



# The Eves – 47A

Your Guidebook

# Contents

Welcome to your new home	03	End of tenancy clean	15
Contacts	04	FAQs	16
Emergency Contacts	05	Fire safety advice	17
Reporting maintenance	06	Fire instruction notice for tenants	19
Tips for tenants	07	Further useful information	20
Utilities and outgoings	08	Fire safety arrangements	21
Location of utilities	09	Legionella	22
Energy Labels	10	Local information	23
Rubbish / Recycling arrangements	11	Complaints procedure	24
Credit ladder	12	Customer feedback form	26
Customer procedures	13		
Emergency relocation information	14		

# Welcome to your new home

Welcome to your new home at Manor Road. This Populo Homes development consists of 9 family homes designed for local families who want to call Newham home. Manor Road is one the first completed developments from Populo Homes, the registered provider of affordable housing from Populo Living, Newham Council's housing company. We're extremely proud of these high quality, new green home

We want Manor Road to be a place you are proud to call home. Our philosophy as both a landlord and managing agent is to compliment the lifestyles of our Tenants, striving for excellent customer service from pre move-in to post move-out.

This guidebook will provide you with useful information and advice regarding your property, as well as contact details for our friendly staff in the Customer Services Team, and in case of emergencies outside working hours. We encourage you to read this carefully upon moving in!

We also want our tenants to live healthily and happily, see more information linked in the appendices for some opportunities in the Newham area to help you lead an active lifestyle, and meet the locals!

We hope that you enjoy your new home and being a member of the Populo community.

Yours sincerely,

**Afsana Begum**  
**Senior Housing**  
**Officer**

# Contacts

## **The Customer Services Team**

For any enquiries from maintenance issues to your tenancy or simply to give us feedback please contact The Customer Services Team at Populo Living on:

**Email:** [hello@populoliving.co.uk](mailto:hello@populoliving.co.uk)

**Tel:** 020 7112 8901

Our opening hours are 9am to 5pm, Monday to Friday. Any office appointments or property visits will be during these hours.

## **Property Manager**

Your Property Manager is Afsana Begum who will be your main point of contact at Populo Living. Do not hesitate to contact Afsana with any queries you may have throughout your tenancy. If Afsana is not available, the Customer Services Team will be able to assist you.

**Tel:** 0207 112 8901

Populo Living,  
3rd Floor, Discover House,  
379-381 High Street  
Stratford  
E15 4QZ

**Email:** [hello@populoliving](mailto:hello@populoliving)

Tel: 020 71128901

# Emergency contacts

## Emergency Out of Hours Maintenance

To report any emergency maintenance issues outside of our office hours stated above, as well as on bank holidays, please call:

**020 3006 8333**

If you are in immediate danger, please call 999

## Nearest A&E:

NHS Newham Hospital  
Glen Road, London. E13 8SL.

## Emergencies:



**Emergency** – always dial **999** textphone 18000

## Non-Emergencies:

To report less urgent crime and disorder to the Police call 101.

For example:

- You want to report crime in your area
- You want to speak to Police about a general enquiry

**Non-emergency** – dial **101** textphone 18001 101



# Reporting maintenance

At Populo Living we aim to provide an excellent and efficient management service, which is particularly important when it comes to maintenance issues. Response times to maintenance queries depend on the urgency of the issue. We will do our best to follow the following response times:

## **Routine – 21 days**

Repairs with a slight inconvenience to the resident, e.g. including but not limited to minor problems with toilets, baths, sinks, doors or windows, sticking, plaster repairs, brickwork and other non-urgent internal and external repairs.

## **Urgent – 7 days**

Repairs that affect comfort or convenience e.g. including but not limited to immersion heaters not working (when another form of water heating is available), loss of heating in one or two rooms, minor water leaks, faulty electrical switches or sockets.

## **Emergency – 24hrs**

To avoid potential further danger to the Property and inconvenience, e.g., including but not limited to complete failure of heating and hot water during the winter months, failure of lighting or electrical sockets, burst pipes, major leaks ceiling collapse.

## **Visit Times**

Maintenance visits will be carried out between 9-5pm Monday to Friday. Access will be granted to properties using the management keys. If you wish to attend this must be at the appointed time and by a person over 18.

