



  
**Nehemiah**  
H O U S I N G

Tenant Handbook

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## Section 1: Welcome to your New Home

As your landlord, we are committed to providing you with a high-quality home and excellent housing services. In this handbook you will find information to help you to be happy, safe, and secure in your home and community.

To understand what you can expect from us as your landlord and what we expect of you as a tenant.

If there is anything in here or your tenancy agreement which you are not sure of, please get in touch with us.

### Who are Nehemiah Housing?

Nehemiah Housing was founded in 1989 in response to a shortage of suitable housing exacerbated by growing housing needs, urban deprivation and an aging African-Caribbean population. We are a growing Association who are committed to serving your community and aim to build it into a thriving social unit in which people of all ethnic backgrounds feel at home and valued.

### How to Get in Contact with Us



Telephone: 0121 358 0966



Email: [Contact@nehemiah.co.uk](mailto:Contact@nehemiah.co.uk)



Head Office: 1-3 Beacon Court,  
Birmingham Road, Great Barr,  
Birmingham, B43 6NN

### Who to contact if you are having issues with ....



Repairs – Property Services Team



Neighbours – Your Assigned Housing Officers



The service provided by Nehemiah staff – Housing Services Manager

### Getting involved

Involving our customers in influencing service delivery allows us to improve services and get a better understanding of their needs and aspirations. We aim to engage more customers in any way which meets their available time and interest.

Some ways to get involved:

#### Be involved in Contractor Selection

Have your say and help us select the contractors that provide essential services such as cleaning and gas maintenance.



#### Join our Tenants' Meetings

We currently host tenants' meetings every 2 months.



#### Review our Policies

Tell us what you like about our new policies and what areas you think need improvement.

Please see Section 13 -Getting Involved for more details on how to get involved, along with contact details of your Customer Engagement Officer.

## Things to Do When you First Move in

### Switching on your Boiler System when you First Move into your Property

Your electric/gas supplier (where applicable) will be SSE

To have your boiler recommissioned:

1. Please call the repair line on [0800 849 1400 \(landline\)](tel:08008491400) or [03030 30 1000 \(mobile\)](tel:03030301000)
2. Inform them that you are a new customer, and you are arranging to have your boiler re commissioned
3. You must give them at least **48 hours' notice** and you must be at the property when the gas contractor calls to carry out the work.

[You are free to switch supplier if you wish, however SSE will continue to supply your electric/gas until your switch to a new supplier is confirmed.](#)

### The Room Thermostat

This is usually found on the wall in the hallway and controls the temperature of your home. It is advisable to set this to between 18 to 21 degrees. Turning your heating down 1 degree can save as much as 10% on your energy bills.

### Using Electric Storage Heaters

Your storage heaters will usually have two controls located under a flap at the top of your heater. These are 'Input' and 'Output':

**Input**-This controls how much heat is stored. You will use this dial to determine how much heat you think you will need the next day. The higher you turn the dial, the more heat you will store and more electricity you will use. It is advisable to set your input dial to midway to begin with.

Have it on a low setting during mild weather and a higher setting in colder weather. As the weather gets warmer, start to turn your input dial down.

**Output** -This controls how much heat you want for your room. The higher the dial, the more heat you will give out until the heat in the storage heater runs out.

It is advisable to start off by setting your dial on your storage heater to a minimum and then turn it up if you feel you require more heat.

Your output dial on your storage heater should be turned down to 1 before you go to bed and then turned to zero. This will help to prevent heat being used throughout the night when it may not be needed. If you have a room which isn't being used, turn the output dial on your storage heater to 1 to help prevent condensation and mould.

## Section 2: Health & Safety

### Fire Safety

As a tenant it is your responsibility to carry out regular testing of your smoke alarms within your home. If you have a physical condition which causes difficulty performing testing, please contact your Housing Officer who may be able to arrange assistance. We also kindly ask that you ensure that all fire exits (doorway, corridors, stairway) are kept clear so that in the event of a fire you exit the building/property easily.

The following information listed below in advice given from West Midlands Fire Service <https://www.wmfs.net/safety/at-home/>

### Smoke Alarms



- You should have working smoke alarms fitted on every level of your home
- Smoke alarms should be tested at least once a week
- Every six months you should open the alarm case and gently vacuum inside to remove dust from the sensor. If the smoke alarm doesn't open, vacuum through the holes.

