Welcome Pack

MYSPACE HOUSING SOLUTIONS

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W: www.myspacehousing.org



Welcome Pack

MYSPACE HOUSING SOLUTIONS

About My Space

My Space offers homes that help people live better lives.

We started in 2012, to offer good quality rented homes for adults who need support to live independently.

We work with tenants with physical or learning disabilities, mental health needs and those recovering from substance abuse. We provide homes for vulnerable people who need varying levels of support to live independently.



My Space is a not-for-profit landlord. This means that we put people first.

We are trusted by up to 70 local authorities who share our determination to transform opportunities for tenants who need individual support to improve their lives.

My Space Housing Solutions is a charity, registered with the Regulator for Social Housing.



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Your tenancy

Your **occupancy agreement** is a legal document that explains your rights and responsibilities as a My Space tenant. It includes things like looking after your home and being a good neighbour.

You will find a copy of your this in your move in paperwork.

It is important that you understand your agreement. Your housing support officers will explain your rights and responsibilities under the agreement and if anything is unclear, please ask.

If you do not follow the conditions of your agreement, this is called a breach and could mean that My Space has to give you a warning. Multiple breaches may put you at risk of losing your home. We don't want this to happen, so we will always try to work with you to put things right.

If you need information about your tenancy, or any other information from My Space, in an alternative format please let us know about this as soon as possible so we can arrange a solution to meet your needs.



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Responsibilities

As a My Space tenant, you have some important responsibilities to look after your home and be a good neighbour.

You will find these set out in detail, in your occupancy agreement. To help you, here is a summary of things you must do and things not to do.

Your responsibilities – the Dos...

Pets

- Do ask our permission before getting a pet
- Do keep pets under control and clear-up any mess

See the Pet Guide in this pack, for more information.

Safety and security

- Do report anything that looks wrong with electrical plugs and appliances immediately
- Do test your smoke detectors each month
- Do allow us access for any gas or electricity inspections
- Do tell us if you are going to be away from your home for more than 7 days

Your home

- Do tell us about any repairs that are needed, as soon as you notice them
- Do ask for our written approval before making any home improvements
- Do keep your home well-ventilated to reduce condensation
- Do keep your home clean

Your garden and any outside areas

- Do keep your garden and outside areas clean, tidy and free from rubbish to reduce the risk of pests and vermin

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MYSPACE HOUSING SOLUTIONS

...and the Don'ts

Your home

- **Do not** sublet your home – this could be considered tenancy fraud
- **Do not** allow anyone you don't know, into your home, without proof of identity
- **Do not** intentionally damage or neglect your home

You may be charged for repairs that we believe to have been caused by deliberate damage or neglect.

Communal areas

- **Do not** smoke inside your building
- **Do not** vandalise or leave rubbish
- **Do not** store anything in these areas

Behaviour

- **Do not** behave in an anti-social way in your home or neighbourhood
- **Do not** allow your visitors or family to behave in an anti-social way in your home or neighbourhood
- **Do not** verbally or physically abuse staff or contractors

Our responsibilities

- We will offer regular support sessions based on your individual needs, including consideration of any reasonable adjustments
- We will keep your home safe by organising repairs and compliance checks
- With your permission, we will work with other local agencies to deliver your support
- We will take reports of anti-social behaviour, safeguarding issues and complaints seriously and take relevant action
- If the support you need goes beyond the service My Space offers, we will signpost you to appropriate local services

We are committed to providing homes and communal areas that are decent, safe, secure, clean, warm, and well maintained. We aim to ensure all properties are free from serious hazards, in good repair, and meet the standards tenants should expect from a responsible landlord.

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Your home: Information about your home

Where to find your stopcock	This turns off your water, if you have a leak	
Where to find your fuse box	This controls the electrics in your home	
Where to find your gas meter		
Gas meter number		
Gas supplier		
Gas meter reading (move in)		
Gas meter type (card / bill)		
Where to find your electricity meter		
Electricity meter number		
Electricity supplier		
Electricity meter reading (move in)		
Electricity meter type (card / bill)		
Where to find your water meter		
Water meter reading (move in)		
Water meter type (card / bill)		
Where to find your boiler		
You will be shown how your boiler works and how to reset it. You might want to make notes here.		

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Your home: Keys

Your housing support officer will give you a set of keys.

If you lose your keys, please contact your housing support officer or call the emergency maintenance number. Please be careful with your keys, not only for your own safety and the security of your belongings but also because you may be charged for replacements, if you lose them.

