assured (lifetime tenancy) after 12 months, subject to compliance with the terms of the tenancy agreement.

### Your rights and responsibilities

You have both rights and responsibilities. Amongst other things you are responsible for paying your rent on time, caring for your home and treating your neighbours and the wider community with respect. You will be given a copy of your tenancy agreement when you sign up. It is important that you keep to the terms of your tenancy, we deal with breaches of the tenancy very seriously. In the most serious cases of tenancy breaches we will consider commencing legal action to end tenancies. All Triathlon Homes residents – tenants and leaseholders - are asked to abide by the Resident Charter which sets out simply a charter for being a considerate neighbour.





We are responsible for day to day repairs and maintenance issues, however you are responsible for your own possessions including your furniture, clothing, food and any items gifted to you at the start of the tenancy. We strongly recommend that you take out contents insurance.

Should we need to inspect the condition of your home or carry out work, you will be required to give Triathlon Homes or our contractors access to your home, providing we give you reasonable notice. Equally you have the right to enjoy your home and for it to be properly maintained.

Should you or one of the joint tenants die, your surviving partner, spouse or civil partner or joint tenant, providing they live at the property, may be entitled to succeed to the remaining period of the tenancy. Should this happen we will explain whether this is possible and the implications.

## **Moving home**

If you want to move out, you need to give us at least four weeks' notice in writing (either by email or in a letter). Before you move out we'll arrange an inspection to check the condition of your home. It is important that your home is cleared of all contents and any rubbish before you leave, and that the property is clean and left in a good state of repair. If we have to carry out any cleaning or repairs which are your responsibility within the tenancy, we may charge you for these costs. If you are moving because your home has become either too large or small for your household, let us know as we may be able to suggest alternative moving options, including mutual exchange which involves swapping homes with another social rented household.

## **Seeking advice**

If you are unsure about anything in your tenancy, just let us know and we'll help to explain.



## Intermediate market rent tenants

### About the tenancy

Intermediate market rent tenants will have an Assured Shorthold Tenancy – a fixed term agreement. You will have one of the following types of Assured Shorthold Tenancy.

- **A fixed term of 12 months.** This tenancy is for 12 months only. Towards the end of the fixed term you will be asked if you would like to renew your tenancy and you will be advised about the terms of the new agreement normally for another 12 months. You may choose to sign the new agreement and stay in the property or you may decide to move out at the end of the fixed term.
- **A monthly periodic Assured Shorthold Tenancy.** This tenancy runs from month to month with an annual rent increase. Unless you break the terms of your agreement we will not normally end your tenancy.

Both of the above types of tenancies can be brought to an end should you break any of the conditions such as not paying your rent.

### Your rights and responsibilities

You have both rights and responsibilities. Amongst other things you are responsible for paying your rent on time, caring for your home and treating your neighbours and the wider community with respect. You will be given a copy of your tenancy agreement when you sign up. It is important that you keep to the terms of your tenancy, and we take breaches of the tenancy very seriously. In the most serious cases of tenancy breaches we can take legal action and end tenancies. All Triathlon Homes residents – tenants and leaseholders - are asked to abide by the Resident Charter which sets out simply a charter for being a considerate neighbour.





We are responsible for day to day repairs and maintenance issues however you are responsible for your own possessions including your furniture, clothing, food and any items gifted to you at the start of the tenancy. We strongly recommend that you take out contents insurance.

### **Moving home**

If you have an Assured Shorthold Tenancy for a fixed period of 12 months you are contracted to remain in occupation and pay the rent until the end of the term. If you have exceptional reasons for moving before the end of the term, please come and talk to us. We'll carry out a check on the condition of your home before you leave.

If you have a monthly periodic Assured Shorthold Tenancy and you want to move out, you need to give us at least one months' notice. We'll carry out a check on the condition of your home before you leave.

It is important that your home is cleared of all contents and any rubbish before you leave, and that the property is clean and left in a good state of repair. If we have to carry out any cleaning or repairs which are your responsibility within the tenancy, we may charge you for these costs.

### **Seeking advice**

If you are unsure about anything in your tenancy, just let us know and we'll help to explain.