### Escape Plan



- Make sure you have an escape plan involving everyone who lives in your home and share the plan with any visitors.
- Keep the route and exits clear of obstructions

### Electrical Safety



- NEVER leave items charging under pillows or on/in your bed
- don't overcharge items. Once they're charged, unplug them
- check that the output voltage and current ratings marked on the charger and your electrical device are the same

### Smoking



- Tap your ash into an ashtray, never a wastebasket containing other rubbish – and don't let the ash or cigarette ends build up in the ashtray
- Never leave lit cigarettes, cigars or pipes unattended – they can easily overbalance as they burn down
- Never smoke in bed. If you need to lie down, don't light up

### Candles



- Keep burning candles away from draughts, vents, ceiling fans and air currents. Draughts could also blow light-weight items into a flame where they could catch fire
- Place burning candles at least three inches apart so they don't melt one another

## Asbestos

We are required to maintain a register of all properties where asbestos has been found to be present during an Asbestos Survey carried out by trained professionals.

Therefore, if your property was built before 2000 and you are considering making changes to the structure of your home, please contact the Property Services Team.

In most cases, it is highly unlikely that the form of asbestos in our domestic properties would be harmful, particularly if left undisturbed.

## Electrical Safety

Electrical installations will be subject to a full electrical condition report test at the following times:

- New build - first inspection carried out 10 years after installation.
- Rewires - first inspection carried out 10 years after installation
- Ongoing testing and inspection – every five years unless the engineer sets a shorter timescale. Engineers cannot set a period exceeding 5 years unless the installation is new.
- Following any major upgrade works where electrical installations are affected.

## Gas Safety

We are required by 'The Gas Safety Regulations 1998' to service any gas appliances in your home each year.

Faulty gas appliances can give off carbon monoxide, which can kill very quickly.

As part of your tenancy agreement, you are required to allow us access to your home to carry out the gas servicing.

**If you do not allow us access to your home, we will take court action to gain access and seek possession.**

## Condensation and Mould

Condensation can be caused by too much moisture or steam trapped in your home. It is not usually caused by a building fault. The moist air turns to liquid on cool surfaces such as windows, and mould can soon form. It can happen in any home, especially well insulated ones. But small things can really help such as:

Keeping your home warm even rooms that are unused.



Keeping your home well ventilated by opening window especially whilst cooking or showering.



Wipe down surfaces where moisture settles. Wring out the cloth over a sink.



Reduce moisture in your home by drying clothes outside or on an airer and not on a radiator.



## Section 3: Insurance Cover



### Legionella

Legionella pneumonia bacterium responsible for legionnaire's disease may travel from natural water sources into man made water systems which can cause serious illness.

Our sheltered schemes have purpose built water systems where water is maintained at a temperature high enough not to encourage growth. By law we are responsible for monitoring and testing these water systems for the presence of legionella.

There are additional preventative measures that you can take such as flushing any unused taps for five minutes on a weekly basis or cleaning up build up around taps or showerheads.

As your landlord we do not cover your contents as part of your tenancy agreement. Therefore, it's a good idea to consider what a home contents insurance policy would cover you for in order to help you make an informed decision on whether you need one.

Contents insurance is designed to help protect your possessions. No matter how careful you are, there's always a risk that your belongings could be broken, damaged or stolen so home contents insurance can help provide peace of mind.

To help you decide whether home contents insurance is right for you, Nehemiah Housing have teamed up with Thistle Tenant Risks, and Ageas Insurance Limited who provide the My Home Contents Insurance Scheme, a specialist Tenants Contents Insurance policy.

**The My Home Contents Insurance Scheme** can offer you insurance for the contents of your home including cover for items such as furniture, carpets, curtains, clothes, bedding, electrical items, jewellery, pictures and ornaments.

To get further information you can contact your housing officer for an application pack or call Thistle on **Tenant Risks 0345 450 7288** [myhome@thistleinsurance.co.uk](mailto:myhome@thistleinsurance.co.uk)

