



# All i need to know

CUSTOMER TENANCY HANDBOOK



This guide is best viewed online as it contains hyperlinks. If you are reading this guide on a computer or tablet, you can click on the link to go to websites with more detailed information.





## Our Goal

To meet housing needs and  
support sustainable communities



Tenant Portal Link



## Who we are

Inquilab Housing Association provides social housing, housing related services and home ownership products for a wide range of residents living in multi-cultural communities.

We own and manage almost 1300 homes for social rent and shared ownership across eight west London boroughs, we also have properties in Slough and Elmbridge.

Inquilab partners with other organisations so that people living and working in our communities can access training, employment programmes and other initiatives.





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## How to use this handbook

**The handbook is a guide, not a legal document. Your tenancy agreement is your legal contract.**

Here we give you information about your tenancy and tell you what you can expect from us, and what we expect from you. We have included as much information as possible, however, if you don't find what you're looking for, try our website ([www.inquilabha.org.uk](http://www.inquilabha.org.uk)).

**You can also use the website to leave any comments you may have.**

## contact us

**We welcome feedback and are always looking for ways to improve our services. If you have any comments, suggestions or ideas about our services, please tell us.**



### Tenant Portal Link

#### My Inquilab web portal

Log in securely and see

- your rent account information
- repairs history
- pay your rent
- ask for a repair.

To register, go to [www.myinquilabha.org](http://www.myinquilabha.org)

You'll need your postcode, date of birth and tenancy number.

Website: [www.inquilabha.org](http://www.inquilabha.org)

Email: [customerservices@inquilabha.org](mailto:customerservices@inquilabha.org)

Unit 3, 8 Kew Bridge Road,  
Brentford, TW8 0FJ



# 1. Information about you

**We need personal information about you so that we can provide services for you.**



All information we have about our customers is treated with confidentiality, and all personal data in line with GDPR requirements. There are a few specific exceptions to this, where strict guidelines apply. For example, we may share information with authorities and agencies such as the police or local authorities to:

- help prevent and detect fraud
- support local strategies to reduce crime and disorder
- help prevent and detect crime
- meet other legal obligations

We will provide limited information to Housing Benefit offices and the Department for Works and Pensions to help you if you are claiming benefits.

We will also provide limited information to gas and electricity providers. We will give your details to other members of staff only when this is necessary to provide a service to you.



“All your information is treated with confidentiality”



## 2. Our service commitments

Our aim is to give you excellent and efficient customer services and our **Customer Charter** sets out the standards of service you can expect from us.

### Communication and Customer Service

- We aim to keep 95% of our customers informed about our services and are increasing the services we provide online
- We will ensure customer services are accessible, monitored and use your feedback to improve our service
- We aim to reply to 100% of letters and emails within 5 working days of receipt. If we cannot provide a reply within this time, we will acknowledge your letter or email and give you a date by which you can expect a reply
- We aim to deal with 80% of enquiries at the first point of contact and connect you to the correct person if you need specialist help

### Complaints

- We will acknowledge your complaint within two working days of receipt
- From time to time we carry out satisfaction surveys

### Anti-social behaviour

- If you report an incident of anti-social behaviour we will contact you within five working days
- If you report a serious incident of anti-social behaviour we will contact you within 24 hours
- We will ask how satisfied you are with how the ASB report was handled

### Estate management

- We will publish our timetables and criteria for grounds maintenance and cleaning annually

### Repairs

- We aim to meet our repairs response times

### Home Safety Checks

- Inquilab will annually check your homes gas appliances, pipework & flues and all smoke, heat and CO detectors.

### Value for money

- We monitor our performance and compare it with other similar organisations

### Financial inclusion

- We will adopt a firm but fair approach to collecting unpaid rent
- We will offer our customers advice on welfare benefits, budgeting and money management

" We are committed to providing the highest quality service meeting customer needs within available resources "

**For more information call 0208 607 7777**





## 3. Your tenancy agreement explained

Being a customer with a tenancy agreement means that you have the right to live in your home for the period set out as long as you pay your rent and meet other conditions of the tenancy.

There are different types of tenancies.

### You are responsible for:

- Paying your rent and service charges
- Using your property only as a private home
- Keeping the inside of your property in good condition
- Keeping your garden neat and tidy (including shared gardens)
- Not causing a nuisance or annoying anyone
- Not changing the structure of the property (for example, by removing a load-bearing wall) or adding an extension
- Not carrying out alterations without our written permission
- Allowing us into the property to carry out inspections and repairs in the building and in neighbouring properties
- Allow access to undertake annual [Home Safety Check](#) as this is a legal requirement
- Ensure that you have credit on your meters for [Home Safety Check](#) to be carried out
- Treating your neighbours and our staff with respect

### You have the right to:

- Live peacefully in your home
- Use the shared parts of the building and shared areas of the estate, such as shared gardens

If you break a condition of your tenancy we can take action against you.