## Shared owners and leaseholders

### About the lease

Shared owners and leaseholders will have a lease agreement which is the legal document outlining the ownership of the home and the rights and responsibilities. A shared ownership lease is also an assured tenancy, until the shared owner has bought 100% of their home and as long as the property is occupied by the lessee as their principle home. There are two types of shared owners:

- **Shared owners (part rent, part buy):** This option allows shared owners (part rent, part buy) to buy a share in their property (starting from a 25% share) and pay rent on the remaining share. After one year, you will be able to buy a larger share in your home in a process called 'staircasing'. The price paid will be based on the market value of your home at that time, as determined by an independent valuer. There are some costs involved in staircasing such as the valuation fee, solicitor's fees and administration fees. Shared owners can increase their ownership of the home to 100%. As the ownership share increases, the rent paid decreases accordingly. If you buy 100% of your home, you will become a leaseholder, and will continue to pay service charges but will have no rent to pay, other than the annual ground rent.
- **Shared owners (no rent):** This option allows shared owners (no rent) to buy a large percentage of their home (up to 80%) at the outset and there is no rent to pay on the remaining share, other than the annual ground rent. The remaining equity share is owned by Triathlon Homes. Shared owners (no rent) are not able to increase their ownership to 100%.

Both of the above types of tenancies can be brought to an end should you break any of the conditions such as not paying your rent.

### Moving home and selling your share

All shared owners are able to sell the share in their home if they want to move. Under the terms of the lease shared owners must notify Triathlon Homes and give 8 weeks' written notice (by email or letter) to allow us to find a suitable buyer within that timeframe. The selling price is based on an independent valuation. There will also be some costs involved including the valuation fee, an



energy performance certificate (a legal requirement for all sellers) and an administration fee for Triathlon Homes (only payable on completion).

If we are unable to find you a suitable buyer within 8 weeks, you are able to sell your home through an estate agent of your choice.

## Your rights

### Maintenance responsibilities

Shared owners and leaseholders are responsible for maintaining the interior of their home. This includes any repairs or decorating. (see repairs section for further detail)

The service charges paid will cover building insurance and maintaining the exterior and structure of the residential blocks. Service charges will also cover maintaining, cleaning and lighting of communal areas such as staircases, corridors, car parks, lifts, security systems and communal gardens. The cost of these services is split between all residents and you will be advised annually how much service charge you need to pay and how it has been spent. Please be aware that the insurance covered within your service charge protects the building only and not your contents, furniture and possessions. We strongly recommend that you get contents insurance to cover these items.

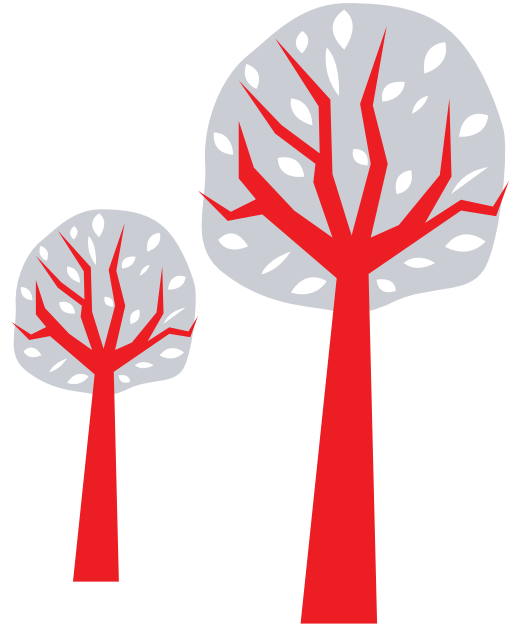
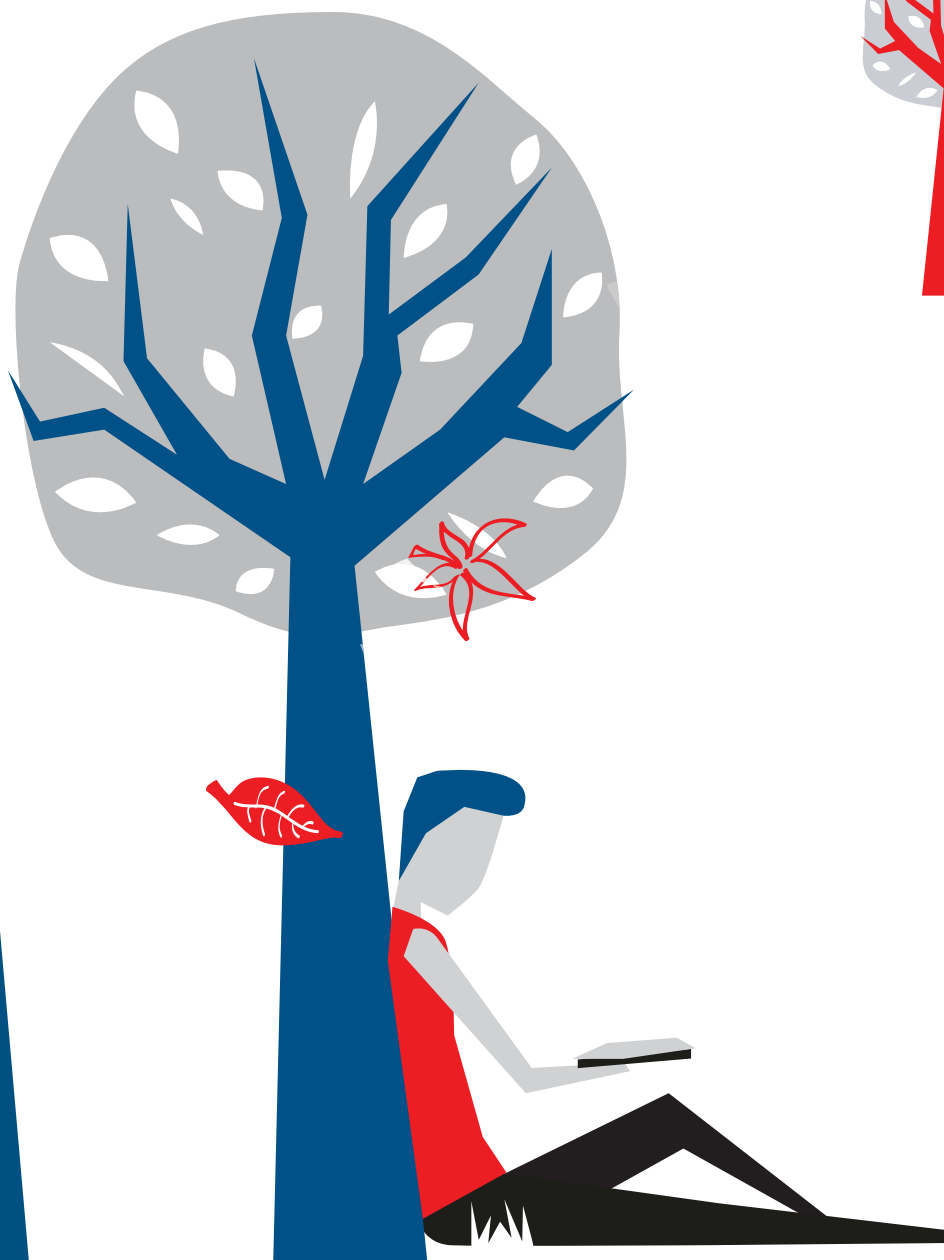
### Succession of a lease

