



Welcome



Welcome to
your Tenants' Handbook

Introduction

Welcome to your tenants' handbook.

South Lakes Housing is committed to providing a first class housing service. We hope that this handbook contains useful information that will help you to enjoy your home to the full.

The handbook covers all aspects of the housing service and also includes advice about other important services, such as Housing Benefit.

We hope to have covered the general questions you may have about the housing service. If you need further advice you will need to speak to a member of staff, so this handbook explains where you can contact them.

If you have any comments about this handbook, or have any suggestions about how we can improve our service and the information we provide, please give us your views.

How do I contact South Lakes Housing?

South Lakes Housing has two housing offices in the District where you can contact us, please contact your nearest office:

Little Aynam House, Little Aynam, **Kendal** LA9 7AH
Telephone (0845) 057 0080, fax 01539 717716.

Town Hall, Queen Street, **Ulverston** LA12 7AR
Telephone (01229) 584424.

Or email us: enquiries@southlakeshousing.co.uk

If you need to report a repair telephone 0845 057 0080

What's in the Handbook?

The handbook is arranged in a series of leaflets. This will enable us to easily update information when necessary by re-producing individual leaflets. The leaflets cover the following issues:

1. **Welcome** (*Introduction to SLH; how the housing service is managed*)
2. **Service Charter and Good Neighbour Charter**
3. **Introductory Tenancies**
4. **Repairs and Maintenance** (*Repair responsibilities; reporting repairs; repair timescales; maintenance issues*)
5. **Improvement of Council Homes** (*The Council's improvement policy*)
6. **Tenants' Alterations and Improvements** (*Your rights; when to contact the Council; types of alterations; what to do*)
7. **Independence for people with disabilities** (*What this is; who is eligible; how to apply*)
8. **Rent and Housing Benefit** (*Payment of rent; getting help with your rent; rent arrears*)
9. **Looking after your Estate** (*Maintenance of open areas; rubbish; parking; dog fouling; vandalism; empty properties; environmental improvements*)
10. **Moving Home** (*Transfers; home swaps; other ways of moving; Allocation Policy; ending your tenancy*)
11. **Getting Involved** (*Meetings with the Council; resident associations; tenants' newsletter; tenants' training*)
12. **Anti-social Behaviour** (*Your responsibilities; sorting out neighbour problems; how complaints will be dealt with; legal action; evidence*)
13. **Your Rights as a Council Tenant** (*Checklist of rights; details of these*)
14. **General Advice** (*Condensation; saving on fuel costs; Careline; security; Neighbourhood Watch; Crimestoppers; insurance; keys; safety in the home; welfare benefits; running a business from your home; pets; sub-letting/lodgers*)
15. **Complaints** (*When to complain; who to contact; how to complain*)
16. **A-Z of Council Services** (*Who to contact for all SLDC services*)
17. **Useful Contacts** (*Useful telephone numbers for other services*)

Who are South Lakes Housing?

In April 2004 the ALMO (Arms Length Management Organisation) South Lakes Housing was established to act as agent for the District Council and to manage the housing stock, following an emphatic 'yes' vote in a tenant ballot. South Lakes Housing has a 10 year contract with the Council to manage the Council's housing stock. The Council retained responsibility for the Allocations Policy.

If you want to learn more about South Lakes Housing, visit our website www.southlakeshousing.co.uk, telephone or call into one of our area offices.

Who's Responsible for Providing Housing Services?

South Lakes Housing

Improvement Programme
Day to Day Repairs
Sheltered Housing Service
Planned Maintenance Programme
Careline Service
Letting of Empty Homes
Housing Advice
Allocation/Letting of Garages
Housing Allocations
Rent/Service Charge Collection
Housing Nominations
Estate Management
Tenant and Resident Involvement
General Tenancy Management
Enforcement of Tenancy Conditions
Leasehold Management

Housing Strategy Group

Assessing Housing Need
Enabling Role
Policy Review
Homelessness

Customer Care

The Council and South Lakes Housing have a Customer Care Policy to ensure you, as our customers, are given the service you deserve. If you are not happy with the way you have been dealt with, please let us know (see **Complaints** leaflet for details).

Equal Opportunities

South Lakeland District Council and South Lakes Housing are Equal Opportunities organisations. This means we are committed to treating all customers without prejudice towards their sex, marital status, disability, age, race, religion, colour, nationality, or ethnic or national origins.

Tenancy Agreement

As a Council tenant you will have received a copy of your Tenancy Agreement. Please ensure you keep to the conditions of this Agreement. If we intend to vary the terms of your Agreement you will be given 4 weeks' notice in writing. The leaflets in this handbook will explain more about the conditions of your tenancy. (see section on Introductory Tenancies).

You can get a copy of this document in different formats such as large print, Braille, audio, or in a different language by calling 0845 057 0080 or check our website www.southlakeshousing.co.uk

আপনি 0845 057 0080. -এই নম্বর ফোন করে, বিভিন্ন ফরম্যাট যেমন বড় প্রিন্ট, ব্রেইল, অডিও বা একটি ভিন্ন ভাষাতে এই নথিটির একটি কপি পেতে পারেন।

Pode obter uma cópia deste documento em vários formatos, como por exemplo em Braille, áudio, ou numa outra língua. Para tal ligue para o 0845 057 0080.

如果您想获取该文件的不同版本，如：大字体印刷、盲文、音频或不同语言版本，请致电 0845 057 0080。

Paskambinę telefonu 0845 057 0080, galite užsakyti šio dokumento kopiją įvairiais formatais, pavyzdžiui, atspausdintą dideliu šriftu, Brailio raštu, užsakyti garso įrašą arba gauti dokumentą, išverstą į norimą kalbą.

Aby otrzymać kopię tego dokumentu w innych formatach, takich jak duży druk, druk Braille'm, audio, lub w innym języku proszę dzwonić pod numer 0845 057 0080.

0845 057 0080'u arayarak, bu dokümanın bir kopyasını büyük puntolu, körler için kabartmalı, ses dosyası gibi değişik formatlarda veya farklı bir dilde edinebilirsiniz.

Little Aynam House
Little Aynam
Kendal
LA9 7AH
☎ 0845 057 0080

The Town Hall
Queen Street
Ulverston
LA12 7AR
☎ 01229 584424