If you live in a property where staff are not around 24/7, it is a good idea to leave a spare key with a trusted neighbour or a family member in case of an emergency.

Descriptions of your keys	
Front door	
Back door	
Other keys	



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Your home: Repairs

We are committed to providing safe, decent, well-maintained homes with a repairs service that meets your needs.

Our priority is to make sure that you are **safe in your home**. We will let you know when we need access for essential electrical inspections, annual gas servicing, health and safety checks, or damp and mould inspections.

If something breaks or isn't working, you need to tell us, by reporting a repair.

How to report a repair

- Contact your housing support officer or speak to us during a regular support visit or property inspection
- To report a repair outside working hours, telephone our head office on 01204 694 154
- Email info@myspacehousing.org
- If you prefer, write to us at **My Space Housing Solutions, The Elterwater Suite, Paragon House, Paragon Business Park, Chorley New Road, Horwich, Bolton BL6 6HG**

Repair timescales

We have three categories of repairs:

Emergency – these are repairs to stop something harming you or your home.

Urgent – these repairs are not an emergency but need to be fixed quickly.

Routine – general tasks which do not put your health, safety or security at risk and can wait a short while before being carried out.

You don't need to worry about how to categorise your repair. We will do that for you and let you know when to expect work to be carried out.

Category	Timescale	Example
Emergency	Same day or within 24 hours	• Completely broken/blocked toilet and no alternative toilet in the property • An uncontainable leak • No heating or hot water during winter months • Unsafe electrical situation • Door / window repair that leaves property unsecure

Continued >



Urgent	5 days	• Blocked drain with no impact/backflow into property • Leak that is containable but requires regular emptying of a container • Communal entrance doors won't lock or are not secure • Intermittent issues with heating, hot water or lighting without total loss • Broken door or window that does not affect the security of your home
Routine	30 days	• Dripping tap • Carpet lifting where there is no trip hazard • Replacing fencing or boundary • Noisy or raised floorboards where there is no trip hazard • Replace or re-fit curtain pole

When you move in My Space will make sure your home is safe and clean and that you have all the furniture that you need. We will continue to support you to keep your home like this throughout your tenancy.

You should

- Report repairs or damage as soon as possible
- Take care of your property and keep it clean
- Respect communal areas and keep them free from items
- Provide access for contractors to complete repairs and safety checks
- Make sure you protect your belongings by getting home contents insurance

We will

- Arrange repairs and compliance checks when these are needed
- Complete property inspections to identify issues
- Arrange an appointment with appropriate notice for repairs or safety checks (unless an emergency situation)
- Respond to reports of damp or mould
- Keep communal areas in reasonable repair



MYSPACE HOUSING SOLUTIONS

Your home: Important information about damp and mould

We want all our tenants to live in healthy homes. Damp and mould can cause health problems and damage your personal belongings.

It is our responsibility to keep you safe and your home in good condition.

Mould grows in damp places around your home. Different kinds of damp can cause mould:

- Rising damp – this is when water in the ground moves upwards, into walls
- Penetrating damp – this happens when water comes through a roof or walls
- Leaks – for example because of a broken tap or pipes
- Condensation – caused by warm moisture meeting cold surfaces like a window or wall

Condensation is common in the UK, where our climate is often cool and wet. Normal household activities like cooking and bathing produce condensation and we can help you to stop this becoming a problem.

Sometimes, a repair or improvement is necessary to reduce condensation. There are some things you can try yourself, to cut the level of condensation in your home:

- If you need to dry clothes indoors, open a window in the room where this is happening
- *Close doors and open windows.* When you are boiling a kettle, taking a shower or cooking, make sure that your kitchen or bathroom doors are **closed**. This prevents steam going into colder rooms. When you have finished, **open** a window to clear the air
- Keeping lids on saucepans when you are cooking, reduces steam in your kitchen and could cut your energy use, too

What to do if you see damp or mould

If you see damp, mould, or condensation that you can't easily remove, you must let us know straight away. Report these problems early, before they get worse.

Call us, email, or talk to your housing support officer.

To comply with Awaab's Law, My Space must fix damp and mould within fixed timelines. It is very important to give us access to your home for inspections and repairs and to follow any advice that we give you, to protect your health.

My Space will never blame you for damp or mould. By reporting these problems as soon as you spot them, you can help us to keep you and your home, safe.

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Your home: Controlling legionella

We are committed to protecting your health and safety and that of your visitors and our staff.

What is legionella?

Legionella bacteria are common in natural rivers, lakes and artificial water systems such as the hot and cold water supply in your home.