This can include taking court action. In serious situations we can ask the courts to make an order for possession, which means that we can end your tenancy and you will have to move out of the property.

### Ending your tenancy

You must give at least four weeks' notice in writing when you want to end your tenancy.

**Rent.** Make sure that your rent payments are up to date.

**Bills.** Do not leave rent and bills unpaid. This might have an impact on your references and credit rating.

**Utilities.** Make sure these are paid in full as a bill and administration charge may be sent to you, and legal action taken, if you fail to do this.

**Clear up.** Remove all of your possessions, clean the house, take meter readings and return all the keys/fobs. Provide us with a forwarding address. Inquilab are entitled to dispose of possessions left in the property.

**You may be recharged for cleaning and clearing services if you do not leave the property in a lettable state.**





### 3. At a glance, responsibilities

#### You must

**Pay the rent on time.** If you don't, you could lose your home because you have broken your tenancy agreement.

**Look after the property.** You will require Inquilab's permission before attempting repairs.

**Be considerate to your neighbours.** You could be evicted for anti-social behaviour if you aren't.

**Not take in a lodger** or sub-let without permission of Inquilab.

#### You should

**Make sure you know how** to operate the boiler and other appliances and know where the stop cock, fuse box, and any meters are located.

**Regularly test your heat, smoke alarms and carbon monoxide detector** – at least once a month.

**It is worth getting contents insurance** to cover your possessions too, because Inquilab's insurance will not cover your personal items.

#### We must...

**Maintain the structure** and exterior of the property.

**We will arrange** an annual [Home Safety Check](#). However, it is your responsibility to ensure access is made available to Inquilab.

**Check heat, smoke alarms and carbon monoxide alarms** (where fitted) as part of the annual [Home Safety Check](#) or at the start of your tenancy.

**Give at least 24 hours' notice** of visits for things like repairs (unless emergency).





## 4. Moving In

We want you to be happy and comfortable in your new home and you can decorate and personalise it to make it your own.

### When you move in

After the last tenant moved out and before you move into your home we carry out general repairs and maintenance to make sure that it meets our lettings standard.

**The standard can be viewed on our website or we can send you a copy.**

The amount of work that we have to do largely depends on the age and condition of the property when it is handed back to us. We bring all properties up to lettable standard before you move in.

It is important to move into your new home quickly, at the start of your tenancy. If not, we may think that you do not need it or have abandoned the property. Also, if you are eligible for Housing Benefit you will not be entitled to it when you are not living in the property.

### Shared areas

If you live in a property where you share doors, stairs, gardens or any areas with other people, then this is part of your home. It is your responsibility, along with the other tenants, to keep these areas secure, clean and tidy, and clear of personal belongings. Some properties have cleaning and gardening contractors to assist in maintaining the communal areas. You will be told about these when you sign your tenancy agreement.

**Please note all our internal communal spaces are no smoking areas.**

### After your tenancy begins

We will visit you within the first six weeks of your tenancy to see how you are getting on and to answer any questions you may have.

#### We will check:

All repairs we agreed when you accepted the tenancy have been carried out

- No further repairs are needed
- You don't have any problems paying your rent
- You understand the conditions of your tenancy

**To help you settle into your home quickly and easily, here is a handy checklist of the things you need to do when you move in.**

- **Make arrangements to pay your rent**
- **Choose and register with a gas and electric supplier**
- **Make sure you give a meter reading**
- **Gas and electric cookers must be fitted by a suitably qualified engineer**
- **Contact your preferred telephone provider who will advise how to get connected**
- **If applicable, tell your doctor, dentist, children's school, employer, DVLA, TV licensing, and bank that you have moved**
- **Organise home contents insurance**



## 5. Living in your home

We want you to enjoy living in your home. We have responsibilities which we must meet, and equally all tenants have responsibilities, around keeping your home in good condition.

Below are some important things to bear in mind:

### • Home contents insurance

There are two types of household insurance policies

- building insurance to protect against damage to the structure of your home together with fixtures and fittings
- home contents insurance that protects you against damage or loss of your possessions

We do not insure your belongings. We strongly recommend that you take out [home contents insurance](#).

We are not responsible if your possessions are damaged or stolen and will not redeem you for any losses so if it is important you have your own home contents insurance.

**Please contact us if you would like to know more.**

### • Disrepair and defects

You must report any disrepair or defect to your home as soon as you become aware of it so we can carry out any necessary repairs. You will have to pay for wilful or negligent damage caused.

### • Temporarily away from home

If you are away from your home temporarily such as on an extended holiday, then you will need to inform us. If you claim housing benefit then you will also need to inform the local council's housing benefit department. Failure to notify us may result in us assuming you have abandoned your home. Equally your benefit may be cancelled.

If you are away for a lengthy period of time then you should be aware this may also affect your contents insurance cover. You should check this with your insurer.

### • Entry to your home

We will not enter your home to carry out repairs without your permission except in an emergency situation that requires a direct response. For example, if there is a leak coming from your property affecting another property or communal area.

