

Tenants Manual



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Tenants Handbook

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In this Tenants Manual, the organisation known as **'North and West Housing Ltd'**, is also referred to as: **'North and West Housing'** or **'North and West'**

Tenancy Agreement

With North and West Housing Ltd



Tenancy Agreement

With North and West Housing Ltd



1.0 Acceptance Of Tenancy Conditions

This tenancy is an agreement between you (the tenant), and North and West Housing Ltd (your landlord). This agreement contains rights and obligations for both parties. You are the legal tenant of the dwelling and are required to meet the terms and conditions of this Tenancy Agreement, together with North and West Housing Ltd. In this Tenancy Agreement, the organisation known as **'North and West Housing Ltd'**, is also referred to as: **'North and West Housing'** or **'North and West'**

Address of Dwelling: _____

Introductory Tenancy* commences on: _____ of: _____ / 20

Secure Tenancy** commences on: _____ of: _____ / 20

The overall weekly charges at the commencement of your tenancy are as follows:

Rent: £ _____

Rates: £ _____

Service Charge: £ _____

Support Charge: £ _____

Heating: £ _____

Total: £ _____

**This is an 'Introductory Tenancy' for a period of 1 year, changing to a 'Secure Tenancy' on satisfactory completion of a '1 Year Trial Period' (see Section 2.0 for details).*

***If North and West Housing Ltd have commenced proceedings against you, your tenancy will remain as an 'Introductory Tenancy' pending the outcome of those proceedings.*

WARNING: You have been offered this tenancy as a result of information given in your housing application. If any of that information is false or has changed without you telling North and West Housing Ltd, the courts may give North and West Housing Ltd a Possession Order and you may be evicted. You should ask for the leaflet 'Welcome to Your Introductory Tenancy' if you have not already been given one.

I/We acknowledge that **I/we** have read and understood the terms and conditions of this agreement, and agree to abide by the terms and conditions.

I/We realise that if **my/our** circumstances change in the future, and the accommodation is no longer suitable, North and West Housing Ltd may not be in a position to offer **me/us** alternative accommodation.

I/We give consent to the processing, for the specified purposes, of all personal information provided.

First Tenant

Name: _____

Signature: _____

Date: _____ day of: _____ / 20 _____

Second Tenant (of Joint Tenancy Agreement)

Name: _____

Signature: _____

Date: _____ day of: _____ / 20 _____

North and West Housing Ltd Representative

Name: _____

Signature: _____

(Witnessed and signed on behalf of North and West Housing Ltd)

Date: _____ day of: _____ / 20 _____

2.0 Trial Period

Your 'introductory tenancy' is for a trial period of 12 months unless North and West Housing Ltd has instigated proceedings against you. As an 'introductory tenant' you have the same rights and entitlements as a 'secure tenant', apart from limited security of tenure. During the 'trial period' you must show North and West Housing Ltd that you are responsible enough to hold a secure tenancy. To do this you must abide by the terms of your tenancy agreement. You and your visitors and guests must not behave anti-socially, cause (or be likely to cause) a nuisance or harass other people, and you must pay your rent and charges on time.

If North and West Housing Ltd wishes to end your 'introductory tenancy', it must give you notice, stating that it is applying to the courts for a Possession Order. North and West Housing Ltd must set out in this notice the reasons for such a decision, inform you that you have a right to request a review of the decision, and where you should take the notice if you need help or advice. However, as an 'introductory tenant' you can be evicted more quickly and easily than a 'secure tenant' if you breach any of the tenancy conditions during your trial period.

You will automatically become a 'secure tenant' once you have successfully completed your 12 month introductory trial period.

If you are a 'secure tenant' transferring from another housing association or Northern Ireland Housing Executive (NIHE) tenancy, or if you have acquired the tenancy by way of succession, your security of tenure will continue.

2.1 After The Trial Period

When you become a 'secure tenant' you must continue to behave responsibly and keep to the terms and conditions of this Tenancy Agreement. If North and West Housing Ltd want to take possession of the property it would have to show that there is a valid reason. The reason(s) must be based on reasons called 'grounds' which are defined by law (see Section 6.o). Before going to court, North and West Housing Ltd would have to serve you with a 'Notice of Seeking Possession' setting out the 'ground' on which it is seeking possession, and its reasons for serving the notice. Where the grounds for possession include nuisance or other anti-social behaviour, proceedings may begin immediately and this will be specified in the 'Notice of Seeking Possession'. You would have the right to present your case at a court hearing and a judge would then decide whether to award a possession order.

3.0 Tenant's Obligations

As a tenant of North and West Housing Ltd, you have certain obligations to North and West and to your neighbours. Where there is a Joint Tenancy, the term 'you' refers to both tenants. If you fail to comply with these obligations, North and West may consider ending your tenancy, which may mean you having to leave your home.

3.1 Payment Of Rent & Charges

- You must pay your rent, rates and other applicable charges on time. If you have any difficulty paying your rent and charges, you should contact your Housing Officer. If you do not pay your charges on time, North and West Housing Ltd may go to court to obtain legal permission to evict you from the dwelling.
- Your rent is due on Monday of each week.
- Payment can be made by direct debit/standing order/swipe card/cheque or cash.

3.2 Nuisance/Anti-Social Behaviour

Your Tenants Handbook details the circumstances in which you may lose your home. There will be occasions when North and West Housing Ltd will decide to take action to evict tenants because of anti-social behaviour.

- If you are evicted for anti-social behaviour, or other action is taken against you, you may be disqualified which may affect your chances of being re-housed by a housing association or the NIHE in the future.

3.3 Principal Home

- You must use the dwelling house as your only or principal home.

3.4 Use Of Dwelling

- You must occupy the property as a private dwelling only.
- You must not use the property for commercial business.

3.5 Access

You must allow North and West's employees, or those authorised by it, access at all reasonable hours to inspect the condition of the premises, or to carry out repairs, or other works to the premises and adjoining property. North and West will try to give at least 24 hours notice and come between 9am and 6pm. Immediate access may be required in an emergency. You must also allow prospective tenants to view the property if you have given notice to terminate your tenancy.

3.6 Reporting Repairs

- You must report repairs promptly once they become apparent.
- You must maintain the interior and exterior of the premises in a clean and tidy condition and in reasonable decorative order.
- You must carry out those repairs for which you are responsible, as detailed in Section 9.o.

3.7 Damage

- You must maintain the dwelling in a clean and tidy condition, and repair or replace any items damaged through neglect or carelessness by you, members of your household, or visitors.

3.8 Communal Areas

- You and your guests should use communal areas responsibly and take reasonable care to keep them clean, tidy and safe for use by other tenants and visitors.
- You must observe obligations such as maintaining security, treating fire safety equipment with respect, and keeping fire escape routes clear and easily accessible.

3.9 Alterations

- You must obtain the prior written permission of North and West Housing Ltd where it is proposed to carry out any works, as detailed in Section 10.o.
- You must not change or allow the premises to be used in any way contrary to laws relating to Planning and Building Control.

3.10 Gardens

- You are responsible for keeping front and back gardens tidy. You are also responsible for cultivation and maintenance of gardens.
- You must not put up structures such as sheds or garages anywhere on the property without getting North and West Housing's written permission first.
- Where you are not responsible for maintaining gardens, (e.g. Sheltered Schemes), North and West Housing Ltd will undertake this work and cover the cost with a service charge.

3.11 Keys

- You must pay for the replacement of any lost keys, the supply of additional keys, and any other costs associated with their loss, e.g. changing of locks.

3.12 Pets

- You must not keep any animal in or near the property, except if this is permitted under North and West Housing's pet policy. You should refer to Section 2.0 for details.

3.13 House Sales

- 'Secure tenants' may apply to buy their homes. You should refer to Section 8.0 for details of the 'Statutory House Sales Scheme'.

3.14 Refuse Storage

- Refuse bins and clotheslines are provided by North and West Housing Ltd at the start of the tenancy.
- It is your responsibility to keep the bin and bin areas clean and tidy in order to avoid potential health hazards.
- You will be responsible for obtaining any further refuse bins and/or clotheslines if the original is lost, stolen or damaged.

3.15 End Of Tenancy

- If you wish to move out and end your tenancy, you must give 4 weeks written notice of your intention to terminate your tenancy. Notice from one joint tenant will end the tenancy of both/all joint tenants.
- All tenancies will end on a Sunday.
- You must give North and West Housing Ltd vacant possession, i.e. you must not leave anybody else living in the property when you move out.
- You must return the keys of the premises at the end of the tenancy to North and West Housing Ltd.
- You must remove all your furniture, your personal possessions and your rubbish from the premises.

- You must leave behind those items which are the property of North and West Housing Ltd, such as fire fret and baskets (if any), clotheslines and refuse bins.
- You must leave the premises and any items which you are responsible for in reasonable decorative order and repair. You are responsible for paying North and West Housing Ltd the cost of failure to do so.
- You must pay your rent and charges in full before you leave.

3.16 Exchanges

You may apply for permission to exchange properties if you are a secure tenant wishing to exchange properties with another Housing Association or Northern Ireland Housing Executive (NIHE) secure tenant. All applications must be made in writing on the 'Transfer/Direct Exchange Form'. See Section 5.0 for further details.

4.0 North and West Housing's Obligations

4.1 Right To Occupy

North and West Housing Ltd will give you possession of the premises at the commencement of the tenancy, and will not interrupt or interfere with your right to peacefully occupy the premises, except where:

- Access is required to inspect the condition of the premises, or to carry out repairs, alterations, improvements or other works to the premises or adjoining property.
- A court has given North and West Housing Ltd possession by ending the 'introductory tenancy' or the 'secure tenancy'. Grounds on which North and West Housing Ltd may seek possession of a 'secure tenancy' are listed in Section 6.0 along with information on how North and West Housing Ltd can end an 'introductory tenancy'.

4.2 Tenant's Guarantee

- You will be provided with information on North and West's housing management policies as required by the guidance issued by the Department for Social Development (DSD), using its powers under Article 11 of the Housing (NI) Order 1992, as amended by the 2003 Order. A copy of this guarantee will be issued on commencement of tenancy.

4.3 Rent, Rates, Service & Heating Charges

- North and West Housing Ltd sets rents in line with the Department for Social Development regulations.
- North and West Housing Ltd will increase rents annually, usually on the first Monday of April, unless otherwise directed by the Department for Social Development. North and West Housing Ltd will always give 4 weeks written notice of any changes in rent charges.
- The service charge and support charge (if applicable), cover the cost of the provision of services as detailed in Section 1.0.
- The heating charge (if applicable), covers the provision of heat and hot water to the dwelling.
- The rates charge is set by each District Council.

4.4 Security of Tenure

- The tenancy will automatically become a ‘secure tenancy’ as defined in the Housing (NI) Order 1983 following successful completion of the introductory trial period. When the tenancy becomes ‘secure’, North and West Housing Ltd can only seek possession through the courts and on the grounds set out in the Housing (NI) Order 1983, as amended by the Housing (NI) Order 2003. Details of the grounds where North and West Housing Ltd can seek possession are detailed in Section 6.o.

4.5 Equal Opportunities

- North and West Housing will take every possible step to ensure that tenants are treated fairly and equally and will comply with equality legislation.

4.6 Personal Information

- North and West Housing Ltd is obliged to comply with the Data Protection Act 1998. Section 3.o provides details on how to gain access to information held by North and West.

4.7 Repair of Structure & Installations

- North and West Housing Ltd will keep the structure of the building, and the fixtures and fittings of the premises in good repair, and maintain those items which it is responsible for as detailed in Section 9.o.

4.8 External Decoration

- North and West Housing will decorate the exterior of the premises once every 4 years, unless you wish to carry out external decoration, in which case written permission is required and shall not be unreasonably withheld.

