



BRIGHTON & HOVE  
SEASIDE COMMUNITY  
HOMES

# Tenant Handbook



**Please look after this Handbook as it contains information about your tenancy you will need, as well as useful local contacts and organisations.**

# Welcome to Seaside Homes

~ Breathing New Life into Empty Homes ~

This is your Brighton and Hove Seaside Community Homes tenant handbook. It has been put together with material from Seaside Homes and Brighton & Hove City Council (BHCC), to give you information and guidance on your home and your tenancy during your stay with us.

The handbook explains your rights and your responsibilities; it explains our responsibilities as your landlord and those which are yours as the Tenant. It also gives details of the housing services provided for you through the Temporary Accommodation Team (TAcc) of BHCC

BHCC act as Managing Agents for Seaside Homes and they should be your first point of contact should you have any problems or repairs with your property. Should you wish to call us after having spoken to them, we will always help where we may.

This handbook is only a guide and aims to answer the general queries you may have about your home and tenancy. Over time, our services and policies may change and may not be reflected here, but we will keep you up to date via our website ([www.seaside-homes.org.uk](http://www.seaside-homes.org.uk)) and through our tenant newsletter.

Please let us know if you or a member of your household would like any part of the book explained, or in an alternate format. If you need to have any of our documents translated, please contact the Temporary Accommodation Team at BHCC

We hope you have a pleasant stay with us and enjoy your new home in comfort and security.



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# Customer Services



## Contact Us

All of the Seaside Homes properties are managed by Brighton & Hove City Council's Temporary Accommodation Team (TAcc). As our managing agents, they will always be your first point of contact.

Whilst we hope that you do not have any problems during your tenancy, we also realise that things do not go perfectly all the time.

If you have a problem that you need to speak to someone about, just call the relevant number below to get the help you need.

The main numbers you will need to call are:

### **Temporary Accommodation Team:**

**01273 294400** then select one of the following options:

#### **Housing Officers:**

Option 4, followed by option 1

#### **Credit Control Team:**

Option 3

#### **Anti-Social Behaviour:**

Option 4, followed by option 2

#### **OR you can email the team at:**

[temporary.accommodation@brighton-hove.gov.uk](mailto:temporary.accommodation@brighton-hove.gov.uk)

Alternatively you can visit the Temporary Accommodation Housing Management Team at:

Customer Service Centre  
Bartholomew House  
Bartholomew Square  
Brighton, East Sussex  
BN1 1JE

Other useful telephone numbers can be found in the relevant sections throughout the handbook.

Your satisfaction and wellbeing are our top priority throughout your tenancy and we will work closely with the Temporary Accommodation Team at all times. We are always ready to help tenants in whatever way we can.

If you would like to contact Seaside Homes directly:

**Tel: 01273 732061**

**Email:** [info@seaside-homes.org.uk](mailto:info@seaside-homes.org.uk)

Or visit our website for all the latest news, events, training opportunities and details of the various tenant schemes we offer:

[www.seaside-homes.org.uk](http://www.seaside-homes.org.uk)



Please use the contact form which can be found at the bottom of the Seaside Homes webpage, and we will get back to you as soon as is possible. This is also where you will find our email address and telephone number.

## Complaints

Here at Seaside Homes, we welcome any feedback from our tenants whether it is good or bad, compliment or complaint. By listening to you, the tenant, we can ensure that we are doing everything we can to make sure we are delivering the best service we can in order to make you home and community as safe, welcoming and comfortable as possible.