Legionnaire's disease is a kind of pneumonia caused by breathing in legionella bacteria. Infection isn't caused by drinking contaminated water and can't be passed from person to person.

Legionella bacteria can survive in low temperatures but thrive between 20 and 45 degrees Celsius. Temperatures above 50 degrees will begin to kill the bacteria.

The risk of legionella is low in your home.

To ensure your safety, make sure you do the following:

- Keep your shower head and hose clean. Ensure that the shower cleaner you use also disinfects as well as descales. It is recommended that you use this at least quarterly, increasing if you can see that your shower head needs more frequent cleaning
- Ensure that your hot taps are achieving a minimum of 50 degrees Celsius. Note, that where an anti-scald device is fitted, the tap will operate between 39 and 40 degrees Celsius
- If there is a hot water cylinder, set this to operate at 60 degrees Celsius
- If there are any unused water outlets including taps, showers or baths, run these weekly to remove areas of stagnation within the system

If there is an issue with your water system, please contact your housing support officer, straight away.

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Your housing support officer

Your housing support officer will keep in touch throughout your tenancy. They will work with you to agree a support plan and goals, which are reviewed regularly. They will also carry out property checks to make sure that your home is in good condition.

Your housing support officer will offer general advice and guidance with:

- Settling into your new home
- Gas, electric and water bills
- Budgeting and bank accounts
- Benefits
- Repairs in your home
- Getting to know the local area and finding services to help you
- Understanding and keeping your tenancy

I am your housing support officer.

My name is .....

You can call me on this number.....

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The importance of professional boundaries

Boundaries help us to understand the relationship between My Space tenants and staff. They make sure that our services are **fair** to everyone.

We follow a set of rules in our professional boundaries policy. That means that your housing support officer or anyone else working for My Space cannot:

- Look after your money, documents or belongings
- Lend or borrow money
- Give or receive gifts
- Buy anything from you, or sell to you
- Have physical contact or a sexual relationship with you
- Socialise with you
- Connect with you through social networks like Facebook, X, Instagram or Snap Chat
- Carry out personal favours for you
- Visit outside working hours
- Handle or administer any of your medication, including over the counter remedies like Paracetamol
- Witness or take part in criminal activity
- Show favouritism
- Influence you with their own beliefs or personal values

Acceptable behaviour guidelines

Together with those rules, there are also guidelines for My Space employees, relating to acceptable behaviour.

- Staff should challenge any behaviour or language that is prejudiced against race, gender, sexual orientation, disability, age, religion, or belief
- Staff can ask you to stop using inappropriate language such as swearing, if they feel this is necessary
- Staff should be appropriately dressed for visits and wear their ID card

What to do if you think professional boundary rules might have been broken

If you are worried or concerned about the behaviour of a member of My Space staff, you should speak to their manager. You can do this by calling our office on 01204 694 154. You will find information about how to make a complaint, in this pack and on our website.

When you bring an issue to our attention, it will be taken seriously and investigated. We will get in touch if we need further information and will ensure that you are offered any support you may need.



MYSPACE HOUSING SOLUTIONS

Your safety: Safety in your home

Your safety is important to us.

Here are some important tips to help you stay safe at home.

Fire safety



- If a fire breaks out, call the Fire Service by dialling 999. Never try to fight a fire yourself
- If a fire starts and if you can, close the door of the room containing the fire and close all other doors behind you
- Remember: follow the fire evacuation procedure for your building
- In the event of a fire, don't open a door unless you need to escape through it. Use the back of your hand to touch the door before opening it. If it feels warm, don't open it – the fire could be on the other side
- If you can't get out, find one room where you can shelter. Use towels, sheets or clothes to block gaps under the door and stop smoke spreading into that room. Go to the window and attract attention. Ask people to call the Fire Service
- Cut the risk – turn off the cooker when you have finished cooking. Do not leave pans unattended and always supervise children in the kitchen
- Cut the risk – do not use an old fashioned 'chip pan'. Only use an electric deep fat or air fryer. Unplug these when you have finished with them
- Cut the risk – do not smoke inside your home
- Take part in any fire drills if you live in a building where these happen

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MYSPACE HOUSING SOLUTIONS

Gas and electric safety

- Never tamper with any gas appliances or your gas meter
- Any repairs to your boiler must be carried out by a qualified professional
- Do not tamper with any plug sockets, electric appliances, your electric meter or your fuse box
- Make sure that your gas and electric meters are clear of obstructions
- Never use a gas or electric appliance if you think that it is not working properly
- Do not use any portable heaters unless they have been provided by My Space
- If you smell gas, turn off the gas at the meter if you can do this safely. Open windows, put out any naked flames and don't touch any electrical switches. Call 0800 111999

Gas safety checks

If you have gas in your home, a gas safety check must be carried out every year. You will be given a copy of the gas safety certificate following this check.

