

OUR SERVICE PROMISE

(What you can expect from us)

এই সেবার মানের নীতি বাংলায় পাওয়া যায়

以下 資料亦可以 廣東話 取得

Ši PASLAUGŲ STANDARTŲ POLITIKA
yra išleista šiomis kalbomis lietuviškai

To ZARZĄDZENIE DOTYCZĄCE POZIOMU USŁUG jest dostępne w języku polskim

Esta POLÍTICA DAS NORMAS DE SERVIÇOS
está disponível em Português

ПРАВИЛА ПО СТАНДАРТАМ ОБСЛУЖИВАНИЯ

можно получить на русском языке

Granta also offers its tenants / residents and staff the opportunity to access information in different media (e.g. Larger print, minicom etc..) – see back cover.

“Working with residents for better homes and stronger communities”

Produced October 2009

Contents

- 1 Our Service Promise**
 - 1.1 Why have service standards
 - 1.2 How will the service standards be developed?
 - 1.3 Performance against the service standards
- 2 Customer Care**
 - 2.1 Opening times
 - 2.2 When you visit our offices
 - 2.3 When you contact us by telephone
 - 2.4 When you have an enquiry
 - 2.5 Keeping in touch
 - 2.6 Anyone that works on our behalf
 - 2.7 Help us to provide good customer care
 - 2.8 Feedback on how we are doing
 - 2.9 Suggestions
- 3 Complaints**
- 4 Communication**
- 5 Diversity**
- 6 Involving Residents**
- 7 Neighbourhood Management**
 - 7.1 Estate Inspections
 - 7.2 Estate Services
 - 7.3 Tenancy Management
- 8 Anti Social Behaviour**
- 9 Racial Harassment and Hate Crimes – what we can do to help**
- 10 Allocation of Homes**
 - 10.1 Before Letting a Property
 - 10.2 Signing up new tenants for a property
 - 10.3 Leaving your home
- 11 Setting and collecting rents and service charges**
- 12 Managing Arrears**
- 13 Services to Leaseholders**
- 14 Response Repairs**
- 15 Planned and Cyclical Repairs**
- 16 Gas Servicing**
- 17 Aids and Adaptations**
- 18 Sheltered Housing and Support for the elderly**

1 Our Service Promise

Granta Housing Society exists to provide services to the local community by providing, managing and maintaining quality affordable housing to the highest standards for those who need it.

We are committed to providing a high-level of service to all our customers. To help us achieve this we have written a set of service standards in consultation with residents.

If you are not happy with the service you receive, or have any suggestions to improve it, please let us know. You can get a copy of our suggestions and complaints procedure from our offices or website (www.grantahousing.org.uk).

We will aim to get it right first time. Where we do not achieve this, we will learn from our mistakes so that we can improve our services to you.

We will be happy to give you more information and explain any of our services in greater detail.

1.1 Why have service standards?

We want you to be clear about the levels of service you can expect for our main areas of work.

By setting service standards we can measure how well we are performing and change things to ensure the standard is met.

1.2 How will the service standards be developed?

Involving you in setting and monitoring the service standards will make our services customer-focused and ensure we are responsible for our actions.

We will develop our service standards by:

- Involving residents and staff in the setting and review of our standards;
- Learning from examples of good practice;
- Giving copies of our service standards to all new tenants;
- Write our standards in plain English and provide them in other languages and formats if you ask us;
- Use any suggestions and complaints to improve our services;
- We will review our service standards once a year.

1.3 Performance against the Service Standards

We will provide information on our performance against the service standards by:

- Publishing the service standards on our website and making them available to residents;
- Publish our performance against the standards in Granta News;

2 Customer Care

One of our aims is to provide a responsive and supportive service for our customers. Our commitment to our customers is to listen, respond to their needs and provide equal access to all.

2.1 Opening Times:

The opening times for our offices at Horizon Park are:

- Monday to Thursday 9.00 am to 5.00 pm;
- Friday 9.00 am to 4.30 pm;
- Saturday and Sunday – closed;
- Out of hours telephone number – 01772 757665.

