

## Useful information

The Housing Corporation published a document in April 2007 entitled 'A charter for housing applicants and residents'. You can use this charter to find out what you can expect and ensure you are receiving the service you should be from your housing association.

To visit the Housing Corporation website and view this document [click here](#)

See below for useful leaflets about living in your PHA home - please let us know if you would like any further information.

### Leaflets about PHA



[Welcome to PHA](#) About our organisation



[PHA rent arrears leaflet](#) If you have difficulty paying your rent



[Continuous improvement leaflet](#) How we improve our services



[Our service standards](#) What you can expect from us



[Complaints leaflet](#) How to make a complaint



[Our tenants handbook](#) More information about your rights and our services



[Anti-social behaviour leaflet](#) Information on dealing with nuisance and harassment



[Leaseholder manual](#) A comprehensive guide for all our leaseholders