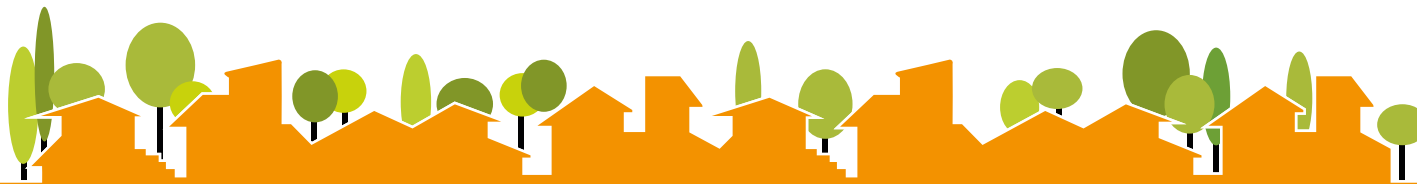




Broxtowe
Borough
COUNCIL

Tenants Handbook





Checklist for moving home

Before you move but when you have your moving date

TASK	TICK	DATE
Start packing non-essential items	<input type="checkbox"/>
If you are moving to a new area, register with new doctors, dentist and other related services	<input type="checkbox"/>
Arrange for post to be re-directed to your new address, you can do this at the post office or online	<input type="checkbox"/>
Make a list of everyone who needs to know about your move, for example: <ul style="list-style-type: none"> • Bank or building society • DWP/Benefits • HM Revenue and Customs • Insurance companies • DVLA and Car Insurance • TV Licensing • Cable/Satellite/Broadband provider • Mobile phone company • Employer • School • Utility companies 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>



MOVING DAY ESSENTIALS AND IDEAS	TICK
Tea/coffee and milk	<input type="checkbox"/>
Kettle and cups	<input type="checkbox"/>
Toilet rolls	<input type="checkbox"/>
Light bulbs and Torch	<input type="checkbox"/>
Pen and Paper	<input type="checkbox"/>
Essential tools eg screwdriver	<input type="checkbox"/>



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Welcome to your new home

This handbook contains useful advice and information and should answer many of the questions that you have about your tenancy.

Please remember that this is for guidance only and does not form part of your tenancy agreement. It is important that you have read your agreement as it is the formal legal document covering the terms and conditions of your tenancy.

Broxtowe Borough Council owns and manages approximately 4,500 properties. We work closely with our partners to make sure that our services are of a high standard and good value for money.

Throughout the handbook we have included details of the different teams responsible for providing services. Unless another number is provided all teams can be contacted on **0115 917 7777**.

Content of this booklet can change over time, the most up to date version can be found on our website **www.broxtowe.gov.uk**. Here you will also find details about all the services the Council provides.



Your Tenancy

As a Council tenant, you have signed a tenancy agreement with us, Broxtowe Borough Council, as your landlord.

This is a legal agreement placing important responsibilities on both you and the Council.

This booklet is designed to help you understand your tenancy agreement, what your rights and responsibilities are as a Council tenant, and what the Council's rights and responsibilities are as your landlord.

The Council offers two types of tenancy:

- Introductory Tenancy
- Secure Tenancy

The Officer carrying out your sign up will advise you which type of tenancy that you have. It will also be detailed on your offer letter and on your tenancy agreement.



What happens if I ignore my responsibilities?

If you ignore your responsibilities and do not keep to the terms of your Tenancy Agreement, then the Council may ask the Court for Possession of your home or take other legal actions against you.

Your Tenancy Agreement has much more detail about what your rights and responsibilities are and what we at the Council expect from you as a Tenant. It is therefore important that you read your tenancy agreement and keep it in a safe place.

Changing the terms of your tenancy agreement

The Council may review your conditions of tenancy to ensure that they are up to date, relevant, clear and lawful. This is because of new legislation introduced over time. If we propose any changes to the conditions of your tenancy, other than to rent or other charges we will give you notice in writing and allow you at least four weeks to comment.

After completing the consultation process we will give you at least four weeks notice in writing, detailing any changes to be made and the date they will take effect.