2.2 When you visit our offices we will:

Provide a reception area that is welcoming, comfortable, clean and tidy
Treat you with courtesy and respect
Give you our names and wear identify badges
Be polite and give you accurate information
Make sure that if you have an appointment you are seen at your appointment time
Make sure that if you have not made an appointment that you will be seen within 5 minutes
Have a private room available if you require one

2.3 When you contact us by telephone we will:

Answer 95% of telephone calls within 15 seconds
Take responsibility for the telephone call and follow up if we are unable to deal with your enquiry straight away
Return your telephone call within one working day if you have to leave a message

2.4 When you have an enquiry we will:

Respond to your written or e-mail enquiry within 10 working days, or we will contact you to let you know when it will be resolved
Keep you informed of progress if we cannot resolve your written enquiry within 10 working days

2.5 Keeping in touch we will:

Arrange for an interpretation service if you require it and translate documents where it is reasonable to do so

Provide documents in an alternative format where this will meet your needs and it is reasonable to do so
Ensure that up to date information about us is made available within our offices and on the website
Provide information on other organisations who may be able to help you and how you can contact them
Take into account your circumstances and be sensitive to your needs when we visit you at home and always identify ourselves

2.6 Anyone that works on our behalf will be required to:

Introduce themselves and show identification before entering your home
Be polite at all times
Use dust sheets and protective covers when necessary to protect your possessions
Clear up after themselves

2.7 Help us to provide good customer care

Please read the information we send you
Give us the information we ask for when we ask for it. This helps us to deliver a quicker service
Keep appointments with us. This helps us to keep appointments with other customers
If you are not satisfied with the work we have done in your home, please contact us on (01223) 576756
By completing a satisfaction survey at the end of the work and tell us what you think

If you are not happy with the service we have provided, please contact the appropriate staff member at our offices. If you are still not satisfied, please fill in a complaints form. You can get these from our office, or you can download them from our website at www.grantahousing.org.uk.

2.8 Feedback on how we are doing, we will:

Ask for your feedback on the quality of our services and keep you informed of changes we have made as a result
Carry out regular customer surveys and mystery shopping to check the quality of our services and report the results
Provide feedback from customers and information about our performance
Monitor our service standards and tell you how we are performing against them at least once a year

2.9 Suggestions

Let us know your suggestions and complaints so we can put it right. No organisation gets it right all the time. If things go wrong, we will do our best to correct them as quickly as possible.

If you want to make a comment, complaint, suggestion for improvement, or compliment about any part of our service, please do so.

3 Complaints

When we receive complaints we will:

Acknowledge your complaint within 2 working days, and respond within 10 working days of the date the complaint was received, or if this is not possible within a timescale agreed with you
Deal with your suggestions and complaints politely and effectively
Bring any complaint to the attention of the appropriate registration officer for our care and support schemes
Review our standards to make sure we get it right and learn from the complaints made

If you are dissatisfied with how we have handled your complaint you can contact the Housing Ombudsman. The Housing Ombudsman is an independent complaint service and will be able to help once you have completed every stage of our complaints procedure.

4 Communication

Effective communication with our customers will help us to improve the way we deliver our services and we will:

Produce a newsletter four times a year
Publish an annual report to residents
Provide a website that you can use 24 hours a day
Update the information on our website at least monthly
Put signs up in our office and on our website that show when we our offices are open
Report our performance in the tenants' newsletter (Granta News), including reporting our performance against these service standards
Make available a full range of information leaflets from our offices and website. The information in the leaflets will be checked every month to ensure they are accurate
Make any information available in community languages or Braille, and arrange for an interpretation service for anyone who does not speak English as their first language
Use plain English in all our communications and train staff on how to use plain English in their written communication

5 Diversity

We fully support equality and diversity and will make sure that we treat residents, service users and employees with respect and dignity. The value of diversity is recognised and promoted by Granta as a provider of community based services and an employer of choice.

We will:

Consider all applicants, residents and staff fairly and equally
Treat harassment against neighbours or staff by a tenant as breaking tenancy conditions
Monitor contractors to ensure that they keep to our equality and diversity policy objectives
Provide translations and use interpreters, alternative media such as Braille, audio tape and large print where requested, or in advance if we know your requirements
Provide a copy of our equality and diversity policy statement if you ask us
Monitor and assess the impact our services to make sure that they comply with our equality and diversity policy
Report to residents on the progress made against our equality and diversity commitments

6 Involving residents

We wish to give residents a genuine opportunity to influence decisions and improve our services. To achieve this we will:

Provide a range of opportunities for you to be involved
Offer relevant training that supports your involvement
Recognise and value your involvement by making sure your priorities are reflected in our resident involvement strategy
Encourage you to participate in decision-making to help us achieve quality services
Consult you on any significant change that will affect how we deliver the services we provide to you and your home
Carry out regular surveys to measure the satisfaction with services and report on the results of these
Promote and help to pay for independent and representative residents' associations

Involving residents leads to benefits to both local residents and the wider community. If you would like to be part of an organised residents' group please contact us and we will put you in touch with a local group member. If there is no group in your area, we will give you advice on how to set up a group of your own.