### • Locks and keys

We fit locks to front and back doors as standard. If you wish to increase the security of your home by fitting additional window locks or a burglar alarm for example then you will have to pay for these and their installation yourself.

You are responsible for the safe keeping of your keys. We do not hold spare keys for our properties. If we have to replace locks to your doors due to lost keys for example then you will be charged the full cost. If you live in a block of flats with a door entry system and you lose your keys to the main door then you may also be responsible for a lock change.

**For more information  
call 0208 607 7777**





## 5. Living in Your Home (contd)

### • Crime Reference Number

If you are the victim of a burglary then you must report the matter to the Police, provide details and get a crime number. We may be able to claim for repairs to any structural damage to your property caused by a break-in. You must inform us if you are burgled.

### • Pets

You need our written permission to keep a pet of any kind in your home. In some properties, particularly flats, we do not allow cats or dogs. In all instances please check with us before getting a pet. If you are allowed to have a pet then you are responsible for that pet, for cleaning up any mess they may make and for ensuring that their behaviour does not adversely effect your neighbours e.g. dogs barking constantly.



**Go online for more information**

### • Use of the Premises

You can only use your home to live in and cannot run a business from home. However, if you wish to work from home and your work does not involve heavy machinery or vehicle repairs then we may grant permission. This will be on a case by case basis. Please ensure you contact us to discuss this further before you start working from home.

### • Satellite Dishes

We do not normally allow separate satellite dishes to be installed particularly on blocks of flats. We will however co-operate with cable TV companies where tenants request it and the service is available. Please contact us for further information.

### • Communal Areas

If you live in properties with areas shared by all – communal areas/parts – we ask you to take reasonable care to keep clean and tidy the common entrance halls to flats and the stairways, lifts, rubbish chutes and other common parts. You must keep all access areas clear of obstruction (inc pushchairs, furniture, bikes etc). We have a

zero tolerance policy of items causing obstruction.

Where cleaners or garden contractors are employed to tend to communal parts then we would ask tenants to tell us if the performance of these contractors is not what you would expect.

### • Decoration (External and Internal)

You are responsible for decorating the interior of your home, even when décor is disturbed by a small repair. We will only redecorate areas which have been directly effected by damage or major repair works. Where possible we will do our best to ensure that any redecorations match the existing colours used by the tenant.

We are responsible for external decoration of your home. We will normally inspect the external and communal areas of the building every 7 years to make sure that it gets redecorated when required. We will inspect frames, doors, sills etc. of your home, and carry out any necessary repairs before decorating. If you wish to do any external decorating, then please let us know and we can advise on the materials to use.



## 5. Living in Your Home (contd)

### • Changes in Circumstances

There may be times when your living arrangements or circumstances change, for example if your household increases or decreases that we need to be made aware of.

#### • [Applying for a transfer](#)

You should be aware that we will not be able to move you straight away. We do not have spare houses however, you would be eligible to apply for a transfer via LOCATA – the choice based lettings system for West London or the local lettings system for the area you live in.

**Please take a look on our website for more details.**

Please note we are not responsible for housing your children once they reach adulthood. They will have to seek advice and assistance from the local authority you live in.

**Please note that subletting all of your home is a serious offence – it is fraud and a criminal act. If you are found guilty in court of illegally subletting your home you will receive a criminal record and will be fined or sent to prison (or both).**

### • Lodgers

You may have a right to take in a lodger, depending on your tenancy type. You must ask our permission and tell us who you plan to allow to live in your home.

#### **You will need our permission to take in a lodger**

We will consider all requests to take in a lodger and we will not withhold permission unreasonably. However, we will refuse permission if it would cause your property to become overcrowded or the type of property or tenancy is not suitable.

You should get independent advice on how taking in a lodger could affect the amount of tax you pay or the benefits you receive.

### • [Right to Acquire](#)

Residents whose properties were built with social housing grant after 1st April 1997 may be eligible for [Right to Acquire](#). This provides a discount on the purchase price if you wish to buy the home you are renting from us. Contact us for more detail of this scheme. You will only be eligible if you have a fully clear rent account.

### [Estate Inspections](#)

We carry out estate inspections once a month. To find out when we will be next in your area please follow the link below to the tenant portal:

 [Tenant Portal Link](#)

**You will receive a text message 24 hours prior to one of our Neighbourhood Manager's visiting your estate.**







## 6. Fire safety

Do not alter your home in any way, for example removing doors from rooms, making holes in walls for condensing tumble dryers or adding additional plug sockets as this could affect the fire safety of your home and encourage fire to spread.

**Most fires in the home are started accidentally. You can help keep your home safe by taking a few simple precautions**

### Smoke & Heat alarms

A smoke & heat alarm is the easiest way to alert you to the danger of fire, giving you time to escape.