## Section 4: Repairs and Maintenance

<p><b>What items are you responsible for replacing /repairing?</b></p> <ul style="list-style-type: none"> <li>• Fuses</li> <li>• Cupboard catches</li> <li>• Key to door and window locks</li> <li>• Plugs and chains to sinks, basins and baths</li> <li>• TV aerials – unless you pay a service charge for this</li> <li>• Surface damage to internal plasterwork</li> <li>• Pelmet, curtain and picture rails</li> <li>• Gate and shed latches, bolts and catches</li> <li>• Insulation materials including that used for water tanks/pipes</li> <li>• Fixtures or fittings you or a previous tenant have put in (unless we have agreed to maintain it for you)</li> <li>• Any damage caused by you, your pets, a member of your household or your visitors.</li> <li>• Gardening – unless you pay a service charge for this</li> </ul>	<p><b>What items will be provided by us but you will be responsible to replace:</b></p> <ul style="list-style-type: none"> <li>• Door handles</li> <li>• Sealant around sinks, baths, and kitchen work surfaces</li> <li>• Cylinder jackets</li> <li>• Toilet seats, chains, and handles</li> <li>• Clothesline posts</li> <li>• Drawer handles</li> <li>• Door numbers and letter plates</li> <li>• Glazed tiles around the bath, basin or sink</li> </ul>
<p><b>You are responsible for carrying out the following activities:</b></p> <ul style="list-style-type: none"> <li>• Bleeding radiators</li> <li>• Removing scale from taps, baths, sinks and toilet pans</li> <li>• Lubricating hinges and locks</li> <li>• Replacing lost keys and cutting extra keys</li> <li>• Plumbing in washing machines</li> <li>• Replacing light bulbs and fluorescent tubes</li> <li>• Unblocking toilets, sinks and basins</li> <li>• Replacing sheds</li> </ul> <p><i>If you have circumstances which make it difficult for you to carry out any repairs that you are responsible for, please contact a member of the property services team at head office.</i></p>	<p><b>We are responsible for the following:</b></p> <ul style="list-style-type: none"> <li>• The structure and outside parts of the property that you live in – this includes the roof, walls, windows and external doors</li> <li>• The maintenance of fencing as long as you have not erected this yourself</li> <li>• Shared/ areas – such as lifts and communal entrances</li> <li>• Fixtures and fittings that we have installed</li> <li>• All water and gas pipes, wiring and heating systems</li> </ul> <p>As your landlord we are required by law to make sure that electrical wiring and any appliances we have provided are safe.</p>



## How to Report a Repair

It is important that you report a repair as soon as you are aware that it needs to be done. To report a repair, you must contact the repair line:



By phone:

From a landline: FREEPHONE  
0800 849 1400



From a mobile: 03030 30  
1000\*

\*Calls to 03030 numbers cost the same as a normal land line number (even from a mobile), or are completely free if the caller has free minutes within their mobile phone tariff

The above number must also be used to report out of hours and emergency repairs. We are unable to log repairs at our head office.

What happens when you report a repair?

1. You will be asked for your name, address and contact details.
2. The advisor will discuss the details of the repair and put it onto the computer system.
3. You will be told what category the repair is in, the expected response time, and if it is rechargeable.
4. You will be contacted by one of our contractors to arrange an appointment for the work to be completed. You are responsible for allowing access for the repair to be carried out between 8am and 5pm.
5. When the repair has been completed, we will ask you what you thought of the service in a short satisfaction survey.



## Repair Response Times

When you report a repair, it is categorised depending on how urgent it is. We will tell you which category it has been placed in and the length of time that it will take us to carry out the repair.

*Please see the next page*

Classification of Repair	Type of Repair
<b>Critical</b> (Requiring attendance and making safe within 2 hours and full repair within 2 working days)	Major water leak which is impacting more than one property.
<b>Emergency</b> (Requiring attendance and making safe within 4 hours and full repair within 2 working days)	Emergency repairs include works required to fix any defect which puts the health, safety or security of a resident or third party at immediate risk or which affects the structure of a building. This includes: <ul style="list-style-type: none"> <li>• No water</li> <li>• No power</li> <li>• Roof leaks or other damage</li> <li>• Hanging, loose or dangerous downpipes or guttering or chimney</li> <li>• Major plumbing leaks</li> <li>• Broken windows (glazing)</li> <li>• Blocked toilet (if it's the only accessible toilet)</li> <li>• Insecure property</li> <li>• Dangerous walls and fencing</li> <li>• Broken or missing manhole covers</li> <li>• No heating and/or hot water (non-gas heating)</li> </ul>
<b>Urgent</b> (Completed within 5 working days)	Urgent repairs are repairs that are not emergencies but need to be completed more quickly to prevent damage. They include: <ul style="list-style-type: none"> <li>• Block sink, bath or basin</li> <li>• Tap which cannot be turned</li> <li>• Damaged floor boarding or stair tread</li> <li>• Non-emergency water supply issues</li> <li>• Non-emergency electrical faults</li> <li>• Loose or detached bannister rail</li> <li>• Smoke alarm fault</li> <li>• Drainage issues</li> </ul>
<b>Standard</b> (Completed within 10 working days)	This covers all other repairs, including to: <ul style="list-style-type: none"> <li>• Plasterwork</li> <li>• Guttering and downpipes</li> <li>• Fire surrounds</li> <li>• Wall tiles</li> <li>• Kitchen units</li> <li>• Sheds</li> <li>• Brickwork</li> <li>• Fencing and gates</li> <li>• External paved areas not presenting a danger to the public</li> </ul>

## Gas Safety

As referred to in Section 2 of this we are required by law to service any gas appliances in your home each year.