It is your responsibility to allow the contractor to carry out the safety check and complete any maintenance. If you would like your housing support officer to be present, this can be arranged.

Home security

Always keep your doors locked and never allow someone you don't know into your home, without proof of identity. If you are worried about your personal safety, you must tell someone straight away.





MYSPACE HOUSING SOLUTIONS

Your safety: Safeguarding

Abuse is when someone hurts, frightens or takes advantage of a person. Safeguarding means protecting people from abuse and keeping them safe.

Abuse happens in different ways and sometimes, people don't realise that they are experiencing abuse. These are some kinds of abuse that could be experienced by you or someone you know:

- Physical abuse – this is when someone hurts another person, deliberately. Examples could be hitting, slapping, pushing or kicking
- Mental or emotional abuse – this is bullying or hurtful behaviour that makes someone feel scared or upset. Examples could be threats, shouting, insults or humiliation
- Financial abuse – this is when someone takes or controls another person's money or belongings. Examples could be stealing money, using someone's bank card without permission, making someone pay for things they don't want or keeping money that should be used to pay bills
- Sexual abuse – this is any sexual activity or touch that you do not agree to, or do not want. Examples could be unwanted touching or making you remove clothes
- Neglect – this is when someone who is supposed to look after another person, doesn't do that properly. Examples could be not providing enough food or water for a vulnerable adult, leaving someone unwashed or ignoring medical needs
- Self-neglect – this is when someone is unable or unwilling to look after themselves. Examples could include not eating, not washing or extreme hoarding
- Domestic abuse – this is controlling, coercive or violent behaviour from a family member or a partner. Examples include mental, physical or sexual abuse from someone who you know well. Using fear, threats and rules to take away a person's freedom and control what they do
- Discriminatory abuse – this is when someone is treated badly or unfairly because they are different. Examples include harassment, hatred or exclusion of people who are a different colour, those who have a disability, are older or younger or who have different religious beliefs or sexuality
- Online abuse – this is bullying using smart phones, tablets or computers. It can happen on social media or online gaming. Examples can include hurtful or threatening messages or emails, or making someone share pictures or videos

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- **Organisational abuse** – this happens when staff in a care home, hospital or your own home don't support you properly or respect your rights. Examples can include rigid routines, not letting someone choose what they want to do in their own home or caring staff making rules and decisions without involving the individual
- **Modern slavery** – this is being forced to work, often with very little or no pay. Examples can include threats to hurt a person if they don't carry out work they have been given, human trafficking or being forced into prostitution

What to do if you are worried

If you or someone you know is being abused, it is important to tell someone you trust and who can help. Here are some examples of people you could talk to:

- Your housing support officer
- Friend or family member
- Police officer
- Social worker
- Tutor
- Doctor
- Another health professional

If you are in immediate danger, call 999.

If you have any safeguarding concern, you can report this to your housing support officer.



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Your safety: Out of contact policy

My Space has a responsibility for the safety of our tenants.

If we haven't seen or spoken to you and you haven't been seen by someone else, we will take steps to make sure that you are safe and well.

Different timescales for this will apply, depending on your circumstances and will be part of a risk assessment discussed with your housing support officer.

It is important that you tell us if you plan to be away for your home for a period of time.

If you are not at home when a visit is scheduled, we may:

- Call you to check that you are OK
- Contact other agencies to ask if they have seen or spoken to you
- Enter your home for a welfare check, if we are worried about your safety

Depending on your circumstances, your support plan and the risks that you face, we may file a formal missing person report to the police.

When you get in touch after a period of being out of contact, we will review your support plan and risk assessment. This is to:

- Help us understand why you were out of contact
- To help prevent this happening again
- To provide information and background for any missing person investigations if these are needed in future
- To lean of the activities, associates, risks and any victimisation while out of contact and to discuss appropriate strategies to reduce those risks to your safety
- To establish whether you have been a victim of crime or subject to any criminal activity

Where a review leads to a disclosure that needs a specific action such as investigating a crime against you or putting in place safeguarding measures to protect you, we will inform the police and/or the local safeguarding team. We will also contact any professional working with you, so that we can work together to keep you safe.