If there is a residents group, we will:

Help plan and support meetings and events
Provide money to cover your expenses in attending meetings (for example transport and childcare expenses)
Provide training in running groups and meetings
Go to your meetings if you ask us

As well as residents' groups serving geographical areas, we also organise residents' consultation panels on particular themes. All panels are open to all residents, so you can be on as few or as many as you want. If you would like to be a member of any of the panels, please contact the Neighbourhood Manager at our offices for more details.

For these panels we will:

Hold regular meetings at an accessible venue
Organise meetings at an appropriate time
Ensure that appropriate officers attend the meetings
Ensure that minutes of the meetings and the actions agreed will be placed on the Granta website
Report the outcomes of these forums/panels in Granta News so that those who contribute will be aware of how we have used their comments
Pay panel members' travelling expenses and other out of pocket expenses

7 Neighbourhood Management

We wish to provide an excellent housing management service that meets the needs of the residents in that neighbourhood. To achieve this we will provide a range of services.

7.1 Estate Inspections we will

Ensure Neighbourhood Officers carry out estate visits on a regular basis to inspect the area and ensure that the correct standard is in place
Carry out formal estate inspections in line with the published timetable and invite you to the visit to discuss issues
A schedule of estate inspections will be produced and advertised within the residents' newsletter (Granta News)
Provide information on our website about the estate inspections and the actions agreed

7.2 Estate Services

To maintain estate we will provide cleaning, caretaking and grounds maintenance services that covered by a service charge. In providing estate services we will:

Consult with residents about improvements to your neighbourhood
Employ contractors or staff to look after communal areas (including cleaning,

caretaking and grounds maintenance)
Make sure that your estate or block is kept clean and tidy
Publish a schedule of services for each estate/site that will include cleaning, caretaking and grounds maintenance to be carried out each year. This information will be available from our website
Regularly ask for views on the estate services and respond to the feedback
Display relevant information on notice boards (where this applies) in shared hallways
Remove abandoned cars within 10 working days
Remove any offensive graffiti within 24 hours

7.3 Tenancy Management

In managing residents' tenancies and leases we will:

Let you know who your Neighbourhood Officer is
Remove rubbish within five working days of being reported
Consult residents before carrying out improvement schemes
Investigate properties reported as abandoned within two working days
If you apply to take over a tenancy or pass your tenancy to someone else, we will contact you within 28 days with our decision or tell you why we cannot transfer your tenancy
If you apply to do a mutual exchange (to swap your property with a similar one) with another tenant, we will tell you about our decision within 28 days or advise you as to why we cannot allow your exchange
Carry out transfer inspections within five working days
If a tenant breaks the tenancy conditions, we will investigate and take appropriate action
Reply within 10 working days to all requests to make alterations to your home or tell you why you cannot carry out alterations or improvements to your home. We will not unreasonably refuse permission

8 Anti-social behaviour

Anti-social behaviour (ASB) is any behaviour that causes, or is likely to cause, harassment, alarm or distress to other people living in your neighbourhood.

If you are suffering from an act of ASB please contact your Neighbourhood Officer. We will discuss the situation and tell you how we can help. We will ask you to keep a detailed diary of events.

We will work with you to resolve the problem and explain clearly what is happening at each stage. An action plan will be devised with you and updates on this will be provided.

We will:

Work with local residents and residents' groups to address problems of ASB
Issue a copy of our ASB pack when we receive these complaints

Investigate all reported complaints of ASB
Respond to racial harassment and domestic violence within 1 working day
Provide support to you in trying to sort the problem out
Offer clear advice when you report an incident
We will implement the Respect Standard for Housing Management in our activities to resolve anti-social behaviour
Monitor and review all reported cases at least once a month

9 Racial Harassment and Hate Crimes - What we can do to help

Treat any complaint of racial harassment or hate crime very seriously (a member of staff will speak to you on the day you make your complaint)
Remove any offensive graffiti and repair any racially motivated damage to your property within 24 hours
Only take action that you have agreed to
Take legal action against tenants for racial harassment where there is evidence to do so
Give you extra priority for re-housing if you are being harassed and wish to move to another home
Record all incidents of racial harassment and pass details to the appropriate authority so that we can monitor incidents and target problem areas
Work with all appropriate partners, including the police, to make sure that people experiencing racial harassment receive the appropriate support
Publish on our website every three months the number of incidents we have dealt with

10 Allocation of Homes

We work closely with local councils, health and social services to give you choice in your search for a home. Most of our lettings are as a result of nominations from local housing authorities through the system of Choice Based Lettings, or in Care and Support – from Health and Social Services.

