

Feel Good About
Coming Home

Tenancy and Estate Management Service

What can you expect from us

family
mosaic

we deliver

What you can expect from us

At Family Mosaic we want you to provide you with a high quality service around your tenancy and in the management of your estate. This sets out the standards you can expect.

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

General

- We will allocate you a named Neighbourhood Manager
- We will notify you within 5 working days if your Neighbourhood Manager changes
- We will make an appointment available within 5 working days if you wish to meet with your Neighbourhood Manager
- We will make arrangements to meet you at a venue of your choosing e.g. your home, office or local facility
- We will ensure our staff are friendly and courteous, respecting your confidentiality
- Staff will take responsibility for sorting out your query; if they cannot do so themselves they will put you in touch with someone who can

- We will consult with you before we change a service that affects you
- We will send you a tenants newsletter four times a year and an annual report of our performance.

Tenancy Management

- We will carry out a settling in welcome visit to all new tenants within 6 weeks of the tenancy starting
- We will respond to all reports of illegal occupiers within 5 working days
- We will arrange a meeting with you within 5 working days (24 hours for an emergency) if you report serious anti social behaviour
- We will agree an action plan with you for dealing with anti social behaviour (see ASB leaflet for full process and guidance).

Estate management

- All estates with more than 20 homes will have a myplace agreement
- All wards with more than 60 properties will have a myneighbourhood agreement in place
- Our communal grounds and gardens will be well kept, with regular grass cutting, trees and bushes trimmed and flower areas weeded
- Neighbourhood Managers will visit estates at least 6 weekly
- Our communal areas within blocks will be clean and well maintained
- If estate cleaning and grounds maintenance drops to a level considered poor, we will put an improvement plan in place within 10 days
- Any graffiti reported will be removed or painted over within 3 working days, offensive or racist graffiti within 24 hours
- Floor coverings within communal areas in blocks will be clean and fit for purpose
- Notice boards will be updated 6 weekly
- Estates will be monitored for bulk refuse at least 6 weekly.

Feedback

We will 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 quickest way of resolving problems. If after this you are not happy you can complete a complaints form, available from any office or via the customer care line on 0300 123 3456.

Talking your language

Bengali

যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Somali

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 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

Si vous souhaitez obtenir une partie de ces informations en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

Spanish

Si necesita esta información en Braille, en CD, en cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Vietnamese

Tài liệu này cung cấp thông tin về các khẩu hiệu chung. 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 Tenancy and Estate Management Services. 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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