What happens on the death of a shared owner will depend on whether the lease was in joint or sole names and the terms of the lease. We will abide by the directives in the will or intestacy rules regarding inheritance of the estate, so we would encourage you to make a will setting out what you would wish to happen in the event of death.

## Seeking advice

If you are unsure about anything in your lease, just let us know and we'll help to explain.







## Rent and service charges

When you sign your tenancy or lease we will inform you of the specific rent and/or service charges which you need to pay and help you to set up a direct debit for these charges.

It is extremely important that you pay your rent and/or service charges on time. Failing to pay these is a breach of your tenancy and can result in legal action which in the most severe cases can lead to you losing your home.

If you are finding it difficult to keep up with your payments, it is important that you get in touch with us as soon as possible to discuss this with us. We may be able to sign post you to free independent financial advice or help to maximise your welfare benefits.

We will provide quarterly rent and service charge statements outlining how much you have paid, as well as further information on an annual basis about any increases to these costs and how the money has been spent.

### Rents and service charges for social rent tenants

If you are a social rent tenant you will pay both rent and service charges. Your rent is for the use of the home, while service charges cover the costs of keeping the communal areas clean and well maintained, and delivering services such as lifts and security systems. Rents are regulated by the government and are based on size, local house values and average earnings. Every year we will review the rent you pay and inform you of any increases.

### Rents for intermediate market rent tenants

Intermediate market rent tenants only pay rent. This includes payment for the use of the home as well as covering the costs of keeping the communal areas clean and well maintained and delivering services such as lifts and security systems. Rents are set at 70% or 80% of the full market rent, depending on your property, and are based on independent valuations. Any rent increases will be in line with your tenancy agreement and the Triathlon Homes Rent Setting Policy.

### Rents and service charges for shared owners

All shared owners pay service charges which cover the costs of keeping the communal areas clean and well maintained, and delivering services such as lifts and security systems. An annual ground rent charge is paid by all shared owners and leaseholders.

If you are a part buy, part rent shared owner, you will pay rent on the percentage of your home which you don't own. If you end up owning 100% of your home, you will continue to pay service charges to pay for communal services.