4.9 Insurance

- North and West Housing will insure the structure of the building and the fixtures and fittings it provides. You are responsible for insuring your own personal possessions.

5.0 Additional Information

5.1 Consultation/Tenant Involvement/Support

North and West Housing Ltd is legally obliged to inform you, and consider your views about building work, improvements and maintenance matters whenever these affect your home, and any other changes that affect your tenancy.

5.1.1 Tenant Involvement

North and West Housing encourages and promotes tenant involvement through its 'Tenant Participation Strategy'. You should contact your Housing Officer to find out what groups are operating in your area. See Section 7.0 for further details.

5.1.2 Floating Support

North and West Housing has a 'Floating Support' service which is available to all tenants who may need additional assistance to maintain their tenancy. If you are interested in this service there are leaflets available which you can obtain from your Housing Officer.

5.2 Transfers

Tenants may apply to North & West Housing to transfer to other North and West Housing accommodation, another housing association or NIHE accommodation. See Section 5.0 for further details.

5.3 Lodgers & Subletting

'Secure tenants' may accommodate lodgers, or sublet part of the property, provided that the following is adhered to:

5.3.1 Lodgers

You may accommodate lodgers provided that this does not result in overcrowding. You should also remember that a lodger is treated as a member of your household under the terms of your tenancy. See Section 5.0 for further details.

5.3.2 Subletting

North and West Housing will normally give permission to sublet provided it would not cause overcrowding. We may not give permission if we are planning to carry out any work that would affect the property to be occupied by the sub-tenant, or if your house

has been designed for a special cause (for instance, grouped housing). If we do not give you permission, we must give you a reason in writing. See Section 5.0 for further details.

5.4 Succession & Assignment

5.4.1 Succession

Following the death of a tenant, a succession of tenancy may occur either because of a statutory right to succeed, or because of circumstances which policy specifically allows, as set out in the 'Common Selection Scheme'. See Section 5.0 for further details.

5.4.2 Assignment

An assignment of tenancy occurs when the existing 'secure tenant' transfers their tenancy rights to someone else. A 'secure tenancy' cannot be assigned without the written consent of North and West Housing Ltd. See Section 5.0 for further details.

5.5 Joint Tenancies

Joint tenancies may be permitted, with the written permission of North and West Housing, where the conditions set out in the 'Common Selection Scheme' have been met. A joint tenancy creates equal rights and obligations for each tenant. Where permission is not granted, a reason will be given in writing. See Section 5.0 for further details.

5.6 Complaints

We hope that you will not have any complaints about the service that you receive from North and West Housing. If you do however, your complaint will be dealt with in line with the Association's 'Complaints Policy'. See Section 13.0 for further details.

6.0 Changing This Tenancy Agreement

Apart from rent or service charges, the terms of this Tenancy Agreement may only be amended by statutory provision, by mutual agreement between North and West Housing Ltd and the tenant, or by North and West Housing Ltd inviting comments from the tenant on the proposed changes and afterwards serving a 'Notice of Variation'.

Registered Office:

North and West Housing Ltd
17-20 Magazine Street
Londonderry
BT48 6HH

Telephone: (028) 7126 3819/ (0800) 731 3081*

Fax: (028) 7126 3362

Email: info@nwh-group.com

Web: www.northandwest.org

*Out of hours '*Emergency Repairs*'



Tenants Handbook

General Information



Introduction

Foreword from the Chief Executive

Dear Tenant

I would like to take this opportunity to welcome you to your new home with North and West Housing Ltd. At North and West we are committed to customer service and therefore I would urge you not to hesitate in contacting our staff, where or when, the need arises.

I sincerely hope that you will be happy in your new home.

Yours faithfully



Mr. Gerald E. Kelly
Chief Executive
North and West Housing Ltd

Mission Statement

“Working to build communities by providing quality and affordable accommodation, care and support”

And doing so in a setting where ...

- We are always person-centred
- We are accountable for everything we do
- We make best use of resources
- Diversity is valued
- Commitment is cherished
- We take pride in our work and in our housing association

History Of North and West Housing Ltd

The History Of North and West Housing Ltd

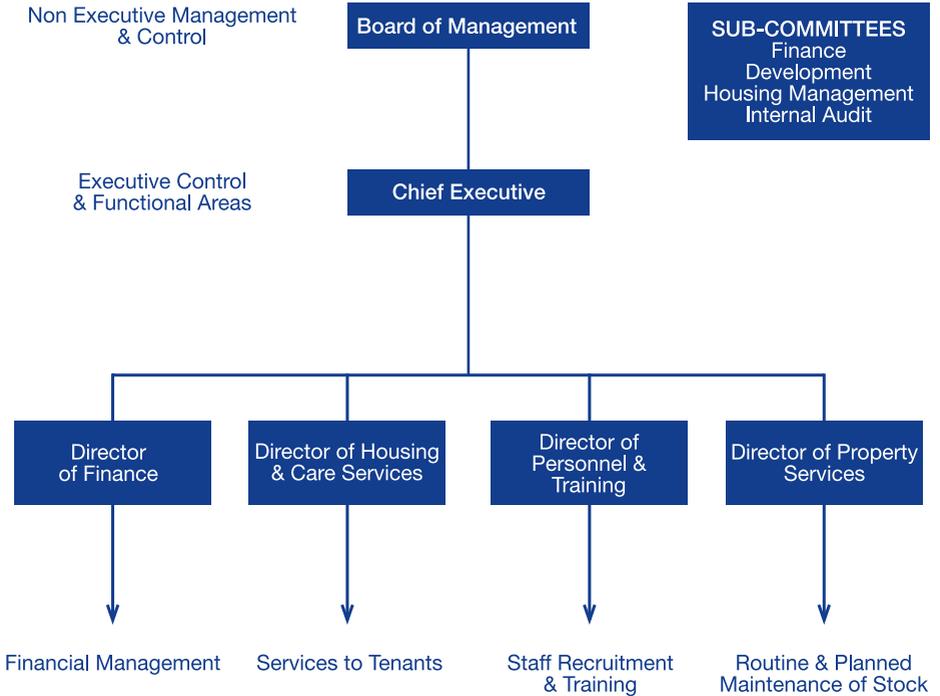
North and West Housing Ltd was originally established as Derry Housing Association in 1965 to tackle the serious housing shortage within the city. Housing conditions were generally poor with severe overcrowding. Solutions to the problem were sought by members of the most affected communities under the guidance of local clergyman Rev. Mulvey. Their first step was to form a housing association (Derry Housing Association) and to raise capital to initiate housing projects by fundraising within the local business community.

Early projects were aimed at providing housing and promoting home ownership through acting as guarantor for home purchase loans, overseeing a compulsory savings scheme to accumulate mortgage deposits and building houses for sale to sitting tenants.

In 1977 the Association registered with the Department of the Environment for Northern Ireland which, for the first time, allowed it access to capital grant assistance for approved housing projects under the terms of the Housing (NI) Order 1976.

Today, the Association continues to meet housing needs through the provision of purpose built accommodation designed to meet the specific requirements of the occupants. Its geographical base has widened significantly which resulted in a name change to North and West Housing Ltd in 1993.

Staff Structure



Your Housing Officer is:

Your Property Services Officer is:

Registered Office

Registered Office:

North and West Housing Ltd
17-20 Magazine Street
Londonderry
BT48 6HH

Telephone: (028) 7126 3819/ (0800) 731 3081*

Fax: (028) 7126 3362

Email: info@nwh-group.com

Web: www.northandwest.org

*Out of hours '*Emergency Repairs*'

North and West Housing Ltd is registered as a housing association with the Department for Social Development N.I. R23 and has Inland Revenue Charitable Status, Reference No. XN48080

1.0

Rents, Rates & Service Charges



1.0 Rents, Rates & Service Charges

1.1 Rent Assessment

North and West Housing Ltd is committed to providing high quality accommodation, which is affordable to low income households.

North and West Housing Ltd operates a system of rent assessment which is in accordance with legislation and Department for Social Development (DSD) regulations. The attributes of the property are a key component in assessing rent levels. These include:

- Dwelling Type
- Age of Dwelling
- Number & Type Of Rooms
- Heating System
- Type Of Access
- Availability Of Communal Facilities

Each attribute is awarded a standardised number of points and these points, and the rent point value, are then used in the calculation of the rent.

1.2 Controlled Rents

The system of Controlled Rent Assessment applies to tenancies that existed prior to April 1993 (with the exception of 'Mixed Funded Dwellings').

The value of the rent point is determined annually by the DSD.

1.3 Decontrolled Rents

Decontrolled rents apply to tenancies allocated after April 1993. Decontrolled rents fall into two categories:

1.3.1 100% Publicly Funded Property

The rent is calculated on the same basis as for controlled rents.

1.3.2 Mixed Funded Property

The rent is calculated on a similar basis as that for 100% publicly funded properties, however the point value is set by the Association by calculating the income required to cover annual expenditure.

1.4 Service Charge

Depending on the accommodation, North and West Housing Ltd may provide additional services such as:

- **Communal Heating & Lighting**
- **Cleaning**
- **Gardening**
- **Laundry Facilities**
- **Upkeep Of Common Areas**

Where such services are provided, tenants will be required to pay a service charge in addition to their rent. The service charge is set by North and West Housing Ltd annually and is based on the actual cost of providing the services.

1.5 Support Charge

North and West Housing may also provide support services in particular circumstances. Where such services are provided, those receiving them may be required to pay for these services. The support charge is set by North and West Housing and is based on the cost of provision.

1.6 Payment of Rent & Charges

You are responsible for the payment of monies due in respect of services provided by North and West Housing Ltd. The rental period is weekly and begins on Monday of each week. Your rent, rates and other applicable charges must be paid promptly when due. You should pay either weekly, fortnightly, every 4 weeks, or monthly in advance. Payment methods include:

- **Direct Debit**
- **Standing Order**
- **Swipe Card**
- **Cheque/Cash**
- **Housing Benefit**

1.7 Arrears

If your rent account falls into arrears you should contact the Housing Officer responsible for your area immediately to discuss the matter in confidence. Where it is not possible for you to repay the full amount immediately, you can enter into an agreement to make payments towards arrears in regular instalments, along with your current rent. If no attempt is made to clear the arrears, or if the agreement is broken, North and West Housing Ltd may instigate legal proceedings to recover the debt which could lead to you losing your home.

If you would like any further information about your rent or charges you should contact your Housing Officer who will be able to provide you with more information on:

- **Setting rent and other charges**
- **Current charges and any changes in the previous 12 months**
- **Rent arrears and monitoring processes**
- **Service standards**
- **Methods of payment**

North and West Housing will give reasonable notice of any variation in charges.

2.0

Estate Management

Section 2.0



2.0 Estate Management

2.1 Overview

North and West Housing Ltd aims to provide sustainable communities through the management of estates. North and West acknowledges that every individual is entitled to live in peace within their neighbourhood. North and West endeavours to provide a quality housing service by effectively responding to the needs of residents and addressing any issues that may arise.

2.2 Use of Dwelling

You must occupy the property as a private dwelling and as your only or principal home. You must not use the property or the area surrounding the dwelling for any commercial business.

2.3 Nuisance/Anti-social Behaviour

You are responsible for the behaviour of every person (including children) living in or visiting your home, including responsibility for their behaviour in the home, on surrounding land, in communal areas (stairs, lifts, landing, entrance halls, shared gardens, parking areas) and in the locality of the dwelling house.

Whether the tenancy is 'secure' or 'introductory', breaching any of the 'General Conditions of Tenancy' or statutory obligations may result in North and West Housing Ltd taking action through the legal power provided by the Housing (NI) Order 1983 and Housing (NI) Order 2003.

