



www.swindon.gov.uk/tenanthandbook

Tenants Handbook



Housing



SWINDON
BOROUGH COUNCIL

Foreword



This handbook is for you.

It is a guide to the services we provide and what you can expect as our customer. It is also a simple guide to your rights and responsibilities as well as ours. It provides general advice and information I am sure will be helpful and at the back of the handbook there are some useful contact details.

As a Housing tenant we would also like you to consider how you can help your community; by being a good neighbour; keeping your area tidy. There is a great community spirit in Swindon, especially on the estates and we would like everyone to benefit from this and to get involved. At the Council we focus on working with local people to support them to make a difference to where they live. Everyone has some time, talents or skills which can be used to help other people. For more information on getting involved please see contact details below.

Please keep your handbook somewhere safe so that you can refer to it whenever you have an emergency or a question about the service we provide. We have tried to make the handbook clear and easy to understand. We hope you will find it useful.

Mike Ash

Head of Housing Services
Swindon Borough Council

For more information on getting involved:
Email: getinvolved@swindon.gov.uk
or tel: 01793 463577 or 463673.



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1. Introduction

Housing is committed to providing you with the best possible service.

When you contact us we will:

- Treat you politely and with respect
- Deal with your enquiry promptly, efficiently and effectively
- Provide honest, accurate, advice and information.

As your landlord, we will:

- Maintain your property to the Decent Homes standard
- Provide an efficient and effective housing management service
- Encourage tenants to get involved in managing their homes
- Make sure you are treated fairly and equally, and that everybody has equal access to the services we offer.

We have designed this handbook to give you information about what it means to be our tenant, including your rights and responsibilities as well as ours.

Along with your tenancy agreement, the handbook will help you answer questions you may have about your tenancy and your home. It also has details of who to contact for information and advice.

2. Your new home



2. Your new home

a Moving in

When you move into your new home there are a lot of things you must remember to do. In this part we have listed some things you may need to arrange now, if you haven't already done so.

- Tell the gas, electricity and water companies when you are moving in and arrange for supplies to be connected.
- Take meter readings before you telephone (the gas company will need two days' notice to connect your supply).
- Arrange for a phone company of your choice to take over or install a phone line (please tell us your new telephone number)

To find out who currently supplies electricity and gas to the property you are moving into phone:

- Scottish & Southern Energy tel: 0870 905 0806 or 0845 026 0654
- Gas Supplies tel: 0870 608 1524
- Your water is supplied by Thames Water tel: 0845 920 0888 or 01793 366011

Notification to the utility companies

As part of your obligation as a tenant you are responsible for ensuring that all utility companies are notified when you move in. This includes gas, electric and water companies.

On occasions Swindon Borough Council receives requests from utility companies to provide them with certain information regarding the occupancy of an address. Swindon Borough Council is required to provide this information.

Please note: Make sure a Gas Safe registered tradesman installs any gas appliances in your home.

Before carrying out any changes or alterations to your property, you must get written permission from Housing, see chapter 6 (c).

- Tell your doctor and dentist about your change of address
- If you receive any benefits, tell the appropriate office about your change of address. You may have to tell them if there are any changes in your circumstances.
- Tell the Council Tax section about your change of address
- In some homes we supply a television signal via a shared aerial system. In all other properties, apart from the Railway Village the responsibility for TV reception is the tenants. If a television aerial has been fitted we will leave it for you to use but if it develops a fault now or in the future you will have to arrange for it to be repaired yourself at your own expense. If you intend to install a TV aerial or satellite dish you may need our permission, see chapter 6 (c)
- Or you may be able to arrange for a company to install cable television.
- Contact TV Licensing to get a TV licence or transfer your existing TV licence to your new address.

Please note: If you live in sheltered housing, flats or within the Railway Village, we provide TV reception with the property.

You can tell TV Licensing about a change of address by contacting them at:

The Address Management Centre

Television Licensing, Barton House, Bristol
BS98 1TL. Tel: 0300 790 6131
www.tvlicensing.co.uk

- To redirect your post to your new home, you can arrange this at any main post office.

b Keys and fobs

Before you move in, we change all the main locks to the property and give you the keys. We do not keep copies of the keys to your property. If you want an extra key cut, you may need written permission from Housing. Please contact your Housing Officer, see chapter 9.

Some blocks of flats have key fobs for the door entry systems. See chapter 5 (d).

You are responsible for replacing any keys/fobs that you lose. If your keys/fobs are stolen, we will replace the locks and provide new keys/fobs, free of charge, but you must first report the theft to the police and give us the crime number they give you. See chapter 6 (h) about reporting emergency repairs.

c Contents insurance

You are responsible for insuring the contents of your home against loss or damage. We strongly recommend that you arrange insurance to cover the cost of replacing all your possessions.

We have linked up with a reputable insurance company so we can offer you insurance at specially negotiated rates.

We will not be able to help you to replace lost or damaged items unless the loss or damage was caused by our negligence.

For more information, contact our insurance clerk on 01793 464456. The main benefits of this insurance are as follows.

- Items are replaced on a 'new for old' basis.
- They are covered against loss or damage from fire, theft and flood
- Stolen keys are replaced
- Freezer contents are insured
- It provides public liability insurance to cover you against claims made against you
- Tenants legal liability and the cost of temporary alternative accommodation are covered

If you want the insurance to cover home improvements you have made, you may need to pay additional costs as the council will not be responsible for their repair and maintenance.

Your insurance with us is only valid if your rent payments are up to date.



d Decorating your home

You are responsible for decorating the inside of your home.

We may give you a 'paint allowance' voucher when you move into your new home. If so, you will receive an order form and information pack relevant to the size of your property with all the details on what you can receive at no cost to you.

If you are elderly or disabled and do not live in sheltered accommodation, and do not have any capable relatives living in the borough, we may be able to help with decorating your home.

Please phone your Neighbourhood Housing Officer, see chapter 9.

e Furniture

The Council does not provide furniture but you may be able to get help with furnishing your home from other agencies, depending on your personal circumstances. Please discuss this with your Neighbourhood Housing Officer, see chapter 9.

If you receive Income Support, Employment and Support Allowance (income related) Jobseeker's Allowance (income based) or Pension Credit, you may be able to get a Social Fund Grant to help you buy furniture. Forms are available from Jobcentre Plus or visit www.directgov.co.uk

f Settling in

Introduce yourself to your neighbours. They may be able to provide local information if you are new to an area.

Please be considerate to your neighbours while you are getting your home set up by not causing a nuisance by doing DIY late at night.

g Vehicles

Parking cars

If you do not have your own parking space, you may park anywhere it is legal to do so.

You must not spoil the environment (for example, by churning up grass verges).

If you have space for a driveway in your garden, you may be able to get permission to install a drive at your own expense. See chapter 6 (c) Home improvements.

Parking caravans and boats

You need to stand your caravan or boat on a hard surface, preferably separate from any driveway used for parking a car. If you need to construct this you will need our written permission. See chapter 6 (c) Home improvements.

Repairing your vehicle

You can carry out minor repairs to your own vehicles.

Please be considerate to your neighbours and the environment when you are carrying out repairs by keeping everywhere as tidy as possible and getting rid of used or old materials (such as oil and tyres) in the proper way. If you keep causing a nuisance, we can stop you from repairing cars.



h Garages

If you do not have a garage attached to your home but are in need of one, we rent out garages in many areas of the borough.

If you want to find out about renting a garage please check out details on the Council web site www.swindon.gov.uk/garages or contact Housing tel: 01793 445503.

You will have a separate weekly charge for renting a garage from us.

i Homeline community alarm system

We run a community alarm system called Homeline. The service provides an electronic alarm system 24 hours a day for elderly people or people with special needs. The alarm system links your home through to our control room. A team of mobile Homeline Emergency Response Officers are on call to deal with emergencies and find appropriate help when needed.

Many of our bungalows and flats, specifically designed for older people, already have Homeline installed. However, it is available to any tenant who asks for it.

There is an additional weekly charge for this service. However, you may be eligible for a grant to help pay if you are on a low income.

Phone our Homeline office tel: 01793 464430 for more details.

j Sheltered housing

Sheltered housing comprises of flats and bungalows, designed for older people and people with disabilities. They provide a secure home for those who want to stay independent, but have the comfort and security of knowing that help is at hand if they need it.

We have over 30 sheltered schemes throughout the borough.

Most schemes have a Sheltered Housing Officer who lives on the site, who will call on you to make sure you are well.*

When the Sheltered Housing Officer is off duty, a team of Homeline Emergency Response Officers are on hand to help in an emergency.

Each scheme has facilities such as a shared lounge, garden and laundry. These are available for all residents to use at any reasonable time.

* (Excludes Cockram Court and Snowdon Place)

Tenants in most schemes organise regular social events.

For more information, contact Housing tel: 01793 445503 or visit www.swindon.gov.uk/shelteredhousing



For more information or to contact your Neighbourhood Wardens for assistance, please see chapter 9.

k Neighbourhood Wardens

Neighbourhood Wardens are employed to work for and with tenants and leaseholders in our neighbourhoods.

Their main role is to engage with local communities and promote respect for people, property and the environment, and to encourage resident involvement in Housing.

The Neighbourhood Wardens aims are to:

- Be a friendly and highly visible presence on the estates
- Remove litter, fly tipping and graffiti
- Participate in community projects and encourage residents to care for their neighbourhood
- Provide a caretaking service in high rise blocks and inspect communal areas of other blocks of flats monthly
- Involve young people through the Young Warden scheme
- Listen to tenants and leaseholders and ensure they get appropriate help and advice
- Help tenants and leaseholders by removing unwanted items



3. The tenancy agreement



3.The tenancy agreement

Your tenancy agreement is a legal contract between you and us. It sets out the conditions we must both keep to.

It is an important document so you should read it carefully and keep it safe.

a Type of tenancy

We will tell you, in writing, what type of tenancy you have:

- An introductory tenancy
- A secure tenancy

b Introductory tenancy

If you have been on the housing register and this is your first home, you will be offered an introductory tenancy. Tenants, who have moved from a secure tenancy or have been an assured tenant of a housing association, will have a secure tenancy (see section c Secure tenancy).

An introductory tenancy runs for 12 months. After this time, if there haven't been any problems with your behaviour or your rent payments, your tenancy will become a secure tenancy.

Introductory tenants do **not** have the following rights:

- To buy your home
- To exchange your home with another tenant's home
- To take in lodgers
- To sublet part of your home
- To make improvements to your home

Most people have no problems during their introductory tenancy, but if problems do arise, we will act quickly to resolve them.

Your Neighbourhood Housing Officer will try to find solutions to your problems so you can keep your home. We will of course rely on your co-operation.

If you have serious rent arrears or we hear about a problem with your behaviour we will investigate. In most instances this will resolve the matter however if the problem is serious, a warning letter will be sent. We will take action to evict you if you do not co-operate with us to improve the situation, or if the problem is very serious. We also have the right to extend your introductory tenancy by a further six months if we have concerns that there have been some breaches of the tenancy agreement. We must do this at least eight weeks before your tenancy is due to become secure and if this happens you have the right to appeal against this decision.