## How to make a Complaint

Our Managing Agents, Brighton and Hove City Council, manage our complaints process. You can use the Council's Corporate Complaints Process to submit your complaint **online**:

<https://www.brighton-hove.gov.uk/council-and-democracy/feedback-about-council-services/make-complaint-using-our-corporate>

You can also **write** to Customer Feedback Team, 1<sup>st</sup> Floor, Hove Town Hall, Norton Rd Hove, BN3 3BQ;

**Phone** 01273291228, Monday to Friday 9.30am-1:30pm except public holidays;

Or

**Email** [customerfeedback@brighton-hove.gov.uk](mailto:customerfeedback@brighton-hove.gov.uk)

Your Housing Officer will help you through the process and explain your rights to you if you are unsure of how to

make a complaint or what to do next. You can also read our Managing Agent's full Complaints Policy at this address:

<https://www.brighton-hove.gov.uk/content/council-and-democracy/brighton-and-hove-city-council-corporate-complaints-policy-and>

## Equalities and access to the complaints procedure

The council does not insist on complaints about straightforward matters being put in writing and staff will be prepared to take down details of a complaint at a contact centre or over the phone. Complainants will be asked, however, to put complaints about more serious and detailed matters in writing.

If someone has difficulty writing and it is a serious or detailed matter the Customer Feedback Team will provide details of appropriate advocacy services and in exceptional situations arrange to meet with the complainant.

## Stage 1 – problem solving

The aim of the first stage of the complaints procedure is to resolve problems as quickly as possible and, where the council has made a mistake, to put the complainant in the position they would have been in had the mistake not been made.

All complaints should be acknowledged in writing within two working days of being received. The acknowledgement letter should state:

- ✚ the name of the officer or the section dealing with the complaint and how they can be contacted.
- ✚ when the complainant can expect a reply. This should be within ten working days of the complaint being received.

-



Although the procedure allows ten working days to reply, every effort will be made to respond to the problem as soon as possible.

In some cases it may be appropriate and more efficient to phone or meet with the complainant to let them know what action has been taken in response to their complaint. This type of response will generally be appropriate for more straightforward matters which can be resolved quickly.

More complicated complaints should always receive a written reply.

Responses sent in reply to complaints should:

- ✚ be clear, concise and avoid jargon and technical language as much as possible.
- ✚ answer all the points of concern raised by the complainant.
- ✚ explain the reasons for the failure in service, (if one has occurred).
- ✚ provide an apology where appropriate, and explain what action has been, or is being taken, to put things right and prevent the same thing happening in the future.
- ✚ offer a remedy where appropriate
- ✚ explain what further action the complainant can take if they are not satisfied with the department's response

### What if I'm still not satisfied?

If you are still unhappy after the complaint has been dealt with at Stage 1 you can ask for a further investigation to be carried out by a Customer Feedback Officer.

### Stage 2 – further investigation

Requests for Stage 2 investigations should be submitted in writing by the complainant or their advocate, explaining why they are unhappy with the previous responses they have received and what outcome they are seeking.

The Customer Feedback Team will acknowledge the request within two

working days of receipt. A Customer Feedback Manager will assess the request contact the complainant to let them know how their complaint will be dealt with.

Investigations will focus on the administrative process and whether the council has acted in accordance with the appropriate policies, processes and legislation. The Customer Feedback Manager cannot consider the merits of a decision or the professional judgement of officers. However, Customer Feedback Managers will consider if the service team has acted fairly, proportionately and reasonably.

On completion of the investigation the Customer Feedback Manager will reply to the complainant detailing the findings of the investigation.

Customer Feedback Managers aim to conclude all stage 2 investigations within twenty working days. Where this is not possible, in the case of particularly complex investigations for example, the Customer Feedback Team will ensure that the complainant is kept informed of progress.

The Customer Feedback Manager will discuss any learning and service improvement recommendations with senior managers and how those recommendations might be implemented. At the end of Stage 2 the complainant will be advised of their right to contact the appropriate Ombudsman.

### Ombudsman

You can contact the Ombudsman at any stage for impartial advice. They also offer mediation and complaint resolution services. If you're dissatisfied with the response to your complaint at stage 2, you can raise your complaint with the Local Government Ombudsman.

The Ombudsman is impartial and is independent of the government and local authorities.