Tenancy Types offered by the Council



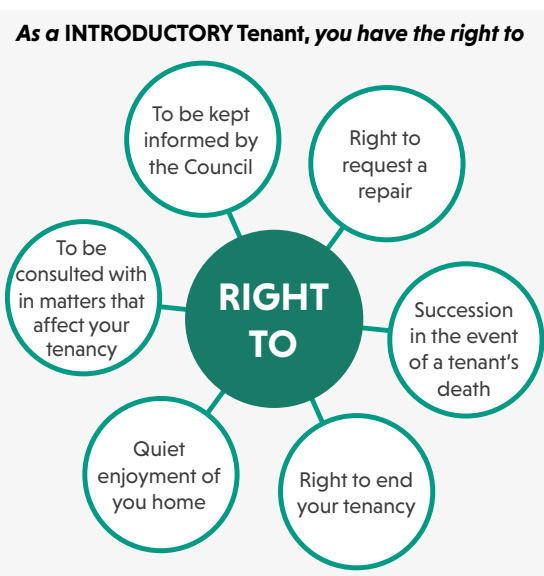
Introductory Tenancy

Introductory Tenancies are offered to every new tenant. Introductory Tenancies are a trial period of 12 months to ensure that you are able to sustain your tenancy.

As an Introductory Tenant, you will have fewer rights than the other types of tenancy offered by Broxtowe Borough Council, if you successfully complete the Introductory Tenancy period, you will gain these further rights.

If you breach your agreement, the Council will apply to the Court to end your tenancy or could choose to extend your Introductory Tenancy. You will be visited by the Council to provide you advice, help and support in maintaining your tenancy

Please refer to the "Your Tenancy Explained" booklet for more information about your tenancy.



Secure Tenancy

Following successful completion of the Introductory Tenancy period, you will become a Secure Tenant.

As a Secure Tenant, you have the same rights as an Introductory Tenant but also have the additional rights opposite.

Your tenancy has no expiry, as long as you do not breach your agreement or wish to make any changes to it in any way, the property will remain yours for as long as you require. It is very important that you read your tenancy agreement and keep a copy of it safe and refer to it when required. Breaching your agreement can have serious consequences, such as the Council applying to Court to end your tenancy.



Your Rent

Each week you must pay all the rent and charges due on your home.

The rent and any service charges are due on Monday of each week and are payable in advance. There are 4 'rent free' weeks each year, however, if you have fallen behind with your payments then payments still need to be made on these weeks.

Ways to Pay

There are several ways you can pay your rent but the easiest way to do this is by setting up a direct debit or standing order. You can do this by contacting the Income Collection Team. We also offer payment online or over the phone.

Statements

We will send you a rent statement every 3 months. Please read the statement carefully to make sure you are up to date with your payments. If you are unsure about anything, please contact us with any questions you may have.



Changes to your rent

We review the rent and any other charges on an annual basis and you will have a new rent charge from the first Monday in April each year. We will give you at least four weeks' notice in writing of any change to your weekly rent and charges.

The Income Collection Team

If you have any questions about your rent account including;

- How to make payments
- Balance enquiries
- Advice about benefits
- Concerns about making payments

Then please contact the Income Collection Team as soon as possible. We can discuss your options, offer advice and help you to maintain a clear rent account.

Financial Inclusion Service

We also offer a Financial Inclusion Service which can help you with:

- Budgeting
- Applying for Benefits
- Accessing available funding
- Making your money go further

If you think that you would benefit from an informal chat with the Financial Inclusion Officer, then please contact us to arrange a call back

You can also get advice about your entitlement to benefits from the Citizens Advice Bureau.

**citizens
advice**



Help with paying your rent

Depending on your age, you can either claim Housing Benefit or Universal Credit to help with your rent costs. If you are unsure about what benefits you are entitled to, you can contact the Income Collection team for a referral to one of our Financial Inclusion Officers or get advice from Citizens Advice.

If you are in receipt of benefits to help with your rent, it's really important that you keep your claim up to date, otherwise you might be paid the wrong amount. It's also important to make a claim as soon as you move into the property to ensure that the rent is covered from the start of the tenancy.

If your Housing Benefit or Universal Credit doesn't cover all of the weekly rent, you may be able to apply for Discretionary Housing Payment to make up some of the shortfall. You can apply for this on our website.

Help with Council Tax

If you are in receipt of benefits, you may also be entitled to help with your Council Tax through our Council Tax support on our website. If you claim Universal Credit, this is not included and you will need to make a separate application.



Maintaining Your Home

As a tenant of the Council, you have the right to request a repair of your property and it is important that your property is kept in good order. From time to time, we will also make improvements or carry out routine maintenance to ensure that your property is kept to a good standard.

