

Feel Good About
Coming Home

Our Support Service Offer

What can you expect from us

**family
mosaic**

we care

What you can expect from us

At Family Mosaic we want to provide you with the best support 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

What to expect if you receive support from us

- We will treat all people receiving our services in a fair and equal way, respecting their diversity
- You will be able to speak to someone who can help if you have an urgent query in an emergency
- We will assess your support needs within 3 working days and agree a support plan with you within 10 days of assessment
- We will contact you within 5 working days' notice if we need to change a planned appointment, and within 1 working day if there is an emergency reason for changing it
- You will be given the opportunity to influence the way we run Family Mosaic services





This may be through surveys, interviews and focus groups. You will be asked to be involved and will see how we listen and act on your feedback

- We will give you the opportunity to take part in developing a support plan which is shaped around your needs and personal goals
- We will consult with you about our policies and when services that affect you need to change
- You will be invited to all reviews of your support. You can request a review at any time, which we will ensure takes place within 5 days
- We will let you know within 3 working days if your housing officer or support worker within Family Mosaic changes and who replaces them, and make sure they are easy for you to contact.



In return we ask you to:

- **Sign your support agreement** and work with us to ensure support is delivered
- Contact us as soon as possible when you know you can't keep an appointment
- Pay any charges due to us on time
- Not cause a nuisance or harass anyone else, including staff, or you could lose your tenancy or the support we provide you with
- Treat our staff, visitors and other tenants, clients or service users with respect.

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 রেল, 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 Support Service Offer. 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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Albion House
20 Queen Elizabeth Street
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