2.4 Pets

You are permitted to keep most types of pets in your home, but tenants must also adhere to the Pets Policy, which requires that all tenants disclose details of all pets at sign-up. The following terms and conditions are also adhered to:

- Written permission must be obtained if it is proposed to keep more than one domestic pet.
- Pets, such as cats or dogs, are not permitted in flats with communal entrances and passageways.
- Dogs are not permitted in flats above ground floor level, unless the flat has its own private entrance and enclosed garden.
- It is an offence to allow any breed of dog to be dangerously out of control in a public place.

2.5 Parking

- Communal parking bays cannot be designated to specific tenants. Parking in communal parking bays is on a first come, first served basis.
- If a tenant with a disability approaches North and West Housing requesting parking, the request will be considered on the basis of the individual's circumstances.
- The parking of heavy goods vehicles will be considered on an individual basis.
- Caravans cannot be parked in car parks with shared parking facilities, without North and West Housing's written permission.
- A mobile shop may only be parked at the premises if it is not causing a nuisance to neighbours, and there must be no trading from the shop while it is parked.

2.6 Access

Occasions may arise when access is required to your home. You must allow North and West Housing staff access to inspect the premises, or to carry out repairs or other works to the premises, or to the adjoining property. You must also give North and West Housing staff access to conduct viewings with prospective tenants if you have given written notice to terminate the tenancy. The viewings will take place during the 4 weeks notice period.

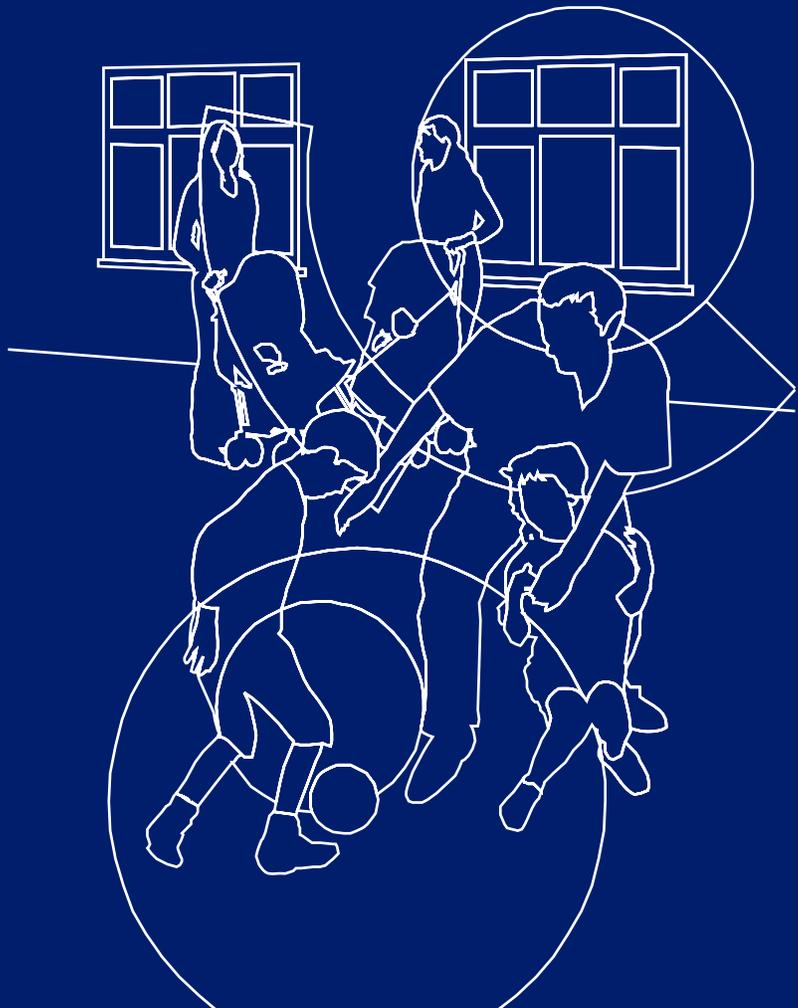
North and West Housing will endeavour to give notice, however, in the event of an emergency, immediate access may be required.

2.7 Moving Out

- You must give North and West Housing 4 weeks written notice of your intention to terminate your tenancy.
- It is your responsibility to remove all your property and ensure that the dwelling is left in a clean and tidy condition.
- You must ensure that repairs for which you are responsible are completed, otherwise you will be charged.

3.0

Data Protection



3.0 Data Protection Act 1998

3.1 Personal Information

North and West Housing Ltd is obliged to comply with the Data Protection Act 1998, which allows you certain rights to access information held about you by North and West (other than that provided in confidence by third parties).

3.2 Who Do We Release Your Information To?

North and West Housing Ltd may need to release personal information for processing to the following recipients:

- Other social landlords, other public authorities, public representatives, and its legal advisors, staff, agents and contractors.

3.3 Your Rights Under The Data Protection Act 1998

As a tenant of North and West Housing Ltd, you have a right to the following:

- The right of subject access, i.e. to find out what information is held about you on computer and on most paper records.
- The right of rectification, blocking, erasure and destruction of information by application to the courts.
- The right to prevent the processing in some cases where the processing of the data is likely to cause substantial unwarranted damages and/or distress to you or anyone else.
- The right to prevent processing for direct marketing purposes.
- The right to compensation for damage and/or distress caused by any breach of the Data Protection Act 1998 as determined by the courts.
- Rights in relation to automated decision-making.

3.4 What Are The Relevant Data Protection Principles?

Personal data held about you must be:

- Fairly and lawfully processed.
- Processed for specific purposes and not in any way incompatible with those purposes.
- Adequate, relevant and not excessive.
- Accurate and kept up to date.
- Not kept for longer than is necessary.
- Processed in line with your rights.
- Secure.

3.5 Requesting Access To Information Held About You?

If you request information, you must complete the 'Subject Access Request Form' which is available from North and West Housing. You should complete the form providing sufficient information to enable North and West Housing staff to retrieve the specific personal data. You should return the completed form together with evidence of identification, i.e. copy of driving licence, medical card, benefit book, etc, to your Housing Officer.

North and West may contact you to confirm your details and a fee will be charged for paper copies of the information requested.

A copy of the Data Protection Act 1998 leaflet can be obtained from North and West Housing Ltd.

4.0

Equal Opportunity



4.0 Equal Opportunity

4.1 Fair & Equitable Treatment of Tenants

North and West Housing Ltd is committed to ensuring the fair and equitable treatment of its tenants. In compliance with Section 75 of NI Act 1998, North and West Housing Ltd operates an equality scheme. It is in the interest of North and West and its tenants to ensure that direct and indirect discrimination does not occur on any of the following grounds:

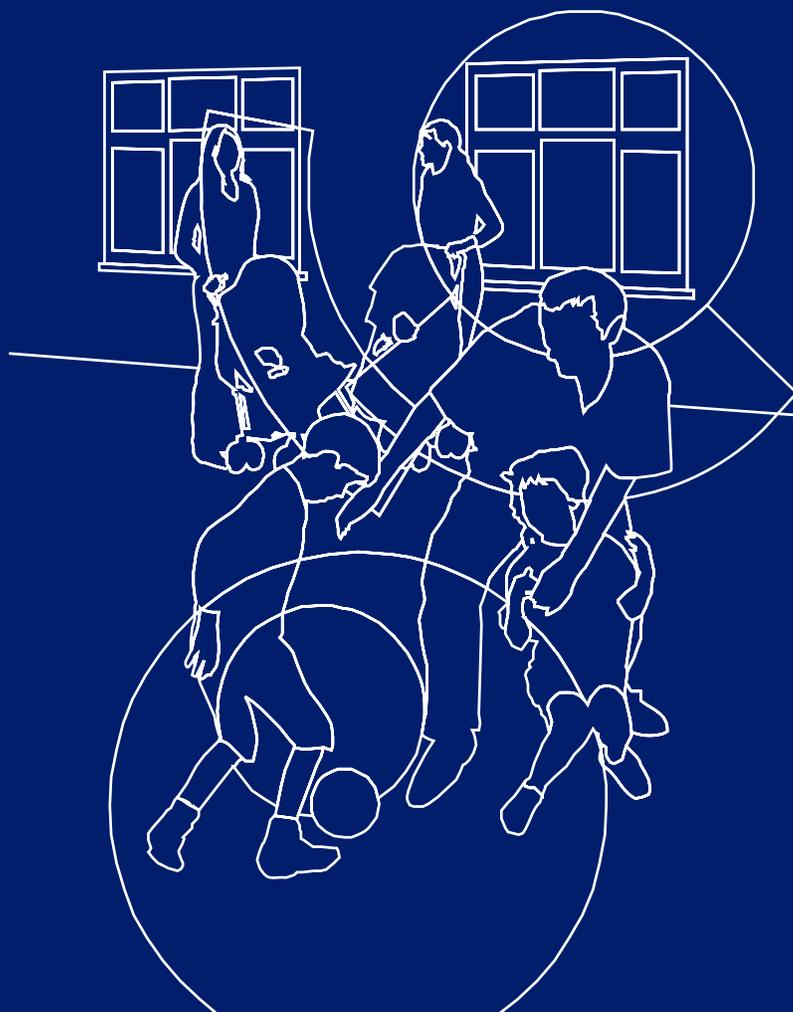
- **Age, Religion, Disability, Political Beliefs, Family Circumstances, Sexual Orientation, Gender, Marital Status, Race**

North and West Housing will take every possible step to ensure that its tenants are treated fairly, equally and with respect and tolerance.

North and West is required to adhere to equality legislation.

5.0

Tenancy Matters



5.0 Tenancy Matters

5.1 Transfers

If you are interested in transferring you may apply to North and West Housing Ltd by completing a 'Housing/Transfer Form', which you can obtain from Head Office, any Housing Executive office or any other registered housing association. Your Housing Officer will visit you and assess your housing need in accordance with the 'Common Selection Scheme'.

5.2 Exchanges

A direct exchange is where a tenant of North and West Housing mutually agrees to exchange their property with another tenant of North and West Housing, NIHE or another registered housing association. You must request permission to exchange by completing a 'Transfer/Exchange Form'.

If the person whom you wish to exchange with is a tenant of another social landlord, both North and West Housing and the other landlord must approve the exchange before it can take place. If an exchange is not approved, you will be given reasons, in writing for the decision.

Introductory tenants do not have the right to exchange during the trial period.

5.3 Joint Tenancies

North and West Housing Ltd will allow joint tenancies to be created, only where one of the following requirements has been satisfied:

- The current tenant is the husband, wife or civil partner of the proposed joint tenant.
- The proposed joint tenant is, at the date of application for approval, a person who would be entitled to succeed in the event of the existing tenant dying at that date.
- The proposed joint tenant was part of the current tenant's household when the current tenant was awarded the tenancy by North and West Housing.
- The current tenant and the proposed joint tenant have been living together as part of the same household for at least a period of 1 year immediately prior to the date on which North and West Housing's approval was sought. In certain circumstances, a Designated Officer may decline to approve a joint tenancy under this category if he/she has compelling evidence that the existing tenant is likely to move out of the property in the short-term future.

5.3.1 Changes to Joint Tenancies

- Where a request for joint tenancy is approved, North and West Housing Ltd will notify the tenant in writing, and both joint tenants will be required to sign a new Tenancy Agreement.
- Where a joint tenant leaves a property, a joint tenancy still exists provided one of the joint tenants occupies the premises as their only or principal home.
- If either joint tenant terminates, this brings the whole tenancy to an end.
- If the remaining joint tenant wishes to continue to occupy the dwelling after the joint tenancy has ended, and North and West Housing agree, he/she will be notified in writing and will be signed up as a new tenant.
- Where a joint tenant dies, the remaining joint tenant automatically becomes the sole tenant. As he/she will have already been signed up as a new tenant at the creation of the joint tenancy, he/she is not treated as a successor. There is no requirement for any notification to be sent, and the remaining joint tenant should not sign for the tenancy as though he/she was being granted a new tenancy.