Reporting Repairs

You can report non-urgent repairs online via www.broxtowe.gov.uk/housing and select 'Report a Repair'.

Alternatively or if your repair is urgent, you can contact our Contact Centre on **0115 917 7777**, we provide 24 hour cover for emergency repairs.

When you call to arrange a repair, you will be given an appointment. Your repair will be categorised by our staff according to what is reported. Emergency repairs will be completed within 1 working day. Other repairs will be prioritised accordingly.

It is important that you report repairs to us as soon as possible. You are responsible for any repairs that arise as a result of any deliberate acts or any damage that you cause to the property. You could be charged by the Council if it has to repair any damage that you cause.

You are responsible for keeping the inside of your home in good conditions and must undertake certain maintenance yourself. This includes any decorative work, unblock sinks and baths, replace sink plugs and chains, ease internal doors and window hinges and replace light bulbs in non-sealed fittings.

Access to your Home

You must allow access to the property to allow our officers, contractors or agents to carry out any inspections, safety checks, treatments, repairs, major works or improvements that we are required, or entitled to carry out to the property (including fixtures and fittings). This also includes the building or estate in which the property is situated, or any other adjoining land in the Councils control.

Where possible, we will give you 24 hours notice that entry is required to the property

unless immediate entry is necessary in an emergency. If you repeatedly fail to provide access, whether by refusing or otherwise, we may ask the court for an order that allows us, our contractors, or agents to gain entry to the property.

Gas and Electric Safety

Your home will have either gas or electric appliances, or both. We require and request access to service your appliances periodically. For gas appliances, it is every year. It is very important to us that you are safe in your property and therefore it is essential that we gain access to check the gas and electric safety. We will write to you and/or make contact with you by phone to make the arrangements for any servicing. It is very important that you keep the appointments for this essential work.

Alterations and Improvements

We understand that you may wish to change things in your property or make additions to your property to make it more suitable or more to your liking. If you wish to make an alteration or improvement, you must request the permission of the Council. The Council will try to enable you to do this and not withhold permission unreasonably. Decorative works do not need permission, permission is required for minor improvements such as sheds and satellite dishes.

When you leave your property, it is possible to claim compensation for certain improvements. Should you wish to make a claim, you should do so within the period starting 28 days before, up until 14 days after the tenancy comes to an end.

Do not carry out any works without permission. If you do receive permission, work must be carried out by a competent tradesperson who can provide the required certificates.



Planned Maintenance and Modernisation

Over time, your property will require routine maintenance or modernisation. Modernisation works can include the replacement of windows and doors, improving insulation within your property or the fitting of new kitchens and bathrooms. We will inform you if we are carrying out works at your property giving you plenty of notice and liaise with you or ask your opinions where required. We will do all that we can to make sure that the works cause the minimum amount of disruption to you as possible.

Helpful Advice about Maintaining Your Home

Keep your home heated and ventilated to avoid any build up of damp or condensation

If your home has a gas supply, your home will not have any gas switched on when you move in. Please contact the Housing Repairs Team to arrange for it to be turned on. The engineer will show you how to operate your boiler

Ensure you keep credit on your gas meter when we come to service your boiler, we will not be able to do so if there is no credit.

Please ensure that you let us know quickly if anything is in need of repair as not doing so could cause damage to your property or a neighbouring one.



Anti-Social Behaviour

Anti-Social Behaviour (ASB) is defined as "Behaviour by a person which causes or is likely to cause harassment, alarm or distress to one or more persons not of the same household as the person". (Antisocial Behaviour Act 2003 & Police Reform and Social Responsibility Act 2011).

Your responsibility

Each tenant has the right to enjoy their homes free from nuisance, harassment and anti-social behaviour. It is also important to remember that as the tenant of the property, you are responsible for all the people that are living with you and who visit you. Examples of anti-social behaviour could include:

- Loud Music
- Shouting and swearing
- Verbal abuse
- Drunken or rowdy behaviour
- Uncontrolled dogs
- Rubbish dumping



Reports of ASB

Anti-Social Behaviour has a negative effect on the community and on people's lives. The Council takes allegations of anti-social behaviour in its properties very seriously.

If you behave in an anti-social manner, a member of the Tenancy Services Team will discuss any incidents with you and advise about your behaviour in the future. If you continue to behave in an anti-social manner and ignore our advice, the Council could take Court action and it could lead to you losing your home.