Always test them monthly by pressing the test button - If it is working it will ring and flash in the same way as if there is a fire

Clean the alarm regularly

If we have installed door closers, wired smoke alarms or heat detectors in your home do not remove or disable them, as they are designed to keep you safe from fire.

### Home fire-safety visits

The London Fire Brigade offers a free home visit to offer advice on how to make your home safe and, where appropriate, fit a smoke alarm for free. Priority is given to people and places where there is known to be a higher risk of fire. This includes older people, especially people living alone or whose mobility, vision and hearing are impaired, mental-health services users and residents who may be affected by alcohol or drug misuse.

If you would like a visit or know someone who you think needs help, contact the

**London Fire Brigade:**

**Telephone: 020 8555 1200**

**Email: [info@london-fire.gov.uk](mailto:info@london-fire.gov.uk)**

**Visit: [www.london-fire.gov.uk/](http://www.london-fire.gov.uk/)**

**[HomeFireSafetyVisit.asp](http://HomeFireSafetyVisit.asp)**

### Top Fire Safety Tips

- Always try to smoke outside, smoking in indoor communal areas is against the law.
- Never leave cooking unattended or leave anything on top of your cooker.
- Take care of loose clothing when cooking or near heaters.
- Keep your exit routes and main walkways clear.
- Keep all communal areas clear from obstructions such as bikes, prams, furniture or rubbish.
- Communal doors and fire doors must remain closed and cannot be left open.
- Do not use chip pans, use a deep fat fryer.
- Extinguish candles safely before going to bed and use appropriate holders. Keep all heating sources clear of clutter and take care near heaters.
- Close your bedroom door whilst sleeping to prevent a fire spreading.
- Never leave items on charge overnight or for lengthy periods.
- Use of plug-in air fresheners is not recommended.
- Do not use barbeques on balconies or communal areas.



## 7. Emergencies

We provide an emergency repairs service to you.  
The service is provided to ensure that you and your home is not put at risk.

**An emergency is a serious, unexpected, and often dangerous situation requiring immediate action.**

### Emergency repairs

**The following are examples of what is defined as an emergency:**

#### • Heating

If you have no heating out of office hours then the contractor will attend to rectify or make safe the fault if it is the season where heating is required (usually between October and March)  
In extreme cold vulnerable tenants, elderly tenants

and families with young children will be provided with alternative heating until the heating has been fixed.

#### • Hot water

The contractor will not attend as an emergency unless there is a very specific reason why instant hot water is required e.g. a new born baby on the premises.

#### • Lack of water supply

You must first check with the water authority service provider to ensure that 'works' are not being carried out in the area which may be affecting your water supply. Once you have confirmed this is not the case then a contractor will attend.

#### • Lack of lights

Where the loss is throughout the property then the contractor will attend as an emergency. Where the loss is only partial then this will only be treated as an emergency if it results in a hazard to health, i.e. loss of lighting in a communal stairwell.

### Gas leaks

If you smell gas, or think you have a gas leak, **contact the National Grid immediately on 0800 111 999** and take their advice.

- **Do not smoke**
- **Do not turn any light switches or electrical equipment on or off**
- **Open the doors and windows**
- **Check if a gas appliance has been left on or a pilot light has blown out**
- **Turn off the gas supply at the meter**

When gas does not burn properly, more carbon monoxide is produced. Carbon monoxide is a poisonous gas. If the carbon-monoxide detector sounds or changes colour, turn off gas appliances and leave the building.

#### Gas cooker

A gas cooker not working does not count as an emergency, and if the cooker has not been supplied by Inquilab then the responsibility for fixing the appliance is yours.

### Fire

If you discover a fire in your home:

- **Call the fire brigade by dialling 999;** and
- **Make sure everyone in your home leaves the property immediately if it is safe to do so**

**Contact us if you would like more information**





## 7. Emergencies (contd)

Please note that with all emergencies where it is not possible to fix the matter immediately, the contractor will make safe and any additional or follow up work required will then be carried out during normal working hours.

### • Lack of power

You should initially check neighbours still have power to ensure that a power-cut is not to blame and check credit on your meter. If there is a total lack of power which results in a hazard to health or the safety of tenants then the contractor will attend as an emergency.

Where the loss is partial then this will be at the discretion of the contractor based on potential hazards to the health and safety of tenants. If you think you have an electrical failure or water is leaking onto electrical fittings in your home:

- Do not touch bare wires, sockets or switches,
- Turn the power off at the mains
- Contact us immediately (including for out of hours)

### • Lack of power to electric sockets

This will only be considered as an emergency if it occurs at the weekend (or a public holiday lasting more than 2 days) and the loss is total.

### • Plumbing leaks

If the leak is causing damage, cannot be contained in a bowl or is penetrating an electrical fitting then this will be dealt with as an emergency.

### • Roof leaks

Where the leak is causing damage, or penetrating an electrical fitting then the contractor will attend out of hours. However, this will only be to make safe and as watertight as possible. Health and safety dictates that an immediate visit may not be made if weather conditions do not allow.

