

Feel Good About
Coming Home

Estates and Property Standards

What can you expect from us

we care

family
mosaic

What you can expect from us

At Family Mosaic we want to provide you with the best customer service that we can.

This leaflet sets out the standards you can expect when accessing our services.



Access to our services

**There are a range of ways
you can contact us:**



Dedicated Customer Care Line

0300 123 3456 and press option 2
to speak to a housing officer.



Via email

customercareline@familymosaic.co.uk



Via letter

Family Mosaic
Albion House, 20 Queen Elizabeth Street,
London, SE1 2RJ or
Family Mosaic
Pembroke House, Northlands Pavement,
Pitsea, Essex SS13 3DU.



Through our web site

www.familymosaic.co.uk

Our Estates and Property Standards

At Family Mosaic we want our Supported Housing properties to be maintained to a high quality and provide a homely and safe environment for tenants, with furniture and fixtures that are fit for purpose. This sets out the standard you can expect:

External Grounds (communal gardens and car parks)

- Grounds and gardens will be free from rubbish
- Bulk refuse will be removed within 3 working days

- Grounds and gardens will be well kept, with regular grass cutting, trees and bushes trimmed and flower areas weeded
- Bin stores will be clean and tidy
- Car Parks will be clear from rubbish
- Car Parks and entrances to schemes will be well lit
- Access to private rear gardens will be secure

External Buildings

- Decoration of the external part of the building will be carried out every 5 years
- Graffiti will be removed within 3 working days, offensive or racist graffiti within 24 hours
- Paintwork will be clean and well maintained.

Internal Communal Spaces (corridors, communal lounge, toilets etc)

- Floor coverings will be clean and fit for purpose i.e. not ripped or presenting a trip hazard
- Internal spaces will be clear from clutter and rubbish
- Internal spaces will be redecorated every 5 years (minimum)
- Internal communal rooms will be clean and tidy
- Any graffiti will be removed or painted over within 3 working days, offensive or racist graffiti within 24 hours



Furniture and Fixtures (provided by Family Mosaic)

- Furniture will be fit for purpose i.e. dining room tables will have chairs, lounge areas will have settee(s)/armchairs
- Furniture will be of a high quality or ripped or broken furniture will be replaced within 5 working days
- Staff will work with tenants to create a homely environment with matching crockery, pictures, cushions etc. as appropriate
- Where damage is caused non accidentally by a tenant, they will be recharged for the replacement



In return you are expected to:

- Treat the property, furnishings, fixtures and fittings with respect
- Notify a staff member of any repairs or replacements needed
- Keep the communal areas, inside and out, clean and tidy

Feedback

We monitor and review our services in order to improve them, and welcome your feedback.

If you would like to make a comment, compliment or suggestion, you can complete a “You Say, We Do” form, available from any of our offices, or email us at enquiries@familymosaic.co.uk

If you have a complaint, please initially raise it with a member of staff as often this is the best way of resolving problems. If after this you are not happy with the result please ask your support worker or local office for a complaints form.

Our Offices

We have nearly 20,000 homes across London and Essex.



1

Head Office

Albion House,
20 Queen Elizabeth
Street,
London, SE1 2RJ

2

Essex North

Rowan House,
33 Sheepen Road,
Colchester, Essex, CO3
3WG.

3

Essex South

Pembroke House,
Northlands Pavement,
Pitsea,
Essex, SS13 3DU.

4

Muswell Hill

77 Muswell Hill,
London,
N10 3PJ.

5

Arcola Street

9 - 13 Arcola Street,
London, E8 2DJ.



H: Hackney
I: Islington
H&F: Hammersmith & Fulham
K&C: Kensington & Chelsea
W: Westminster

Talking your language

Bengali

এই দস্তাবেজটি দেখাশুনা ও সহায়তা পরিষেবা সম্বন্ধে তথ্য সরবরাহ করবে। যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্লেস, সিডি, অডিও ট্রেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Somali

Dokumentigan wuxuu ku saabsan yahay caawimada iyo daryeel kale. Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Turkish

Bu belge yardım ve destek hizmetleri konuları hakkında bilgi verir. Bu bilginin herhangi bir kısmının büyük boyutlu harflerle, Braille alfabetiyle, CD'de, ses kaseti şeklinde veya ana dilinizle olmasını istiyorsanız, lütfen aşağıdaki telefon numarasından bize ulaşınız.

French

Ce document contient des informations sur les services de soins et d'assistance. Si vous souhaitez obtenir une partie de ces informations en gros caractères, en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

Spanish

Este documento proporciona información sobre servicios de apoyo y atención. Si necesita esta información en fuentes grandes, Braille, en CD, cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Vietnamese

Tài liệu này cung cấp thông tin về dịch vụ chăm sóc và hỗ trợ. Nếu bạn cần bất kỳ phần nào trong thông tin này bằng chữ in to, chữ Braille, CD, băng tiếng hoặc giải thích bằng ngôn ngữ riêng của bạn, xin liên hệ với chúng tôi theo số dưới đây.

This document gives you information about our Estates and Property Standards. If you need any part of this document in **large** print, Braille, on CD or explained in your own language please contact us on 0300 123 3456.



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including recycled

Albion House
20 Queen Elizabeth Street
London SE1 2RJ

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