You can find out more information by contacting the Local Government Ombudsman in the following ways:

- ✚ Local Government Ombudsman website ([www.lgo.org.uk](http://www.lgo.org.uk))
- ✚ Calling: 0300 061 0614
- ✚ Writing: Local Government and Social Care Ombudsman, PO Box 4771, Coventry, CV4 0EH
- ✚ Using the Ombudsman's online complaints form.

### Purpose of complaints

An effective complaints procedure ensures that the council has an opportunity to put things right for an individual who has received a poor service. The council can also learn from its mistakes and improve services. The council's aim is to develop a culture in which:

- ✚ complaints are encouraged and welcomed.
- ✚ staff at all levels are aware of and committed to the council's complaints procedures.
- ✚ there is a strong and focused emphasis on learning from complaints so that mistakes are not repeated.
- ✚ complaints are about improving services and developing staff rather than attributing blame.
- ✚ both failures and successes are recorded and the data is shared and used to drive service improvement.
- ✚ complaints are dealt with in a way that is fair to both the complainant and the staff involved.



## Equalities

A commitment to Equality and Diversity is a core value at Brighton & Hove Seaside Community Homes. Seaside Homes believes that access to housing and the services we provide should be based on equality, fairness or need, and that no-one should be treated in any way less favourably on the basis of any characteristic protected by the Equality Act 2010.

These protected characteristics are;

- ◆ Age
- ◆ Disability
- ◆ Gender and Gender re-assignment
- ◆ Marriage and Civil Partnership
- ◆ Pregnancy and Maternity
- ◆ Race or Ethnicity
- ◆ Religion or belief
- ◆ Sexual orientation

We aim to make sure that our services are relevant, responsive and sensitive to the needs of our existing and future customers, and that all sections of the community have equal access to those services. We audit our services and policies on a regular basis to make sure we are meeting residents' needs.





## Protecting your Data

Providing information is occasionally required of us by law, including cases where there may be a risk or danger posed to the safety of yourself or others. In these cases we may be obliged to pass information to the Police, Government Agency or Social Services.

Except where required by Law, as detailed above, your details will not be passed to any other third party unless you have been informed that this might happen and been given the opportunity to consent or decline as may be appropriate.

The only third party who will always hold your data as a Seaside Homes Tenant is BHCC as our Agents in order to be able to provide services such as repairs and housing management.

We will also always seek your permission should we wish to use your name or image in any promotion or marketing of Seaside Homes' business through our own publications.

The Seaside Homes data protection policy is available in electronic or hard copy to any tenant on request. If you would like a copy of our or Brighton & Hove City Council's, please ask your Housing Officer

to arrange it.

## The General Data Protection Regulations 2018

As an organisation, Seaside Homes expect everyone who works for us or with us to share our commitment to the application of data protection principles, and to unconditionally support our efforts to achieve compliance throughout our operations.



### Data Protection Act 2018

On the 25<sup>th</sup> May 2018, The Data Protection Act (DPA) 1998 was replaced by the General Data Protection Regulations (GDPR) and the DPA 2018. Seaside and BHCC have ensured that the new regulations are adhered to. Any changes affecting you or your data will be communicated to all Tenants, to let you know of any changes that we make to how we process your data.

Further information on how we process your data can be found here;

<http://seaside-homes.org.uk/privacy-notice/>

## Subject Access Requests

You have the right to see any personal data we hold about you or your household on your tenancy file.

You may check your own data held on record for inaccuracies and/or omissions should you wish to do so. If there are any

in the information we hold on you, we are always happy to correct them for you.

To do this you will need to make a Subject Access Request (SAR). This may be made verbally or in writing. You do not have to specifically ask for an SAR, you only need to request the data you are seeking. All requests will need some basic information from you;

- ♦ Your name and address
- ♦ What data you would like us to provide. (Please be as specific as you can)
- ♦ 2 forms of Proof of identity, one photographic.