5.4 Lodgers

If you are a secure tenant, you may accommodate a lodger(s). Lodgers are treated as a member of your household under the terms of your Tenancy Agreement. If you have paying lodgers at your home, your housing benefit claim will be affected.

5.5 Subletting

If you wish to sublet any part of your dwelling, you must submit your request in writing to North and West Housing.

North and West Housing will normally give permission to sublet provided it would not cause overcrowding. We may not give permission if we are planning to carry out any work that would affect the property to be occupied by the sub-tenant or if your house has been designed for a special cause (e.g. group housing).

5.6 Introductory Tenants

You are not permitted to take in lodgers or to sublet your property if you are an introductory tenant.

5.7 Succession

Following the death of a tenant, a succession of tenancy may occur either because of a statutory right to succeed as set out in the Housing (NI) Order 1983, or because of specific circumstances set out within the 'Common Selection Scheme'.

The following categories of people can succeed on legal grounds:

- The husband, wife or civil partner of the deceased.
- A member of the deceased's family if that person was residing with the deceased throughout a period of 12 months ending on the date of the deceased's death and the family member occupied the dwelling as his or her only, or principal home.

A person is also to be treated as a member of the family, for the purposes of legal entitlement to succeed if he or she and the deceased have been living together in a heterosexual relationship as husband and wife. The guidance outlined regarding 12 month occupation as a principal home applies.

A legal succession cannot occur if the deceased tenant was a legal successor.

Where there is no legal entitlement to succeed and where there has been no previous succession, a new tenancy should only be granted in the following circumstances:

- If the person wishing to be the successor was the partner of the deceased and they had been living together for a year.
- If the person wishing to be the successor was living with the deceased in order to provide care for him or her and in order to do so, the carer has sold a dwelling or given up a tenancy or licence.
- If the person wishing to be the successor has accepted responsibility for the deceased's dependants.

Where the deceased tenant was a legal successor, a further succession can only occur where the deceased was the spouse/parent/brother or sister of the potential successor. With the exception of spouses, the potential successor must have been resident at the property for 12 months.

5.8 Assignment

Assignment of a secure tenancy may be granted either where statutory provision permits under the Housing (NI) Order 1983, or where exceptional circumstances arise as permitted by the 'Common Selection Scheme'. There are two situations in which statutory provisions result in an assignment:

5.8.1 Assignment Following A Court Order

In certain types of matrimonial proceeding, in certain circumstances, the courts have the powers to make an order transferring a 'secure tenancy' from the tenant to another person.

5.8.2 Assignment By Way Of Exchange

Article 32A of the Housing (NI) Order 1983, as inserted by Article 37 of the Housing (NI) Order 1986, permits 'secure tenants', with the written permission of North and West Housing Ltd, to assign (exchange) their tenancy to another secure tenant, who in turn will have acted similarly. Consent cannot be unreasonably withheld except on the grounds detailed in Schedule 7 of the Housing (NI) Order 1986.

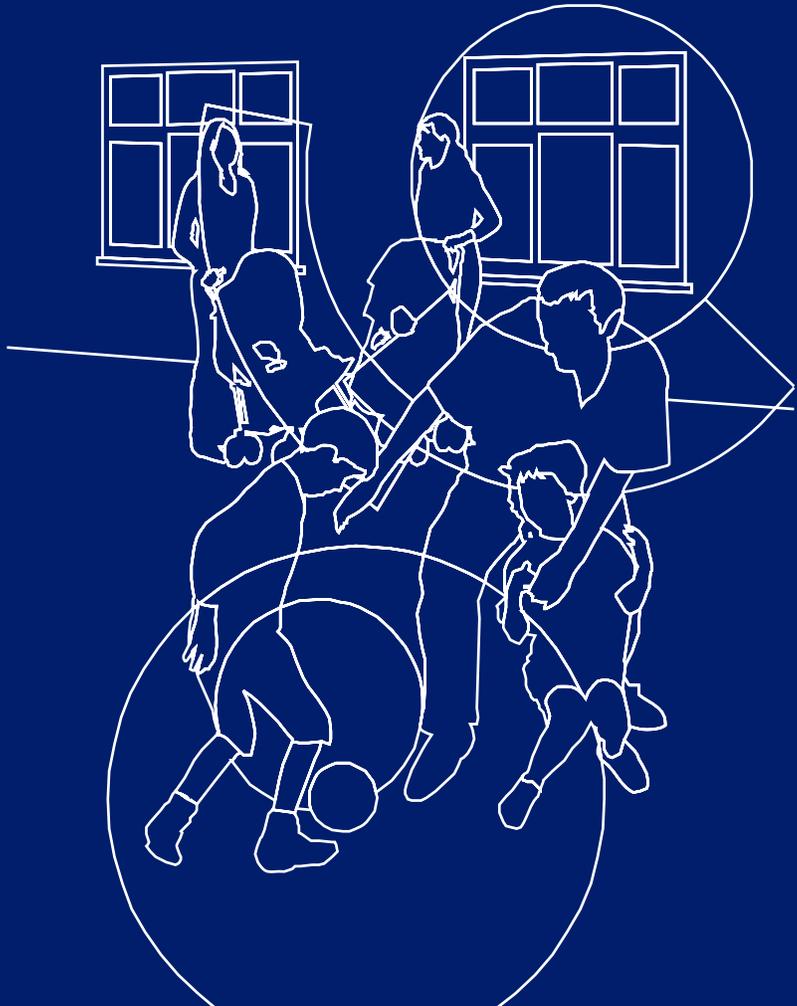
5.8.3 Exceptional Circumstances

An assignment may also be permitted under policy rules, in the following exceptional circumstances:

- Where it is not practical for the existing tenant to act as such, e.g. extreme illness.
- If the existing tenant leaves and someone else takes responsibility for any dependant children left in the household.
- If the tenant goes into a residential home on a long-term basis and other members of the household remain in the property and wish to become tenants (conditions apply).
- If the tenant has to be re-housed in sheltered/special needs accommodation and other members of the household remain in the property and wish to become tenants (conditions apply).

6.0

Tenure



6.0 Tenure

6.1 Your Tenancy with North and West Housing Ltd

The tenancy agreement is an agreement between you and North and West Housing Ltd, which is a housing association registered with the Department for Social Development (DSD). You are the tenant and North and West Housing Ltd is your landlord and each has certain rights and responsibilities which must be observed, many of which are statutory.

Secure tenants enjoy security of tenure which means that the tenancy cannot be terminated by North and West Housing Ltd without a court order, granted on the basis of one of the 11 statutory grounds set out below.

Introductory tenancies are non-secure, trial tenancies which last for a period of 12 months, after which you will be granted a secure tenancy, unless North and West Ltd has commenced proceedings to obtain possession of your property.

Section 1.0 of the Tenancy Agreement clearly indicates your tenancy status and if you are an introductory tenant, it will indicate the date on which your trial period should end.

6.2 Failure to Comply with your Tenancy Conditions

If North and West Housing Ltd wishes to apply for a Possession Order, it must give at least 4 weeks written notice to you, explaining the reasons why it intends to seek possession. In serious cases of anti-social behaviour, less notice may be given.

If possession is granted under 'Grounds 1-6' below, no offer of alternative accommodation will be made. If possession is granted under 'Grounds 7-11', alternative accommodation must be offered.

The statutory grounds on which North and West can obtain possession are: 'Grounds 1-6' of the Housing (NI) Order, 1983 - Part 1: Schedule 3.

Grounds 1-6 of the Housing (NI) Order, 1983 - Part 1: Schedule 3

Ground 1

Any rent lawfully due from the tenant has not been paid or any obligation of the tenancy has been broken or not performed.

Ground 2

The tenant or any person residing in or visiting the dwelling house has been:

- Guilty of conduct causing, or likely to cause a nuisance or annoyance to a person residing, visiting or otherwise engaging in a lawful activity in the locality, **or** has been convicted of using the dwelling house **or** allowing it to be used for immoral or illegal purposes **or** an arrestable offence committed in, or in the locality of the dwelling house.

Ground 2a

The dwelling house was occupied (whether alone or with others) by a married couple or a couple living together as husband and wife and:

- One or both of the partners is a tenant of the dwelling house
- One partner has left because of violence or threats of violence by the other towards that partner **or** a member of the family of that partner who was residing with that partner immediately before the partner left
- The court is satisfied that the partner who has left is unlikely to return while the other continues to occupy the dwelling house.

Ground 3

The condition of the dwelling house, or any of the common parts, has deteriorated owing to acts of waste by, or the neglect or default of the tenant or any person residing in the dwelling house and, in the case of any act of waste by, or the neglect or default of, a person lodging with the tenant or a sub-tenant of his, the tenant has not taken such steps as he ought reasonably to have taken for the removal of the lodger or sub-tenant. In this paragraph, the 'common parts' means any part of the building comprising the dwelling house, and any other premises which the tenant is entitled under the terms of the tenancy to use in common with the occupiers of the dwelling houses let by the landlord.

Ground 4

The condition of any relevant furniture has deteriorated owing to ill-treatment by the tenant or any person residing in the dwelling house and, in the case of any ill-treatment by a person lodging with the tenant or sub-tenant of his, the tenant has not taken such steps as he ought reasonably to have taken for the removal of the lodger or sub-tenant.

In this paragraph 'relevant furniture' means any furniture provided by the landlord for use under the tenancy or for use in any of the common parts (within the meaning given in Ground 3).

Ground 5

The tenant is the person, or one of the persons, to whom the tenancy was granted and the landlord was induced to grant the tenancy by a false statement made knowingly, or recklessly by the tenant, or a person acting at the tenant's instigation.

Ground 5a

The tenancy was assigned to the tenant, or to a predecessor in title of his who is a member of his family and is residing in the dwelling house, by an assignment made by virtue of Article 32a and a premium was paid either in connection with that assignment which the tenant or predecessor himself made by virtue of that Article. In this paragraph 'premium' means any fine or other like sum and any other pecuniary consideration in addition to rent.

Ground 6

The dwelling house was made available for occupation by the tenant or his predecessor in title while the works were carried out on his dwelling house which he previously occupied as his only principal home and:

- He (or his predecessor in title) was a secure tenant of that other dwelling house at the time when he ceased to occupy it as his home
- He (or his predecessor in title) accepted the tenancy of the dwelling house of which possession is sought on the understanding that he would give up occupation when, on completion of the works, the other dwelling house was again available for occupation by him under a secure tenancy
- The works have been completed and the other dwelling house is so available.

Grounds 7-11 of the Housing (NI) Order, 1983 - Part 1: Schedule 3

Ground 7

The landlord intends, within a reasonable time of obtaining possession of the dwelling house to:

- demolish or reconstruct the building or part of the building comprising the dwelling house **or** carry out work on that building **or** on land let together with, and thus treated as part of the dwelling house **and** cannot reasonably do so without obtaining possession of the dwelling house.

Ground 8

The dwelling house has features which are substantially different from those of ordinary dwelling houses and which are designed to make it suitable for occupation by a physically disabled person who requires accommodation of a kind provided by the dwelling house and:

- there is no longer such a person residing in the dwelling house
- the landlord requires it for occupation (whether alone or with other members of his family) by such a person.

Ground 9

The dwelling house is let by a registered housing association which lets dwelling houses only for occupation (alone or with others) by persons whose circumstances (other than merely financial circumstances) make it especially difficult for them to satisfy their need for housing and:

- either there is no longer such a person residing in the dwelling house or the tenant has received from the Executive an offer of accommodation in premises which are let as a separate dwelling under a secure tenancy
- North and West requires the dwelling house for occupation (whether alone or with members of his family) by such a person.