## Repairs and adaptations to your home

The majority of homes in East Village are within apartment blocks and there are two main types of repairs:

- Repairs to communal areas
- Repairs within your home

### Repairs to communal areas

The services offered include maintaining, cleaning and lighting of communal areas such as staircases, corridors, car parks and communal gardens.

East Village Management Ltd is responsible for managing and maintaining the buildings, common areas and East Village public realm on behalf of the building owner. This includes cleaning common areas and gardening in communal gardens and courtyards. They are based in East Village and are known as Team East Village.

While Team East Village will carry out these repairs and gardening services, Triathlon Homes tenants and leaseholders will need to contact the Triathlon Homes Team to report any issues or repairs of this nature:

#### Triathlon Homes Team

**Telephone:** 020 8522 2012

**Email:** [repairs@triathlonhomes.com](mailto:repairs@triathlonhomes.com)

**In person:** Triathlon Homes Team at Village Management Office  
80 Celebration Avenue, London, E20 1DB

**Web:** [www.triathlonhomes.com](http://www.triathlonhomes.com)

### Repairs within your home

If you rent your home (either through social rent or intermediate rent), Triathlon Homes will arrange and cover the cost of most repairs within your home. However if the repair is due to misuse, we can recharge you for the repair.

Shared owners and leaseholders are responsible for maintenance and repairs within their home, with the exception of some parts of the landlord's communal heating system. A member of the Triathlon Homes Team will be able to provide guidance on this. Shared owners and leaseholders are able to use any contractor they choose, but should be aware of any restrictions within their lease relating to home improvements and alterations.





## Repair service for tenants (social and intermediate tenants)

Triathlon Homes will carry out a wide range of routine repairs within your home. From time to time you may also need other types of repairs carried out such as emergency repairs. This would include dealing with a loss of electrical power, no drinking water or other major plumbing problems. Emergency repairs are a top priority and we will carry these out as quickly as we can – our aim is to ensure safety within 2 hours. For other repairs within your home, we aim to carry out urgent repairs within 5 working days and routine repairs within 21 working days. If you rent your home and need to report a repair within your home you can contact:

Triathlon Homes Team:

Telephone: 020 8522 2012

Email: [repairs@triathlonhomes.com](mailto:repairs@triathlonhomes.com)

In person: Triathlon Homes Team at East Village Management Office, 80 Celebration Avenue, London, E20 1DB

Web: [www.triathlonhomes.com](http://www.triathlonhomes.com)

The Triathlon Homes team will take your repairs calls Monday to Friday, 8.30am-8.30pm and Saturdays 9am – 12.30pm, but emergency repairs can be reported on this number 24 hours a day.

When you get in touch we'll find out as much as we can about the repair and let you know when one of the repairs team will come to your home. Some repairs may take more than one visit, but again we'll let you know.

Our repairs contractors will always carry photographic identification with them, will treat you and your home with respect and will clean up any mess which is created.

Although we will carry out most repairs within your home, if you or a visitor to your home has caused the damage we will ask you to pay for the repair. You are also responsible for repairs to any appliances which you have installed or to appliances or other items that have been gifted to you by Triathlon Homes.

We will hand the property over to you at the start of the tenancy in a good state of repair and decoration. You will need to keep the inside of the property clean and in good condition and decorate as often as necessary to keep it in good order. In particular, you will be responsible for (but not limited to) repairing or renewing:

- internal locks
- replacement locks and keys if your keys are lost
- door handles
- cupboard catches and hinges
- kitchen cupboard doors, handles and hinges
- hat and coat rails
- plugs and chains to sinks, wash hand basins and baths
- damage to kitchen and bathroom fittings, or plumbing
- shower hoses and heads
- toilet seats and tap washers
- clearing blocked sinks, basins and toilets
- electric plugs and fuses
- minor plaster cracks



## Buildings and contents insurance

The building, structure and common parts are all insured by the building owner. However, all residents are strongly urged to get their own contents insurance to cover for accidental damage to furniture and contents within your home as this is not covered by building insurance.

## Defects

Your home has been constructed to a high standard and checked thoroughly for quality and to ensure there are no faults. However, you may experience some minor problems as your home settles. Defects are any faults or breakdowns which are not directly caused by you, and which could have been caused during the construction phase. They include things such as leaks, small cracks in walls or faulty equipment.

The building contractor (builder) is responsible for fixing these problems within the two years after your home was completed. If you contact us to report a repair that is related to a defect,

we will arrange for the building contractor to come and repair it.