In the unlikely event of eviction proceedings whilst an introductory tenant, the process is relatively quick starting with a notice explaining that we intend to go to court to evict.

Tenants have 14 days to ask us to review their case. If you ask for a review, an independent panel of Council Officers (and sometimes Councillors) will look at the case to make sure we have followed our procedures correctly.

If the panel agrees with the eviction, there is no appeal against their decision.

A court order is then obtained to evict.

c Secure tenancy

As a secure tenant, you can only be evicted if you break the conditions of your tenancy.

As a secure tenant, your rights include:

- The right to buy your home
- The right to exchange your home with that of another tenant
- The right to make improvements to your home
- The right to be consulted about matters which affect you
- The right to take in lodgers
- The right for someone to take over your tenancy after your death (the right of succession)

We may change the conditions of your tenancy (for example, by increasing your rent), but we must give you notice of any change.

After we have given you notice, we will listen to your views and take them into account when we make a decision on the change.

d Flexible tenancy

As a flexible tenant you will have been given a fixed term tenancy agreement of 10 years if you have dependent children and 5 years if you do not.

As a flexible tenant you will broadly have the same rights as a secure tenant. However, unlike a secure tenancy, your flexible tenancy will be reviewed at least 9 months before its end whereby a decision will be made as to whether you will be offered a new flexible tenancy at your current or an alternative property.

When reviewing your tenancy the council will take the following into consideration: -

- (i) Whether you are still eligible to be housed under the Council's Allocations Policy;
- (ii) Your rent payment record;
- (iii) Whether you have kept to the terms of this agreement;
- (iv) Whether the property is larger than your current family's requirements;
- (v) Whether the property has adaptations which are no longer required by you or your family;
- (vi) Whether we intend to demolish, redevelop or dispose of your property within the next five years; and
- (vii) Whether you have cooperated with the review.

If you break the conditions of your tenancy then the Council can take legal proceedings that could result in your eviction.

e Joint tenancy

Responsibilities

If two or more names appear on the rent card, you have a joint tenancy. Each person named (joint tenant) is responsible for making sure the rent is paid and the clauses in the tenancy agreement are followed. The council can take action against either or both joint tenants if the property is damaged, unauthorised alterations have been made to your home or anti-social behaviour takes place.

Relationship breakdown

A joint tenant can end the whole tenancy for all the joint tenants. When this happens the council must tell the remaining tenant. The council also has the discretion whether to allow the remaining person(s) to have a new tenancy.

They may be asked to move to another property or not be housed at all.

A joint tenant cannot remove another person's name from the tenancy agreement, or force the other joint tenant to leave the property, without either their agreement or a court order.

If you would like to end the tenancy but the other joint tenant(s) does not, you should speak to your Neighbourhood Housing Officer, see chapter 9.

If you currently have a tenancy in your own name and want to add someone to it, please discuss this with your Neighbourhood Housing Officer

You cannot have a joint tenancy with your children.

f The right of 'succession'

When you die, your tenancy can pass to any of the following people.

- Your husband or wife (as long as they were living with you when you died and it is their only home)
- Any remaining joint tenant
- A close relative who had lived in your home for at least 12 months when you died (if your tenancy started before 1st April 2012)
- Your partner if you were living together as if you were married when you died

This right of succession only applies to your original tenancy, not to any tenancies that have already been passed on to someone by succession.

We may, however, grant a further tenancy to someone closely related to the tenant who has died.

For further details, contact your Neighbourhood Housing Officer see chapter 9.

g Right to Buy

You can apply for Right to Buy if you've been a council or public sector tenant for five years (it doesn't have to be five years in a row) and your home is eligible to be purchased

If anyone offers to help you buy your home, check what's in it for them and talk to us before you agree

For more information on the Right to Buy, visit www.direct.gov.uk or contact Housing, chapter 9.



Want to move?

There are two ways secure tenants can change their property – through an exchange **(h)** or through a transfer **(i)**.

h Exchanges

An exchange is when you and another tenant(s), within or outside of the borough, agree to swap homes. This must not be done without written consent from the Council.

Each tenant needs to complete an Application for Exchange form.

You can get a form online at:

www.swindon.gov.uk/exchanges or contact Housing, chapter 9.

To find someone to swap homes with you, you can register on HomeSwapper which is a free service to all tenants of registered providers who live in Swindon Borough Council's area. This is an online service for tenants to help you find other tenants to exchange with.



i HomeSwapper

www.homeswapper.co.uk

You must meet certain conditions before an exchange can take place including:

- Your rent must be up to date
- You must not have broken any of the conditions of your tenancy agreement
- You must have our written permission for the exchange
- You must have inspected the property you want to move into and it must be suitable for your needs

- You must leave your home in good repair
When you have met all the conditions, you and the other tenant must sign a 'Deed of Assignment' which makes the exchange legally binding.

j Transfers

If your home is no longer suitable for your needs you can apply to move to another property.



You will need to fill in a Housing Register form to go on our transfer list. You can get the form online at: www.swindonhomebid.org

or for further advice and assistance please contact the Housing Needs Team, chapter 9.

We will assess your need to move and place you in the appropriate band on the housing register list. Those in the highest band and in application date order will be shortlisted first for any property they bid for.

Visit Swindon Homebid to view properties available at: www.swindonhomebid.org

If you accept a home offered to you, we will give you specific details of what you must do, but here are some guidelines:



- You must move out of your present home within a set time
- You must hand in your keys to your old home to Swindon Direct, see chapter 9 who will give you a receipt
- You must continue to pay rent until we receive the keys
- If you have moved out, you will no longer receive Housing Benefit for your old address
- You must leave your home clean and tidy and in a reasonable state of repair. If not, we may charge you for any work we have to do
- You must make sure you put the property back to its original condition, if you have done any alterations without our permission or which we told you would have to be removed at the end of your tenancy. If not, we may charge you for any work we have to do

We may do some minor repairs to your new home after you have moved in.

k Temporary absence

If you are going to be away from your home for more than six weeks, you are required to tell us.

Telling us may help you if anything happens while you are away. If you leave your home for a long period without telling us, we may decide that you have abandoned it and take action to obtain possession.

If you are claiming Housing Benefit, you should let the Benefits Section know you are going to be away.

Please see chapter 8 for advice about leaving your property empty.

l Reasons for repossessing your home

We can apply for a court order to repossess your home if:

- You are behind with your rent
- You have broken any condition of your tenancy agreement
- You have caused a nuisance
- You gave false information on your application for housing
- Your home is bigger than you need after you took over the tenancy by succession
- Your home is overcrowded
- You have not left any temporary accommodation we provided
- You no longer live in the property
- We need to develop and improve the property
- The accommodation has been adapted to meet a person's special needs, and nobody in your household has these needs.

If we repossess your home because it has been adapted or so we can redevelop and improve it, we must offer you alternative accommodation and compensate you for having to move.

Before we go to court we must first give you notice that explains why we intend to repossess your home. The notice will tell you when we intend to go to court and we must apply for the court order in the 12 months after that date.

Please note: If you are evicted because you broke a condition of the tenancy agreement and make a claim as a homeless person, the Council may consider that you have made yourself homeless through your actions, and therefore will not have a duty to rehouse you and your family.

m Paying the rent

Your rent is due weekly in advance on a Monday. However you can pay fortnightly or monthly in advance by arrangement. When you signed for your tenancy agreement, we gave you a rent information card, which shows:

- The amount of rent due
- The rent week numbers
- The dates rent must be paid

The rent information card is useful to keep track of your payments. You can pay your rent by Direct Debit, online, over the phone, at any PayPoint or Post Office, with your smartphone and by post (cheques only).

If you'd like more advice on paying your rent please contact Housing, see chapter 9.



Direct debit

You can set up a direct debit to pay your rent direct from your bank account. You will need to fill in a form that you can get from:

- www.swindon.gov.uk/payrent
- Or contact your Neighbourhood Housing Officer
- Swindon Direct, One Stop Shop

See chapter 9.

Internet

You can pay by visiting our website at www.swindon.gov.uk/payrent

Automated phone payments

You can also phone us tel: 0845 603 5058 (24hr).

Post Office

About two weeks after you sign your tenancy agreement you will receive a rent payment card to use at any Post Office.



PayPoint outlets

Cash only - at any shop or outlet displaying the 'PayPoint' sign using your payment card. Log on to www.paypoint.com/locator to find your nearest outlet.



Smartphone

The allpay app is a free of charge app to enable you to pay your rent using your smartphone. Download the allpay App directly from the Apple App store (www.apple.com/itunes) or Google Play (www.play.google.com).

Post

If you want to pay by post, send a cheque, made payable to Swindon Borough Council, to:

Housing, Swindon Borough Council, Civic Offices, Euclid Street, Swindon SN1 2JH.

Please write your address and rent account number on the back of the cheque, and remember to sign and date it.

Do not send cash through the post.

n The charges that make up your rent

Your basic rent is now based on the following Government formula.

- 30% of the rent is based on relative property values, which reflect the size, condition and location of the property
- 70% of the rent is based on relative local earnings
- A 'bedroom' factor is applied so that smaller properties should have lower rents

The Government's aim is to use the rents formula to ensure that different social landlords charge the same rent, for an identical property, in the same area. This process has been carried out gradually so that no tenant has had a large annual increase and it will be completed by 2015-16.

Some properties have additional charges to pay for other services.

- **Multi-storey flats** – tenants living in multi-storey flats are charged for Neighbourhood Wardens work in the block and shared facilities (for example, a lift and lighting)
- **Staircase lighting** – tenants living in other flats/maisonettes are charged for lighting on the landings and stairs
- **Parking** – homes with a dedicated parking are charged for a parking space.
- **Cable TV** – there is a charge for those homes that we provide this service for.
- **Sheltered housing** – if you live in a sheltered housing scheme, you will be charged for the shared facilities such as the laundry and lounge.



- **Supporting people charges** – residents receiving the services of a Sheltered-Housing Officer, or Homeline alarm system will be charged for the staff and support that these services provide
- **Heating** – covers costs of schemes with shared heating systems
- **Water** – most tenants will pay charges direct to Thames Water. In some schemes (flats and sheltered housing), we will collect this charge

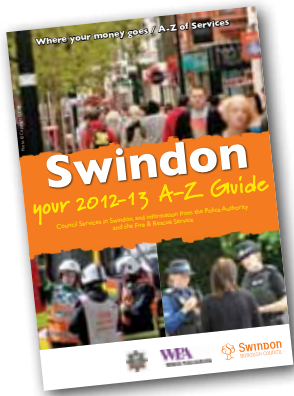
o Difficulty paying your rent?

If you are having difficulty paying your rent or you think you will get into difficulty, get in touch with your Neighbourhood Housing Officer as soon as possible. They will be able to give you help and also refer you to a specialist service which can provide additional support and advice, see chapter 9.

For independant confidential financial advice see chapter 10.

p Housing Benefit and Council Tax Benefit

Housing Benefit helps those with low incomes, or no income, to pay their rent. Council Tax Benefit helps those on low incomes to pay their Council Tax bills.



If you are a new tenant, you must make your claim from the start of your tenancy or your first week's rent will not be covered.