Ground 10

The dwelling house is one of a group of dwelling houses which it is the practice of the landlord to let for occupation by persons with special needs and:

- a social service or special facility is provided in close proximity to the group of dwelling houses in order to assist persons with those special needs
- there is no longer a person with those special needs residing in the dwelling house
- the landlord requires the dwelling house for occupation (whether alone or with members of his family) by a person who has those special needs.

Ground 11

The accommodation afforded by the dwelling house is more extensive than is reasonably required by the tenant and:

- the tenancy vested in the tenant, by virtue of Article 26 of the Housing (NI) Order 1983, on the death of the previous tenant
- the tenant was qualified to succeed by virtue of paragraph (2b) of that Article, and
- notice of the proceedings for possession was served under Article 28 more than 6 months, but less than 12 months, after the date of the previous tenant's death.

6.3 Notice of Proceedings

Prior to instigating legal proceedings North and West Housing Ltd will:

- Satisfy itself as to the facts of the case.
- Attempt mediation (where appropriate).
- Ensure that you know that your tenancy is at risk.
- Inform you where to go to seek help and advice.

6.4 Abandoned Tenancy

You are required to occupy the property as your only or principal home. If you leave without notice or abandon the property it is possible that North and West Housing may end your tenancy. Under the Housing (NI) Order 1983 North and West Housing can take possession of a property where it has reasonable grounds for believing that:

- The dwelling is unoccupied and the tenant does not intend to occupy it as his home. The landlord shall be entitled to enter the dwelling house at any time, for the purpose of making safe the dwelling house, and any fittings, fixtures or furniture [Article 4 (1) Housing (NI) Order 1983].

North and West Housing Ltd must have ‘reasonable grounds’ to believe that the property has been abandoned and must serve an abandonment notice on the tenant. If the tenant fails to respond to this notice, a further notice brings this tenancy to an end.

7.0

Tenant Involvement



7.0 Tenant Involvement

7.1 Consultation

North and West Housing Ltd will consult you and all affected tenants about proposed changes to management and maintenance policies or practices, in particular where:

- North and West proposes a change in the arrangements for management and maintenance, which substantially affects you.
- Physical improvements to your property or environment are proposed by North and West.
- North and West proposes to change significantly the extent and cost of services paid for out of your service charge.
- North and West is proposing to transfer your property to another association.

North and West Housing will periodically consult you, and organisations who represent tenants on their views about existing policies and service delivery. This might concern the services that North and West provides directly to you, or the effect of its activities in the area where you live. This consultation may take the form of individual letters, local or general newsletters, tenant satisfaction surveys, public meetings, or any other appropriate method.

North and West Housing produces an Annual Report and Business Plan which provides statistics on its performance during the previous year and its objectives for the coming year.

If you have any comments or suggestions to make about any of North and West's services or activities, you can contact North and West Housing individually, or as a group at any time, about any aspect of its activities affecting you.

7.2 Tenants Participation Strategy

North and West Housing has a tenant participation strategy. The aim of this strategy is to facilitate the involvement of all tenants in the work, activities and decision making processes of North and West. The strategy will:

- Provide a range of options to allow tenants to participate.
- Ensure that tenants, their representatives and tenant's organisations are given sufficient support to participate.

- Encourage and develop tenant representatives and organisations.
- Contribute to the delivery of quality services to all tenants.

7.3 Tenants Associations

North and West Housing Ltd encourages the development of Tenants Associations in all areas. These provide opportunities for tenants to come together to discuss matters of mutual concern and collectively decide how to take these forward.

While Tenants Associations are independent, North and West encourages constructive working relationships to ensure effective participation.

7.4 Tenants Forum

Representatives from the various Tenants Associations meet regularly as part of the Tenants Forum. The Forum is convened by North and West Housing and acts as a conduit for the exchange of views on matters that affect tenants. The aims of the Forum are to:

- Represent the views of all tenants and Tenants Associations.
- Promote the welfare and well-being of all tenants.
- Promote good working relations between North and West, The Forum, Tenant Associations, all tenants, and other agencies.
- Consider policy and service provision relevant to the tenants needs.

The Chairperson of the Tenants Forum is a member of the Board of Management of North and West Housing.

7.4.1. Tenant Representation on the Board of Management

North and West Housing is controlled by a Board of Management consisting of unpaid members who offer their time on a voluntary basis. Members come from a wide range of backgrounds bringing considerable expertise and experience to assist the work of North and West Housing. The Board of Management encourages tenant participation and the chairperson of the Tenants Forum is a member of the Board.

If you are interested in becoming a member of the Board, please contact North and West Housing.

8.0

House Sales



8.0 House Sales

8.1 Statutory House Sales Scheme

North and West Housing Ltd operates the 'Statutory House Sales Scheme' approved by the Department for Social Development. The scheme offers tenants the opportunity to purchase their home outright or buy a percentage equity share, providing they meet the eligibility criteria set out within the scheme.

8.2 Eligibility Criteria

If you wish to purchase your home, you must meet the criteria set out in the 'Statutory House Sales Scheme'. The criteria includes the following:

- You must have been a 'secure' tenant with a qualifying tenancy of at least 5 years, unless any of the following criteria apply:
 - You are a squatter.
 - You are under investigation for anti-social behaviour.
 - North and West Housing has served a relevant statutory notice to seek possession during the previous 3 months.
 - Proceedings for possession of the dwelling are pending.
 - You are obliged to give up possession by order of the court.
 - North and West Housing is actively considering within the next 3 months serving a statutory notice for possession based on:
 - Ground 2 of Part 1: Schedule 3 of the Housing (NI) Order 1983
 - *or an allegation that you have been guilty of nuisance to neighbours.*

If you apply to purchase and you are in rent arrears, your application will not be rejected on those grounds but shall be allowed to proceed to completion stage. However, no sale shall be completed until all arrears, whether for rent or any other payment due have been paid.

8.3 Property Types Exempt From Sale

All properties that are part of a group housing scheme, including special needs and sheltered housing are exempt from sale under the terms of the scheme.

All bungalows with 2 bedrooms or less, are also exempt from sale.

8.4 Purchase Price

The purchase price will be the market value less any available discount. The market value will be assessed independently by a suitably qualified professional surveyor. The valuation will make deductions for any improvements carried out by the tenant.

8.4.1 Valuation Fee

If you apply to purchase, you will be responsible for the payment of the initial valuation fee, and if applicable any subsequent redetermination fee. These fees will be refunded to you if the house sale is successfully completed. The market value will be assessed independently by a suitably qualified professional surveyor. The valuation will make deductions for any improvements carried out by the tenant.

8.5 Discount

The purchase price shall be the market value less any available discount. Available discount will be determined on the following criteria:

- 20% discount for 5 completed years qualifying tenancy.
- An additional 2% for each completed year served thereafter.
- The maximum discount applicable in any case is £24,000 or 60%, whichever is lower. This is based on the proviso that the selling price does not fall below the historic cost of the property (conditions apply).
- Tenants purchasing an equity share will have their discount calculated based upon the percentage of the share purchased. These discount percentages have been predetermined by the Department for Social Development and are on an incremental scale, details of which are available from the Association.

8.6 Conditions On Re-Sale

If you purchase your property and decide to dispose of it within 5 years of purchase, you will be required to pay back the entire discount received.

If you decide to sell within 10 years, North and West must be offered the opportunity to re-purchase.

8.7 Steps To Purchasing Your Home

If you wish to purchase your home, you should request a 'House Sales Booklet' and 'House Sales Application Form' from the Allocations Officer.

9.0

Repairs & Maintenance



9.0 Repairs & Maintenance

9.1 How Do I Report A Repair?

Before calling out North and West Housing, please refer to Section 9.3 'Landlords & Tenants Responsibilities'.

Repairs can be reported by either telephoning the Property Services Department, by calling into the office in person, or by letter. Whichever way you choose to report the repair the following information is required:

- Description and location of repairs. Please give as much detail as you can. North and West's property services staff will assist should you be unsure.
- Access details to your house must be mornings or afternoons to allow North and West's contractors a practical time frame to do the work.
- Your name, address and a telephone number.
- Some repairs may require a visit by a Property Services Officer. If this is required an appointment will be made within 5 working days of your initial report.
- If a contractor calls to your address during the period you have given for access but finds no one in, they will leave a card to say they have called. They will call on a second occasion, if they find no one in they will again leave a card, however the repair will not be carried out until you phone the Property Services Department and arrange a time when you will be at home.

An emergency repair service is available outside office hours. If an emergency arises, you should telephone Fold Careline Ltd on Freephone 0800 731 3081. This service is for emergencies only. If you call out a contractor unnecessarily you may be charged for the call out.

9.2. Repair Response Times

North & West Housing categorises repairs as follows:

(i) Emergency Repairs

Emergency repairs are those which affect your immediate health and safety, or will severely damage the building if they are not dealt with promptly. North and West's contractors are required to respond to emergency repairs within a maximum of 24 hours.

Example Of Repairs Categorised As Emergencies Are:

- Complete breakdown of heating system (no heat).
- Major structural damage.
- Complete breakdown of electrical services (no lights or no power).
- Leaks from plumbing that cannot be contained, e.g. a burst water storage tank.
- Smoke detectors not working.
- Blocked toilet where only one toilet exists in the property.

(ii) Urgent Repairs

Urgent repairs are those which need to be carried out quickly, but do not pose an immediate threat to your safety or the structure of the building. North and West's contractors are required to respond to urgent repairs within a maximum of 4 calendar days.

Examples Of Repairs Categorised As Urgent Are:

- Partial breakdown of heating system, such as radiator in one room not heating.
- Sockets or switches not working or fuses continually 'tripping'.
- Overflows running from water tanks or toilet cisterns.
- Repairs to external door locks.

(iii) Routine Repairs

Routine repairs are those of a minor nature with little inconvenience to you or damage to the buildings. North and West's contractors are required to respond to routine repairs within 28 calendar days.

Examples Of Repairs Categorised As Routine Are:

- Leaks at taps.
- Internal or external doors to be adjusted.
- Repairs to broken fences or gates.
- Repairs to gutters.
- Repairs to kitchen units.

9.3 Landlord's & Tenant's Responsibilities

The following pages list the responsibilities of North and West Housing Ltd, and your responsibilities as tenant.

Landlord's Responsibilities

Items listed below are the responsibility of North and West Housing Ltd.

Internal Decoration

Redecoration of communal areas in flats and schemes.

Repairs to tiling, only where provided by North and West Housing.

External Areas

Repairs to garden paths, drives, walls, fences and gates provided by North and West Housing.

Maintenance of communal areas not adopted by D.R.D. (Roads Service) or District Council.

Structural repair to walls, roofs, chimneys, valleys, gutters and down spouts.

Doors & Windows

Window frames, sashes, hinges, locks and handles on external doors only.

Repair of defective internal and external doors.

Tenant's Responsibilities

Items listed below are the responsibility of you the 'tenant'.

Internal Decoration

To maintain the interior of the dwelling in reasonable decorative order.

Floor covering.

External Areas

To ensure litter free maintained gardens and hedges.

Repairs to walls, fences and gates not provided by North and West Housing.

Clearing out of storm gully traps.

Doors & Windows

Hinges, locks and handles on internal doors.

Draught proofing of doors and windows.

Landlord's Responsibilities

Items listed below are the responsibility of North and West Housing Ltd.

Miscellaneous

Providing a wheelie bin and clothesline to individual houses at commencement of tenancy.

Heating

Repairs to defective room heaters, oil tanks and fittings.

Repairs to boilers, burners, flues.

Repairs to radiators, pipework, valves and controls.

Electrical

Electrical wiring.

Sockets and switches.

Ceiling roses and lamp holders.

