

Useful leaflets and factsheets

We publish a range of information leaflets and factsheets outlining our services and our approach to managing our homes. These are available on line and in our reception area. Please click on the links below and throughout the website to view the leaflets online.

If you would like us to supply any of these leaflets in a different format, in an audio version or in another language please let us know. Telephone freephone **0800 316 88 39**. Languageline and typetalk facilities are available when you phone us. [Our translation factsheet](#) may also be useful.

Customer Checked Panel

We have recently set up a Customer Checked Panel. Samples of our literature are sent to the members of this group before the material is printed, to make sure it is user friendly.

We would be very pleased to welcome new volunteers. If you would like to become involved, please contact **Vicki Dunstone** on **0800 316 88 39** or send an email by clicking on the link below.

Information leaflets and factsheets for tenants



[Aids and adaptations factsheet](#)



[Anti-Social Behaviour](#)



[Complaints factsheet](#)



[Dealing with Abandoned Cars](#)



[Dealing with Asbestos](#)



[Dealing with Condensation](#)



[Economy 7 factsheet](#)



[Fire safety](#)



[Gas appliances factsheet](#)



[Gas Safety](#)



[Getting More Involved](#)



[How can I move?](#)



[How clean is your home?](#)



[How to apply for rented housing](#)



[How to pay your rent](#)



[Improving Your Homes](#)



[Introducing Tor Homes](#)



[Land disposal](#)



[Listening to the views of our tenants](#)



[Moving in factsheet](#)



[Moving out factsheet](#)



[Mutual exchanges factsheet](#)



[Our Involvement Web](#)



[Racial Harassment](#)



[Radon Factsheet](#)



[Responsive Repairs](#)



[Service Charges](#)



[Sheltered Housing Services](#)



[Starter tenancies](#)



[The six strands of equality and diversity](#)



[Tree Management](#)



[Vulnerable Adults](#)



[What to expect in your new home](#)

If you would like to know more, please contact [Vicki Dunstone](#).

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