# Tips for tenants

## **You will be charged for missed call outs**

Circumstances when you may be liable for a call out charge:

- You fail to report a repair and there is resultant damage to the property due to it not being attended to.
- If you arranged to be present for a contractor visit but fail to attend at the agreed time.
- If a maintenance issue that has been reported is no longer an issue, but you fail to notify Populo Living resulting in an unnecessary call out
- If the maintenance issue is a result of the tenant not reading the appliance manual correctly or damaging/ misuse of any equipment e.g. filling up cupboards which contain boilers too much so that the system cannot operate or is accidentally switched off, blockages to plumbing caused by tenant misuse such as flushing items such as nappies down toilets.

## **Top tips:**

- Read through the appliance manual before reporting the repair in case there is a simple fix. We can email copies if you are missing any
- Provide as much information about the issue and steps you have already taken to resolve and where possible take photos and/or a video of the issue as we can send this to our contractors
- Clean the seals & trays of your washing machine monthly to avoid build up & smells
- Always keep extract fans on when washing, boiling water or drying clothes.

## **Keep Safe**

Keep your property safe and secure:

- Please do not allow non-residents to follow you into the property
- If you smell gas – call national grid immediately 0800 111 999
- If there is a disturbance, please call 101. This is the police non-emergency number
- If you or the property are in immediate danger call 999 to obtain the most appropriate service.

# Utilities and outgoings

**Please note, these bills are not included in your rent**

## **Council Tax**

We will notify the Council upon your move in and you will receive bills via post. If you are a student or applying for single persons discount you will need to contact Newham Council to organize this.

## **Water**

We will notify Thames Water upon your move-in.

## **Gas and Electricity**

You will need to organize electricity with E-ON or you can write to us if you wish to change provider.

## **Wi-Fi**

You will also need to organize your own Wi-Fi router if required.



# Location of stopcocks, isolation valves & fuse boxes

When you move into your new home you may need to find some items immediately, you will be shown the exact location of these during your move-in tour. As this is unique to each property, the below locations left blank will be completed during the tour.

Item	Location
Electric meter	In the external meter housing adjacent to the front door.
Water Meter	In the pavement adjacent to 49a, Eve Road.
White goods	Ground floor kitchen.
Fuse box	Utility cupboard adjacent to the stairs on the ground floor.
Gas Meter	Inside green louvered door in front wall.

# Energy labels

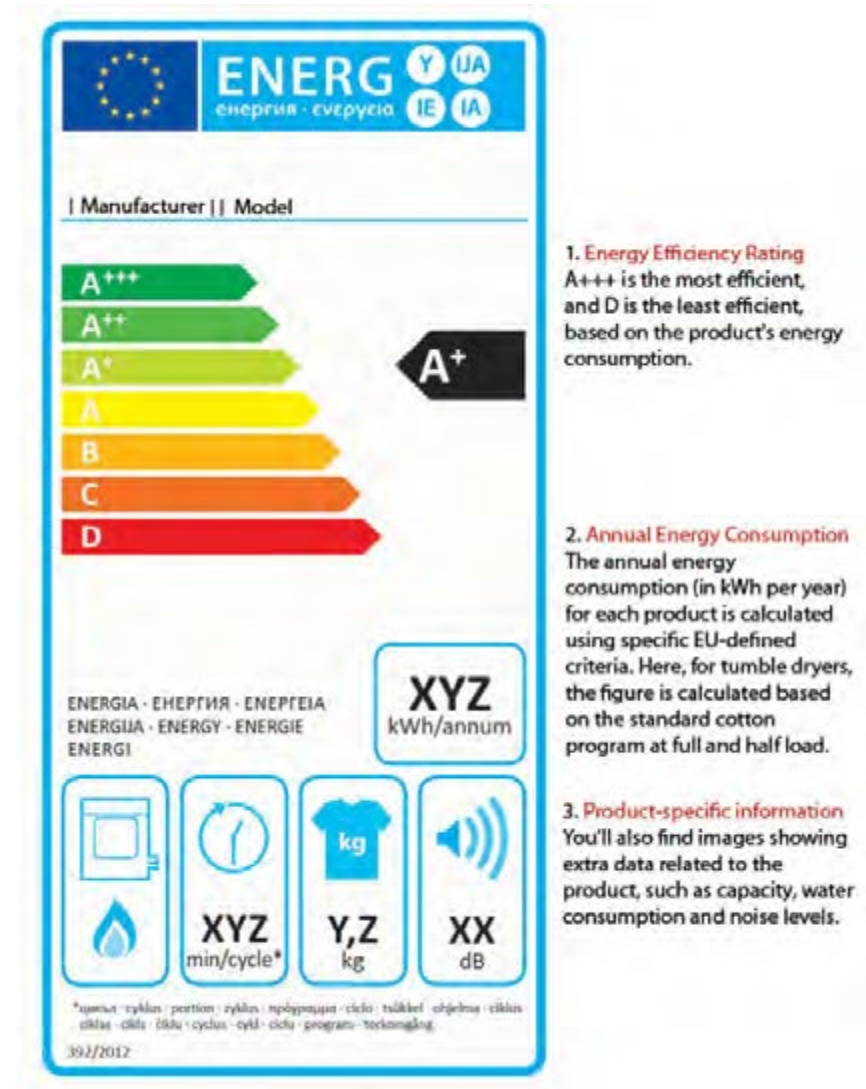
The displayed energy label, rates products from A (the most efficient) to G (the least efficient) and is required by European law to be displayed at the point of sale on the following products:

- Washing machines, washer-dryers
- Tumble dryers
- Fridges, freezers and fridge freezers
- Dishwashers
- Electric ovens
- Energy-saving light bulbs
- Air conditioners

Fridges and freezers have two additional ratings A+ and A++. And, to make it more confusing, from end 2011, new A+, A++ and A+++ energy ratings for fridges, washing machines and dishwashers will be compulsory for all new models on the market.

## How is it awarded?

Appliances are graded on their energy consumption in kWh\* (units of energy used per hour). So the less kWh used, the more efficient the appliance. Manufacturers are required to self-certify products based on EU criteria set for each product type.



# Rubbish/recycling arrangements

## **At Your Home**

You will find facilities for collecting household rubbish and products that can be recycled in the base unit of your kitchen. These green and black bins will provide you with 240 litres of space each.

## **Collection**

Collection dates, local authority recycling schemes and other useful information can be found on [www.newham.gov.uk](http://www.newham.gov.uk) and by following the links to rubbish and recycling.

# Credit ladder

## Benefit from having your rent contribute to your credit rating.

We have teamed up with CreditLadder and Experian to take part in The Rental Exchange. The Rental Exchange is a way to strengthen your credit report without you needing to take on new credit. The scheme enables you to share details about the rent you pay with CreditLadder on a monthly basis. This is then shared with Experian and included in your credit report, meaning you will then be recognised for paying your rent on time.

One of the benefits of improving your credit history is being able to access finance, or finance at better rates. Examples include credit cards, loans, gas and electric, mortgages and even mobile phone contracts. Once you've signed up and started to have your rent reported, you, and those making lending decisions will be able to see this on your Experian statutory report. More information can be seen at:

[www.experian.co.uk/consumer/statutory-report](http://www.experian.co.uk/consumer/statutory-report)

Homeowners with a mortgage have an advantage as their mortgage payment history can count towards their credit history and we strongly believe that your rent payment history should be used in the same way to help you access more affordable credit. You can find out more information from

<https://www.creditladder.co.uk/faq/browse> or [www.experian.co.uk/crain](http://www.experian.co.uk/crain)

### What do I need to do?

The process will take no more than a few minutes. To allow us to help you improve your credit history you will need to give CreditLadder read only access to your bank account through which your rent is paid. All details are protected using 256-bit bank grade encryption and the connection is delivered through a partner that is approved by the Financial Conduct Authority (FCA). Each month when your rent is paid CreditLadder automatically let Experian know you're paying your rent on time. We, CreditLadder and Experian, will ensure that your information is treated in accordance with the Data Protection Act so you can have peace of mind that it will be kept secure and confidential and your information will not be used for marketing purposes.