We currently only keep a register of applicants for some Care and Support Schemes.

You have the right to ask us to review any decision based on your case if you feel we have made the wrong decision.

10.1 Before Letting a property, we will

Make sure that the property is safe and secure
Make sure that all gas and electrical equipment has been tested in accordance with current regulations
Make sure smoke alarms (and any fitted carbon monoxide alarms) are fitted and tested in accordance with current regulations
Give you a copy of the Granta Lettable Standard when we offer you your new home

Make sure that the property meet's Granta's lettable standard
We will offer you decoration vouchers if required
Give you a Maintenance Promise that any non-essential minor repairs will be completed within a week of the start of your tenancy

10.2 Signing up new tenants for a property, we will

Give you a copy of your tenancy or licence agreement, a sign-up pack and a tenants' handbook
Give you advice about paying rent and applying for Housing Benefit and other benefits when you sign for your tenancy/licence. This service can be provided within four weeks of that date if you prefer
Visit you within four weeks of the start of your tenancy to offer advice and to ask you questions about the service you have received

10.3 Leaving your home, we will

Give you advice about giving us notice to end your tenancy, leaving the property tidy, paying any rent or service charges you owe and handing in the keys
Charge you for the cost of repairing the damage to the property
Charge you for the cost of removing any items you leave in the property

11 Setting and collecting rents and service charges

We will:

Set rents in a fair and consistent way in line with our published policies
Set charges in Care and Support schemes at the minimum needed to meet costs, or in line with the county benchmark figures
Never increase rents or charges more than once a year without consulting you
Give at least four weeks notice of any rent increase
Give you a statement of your rent account every three months and at any other time upon request
Provide a range of ways in which you can pay your rent (this will include direct debit, an Allpay card at post offices and all other outlets displaying the Payzone logo, and on the internet via our website)
Give advice and help on claiming benefits and arranging payments
Give you information on service charges once a year
Publish audited accounts each year with details of the service charge for your home

12 Managing Arrears

We understand that from time to time you may have problems paying your rent and fall behind. We appreciate that it can be difficult to sort out problems but we are ready to help. If you cannot pay your rent, you should contact your Housing Officer or Scheme Manager immediately.

We will assist you by:

Maintain a firm but fair recovery process for unpaid rent
Be sympathetic to individual cases of hardship and make arrangements for you to pay
Contact you when you have arrears on your rent account (or in supported housing and care if the arrears are for four weeks)
Give you details of other agencies such as debt-counselling organisations and benefits services
Work closely with relevant Housing Benefit departments to make sure that, as far as possible, all applications for Housing Benefit are processed swiftly
Helping you to make the most of your income with a view to you staying in your home
Helping you work out what Housing Benefit or other benefits you are entitled to (you can get forms from your Housing Officer, local scheme, our office or from your local authority's offices)
Make suggestions about welfare benefits that you may be entitled to
Telling you about other agencies that may be able to help you
Negotiating a suitable payment plan. We will ask how much you can afford to pay and assess your offer against what you owe. We will make arrangements to suit your budget wherever possible.
Explain any financial information to you in easy-to-understand language, and any rent arrears letters you receive will be written in plain English
Send a leaflet explaining to you what will happen at the court hearing, if we take court action against you
Do our best to contact you before we enter your case into court and before we apply for your eviction
Consider eviction only as a last resort and where all other attempts to sort the matter out have failed
Make sure that we promptly recover money owed by former tenants

If you make an arrangement with us to repay what you owe, we will not take any further action against you for as long as you keep to the agreement.

Please do not ignore any arrears. When you receive a letter telling you that you are in arrears, it is important that you act quickly. You should contact your Housing Officer or Scheme Manager immediately.