Repairs to smoke alarms.

Doorbells, where installed by North and West Housing.

Electrical appliances, heaters and fires, only where installed by North and West Housing.

Door entry systems to communal blocks.

Warden call systems in sheltered accommodation.

Tenant's Responsibilities

Items listed below are the responsibility of you the 'tenant'.

Miscellaneous

Repair or replacement of wheelie bin or clotheslines for whatever reason.

Heating

Repairs or replacement of frets and baskets to open fires and all night burners. Repairs to fireplace tiles.

Annual sweeping of chimneys and the costs of failure to do so.

Bleeding air from radiators.

To isolate or contain water and oil leaks.

Electrical

Light bulbs and fluorescent tubes.

Repair or replacement of plugs.

Testing of smoke alarms in individual houses.

Doorbells not installed by North and West Housing.

Replacement of fuses, except mains fuses that are the responsibility of NIE.

Electrical appliances, heaters and fires not installed by North and West Housing.

Landlord's Responsibilities

Items listed below are the responsibility of North and West Housing Ltd.

Plumbing

Repairs to water tanks and overflows.

Repairs to hot water cylinders and immersion heaters.

Repairs to toilets and unblocking toilets, but not cracked bowls or cisterns, or broken toilet seats.

Clearance of blocked drains and sewers.

Tenant's Responsibilities

Items listed below are the responsibility of you the 'tenant'.

Plumbing

Replacing washers on taps.

Chains and stoppers for sinks and baths.

Repair and replacement of toilet seats.

Cracked or broken wash hand basins, baths, toilet bowls and cisterns.

9.4 Planned Maintenance

North and West Housing Ltd plan for the maintenance, redecoration and replacement of certain items on the basis of the expected life of the item. The typical schedule for planned maintenance is as follows:

- External Paintwork 4 years
- Internal Painting Of Communal Areas 5 years
- Replacement Of Fireplaces 15 years
- Replacement Of Kitchen Units 20 years
- Replacement Of Baths, Wash Hand Basins, Toilets 20 years

North and West Housing may vary these periods at any time. The timing of the actual work and the replacement times for other items such as doors will depend on individual circumstances and shall be determined by North and West Housing. Where work to be carried out is extensive, or likely to interfere with your use of your home, North & West will consult with you well in advance of any work commencing.

9.5 Right to Repair

The 'Right to Repair' scheme applies to family housing only, and does not apply to sheltered or special needs accommodation.

If you are a tenant living in family accommodation, and you report an emergency or urgent repair, the property services staff will assess the priority of the repair in accordance with North and West Housing's classification policy. Where a repair qualifies under the 'Right to Repair' scheme, property services staff will send a written acknowledgement giving the date the repair must be completed by and the name of the designated contractor.

If the qualifying repair is not completed by the date given, you must contact the Property Services Department where the order will be re-issued giving a further 24 hours to complete an emergency repair, and a further 4 working days for an urgent repair. You are not permitted to carry out such repairs.

It is unlikely that the contractor will fail to carry out the work by the revised completion date. However, should this occur, you may be eligible for compensation under the 'Right to Repair' scheme.

9.5.1 Compensation

Compensation will be paid if the contractor does not complete the repair by the revised completion date. The compensation will be paid as follows:

- Initial payment of £10.00.
- Further payments of £2.00 for each day's delay thereafter.
- Maximum payable £50.00.

If you owe money to North and West, e.g. rent arrears, any entitlement to compensation under the 'Right to Repair' scheme will be offset against such arrears.

Compensation payments shall only be made to you, the tenant.

9.5.2 The 'Right to Repair' Scheme does not apply where:

- A repair is classified as routine.
- You failed to provide reasonable access.
- There are exceptional circumstances beyond the control of North and West Housing, e.g. severe weather conditions or parts are not readily available.
- You cancel the repair.
- The cost of the repair exceeds £250.
- The repair requires an inspection.

10.0

Tenant's Alterations/ Additions

Section 10.0



10.0 Tenant's Alterations/Additions

10.1 Written Permission

You must obtain prior written permission from North and West Housing Ltd where you propose to:

- Carry out any structural alterations or make alterations or additions to the premises or adjoining properties, including those to fixtures and fittings such as fireplaces, kitchen units and bathrooms.
- Erect a shed or any structure whether fixed or portable.
- Decorate any part of the exterior of the premises.
- Install a satellite dish.
- Erect or make alterations to fences or walls or any boundary lines.

10.2 Alterations To Your Home

You may only make alterations to your home after obtaining written permission from North and West Housing. This permission will not be unreasonably withheld and North and West Housing can advise you on the most appropriate way of carrying out the alterations.

North and West may only grant you permission if certain conditions are met. This is to ensure that the alterations will not damage your home or adjoining property, or render the property structure unsafe.

All alterations will be required to be carried out by a competent qualified person. For structural alterations, North and West will require approval from Planning and Building Control Authorities. All submission of plans and fees shall be your responsibility. North and West will insist on the right to inspect the work before and after completion, and to obtain a copy of all relevant certificates.

If you proceed with work without the consent of North and West Housing, you will be liable for the cost of maintaining and remedying any damage or reinstating the property to its former condition.

10.3 Examples Of Items Requiring Written Permission

Listed below are examples of items for which written permission must be obtained. This list is not exhaustive, therefore if you are unsure whether written permission is required, please contact North and West Housing Ltd and you will be advised accordingly.

- Replacement of fire surrounds.
- Replacement of kitchen units.
- Installation of a satellite dish (planning permission is required in some cases).
- Redecorating the exterior of the property.
- Erecting a shed or other structure.
- Removing walls or making any other structural alteration.
- Installing or altering central heating system.
- Extensions to the property.
- Extending or altering the property's electrical or plumbing system.
- Changing external doors or windows.
- Erecting or changing fences or walls.

10.4 Right To Compensation For Tenants Improvements

If you have paid for improvements to your home but leave before you gain the full benefit of your investment you may be entitled to compensation. The scheme applies if you are a 'secure qualifying tenant'. To qualify for compensation under the scheme, the improvement **must** be listed as an eligible item, as determined by the Department for Social Development.

You **must** have received prior written approval for the works carried out and **must** have retained all invoices relating to the work. These invoices will be required to determine the amount of compensation payable.

Please contact the Property Services Department for further details of the scheme.

10.5 Tenants Who Become Disabled

If you (or members of your household) become disabled, North and West Housing will endeavour to meet your needs either by transferring you to a more suitable property where available, or by carrying out the necessary alterations to your current property (conditions apply).

11.0

Safety In Your Home



11.0 Safety In Your Home

11.1 Beware Of Fire

Fires can start easily and spread very quickly, minimise the risk of fire by following these steps:

- Under no circumstances should you disconnect, alter or remove smoke detectors or their electrical supply.
- Do not leave cigarettes burning and make sure they are put out properly. Never smoke in bed.
- Keep matches out of the reach of children.
- Never leave a chip pan unattended, ideally replace it with a deep fat fryer.
- Fit a fireguard on all open fires.
- Do not overload sockets with adaptors and plugs. Unplug electrical appliances when they are not in use and remove before going to bed.
- Do not hang clothes around fires, cookers, storage heaters or heating boilers.
- Close all doors at night.
- Test your smoke alarm at least once every week.
- Keep fire escapes and windows easy accessible.

11.2 Should A Fire Break Out:

GET OUT - If it is safe to do so, close the door of the room where the fire has started, and get yourself and everyone in your home outside.

GET THE FIRE BRIGADE OUT - Alert your neighbours, dial 999 and ask for 'Fire Brigade'. Give your name and address clearly.

STAY OUT - Do not go back into your home for any reason. Wait until the Fire Brigade tell you it is safe to do so.

11.3 Electricity

Misuse of electricity can be hazardous, the dangers can be minimised as follows:

- Switch off and unplug appliances when not in use.
- Ensure that all plugs are wired properly with the correct fuse and see that the entire flex core, not just the wires are gripped by the clamp in your plug.
- Do not use an appliance with a damaged flex, check the flex regularly.
Do not run flexes under carpets or rugs.
- Never take appliances such as electric fires or hairdryers into the bathroom.
Water and electricity do not mix.
- Only have your appliances repaired by qualified electricians.
- Never interfere with the electricity meter, its wiring or the electricity company's sealed fuses, it is illegal and dangerous.
- Always have a battery torch handy in the event of mains failure.
- Faulty appliances such as kettles, irons, electric fires and table lamps cause most electrical faults. Mains fuses or circuit breakers located beside your electricity meter protect you by switching off circuits when a faulty appliance is switched on.
- If a mains fuse 'trips' when you turn an appliance on, unplug the appliance and replace the fuse. Always replace the fuse with one of the same rating, i.e. a 5 Amp with a 5 Amp or a 30 Amp with a 30 Amp. The rating is printed on the fuse, do not fit a fuse with a lower rating. Do not use the appliance again until you have had it repaired by a qualified electrician.
- Your home may have circuit breakers fitted instead of fuses. Circuit breakers isolate power to electrical circuits when a fault occurs. If a circuit breaker trips, switch off all your appliances and lights, reset the circuit breaker to the 'ON' position and switch on your lights and appliances one at a time. If there is a fault, the light or appliance will trip the circuit breaker again. If an appliance is at fault, unplug it and have it repaired by a qualified electrician. If your lights are faulty report it to North and West Housing for repairs.
- If a circuit breaker will not reset when everything is switched off, report it to North and West Housing for repair.

11.4 Falls

You can guard against falls by taking a few simple precautions:

- Do not polish under mats or rugs.
- Make sure stairs and landings are well lit and that they are kept clear of toys and loose matting.
- If you have small children put guards at the top of the stairs.
- Wipe up any liquids spilt on floors immediately.
- Repair or cover any holes in your carpets or linoleum to avoid tripping.
- Make sure your stair carpets are securely fixed.
- Do not store items at high level, particularly on top of cupboards. Use proper steps or ladders should you have to climb.

11.5 Frozen Pipes

To avoid water pipes freezing:

- Keep your home warm during cold weather even if it is unoccupied during the day. If you have oil fired heating, turn the thermostat down to 50 when you are out.
- Do not leave taps running and report any running overflows immediately.

11.6 Pipe Bursts

In the event of a burst pipe:

- Turn off the water mains stopcock. The mains stopcock is usually located underneath the kitchen sink or in the cupboard beneath the stairs.
- Turn off the heating.
- Turn off the immersion/water heater.
- Turn on all taps in order to drain the water from the system as quickly as possible.
- Report the fault to the Property Services Department as soon as possible.

11.7 Security

You can reduce the risk of burglary by taking the following simple precautions:

- When you go out, close all windows and lock both front and back doors.
At night consider leaving a light on.
- Never leave a door key under the doormat or hanging on a string behind the letterbox. Thieves always look in these places.
- Cancel milk and newspaper deliveries if you go away.
- Do not leave valuables lying around where they can be seen through a window.
- Have a door chain and door viewer fitted.
- Some thieves pose as officials or workmen in order to get into your home.
Never let a stranger into your home unless you are satisfied that they are who they say they are.
- Ask to see the caller's identity card and examine it.
- If the caller does not have an identity card, ask for a telephone number and check with the organisation they claim they represent.
- If your scheme has a communal entrance door with a door entry system, keep it closed and remember that you are responsible for people you admit to the scheme.

11.8 Insurance

North and West Housing only insures the structure of the building and the fixtures and fittings for which it is responsible. North and West is not responsible for your contents or personal possession within the home, for example, if your water tank were to leak, North and West is obliged to carry out repairs to the tank only, but any damage caused by the leaking water to wallpaper, or carpets or home contents is the tenant's responsibility.

North and West advises you to insure your personal fixtures and fittings in your home and your personal possessions against fire, theft, flood and accidental damage.