### When will this happen?

The sooner you sign up, the quicker you'll be able to benefit. If you have any further questions feel free to contact CreditLadder by email at [help@creditladder.co.uk](mailto:help@creditladder.co.uk) or visit the CreditLadder website.

# Customer procedures

## **Rent Collection**

You must pay your rent on or before the payment date. Please be aware that if you are paying by standing order or credit card, there is likely to be a delay between the money coming out of your account and into ours, so please leave sufficient time for this. If at any point in your tenancy you believe that you will be unable to pay rent, contact the Customer Services Team immediately so you can be given the best possible assistance.

## **Renewing Your Tenancy**

You will be written to three months before your property is due for renewal. Please note that the new proposal may include rent increases.

## **Ending Your Tenancy**

Please notify us in writing if you wish to end your tenancy. Refer to your tenancy agreement for the required notice period for this (usually two months).

## **Viewings**

If you give notice to end your tenancy, in order to relet your property you will need to allow access for viewings in line with your tenancy agreement. We ask for your cooperation during this period and that you keep your flat in a clean and tidy condition. You will usually be given 24 hours' notice prior to a viewing and management keys will be used for access so it is not necessary for you to take time off work unless you wish to be there.

## **Check Out Procedure**

Once you have given notice to end your tenancy, we will organise a check out appointment, before which you must have organized a professional end of tenancy clean. This report will enable the most efficient return of your deposit. Please ensure all keys are returned on the last day of the tenancy.

**Please see your signed tenancy agreement for further details**

# Emergency relocation information

We are pleased to be able to advise you that we have now finalised our plan for relocating our customers should one of our developments require emergency evacuation.

In the event that your building is evacuated, and you require temporary accommodation we will initiate our emergency relocation plan. You will receive a text message from our appointed relocation agents who would be instructed to find you alternative accommodation immediately.

All parties have been provided with the appropriate information so this would still be the case even if this happens in the middle of the night.

We hope never to have to use this procedure but wanted you to be aware that it is in place so you can feel safe in the knowledge that you would be looked after efficiently should the need arise.

# End of tenancy clean

## **How to avoid reductions from your deposit**

Your tenancy requires you to arrange an end of tenancy clean. Ask your chosen cleaning company for a professional 'end of tenancy' clean! Check if they offer a return service after 48 hours in case anything is unsatisfactory. You also have the option for Populo to organize one for you at a fixed price. Please contact Customer Services to enquire!

## **Some things to look out for**

Pay special attention to any carpets, mattresses (these may need a steam clean to remove sweat marks), furniture, white goods.

**Marked walls:** whilst the check-out will allow for some wear and tear, excessive marks on the walls you may need to have the walls repainted if they cannot be cleaned off.

**Bathroom silicon seals:** if these acquire mould during the tenancy it is your responsibility as tenant to rectify this before the check-out.

**Air vents:** these often acquire dust, mould and food debris which will need to be removed.

**The dishwasher and the washing machine:** have appropriate products been used to remove any odours or product build-up? If maintained properly throughout the tenancy these should be easy to clean, however you can purchase deep cleaning products at a low cost.

Thank you in advance for your cooperation on this. Please do contact the Customer Services Team if you have any further questions.

## **Useful links**

<https://www.ukwhitegoods.co.uk/help/cleaning-help/cleaning-maintenance/3027-mould-lumps-in-a-washing-machine/>

**Washing Machine cleaner:** <http://www.dr-beckmann.co.uk/products/appliance-cleaners/service-it-deep-clean/>

**Dishwasher Cleaner:** <https://www.finish.co.uk/features/dishwashing-articles/products/dishwasher-cleaner/>

# FAQs

## Can I make alterations to my property?

If you request to make an alteration to the decoration of your property you will need Populo Living's permission first. Please call the Customer Services Team to discuss. Please also note that if the request is made after your tenancy has been signed this could incur a fee. We will normally allow for minor decorations such as putting up shelves as long as you agree to return the property to its original state at the end of your tenancy.

## Do I need to take out insurance?

You as tenant are responsible for taking out contents' insurance for your home but Populo takes care of the building's insurance.