## Home Improvements

If you wish to make any improvements or alterations to your home, you must get our written permission before you start the work. You might also need to apply for planning permission from the local authority.

Examples include:

- Putting up fences
- Building a conservatory
- Building a patio
- Fitting a satellite dish
- Knocking down or building a wall
- Installing a shower
- Fitting a kitchen or bathroom

To get our permission you must put your request in writing, giving us all the details of the improvements that you would like to make.

We will then respond to your request in writing advising you of our decision.

If you are unsure about needing our permission to carry out an improvement or alteration, please contact a member of the property services team at our head office.

## Aids and Adaptations

If your needs change, you may require extra equipment or facilities so you can continue to enjoy living in your home.

An aid is portable equipment, like a bath seat or a walker, which may be provided free by social services.

An adaptation is an alteration to your home to allow you to move around or use your home more easily. If you require more information about applying for an aid or adaption, please contact your housing officer.



## Section 5: Complaints

Some people worry about making a fuss by complaining. But talking to us is the best way to sort out a problem and make sure any mistake doesn't happen again.

If you are dissatisfied about something, you can let us know by:



Online  
<http://www.nehemiah.co.uk/complaint.php>



Phone



Email/Letter  
[Contact@nehemiah.co.uk](mailto:Contact@nehemiah.co.uk)



Face to Face



An Advocate

Sometimes it's not possible to fulfil requests exactly as asked for and we'll explain why. Most problems are easily sorted out in this way. Each month we speak to tenants with a recent complaint to check they are satisfied with the solution. We only close the matter when they are.

**A complaint will differ to making a first-time request for a service or information**



### Our Complaints Process

You will receive acknowledgement of your complaint within five days

Good practice If you remain dissatisfied with us, you can ask the Housing Ombudsman to investigate.

We'll let you know the outcome within 10 working days of receiving your complaint

If you remain unhappy, you can ask for it to be reviewed at a second stage by a senior manager. They will reply to you within 20 working days

## Section 6: Safeguarding

We believe that our responsibility goes beyond acting as a Landlord but that we also have a duty of care to all our residents. Our approach to ensuring the safety of our tenants is based upon the principles of both UK legislation and guidance. All our staff team have received safeguarding training on how we as an organisation can protect our tenants from any form of abuse such as:

- Psychological abuse
- Physical abuse
- Sexual abuse
- Financial abuse
- Emotional abuse
- Self-neglect
- Neglect
- Social media
- FGM
- Forced marriages
- Modern day slavery
- Human trafficking
- Discrimination

All concerns raised by staff or tenants will be treated confidentially and reviewed by all managers and the safeguarding lead.

*The Housing Service Manager is Nehemiah's designated Safeguarding Lead. In their absence the Property Services Manager will be assisted by the Senior Housing Officer and Senior Supported Housing Officer*

We believe that no-one should live in fear of abuse or violence from current or ex partners or family members and we will take steps to assist and support any person suffering from or threatened with domestic abuse.

Our approach will be guided by the victim in determining the most appropriate course of action in each case, delivering a safe and confidential service, respecting cultural needs throughout the process.

How we can support and assist domestic abuse victims:

Our staff members who meet those affected will be a supportive first point of contact

Additional security measures to be considered where a referral is made by statutory organisations e.g. (police or social services)

We will take action to evict the perpetrator of domestic abuse, where appropriate and upon permission

We will work with local agencies to secure support and resources for domestic abuse

We will refer victims to the local authority's homeless person's service in cases where emergency temporary accommodation is required.

We will offer advice and assistance to secure alternative accommodation where required.



## Section 7: Rent

### When to Pay your Rent

Your rent is payable weekly in advance. We can arrange for you to pay it fortnightly or monthly if you prefer.

Your rent pays for the cost of your home's building and its upkeep. We set the amount based on government guidelines to be affordable. We review your rent once a year and give you advance notice of any changes.

### How to Pay your Rent

#### Online

Go to [www.allpay.net](http://www.allpay.net) and follow the onscreen instructions to pay by credit card

#### Telephone Payment

You can make rent payments using your debit card by telephoning the office during our opening times

Also you can pay via an is an automated telephone service operated on behalf of Allpay. You will need to key in your telephone keypad the details requested, including the 19-digit number on your payment card. Calls will take approximately 2 minutes.\* This service is available 24 hours a day, 365 days a year.

You may pay by debit card

For this option please call:0330 041 6497

#### Direct Debit

You can set up a direct debit, by completing our form or we can take you bank details over the telephone. You can cancel your direct debit at any time, but you must make alternative arrangements to make your rent payments.