If you are experiencing ASB

If you are suffering from anti-social behaviour, you should contact the Police on 101 or contact the Tenancy Services Team.

When a member of the Tenancy Services Team discusses your concern with you they will agree an action plan with you about how the Council will tackle the complaint, what we will do and what you should do.

The Council will do all that it can to ensure that your complaint is kept confidential. We may ask you to keep records of incidents in a diary booklet or by downloading the NoiseApp on your device.

The Council will keep you up to date during the investigation and will inform you of any action being taking.

The Council will try to act and resolve the anti-social behaviour as soon as possible.

The Council will inform you of the results of its investigations

Sometimes relations between neighbours can become strained and there is no clear path to resolve the issues for all concerned. In certain instances, the Council may refer cases to a mediation service.

Mediation is a way of solving problems between neighbours. Trained mediators listen and talk to the people involved. They do not take sides or judge anybody, but aim to help neighbours reach an agreement that works for everyone.

Tips of how to be a good neighbour

- Make sure that you keep any noise to a reasonable level, particularly in the early evening and at night. This includes noise made by televisions and music systems. Be careful with the level of your music when you are in the garden or when you have your windows open.
- Ask visitors to be quiet when they are at your property, especially when they arrive or leave
- If you intend to have a party, be courteous and let your neighbours know in advance and keep the noise to a reasonable level.
- Control your pets. Don't leave dogs alone for excessive amounts of time. Don't allow your pets to cause a nuisance and always clean up after your pets whether in your home or in public areas
- If you have any concerns about a neighbours behaviour or you want to discuss any potential nuisance with your neighbours. If you feel able to do so, it can be beneficial to discuss it with neighbours before contacting the Council or Police.

In and around your home



Gardens

If your home is let with a garden, it is important to keep it maintained. It is also important that your garden is kept free from rubbish and any other items that could make it look unsightly and could attract vermin.

If you are an older person or you have a physical disability, the Council offers a garden maintenance service to assist you.

If you need any further advice about maintenance of your garden, please discuss this with the Tenancy Services Team. It is a responsibility of your Tenancy to maintain your garden and important that you take action to ensure it is maintained.

Trees

Your property may have a tree within its boundaries or there may be a tree in a communal area close to your home. The Council is responsible for maintaining trees that are in the communal areas. Trees in your garden are your responsibility unless you are on the maintained garden list. If you wish to cut down a tree, you should enquire with our Environment Section to ensure that it is not protected by Law.

Communal areas

It is your responsibility to keep communal areas clear, clean and tidy. You must not leave items in any communal area. Items left in the communal area could cause an obstruction in the event of an emergency and if rubbish is left it could attract vermin and other pests.

If you do leave items in a communal area, they may be removed and you could be charged for their removal. As it is a breach of your Tenancy Agreement, action could be taken against your tenancy. Please be respectful of your neighbours when using communal areas by not causing undue mess, make sure communal doors are kept closed for everyone's safety and doors and windows are closed quietly.

Fire Safety

We expect all residents to:

- Take care when cooking - most fires start in the kitchen.
- Never leave unattended candles burning.
- Make sure cigarettes are properly extinguished.
- Not have flammable materials in any communal store cupboards or keep bottle gas canisters in your home.
- Take responsibility for rubbish and make sure it is disposed of appropriately.
- Make sure mobility scooters, bicycles or other items are not left in corridors or communal areas if you live in a flat or somewhere that might hinder your exit in your home.
- Know your escape routes should they be required in an emergency – and make sure everyone who lives in your home knows how to escape.
- If you have had external wall insulation and you notice any damage to it, please contact the Capital Works team.

Rubbish and Bulky Waste Services

The Council is responsible for the collection of household refuse. You must use bins where they are provided, and use your recycling facilities wherever possible. You must put your bin out ready on the day of collection and take it back in once the rubbish has been collected. Please do not obstruct paths or walkways with bins or rubbish.

If you have bulky items that will not fit in to your bins and you cannot take to a Household Waste site, the Council does offer a Bulky Waste Service. These items can be collected by the Council at a small charge. For more information contact the Refuse and Recycling Team.



Parking

Some of our blocks of flats and schemes have parking provided for residents and their visitors. At many of our flats and schemes, there are not enough parking spaces for all residents and they operate on a first come first served basis.