Signed HSO.....

Print name..... Date .....

Signed tenant.....

Print name..... Date .....

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Being a good neighbour: Your Good Neighbour Agreement

We believe that all our tenants and their neighbours have a right to enjoy their home and community.

We have worked with our tenants to consider what makes a good neighbour. Together, we have developed this Good Neighbour Agreement that includes a pledge from My Space and a commitment from you.

My Space pledge:

- To ensure that every resident enjoys the right to safety and security in their own home
- To protect each tenant's rights to the peaceful enjoyment of their home
- To create an environment which makes our homes and communities an attractive place to live
- To take strong and effective action to tackle ASB, responding professionally and sensitively to complaints and ensuring that problems are resolved

Your commitment:

- Show consideration for you neighbours and don't cause nuisance or disturbance to them or their visitors
- Be aware of the problems caused by excessive noise and keep this to a minimum, particularly after 10pm. Try to avoid late night visitors and use of domestic appliances such as washing machines. This is especially important in flats or apartment blocks
- Take responsibility for any children at your property, ensuring that they show respect to your neighbours and their property
- Ensure that no damage is caused to My Space property by you or your visitors
- Be responsible for the behaviour of your visitors
- Take pride in your property and keep your home in a reasonable state of cleanliness
- Take your turn to clean shared areas
- Make sure that any security doors are properly closed
- Keep your garden tidy
- Store your rubbish in the bins provided and make sure you put them out for collection on time
- Keep pets under control, if you are allowed one in your home. Remember to clean-up after them and do not allow your pet to foul in communal areas or gardens
- Let us know if your home will be unoccupied for 7 days or more and provide a contact address in case of emergencies. If we believe a home has been abandoned, we make reclaim possession
- Comply with the conditions of your Tenancy Agreement
- Park any cars with consideration and courtesy for your neighbours

Continued >



I/we the resident(s) of .....

Have read the Good Neighbour Agreement and the terms of it have been explained to me by .....

I/we agree to abide by the terms of this agreement and be a good neighbour while I am a My Space tenant.

Signed ..... Date .....



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MYSPACE HOUSING SOLUTIONS

Being a good neighbour: ASB and hate crime

What is ASB?

Anti-social behaviour is often called ASB. It refers to behaviours which cause harassment, alarm or distress to other people. ASB includes:

- Noise disturbances such as loud music or shouting
- Vandalism like graffiti or property damage
- Aggressive behaviour including threats and intimidation
- Littering and fly-tipping
- Misuse of communal areas for example blocking hallways or leaving rubbish
- Alcohol or drug related nuisance

What is a hate crime?

A hate crime is defined as any criminal offence perceived by the victim or someone else, to be motivated by hostility or prejudice based on race, religion, sexual orientation, disability, or gender identity. Examples include:

- Verbal abuse or threats such as racial slurs or homophobic remarks
- Physical assaults including hitting or pushing
- Damage such as vandalising a place of worship or defacing personal property
- Harassment including repeated unwanted contact and stalking
- Online abuse

What do you need to do?

We take reports of ASB and hate crime very seriously. We want our tenants to feel safe in their homes and to enjoy the benefits of stable communities.

We expect My Space tenants to show respect and tolerance for their neighbours, avoiding behaviour that causes nuisance or distress. You must also take reasonable steps to ensure that your visitors are not responsible for antisocial behaviour or hate crimes.

Call the emergency services on 999 if you, or anyone in your neighbourhood, is in immediate danger. If it is a non-emergency, report to the police by calling 101.

Always tell your housing support officer.

Where difficulties arise in your community, we may ask you to take part in discussions to resolve disputes early. We may also ask you to keep a diary of any ASB that you witness. A diary sheet is included in this pack.

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ASB diary sheet

Date	Time	What happened?	How long did this go on for?

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Being a good neighbour: Keeping a pet

Applying to keep a pet

If you are thinking about getting a pet, the first step is to talk to your housing support officer.

You need permission for all pets including cats, dogs, reptiles, insects, small birds, hamsters, gerbils and aquarium fish.

You don't need permission for guide dogs or hearing dogs.

You must request permission for each pet in your home – if you are given permission for one cat for example, this does not mean you can get another cat.

If your request is approved, you will be agreeing to be responsible for the animal at all times and to make sure that the pet doesn't cause any nuisance to your neighbours.

Responsible pet ownership

Looking after a pet is a big responsibility.