If you think you are entitled to Housing Benefit or Council Tax Benefit, make sure you claim it as soon as possible because claims cannot be backdated.

When you claim, make sure you have details of your rent, proof of your income, and details of any benefits you receive.

Remember: tell Housing Benefit if your circumstances change as you may have to pay more or less rent.

To apply for Housing Benefit or Council Tax Benefit, tel: 0845 850 0962 (charged at local rate).

They can send you an application form and answer any questions you have.

In exceptional circumstances, they can arrange to visit your home to help you fill in the application form.

You can also get a copy of the form from Swindon Direct, see chapter 9.

q Changes to Welfare Benefits

Social housing tenants of working age that are under occupying their homes (have more bedrooms than necessary), will lose part of their housing benefit from April 2013.

Will you be under occupying in April 2013?

	2 bedrooms	3 bedrooms	4 bedrooms
Single person / couple	Yes By 1 bedroom 14% reduction	Yes By 2 bedrooms 25% reduction	Yes By 3 bedrooms 25% reduction
Single person / couple with 1 child	No	Yes By 1 bedroom 14% reduction	Yes By 2 bedrooms 25% reduction
Single person / couple with 2 children of the same sex under 16 years	No	Yes By 1 bedroom 14% reduction	Yes By 2 bedrooms 25% reduction
Single person / couple with 2 children of different sex under 10 years	No	Yes By 1 bedroom 14% reduction	Yes By 2 bedrooms 25% reduction
Single person / couple who have weekend access to a child	Yes By 1 bedroom 14% reduction	Yes By 2 bedrooms 25% reduction	Yes By 3 bedrooms 25% reduction

Other changes - Universal Credit

Universal Credit is a new benefit to be introduced for new claimants from October 2013.

This single benefit will replace the current system of means tested benefits and Tax Credits for working age people.

It will replace Income Support, Income Based Jobseekers Allowance, Income Related Employment and Support Allowance, Housing Benefit and Tax Credits.

Currently, Housing Benefit is paid directly to your landlord, when you are paid the new Universal Credit, the Housing Benefit element will be paid directly to you, and you will have to pay the full rent due to Swindon Borough Council.

r Subletting and taking in lodgers

You may be entitled to sublet part of your home if you get our written permission first. We don't allow the subletting of the whole of your property and by doing this you may lose your tenancy, except in exceptional circumstances.

You are able to take lodgers into your home.

You must make sure that a lodger does not make your home overcrowded. (The number of people allowed to live in your home is shown on the rent information card.)

If you are on Housing Benefit and you take in a lodger, you must tell the Housing Benefit section.

If you are still not sure or to find out more about subletting, please contact your Neighbourhood Housing Officer, see chapter 9.

s Looking after your garden

You must keep the garden in a reasonably tidy condition. This includes making sure that any bushes you have don't overhang pavements or roads.



If your garden has a tree that the Council did not plant, you are responsible for making sure it does not interfere with the structure of your home.

If you have a disability or frailty that prevents you maintaining the grass or hedge, we may be able to help you for a small charge.

Your Neighbourhood Housing Officer can give you more information, see chapter 9.



For more information you can download our Garden standard leaflet www.swindon.gov.uk/gardens or by contacting Housing, see chapter 9.



t Animals / pets

You can keep a normal domestic pet unless your tenancy agreement says otherwise.

If you live in a multi-storey flat or a sheltered housing scheme, you must not allow any animal, other than a small caged bird/animal or fish in a small aquarium, to be kept or brought to your home, unless given written permission to do so on the grounds of disability or other welfare reasons.

If you have a pet, please be considerate to your neighbours (especially if you live in flats that have shared areas). Do not allow the pet to cause a nuisance. In particular, you must not allow your pet to foul public areas.

u Rubbish

You must store rubbish tidily and not put it out for collection until the day it is due to be collected.

You must place your rubbish where it can be easily picked up.

If we provide containers to store rubbish, such as in flats, you must put the rubbish into bags and put it in the bins or recycling boxes as appropriate. Plastic waste is collected every fortnight if it is left out in white or clear plastic bags. Do not leave refuse or recycling on landings, stairs, or in communal areas.

The council will only remove garden waste if you put it in a green garden waste bag. (available from most supermarkets).

You can take large items to the Waterside Household Waste Recycling Centre, who will get rid of them for you free of charge. The Neighbourhood Wardens may be able to offer assistance with some items, to enquire if they can help, please contact them - see chapter 9.

The Household Waste Recycling Centre (HWRC) is open every day except:

Christmas Day (closed all day)
Boxing Day (closed all day)
New Year's Day (closed all day)

On all other days:

Winter* opening times: 8.00am-4.30pm

Summer* opening times: 8.00am-8.00pm

*These change with the clock changes between Greenwich Mean Time and British Summer Time

You can arrange for large items to be collected by the HWRC. There is a charge for this. For more information, tel: 01793 445501.

Do not leave items such as old washing machines and sofas in gardens. Do not leave any items in landings, corridors and communal areas.



v Working from home

If you want our written permission to run a business from your home, speak to your Neighbourhood Housing Officer, chapter 9 as well as the Council's Planning department, chapter 10.

If you run a business from home without our written permission, you will be breaking your tenancy agreement.

w Ending your tenancy

If you want to end your tenancy you must give us at least four weeks' notice in writing. A Tenancy Termination form, is available online or can be sent out at your request by contacting Swindon Direct, see chapter 9.

All tenancies start and end on a Monday, so your four-week notice period will start on the first Monday after we receive your notice.

When you have given us notice, we will send a building surveyor who must check your home prior to you moving out. You must assist us by allowing access to ensure this happens.

Furthermore we will advertise that your home will shortly be available to rent if you have given us permission to do so as prospective tenants may wish to come and view your property.

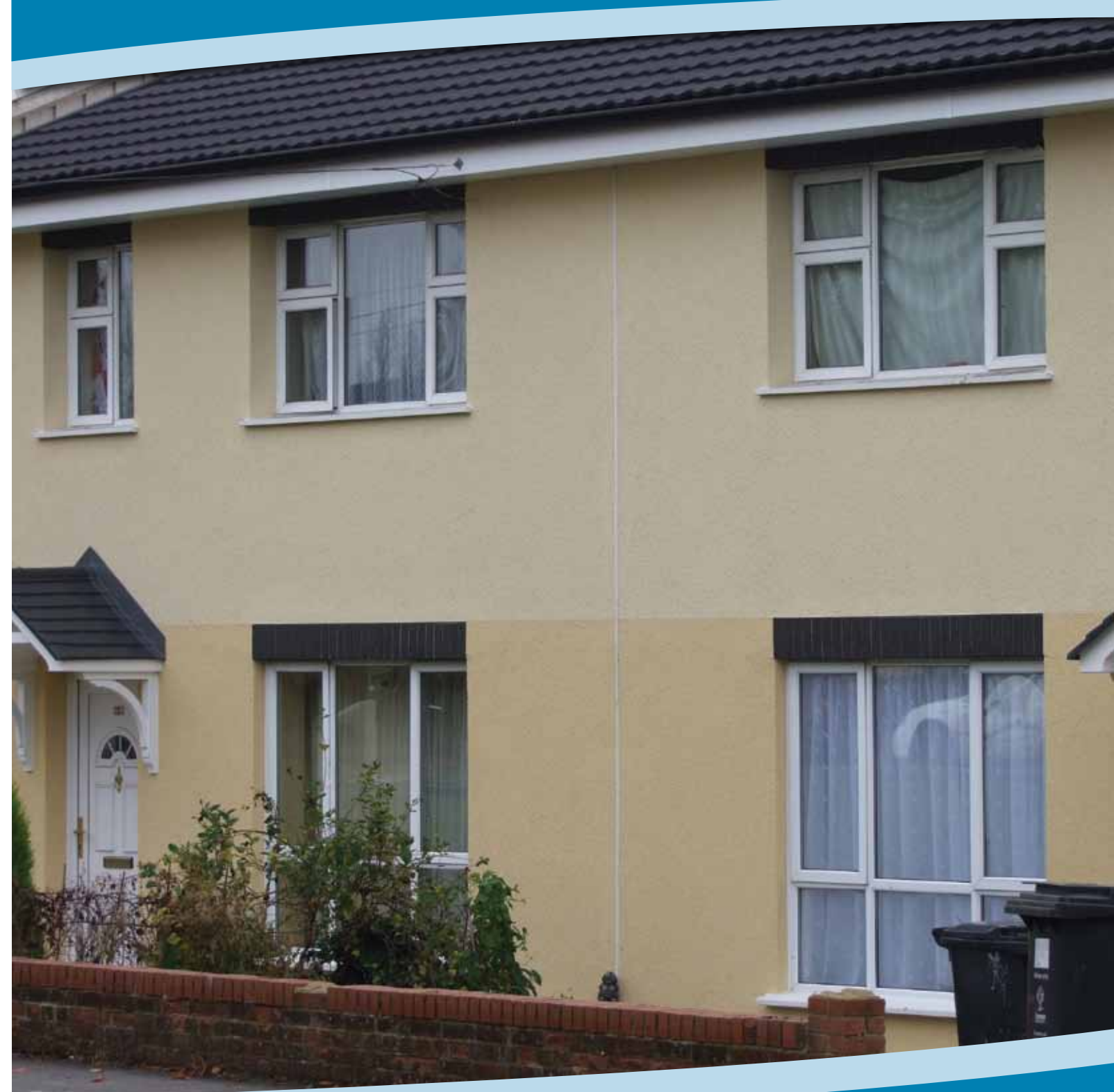
You should leave the property in a clean condition and in a reasonable state of repair; clearing all items from the property including the roof space, sheds and garden. If it's not, we will charge you our costs for cleaning, clearing or repairing it.

Your keys should be handed in or received at Swindon Direct (see chapter 9) by 2pm on the last Monday in your home. If you fail to do this you will incur another weeks rent.

On your last day in your home, do the following:

- Give your gas, electricity and water meter reading to the relevant companies
- Turn off the gas, electricity and water supplies (see chapter 8)
Leave your gas and electric meter keys in the property or return them with the keys
- If necessary, tell the Benefits section your new address
- Tell the Council Tax section your new address
- Return the keys, either in person or by recorded delivery (you must still pay rent until we receive the keys or the notice period ends, whichever is later)

4. Your Behaviour



4. Your Behaviour

a Responsibilities

You are responsible not only for your behaviour while at home and on the estate you live in, but also for the behaviour of everyone who lives with or visits you.

If you are a joint tenant, you are responsible for the actions of the other joint tenant.

b Nuisance or Anti - Social Behaviour (ASB)

Problems caused by nuisance or disagreements with neighbours are often referred to as Anti-Social Behaviour (ASB).

You must make sure that you do not cause a nuisance to others, and we also rely on you to report any ASB to us, or the police.

Disagreements with neighbours range from annoying incidents such as playing music too loudly, to serious incidents such as drug dealing, harassment and threats of violence.