## What if I lose my key / fob?

If you lose your entry fob, you can re-order a replacement from us, this will incur a £20 charge. If you lose your key the same applies. If you are locked out of your flat it is your responsibility to call a locksmith if it is out of office hours, and you must provide Populo with a new management key.



# Fire safety advice

Populo are committed to maintaining high standards of safety for all residents within the premises. With this in mind the following advice has been prepared as a reminder of some key fire safety issues that should be considered by all residents. The advice is taken from current fire authority guidelines.

Small fires are common, causing serious injuries and extensive damage to property and possessions. By following a few simple steps and by maintaining a basic level of awareness you can considerably reduce the chances of fire in your home.

The easiest and most effective way of protecting your home is by ensuring that you have at least one smoke alarm, and regularly making sure that it works.

The following points will help keep you, your family and your home safe and should be considered (where applicable):

- If not already provided ensure that you have smoke alarms on each level in your home. Keep them free from dust and test them regularly (ideally once a week). Ensure that you change the batteries in your alarm at least once a year.
- Agree a plan of action in the event of fire, so that everyone in your

home knows what to do and how to escape. Advice on the action to take in the event of fire is provided in the next section.

- Keep the exits from your home clear so that people can escape if there is a fire. Do not store anything in your hall or corridor, especially anything that will burn easily.
- Make sure that everyone in your home can easily find the keys for doors and windows.
- Take extra care in the kitchen – accidents while cooking account for over half of fires in the home.
- Never leave young children alone in the kitchen.
- Take extra care when cooking with hot oil. Consider buying a deep-fat fryer which is controlled by a thermostat (if you don't already have one).
- Never leave lit candles in rooms that nobody is in or in rooms where children are on their own. Make sure candles are in secure holders on a surface that doesn't burn and are away from any materials that could burn.
- Do Make sure cigarettes are stubbed out properly and are disposed of carefully, and never smoke in bed.
- Get into the habit of closing doors at night. If you want to keep a child's bedroom door open, close the doors to the lounge and kitchen.
- Don't overload electrical sockets. Remember one plug, one socket.
- Keep matches and lighters where children can't see or reach them.

# Fire safety advice

- Take special care when you are tired or have been drinking.
- Don't leave the TV or other electrical appliances on standby as this could cause a fire. Always switch it off and unplug when it's not in use.
- Use the fixed heating system fitted in your home. If this is not possible, only use a convector heater. Do not use any form of radiant heater, especially one with either a flame (gas or paraffin) or a radiant element (electric bar fire).
- Do not store things in the cupboard(s) where your gas and electricity meters are fitted.

If you or a member of your household has any difficulty seeing, hearing or moving about the home, you will need to take extra care to deal with the risk of fire. Your local Fire and Rescue Service will be able to assess how safe your home is and provide advice, as required.

You should plan how to escape if there is a fire in your home. (The attached fire action notice provides further guidance in this area).

If you cannot escape you will need to find a room where you can wait for assistance. This is particularly important if you have difficulty moving around or using stairs. It is advisable for your safe room to have a window that opens and a phone. If you are in any way concerned about your ability to safely evacuate the building please contact your local Fire and Rescue Service or the building owner / managing agent.

# Fire instruction notice for tenants

The building has been built / refurbished in such a way as to protect the people in it if a fire breaks out. The important thing to remember is that if the fire starts in your home, it is up to you to make sure that you can get out.

## **If a fire breaks out in your home**

- If you are in the room where the fire is, leave the room straight away, together with anybody else, then close the door.
- Do not stay behind to try to put the fire out.
- Tell everybody else in your home about the fire and get everybody to leave. Close the front door behind you and leave the building.
- Do not use lifts.
- Do not use a balcony unless it is part of the escape route from the building.
- CALL THE FIRE BRIGADE (see points opposite).
- Leave the building and stand well clear and wait for the fire brigade.
- If you have any relevant information regarding the location / cause of the fire you should pass this information on to the fire brigade.
- Do not re-enter the building until the fire brigade say that it is safe to do so.

## **If there is a fire in another part of the building**

The building is designed in such a way that if there is a fire in another part of the building, occupants will be safe in their apartments while the fire brigade attend and manage the emergency.

If you are made aware of a fire emergency in the building, feel the effects of fire or are instructed to evacuate by the fire brigade, leave your home immediately and evacuate the building.