#### Payment by Text Message

To pay by text, you will need a UK-registered mobile phone, Your payment card and a current debit card. After a very brief registration online at: [www.allpayments.net/textpay](http://www.allpayments.net/textpay), you can pay your rent anytime,.

You can text a simple code and the amount you wish to pay to a

designated number every time you want to make a payment.

#### Standing Order

You can ask your bank to pay your rent directly from your account to us. If you want to pay by standing order we will send you a form which will need to be completed and returned to your bank or you can find the form from our website. Please visit [www.nehemiah.co.uk](http://www.nehemiah.co.uk) and go to 'pay your rent' section.

#### All Pay Card

Your rent payment card can be used to pay your rent at any outlet that displays the 'Paypoint sign'. You may only pay by cash at Paypoint outlets. Your rent payment card can also be used at any post office. You can make your payments by cash, cheque or debit card.



## Help with Rent payments

### Universal Credit

Universal Credit is gradually replacing housing benefit. This means that all rent payments will be paid directly to you.

You will then be responsible for making this payment to Nehemiah. If you require more information or advice about universal credit, please contact your housing officer.

### Failing to pay your rent

If you are experiencing any difficulty with paying your rent, please contact your housing officer immediately. We will help you to make a realistic arrangement to clear any rent arrears and can also refer you to Birmingham Settlement who can offer you free money and benefit advice.

If you still fail to pay your rent, we will start legal action against you. This will result in your incurring court costs and could also result in you losing your home.

## Money Advice

### Managing Debt

If you are experiencing financial difficulties, we can put you in touch with Birmingham Settlement.

Birmingham Settlement provides free, confidential independent money and debt advice to Nehemiah tenants.

Please contact your housing officer for a referral.

## Basic Bank Accounts

A basic bank account is the simplest type of bank account that you can have and allows you to receive money and make payments. You will be able to withdraw money from a cash machine, but you will not have the option to go overdrawn. If you would like more information on basic bank accounts, please visit your local bank.

### Credit unions

Credit unions are local, not for profit co-operatives that offer a safe and simple way to save and access affordable loans.