Disagreements can arise from:

- Too much noise
- Untidy gardens
- Businesses being run from home
- Pets, particularly dogs
- Boundary fences
- Verbal or electronic abuse



c Helping you to resolve things

Whenever possible you should try to solve the problem yourself. We can advise you how to do this. Often, the best way of solving a problem is for neighbours to talk to each other and try to see each other's point of view.

Gently explaining that the behaviour is upsetting the peace and lifestyle of neighbours can be enough.

When you speak to your neighbour, tell them why their behaviour is causing a problem to you.

Remember to stay calm and not to get involved in an argument!

If your neighbour continues to be unreasonable while you are talking, walk away.

You can also contact the Swindon Community Mediation Service, chapter 10, who are willing to speak to you and your neighbours to help settle a disagreement. Trained mediators getting involved early on can prevent a problem becoming worse.

If things do not improve, get advice from your Neighbourhood Housing Officer (chapter 8) or one of the following agencies:

- The Police
- Anti-Social Behaviour Unit
- Environment Noise Team
- Wiltshire Law Centre
- The Citizens Advice Bureau
- Community Mediation Swindon

All contact information for the above agencies can be found in chapters 9 and 10.

d Hate incidents, harassment and victimisation

Harassment is defined as unwanted conduct on the grounds of race, gender, sexual orientation, religion, age, and disability; which has the purpose or effect of either violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them.

We will not accept any kind of harassment (including verbal abuse or threats of violence and other acts of intimidation), particularly harassment because of a person's race, colour, religion, sex, sexuality, disability or age.

e What to do if you are being harassed

If you, or a member of your family, are being harassed, you should notify the police immediately as harassment is often a crime. They can make enquiries quickly and possibly take steps to prosecute the harasser. You should also contact your Neighbourhood Housing Officer as soon as possible with a

crime reference number if appropriate. We have procedures to help victims and to take action against those who harass.

Agencies, such as the Police, Anti-Social Behaviour Unit and Housing, will work together to try to prevent a recurrence. Where the individuals responsible have been identified we will take action as appropriate against the persons concerned. Your Neighbourhood Housing Officer can also arrange for any damage caused by the harasser to be repaired urgently and if there is offensive graffiti on your property, we will remove this within 24 hours.

f Legal action that can be taken against harassers

We can take action by applying to the courts for:

- An injunction
- Where they are a council tenant, a possession order to evict the harasser

Whether or not the judge grants an injunction or possession order depends on the quality and quantity of evidence we provide.

An injunction can prevent the harasser from being in a particular property or area or threatening an individual(s).

If the harasser does not keep to the conditions of the injunction, they can be arrested and then fined or sent to prison.

Also, do not forget that you can get your own anti-harassment injunction in the civil court.



g Domestic Violence

Domestic violence is any violent or abusive behaviour used by one person to dominate and control another within a close personal or family relationship.

It can happen to anyone of either gender, in all kinds of relationships – heterosexual, lesbian, gay, bisexual and transgender. People experience domestic violence regardless of their social group, age, class, lifestyle, disability or sexuality. It can begin at any time – in a new relationship or after many years together.

It can manifest itself in many ways:

- It can be physical: Beating, punching, kicking, slapping, biting or sexual assault.
- It can be emotional: Bullying, isolating from family and friends, undermining self-confidence.
- It can be verbal: Put downs, name calling, shouting.
- It can be threats: Threats to kill or harm you or another person, including children; to kill or harm pets; threats to kill themselves.
- It can be financial: Control over money; not allowing money for personal items, food or transport.

If you and your family are in immediate danger, you can phone the police tel: 999 and they will always respond. Police non emergency number 101.

Wiltshire Constabulary Domestic Abuse Unit can advise you if you need to take any action that involves the police and courts. You can ring them tel: 01793 507801. In certain cases where the police believe the victim is at risk, they may issue the suspect with a Domestic Violence Protection Notice which will ban an individual from returning to the victims address for 48 hours pending Magistrates issuing a longer term order for between 14 and 28 days.

Your Neighbourhood Housing Officer can give advice or direct you to other agencies and services that can assist if you are experiencing domestic abuse.

In addition our Homeless Section who will be able to give you advice on housing. If necessary, they may be able to find alternative accommodation for you (and your children, if any). To contact the Homeless Section phone 01793 445503.

In an emergency outside office hours phone 01793 466451.

You can also get advice from a solicitor on getting non-molestation orders or occupation orders. These are legal orders the court will grant which prevent your partner attacking you and prevent them from coming within a certain distance of your home. They usually come with the power to arrest your partner if they break the conditions made by the court. If you want legal advice, you can get a list of solicitors who specialise in family law by phoning the Swindon Community Safety Partnership tel: 01793 466506

If you and your partner are joint names on the tenancy or it is in your partner's name, the tenancy can only be placed in your name by either your partner voluntarily agreeing to pass it to you (subject to the councils agreement) or taking legal action.

It is also possible that, in certain cases, Housing Services can take action against the person who has been violent to you. You can discuss this further with your Neighbourhood Housing Officer.

If you want independent support and advice on domestic abuse issues, you can phone Swindon Women's Refuge tel: 01793 610610 or the Swindon Community Safety Partnership has useful information on the Swindon Borough Council website: www.swindon.gov.uk and search for 'Domestic Violence'.

If you are in fear of domestic abuse and need emergency accommodation, you can ring the Swindon Women's Refuge tel: 01793 610610 at any time of the day or night.

5. Living in blocks of flats or maisonettes



5. Living in blocks of flats or maisonettes

a Consideration for your neighbours in adjoining flats

Noise can travel easily between floors in blocks of flats so please don't play music loudly and avoid causing other nuisances such as slamming doors.

Different tenants will have different lifestyles, for example, some people work shift patterns, others are at home during the day, some are younger than others. Where this is the case, please try and respect it as we cannot stop certain noises such as washing machines, footsteps and children playing as these are all 'normal' noises.

b Rubbish

Refuse is collected every fortnight and should be placed in the bin area/store for your block. Some flats have recycling centres. If you are provided with a recycling box these should not be kept in shared areas and be put out on the appropriate collection day. Do not leave fly tip waste in the shared areas as it will be dealt with as fly tip waste and you could be prosecuted.

c Faults and health and safety issues.

If you see a fault or hazard in the shared areas please report it to Housing tel: 01793 445503
Don't leave it to somebody else!



d Key Fobs



If you have a security door that is electronically operated, we will give you two keys or fobs for the main door and two keys for your flat. You must pay for any extra fobs or keys that we agree to let you have and return them when you end your tenancy. If you fail to return the keys or fobs, we will charge you for their replacement. Key fobs have to be programmed by the Neighbourhood Warden at the start of tenancy.

e Role of the Neighbourhood Warden

The main job of the Neighbourhood Warden is to provide a friendly and helpful link between us and our residents. The wardens do not have spare keys to flats or master keys for the block. So, if you do get locked out or lose your keys, it is your responsibility to replace the keys and lock.



f Fire

If a fire breaks out in your flat:

- Leave the room straight away, along with anyone else, and close the door
- Tell everyone else in your flat about the fire and get them to leave, and close the front door
- If the fire alarm is not sounding, operate the nearest 'break glass' call point
- Contact the fire and rescue service, when safe to do so by dialling 999.

If you have to leave the building, use the stairs, not the lift if there is one.

Each flat has been designed to be fire resistant, so if there is a fire in another part of the block, you should:

- Stay in your flat and close wall windows and doors
- Wait for instructions from the Fire and Rescue Service or council officer
- If heat or smoke is affecting your flat, leave the flat closing all windows and doors behind you
- If you have to leave the building, use the stairs and not the lift

g Flammable gas or liquids

You must not use any form of heating that burns propane, paraffin or any other flammable gas or liquid, or store these substances in your flat.



h Closed-Circuit Television (CCTV)

Some flats and areas have a CCTV system to monitor security and safety. The system is monitored by staff and they are able to identify people acting anti-socially. Data protection principles apply to the pictures recorded by the system, and for more information contact 01793 464703.

i Door security

The security of the building is the responsibility of each resident as well as the Neighbourhood Warden. Unwelcome visitors often get into the block by following another resident entering the block. To avoid this, please follow these simple rules.

- Make sure the main door closes behind you, especially in high winds
- If you don't know the person, ask them to use the entry phone to call the flat they are visiting rather than just allowing them into the block
- Report any unwelcome visitors to the warden, your Neighbourhood Housing Officer or in an emergency the police
- If you receive a call on the entry phone from someone you do not know, do not let them in



j Shared areas

This includes all stairways, landings, drying areas, lifts, bins and shed areas. Each resident is responsible for helping to keep them clean and tidy.

For residents safety you are not allowed to smoke in these areas and nothing should be stored or kept in them, this includes: bikes, pushchairs and mobility scooters. Any items found in a shared area will be removed by the council and the cost of doing this will be charged to the person responsible.

Cleaning shared areas

Please take your turn in cleaning your part of the shared areas. Arrange with neighbours a rota for this work. Contact your Neighbourhood Warden or Housing Officer to sort out any disagreements about cleaning.

k Drying areas

If your flat has its own drying area you must not store any items in the drying area.

l Slip hazards

If you have spilt something in a corridor or stairway, please clear it up.

If there are any spillages or slip hazards, contact the Neighbourhood Warden during normal hours (8am - 3.30pm, Monday to Friday) on 01793 464081.

m Bulky items

For a fee, the Waterside Household Waste and Recycling Centre will take away unwanted items such as armchairs, settees, cookers, washing machines and fridges or freezers.

To arrange payment, and an appointment for collecting the items, see chapter 10.

Once you have arranged for the items to be removed, store them in the bin area ready for collection. There is no charge if you take your bulky items to the Household Waste and Recycling Centre.

Please note: If you do not clear your bulky items, or make an appointment for them to be removed, we will charge you more for removing the goods.

n Balconies

The balconies are there for your enjoyment. We have fitted nets around the balconies to deter pigeons which can spread disease and cause a nuisance by fouling areas on and around the blocks.

Please do not tamper with the nets as they are there for your health and safety.

o Throwing objects

We will take legal action against any tenant who allows objects to be thrown or dropped from their flats because of the danger and injury this can cause.

p Television reception

The television satellite and aerial system in the high-rise blocks will give you access to digital satellite (Sky) TV, digital terrestrial TV and Digital Audio Broadcast (DAB) radio through the three-way outlet in your home.

You will need appropriate equipment to view the television. This should be plugged into the outlet socket marked 'TV'.

Tenants with FM radios, and those tenants who buy DAB radios, should plug their units into the outlet marked 'Radio'.

q Bikes and motorcycles

Bikes and motorcycles must not be kept in communal areas. If you take a bike to your flat, be careful not to scuff or mark the walls and lifts. Motorcycles must not be taken or kept in the building as the fuel is a fire and explosion risk. If they are found in a common area they will be removed as soon as possible.

Living in multi-storey flats

We have six, 10-storey, high-rise blocks, three in Penhill and three in Park North. This section of the handbook contains information for people who live in these blocks. Living in high-rise flat is different to living in a house or a low-rise flat so some special rules apply. Each high-rise block is a small community of 41 flats, so you have to be aware of other people who live nearby.

The Neighbourhood Wardens keep the shared areas of the multi-storey blocks clean.