### • Damage to roof

Attendance as an emergency will only be where the damage is likely to worsen or is causing a hazard e.g. falling roof tiles onto a public highway or garden. Again, this will only be to make safe.

### • Toilets

Customers should always have the use of one toilet. If the toilet does not flush then tenants should flush the toilet with a bucket of water. The contractor will not attend to unblock sinks. Contractors will only attend to blocked drains where knock-on damage is being caused or if the

blockage is preventing use of a toilet.

Please note if blockages are found to be down to a customer's misuse, i.e. disposal of large amounts of fats and oils, nappies or wet wipes, then this will be recharged.

### • Lost keys

If you lose your keys or are locked out then you are responsible for arranging and paying to gain access. If our contractor attends then you will be asked to pay in advance or you will be re-charged.

### • Broken windows

If the window is dangerous and likely to cause injury then the contractor will attend and board up the area. If the window is on the ground or first floor, or any other area which makes the property vulnerable to criminals, then the contractor will attend and make safe.

### • Insecure property

If a door has been damaged by a break-in and will not close, if a ground floor window is jammed open or if a lock will not operate then these would be considered an emergency and a contractor will attend.



## 8. Reporting a repair

To report all repairs please complete our [online repairs reporting form](#) available 24 hours a day, seven days a week

[www.inquilabha.org](http://www.inquilabha.org)

Before reporting a repair, please gather as much information about the problem as you can. This will help us to order the correct repair. Our staff are trained to identify and order the correct repair for your home, and you can refer to the diagrams on the **M3 Locator** attached to our online repairs reporting form.

### Emergency repairs

An emergency repair is one which needs to be carried out quickly to avoid danger to you or serious damage to the building.

**An emergency repair will be completed within 24 hours and wherever possible you will be given an estimated time of arrival.**

**Examples include:**

- Serious water leak
- No power in a property
- No heating or hot water from the boiler (October to April only)
- Overflowing drains
- Collapsed ceiling or roof
- Ground floor window not closing
- Attending a lift breakdown
- A blocked toilet (if it's the only accessible one in your home)

### Routine repairs

**A routine repair on average will be completed within 28 working days and you will be offered an appointment.**

**Examples include:**

- Anti-fungal wash down for mould on walls
- Adjusting a communal door closer
- Broken kitchen units
- Flashing light in communal area
- A dripping tap

**You can also report a repair:**

- **By emailing**  
[customerservices@inquilabha.org](mailto:customerservices@inquilabha.org)
- **By writing a letter to the Customer Services Team**  
Unit 3, 8 Kew Bridge Road,  
Brentford, TW8 0FJ





## 8. Repair responsibilities

To report all repairs please complete our [online repairs reporting form](#) available 24 hours a day, seven days a week

**Please make sure there is a responsible adult 18+ at home when we visit**

### What repairs are Inquilab responsible for?

Inquilab have an obligation to look after the structure of your home. Repairs must be carried out to make sure that fixtures and fittings for water, sanitation, gas and electricity are safe and in working order. Inquilab must also maintain any equipment it has installed to provide hot water and heating, and communal facilities, such as lifts and door entry phones.

We are responsible for any repairs needed in the communal areas, and carry out regular estate inspections. However, if you see anything that needs repairing, please complete our [online repairs reporting form](#) or email customer services to report it.

### What repairs am I responsible for?

You are expected to make sure that your home, garden and balcony are kept safe, clean, free from rubbish, and are not neglected.

If we are told that a repair is needed due to misuse or wilful damage, you may be charged for it. This doesn't include usual wear and tear.



**This table shows examples of who is responsible for a repair.**

### **Why does Inquilab contact me every year to check my gas boiler?**

The law requires that we carry out annual [Home Safety Check](#) inspection of any gas appliances owned by us within any properties we own or manage. This includes gas fires, boilers, ventilation and pipework. You will be contacted by our contractor to make an appointment for them to carry out these gas safety checks under our [Home Safety Check](#) programme. Please make sure you let the contractor in. It is in your interests to assist

them as much as possible and arrange access as these gas safety checks will pick up any potential fatal leaks.

#### **People die from faulty boilers and carbon monoxide leaks.**

Please ensure you help us to ensure this never happens to any of our tenants. This matter is so serious that if you do not give our contractors access then we may have to cut your supply off or go to

Court to seek an injunction to enter the property and carry out the gas check without your permission. This will result in Court costs which we will charge you for.

**Please do not ignore any phone calls or letters you receive to arrange these checks and assist us as much as possible including having credit on your meter to allow us to service your heating appliances. This is an important check we do each year.**





## 8. Who is responsible for repairs to your home

This table shows examples of who is responsible for a repair.

Please contact the customer services team if a repair is not listed, or use our **M3 Locator online** if you're not sure who is responsible.

