

membership criteria

How do I join Solid Gold?

You don't need to do anything! Membership is automatic for residents who have been a continuous Gold Service member with a clear rent account for two years. We will upgrade your membership and tell you the good news!

As with Gold Service, suspension from membership can occur, but the rules are slightly different. Your membership will be put on hold or withdrawn for the following reasons:

- Not paying your rent and/or any arrears. You will be given four weeks to clear the arrears, and if they are not cleared within that time, you will revert back to Gold Service membership and need to start the qualifying process for Solid Gold again;
- Failing to contact the Legal Services team to make arrangements to pay for a rechargeable repair within two weeks of being billed, or failing to keep to the agreement made with the Legal Services team. Solid Gold members will not get Bonusbonds while there is a recharge repair being paid for on an agreement, but will keep their Solid Gold status providing that the agreement is kept;
- Being served with a 'Notice' for breaching your tenancy agreement will result in Solid Gold membership being withdrawn and you will need to re-qualify once the Notice has expired.

If you have any further questions

Please phone the Gold Service Administrator on 01204 454 920. You can also e-mail questions to goldservice@irwellvalleyha.co.uk. Our website also contains information at the following address www.irwellvalleyha.co.uk

If you have a complaint

Or if you are unhappy about any aspect of Solid Gold or feel that you have been treated unfairly, please contact the Gold Service Administrator on 01204 454920. If we are unable to rectify your problem, please write to the Association using the standard complaints procedure. You can get a copy of an information leaflet and complaints form from any of our offices.

solid gold 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 **solid gold**



Dear friends

Following on from the success of Gold Service, Irwell Valley has introduced an additional reward scheme called **Solid Gold**. We want to say an even bigger thank you to our most loyal customers and believe that this is achieved through Solid Gold. Our most loyal customers are those who have successfully maintained Gold Service status for two years, with no other breaches of tenancy.

Gold Service will continue and develop for new and existing customers, while Solid Gold members will enjoy the benefits of **both** packages.

This leaflet explains the new benefits on offer. To qualify, all we ask is that you have been a continuous Gold Service member with a clear rent account for two years. You don't need to complete any forms to join and we will even tell you when you have met the qualifying criteria!

I hope that you will enjoy Solid Gold and the additional benefits it brings.

Yours

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

Tom Manion
Chief Executive

membership **benefits**

Prize Draw

Three times a year, Solid Gold members can take part in an exclusive prize draw with a top prize of a fantastic £1,000. Three runners-up will also win £100 in each draw.

Flexible Responsive Repair Appointments

Solid Gold members who work full-time, and are unable to give contractors access to their property during the day, may be able to have an early evening or Saturday morning responsive repair appointment (this is subject to availability and certain criteria).

New Community Gold

Solid Gold members who are part of Community Gold will have their bonus point contributions tripled instead of doubled. This could add up to £156 per member per year to resident group funds!

Participation Gold

Solid Gold members who get involved in any scheduled resident association meeting (including the Resident's Committee) will have a fee of £2 paid into their resident association fund for each meeting attended.

Solid Golden Goodbye

A payment of £100 is available exclusively on application to Solid Gold members who leave their property in a good condition when terminating their tenancy (subject to certain criteria, which is available on request).

Welcome Bonus

On becoming a Solid Gold member, you will receive a one-off gift of £10 in Bonusbonds to say congratulations on achieving membership!

In addition, Solid Gold members will also continue to enjoy all the usual Gold Service benefits!