

# 2. About this Handbook

## Welcome to Community

This Handbook has been compiled to give you information about your rights and responsibilities as a tenant of Community and to tell you a little about Community and its work. We hope you will find the Handbook useful in answering some of the queries you may have.

We are currently updating the information and style of our standard handbook and will send you a copy as soon as it is available.

The Handbook is made up of separate leaflets about different topics, to enable you to find the information you require quickly and easily.

This handbook is for information and guidance only. It does not form part of the tenancy agreement that you have signed, which is a separate legal document.

**If you need any further information then please contact the Customer Service Centre on 0207 428 4328 between 8am – 6pm Monday to Friday**

## Resident Satisfaction

We will regularly contact you to enquire how satisfied you were with a particular service that we have provided, e.g. after a repair has been carried out in your home or how we handled any complaint.

**Please always respond to our surveys to help us use your feedback to shape our services and make continual improvements.**

If you would like any questionnaire that we send you in a different language or want to give feedback over the phone, then please telephone the number at the bottom of the questionnaire to let us know.