

Heathfield Residents Association Limited

Information Leaflet

Contacting HRA

Purpose

This leaflet sets out the process on how to contact the Association; how we deal with and respond to enquiries; and our management of unreasonable and unwarranted behaviour relating to communications with HRA.

Contacting HRA – general enquiries

Residents and third parties who wish to contact HRA should in the first instance use the '*Contact form*' on the HRA website: hra-duxford.org.uk. This will ensure that the communication is read, recorded, acknowledged and actioned. Letters may be sent to HRA, and these should be addressed to:

The Secretary
Heathfields Residents Association Ltd
32 High Street
Cherry Hinton
Cambridge, CB1 9HZ

Contacting HRA – conveyancing and finance

If the query relates to selling or buying a house on the estate or changing details on a share certificate, contact should be made via our email address:
conveyancing@hra-duxford.org.uk.

If the query relates to a general finance matter, e.g. paying HRA fees, then the following email address should be used: finance@hra-duxford.org.uk.

HRA Response to communications

The HRA Board aim to respond to all communications as soon as practicably possible, taking into consideration time-constraints and the nature of the enquiry. If possible, a response will be provided as soon as reasonably possible. However, if the matter requires a decision of the HRA directors it will need to be discussed at the next meeting of the Board and the outcome provided to the originator. If the matter requires immediate attention, for example if it is serious or cannot wait, the Board of Directors will respond accordingly.

Facebook comments concerning HRA are not considered formal enquiries, but they may be routinely monitored and if necessary, raised for discussion at the monthly meetings if it considered appropriate.

Complaints

If your communication relates to a complaint against HRA please refer to the separate leaflet '*Complaints Against HRA*'.

Feedback

The Board of Directors are always happy to receive constructive feedback and views regarding the service it provides, either in person, email or in writing.

Unwarranted or unreasonable behaviour

HRA directors are all volunteers and devote much of their time towards running the association. Any communication that is directed at a specific director, or of the Board generally, that is inflammatory, causes alarm, distress or unease will be treated seriously and robust action will be taken to deal with this behaviour.

HRA will not tolerate:

- Abusive behaviour
- Harassment
- Intimidation
- Persistent, unreasonable or unrealistic demands

HRA want to be as open and accessible as possible and we will provide appropriate responses in a timely manner. However, some types of communication or behaviour can put excessive or unreasonable demands on the time of our directors – who are all volunteers. This affects our ability to help others and to provide an effective service.

Examples of unreasonable behaviour include, but are not limited to:

- Abusive behaviour;
- Refusing to cooperate, or to clarify an issue or matter, despite our offers of help;
- Making excessive communications with the Association, e.g. frequent calls, constant emails, emailing numerous directors, sending frequent and detailed letters/emails, expecting immediate responses;
- Making unjustified or vexatious complaints against our directors;
- Repeatedly demanding we respond within an unreasonable timescale;
- Insisting on a face-to-face meeting when we do not consider it necessary;

- Visiting the homes of directors without an agreed appointment and insisting on being seen;
- Pursuing multiple complaints at the same time or repeatedly pursuing complaints which have already been answered;
- Raising detailed questions that are not central to the issue(s), and insisting they are all answered;
- Persistent refusal to accept a factually correct response/answer that has been appropriately dealt with;
- Persistent refusal to accept explanations relating to what we can or cannot do;
- A deliberate attempt to disrupt the work of the Association that may cause an unnecessary diversion of our activity;
- Obsessive, persistent, prolific and repetitious behaviour.

Actions we may consider

If there is an instance of unreasonable or unwarranted behaviour from someone, we will ask that person to change their behaviour, communication and/or language. If it continues, we may:

- Send a polite, but formal letter to the originator requesting that their behavior stops.
- Discontinue communicating directly with that person (we may end a telephone call if we are on one), and only communicate in writing through a letter sent by Royal Mail post;
- With that person's consent, communicate with them through a representative or third party such as a relative, friend, solicitor or neighbour;
- Restrict or refuse to communicate with that person on a specific matter or topic.
- Consider initiating legal action. This course of action is designed to protect directors from intimidation and further unwarranted or unreasonable behaviour.