Parking can be a trigger for neighbour disputes so please park in a reasonable manner to allow as many residents as possible to park and access their vehicles.

Mobility Scooters

Mobility Scooters are important for some residents and their independence. Certain properties cannot have mobility scooters stored at them because of Health and Safety. Please contact your Housing Officer or Independent Living Officer for more information if you would like to keep a scooter or you would like some advice about where you can store it.

We do not allow scooters to be charged in a communal area, unless it is a designated scooter store.

All scooter battery chargers must have an up to date Portable Appliance Test (PAT) certificate which must be supplied to the Council within one month of permission being granted and on an annual basis.



Living in your home

Your Council home must be your only and main home.

You must not be absent from your property for a continuous period of more than four weeks without first telling us in writing. We also ask that you provide us with the address that you are going to and telephone contact details, this is in case of an emergency should we need to access the property. You should also ensure that if you are in receipt of any Housing Benefit, you advise them of your absence and reasons.

Lodgers and Subletting

All secure tenants have the right to take in lodgers provided it does not make your home overcrowded.

You can also sublet part of your home, but you must request permission before you do this. We will refuse any permission where it would make your home overcrowded or any request to sublet your entire home.

If you apply for a transfer, lodgers and subtenants are not the Council's responsibility.

Any agreement over their occupation that they may have with you are not recognised by the Council. If you move out, you must not leave lodgers or sub-tenants in occupation.

If you take in a lodger or a sub-tenant you are responsible for their behaviour and any nuisance will be a breach of your tenancy agreement. You should also ensure that you inform housing benefits of any plans to take in lodgers or to part sublet.

Running a Business from Home

Sometimes tenants wish to run or operate their business from their home. If you wish to do this, you will need permission from us. Certain businesses or business practices are prohibited under the terms of your Tenancy Agreement to be carried out at your home. Contact the Tenancy Services Team for further advice. They may ask you to put proposals in writing or to take other measures before granting you permission.

Pets

The Council tries to accommodate requests for domestic animals wherever possible. You are required to request permission before you obtain a pet or additional pets. There are certain types of accommodation where the ownership of pets is prohibited.



Independent Living Service



Broxtowe Borough Council has a large number of Independent Living Properties. These comprise of a mixture of bungalows and flats, and some flats are part of large schemes that have communal facilities for residents to enjoy.

There is a weekly service charge payable in addition to your weekly rent if you live in an Independent Living property and this can vary depending on what scheme you live in and what facilities are provided.

The service charge includes a lifeline calling system in each property that is linked to a 24 hours response centre staffed by trained operators who are available seven days a week.

The Independent Living Service is all about making life easier. It enables you to live as independently as possible and the support offered is tailored to your needs.

We encourage tenants to take part in social activities that are held on Independent Living Schemes. Social Activities are organised by Social Activity Groups and run by tenants for tenants, or by the Council's Activities Co-ordinators who ensure a programme of activities is being provided across all schemes in the Borough.

You are able to suggest activities that you would like to see taking place on your scheme to your Social Activity Group, or Activities Co-ordinator.

To contact your Activity Co-ordinator, please contact the Independent Living Business Hub for your area.

Some schemes contain guest rooms so friends or family can come and stay close to you for a small nightly charge.

Please contact your Independent Living Coordinator for more information.

There are two Business Hub areas that are contactable within office hours (8.30 – 5.00 Monday to Thursday and 8.30 – 4.30 on a Friday)

The West Team Hub 📞 **0115 917 3125**

The East Team Hub 📞 **0115 917 3170**

Your Independent Living Coordinator will advise you which hub our property is part of.

Lifeline

The Council offers a Lifeline Service to those homes that are not part of the Independent Living Service but require the support of the speech call service.

Anyone can request this service, regardless of the property type you live in, at a small annual charge.

Housing Engagement

Through listening and responding to views and feedback, the Housing Service can ensure that customers are at the heart of shaping services for the benefit of all customers.

A Housing customer is anyone who receives a service from the Housing Service, including Tenants, Leaseholders, Lifeline customers and Homeseach applicants.

Customer experience of services is essential for highlighting what is working well and where improvements are needed. We want to ensure that our customers have a voice and can influence positive change.



Have Your Say the easy Way, At A Time That Suits YOU!

GO DIGITAL

Social Media

Follow us on social media platforms, including Facebook and Twitter.

