

# Introduction to Sheltered Housing

**MuirCroft Housing Association (MCHA)** is a not-for-profit social landlord providing quality, sheltered accommodation, so you can retire in comfort, with independence and security.

**What is Sheltered Housing?** It is purpose-built accommodation for older people, consisting of self-contained flats, with some communal facilities, a 24-hour emergency alarm system and a Scheme Manager. It is sometimes referred to as 'retirement housing'.

**Tenancy Agreement** - This is the legal document that you sign at the start of your tenancy and it gives details of the contract between you and MuirCroft Housing Association. Please read this carefully.

**Staff and Tenant Conduct** – We are confident that you will receive a high standard of customer service from our staff and the contractors we use. We expect them to treat you with respect. If you are unhappy with the behaviour of a member of staff or contractor, please contact us.

We are also confident that you and your visitors will behave in a respectful way to our staff and contractors. Any reports of verbal or physical abuse, or threats towards them, will be investigated and action taken where necessary.

**Keeping tenants informed and involved** – We will provide clear, relevant information to tenants on matters that may affect them. Tenant involvement is important to us for monitoring services and making improvements. Your views are gathered through day to day feedback, surveys, meetings, and sometimes formal consultations.

## **Promoting equality**

MCHA is committed to providing equal opportunities, eliminating discrimination, encouraging diversity and providing equality and fairness.



**Looking after your information – Our Privacy Notice** explains what information we collect and how we use it. We take security and data protection very seriously and process your personal information in an appropriate and lawful manner. You will have been given our Privacy Notice when you applied for our sheltered housing, but please contact us if you require another copy.

## **Complaints**

If you have a complaint, please let us know; we can then try and put things right for you. Your comments and complaints help us to correct our mistakes and improve our service to you.

### **What is a complaint?**

A complaint is a statement of dissatisfaction. You might make a complaint if you are dissatisfied with the service we have provided or how you have been treated.

### **Making a complaint – what should I do?**

Please talk to a member of staff who will aim to resolve the problem straight away. Sometimes this is not possible, and your complaint may need more investigation and a response later.

### **Formal complaint**

If you remain unhappy with our response, details of your complaint should be given to the Chief Executive. You or your representative can do this by talking to any member of staff, or by phoning, emailing or writing to our main office. You will receive a response within 28 days. Further steps can be taken if you are still not happy, including contacting MCHA's Board of Management and then the Housing Ombudsman Service.

Copies of our Complaints Policy and Procedure are available from our main office.

## **Governing body – Homes England, Regulator of Social Housing**

MCHA is registered with Homes England, the regulator of social housing. We are a Co-operative and Community Benefit Society.

