

Leaflet Request Form

Below is a list of all of the leaflets we currently have available

To request a copy please fill out this order form and email to cscadmin@communityhousing.org.uk or post to Customer Service Centre, Community Housing Group, FREEPOST LON 4191 London, NW1 0YT.

Name	
Address	
Contact Number	

Section 1	Publication	Request a copy
Anti-Social Behaviour		
	Anti-social behaviour - 1 page Key Leaflet (as in reception)	
	Summary of statement of ASB Policy and procedure	
	Community Housing Association Noise Nuisance Diary	
	Harassment Policy	
	Domestic Violence policy	

Section 2		
Complaints	Complaints & Compensation - 1 page Key Leaflet (as in reception)	
	Complaints and compensation policy and procedure	
	Complaints form	

Section 3		
General Information	Do you need a translation?	
	Translation Service leaflet	
	Service Charter	
	Confidentiality Policy ("keeping it private" leaflet)	
	Confidentiality Policy	
	Temporary Tenant's handbook	
	Leaseholders handbook	
	Housing Service Improvement Plan	
	Annual resident conference action plan	
	Annual Report	
	Backchat	
	Diversity and Equality policy	

Section 4		
Moving Home	Moving Home- 1 page Key Leaflet (as in reception)	
	Homelessness - 1 page Key Leaflet	
	Options for moving home - Temporary handbook leaflet	
	Application for Mutual exchange	
	Allocations Policy	
	Housing Application Forms (all boroughs)	
	Mutual Exchange register	

Section 5		
Need Extra Support	Relationship Breaks Down - Temporary handbook leaflet	
	Floating Support - Temporary handbook leaflet	
	Guide to support services	

Section 6		
Projects	Family First Nights	
	London Furniture Re-use partnership	
	Community Opportunities - Temporary handbook leaflet	
	Tenant Participation - 1 page key leaflet (as in reception)	
	Guide to resident involvement	

Section 7		
Rents & Benefits	Rent Arrears - 1 page key leaflet (as in reception)	
	Money matters "Your Rent" - Temporary handbook leaflet	
	Money matters "Bills and Benefits" - Temporary handbook leaflet	
	Request for Swipe Cards	
	Housing Benefit and Council Tax Benefit Form (all boroughs)	
	Standing order form	

Section 8		
Repairs and Maintenance	Maintenance - Temporary handbook leaflet	
	Summary of planned maintenance program	