Email Me

Sign up to our monthly Housing bulletin and keep up to date! Sign up at www.broxtowe.gov.uk/emailme

Housing Community Facebook Group

This is a private group for Housing customers to share their ideas and opinions at any time of the day.

Surveys & Consultations

Share your thoughts and experiences on changes in the service area that directly impacts you.

TAKE A SEAT

Service Reviews (Scrutiny)

Housing customers are invited to form a 'start & finish' group that will look deeper into a service area. They are able to attend site visits, ask managers the hard questions and make recommendations.

Mystery Shopping

Customers can help by testing a service area to ensure standards are being achieved. This could be telephoning the customer services team to visiting the office

The Tenant Panel

This group meets monthly to discuss service improvements and ways to support Housing engagement. They also make recommendations to the Housing Performance Group.

ON THE MOVE

Community Champion

Be the voice for your community. Support customers to report issues, find information and get involved.

Estate Walkabouts

Take a walk around your community with your local Housing Officer & Repairs Officer. Let us know of issues such as fly tipping and suggestions, improvements.

Community Events

Come and meet the Engagement Team at a local Community Event! Find out where we'll be by heading to www.broxtowe.gov.uk/housingengagement

Service Inspectors

Join the service manager as they inspect the work of the team. Make recommendations to improve the service.

What are the benefits to you?

- **FREE training** from us & our partners
- Development of new skills: problem solving, report writing, CV building...
- **Meet new people & create new friendships**
That good feeling you get when you know you're making a difference
- **Out of pocket expenses are available.** We can reimburse for bus tickets, car parking, mileage and taxis if needed.

How do you get involved in any of these activities?

- **Complete the Your Voice, Your Views survey and tick all the options you want to get involved with**
- **Or give us an email at housingengagement@broxtowe.gov.uk**
- **Or call us on 0115 917 3595**
- **Find out more at www.broxtowe.gov.uk/housingengagement**

Tenancy Changes and Amendments

It is important that you keep us up to date with any changes affecting your home and the people who are living with you.

Joint Tenancies

Your home may be let as a Joint Tenancy from the point that you sign for it. A Joint Tenancy is one that you share with someone else with joint responsibility.

If your relationship with the other person in the tenancy breaks down and one party no longer wishes to be part of the tenancy, you should contact the Tenancy Services Team to assist and advise you. There are criteria that will need to be fulfilled before this can be agreed.

If you are in a sole tenancy and wish for someone to join your tenancy, you can apply for a new tenancy in joint names. There are criteria that will need to be fulfilled before this can be agreed. You should contact the Tenancy Services Team who will assist and advise you.

Each joint tenant is equally liable for paying the rent and fulfilling all the other responsibilities of the tenancy and the tenancy as a whole.

Name Change

If you wish to be referred to by a different name from the one that you initially signed with us, please contact us and we will advise you about making the change. You will be asked for documentation in order for us to carry out this change.



Succession

What happens when a tenant dies?

If a person named on the tenancy dies, other people in your home may have the right to carry on living there and be named as the legal tenant of the property.

In the case of joint tenants, where one joint tenant dies, the other joint tenant will take over the tenancy so long as the property was their only or principal home when the tenant died.

If you are not a joint tenant but you are a spouse or civil partner living in the property at the time of the death, then you can take the Tenancy on also.

If you are a close family member who had been living at the property for longer than 12 months up until the death of the tenant, the Council can exercise discretion with regard to those circumstances.

In all tenancies, no matter when they began, the tenancy passes only once in law. If you succeed to a tenancy, you only succeed to the tenancy and not to the property. This means that if the property has more bedrooms than you need you may be required to transfer to a smaller property.

Mutual Exchange

As a Secure Tenant, you have the right to exchange properties with other tenants, both in and out of Broxtowe these could be tenants of other Council's or Housing Associations.

As a Broxtowe Borough Council Tenant, you can find someone to swap with by using the Homeswapper website, **www.homeswapper.com**.

If you find someone to swap with, please contact the Tenancy Services Team to discuss if you meet the eligibility criteria.



Ending your Tenancy

You must give at least 4 week written notice ending on a Sunday. The exception to this may be when a tenant dies. In this case the tenancy will terminate upon receipt of keys. However rent is still liable and will usually be charged against the estate.

You will be asked to provide details about why you are ending your tenancy, and to provide a forwarding address. You will also be liable to pay rent up to the tenancy termination date.