Repair	Description	Inquilab	Resident
Baths	Repair/replacement  Waste pipe blockages Residents must demonstrate that they have made all reasonable efforts to unblock waste pipes. This would include the use of a plunger or domestically available drain cleaning products	X	X
Brickwork	Garden walls (may be replaced with alternative boundary markings)	X	
Carpentry	Except any locks	X	
Chains & plugs	On basins, baths and sinks		X
Chimneys		X	
Communal areas		X	
Central heating	Including storage heaters and fitted electric fires	X	
Decoration (external)		X	
Decoration (internal)	Making good to decoration after repair will not be carried out by Inquilab; this is the responsibility of the resident		
Domestic appliances	If they belong to you or have been 'gifted' to you from Inquilab		X
	If they have been provided by Inquilab	X	
Doors (external)	Including door step	X	
Doors (internal)	Including door frame and hinges but (but excluding door handles)	X	
Door furniture (internal)	Including door handles, locks, and latches fitted by IHA (fair wear & tear)(Damaged by others will be recharged to the resident)	X	
Drains	Not including waste pipes Residents must demonstrate that they have made all reasonable efforts to unblock waste pipes. This would include the use of a plunger or domestically available drain cleaning products		X
Electrical	Wiring, sockets and switches	X	
Entry doors	Communal, external (usually repaired periodically)	X	
Front / Back door lock	All locks including multipoint locking systems (fair wear & tear) (Damaged by others will be recharged to the resident)	X	
Fences	Fences will be repaired. Where there is no option but to replace a fence it may not be a like for like replacement depending on suitability.	X	
Fire grates and surrounds	Where a gas fire is removed completely, the opening will be blocked and vented as required	X	
Fixtures and fittings	Such as coat hooks, curtains and curtain rails		X
Floorboards		X	
Floor coverings	Kitchen, WC and bathroom only	X	
Garden maintenance	If you have sole use or it is shared but with no service charge for maintenance		X
Communal garden maintenance	Communal gardens and grassed areas where residents pay a service charge for landscaped areas	X	
Gas	Boilers and central heating systems	X	
Glazing	Residents will be recharged for broken or cracked glass/double glazed units that are replaced. If broken through an act of violence or break-in a crime reference No will be required		X
Hand basins	Repair/replacement Accidental damage remains the resident's responsibility.	X	
Hot water cylinder jackets		X	
Infestation	By pigeons, rats, insects etc. Please contact your local council in the first instance. Where report the local authority are unable, to assist then residents should contact a private pest control company However if the infestation is affecting multiple flats in a block or is in the communal area then this is Inquilab's responsibility		X
Immersion heaters		X	
Keys	We will not replace locks or provide keys. Replacement keys for non-suited locks will not be provided by Inquilab. Residents should arrange replacements themselves		X
Kitchen units	Where a kitchen part need to be replaced (drawer front, door) then Inquilab will attempt to match the existing kitchen style and colour. Where this is not possible due to availability then the closest math will be used	X	
Laminate flooring	Except when the damage is caused by other repairs that we have carried out. Please note you must obtain Inquilab written permission before fitting laminate flooring to your home. Where the removal and reinstatement of resident provided floor coverings is required to allow repairs the resident must be advised to arrange for this at their own cost		X
Lifts		X	
Lighting	Communal/estate lighting	X	
Light fittings	Except light bulbs, fluorescent tubes, bathroom sealed ceiling light bulbs, starter motors and dimmer switches	X	
Locks Communal Doors	All communal locks (Key fobs & suited keys are chargeble if lost or broken)	X	
Paths		X	
Plastering/ plasterboard	Except minor cracks. Minor cracks and making good are part of internal decoration to be undertaken by the resident. Inquilab will only repair where the plaster repair is extensive and the plaster is deemed to be at the end of its useful life	X	
Plumbing repairs and leaks	Leaks to domestic appliances will only be repaired if they were originally provided by Inquilab. If the appliance has been 'gifted' then it is no longer Inquilab responsibility. Residents must confirm that they have checked their appliance is not causing the leak prior to Inquilab sending an engineer. If it becomes apparent that the leak is caused by the appliance, then costs may be recovered.	X	
Porches	Except broken glazing. Re-glazing will not be attended to unless a health and safety risk is present, the window will be boarded up only	X	
Re-lighting pilot light on gas boiler	Includes re-setting any heating controls or programmers.		X
Roofs and gutters		X	
Sanitary fixtures and fittings	Except WC seats	X	
Sink units	Except waste pipe blockages Residents must demonstrate that they have made all reasonable efforts to unblock waste pipes. This would include the use of a plunger or domestically available drain cleaning products	X	
Skirting boards		X	
Stairs		X	
Switches and sockets	Except dimmer switches	X	
Telephone points			X
TV and aerial sockets	Unless communal		X
Washing lines	Unless communal		X
WC repairs	WC blockages Residents must demonstrate that they have made all reasonable efforts to unblock the toilet. This would include the use of a plunger or domestically available drain cleaning products	X	
Windows	Except window locks	X	
Waste blockages	Including basin, bath and kitchen sink. Please note that we reserve the right to recharge the costs if we attend and the blockage is considered to be caused through neglect or misuse by the resident or other person on the premises		X
Worktops	Damaged by others will be rechargble to the resident	X	



## 9. Planned Maintenance

### What is planned work?

Inquilab's planned maintenance programme includes major project works to improve the condition of our buildings internally and externally. This work includes communal area decorations, renewal of roofs and guttering and lift replacements.