There is a CCTV system inside and outside the multi-storey blocks to monitor security and safety. The system is monitored by staff in the control room at Waterside, and they are able to identify people acting anti-socially. Data protection principles apply to the pictures recorded by the system, and for more information contact 01793 464703.

a Lifts

- Do not use the lifts if there is a fire.
- If a lift breaks down and you are in it, follow the emergency instructions in the lift.
- All lift breakdowns should be reported to the control room on 01793 466453 outside normal working hours.

- Smoking in the lifts is banned
- Don't lean bikes against the walls of the lift as this leaves marks



c Sheds

Each tenant has a shed which you can use for storage. You must not store flammable items in the sheds.

d Rubbish disposal

You should put rubbish in black bags. You will be given a key to the bin store on the ground floor and you should place the bags in the large bins that are in the bin room.

You can help your Neighbourhood Warden by:

- Securely wrapping sharp items before putting them in black bags
- Prevent liquids leaking from the bags by making sure lids are on tight or containers are empty

You should not put black bags on landings, in stairways or in passageways. Any bags left in these areas will be treated as fly tip waste and you could be prosecuted for not disposing of it correctly.

e Bikes

Please store bikes in your ground-floor shed. If you take them to your flat, be careful not to scuff or mark the walls and lifts.

f Notice boards

The notice boards are on the ground floor, and are for announcements, health and safety notices and other general information.

b Pets

You can only keep a small caged animal, bird or fish in your flat. You are not allowed any other pets or animals under any circumstances.



6. Repairs and maintenance



6. Repairs and maintenance

a Our responsibilities

We are responsible for repairing and maintaining:

- The structure and exterior of your property
- Most of the items that we provided within the property when your tenancy started
- Those items we have provided since you moved in to your home

However, we will only repair or replace items as a result of fair wear and tear.

b Your responsibilities

You are responsible for:

- Keeping your home in a reasonable condition
- Taking reasonable precautions to prevent damage to the property by fire, frost, the bursting of pipes or the blocking of drains and sinks - see Handy hints and tips, chapter 8
- Taking reasonable precautions to prevent condensation in your home. This will include keeping your home adequately heated and ventilated, wiping up any condensation water on windows and sills and cleaning areas of mould and mildew - see Handy hints and tips, chapter 8
- Decorating the inside of your home
- Maintaining your garden
- Replacing waste plugs and chains to baths, basins or sinks



- Replacing electrical fuses to your own domestic appliances such as cookers, washing machines and fridge freezers
- Resetting the trip switches in the electrical fuse box if it is within your home
- Reporting any faults promptly
- Providing us with access to the property so that our contractors can carry out repairs, maintenance and safety checks.

We are all responsible for the environment, so please **do not**:

- Put paint, oil (including cooking oil) or petrol down the drains
- Leave unwanted belongings, refuse, litter or broken glass in gardens or outside your home.

c Home alterations and improvements

Most Council tenants have the right to carry out their own alterations and improvements to their home, but you must get our permission first. Before starting any work you must write to us asking for permission. Letters should be addressed to:

Head of Housing Services

Customer Modification Request
Civic Offices
Swindon SN1 2JH

Email requests should be sent to:
housing@swindon.gov.uk

The request must include:

- Details of the work you want to do. If you have any drawings or plans, you will need to provide us with copies
- Who is going to do the work
- Confirmation that you have planning permission, or that planning permission is not required
- Confirmation that you will obtain building regulations approval or that building regulations are not applicable

You are responsible for:

- Getting any planning permission and building regulation approval
- Meeting any terms and conditions imposed on you by planners or building control officers
- Paying any planning or building control fees
- Ensuring that only registered people carry

out gas and electrical work and proper certificates are obtained

- Insuring against any injury or damage caused to people or property while the home alteration and improvement works is being carried out
- Repairing and maintaining all home alterations or improvements that you have made to the property since you moved in.

We usually give permission for home alterations and improvements; as long as we are satisfied the above conditions are met.

We will write to you, to either grant or refuse permission or to request further information. If we do not give our permission, we will give you our reasons why.

If you wish to appeal against our decision, or any conditions we set, you must write to us with your reasons.

Remember - Any permission we give you, as a landlord, does not replace the need for you to get planning permission and building regulation approval.

d Accidental and deliberate damage to the property

You are responsible for repairing or replacing all items that are accidentally or deliberately damaged:

- By you, your pets, or anyone living in or visiting your home
- Through carelessness or neglect, even if it is not your fault.

If someone damages or vandalises your home, you must:

- Report the matter immediately to the police by phoning 999 in an emergency or phoning 101 on a non-emergency
- Get a 'crime reference number' from the police
- Report the repair to us and tell us the 'crime reference number'
- Co-operate with the police during their investigation into the incident
- Co-operate with your repairs team to repair the damages made.

Remember - if you ask us to deal with any damaged items, without having a 'crime reference number', we will charge you for the full cost of carrying out the work.

e Gas safety, immersion heater and smoke detector checks

Each year, we have a legal duty to come to your home to check:

- Gas pipes that run from the gas meter into your home
- Gas appliances that we own
- Gas appliances that you own

Each year we will send you an appointment letter to carry out the gas safety, immersion heater and smoke detector check. If the appointment is not suitable for you, please let us know as soon as possible and we will re-arrange it.

If you should need to change an appointment, please contact 'Swindon Direct' on: 01793 445503.

Please note: It is a legal requirement to carry out an annual check and for you to allow access to your home.

Remember - under your tenancy agreement, you MUST let us into your home to carry out these checks. If you do not let us in, we will take legal action against you and we will charge you the full cost of taking this action.

If we find any problems with:

- Our appliances, we will arrange for them to be put right
- Your appliances, we will tell you, but you are responsible for getting your own appliances repaired or replaced

Faulty gas appliances can:

- Give off poisonous carbon monoxide. You cannot see or smell this gas, but it can kill you and your family
- Explode, destroying your home and damage neighbouring properties

Remember - gas appliances can KILL. Help us to keep you safe.

f Gas leaks

If you smell gas in your property, you must take the following action immediately:

- Put out any cigarettes or naked flames
- Do not flick any electrical switches as they can cause sparks
- Do not use any telephone inside the property as it can cause sparks

- Turn off the gas at the gas meter
- Open all windows and doors

Once you have done this, you must telephone the National Gas Emergency service on: 0800 111 999

They will make your property safe and tell you what to do.

Once the emergency has been dealt with, please inform Housing, see chapter 9.

Electrical safety check

Every 10 years we will test the electric circuits in your home. We will send you an appointment letter a few weeks before we intend to carry out the test. If you need to change the appointment, please contact SwindonDirect on 01793 445503



h Reporting a repair

There are a variety of ways to report a repair:

- Online
- Email
- Telephone
- In person

If the repair is urgent, it should be reported by telephone or in person. Please see chapter 9 for full details.

Please include or have the following information ready when you report your repair:

- Your name
- Your address
- Your telephone number; landline and/or mobile
- The fault that needs repairing
- Details of when we would be able to get into the property (please note an adult must be present when we call).

We will give you an appointment to carry out the repair.

To report an emergency repair outside normal working hours call Swindon Direct tel: 01793 445503

Alternatively, if you are on the Homeline system, you can call them in an emergency.

Remember - if we attend and find it is not an emergency, we will charge you for the emergency call-out and the full cost of the work

i Prioritising repairs

When you report a fault, we will decide if it is an emergency, urgent or a non-urgent repair.

Emergency repairs

Emergency repairs are for those situations that are actually or potentially dangerous and where there is a serious risk to the health and safety of people. It is also likely to include repairs where immediate action will prevent serious damage to property.

Our repairs contractor will:

- Attend site within two hours of the fault being reported
- Complete the repair or 'make safe' the situation

In cases where the repair can only be made safe during the emergency call out, we will arrange for the work to be completed the following working day.

Emergency repairs are most likely to be:

- To secure external doors or ground floor windows
- To remedy serious and uncontrollable leaks
- To remedy sewage backing up into the property
- To remedy unsafe electrics that are sparking, smoking or have loose wires

- To remedy total loss of electric, unless this is due to a general power failure affecting other properties (in such cases you should contact your electricity supplier)
- To remedy gas fumes or leaks (we will contact National Gas Emergency Service to isolate the property)

Please note: loss of heating or hot water is considered to be an urgent repair and not an emergency situation, unless you or a member of your household would suffer greatly from having no heating or hot water because of extreme age (children under two years of age and people who are ninety years or older) or health (suffering from a terminal illness).

If, during the autumn and winter months, we are unable to repair the heating system, we will provide you with a temporary electric heater until the repair is completed. You will be responsible for the cost of the electricity the heater uses.

Urgent repairs

Urgent repairs are those small repairs as defined in the Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994.

Our repairs contractor will complete these repairs the next working day.

Urgent repairs are most likely to be:

- To remedy partial loss of electric power (unless it is possible for you to change a fuse or reset the consumer unit to restore power).
- To remedy a partial loss of water supply
- To remedy a loss of heating or hot water
- To remedy a blocked WC where you have been unable to clear the blockage yourself
- To remedy a door entry system that is not working.

Non-urgent repairs

Our repairs contractor will take no longer than forty working days to complete repairs that are not considered an emergency or urgent.

j Appointments to carry out work

You will be offered an appointment for urgent and non urgent repairs (emergency repairs will be attended within two hours of you reporting the problem). The following appointment times are available:

- Weekday morning, 8am - 12pm
- Weekday afternoon, 12pm - 4pm
- Weekday evening, 4pm - 6.30pm
- Weekday 'school run', 9.30am - 2.30pm
- Saturday morning, 8am - 12pm

If you should need to change an appointment, please contact 'Swindon Direct' on: 01793 445503 Please have the job order number available.

k Planned maintenance, major repairs and improvements

As well as carrying out repairs you have requested, we will also carry out planned maintenance, major repairs and improvement work to make sure your home continues to meet the government's 'Decent Homes Standard'.

This work may include the following:

- Re-painting the outside of the property
- Re-roofing the property
- Installing new thermal efficient external doors and windows
- Replacing kitchen and bathroom fittings
- Improving insulation levels within the property
- Installing new efficient central heating and hot water systems
- Rewiring or upgrading electrical installations
- Renewing fences, gates and paved areas

Before starting any work, we will:

- Write to you to let you know we are coming
- Visit your home to carry out a survey before deciding what work needs to be done
- Tell you:
 - What work we are going to do
 - The name of the contractor
 - The arrangements for carrying out the work

Please note: that this type of work may take several days or even weeks to complete and may involve erecting scaffolding around your property.

We may also need to inspect the works a number of times during the work and again after the work has been completed.

l Adaptations for people with disabilities or impairments

If you have a disability or impairment, we can help you to make your home more suitable to live in and help you to be independent.

Minor adaptations

The types of minor adaptations that may be available are:

- Grab rails
- Lever taps
- Stair hand rails

We may also be able to provide you with equipment, such as shower seats.

If you need a minor adaptation you should contact Housing, please see chapter 9 for details.

