

# TENANCY HANDBOOK GUIDE

You will have received a copy of the Tenants Handbook when you became an Ealing Homes tenant.

The Tenants Handbook is a guide to the services Ealing Homes provides for tenants. It contains information about your tenancy and will help answer questions you may have about your home, your neighbourhood and the services that Ealing Homes provides.

You can find information on

- your tenancy
- paying your rent
- estate services
- customer service standards
- equality and diversity
- antisocial behaviour
- right to manage your home
- right to buy
- improving services



We have written these guides with help from tenants and leaseholders?

Each leaflet/section tells you what we expect from you and what standards of service you can expect from us.

Please contact your local housing office if you have any questions or would like more information.

We want you to be happy in your home and we also want to provide you with a good service.

# We value your suggestions

Your comments are important to us

Please use this form to comment on our service

Please use this form if you

- have any suggestions for improving our service
- would like to comment in general on the service
- want to say 'thank you' to a housing office or member of staff.

If you have a specific complaint about the service you receive from Ealing Homes or one of its contractors, please use our customer complaint form. These are available from all local housing offices.

**Name**

**Address**

**Telephone number**

**Your suggestion**

*Return to FREEPOST address .....*



**Ealing Homes**

QUALITY • SERVICE • VALUE