

# FAMILY 1ST CLASS



## RESIDENT REWARD SCHEME



# FAMILY 1ST CLASS

**We want to deliver great services and as part of our commitment to do this, we have introduced a resident reward scheme called Family 1st Class.**

Family 1st Class values loyal customers who maintain the terms of their tenancy, such as paying rent on time, looking after their home and not causing a nuisance.

Family 1st Class also gives customers access to a range of incentives and benefits, which have been developed in consultation with residents.

## **Who can be a member?**

Family 1st Class is open to all residents, including leaseholders and shared owners. Membership is automatic. We run our membership reports every few months. If you become a member of the scheme, you will be notified by post and provided with an information pack.



## **You are automatically a member of Family 1st Class if you have:**

- ➔ A clear rent account, or you are keeping to an agreement to pay your rent.
- ➔ An up-to-date gas service.
- ➔ No breach of your tenancy agreement.
- ➔ Been a Family Housing tenant for three months.

## Benefits of membership

Members of Family 1st Class are entitled to a range of benefits including:

### → “In Touch” visits

Members are contacted once a year to see if they would like a visit from their Neighbourhood Officer.

### → Loyalty Gifts

Members receive loyalty gifts from Family to celebrate 5, 10, 20 and 30 years as a valued customer of the association.

### → Goodbye Bonus

Members are entitled to £75 cash when they end their tenancy and move on to a new home (subject to property inspection).

### → £250 Prize Draw

Members are automatically entered into a prize draw four times a year and can receive prizes worth up to £250.

If you are interested in finding out more about Family 1st Class and to ensure you have access to all the benefits and incentives it offers, please contact us. Full details on how to contact us can be found on the back of this leaflet.



## Family 1st class.

This document is available in other languages upon request.

### Bengali

ফ্যামিলি ফাস্ট ক্লাশ – রেসিডেন্ট রিওয়ার্ড স্কিম (আবাসিক পুরস্কার প্রকল্প)  
এই ডকুমেন্ট অনুরোধে বাংলায় পাওয়া যায়।

### Kurdish

خیزان پلهی یه کهمه- بهرنامهی خه لاتکردنی نیشتهجیبیان  
ئه بهلگهیه به پیی داواکاری به زمانی کوردی ش دهس دهکهویت

### Punjabi

ਪਰਿਵਾਰ 1ਲੀ ਸ਼੍ਰੇਣੀ - ਰਿਹਾਇਸ਼ਕਰਤਾ ਪੁਰਸਕਾਰ ਯੋਜਨਾ  
ਇਹ ਦਸਤਾਵੇਜ਼ ਮੰਗ ਕੇ ਪੰਜਾਬੀ ਵਿਚ ਵੀ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

### Somali

Qoyka Derajada 1<sup>aad</sup> – Qorshe Abaalmarin Degane  
Dokumentigaan waxaa lagu helaa Soomaali haddii la codsado.

### Urdu

خانداں درجہ اول - رہائشیوں کے لئے انعامی سکیم  
درخواست پر یہ دستاویز اردو میں بھی مل سکتی ہے۔

## How to contact us

You can contact us at our office, over the telephone,  
by e-mail or on our website.

### Telephone:

0121 766 1100

8am-8pm Monday to Friday

8am-1pm Saturday

Emergency out of office hours:

0121 766 1100 (transfer to our out  
of hours service)

### E-mail:

post@family-housing.co.uk

### Post:

Family Housing Association

(Birmingham) Ltd

Bordesley House

44/46 Coventry Road

Birmingham B10 0RX

### Website:

www.family-housing.co.uk