Head of Housing Services

Adaptation Request
Civic Offices
Swindon SN1 2JH



Major adaptations

The types of major adaptations that may be available are:

- Stair lifts
- Over bath showers
- Easy access showers
- Access ramps
- Extensions

If you need a major adaptation, the Council's Occupational Therapist must first carry out an assessment of your disability. They will either recommend the adaptation you need or recommend that you move into more suitable accommodation.

As part of the assessment, you may be asked to provide further information and fill in a self-assessment form.

To arrange an assessment you should telephone **Care Line tel: 0800 085 6666**

If an adaptation is recommended, we will need to survey your home to make sure that it is structurally and economically viable to make the necessary alterations.

Depending on the cost of the adaptation, and your financial circumstances, you may need to make a financial contribution.

m Visiting your property

When we visit your property to carry out work or an inspection there must be a responsible adult there at all times.

If the only person at the property is under eighteen years of age, the contractor or housing officer will refuse to carry out the work or inspection and you will need to report the fault again, if you still want it done.

Please note that all contractors and housing officers carry identification (ID) cards and you should always ask to see it before allowing them into your home. If you ever wish to confirm the contractor's or housing officer's identity, please contact us on: 01793 445503. They will always wait outside whilst you do this.



Remember: if you are in doubt, shut them out!

If our contractor or inspector calls and you are not in, they will leave a note ('Not in Notice') to let you know they called. Please telephone the number given on the note and let us know when we should call again.

All our contractors have been instructed not to smoke in or around our tenants' homes. We would ask you to reciprocate this by not smoking in the vicinity of an operative undertaking works in your home. Whilst they are working, your home is their workplace and it must be made as safe an environment as possible.

If you have a dog or any other animal in the property, this should be kept away from the contractor's working area.

n Customer satisfaction

Service standards

We aim to:

- Tell you when the work will be carried out
- Complete all work on time and to a standard you are happy with
- Respect you and your home when carrying out any work
- Provide a service that gives you value for money

If you are unhappy with the standard of any part of the service you received from us, please let us know.

Your complaint may be about:

- The contact centre or one stop shop service
- The way you were dealt with by our inspector or the contractor who carried out the work
- The standard of the repair carried out

We will investigate your complaint and, if necessary, arrange for the fault to be put right.

A service area manager will respond within 10 working days of receiving your complaint.

If you are not satisfied with the response you receive, you can ask the Head of Housing to investigate the matter.

Customer satisfaction surveys

To help us monitor our repairs and maintenance service, we carry out a range of customer satisfaction surveys as follows:

- A postal survey - the contractor will leave you a questionnaire and ask you to complete it and return it to us in a pre-paid envelope.
- A telephone survey - we may ring a number of customers at random and ask them their opinion on the service we have provided.
- A post inspection - a housing officer may visit to inspect the work done at your property.

We use all the feedback we receive to help us to identify problems and improve our service. We publish the results of our repairs surveys in each edition of Housing Matters.

o Tenant Liaison Officers

Our repairs contractor employ Tenant Liaison Officers to help any customer who is having a problem with any work that they are carrying out.

If you need their help, you can contact them on: 01793 464514 or 464190

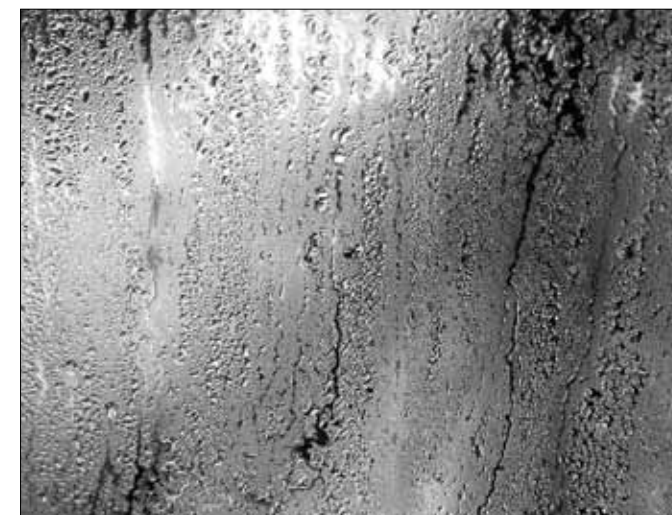
p Compensation

Under the Right to Repair Regulations, you may get compensation for certain urgent repairs, with a value of up to £250, that are not completed within government set times.

If you think that you are entitled to compensation, please let us know.

We will send you a claim form that you must fill in and return to us. We will only accept claims for compensation on the form we provide.

We will investigate your claim and give you our decision in writing.



q Condensation

If there is too much moisture in the air it may condense onto any cold surfaces. Condensation is sometimes mistaken for a damp problem. People can often be the cause of condensation in their home by:

- Cooking or boiling water in unventilated kitchens
- Taking baths and showers in unventilated bathrooms

- Using unventilated tumble driers or drying wet clothes indoors

When moist air cools, it releases water and you will see it on colder surfaces such as external walls, windows, wall tiles and even furniture and clothes.

If it cannot dry out, it will cause mould to form.

You can help stop condensation forming in your home by:

- Covering pans and turning down the heat when boiling food
- Switching off boiling kettles
- Drying wet clothes outside on a washing line
- Opening bathroom and kitchen windows for a short while to let steam escape and to change the air in your house
- Using an extractor fan
- Keeping your home warm all day by maintaining a low background heat
- Wiping down surfaces where moisture has settled and if any mould has formed, clean it off using a proprietary cleaner available in DIY stores

r Leaking, overflowing, burst or frozen pipes and appliances

If a pipe leaks, you should:

- Place a dish or bowl underneath the leak
- Pull back any carpets and lay down newspapers or towels to absorb any moisture
- Report the repair

7. Getting involved

If an appliance leaks, you should:

- Turn off the appliance's isolation valve (most appliances use blue and/or red levers) if it has one
- Arrange the leak to be repaired.

Please note: if you do not repair the leak or faulty appliance you may be liable for any damage caused to your home and other affected properties.

If a pipe freezes, you should:

- Turn off the mains water at the main stop tap to your property and open the cold taps
- Leave the pipes frozen, but if you are sure they are not burst, you may try to thaw the pipe using hot water bottles or a hair dryer but do not use a blowlamp
- Thaw from one end of the frozen section and not from the middle
- Use any remaining hot water sparingly until the pipes are thawed

If a pipe bursts, you should:

- Turn off the mains water at the main stop tap to your property
- Switch off all water heaters and boilers
- Open all taps and drain the water from the system (Tip: collect the water in jugs and containers to use for cooking, in the kettle or flushing the toilets later)
- Report the repair

If electric fittings get wet, you should:

- Not touch the fitting
- Turn off electricity at the electric meter
- Report the repair

If ceilings bulge, you should:

- Place a bucket under the bulge
- Pierce a small hole to let the water through and prevent the ceiling falling down
- Report the repair



8. Handy hints and tips

7. Getting involved



If you have something to say or would like to know more about how you can get involved, contact the Housing Involvement Team, see chapter 9 for details.



You can also view our Tenant Participation Agreement which describes all of the current ways you can be involved at: www.swindon.gov.uk/tenantparticipation Copies are available on request to the above team.

For many years we have promoted and supported tenant involvement.

We work with tenants and leaseholders to continually develop and improve the service you receive from us.

If you want to get involved, we may be able to give you training so you can develop your personal skills.

We may also pay your travel and childcare costs.

All the venues we use for meetings are fully accessible for people with disabilities.

Of course, tenant involvement doesn't have to mean going to regular meetings. For example, you could get involved with occasional focus groups, phone surveys, questionnaires and so on.



8. Handy hints and tips

a Looking after your home

Here are a few things that you can do to help prevent future problems:

- Know where your mains water stop tap is located and check that it turns easily and that you are able to shut off the water supply to the property in an emergency. It is usually located where the water pipe enters the house or near the kitchen sink

My mains water stop tap is:

- If you go away for a few days in winter it is best to leave the heating on, but lower the setting on your central heating, to help prevent pipes freezing.
- Prevent blockages in the kitchen sink waste pipes by flushing through regularly using washing soda and hot water. Purchase a plunger (without a metal disk) from a DIY store to help you clear blockages
- Keep outside gullies clear of leaves and other debris so that surface water drains away easily
- Remove lime scale from baths, sinks, showerheads and taps with a de-scaler available in DIY stores and supermarkets.
- When it rains, check that there are no leaks from gutters and down pipes from the roof
- Check your roof at least once a year to make sure there are no tiles or slates broken or missing.

Loss of electric light or power

If you lose electric light or power, you should:

- First check your consumer unit or fuse box. It is usually next to the electricity meter
- If it has fuses, the blown fuse will need to be replaced. If it is a cartridge type it should be rewired using special fuse wire to the correct amperage
- If it has trip switches, check which switches have tripped to the 'off' position and put them back to the 'on' position
- If a switch trips again, a faulty appliance is probably causing it

Remember - never tamper with the electricity company's fuse and seals and never replace or rewire a fuse unless you are confident you can do it safely and correctly. If in doubt report the repair.

If you have a faulty electric appliance, you should:

- Go around the house and unplug all appliances and switch off the immersion heater
- Go back to the fuse box and switch the tripped switch back to the 'on' position
- One by one, plug in the appliances until the switch trips again

The appliance that causes the switch to trip will be the faulty appliance, you should:

- Leave that appliance unplugged
- Plug in all the other appliances
- Reset the trip switch to the 'on' position
- Report the repair, if the faulty appliance is ours
- Get it fixed yourself by a qualified electrician or replaced, if it is your appliance

Clearing blockages

Blockages are usually caused by the build-up of cooking fat in sinks, hair in basins and baths and nappies, sanitary towels, air-fresheners and small objects falling down toilet pans. If unusual objects are found to have caused the blockage, we may charge you the full cost of clearing the blockage.

If a toilet pan is blocked, you should:

- Bale out most of the water using a suitable container
- Push a toilet brush or plunger (without a metal disk) to the bottom of the pan and pump up and down rapidly about 10 times. This may shift the blockage
- Check by flushing the toilet to see if the blockage has gone

You may need to repeat the process several times before the toilet flushes normally.

If a sink, basin or bath is blocked, you should:

- Bale out most of the water using a suitable container
- Hold a rag firmly over the overflow opening and place a plunger over the drain hole
- Pump the plunger up and down rapidly until the blockage clears

After clearing the blockage you should also clear out the waste trap.