It also includes the work required to bring your home up to Inquilab standard, such as replacement of boilers, rewiring, external doors, kitchens and bathrooms.

### When is my home due for planned works?


A neighbourhood manager will visit and carry out a survey to decide whether your home meets the Inquilab standard. Work will only be done in homes that do not meet this standard.

### New or newly improved properties

With new properties there is a 'defects' period of usually a year. In this time, we can ask the builders to deal with any repairs that are needed. If you have moved into a new home or a newly improved property, then please note it may take a little longer to complete any repairs as we will need to liaise directly with the builder before it can be done. Just before the defects period ends, an inspection of the property will take place between the builders and ourselves, to ensure all outstanding issues and repairs are picked up and dealt with by them.

**Please do not decorate the walls in a new property in the first 12 months.** This will allow the plaster to settle fully. Also, do not stick down carpets as builders may need access to carry out repairs during the defects period. Please be assured it is normal for cracks to appear in new properties and for minor repairs to be needed as a property is lived in.

To see when work is provisionally planned for your home, please take a look at our planned programme by:

-  [Visiting the tenant portal](#), or
- Requesting a copy from our Customer Services team at [customerservices@inquilabha.org](mailto:customerservices@inquilabha.org)





## 9. Planned Maintenance (contd)



### Condensation

Any home can suffer from condensation especially new homes, flats or newly improved properties. Condensation occurs when warm air comes into contact with cooler surfaces such as walls and windows, and turns the moisture in the air into water.

Common problems include mould on furniture and walls, steamed up windows, rotting wooden frames and window sills.

**Therefore, to avoid condensation in your home:**

- Keep the kitchen door closed when cooking and washing and leave the kitchen window partly open so that steam can escape
- Keep lids on saucepans where possible
- Keep the bathroom door closed and the window open after having a bath or shower until the steam has escaped. Where you do not have a window in your bathroom then still keep the bathroom door shut and ensure that the extractor fan is on
- Some extractor fans will come on automatically when there is a certain amount of moisture in the air. However, some will need to be switched on, so please ensure that you use them, and switch them on
- If you need to dry clothes indoors then open a window to ventilate the room. Avoid covering radiators with clothes
- Where water collects on the windows and window sills mop this up every morning and wipe the windows down. Dripping water will eventually rot timber and might cause mould to form on the plaster



## 10. Anti-Social Behaviour, Harassment and Neighbour disputes

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**Everyone has the right to enjoy living in their home and neighbourhood. Anti-social behaviour interferes with this right and effects the lives of individual people and communities as a whole.**



We expect you to show consideration for others. This is a condition of your tenancy agreement that you do not cause, or allow members of your household or visitors to your home, to cause a nuisance or annoyance to neighbours, other tenants of the association, our employees, agents or contractors or to any other person visiting or carrying out lawful activity in the locality of the premises.

Anti-social behaviour includes a wide range of unacceptable behaviour that affects the quality of life for tenants and the wider community. It also covers behaviour that affects our ability to provide services and manage our properties. It includes:

- **violence, threats and intimidation**
- **domestic violence and abuse**
- **verbal abuse and harassment**
- **drug-dealing or misuse**
- **hate incidents**
- **noise nuisance**
- **nuisance caused by pets and animals**
- **misuse of shared areas**
- **damaging property**
- **using properties for criminal activity**

You are expected to show consideration for your neighbours in your garden and other communal areas.

**You are not allowed to park cars, vans, motorbikes or caravans in your gardens.**



## 10. Anti-Social Behaviour, Harassment and Neighbour disputes (contd)

### Harassment

Harassment is when someone deliberately causes a person to feel alarm or distress due to their actions. If the harassment is serious or persistent, it can be a criminal offence.

If you are having a disagreement with a neighbour we would always advise trying to sort out any issues between yourselves. If issues cannot be sorted out successfully, or you are worried about the reaction you may face in doing this yourself, then **please contact our customer services.**

There may be some issues we will not be able to resolve but we will try and help with finding a solution. This may include mediation which we will fund. This is where an independent third party mediates between yourself and your neighbour to try and establish some common understanding or agreement.

Where the matter escalates or is more than just a disagreement and involves persistent harassment, threats or distress then there is action we can take against the tenant under the terms of their tenancy agreement if there is evidence of the nuisance or anti-social behaviour being caused.

