

# NLM Tenants' Charter





## Tenants' Charter

The NLM Tenants' Charter includes our 'Together with Tenants' Commitments and is a framework of six key components.

1. Relationships
2. Communication
3. Voice and Influence
4. Accountability
5. Quality
6. When things go wrong

## What is a Tenants' Charter?

Our Tenants' Charter encompasses NLM's key vision and values. It is a promise to our tenants and outlines what you can expect as an NLM Tenant.

The charter explains how we aim to continue to provide NLM tenants, with safe and secure housing, with our customers at the heart of what we do.

NLM endeavour to keep improving the service we provide our tenants, and this charter highlights how we value your voice and influence.

## Relationships

NLM will treat all tenants and residents with respect in all of their interactions. Our relationships with tenants and residents will be based on openness, honesty and transparency.

NLM Service standards that we work to:

1. We will treat you with fairness and respect.
2. We will publish our key operational policies and key performance on our website



## Communication

Tenants and residents will receive clear, accessible and timely information from us on the issues that matter to them, including important information about their homes and local community, how we are working to address problems, how we are run, and information about performance on key issues.

3. We will keep you informed about things that affect you in a variety of ways.
4. We will keep our Tenant's Charter up to date, and regularly inform you of how you can get involved.
5. We will communicate with you in a way that's easy to understand and meets your needs – for example:

Large print or audio;

Translation services; or

Any other method that is needed and reasonable.

## Voice and Influence

Views from tenants and residents will be sought out and valued, and this information will be used to inform decisions. Every individual tenant and resident will feel listened to by us on the issues that matter to them and can speak without fear.

6. We will listen to what you tell us, and improve our services by learning from complaints and other feedback, and inform you what has changed as a result.
7. We will ask you if you are happy with the overall standard of service we provide and publish satisfaction levels.
8. We will make it as easy as possible for you to become involved and have your voice heard, individually and collectively through an agreed menu of involvement.



## Accountability

Collectively, tenants and residents will work in partnership with us to independently scrutinise and hold us to account for the decisions that affect their homes and services and the quality of the homes and services we provide.

9. We will give you the appropriate level of support, mentoring and training you need, if you wish to be involved in the work of NLM's Scrutiny Panel

## Quality

Tenants and residents can expect their homes to be good quality, well maintained, safe and well managed.

10. We will let our homes in a sustainable way, to applicants who are ready to move and hold a tenancy.
11. We will develop a set of service standards for core operational services and we will comply with these service standards.
12. We will improve homes to a level set out in the government's Decent Homes Standard or higher.
13. We will follow our lettings standard for any properties let.
14. We will aim to complete repairs within the timeframe set out and agreed, which is 24 hours for emergency repairs, 5 working days for urgent works and 28 days for routine works.
15. We will aim to get repairs right first time and use your views on whether we achieve this to measure and report on performance.





16. We will provide a customer led re-let process, which includes an accompanied viewing, based on an agreed re-let standard and allows customers to influence the additional works to be carried out to the home.
17. We will carry out periodic inspections at agreed intervals of communal parts of our properties to make sure that they are hazard free, healthy and safe areas, acting on any findings where possible on the same day.
18. We will provide a mediation service, free to NLM tenants and residents for anti-social behaviour or neighbour disputes.



## Our Values

Valuing people  
Taking Responsibility  
Acting with integrity  
Working together  
Being Innovative

## Our Vision

To make a positive difference to our resident's life through the provision of quality and affordable homes to those who are in need.





## When Things Go Wrong

Tenants and residents will have simple and accessible routes for raising issues, making complaints and seeking redress. Tenants and residents will receive timely advice and support when things go wrong.

19. We will provide a complaints service that deals with complaints fairly and is focused on finding a resolution, aiming to give a full response in line with our complaints policy. Our complaints policy is available on our website [www.nlmha.com](http://www.nlmha.com)
20. We will provide an out of hours emergency service for both repairs and housing related emergencies.
21. We will make it as easy as possible for you to access our services in the following ways:
  - In person, through arranged appointments at the NLM office, or visits to your home,
  - Calling our Customer Services team on 020 8815 4200 between 9:30am – 5:30pm, Monday-Friday, or access our Out of Hours Emergency line.
  - For all enquiries email [customer.services@nlmha.com](mailto:customer.services@nlmha.com) and for any maintenance related issues email [maintenance@nlmha.com](mailto:maintenance@nlmha.com)







22. If you miss any payments we will let you know quickly, to prevent you from getting into more debt. We will then work with you to agree an affordable payment plan.
23. We will offer a free money advice service to help manage household bills or debts and access benefits, or signpost to other agencies where applicable.
24. We will identify those who are vulnerable and offer them on-going support either through our Tenancy Sustainment team or other agencies.

We regularly report on performance indicators covering a wide range of services.



## **NLM**

15B-15C Urban Hive, Theydon Road, London E5 9BQ

020 8815 4200

[www.nlmha.com](http://www.nlmha.com)

*NLM is the trading name for North London Muslim Housing Association Ltd*