To clean out a waste trap, you should:

- Bale out most of the water from the sink, basin or bath using a suitable container
- Place a bowl underneath the waste trap and unscrew the joints to remove it
- Clean thoroughly and replace the waste trap, checking that the seals are in place and that all joints are screwed up tightly.

b Saving money on your energy bills

Here are a few helpful tips on saving energy and money:

- Check that all your heating controls are set correctly
- Turn down your heating by one degree - you may not notice this change but it can cut up to 10% off your fuel bills
- Close your curtains at night to stop heat escaping through the windows
- Do not leave the fridge freezer door open for too long as cold air will escape and the fridge freezer will use a lot of electricity to reduce the temperature back to the correct level
- Always wait until you have a full load before using your washing machine or dishwasher. Try to use the low-temperature programme. Do not put really wet clothes into a tumble drier – wring them out or spin-dry them first
- Fit energy saving light bulbs. It will use around 25% of the electricity and last 8 times longer than an ordinary bulb
- Heat only the amount of water you really need for washing and do not overfill kettles for just one drink

Please note: From December 2012, drink cartons (Tetra Paks), as well as batteries and small hand-held electrical items, such as mobile phones, hair dryers and shavers are among the items householders will be able to put in their orange boxes as part of Swindon Council's drive to encourage recycling.

c Recycling

The UK will throw away approximately each year:

- **29,000,000 tonnes of waste** - the same weight as 4.85 million male African elephants
- **1,300,000,000 cans** - if stacked on top of each other, there would be 3 piles of cans from here to the moon
- **600,000,000 or 22,000 tonnes of batteries** - if laid end to end they would stretch from here to Australia and back again

Did you know?

- 1 tonne of recycled paper saves 17 trees
- 1 recycled aluminium drink can save enough energy to run a TV for 3 hours
- 1 recycled glass bottle can save enough energy to power a light bulb for four hours
- 1 item of recycled wool can save:
 - 371,000,000 gallons of water
 - 480 tonnes of chemical dye
 - 4,751,000,000 days of an average family's electricity needs
- Recycled steel saves 75% of the energy needed to make new steel and can be recycled over and over again
- Disposable nappies take 500 years to decompose

Here are a few things that may help you to cut down on the amount of waste you send for landfill:



Plastic bottle - look for the plastic symbol to see if it is recyclable - buy products made from recycled plastic. Cut bottles in half and use the top half as a funnel or reuse as a cloche for small plants or seedlings.

Carrier bags - re-use plastic bags when you go shopping or as bin bags around the house - purchase a 'Bag for Life' or use a canvas bag.

Clothes - donate good quality used clothes to charity or sell through auction websites - cut up worn or damaged clothes to use as dusts or cleaning rags.



Catalogues - most are recyclable such as Tesco or Argos.



CDs or DVDs - donate to charity or sell through auction websites – trade for new products with high street stores such as CEX – recycle through companies such as www.recyclingcds.com

Dry cell batteries - when finished, take them to stores such as Robert Dyas or Argos.

Electrical goods - ask about recycling when purchasing as some suppliers will collect your old item when delivering new – upgrade computers rather than buy new – donate small items to charity shops such as Cancer Research, British Heart Foundation or Oxfam – enter your postcode on www.recycle-more.co.uk

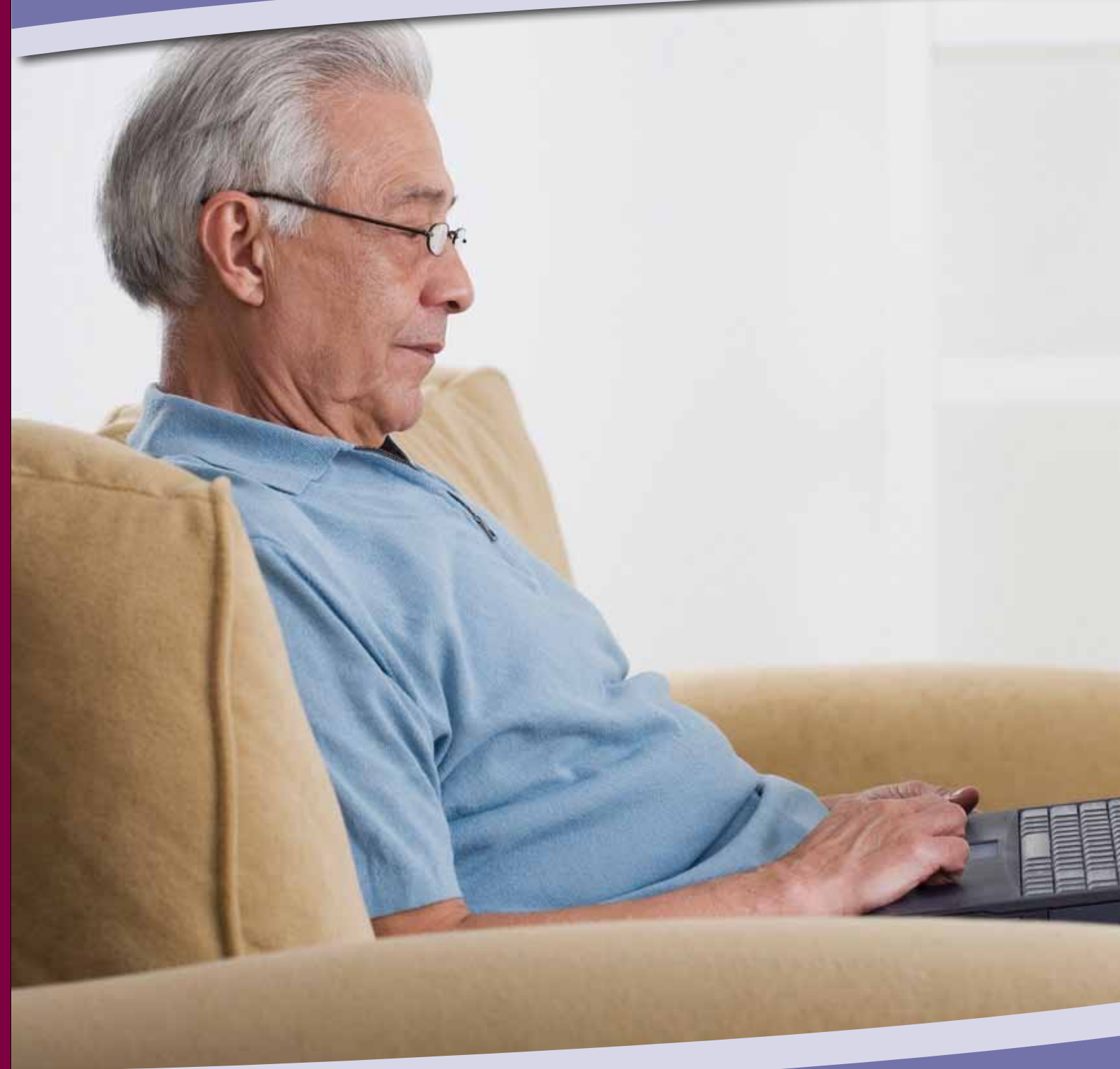
Envelopes - donate the stamps to charity such as Oxfam, Leukemia Care and Royal National Institute for the Blind – remember to leave a 30mm margin around the stamp.

Food - buy smaller packages – only cook what you can realistically expect to eat – freeze leftover portions of meals – compost fruit, vegetables, tea bags, coffee grounds, crushed egg shells and more – consider a wormery – they convert recyclable kitchen waste into rich compost and fertilising liquid - starter kits are available from garden centres.

Furniture - many local charities now sell good reuseable furniture items.

Glass - purchase glass containers as opposed to plastic whenever possible.

9. Procedures and access



9. Procedures and access

Making a complaint, compliment or comment

We genuinely believe that your views are important, and we need you to tell us when a service is failing or something is not right. We will do our best to put things right and prevent them happening again.

Equally, we would like to hear from you about services that are delivered well.

a Complaint procedures

Please note: For complaints about Adult Social Care and services for children and young families, there are separate procedures - please see Adult Social Care and Services for Children and Young Families below.

All other general complaints are investigated and processed in line with the Council's Customer Feedback Policy. The process is in three stages:

Stage 1 - Local resolution

Initially, you should complain directly to the people who are responsible for the service(s) you are not satisfied with, either in person, by phone, in writing or by e-mail.

You can also complain to our Customer Services Team at Swindon Direct by completing the online form: Customer Services online feedback form

Stage 2 - Referral to Service Area Director

If you are not happy with the response you receive, you can ask to have the matter investigated by the director responsible for the service concerned.

Again, you can register your complaint by completing our Customer Services online feedback form.

You can also do this in person, by phone, in writing or by e-mail.

Stage 3 - Referral to the Chief Executive

If you have been through stages 1 and 2 (above) and are still not satisfied, you can appeal in writing to:

The Chief Executive
Swindon Borough Council
Civic Offices
Euclid Street
Swindon
SN1 2JH

Taking a complaint further

If, having exhausted the routes of appeal within our customer complaints handling procedures you are still not satisfied with our response, you may contact the Local Government Ombudsman for an independent review of your complaint. In April 2013 this function will be transferred to the Housing Ombudsman.

Data access requests

Freedom of Information

The Freedom of Information Act 2000 gives a general right of access to all types of recorded information held by public authorities. It sets out some exemptions from that right, and imposes a number of other obligations on public authorities. For further information contact the Freedom of Information Officer via Swindon Direct.

b Your right to see your personal information

You have a right to see your personal information under data protection legislation. This means that when you make a request to us we will:

- Tell you whether or not we hold any personal information about you and, if we do, provide you with:
- A description of your personal information
- The purposes for which the information is being processed
- Those to whom it is or may be disclosed
- Whenever practicable and possible provide you with a permanent copy of your personal information
- Provide an explanation of what the information means if this is necessary, e.g. if computer codes or symbols have been used that you would not understand
- Provide information about the source or sources of the data to the extent that are able to within the legislation

What can I see?

You are able to see personal information that we keep about you on our computer systems. When you submit a formal request to the Data Protection Officer to see your personal information, you will be able to indicate whether or not you wish to see your manual records, as well as any information that is kept on computers.

Sometimes your personal information may contain references about other individuals, either because they are involved with you, e.g. family members, carer, partner, etc., or because they have provided professional advice, e.g. your family doctor. You have the right to see personal information about yourself, but you are not entitled to know what is recorded about anyone else – even other family members – without their consent. We may also owe a duty of confidentiality to individuals who have provided information, e.g. your family doctor, and under these circumstances would require their consent to reveal information. If individuals withhold consent it may mean that you will be unable to see some of your personal information.



There are also a few, very special and exceptional circumstances in which your personal information can be withheld from you, e.g. the administration of justice for the prevention or detection of crime.