If you have a fault or repair you think might be a defect, please report it to:

### Triathlon Homes Team

**Telephone:** 020 8522 2012

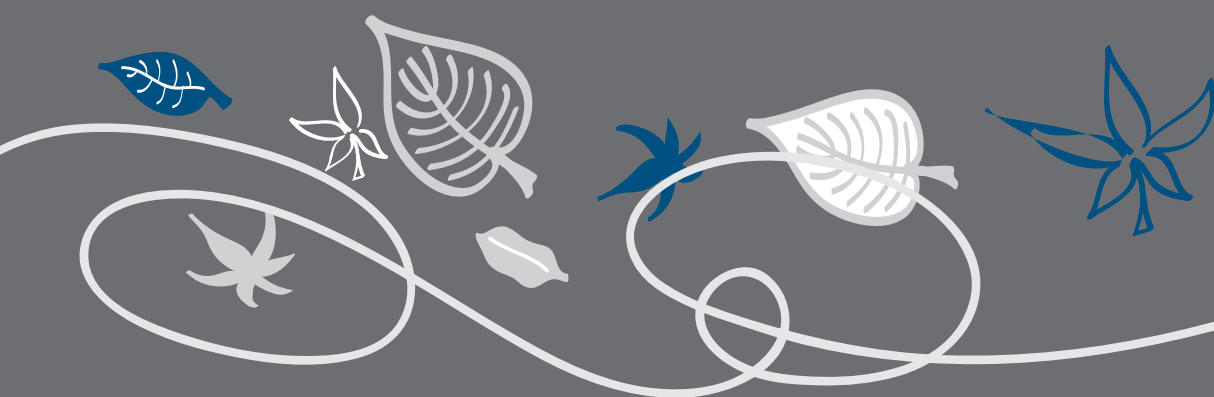
**Email:** [repairs@triathlonhomes.com](mailto:repairs@triathlonhomes.com)

**In person:** Triathlon Homes Team at East Village Management Office, 80 Celebration Avenue, London, E20 1DB

**Web:** [www.triathlonhomes.com](http://www.triathlonhomes.com)

## Home improvements and alterations

Triathlon Homes recognises that residents may wish to make alterations to their properties. However, we also need to ensure that homes, which have been built to a high specification, are maintained and/or re-let to that same high standard and condition. We want to be clear about the improvements and alterations which can be carried out and those which need written consent first.



### **Cosmetic improvements or alterations which are allowed:**

Tenants, shared owners and leaseholders are able to make the following limited cosmetic alterations without written permission, subject to the use of appropriate fixings:

- Putting up a picture
- Putting up a shelf
- Putting up a bookcase
- Installing audio/visual equipment e.g. a television
- Replacing a minor damaged item like for like, such as a light fitting
- Installing new window dressings, although there is a requirement for all window fittings and curtains to be white as seen from the outside of the building.

### **Triathlon Homes will not allow:**

- Tenants to make any improvements (minor or major alterations)
- Shared owners and leaseholders to make any major alterations to their property

Major alterations include any structural works to the home. This also includes changes to the window frames, front doors and removing internal walls.

Shared owners and leaseholders can make minor alterations including non-structural works such as new kitchens, new bathrooms and fitted wardrobes.

Tenants, shared owners and leaseholders are also not permitted to undertake any alterations to the exterior of the building or those which affect the common services including the communal heating and hot water systems.

### **Works which need written permission:**

Beyond the list of permitted cosmetic improvements, shared owners and leaseholders should assume they need written permission and must seek the approval of Triathlon Homes before commencing any works. This includes alterations to flooring.





If you are a shared owner or leaseholder and want to make a minor alteration, you will need to seek written permission as we may require minor works, especially those involving connections to the landlord's systems, to be carried out in a certain way. If granted permission, an administration fee will be payable.

If you are a tenant (social and intermediate renters), you need to be aware that if you move home you will need to return the home to its previous condition, including removing shelves and pictures, to a standard that is acceptable to Triathlon Homes. If we need to carry out any repairs to return the home to its previous condition, we may charge you for this.

If permission is granted to carry out a home alteration, we will not assist with payment for the improvement, will not be liable for any damage or loss caused due to works being carried out and we are not liable for finding or paying for alternative accommodation if you need to move out during the works. In addition we will not be liable for any ongoing maintenance costs resulting from an alteration or improvement. If you are not sure if you can make an alteration please contact the Triathlon Homes Team.

## **Aids and adaptations**

If you are elderly or have a disability and think you would benefit from adaptations such as special fittings to make your home more suitable, Triathlon Homes will put you in touch with an occupational therapist who can provide guidance. We will not fund major adaptations, instead we can put you in touch with other organisations which may be able to help with





funding for these items. We may be able to provide funding for minor support, such as hand rails, for tenants (social and intermediate renters). Anyone requiring this service should contact the Triathlon Homes Team (see page one contact details) who will provide more information and find out more about the assistance needed.

