

Feel Good About
Coming Home

Transfer Standards

What can you expect from us

we deliver

family
mosaic

What you can expect from us

At Family Mosaic we want to provide you with a high quality service if you ask for our help in moving home. We have very few properties of our own that become available for people to transfer to, it is therefore important that all other options for moving are explored. 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 Housing Options Officer
- 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.

Applying for a transfer

- We will offer you a choice of registering your transfer application over the phone with our Customer Care team 0300 123 3456, or send you a paper application form if you prefer
- We will assess all new applications within 5 working days
- We will write to tell you how we have assessed it within a further 5 working days
- We will update your application with any changes in your circumstances immediately via the Customer Care line
- We will give you realistic advice about your prospects of a move and offer advice on other options

- If you wish to move to a smaller home, we will offer you a home visit within 10 working days to discuss your needs, agree a personalised action plan with you and a named staff member to continue supporting you with the move.

Our Choice-based lettings scheme

- We will register you for our choice-based lettings scheme and send you your log in details, within 5 working days
- We will offer advice and support to get the most out of the system through the Customer Care team
- We will advertise all available properties weekly except over Christmas and New Year at www.ellcchoicehomes.org.uk and via a newsletter available at all offices or on request
- We will provide clear and consistent property adverts including all key information about a property
- We will provide automatic bidding (where you are able to express an interest in a property) and a printed weekly newsletter for tenants who have difficulty in using the scheme online
- We will provide free internet access to use the scheme online in our offices

- We will contact the successful bidder within 5 working days of the close of bidding to verify circumstances and explain what happens next
- We will publish bidding results on individual homes in the week after bidding closes in the printed newsletter and on the CBL website
- If you have difficulty bidding the Customer Care Line can bid on your behalf
- We will provide general lettings feedback information twice a year in Connections magazine and on the CBL website so tenants can make informed choices about their prospects for bidding successfully.

Other options

- We will offer you advice about other rehousing options through the Customer Care line
- We will offer to register you on a mutual exchange scheme over the phone
- Where more detailed advice or information is needed, the Customer Care line staff will refer your call to a Housing Options Officer and you will get a call back within one working day
- We publish up to date information about other options in Connections magazine, Family Mosaic's website and the Choice-based lettings website.

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.

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

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 Transfer Service 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.



Printed on FC paper
from mixed sources
including recycled

Albion House
20 Queen Elizabeth Street
London SE1 2RJ

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