Dogs are not allowed in communal areas unless they are on a lead. Persistent barking in a home or garden is a noise nuisance and could be a sign that your dog is stressed or anxious. When dogs foul you must clean-up after them immediately and they need regular exercise.

It is a legal requirement to microchip dogs and cats and a good idea to insure them and to get them spayed or neutered.

Before deciding to keep a pet, you should consider:

- Are you able to exercise it regularly?
- Can you afford the cost of food, bedding and veterinary care?
- Is your property suitable for a pet?
- If you are out or away, who will look after your pet?
- Could your pet cause a nuisance?

Pet nuisance

Pet nuisance could be treated as ASB and may affect your tenancy.

All pet owners have a responsibility to ensure that their pet doesn't cause a nuisance to others.

Continued >



Examples of nuisance behaviours are:

- Unattended and wandering animals
- Aggressive animals
- Animals attacking a person or another animal
- Pets fouling in communal areas or in owner's garden and not being cleared-up after immediately
- Pets fouling in neighbours' gardens
- Excessive noise, including dog barking
- Unpleasant pet odours
- Animals damaging property
- Attracting other animals and vermin by leaving food outside your property

If your pet causes damage, you will be responsible for any costs incurred. If your pet is a nuisance to your neighbours, try to see things from their point of view and see if you can resolve the problem.

What to do if a neighbour's pet is a nuisance

- If you feel comfortable, talk to the owner and see if you can solve the problem – they may not be aware of the nuisance that their pet is causing to you
- Take early action – don't wait for the situation to escalate
- Try not to jump to conclusions. Listen to the other person's response
- Try to remain calm. Don't shout or make abusive remarks
- If you feel at risk, walk away

If you have approached the owner but the problem hasn't been solved, contact your housing support officer for advice.

What can My Space do about pet nuisance?

In most cases, we will try to resolve the issue informally. If that doesn't work, we can take different approaches.

These can include:

- A referral to the mediation service
- Involving specialist organisations such as the RSPCA
- Restricting the number of animals kept in a property
- Withdrawing permission to keep a pet which is causing a nuisance
- Involving organisations such as the police or the environmental health team in your local council
- Taking legal action



Getting involved

Once you have settled into your new home, you might like to get more involved with My Space.

You could work with us to help improve our services, join community projects, work as a volunteer or take part in local events.

You can get involved by attending one of our Tenants' Forums. Ask your housing support officer for details.

And don't forget to complete our survey when you move into your home and when you are ready to leave.

Your input can make a difference. Speak to your housing support officer if you would like to get involved.

Complaints and compliments

We are accountable to our customers, welcoming feedback and learning from your complaints and compliments. Please tell us what we are doing well and help us to focus on where we can improve.

Your voice counts and we are listening.

Make a complaint

We know that we don't always get things right first time. We take all complaints seriously and do our best to put things right, as quickly as possible.

If you would like to make a complaint you can do that in any of these ways:

- Speaking to your housing support officer
- Calling our office on 01204 694 154
- Emailing complaints@myspacehousing.org
- Using the online form you will find on our website

What happens when you make a complaint?

When you make a complaint to My Space you can expect an open and honest response. We promise to:

- Take your complaint seriously
- Try to put things right as soon as possible
- Be helpful and respectful
- Apologise if we get things wrong
- Record your feedback on how your complaint was handled
- Use your feedback to improve our services

My Space Housing Solutions
Your space, with support
T: 01204 694 154 • **E:** info@myspacehousing.org
W: www.myspacehousing.org



Our complaints process

Stage one: we try to resolve most complaints at this stage. We will look into your complaint and respond within 10 working days.

Stage two: if you are not satisfied with our response at stage one, you can ask for your complaint to be progressed to stage two. Your complaint will be reviewed by a senior manager and you will receive a written response within 20 working days.

You can contact the Housing Ombudsman for advice and guidance about an ongoing complaint or to escalate your complaint to their review process.

Contact the Housing Ombudsman in any of these ways:

Call 0300 1113000
Use their online complaints form at https://www.housing-ombudsman.org.uk/online-complaint-form/

Write to Housing Ombudsman Service, PO Box 1484, Unit D, Preston PR2 0ET

Give a compliment

We also love to hear when you have received great service from My Space. We make sure that your compliments are passed on to colleagues who have gone the extra mile.

If you think we are on the right track, you can let us know by complimenting anything about your home, our services or your contact with us.

If you would like to give a compliment, you can do that in any of these ways:

- Speaking to your housing support officer
- Calling us on 01204 694 154
- Using the online compliments form you will find on our website