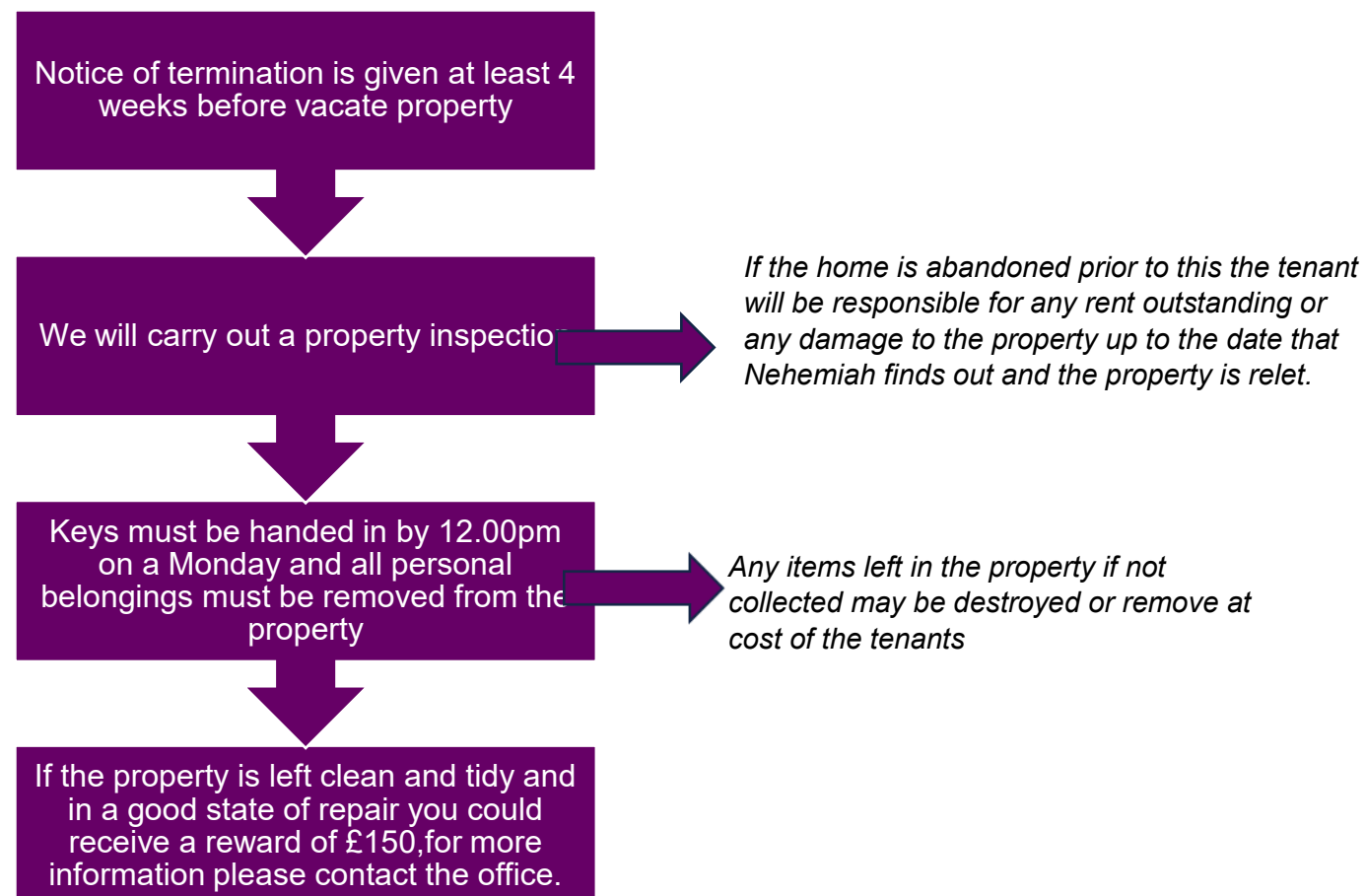
## Section 8: Moving to a New Home

If you want to transfer to another Nehemiah property or do a mutual exchange, you can do so either by applying to the local authority in the area that you want to move or Homeswapper ([www.homeswapper.co.uk](http://www.homeswapper.co.uk)).

Most of our properties are allocated through choice based letting where applicants have to bid for the properties that they are interested in.



## Ending your Tenancy



## Section 9: Anti-Social Behaviour

Nehemiah expects all tenants to be considerate to one another. You are responsible for the behaviour of the people living in your home and any visitors to your property.

We encourage tenants, if they feel comfortable, to calmly and politely discuss any problems with their neighbours as they may not be initially aware that their behavior is an issue to you.

However, if the matter remains unresolved please report your ASB complaint to your assigned Housing Officer.

Examples of anti-social behaviour include:

- Noise
- Intimidation and harassment
- Aggressive/threatening language and behaviour
- Hate-related behaviour
- Domestic abuse
- Vandalism and damage to property
- Nuisance from vehicles
- Actual violence against people and property or land
- Nuisance caused by alcohol and solvent abuse
- Nuisance caused by pets and animals
- Criminal Activity

When you report anti-social behaviour to us, we will:

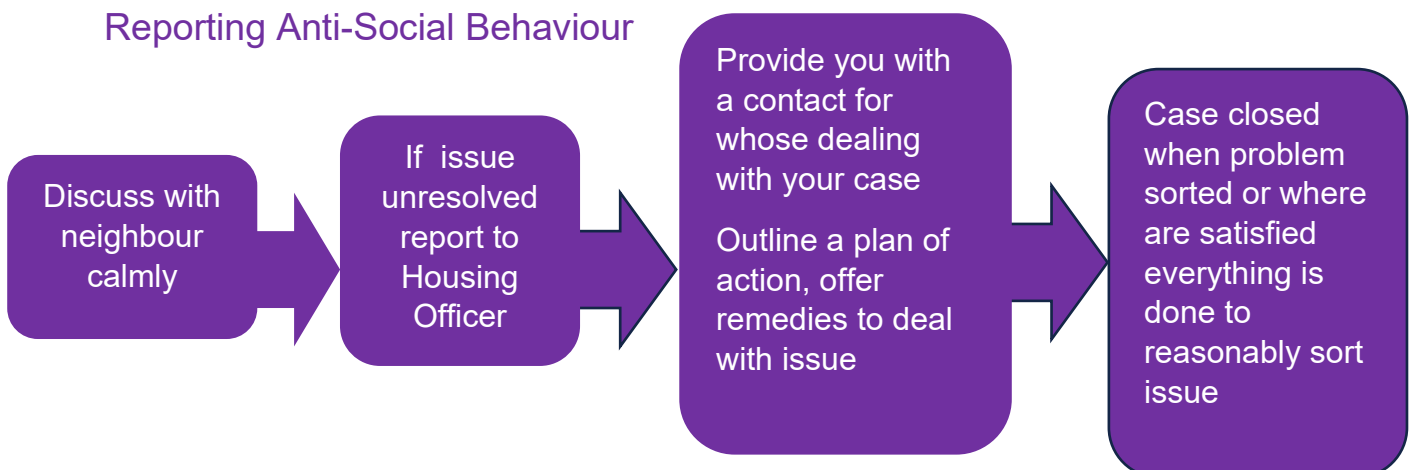
- Be honest about what we can and cannot do and what you can expect from us in dealing with your report. We can also put you in touch with support agencies.
- Provide you with a named contact responsible for dealing with your report. If we identify anti-social behaviour, we will agree an action plan which will include what Nehemiah will do and what you will need to do to assist us with our investigations.
- Offer remedies for dealing with anti-social behaviour

### Closing a case

We will stop investigating a case where the problem has been sorted or where we are satisfied that we have done everything reasonably possible to sort out the problem.