In the first instance we will assist tenants in arranging occupational health assessments. This service is provided by Newham Council and it provides an independent report into the kinds of adaptations and support which might be required.

For minor adaptations, which are expected to cost under £1,000, we will consider providing financial assistance to pay for the works required. When making a decision we will take into account the circumstances of the tenant as well as whether the work can be accommodated through our limited annual budget for these types of works.

For major works, often fixed alterations expected to cost in excess of £1,000, we will consider the suitability of the proposed adaptations to the property before granting permission. Although Triathlon Homes will not fund these works, we can assist tenants in applying for Disability Facilities Grants to fund the works if they are appropriate for the home.

In considering the suitability of all adaptations to homes we will consider the costs of maintaining them and removing them if the tenant leaves. A security guarantee payment may be sought from the tenant, but these details will all be discussed before any works are carried out.



## Parking

Triathlon Homes is able to offer some secure parking for residents at East Village and some on-street parking for residents, visitors and carers. Because East Village is well connected, with easy access to London underground, DLR and local buses, parking is not provided automatically for every household. It will, however, be allocated in a fair way. There will be a charge to rent the secure parking spaces.

Residents will need to apply for a parking space and will need to meet some eligibility criteria including:

- Proof you are a Triathlon Homes resident, have no arrears or outstanding possession orders, are not currently being monitored or investigated for antisocial behaviour, and are not otherwise in breach of your tenancy or lease.
- Proof you are the legal owner (or registered keeper) of your vehicle, it is registered with the DVLA, insured, taxed and roadworthy.

There is limited parking available and therefore we will prioritise those residents with the greatest need, for example those who live in a wheelchair adapted home, residents with a disability blue badge and residents who need their car for employment.

If demand for the secure car parking spaces exceeds supply, we will maintain a waiting list. If you are interested in a car parking space, please get in touch with the Triathlon Homes Team.

## Pets

Triathlon Homes recognises that its residents may wish to keep pets, however we also need to ensure nuisance to other residents is avoided, that animal welfare is maintained and that homes and property are protected. The only pets which are permitted within homes are:

- Small caged animals (excluding dangerous and prohibited species), for example hamsters, mice and gold fish; and
- Assistance dogs (A dog trained to aid or assist a person with a disability).

You must have our written permission if you want to keep such a pet, and we will only give this if you sign the pet agreement. We can withdraw this permission if you break the pet agreement, for instance if your pet causes a nuisance, damage or harm.





## Considerate behaviour

East Village will be a safe place where you can enjoy your home and surroundings in peace. The homes have been designed with your safety in mind, including secure door entry systems and well-lit communal areas. We also expect residents and visitors to East Village to behave in a respectful and courteous way towards their neighbours and all Triathlon Homes residents and leaseholders will be asked to adhere to the Residents Charter.

Most of the homes in East Village are apartments, and of course there will be everyday living noises such as walking, opening and closing doors, children playing and music being played. We expect residents to be tolerant of their neighbours in regard to these daily sounds.

### Reporting a problem

We hope you will not have cause to report a problem. But if we receive a report of unacceptable behaviour by a neighbour or visitor we take it seriously. When behaviour causes alarm and distress we will investigate the issues and take action. This type of behaviour is sometimes referred to as anti-social behaviour and includes the following:

- Residents or visitors causing a nuisance or annoyance which affects East Village
- Violence including domestic violence, or threats of violence
- Harassment and intimidation of neighbours
- Groups who congregate in a manner which is threatening or intimidating
- Drug use or drug dealing
- Graffiti, dumping rubbish, loud noises, abandoned vehicles

If you need to report a problem, you can contact us in a range of ways.

### Triathlon Homes Team

- Email us at [info@triathlonhomes.com](mailto:info@triathlonhomes.com)
- Talk to the Triathlon Homes team. You can phone on 020 8522 2012 or visit us at the East Village Management Office (the opening times are published on page one)
- Send us a message through the website [www.triathlonhomes.com](http://www.triathlonhomes.com)
- Write to us at: Triathlon Homes Team, East Village Management Office, 80 Celebration Avenue, London, E20 1DB

### How we can support you

When you report a problem we will find out as much as we can about the problem and always try and resolve the issue as quickly as possible. We may need to investigate further or work with partners such as the local police. We'll let you know what action we plan to take and keep you updated.

We can intervene in a variety of ways, such as:

- Written and verbal warnings to those who have behaved in an inappropriate way
- Mediation using an independent third party to resolve disputes between neighbours
- Mentoring and referral to support programmes to encourage better behaviour
- Additional surveillance and security and witness support in the more serious cases
- Legal action which can result in residents losing their homes.

