

Residents leaflet

Getting things right at Orchard House

Braughing Housing Association

If something is wrong

This leaflet aims to help residents who have a concern about some aspect of the property, a neighbour, or a member of the Braughing Housing Association (BHA). BHA is run entirely by a small committee of volunteer trustees who give their time for the benefit of the Orchard House community.

Whilst we aim to provide good quality accommodation at a reasonable cost, there may be times when things go wrong.

It is important that you tell us when this happens so that we can put things right and stop it happening again. (Please note that we cannot enter into correspondence about insurance claims under the terms of our insurance policy.)

How to report a problem

If there is a maintenance problem that you have mentioned before and we have not acted quickly enough, or it's a new issue that's important to you and you want to highlight to us, in the first instance please contact us by emailing:

braughinghousingassociation@gmail.com

According to the nature of the issue we should respond within 5 days, advising you what we are doing. If the concern is urgent, and no response has been received, you may escalate the issue by contacting a member of the committee by phone. A list of members is given on the reverse of this leaflet.

Most problems can be resolved quickly and smoothly through discussion with a BHA member. Every effort will be made to provide answers and resolve problems.

If the matter is complex, we aim to contact you within two weeks with an

explanation of what action is being taken, and how your complaint is progressing.

If you are unhappy with the outcome, you can complain in writing to the Chairman, making it clear what the issue is and how you'd like it resolved. The Chairman may wish to talk to you, but having done so, should respond formally within ten working days. The Association trusts that your complaint will have been dealt with to your satisfaction at this stage. If it is found justified, you will receive an apology and action will be taken to put right what went wrong if this is possible. The issue will be reviewed to prevent a similar issue arising in the future.

Other help

Braughing Housing Association is registered with the Regulator of Social Housing and belongs to the Housing Ombudsman Scheme. If you feel that your complaint has not been dealt with to your satisfaction within eight weeks, the Housing Ombudsman Service can be approached for help. Their website and contact details are overleaf.

Committee Members of the Braughing Housing Association

Chairman

Treasurer

Secretary:

Committee:

The details of the Housing Ombudsman are:

Housing
Ombudsman Service

PO Box 1484

Unit D

Preston

PR2 0ET

T: 0300 111 3000

E: info@housing-ombudsman.org.uk

Website: <https://www.housing-ombudsman.org.uk>

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This replaces previous issues