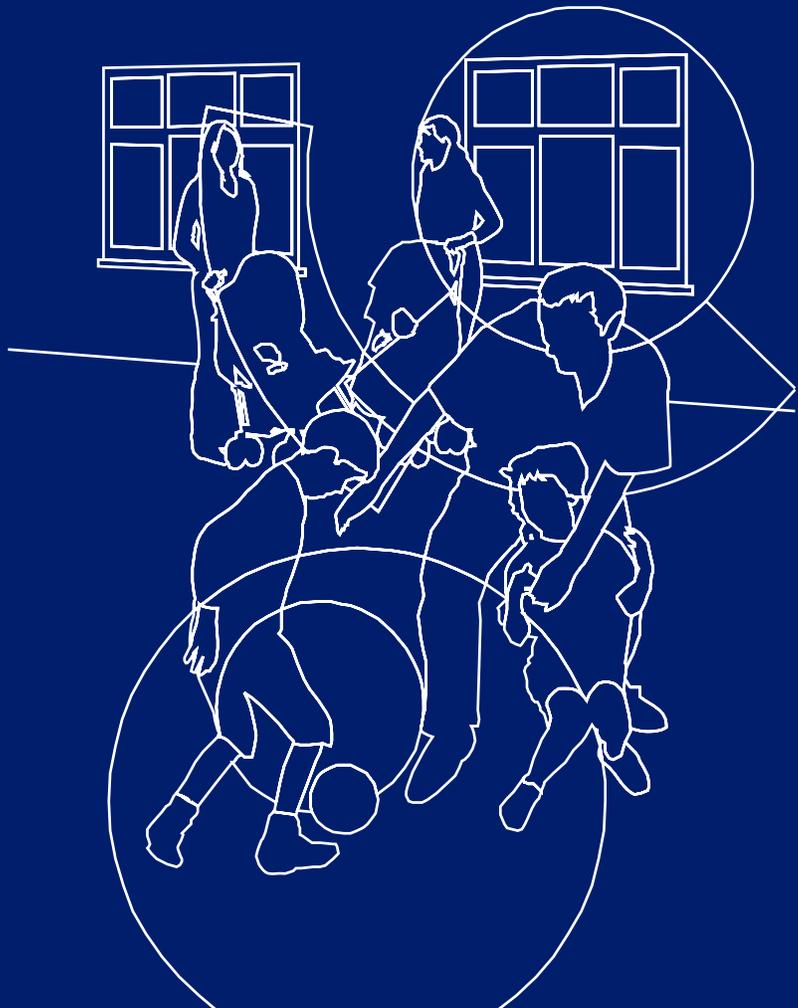
You are responsible for damage caused by you, your household, or your visitors, to items belonging to North and West, for example, you are responsible if you crack a sink or toilet bowl. Cover for these items should be included in your insurance policy. The policy you take out should also cover for damage to internal decoration and floor

coverings, the replacement of broken glass and loss of oil from your tank or heating system. If you do not have insurance for your personal property, you run the risk of having to replace items that have been damaged or stolen at your own expense.

For further information on this, you can contact your local Citizens Advice Bureau or Advice Centre.

12.0

Handy Tips For Your Home



12.0 Handy Tips For Your Home

12.1 New Houses

New houses take up to 1 year to 'dry out' properly. Moisture within the structure of the building slowly evaporates away so there should not be any obvious damp patches.

Hanging wallpaper prolongs the drying out process because the moisture cannot escape through the plaster. For this reason we recommend that wall surfaces be painted with emulsion in the first instance.

The drying out process also causes small cracks to appear in plaster, particularly at the junctions of walls and ceilings and around door frames. These cracks are not structural and can be filled and decorated over.

North and West Housing Ltd shall provide information on the heating controls for the house, please read it and familiarise yourself with the location of your boiler, time switch, etc. Also, find out where the water mains stopcock and the electrical meter and fuses are. The responsibility for repairing your house remains with the builder for at least the first 6 months.

12.2 Condensation

Everyday activities such as cooking, running a bath or drying clothes creates moisture, which in your home, rises into the air. When this moisture meets a cold surface like a window or outside wall it condenses and leaves water droplets on the surface. If this is allowed to happen on a regular basis an unsightly mould growth is likely to appear on walls or soft furnishings and windows.

You can help prevent condensation by:

- Ensuring the home receives adequate natural ventilation. Fresh dry air needs to come into the home to remove moist stale air. Open windows a little, reduce misting up and do not close trickle ventilators where fitted.
- Using extractor fans in the kitchen and bathroom.
- Wiping and drying away moisture where you see it, especially water lying on the inside of your windowsill.
- Keeping rooms warm - a low heat throughout the day will help.
- Not blocking air vents which are fitted to reduce condensation.

- Keeping a window open if you are drying clothes indoors, dry them outside whenever possible, and only use a tumble dryer if it is piped directly to the outside atmosphere.
- Opening the kitchen window when you are cooking.

Mould growth can be wiped off with a solution of one part bleach to four parts water. If left unattended this will make the dwelling very uncomfortable with mould growth, stale air and very humid conditions.

12.3 Damp

There are two forms of damp - 'rising damp' and 'penetrating damp'.

12.3.1 Rising Damp

The main indication of rising damp is a tidemark stain on ground floor walls. The plaster on affected areas may swell. Rising damp is caused by the omission or failure of a damp proof course - a barrier built into the walls and ground floor of a dwelling in order to prevent water rising from the ground below.

12.3.2 Penetrating Damp

Penetrating damp is the failure of the external structure to prevent water ingress. The most common causes are loose or missing roof tiles, or cracks in the external plaster. Indications of penetrating damp are water stains on ceilings and internal walls after it has been raining.

If you think your home has a dampness problem, please contact North and West Housing's Property Services Department and a visit will be arranged promptly.

12.4 Energy Efficiency

Efficient use of energy in the home has 3 main benefits:

- Saves you money - reduces the cost of your fuel and electricity bills.
- Increased comfort levels through draught proofing and insulation.
- Contributes to minimising damage to the environment - the less fuel/power we use, the less damaging emissions are released by power stations as well as saving our natural resources.

The following measures will help reduce the amount of energy you use and they cost nothing to implement:

12.4.1 In The Kitchen

- Defrost your refrigerator regularly; this will help to keep it running efficiently. Do not leave the fridge door open longer than necessary and avoid putting hot food straight into the fridge, let it cool down first.
- Choose the right size pan for the food and cooker, the base should cover an electric cooker ring. Keep lids on pans while cooking (this also helps to reduce condensation).
- Do not fill up the kettle for just one drink, only heat the amount of water you need but always remember to cover the element of the electric kettle.

12.4.2 Bedrooms/Living Room

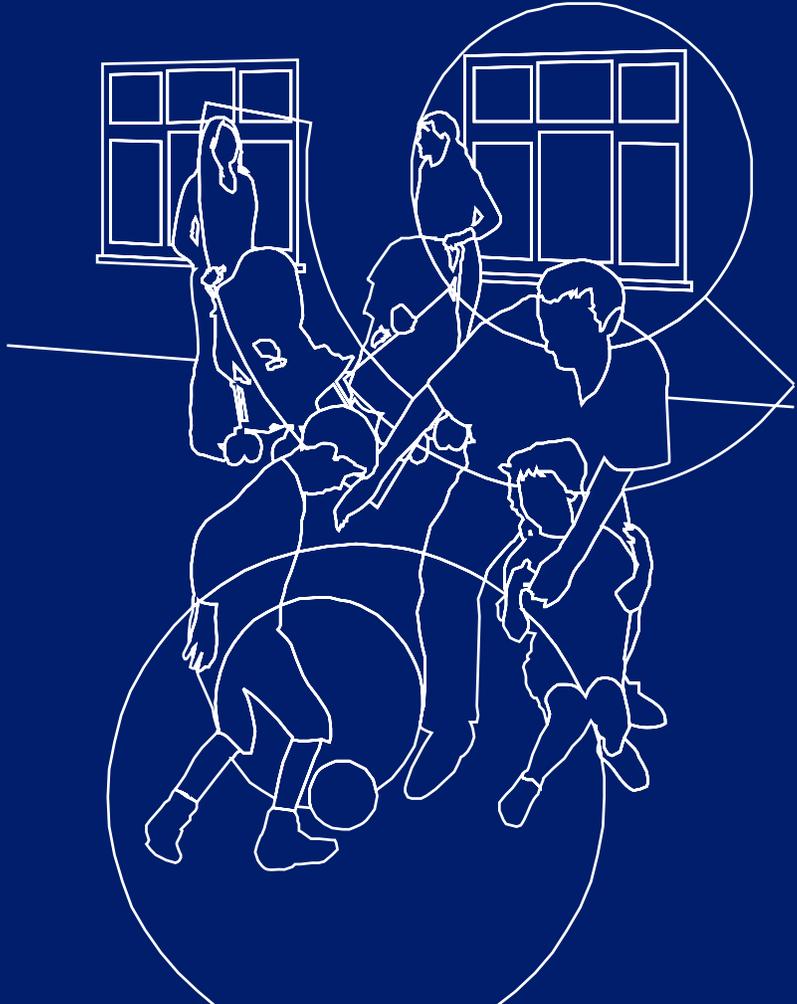
- Remember to turn off lights when you leave an empty room.
- Closing curtains at night helps to keep the heat in but do not drape curtains over the top of radiators; this just directs the heat out through the window.
- It is more energy efficient and safer to switch off and unplug electrical appliances when they are not in use.

12.4.3 Bathrooms

- Remember to put the plug in a basin or sink; leaving hot water taps running without the plug is wasteful.
- Energy efficient light bulbs cost more than ordinary bulbs but should last 8 times longer and use only a quarter of the electricity.

13.0

How To Make A Complaint



13.0 How To Make A Complaint

13.1 How Do I Make A Complaint?

North and West Housing Ltd hopes that you will not have any reason to complain about the service that you receive.

However, it may happen that some customers are unhappy with the way that North and West's staff handled a particular issue or perhaps are not satisfied with the outcome of their enquiry. In this case the customer may wish to have the matter further investigated by lodging a complaint with North and West Housing Ltd.

For a formal complaint to be recorded and dealt with in accordance with the Complaints Policy, it must be made in writing to the Personnel Manager on North and West Housing's official Complaint Form.

Examples of reasons for wishing to make a complaint might include:

- Failure to take action on a timely basis in accordance with approved procedures.
- Failure of North and West employees to adhere to its policies or procedures.
- Failure of North and West employees to demonstrate appropriate behaviour in their dealings with a customer.
- A customer's dissatisfaction with the outcome of a situation or problem that has been dealt with in accordance with North and West Housing's policies or procedures.

13.2 Key Principles Of The Complaints Procedure

The complaints procedure will ensure that:

- North and West treat all its customers who make a complaint fairly and objectively.
- North and West endeavours to resolve problems brought to its attention to the customer's satisfaction wherever possible.
- North and West learns from the complaints received and uses the knowledge gained from investigating and resolving them to improve its services.

13.3 Stages

13.3.1 Investigation & Response

If you make a complaint, an acknowledgement letter will be sent to you within 5 working days of the complaint being received informing you of who will carry out the investigation. A full response will be provided within 20 working days by the investigating director or their representative, unless an outside organisation is involved.

13.3.2 Internal Appeal

If you are not satisfied, you can appeal the decision within 20 working days from the date of the response, using the 'Complaints Appeal Form'. An acknowledgement letter will be sent to you within 5 working days of the appeal being received. A full response will be issued by the Chief Executive within 20 working days, unless an outside agency is involved.