Of course it's always better to prevent these issues from happening in the first place, so we'll be working with residents and partner organisations at East Village to monitor safety and security and do all we can to reduce the potential for problems to develop.





## Feedback and complaints

Triathlon Homes wants to offer its residents an excellent service, and we hope you are pleased with both the services you receive and the friendliness and professionalism of our staff and contractors. We want to hear about your experiences, good and bad, so please do get in touch with your feedback.

### Making a complaint

From time to time, things go wrong. If they do, please tell us. We will try as quickly as possible to put things right for you. We will also try to make sure the same thing does not happen again, either to you or to anyone else.

There are a number of ways you can get in touch:

1. Email us at [complaints@triathlonhomes.com](mailto:complaints@triathlonhomes.com) and tell us what has happened.
2. Talk to the Triathlon Homes team. You can phone on 020 8522 2012 or visit us at the Village Management Office (the opening times are published on page one)
3. Send us a message through the website [www.triathlonhomes.com](http://www.triathlonhomes.com)
4. Write to us at: Triathlon Homes Team, East Village Management Office, 80 Celebration Avenue, London, E20 1DB

If you write or email your complaint, please try and include as much information as possible about the problem and what action you'd like to see taken.

### What happens when you complain?

We always try to put things right as quickly as possible and often things can be resolved quickly, but sometimes we may need to investigate things more thoroughly. We'll let you know if this happens.

It's always best if you can talk to us directly when there is a problem, but you can also ask someone to make a complaint on your behalf, we'll just need to be sure they have your permission. Of course we also want to hear from neighbours, contractors and any other organisations or individuals if they've not received the right service from us.

Please also make sure you get in touch quickly as we'll only investigate issues within six months of the problem occurring. Please also note that if the matter is being heard in the courts or a tribunal, it will not be dealt with through the complaints process.

### If you are still unsatisfied

If you don't agree with the decision we have made in response to your complaint, you do have a right to appeal and your appeal will be heard by an appeal panel. Detailed information about the appeals process is provided when we provide a response to your initial complaint. If after following all stages of the Triathlon Homes complaints process you remain unsatisfied, you have the right to ask the housing ombudsman to review your complaint.

### Feedback and suggestions

If you ever have any feedback for us, please do get in touch. You might have an idea for how we can do things better or differently, or you might want to tell us if you've had extra good service.

You can get in touch in exactly the same ways as for a complaint – whichever works best for you. Send us an email, call past the office or send us some feedback through the website or in a letter.



## Customer standards and communication

Triathlon Homes is committed to providing quality services to its residents. We have customer standards which set out our promises to you and the standards we aim to achieve.

To check on the quality of services we carry out audits, quality inspections and independent surveys where we get your feedback on the quality of services.

As a Triathlon Homes resident you can also expect regular information such as rent and/or service charge statements and a quarterly email newsletter to keep you up to date with services and East Village. You can also find a variety of information on the website [www.triathlonhomes.com](http://www.triathlonhomes.com) or you can contact the Triathlon Homes Team.

## Getting involved in your community

There will be a wide range of community activities offered at East Village for residents and the wider community. These will be promoted on the Triathlon Homes website at [www.triathlonhomes.co.uk](http://www.triathlonhomes.co.uk).

In addition Triathlon Homes will seek feedback from its tenants and leaseholders, particularly in relation to how services are delivered.

We will occasionally ask you to complete surveys – either online or over the phone – about your views on the services you have received. These will be carried out by an independent company and the results will help us shape services in the future.

We will also offer opportunities for residents to monitor the performance of Triathlon Homes and influence the decisions we make. This will be through resident meetings, focus groups and occasional events and activities. These will all be widely promoted to residents through the Triathlon Homes website and newsletter.



## Service standards



	What you can expect – the service standards
<b>Customer service</b>	<p>When we are providing services to customers we will:</p> <ul style="list-style-type: none"><li>• Be professional and approachable and listen to your queries carefully.</li><li>• Wear our name badges and clearly let you know who you are dealing with.</li><li>• Be helpful and provide you with advice and information, including pointing you in the direction of additional services offered by other organisations.</li></ul>
<b>When you are moving in</b>	<p>When you move in we will provide:</p> <ul style="list-style-type: none"><li>• A new home built to good energy efficient standards.</li><li>• A welcome pack with information about your landlord, your home and your neighbourhood.</li><li>• An induction session with one of our team to show you how various things within your home work.</li><li>• A welcome visit within 8 weeks of moving in to check that everything is going well.</li></ul>
<b>Office location and opening hours</b>	<p>The East Village Management Office at 80 Celebration Avenue, London, E20 1DB, will be open from Monday to Friday 8:30am – 6pm and Saturday 9am-12.30pm.</p>