Once we have closed your case, we may contact you to get your feedback on how you felt we dealt with your case. This will help us to continually improve our services.

### Reporting Anti-Social Behaviour



## Section 10: Pet Ownership

Nehemiah recognises that keeping pets can offer significant benefits to their owners, however irresponsible ownership can cause nuisance and affect the quality of life of others living nearby.

You do not need to ask Nehemiah for permission to keep a pet. However, we do not allow you to keep any dogs that are banned by law.

Tenants are responsible for the health and welfare of their animals and must ensure that their property size is sufficient for the number and type of pets that they have. Please refer to our pet policy that can be found on our website [nehemiah.co.uk](http://nehemiah.co.uk) under policies.

*Customers living in a young parent scheme will not be allowed to keep a dog or a cat because of the possible risk to the babies and young children that live at the project.*

## Pets in Retirement Living Schemes

Customers living in retirement living flats will be allowed to have one small dog or a cat.

Pets will not be allowed to wander corridors or hallways. Dogs must be walked away from the scheme.

Cats must be provided with a litter tray. All pets must be house trained.

Customers will be asked to give the scheme manager or support worker information of another person willing to take care of their pet in the event of hospital admission an inability to look after the pet.

Where a customer starts to have trouble looking after their pet the scheme manager or support worker will access advice and assistance from voluntary organisations such as the Cinnamon Trust that operate a network of dog walkers and foster carers across the UK for the elderly and terminally ill.



## Section 11: Retirement Living

All schemes have communal rooms that can be enjoyed by our customers. Some communal rooms can also be hired by our customers and outside agencies. If you would like further information about hiring our communal rooms, please contact the scheme manager.

Most scheme managers are on site each day; however, this will vary depending on which scheme you live in. Your scheme manager is responsible for:

- Keeping you up to date with what is happening in your scheme.
- Providing you with advice and support to help you maintain your health and wellbeing.
- Ensuring that your home and the scheme is safe, secure and well maintained.
- Providing you with help and advice to ensure that you get the income that you are entitled to.
- Giving you the opportunity to take part in social activities and learn new skills.
- Helping you understand your tenancy rights and obligations.
- Answering any queries that you might have about the running of the scheme.

More information can be found in our leaflet “the role of the scheme manager”.

## Emergency Alarm System

Your home is fitted to an emergency alarm service that is looked after by a central control team. The alarm service gives you the reassurance that you can alert people to help you in an emergency, 24 hours a day.

You can activate the alarm through the pull cords in your property or through pushing the button on your pendant if you have one.

If you live in a retirement scheme, calls will be logged and answered by the scheme manager if they are on site. Otherwise, calls will be logged and answered by the central control team. Staff at the control centre are specially trained to deal with emergency calls and will talk with you to get as much information as possible to ensure you get the correct help that you need.

If you would like more information about the emergency alarm system, please speak to your scheme manager.

## Personal effects

Customers should not leave any personal belongings in the communal areas of the schemes as they could be removed without prior warning. Customers should keep personal belongings with them at all times or leave them in their flats.

## Section 12: Getting involved - Tenant Involvement

Here at Nehemiah Housing Association, we are committed to consult, involve, and advise our tenants on a wide range of issues. We understand that engaging tenants will improve the effectiveness of our housing services and can also help you to develop new skills.

Tenant Involvement is about giving you the opportunity to have a say in the way we deliver housing services. It is a way that you can influence the outcomes that affect you, your homes, and communities. We provide a wide range of involvement opportunities to enable everyone from all backgrounds, ages, and groups to contribute.



It is straightforward to get involved! If this is something that you had never done before, we can assist you to decide which option is best for you. We will offer:

- Training and assistance where required
- Payment to cover any travel costs incurred or help in arranging transport

### You Choose your level of Commitment

Responding to a survey yearly or following a repair is as beneficial as joining a meeting to give feedback. Involvement can be as much as little as you want it to be. To help you determine the most fitting level of involvement for you, we have arranged the numerous involvement activities using an 'emoji' system. The number of emojis next to the title, will indicate the amount of time and dedication required:

😊 This indicates a small amount of time and dedication required to contribute, and consult on an irregular basis (i.e. approx. 5 - 10 minutes or as and when required)

😊😊 This will require a medium amount of time and dedication (i.e., to - three hours every two to three months)

😊😊😊 This will indicate the highest level of time and dedication in order to engaged (i.e. two to three hours per month)



## Formal Opportunities for Involvement

### Tenant Policy Review Group

The Tenant Review Group discusses a range of issues and participates in the decision-making process to improve housing services for all. This group is asked on all tenant-related policies, and procedures and current issues affecting Nehemiah Housing and its tenants and works in conjunction with the Nehemiah Operational Committee.