At the end of your tenancy you must leave the property in as good a state as it was at the beginning of your tenancy. The Council is not liable for the cost of any repairs needed because you have not looked after your home or damaged it. We will recharge you for any repairs which result from something which is your responsibility.

You should return your keys in person to The Council Offices, Foster Avenue, Beeston, Nottingham, NG9 1AB.

FAQs

How can I pay my rent?

We offer a payment by Direct Debit weekly on a Monday and monthly on the 1st, 15th and 28th. You can also pay by standing order, online, over the phone or at the kiosk in the Council Offices

How do I find out how much my rent is?

The current rent when you have signed for the tenancy is on your tenancy agreement. Your rent can change and we will advise you of any changes. Please contact the Rent team for any further advice.

Who is responsible for the Council Tax?

You are responsible for paying Council Tax. Please contact the Council Tax section to discuss how much you have to pay and to make an arrangement to pay.

Who do I contact about my gas and electric bills?

You are registered currently with British Gas and they are your supplier for both gas and electric.

British Gas, Tel 0800 048 0202

Can I change my supplier for my gas and electric?

Yes, you can do so at any time.

Who do I contact about my water bills?

Your supplier is Severn Trent Water. Please contact them directly to discuss opening or changing the address on your account and to make an arrangement to pay.

Severn Trent Water on 03457 500 500

Do I need to have a TV License?

Yes, some of our Independent Living accommodation offers concessionary rates. Please contact the Independent Living Team for more information.

Is my gas boiler serviced by the Council?

Yes, the Council will ensure that your boiler is safe and working. It will service your boiler once a year. You need to allow us access to complete this service.

Can I redecorate?

Yes, it is the choice and responsibility of the tenant to carry out decorative works.



FAQs

I want to report a repair, what do I do?

You should contact the Housing Repairs Team. They will advise if it is a repair that the Council is responsible for or your responsibility. They will make an appointment for an operative to visit you.

Can I make improvements to my property?

Yes but you need to request permission from the Council to make improvements to your home. This includes satellite dishes and sheds. The Council will not reasonably withhold permission for improvements but if it does, it will advise you of the reasons why.

Can I keep a pet?

You need to request permission if you want to keep a pet. The Council may refuse permission if the property is not suitable for pets.

Are the contents of my home insured?

No, it is your responsibility to insure your home. The Council does have a scheme for contents insurance, more information can be found on our website. You are free to seek insurance from any provider.

I have a complaint about my neighbour, what do I do?

Please contact a member of the Tenancy Services Team who will discuss your concerns with you and agree a course of action. You can also contact the Police on 101.

I live in Independent Living and I have some further questions, what should I do?

Please contact your Independent Living Officer and discuss the services that are provided and what support we can provide you.

I am interested in getting involved in developing and improving services in housing, what are the options for me?

There are various ways that you can get involved. Please see page 12 of this guide for the options.

What do I do if I want to make a complaint?

If you are dissatisfied with the services provided by Broxtowe Borough Council and you wish to make a complaint. You should do so in writing, by phone or by e-mail.

Writing:

Complaints Officer
Broxtowe Borough Council
Foster Avenue, Beeston,
Nottingham NG9 1AB

E-mail: complaints@broxtowe.gov.uk

Phone: 0115 917 7777.

Useful Contacts

Broxtowe Borough Council Contact Number 0115 917 7777

Existing Benefit Claimants:

Jobseeker's Allowance 0345 608 8545

Existing benefit claimants including Jobseeker's Allowance, Income Support, Incapacity Benefit and Employment Support Allowance

Maternity Allowance 0345 608 8610

Bereavement 0345 608 8601

Social Fund 0345 603 6967

Universal Credit 0345 600 0723

Job Centre 0345 604 3719

New Benefit Claims 0800 055 6688

Tax Credits 0345 300 3909

State Pension (help making a claim) 0800 731 7898

Pension Credit Claim Line 0800 99 1234

Child Benefit 0300 200 3100

Nottinghamshire County Council 0300 500 8080
(help finding a local school, child and adult safeguarding concerns, free school meals applications, occupational therapists)

Emergency Services Police/Fire/Ambulance 999

Police Non-Emergency 101

Non-Urgent NHS 111

NHS Choices 0300 311 22 33
(help finding a local GP)

Nottinghamshire Fire and Rescue 0115 967 0880
(to arrange a home safety check)





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