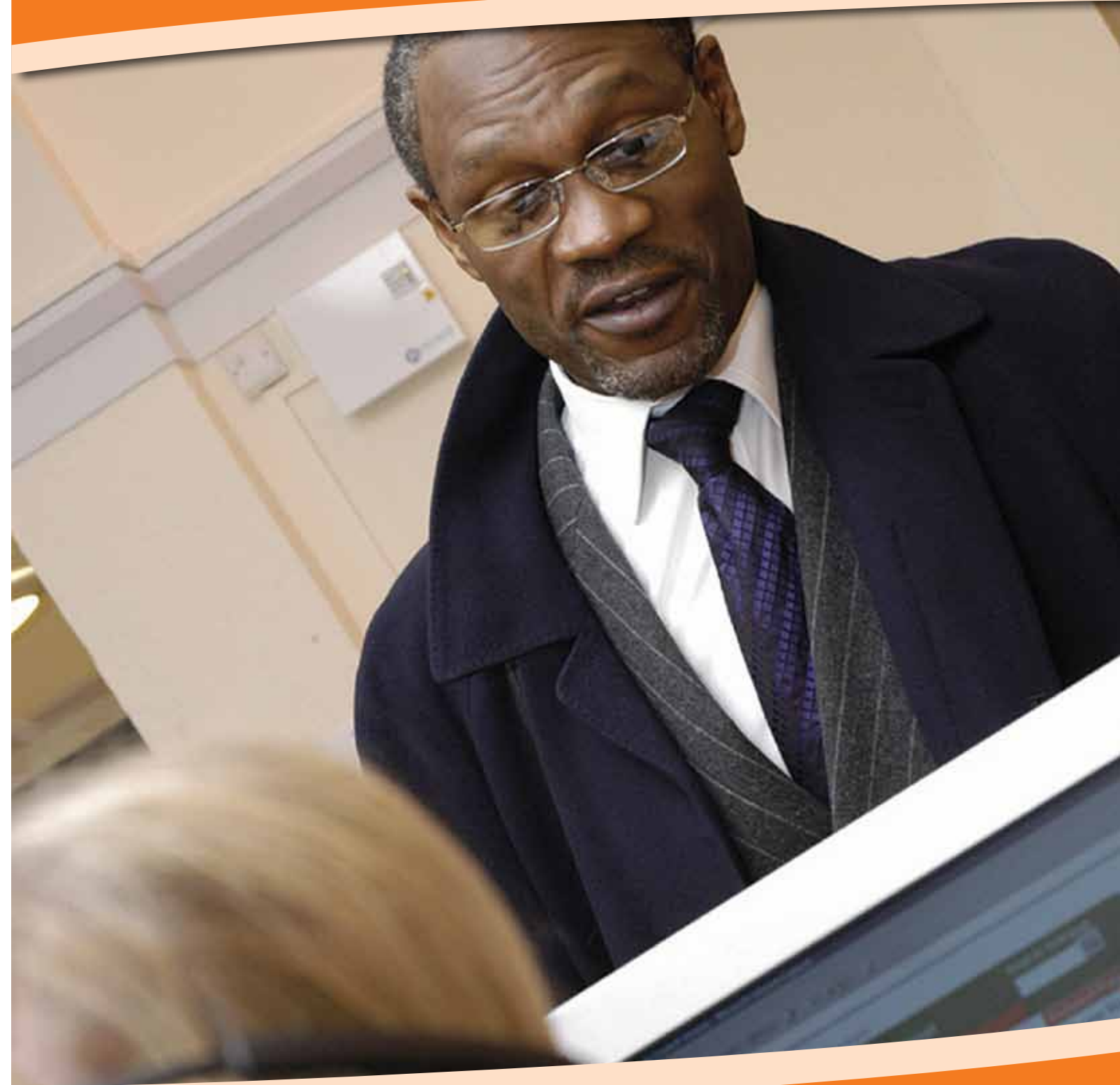
It is the aim of the Council to ensure that you may see all the information that you are entitled to. The consent of other individuals will be sought where this is necessary and practical and decisions to withhold information will only be made by senior managers after careful consideration of each individual case.

What happens next?

When we have received your request we will send or give you, or the person acting on your behalf (your agent):

- A leaflet
- A letter acknowledging your initial enquiry
- A list of the data entries that we have notified to the Information Commissioner's Office
- A form (or forms if you have an agent) for you to complete and return which will help us to identify and locate the personal data that you wish to see. There is a charge of £10 for each application payable when you return the completed form.

10. Housing contact information



10. Housing contact information

Housing Services

www.swindon.gov.uk/housing
01793 445503 (8am - 8pm)
Email: housing@swindon.gov.uk

Postal address:

Housing
Swindon Borough Council
Civic Offices
Euclid Street
Swindon SN1 2JH

Choice Based Lettings

01793 445503

Council tenants' contents insurance

01793 464456

Credit and Debit card rent payments

0845 603 5058

Estates Management

01793 445503

Homeless Section

01793 445503

Homeline

01793 464430

Housing Needs Team

01793 445503

Lettings Section

01793 445503

Neighbourhood Wardens

01793 464081

Repairs

01793 445503

Right to Buy

01793 464414

Housing Benefit and Council Tax

0345 302 2316

Benefits Enquiry Line

(General enquiries about benefits)
0800 882 200

Your introductory tenancy started on: _____/_____/_____

This will become a secure tenancy on: _____/_____/_____
(if you keep to your tenancy agreement)

My Neighbourhood Housing Officer details:

Name: _____ Direct line: _____

Email: _____

My Tenancy Sustainment Officer details:

Name: _____ Direct line: _____

Email: _____

My Neighbourhood Warden Team details:

Lead Warden: _____ Direct Line: _____

Email: _____ Mobile: _____

Email: neighbourhoodwardens@swindon.gov.uk Tel: 01793 464081



My Housing Tenancy

My Housing Tenancy is an online system where you can create a login and password and view your tenancy account like an online bank or shopping account.

You can view your rent balance, housing officer contact information, view previous works done to your property during your tenancy, request a repair and update your own personal details such as telephone number.

Visit: www.swindon.gov.uk/myhousingtenancy and follow the instructions. You will need your rent reference number.

More information is available on page 62.

Housing Involvement Team:

Tel: 01793 463673 or 01793 463677

Email: getinvolved@swindon.gov.uk

Repairs and Maintenance

Out-of-hours emergency repairs

Tel: 01793 445503

To request a repair contact Housing or visit: www.swindon.gov.uk/repairs

You can also request a repair via 'My Housing Tenancy', see page 42.

Keeping in contact with you

Housing Services has a number of ways in which it delivers information and keeps in contact with you. The Housing Services website (www.swindon.gov.uk/housing) is available 24/7 for you to view if you have internet access.

If you do have the internet you can also join us on facebook: 'Swindon Housing', follow us on Twitter @Swindon Housing and if you have an email address you can receive our regular newsletter, e-Housing.

There are also a number of relating leaflets to services which you can either pick up from Swindon Direct, One Stop Shop or you'll be handed them when you enquire or receive a service.

facebook : Swindon Housing

twitter @Swindon Housing

Email: housing@swindon.gov.uk

Housing Matters

We also have a 'Housing Matters' magazine which gets delivered to you at least three times a year. It's packed full of information and events, competitions, recipes. It is also available online:

www.swindon.gov.uk/housingmatters



Your contact information

It is important that you keep us up to date with your contact information, personal details and who is living with you.

For instance, informing us that you have a new phone number, disability or may need longer to get to the phone or door, can greatly help us improve our service to you.

If you have a preferred way in which you'd like us to contact you, let us know and we will aim to do so whenever possible. This could be by phone, in person, large print letters, email or text.

Swindondirect

passionate about service

Swindon Direct is the Council's reception and contact centre. The reception is often referred to as the 'One Stop Shop'. Swindon Direct is based in Beckhampton Street, Swindon, SN1 2JH

You can visit Swindon Direct during these opening hours:

Monday – Friday, 8.30am – 6:00pm

You can telephone Swindon Direct on 01793 445500:

Monday - Friday, 8am - 8pm

The call centre tends to be busy on a Monday and Tuesday morning and we would advise, where possible, not to call during these times.

My Housing Tenancy

My Housing Tenancy is an online service which you can register for and then view your account details.

You'll be able to see a rent balance, who your Neighbourhood Housing Officer is, request repairs and view/update personal details.

To register simply have your tenancy/rent reference number and follow these steps:

1 Go to: www.swindon.gov.uk/myhousingtenancy

2 Click on the 'My Housing Tenancy' link within the page, which will redirect you to

3 The register/login page

4 Click on 'Register' in the left hand side menu

5 You'll be asked to enter your name, date of birth and reference number and create a User ID and password for logging in at future visits.

A screenshot of the Swindon Council 'Login' page. The page has a header with the Swindon Council logo and 'Your Online Guide to Council Services'. On the left is a 'Register' link. The main area is titled 'Login' and contains a form with fields for 'User ID' and 'Password'. There is a 'Remember Me' checkbox and a 'Login' button. A disclaimer at the bottom states 'Please do not disclose your UserID or password to anyone'.A screenshot of the Swindon Council 'Register' page. The page has a header with the Swindon Council logo and 'Your Online Guide to Council Services'. On the left is a 'Login' link. The main area is titled 'Register' and contains a form with fields for 'Tenancy Ref' or 'Application Ref', 'Surname', and 'Date of Birth'. There is a 'Next >>' button. A disclaimer at the bottom states 'Please do not disclose your UserID or password to anyone'.

Once you have registered, you can login at future visits using the User ID and password you have created.

If you forget your User ID or password, please re-register by doing the same process as above.

II. Useful telephone numbers



11. Useful telephone numbers

Environmental Health

Pest control	01793 466071
Dog warden AM	01793 466068
PM	01793 466063
Noise nuisance	01793 466063
Out-of-hours service	01793 466453

Social services

Care Line	0800 085 666
Child Health Team	01793 466511
Child Protection	
After hours	
Emergency duty service	01793 436699

Service providers

To check electricity supplier	0845 026 2554
To check gas supplier	0870 608 1524
Thames Water	0845 920 0888
Television Licence centre	0300 790 6131
Warm Front Scheme	0800 952 0600

Domestic abuse

Wiltshire Constabulary, Domestic Abuse Unit	01793 507801
Swindon Domestic Abuse Forum	07771 626 134
Swindon Women's Refuge	01793 610610
Wiltshire Police (Swindon)	101

Advice agencies in Swindon

Community Mediation Service	01793 484383
Wiltshire Law Centre	01793 486926
Temple House, Temple Street	
Visit or phone: Monday to Friday 10am - 4pm	
www.wiltslawcentre.org.uk	

Swindon and District Citizens Advice Bureau 0844 499 4114

1 Faringdon Road
Swindon SN1 5AR
Phone: Monday - Friday, 10am - 1pm
Drop in: Monday - Friday, 9.15am - 1pm
www.adviceguide.org.uk

Advice Point 01793 487934

70 Cavendish Square
Park South
Swindon SN3 2LR
Counselling and advice service

Stratton Advice Point 01793 829023

Upper Stratton Library
188 Beechcroft Road
Upper Stratton
Swindon
SN2 7QQ
Thursday, 10am - 12pm
strattonadvice@gmail.com
Provides free, confidential and independent advice on welfare benefits, housing, council tax and related subjects

Clivey Credit Union 07905 636152

Clive Parade
Cricklade Road
Swindon
SN2 1AH
clivey@swindoncreditunions.co.uk
The Clivey Credit Union caters for people who live or work North of the railway line.

Steam Ahead Credit Union 01793 522216

Unit A George Hall Court
Cavendish Square
Swindon
SN3 2LZ
steamahead@swindoncreditunions.co.uk
Steam Ahead caters for people who live or work South of the railway line and is based in Cavendish Square.

01793 871303

0808 800 4444

01793 542266

Swindon Wiltshire alcohol & drug service 01793 695405

Developing health and independence 01793 617177

Freedom of Information 01793 464461

[illegible]



This information is available on the internet at www.swindon.gov.uk/housing
It can be produced in a range of languages and formats (such as large print, audio, Braille or other accessible formats) by contacting the Customer Services Department.

Tel: 01793 445500 Fax: 01793 463331 E-mail: customerservices@swindon.gov.uk