13 Services to leaseholders

For those who hold a lease with us, we will:

Issue details of your estimated service charge and ground rent by 1 st April each year and issue details of the actual service charge and ground rent costs by 1 st October each year
Consult you before carrying out repairs and planned maintenance work on

your building in line with the Commonhold and Leasehold Reform Act 2002
Consult you about any service contracts of 12 months or longer where you will be expected to contribute £100 or more in any one year of the contract
Consult you about any major work or items that will cost you more than £250
Carry out the repairing responsibilities as stated in the lease for your home
Invite you to a regular Leaseholders' Consultation Panel to discuss issues which particularly interest you, and to consult you on any relevant plans we may have which affect you and our service to you.

You can help us by:

- Paying your service charge on time (if you disagree with any part of the service charge, you should continue to pay the amount due until we sort out the matter);
- Not making any structural alterations without our approval;
- Telling us if you want to transfer the lease to another person.

14 Response Repairs

We place a lot of emphasis on maintaining and improving the quality of our housing stock.

We provide a repairs service with approved contractors to the following standards:

Acknowledge in writing all requests for maintenance
Make appointments for the work when you report a repair
Offer you an a.m. or p.m. appointment when you report your repair
Provide a 24-hour emergency repair service
Complete emergency repairs within 24 hours (or make safe until a full repair can be completed)
Complete urgent repairs within 5 working days
Complete routine repairs within 20 working days
If for any reason we cannot complete the repair during the times above we will contact you and give you details of when we can complete the work
Provide an enhanced repairs service to vulnerable residents and change repair categories for vulnerable tenants where required
Ensure that an emergency service is available outside of normal business hours
Ask you how satisfied you are with the repairs we have carried out
Carry out an annual service and safety check of the gas hot water/heating system owned by Granta (this excludes shared ownership and leaseholders unless covered by a lease)
Service your smoke alarms on an annual basis
Service your carbon monoxide detector (if your home has one) on an annual

basis
Carry out satisfaction surveys of all tenants who have received a recent repair to monitor the quality of our service and let you know the results of this in our newsletters and on our website and report to the Maintenance Service Review Panel
Tell you verbally if we have to cancel your repair and explain why we have done so
Inspect at least 10% of completed work to ensure we provide you with a good-quality service

15 Planned and cyclical repairs

As well as providing a repairs service, each year we will carry out a number of major repairs to our homes such as fitting new kitchens and bathrooms.

When we carry out major repairs to your home, we will:

Meet you to consult on details before any major work starts
Give you details of work that is scheduled for your home
Have a nominated person who will be your contact point for all aspects of the contracted work
Provide 14 days notice before starting work on your home
Provide a choice of 7 kitchen doors, 6 worktops, 9 wall tiles and 10 floor types
Provide daytime and out-of-hours phone numbers in case you need to contact us
Help you to move furniture if you are not able to do so
Try to minimise the disruption to you and your home whilst the work is completed
Help you to lift and relay carpets and floor coverings if you are not able to do so
Make sure that the work is carried out to a high standard
Provide temporary heating to the main rooms if necessary
Make provision as required for residents with special needs or who are vulnerable
Make sure that you are not left without heating, electricity and water overnight

16 Gas servicing

When servicing the gas appliances provided by Granta we will:

Employ qualified gas registered engineers to carry out a gas-safety check for all Granta's gas appliances in your property at least every 12 months
Arrange an appointment with 7 days notice, that is convenient for you
Visit your home to carry out the service Monday to Friday between 8am and 1pm or 1pm and 6pm. Evening and weekend appointments are available
Give you a copy of the gas safety record (CP12) within 28 days of the

17 Aids and adaptations

We may receive requests from occupational therapists for minor adaptations or from Social Services for major work. When we receive these we will:

Order minor adaptations such as grab rails and lever taps, within seven working days
Acknowledge recommendations for major adaptations (such as bathroom alterations, or a ramp to your home) in writing within five working days
Make sure a surveyor visits your home within five working days of the acknowledgement letter to assess your needs and plan the work. The surveyor will explain what work is needed and discuss options with you, including choices of finishes such as tiles
Give you an information pack about the adaptation and will give you a client satisfaction questionnaire to fill in when the work has been completed
Tell you our decision on the planned adaptation work within 10 working days of the survey. If we do not think that the work is possible or appropriate, we will explain the reasons to you and explore other options with you to make sure that your home still meets your needs, or examine whether other suitable accommodation might be available for you to move in to. If you are not satisfied with our decision, we will offer you the chance to appeal
Confirm with you the name of the contractor and the planned start date for the work and give you a copy of any drawings the surveyor has done
Treat you with respect and consult you about how we will carry out the work to reduce any disruption to you and your home
Complete standard work within 60 working days of the survey date. However, major structural work and supplying some specialist equipment may take longer. If this is the case, we will tell you how long it will take
Make sure work is carried out safely and that your home is left clean and tidy at the end of every day
Show you how to use any new equipment we have fitted in your home and provide written information including what to do if there is a problem with the adaptations
Replace or repair any faulty equipment or work within five working days, as long as the relevant parts are available
Respond to enquiries made by phone, e-mail or letter within five working days
Take account of any comments we receive in client satisfaction questionnaires or through other consultation with service users