### Tenant Involvement Group

The Tenant Involvement Group administers the application of activities and performance targets that are outlined within the Customer Engagement Strategy. In addition to this, the group will closely examine all customer information and feedback against Nehemiah Housing Services and monitor the annual customer satisfaction results.

### Online Tenant Involvement Meeting

Topics for discussion that are of interest or pick by the tenant. Having the opportunity to ask question regarding service delivery and to offer an suggestions for improvement. Producing an action plan for further enhancement to the service. delivered.

## Informal Opportunities for Involvement

### Tenants Voice / Newsletter Panel

This group will meet up on a routine basis to prepare, create and contribute to the quarterly publication of the tenant newsletter.

This group will also have an involvement into the review and introduction of materials and publications.

### Seniors Together

This is a group for sheltered housing residents, designed for tenants to come together, share thoughts and experiences, and talk about matters appropriate to their wishes with the support of their Scheme Manager and Customer Engagement Officer

### Complaints Review Panel

The Panel reviews anonymous information relating to logged complaints on a quarterly basis. The Panel may consider any significant developments and will make suggestions for service developments.

### Surveys/Focus Groups/Consultation

This would be feedback from tenants completing one of our surveys i.e. customer satisfaction or following a repair, joining in on a focus group, reviewing our services or attending one of our planned session. This would keep us up-to-date with tenant opinions as well as increasing our awareness of general tenant satisfaction and expectation.

### Estate Inspections/Walk abouts

During our estate inspections and walkabouts, we aim to give the tenants and Nehemiah staff the opportunity to work together to make sure that the neighborhood and properties, are places where the tenant are happy to live, for now and in the future. During the Estate inspections we will pick up issues such as litter, outstanding repairs, car parking issues, problems within communal areas etc.

### Community Events/Open Days

Community events and open days are held to provide more information about the service that Nehemiah provides. A opportunity to promote tenant involvement and the advantages of getting involved – all carried out in a friendly, fun, and informal environment.

If you would like more information about getting involved call us on 07739 705048, email [marcia.cunnison@nehemiah.co.uk](mailto:marcia.cunnison@nehemiah.co.uk) or return the form below. We look forward to hearing from you

## Section 13: Contact us

### Head Office

1-3 Beacon Court, Birmingham Road, Great Barr, Birmingham, B43 6NN Telephone: 0121 358 0966

Email: [contact@nehemiah.co.uk](mailto:contact@nehemiah.co.uk)

Office opening hours: Monday to Thursday 9am - 5pm and Friday 9am - 4.30pm

### Repair line number

From a landline: FREEPHONE 0800 849 1400

From a mobile: 0303 030 1000\*

Out of hours and emergency repairs – telephone numbers are the same as the above.

### Retirement living schemes

**Charles Pearson Court:** Mill Drive, Smethwick, Warley, B66 3HE  
Tel: 0121 558 0904

**Father Joe Taaffe House:** 163 Alcester Street, Digbeth, Birmingham, B12 0PH  
Tel 0121 772 7187

**Henry Court:** Charlton Street, Dudley, West Midlands, DY1 3AF  
Tel: 01384 240093

**McCalla House:** Laburnum Street, Graiseley, Wolverhampton, WV3 0BT  
Tel 01902 429974

**Nehemiah Court:** 38 Bath Road, Caldmore, Walsall, WS1 3BS  
Tel: 01922 623 660

**Plummer's House:** Burlington Street, Aston, Birmingham, B6 4UB  
Tel: 0121 333 5845

**Shanti Niketan:** 50 Johnson St, Wolverhampton, WV2 3BH  
Tel 01902 459201

**Woodside House:** Lamb Close, Shard End, Birmingham, B34 7SF  
Tel: 0121 747 4362

### On-line

Website: [www.nehemiah.co.uk](http://www.nehemiah.co.uk)

Email for general enquires: [contact@nehemiah.co.uk](mailto:contact@nehemiah.co.uk)

Facebook: [facebook.com/Nehemiahhousing](https://facebook.com/Nehemiahhousing)

Twitter: [@NehemiahHousing](https://twitter.com/NehemiahHousing)