



## Section 1 - Introduction

This handbook tells you about your rights as a resident and the services the Association provides.

It is not possible to cover everything in this short handbook. If you have any further queries, please contact your Housing Officer who will be pleased to help.

Established in 1919, Railway Housing Association is a registered charity (reg no. 216825) and Registered Social Landlord (reg no, A1855) regulated by the Charity Commission and Tenant Services Authority. The Association owns over 1340 properties for rent, located within 30 local authority areas in the North East of England and in Hereford.

The Association provides a management service to residents from its Head Office situated at:

Bank Top House  
Garbutt Square  
Neasham Road  
Darlington  
DL1 4DR

Telephone: 01325 482125

Freephone Number: 0800 0287428

Fax: 01325 384641

The office is open from 8.30 a.m. to 4.30 p.m. Monday to Friday (except Bank Holidays).

In addition, the Association's Area Offices are staffed on a part time basis, an out of hours answer machine service is also available.

Newcastle Office 0191 267 5587  
(Cowans House)

Newcastle Office 0191 460 8845  
(North Eastern Court)

York Office 01904 780789

Hull Office 01482 448873

**Website: [www.railwayha.co.uk](http://www.railwayha.co.uk)**

## Board of Trustees

The Association is governed by a Board of Trustees who determine the objectives and policies of the Association, set targets and review performance.

A full list of current members is shown on the Association's website and published annually in the Annual Report.