

membership criteria

TO BECOME A MEMBER OF GOLD SERVICE

Simply complete and return the application form. The eligibility criteria is simple – pay your rent on time for 6 weeks, or keep to an arrangement to repay any arrears and rent for 12 weeks.

HOUSING BENEFIT PAYMENTS

If you get Housing Benefit, you are still eligible to join Gold, although this may take longer to process. Housing Benefit recipients still need to complete the qualifying period.

IF YOU ARE CURRENTLY IN ARREARS

Your Gold Service membership will only commence once you have made an agreement to pay your arrears plus rent and have kept to that agreement for 12 consecutive weeks.

IF YOU HAVE PREVIOUSLY BEEN SUSPENDED FROM GOLD SERVICE

There is no need to reapply to join Gold Service, as your membership will automatically be reinstated once you meet the membership criteria again.

YOUR MEMBERSHIP MAY BE SUSPENDED FOR THE FOLLOWING REASONS

If you fail to pay your rent and/or any arrears;

If you are given a 'notice' informing that you, a member of your family or a visitor to your home has breached the conditions of your tenancy.

IF YOU HAVE A COMPLAINT

If you are unhappy about any aspect of Gold Service or feel you have been unfairly treated, please contact us straight away and we will do all we can to solve your problem. If we fail to sort out your problem – you should write to us using the Association's formal complaints procedure.

IF YOU HAVE NEED MORE HELP OR ADVICE

Please contact us on 01204 454920 and we will be pleased to help you.

gold service benefits

**If you need this leaflet in another format,
such as large print, please contact the
Policy Team on 0161 610 4796**

إذا احتجت إلى نسخة مترجمة لهذه المعلومات يرجى الإتصال بنا على رقم الهاتف

0161 610 4796

Si vous désirez un exemplaire traduit de ces informations,
n'hésitez pas à nous téléphoner au 0161 610 4796

જો આપને આ માહિતીનું ભાષાંતર જોઈતું હોય તો
નં. 0161 610 4796 પર અમારો સંપર્ક સાધો.

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਦੀ ਅਨੁਵਾਦਿਤ ਕਾਪੀ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਸਾਨੂੰ 0161 610 4796 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

اگر آپ کو اس معلومات کی ترجمہ شدہ نقل کی ضرورت ہے، تو براہ کرم
0161 610 4796 پر رابطہ کریں۔

introducing you to **gold** service



Dear friends

At Irwell Valley, we believe that all our residents have a right to the peace and quite of a decent environment in which to live. In the past, we have spent too much of our time and resources on a minority of residents. For example, a great deal of our repairs bill has been spent on those who have intentionally caused damage to property. **Gold Service** aims to reduce this negative expenditure and enable us to provide you with better services and community based facilities.

Residents are encouraged to keep to their tenancy agreements by a series of rewards and incentives listed on the next page. Through **Gold Service** we have made considerable savings which we have put back into the community to make brighter futures and safer neighbourhoods for our residents.

We feel the package of **Gold Service** benefits we have put together is right for you and is constantly being updated. We hope that you will enjoy **Gold Service** and the benefits you so rightly deserve.

Yours

A handwritten signature in black ink that reads "Tom".

Tom Manion
Chief Executive

membership benefits

Education and Training Grants	Members can apply for education grants and scholarships, either for themselves or for their children if they are in further education or training
Bonusbonds	An individual bonus of up to £52 a year in Bonusbond vouchers. These can be spent at over 23,000 retail and leisure outlets
Community Gold	You can choose for your bonus to go to a resident's group, where the money will be doubled by Irwell Valley and the money used will be for the benefit of your community
Community Awards	If you are involved in a community group in your area, or just holding a community activity, Gold Community Awards may be able to assist with funding the event
Faster Responsive Repair Service	As a Gold Service Member you are entitled to an enhanced, faster responsive repairs service
Extra Choice in Home Improvements	Members will have extra choice in planned maintenance programmes, such as kitchen fittings
Members Magazine	Members will receive <i>Gold</i> which is produced exclusively for Gold members. This will keep you up-to-date with all the latest developments and special offers
Insurance Services	Irwell Valley has arranged a low-cost home contents insurance scheme for members
Discounts	The Countdown Card entitles members to discounts in retail outlets and leisure attractions
Priority Transfers	Gold Service members will receive priority over a non-member when transferring to another property when circumstances are the same
Gold Access	A dedicated telephone line is available at all times to enable members to contact the Chief Executive direct
Progression to Solid Gold	Gold Service members with two years continuous membership and no arrears can move onto Solid Gold membership and enjoy even more benefits!