

The background consists of large, overlapping geometric shapes in shades of green, pink, and blue. A central blue banner with a white border contains the text 'Our commitments to you'. Below the banner, two stylized trees are visible: one in pink on the left and one in blue on the right, both with white trunks and branches. The trees are set against circular backdrops of their respective colors.

# Our commitments to you

## **A quick guide to our services**

Pendleton Together now manages council-owned properties across Pendleton. We are focussed on you, our customer, to improve the quality of your home and neighbourhood and provide services that meet your needs.

This guide sets out our commitments to you.

# Our commitments

**Your** homes will be improved.

**You** will have the same tenancy agreement and your rights will continue to be protected.

**Your** services will continue to be delivered by the same familiar faces as well as some additional new staff.

**Your** housing service will be improved to a higher standard.

**You** will continue to have a voice in the future of Pendleton, including more opportunities to get involved.

**Your** homes will continue to be owned by the Council.

**Your** rent will be set in exactly the same way and you will continue to pay the council.

## **Your homes will be improved**

More than 1,250 homes will be improved as part of the refurbishment scheme. You can look forward to new kitchens, bathrooms, double glazing, heating systems, rewiring and alarm systems.

## **You will have the same tenancy agreement and your rights will continue to be protected**

You have the same tenancy agreement and your rights are protected in exactly the same way.

The tenancy sets out your rights and responsibilities. If you don't keep to your tenancy agreement, you could lose your home.

Remember to keep us updated about any changes to your tenancy, for example, a member of the household moves out.

## **Your housing service will be improved to a higher standard**

We are committed to ensuring we provide a higher quality service. We will continue to provide a reliable and efficient day-to-day repairs service and a 24-hour 365 days-a-year emergency service. Most repairs are free, but if there is a charge we will let you know in advance, for example, if you need a lock changed due to losing your keys.

## Your services will continue to be delivered by the same familiar faces

The team you know and trust will be there for you on a day-to-day basis. The difference will be they will have more resources to do the job.

## You will continue to have a voice in the future of Pendleton

Residents will be at the heart of decision making. You have played a key role in developing the plans for Pendleton and you will continue to be closely involved in decision making.

## Your homes will continue to be owned by the Council

It is the only the management of your home that is changing. Your home will still be owned by Salford City Council and you will remain a tenant of the council.

## Your rent will be set in exactly the same way and you will continue to pay the council

There will be no changes to the way your rent is set and no extra charges. You will be able to pay your rent by:

- Direct Debit
- Standing Order
- Online at

**[www.pendletontgether.co.uk](http://www.pendletontgether.co.uk)**

**[www.salford.gov.uk](http://www.salford.gov.uk)**

- On the phone on 0300 555 5567
- At a PayPoint
- At a Post Office
- By post to Pendleton Together  
Diamond House  
2 Peel Cross Road  
Salford M5 4DT



## Things you need to know about improvements to your home

You will receive a handbook setting out how the improvements will be carried out. Here's a brief summary so you know what to expect.

### Step 1

We will send you a letter about 14 days before we start any work, giving you a 'provisional' start date. This letter will confirm what work will be carried out in your home, and will also tell you when your resident liaison officer (RLO) will visit you.

### Step 2

You will receive a letter about seven days before the work starts confirming the exact start date.

### Step 3

The day before work starts on your home, a member of the site team or your RLO will visit you to make sure that you have made all the preparations, ready for the work to start.

### Step 4

We will carry out the work to your home. Your RLO will regularly visit you.

### Step 5

We will inspect your home after we have completed all the work. We will give you advice on how to use any new systems that we

have installed. We will also ask you to fill in a customer satisfaction questionnaire.

We understand that you expect the highest level of service and that you are entitled to hold us to our promises.

### We promise to:

**Do the job quickly:** It usually takes up to 25 working days to upgrade a home. You won't need to move out, as we'll work round you. We will also provide respite facilities as part of our commitment to keeping disruption to a minimum.

**Keep things neat and tidy:** We'll tidy up after ourselves and generally act in a responsible, considerate way. It's your home, and we'll respect it.

**Give you a choice:** You'll have a wide choice of six kitchen styles and four bathroom styles, so you can suit your own personal taste.

**Keep you up to date:** Improvement work will be delivered in several phases. We'll give you plenty of notice before work is due to take place in your neighbourhood – giving you ample time to choose the style of kitchen and bathroom you want.

## Ways to get in touch

Call us on: **0300 555 5567**

Log on to:

**[www.pendletontgether.co.uk](http://www.pendletontgether.co.uk)**

Like us on facebook:

**[www.facebook.com/pendletontgether](http://www.facebook.com/pendletontgether)**

Call in at our offices at:

**Salford Shopping City  
45 Hankinson Way  
Salford  
M6 5JA**

**Diamond House  
2 Peel Cross Road  
Salford  
M5 4DT**



If you need this interpreting please telephone  
**0300 555 5567**

If you need this interpreting please telephone

Arabic

إذا كنتم بحاجة الى تفسير او ترجمة هذا الرجاء الاتصال

Chinese

如果需要翻译，请拨打电话

Czech

Pokud potřebujete tlumočnické služby prosím zavolejte

Farsi

اگر به ترجمه این نیاز دارید ، لطفاً تلفن کنید

French

Si vous avez besoin que cela soit traduit contactez

Kurdish Sorani

ۆب هكب زوفهلەت تئوود تەنارپئى گرهو مهئى رهگهئى

Pashto

ئىړک و نوفلت افطل ، کړاوغ لوک همجرت اد هک

Polish

Jeżeli potrzebne jest Państwu to tłumaczenie, proszę zadzwonić pod numer.

Punjabi

جے تہانوں ترجمانی دے لوڑاے تے براہ کرم فون کرو

Hindi

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦੀ ਵਿਆਖਿਆ ਕਰਨ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਟੈਲੀਫੋਨ ਕਰੋ

Russian

Если Вам требуется перевод, просим звонить по телефону.

Somalie

Haddii aad u baahan tahay tarjumiddan fadlan soo wac

Tigrinyan

ነዚ ናይ ምትጻም አገልግሎት እንተ ደሊኹም ደዉሉልና።

Urdu

اگر آپ کو اس ترجمانی کی ضرورت ہے تو مہربانی کر کے فون کریں۔

**Together...We're changing Pendleton**