**Contact us if you would like more information**



### Domestic Violence

#### What isn't ASB?

Day-to-day household activities and noise are not considered ASB, for example children playing.

We offer support and advice if you find yourself being abused by a partner or previous partner or any member of your household. All local authorities and police districts have policies and initiatives to assist those suffering from domestic violence and we will work with them and you.

#### Safeguarding

Inquilab has a legal responsibility to report any safeguarding issues that a visiting officer may be concerned about.

"We will not tolerate anti-social behaviour, harassment or hate incidents.

We will take reports seriously and aim to provide support to victims, as well as taking effective action against people who cause anti-social behaviour".





## 11. Getting Involved



**Your involvement in the work we do is important, as we want to make sure we are providing you with the services you want and that they are delivered in the way that you want them.**

We are committed to continuously improving the services you receive. In order to do this, we want to know what you think about what we do now, and the areas you think we need to improve on.

We have begun to develop a 'menu' of ways in which you can work with us. If you are interested in any of the initiatives listed then please contact us.

### Customer Involvement Panel

- **Tenant Auditor** – part of Service Reviews to mystery shop or check paperwork / tenant files etc. To establish a view of service delivery from a resident's perspective
- **Customer Advisory Panel** – we contact residents via email for snap shot reactions to new proposals or policies
- **Editorial Team** – to review our Newsletter

- **Estate Inspectors** – help in carrying out monthly checks around your local estate on cleaning, gardening, abandoned vehicles, landscaping & communal repairs etc, we then action

### **Other ways of getting involved:**

- **Answer satisfaction questionnaires** to give us your views on the services we provide
- **Focus groups:** these are used to get more in-depth opinions on specific issues such as re-writing this handbook for example

### **Contact us**

- **Please phone us and let us know** – if you have an idea about a new way of us doing things.
- **Requesting a copy from our Customer Services team at** [customerservices@inquilabha.org](mailto:customerservices@inquilabha.org)





## 12 . Rent and Service Charges & ways to pay

### Rent

Your total weekly payment is your rent plus your service charge. Your rent is how much we charge for the use of the property.

### Your service charges

Your service charge covers the cost of services we provide to your schemes, estate or block of flats – like communal cleaning, gardening and lift servicing in shared areas.

**Not all tenancies have a service charge. But if you do, you'll find your type of service charge and a cost breakdown with your notification letter.**

**Don't forget you can view your rent account online.**

If you still need to register, visit our [website](#) to apply or email our Customer Services at

[customerservices@inquilabha.org](mailto:customerservices@inquilabha.org) to request your PIN and password.



### Ways to pay

#### Direct Debit

This is the easiest way to pay because we can collect your rent on any day you choose and we make sure your payments are updated if there are annual adjustments.

**Just contact us at**  
[customerservices@inquilabha.org](mailto:customerservices@inquilabha.org)  
**to set one up.**

#### AllpayTM Swipe Card

You can use your [AllpayTM Swipe Card](#) at places where you see the PayPoint sign (like post offices).

#### AllpayTM Online

Visit the AllpayTM website, [www.allpay.net](http://www.allpay.net), to pay your rent. You will need your AllpayTM swipe card number.

#### App

If you have a smartphone, you can **download the FREE AllpayTM App**. Once registered, you can make payments quickly and easily. You'll need your AllpayTM swipe card number.

#### By telephone

**You can call the AllpayTM phone line on 0844 557 8321** to make a payment using your debit card and AllpayTM swipe card.





## 13. Looking for a new home

We recognise that people's circumstances change and sometimes they need to move. If you would like to apply for a transfer, **please contact our customer services.**

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### Transfers

You must have been a tenant with us for more than 12 months before we will accept your request for a transfer. We do not normally accept applications from people who have broken their tenancy agreement. You can also apply to join your local council Housing Register where your needs will be assessed in accordance with the council's policies. They will also give you advice about other options.

### Mutual Exchange

An alternative to a transfer is an exchange with another tenant. Our tenants can subscribe to [Homeswapper](http://www.homeswapper.co.uk) and can register for free. The website address is [www.homeswapper.co.uk](http://www.homeswapper.co.uk). The other tenant may be housed with Inquilab or another housing association or council.


When you exchange, you simply swap homes with the other person. This is usually called 'mutual exchange'. First you must find someone to swap with. Before the exchange can go ahead, you need our permission in writing. We cannot unreasonably withhold your right to exchange.

We may not allow you to exchange in the following circumstances:

- If you or the person you intend to exchange with are in rent arrears
- If you or the person you intend to exchange with have been given a court order for breaching your tenancy agreement
- If the home you are leaving is too big or too small for the person or family you intend to exchange with. When you exchange with another tenant, you 'assign' your tenancy to them



**To see when work is provisionally planned for your home please have a look at our planned programme by:**

-  [Visiting the tenant portal](#), or
- Requesting a copy from our Customer Services team at [customerservices@inquilabha.org](mailto:customerservices@inquilabha.org)







INQUILAB



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