<b>Calls and emails</b>	<p>We will answer calls and emails as quickly as possible:</p> <ul style="list-style-type: none"> <li>• Within office hours we aim to answer our phones within 20 seconds, and only use an answer phone if we really need to. If you leave a message we will get back to you by the next working day.</li> <li>• We'll acknowledge all emails and letters within 3 working days and always provide you with a named person and contact number in our response.</li> </ul>
<b>Making and keeping appointments</b>	<p>Residents can make appointments to meet the team:</p> <ul style="list-style-type: none"> <li>• If you have an appointment we'll see you within 5 minutes of the appointment time.</li> <li>• If you don't have an appointment, we'll still see you but you may have to wait a little longer.</li> <li>• If you are unable to come to the office, we can visit you in your home.</li> </ul>
<b>Rent and service charges</b>	<p>In regards to rent and service charges we will provide:</p> <ul style="list-style-type: none"> <li>• A rent and service charge statement every quarter.</li> <li>• A range of ways to pay your rent, including by direct debit, online or through PayPoint and at the Post Office.</li> <li>• An explanation of how your rent and service charges are calculated every year.</li> <li>• One month's written notice if there are changes to your rent or service charges.</li> <li>• Help and confidential advice on any benefits you may be entitled to, including sign posting to relevant agencies.</li> </ul>





<b>Repairs</b>	<p>If you need to arrange a repair we will:</p> <ul style="list-style-type: none"><li>• Provide information about which repairs should be completed by Triathlon Homes and which are the responsibility of tenants and leaseholders/shared owners.</li><li>• Make an appointment for the repair, letting you know whether it can be carried out in one visit and when it has been booked.</li><li>• Let you know if there are any problems with keeping the repair appointment.</li><li>• Respond to emergency repairs and make safe within 2 hours and carry out urgent repairs within 5 working days and routine repairs within 21 working days.</li><li>• Prioritise repairs for vulnerable residents, for example hot water repairs for families with very small children.</li><li>• Ensure all of our repairs contractors introduce themselves, show their identification and treat you and your home with respect. This includes cleaning up at the end of the day when the job is finished.</li></ul>
<b>Dealing with complaints</b>	<p>If you are unhappy with the service and make a complaint we will:</p> <ul style="list-style-type: none"><li>• Handle complaints in writing, over the phone, by fax, email or in person at any of our offices.</li><li>• Acknowledge your complaint within three working days.</li><li>• Fully respond to your complaint, addressing everything in your complaint within the timescale we set in our acknowledgement.</li></ul>
<b>Considerate behaviour</b>	<p>We expect neighbours to be considerate of each other. If there are issues we will:</p> <ul style="list-style-type: none"><li>• Take all incidents of inconsiderate or anti-social behaviour seriously and take proportionate action against those who behave in this way.</li><li>• Contact you within 24 hours for serious cases and three working days for standard cases, if you have reported inconsiderate or anti-social behaviour to us to talk about the problem and agree what will happen next.</li><li>• Stay in regular contact with you if further action is needed, explaining what we are doing and support you as needed.</li></ul>



<b>Confidentiality and use of information</b>	<p>In regards to confidentiality and use of your data we will:</p> <ul style="list-style-type: none"> <li>• Provide you with a confidential meeting room should you wish to speak to us about a sensitive matter.</li> <li>• Abide by data protection laws and use any information we have about you sensibly and sensitively.</li> <li>• Use information we collect to provide you with information about Triathlon Homes services, your tenancy and rent/service charges, changes to services and to update our records about you.</li> <li>• Only keep your information for as long as needed, and only share your data with relevant public authorities such as the police where there is good cause.</li> </ul>
<b>Consultation, communication and equality and diversity</b>	<p>In regards to consultation and communication we will:</p> <ul style="list-style-type: none"> <li>• Provide a quarterly update about services and your neighbourhood, either by email or printed.</li> <li>• Provide information on the Triathlon Homes website.</li> <li>• Provide an annual performance report which shows what services we have delivered and how we have performed against service standards.</li> <li>• Advertise and promote any consultation opportunities where you can share your views on services.</li> <li>• Carry out regular surveys after you have received a service to check how happy you were with the result and the quality of customer service you received.</li> <li>• Support residents to set up resident associations.</li> <li>• Make sure all our information is clear and easy to understand and provide assistance to residents who need documents in large print, Braille or translation/interpretation services.</li> </ul>

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triathlon  
[triathlonhomes.com](http://triathlonhomes.com)