If adaptation work is being carried out by a specialist organisation, we will try to establish a service level agreement with that organisation which reflects our service profile above.

18 Sheltered housing and support for the elderly

We manage three sheltered homes and one extra-care scheme with facilities and support services in place to help people live independently.

We will make sure that:

- We maintain the elderly person's independence, security, privacy and wellbeing at all times;
- A call centre provides a response service where staff are not on site;
- Tenants can report emergency repairs through the emergency response line;
- We provide a laundry for tenants' use in our sheltered schemes to use at a small cost, and which is maintained regularly;
- We maintain shared areas;
- We support any social activities in our sheltered schemes and community centres.

For our elderly customers in general we will:

- Work with social services, primary care trusts, health services and the voluntary sector to help provide effective services for our tenants in their own homes;
- Refer people to social services for an assessment of their home-care needs (referrals can also be made by you, your GP, hospital or family).

Please Note

These service standards apply to our business in general. However, where there are parts of specific services which only apply to our registered and unregistered supported housing and care schemes, please read the scheme service specification for each site.

Please note that this service standards booklet is not a legal document. The legal rights of residents are set out in their tenancy, licence or lease agreement with Granta Housing Society.

How to contact us

Our team at the office at 1 Horizon Park, Barton Road, Comberton, Cambridgeshire CB3 7AF will be pleased to help you.

All general and housing related enquiries – 01223 576756
Maintenance line – 01223 472240

Or, email info@grantahousing.org.uk.

Granta also offers its tenants / residents and staff the opportunity to access information in different media to suit their needs e.g. Braille, **Larger print**, other languages, pictorial, audio tape/CD, minicom (01223 702 237). For access to these services, please contact us on 01223 576 756. Where applicable this will be achieved using a variety of service providers.

Other contacts : translation@cintra.org.uk www.multikulti.org.uk,
Widgit Literacy Symbols © Widgit Software 2007, www.widgit.com

এই তথ্যপত্রটি বাংলায় অনুবাদ করা যাবে। একটি কপির জন্য দয়া করে 'গ্র্যান্টা হাউজিং সোসাইটি'র সঙ্গে 01223 576756 নম্বরে ফোনে যোগাযোগ করুন।

本資料可被翻譯成廣東話。如有需要請聯絡 Granta 房屋組織 (Granta Housing Society) , 電話 01223 576756

Šis dokumentas gali būti išverstas į lietuvių kalbą. Norėdami gauti kopiją, prašome susisiekti su Granta Asociacija dėl Gyvenamųjų Patalpų telefonu 01223 576756

.Niniejszy dokument może zostać przetłumaczony na język polski. Aby zamówić tłumaczenie, proszę się skontaktować z Granta Housing Society – tel. 01223 576756.

Este documento pode ser traduzido para Português. Para receber uma cópia contacte a *Granta Housing Society* pelo telefone 01223 576756

Этот документ может быть переведен на русский язык. Чтобы получить копию перевода, пожалуйста, обращайтесь в жилищную организацию Granta по телефону 01223 576756

This document can be translated into your language. For a copy please contact Granta Housing Society, Tel 01223 576756

Our Details : **Granta Housing Society Limited**
1 Horizon Park, Barton Road, Comberton, Cambridge, CB23 7AF
Telephone: 01223 576 756 Fax: 01223 576 750
Website: www.grantahousing.org.uk E-mail: info@grantahousing.org.uk

Registered under the Industrial and Provident Societies Act 1965. Registered No. 21287R. Housing Corporation Registered No. LH1831. Granta is an exempt charity: Inland Revenue Registration No. XR58585. VAT Registration No. 432 2776 58.



Produced from sustainable materials