The common parts of the building are provided with a smoke control system. This is different from a fire alarm system as it is designed to clear smoke from corridors and stairways to enable the fire brigade to safely access the building and for occupants to leave. If smoke enters the common parts of the building the ventilation system should automatically activate.

## **Calling the fire brigade**

The fire brigade should always be called to a fire, even if it only seems a small fire. This should be done straight away.

- Dial 999 from a land line or 112 from a mobile phone.
- When the operator answers give the telephone number you are ringing from and ask for FIRE.
- When the fire brigade reply tell them clearly the address where the fire is.
- Do not end the call until the fire brigade have repeated the address to you and you are sure that they have it right.

# Further useful information

## Escape routes

- Each block is provided with a single means of escape from all floors by the main staircase.
- Emergency lighting is provided throughout the common areas to ensure escape routes are illuminated in the event of a power failure.

## Assembly points

On evacuating the building, occupants should make their way to the street to the front of the premises and move to a safe distance away from the building. You should then await further instruction from the fire brigade.

## Emergency services

- The person who contacted the emergency services should make themselves known to the fire brigade on arrival.
- You may be asked for information to assist the brigade, for example:
  - The location of the fire;
  - The nature of the fire;
  - Whether anyone is known to be trapped inside the building;
- The emergency services should have clear access to the building at all times and cars should not be parked in such a way that would obstruct them from doing so. When on site the emergency services should not be hindered from doing their job.

## Re-entering the building

Having evacuated the building, you should not re-enter the building until instructed to do so by the Senior Fire Service Officer at the scene. It is the responsibility of individual persons to ensure that they do not re-enter the building until instructed to do so.

## Evacuation arrangements for people with disabilities

As the residential parts of the building are private dwellings, the landlord / managing agent does not have any direct responsibilities to provide assistance to disabled residents during an evacuation. However it is recommended that any residents who may need assistance during an evacuation (either because of limited mobility, hearing or sight impairments etc) contact their local fire protection officer for further advice.

# Fire safety arrangements

The following fire safety arrangements are provided for the premises and maintained by the landlord / managing agent:

- The fire risk assessment and this emergency plan for the premises will be reviewed on an annual basis and/or after any significant changes to the fabric or use of the building.
  - The emergency plan can also be used in other circumstances where an evacuation is required for example a gas leak.
  - The communal areas of the site are kept non-smoking.
  - The fire service should be informed of every fire outbreak even if it has been extinguished. The event will be logged, even if it is a false alarm.
  - Reasonable precautions have been taken to ensure unwanted individuals cannot access the premises.
  - Residents should ensure that they do not block any fire escape routes or doors.
  - Adequate control measures are provided between the managing agent and any contractors carrying out work on site, including any hot work.
  - A copy of this emergency plan will be issued to all contractors who carry out work in the building.
- Residents are responsible for testing smoke detection to their own apartments.
  - All testing and maintenance will be recorded in the fire log book.
  - The main electrical installation is periodically tested and inspected, as required.

# Legionella

Legionnaires' disease is a serious and potentially fatal lung infection caused by legionella bacteria. Populo maintains the water tanks that supply your home and regularly test for Legionella, there are also things you should do in your home to protect you and your family.

## **Raise the temperature to 60°C or higher**

Temperatures above 60°C will kill Legionella bacteria so make sure that the temperature of the hot water in your boiler/cylinder is set at a minimum of 60°C. Beware of burns and scalding and take extra care if you have children. Legionella can survive in low temperatures, but thrive at temperatures between 20°C and 45°C.

## **If your shower has not been used for a week or more**

...run water from both hot and cold supplies through the shower hose and showerhead for two minutes. To ensure no spray escapes from the showerhead, run it through a bucket of water or full bath.

## **If your shower has not been used for two weeks or more**

...disinfect the showerhead. The showerhead should be removed, and the shower run for two minutes. The showerhead should be disinfected before being re-fitted by immersing for at least an hour in any solution

designed for cleaning baby feeding bottles (e.g. Milton). Showerheads should be regularly disinfected about four times a year.