13.3.3 Internal Appeal - 'Final Stage'

If you remain dissatisfied, you may re-apply to the Chairperson of North and West Housing's Board of Management, within 20 working days of the date of the first stage appeal response, using the 'Complaints Appeal Form'. This is the final stage of North and West Housing's internal complaints procedure. An acknowledgement letter will be sent to you within 5 working days of the appeal being received. The Chairperson will respond, giving North and West Housing's final decision on the complaint within 20 working days of receipt of the final appeal form. *If the Chairperson requires to meet with you, this will be organised within 30 working days and you will be advised of the outcome within 10 working days of this meeting.

If you are still not satisfied with the outcome, you have the right to complain to the Commissioner for Complaints for Northern Ireland (The Ombudsman). His office can be contacted for advice by writing to:

The Ombudsman

Freepost BEL
1478 Belfast
BT1 6BR

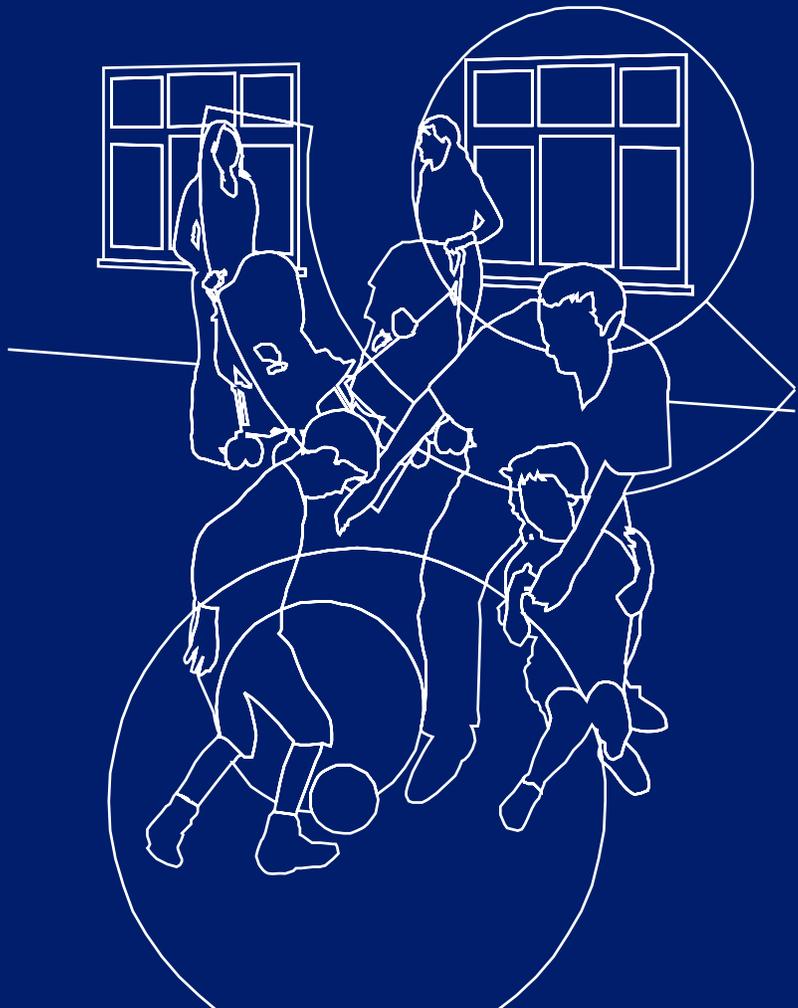
You can also contact the Ombudsman on **Freephone 0800 343 424**.

It should be noted that the Ombudsman normally expects that a customer will have exhausted all of North and West Housing's internal complaints procedure before bringing a complaint. A leaflet explaining this procedure is available on request.

14.0

Addresses & Telephone No's

Section 14.0



14.0 Addresses & Telephone No's

North and West Housing Ltd

Registered Office

Open Monday-Friday: 9am-5pm

17-20 Magazine Street

LONDONDERRY

BT48 6HH

Tel: (028) 7126 3819/ (0800) 731 3081*

Fax: (028) 7126 3362

email: info@nwh-group.com

Web: www.northandwest.org

* Out of hours 'Emergency Repairs'

N.I. HOUSING EXECUTIVE

Headquarters

2 Adelaide Street

BELFAST

BT2 8PB

Tel: (028) 9024 0588

Fax: (028) 9031 8258

email: nihe.gov.uk

Londonderry Offices

District 1 Office

Waterloo Place

LONDONDERRY

BT48 6PL

General Enquiries: 08448 920 900

Housing Benefit Enquiries: 08448 920 902

email: waterlooplace@nihe.gov.uk

District 2 Office

Glendermott Road

LONDONDERRY

BT47 1AU

General Enquiries: 08448 920 900

Housing Benefit Enquiries: 08448 920 902

email: waterside@nihe.gov.uk

N.I. HOUSING EXECUTIVE

Londonderry Offices

District 3 Office
14 Collon Terrace
Buncrana Road
LONDONDERRY
BT48 7QP

General Enquiries: 08448 920 900
Housing Benefit Enquiries: 08448 920 902
email: collonterrace@nihe.gov.uk

Strabane

48 Railway Road
STRABANE
BT82 8EH

General Enquiries: 08448 920 900
Housing Benefit Enquiries: 08448 920 902
email: strabane@nihe.gov.uk

Omagh

Riverston House
7 Holmview Terrace
OMAGH
BT79 OAH

General Enquiries: 08448 920 900
Housing Benefit Enquiries: 08448 920 902
email: omaghdistrict@nihe.gov.uk

Enniskillen

Riverview House
Head Street
ENNISKILLEN
BT74 7DA

General Enquiries: 08448 920 900
Housing Benefit Enquiries: 08448 920 902
email: fermanaghdistrict@nihe.gov.uk

Limavady

33 Catherine Street
LIMAVADY
BT49 9DA

General Enquiries: 08448 920 900
Housing Benefit Enquiries: 08448 920 902
email: limavady@nihe.gov.uk

Coleraine

19 Abbey Street
COLERAINE
BT52 1DU

General Enquiries: 08448 920 900

Housing Benefit Enquiries: 08448 920 902

email: colerainedistrict@nihe.gov.uk

Magherafelt

3 Ballyronan Road
MAGHERAFELT
BT45 6BP

General Enquiries: 08448 920 900

Housing Benefit Enquiries: 08448 920 902

email: magherafelt@nihe.gov.uk

RATE COLLECTION AGENCIES

Londonderry

Orchard House
40 Foyle Street
LONDONDERRY
BT48 6AT

Tel: (028) 7131 9900

Fax: (028) 7131 9841

email: northwestern.rca@dfpni.gov.uk

Omagh

Boaz House
15 Scarffe's Entry
OMAGH
BT78 1JE

Tel: (028) 8225 4777

Fax: (028)8225 4722

email: southwestern.rca@dfpni.gov.uk

Belfast

Oxford House
49-55 Chichester Street
BELFAST
BT1 4HH

Tel: (028) 9025 0000

Fax: (028) 9025 2113

email: customerservices.rca@dfpni.gov.uk

CITIZENS ADVICE BUREAUX

Londonderry

5th Floor
Embassy Court
Waterloo Place
LONDONDERRY
BT48 7BH

Tel: (028) 7136 2444
Fax: (028) 7127 1030
email: lderrycab@niacab.org

Coleraine

Beresford Place
COLERAINE
BT52 1NB

Tel: (028) 7034 4817
Fax: (028) 7034 2501
email: colerainecab@niacab.org

SOCIAL SECURITY OFFICES

Londonderry - Cityside

Crown Buildings
LONDONDERRY
BT48 7EA

Tel: (028) 7131 9500
Fax: (028) 7131 9540

Londonderry - Waterside

Crescent Road
LONDONDERRY
BT47 2NJ

Tel: (028) 7131 9300
Fax: (028) 7131 9376

Strabane

Urney Road
STRABANE
BT82 9BX

Tel: (028) 7138 1000
Fax: (028) 7138 1044

SOCIAL SECURITY OFFICES

Limavady

9 Connell Street
LIMAVADY
BT49 0TZ

Tel: (028) 7776 0500

Fax: (028) 7776 0589

Magherafelt

31 Station Road
MAGHERAFELT
BT45 5DJ

Tel: (028) 7930 2000

Fax: (028) 7930 2001

Coleraine

Artillery Road
COLERAINE
BT52 2AA

Tel: (028) 7034 2181

Fax: (028) 7034 1126

Omagh

7 Mountjoy Road
OMAGH
BT79 7BB

Tel: (028) 8225 4222

Fax: (028) 8225 4333

CITY & DISTRICT COUNCILS

Londonderry

Derry City Council
98 Strand Road
LONDONDERRY
BT48 7NN

Tel: (028) 7136 5151
Fax: (028)7126 4858
email: info@derrycity.gov.uk

Strabane

Strabane District Council
47 Derry Road
STRABANE
BT82 8DY

Tel: (028) 7138 2204
Fax: (028) 7138 1348
email: admin@strabanedc.com

Coleraine

Coleraine Borough Council
Cloonavin
41 Portstewart Road
COLERAINE
BT52 1EY

Tel: (028) 7034 7034
Fax: (028) 7034 7026
email: townclerk@colerainebc.gov.uk

Fermanagh

Fermanagh District Council
The Townhall
ENNISKILLEN
BT74 7BA

Tel: (028) 6632 5050
Fax: (028) 6632 2024
email: fdc@fermanagh.gov.uk

CITY & DISTRICT COUNCILS

Omagh

Omagh District Council
The Grange
Mountjoy Road
OMAGH
BT79 7BL

Tel: (028) 8224 5321
Fax: (028) 8224 3888
email: info@omagh.gov.uk

Belfast

City Hall
Donegall Square
BELFAST
BT1 5GS

Tel: (028) 9032 0202
Fax: (028) 9027 0232
email: generalenquiries@belfast.city.gov.uk

N.I. ELECTRICITY

Londonderry

Area Office
Campsie Industrial Estate
LONDONDERRY

email: homeenergy@nie.co.uk

Omagh

Area Office
30 Deverney Road
OMAGH

email: homeenergy@nie.co.uk

Belfast

120 Malone Road
BELFAST
BT9 5HT

email: homeenergy@nie.co.uk

Failure Of Electricity

Tel: 08457 643 643

Billing Enquiries/Moving House

Tel: 08457 455 455

WATER SERVICE

Customer Services

Tel: 08457 440 088

MISCELLANEOUS

Information Commissioner

Room 101
Regus House
33 Clarendon Dock
Laganside
BELFAST
BT1 3BG

Tel: (028) 9051 1200

Fax: (028) 9051 1201

email: ni@ico.gsi.gov.uk

Department for Social Development
(Housing Association Branch)

10th Floor
River House
48 High Street
BELFAST
BT1 2AW

Tel: (028) 9054 0540

Fax: (028) 9054 7720

email: housing.enquiries@dsdni.gov.uk

The Ombudsman Office

The Ombudsman
Freepost BEL
1478 BELFAST
BT1 6BR

Tel: (0800) 34 34 24

Fax: (028) 9023 4912

email: ombudsman@ni-ombudsman.org.uk

MISCELLANEOUS

Equality Commission

Equality House
7-9 Shaftesbury Square
BELFAST
BT2 7DP

Tel: (028) 9050 0600

Fax: (028) 9024 8687

email: information@equalityni.org

EMERGENCY SERVICES

Emergency Services

Tel: 999 or 112

Non-Emergency PSNI

Tel: 0845 600 8000

Registered Office:

North and West Housing Ltd
17-20 Magazine Street
Londonderry
BT48 6HH

Telephone: (028) 7126 3819/ (0800) 731 3081*

Fax: (028) 7126 3362

Email: info@nwh-group.com

Web: www.northandwest.org

*Out of hours '*Emergency Repairs*'



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17-20 Magazine Street

Londonderry

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www.northandwest.org