## **If your property has been empty for a while (e.g. after a holiday)**

...flush the whole water system for two minutes or more. First flush your toilet, then let the kitchen taps and the hand basin taps run for two minutes or more to let both hot and cold-water pass through. Next, flush the shower through as described above. Finally, let any other taps run for two minutes.

# Local information

## **Medical**

To search for your nearest GP, go to:  
[www.nhs.uk/Pages/HomePage.aspx/](http://www.nhs.uk/Pages/HomePage.aspx/)

## **Entertainment**

## **Schools / Nurseries**

## **Transport**

# Complaints procedure

## **We're here to listen.**

### Complaints, compliments and your suggestions

We want you to be happy with the services you receive and we want to know when we get things right. We want to improve on what we do by building on our successes and learning from our mistakes by:

- Listening to your feedback, good or bad
- Dealing with complaints efficiently and effectively
- Keeping you up to date with progress
- Being honest and open about the process

We will ensure that the most urgent consideration is given to complaints relating to harassment and discrimination.

If we fail to deliver on our promises, you may want to make a complaint, this leaflet tells you how to do it.

## **Stage 1 – Local Investigation**

We have a team of Customer Service Co-ordinators to handle your complaint. If you want to make a direct complaint;

Send a letter to the Customer Services Team (please see blue box)

Email your complaint to: [hello@populoliving.co.uk](mailto:hello@populoliving.co.uk)

Phone us on: 0207 112 8901

If you can't do this yourself, you can ask a friend or relative to help you.

We will always try to resolve your complaint on the day we receive it. If we need time to look into it, we will acknowledge that we have received your complaint within two working days. We will aim to provide you with a full response within ten working days. If we can't get back to you within that time, we will explain why and tell you how long it will take.

## **Stage 2**

If you feel your complaint has not been handled correctly you can ask to progress to Stage 2. Depending on the nature of your complaint and your tenancy/agreement with Populo, we will determine the next stage and inform you of this. This will usually be by a Senior Management review. If necessary we will advise you when it is appropriate to contact a designated panel or person, the Housing Ombudsman Service or a First-Tier Tribunal (FTT).



# Complaints procedure

The Stage 2 Complaint will be reviewed by a Senior Manager. They will undertake a thorough and detailed investigation to ensure your complaint has been handled in a fair and appropriate manner and a written response will be provided to you within 20 working days.

## Stage 3 – The Housing Ombudsman

We genuinely hope that all concerns can be settled amicably between us. However, if you remain dissatisfied you may seek redress through The Housing Ombudsman, that provides a free, independent service for dealing with unresolved disputes.

The Housing Ombudsman will not consider your complaint until you have exhausted our internal procedure.

Any referral to The Housing Ombudsman must be made within twelve months of the date of our Senior Review letter.

Their details are as follows:

- Review the Housing Ombudsman website at [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk) or
- E-mail [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk) or
- Telephone the housing Ombudsman on 0300 111 3000
- By post: Housing Ombudsman Service, Exchange Tower 1 Harbour Exchange square, London E14 9GE

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### Populo Living (Complaints)

Populo Living,  
3rd Floor, Discover House,  
379-381 High Street  
Stratford  
London  
E15 4QZ

Email us: [Complaints@populoliving.co.uk](mailto:Complaints@populoliving.co.uk)

Phone us: 0207 112 8901

# Customer feedback

We welcome and value any feedback from our customers, whether you are recommending one of the team for a pat on the back or have some constructive critique to assist us in improving our service, we would love to hear from you!

## **Complaints, compliments & suggestions**

We want you to be happy with the services you receive and we want to know when we get things right. We want to improve on what we do by building on our successes and learning from our mistakes by:

- Listening to your feedback, good or bad
- Dealing with complaints efficiently and effectively
- Keeping you up to date with progress
- Being honest and open about the process

We will ensure that the most urgent consideration is given to complaints relating to harassment and discrimination.

If we fail to deliver on our promises, you may want to make a complaint. You can download the form from our website: [https://www.populoliving.co.uk/media/1458/populo-living\\_complaints-and-suggestions-2020.pdf](https://www.populoliving.co.uk/media/1458/populo-living_complaints-and-suggestions-2020.pdf)



# Welcome

Enjoy your new home