Subject to certain legal exclusions we will provide the requested data to you within one(!) month of receiving your request.

You should always first contact the **Data Protection Officer** at Brighton & Hove City Council on;

**Tel: 01273 295959**

**Or Email;**

[data.protection@brighton-hove.gov.uk](mailto:data.protection@brighton-hove.gov.uk)

Alternatively, you can call into the Customer Service Centre;

Bartholomew House  
Bartholomew Square  
Brighton, East Sussex  
BN1 1JE

Occasionally, you may be referred back to Seaside to obtain some data from our files, as we will hold data that is not shared with BHCC. If this is the case, you will still not be charged and the same timescale will apply to receive the data you have requested.



# You and Your Tenancy



## The Tenancy

Your Tenancy is a legal document that is signed between you and Brighton and Hove Seaside Community Homes and forms a contract between you and Seaside Homes as Tenant and landlord. All our properties are managed on our behalf by the Temporary Accommodation Team of Brighton and Hove City Council. Your tenancy is what is called an Assured Shorthold Tenancy or AST.

## Subletting

Your home has been provided for the use of you and your household only. You are not allowed to rent or sublet your accommodation to anyone else for any reason. Should you do so, your tenancy will be at risk as will your chances of getting further social housing in the future.



## Your rights

Whilst you are our tenant, you have the following rights by Law;

- The right to Information and Data Protection
- The right to be treated equitably with fairness and respect
- The right to complain
- The right to privacy in your own home

These rights are explained further in other sections of this handbook as well as the responsibilities we expect you to keep in return.

## Evictions

An AST ensures that as long as you live at the property as your only, or principle, home, we can end your tenancy only by obtaining a Court order for Possession. This is a legal process that ensures your rights as a tenant are upheld.

Examples of reasons for us to seek possession of your property include;

- You not paying your rent. This includes any service or other charges due.
- You have caused a serious nuisance to, or harassed, your neighbours or a member of your household has done so.
- You have caused damage or neglect to your home, which is not normal wear and tear.
- You have breached the terms listed in your tenancy agreement.
- The Council no longer has a duty to house you.

## Moving on

The options available to Seaside Homes Tenants are not limited by the fact that they are in Temporary Accommodation and are the same as would be offered to anyone housed by the Council.

You may be offered a property the Council has leased from another private landlord for a period of ten years.

Or, you may be offered a home with Brighton and Hove Council or a Housing Association which can be applied for

through Homemove, BHCC's choice based lettings scheme

Or, you may have moved into supported accommodation.



## Homemove

Homemove is the choice based lettings system for council and housing association properties in Brighton & Hove.

In order for you to be able to bid, you must become a member of the Homemove scheme by applying to the Brighton and Hove Homemove team at the address and contact details above.

We are pleased to let you know that you may apply in this way for more permanent housing as a Seaside Homes Tenant, as we are a partner Housing organisation in the city.

Rather than homes being allocated by the council, choice based lettings allow tenants and prospective tenants to bid for the available properties they are interested in.

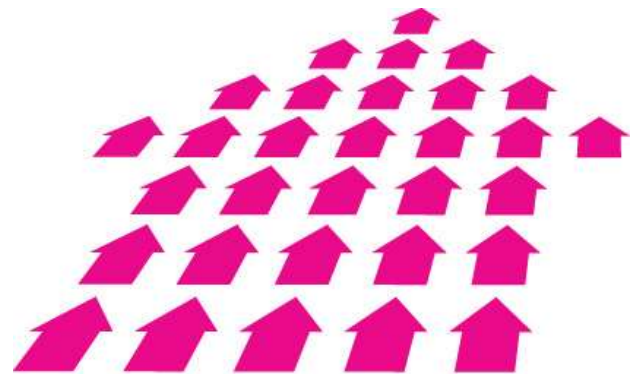
All available properties are advertised on the Homemove website. People registered with Homemove can then bid for homes through the website, by phone, or by text message.

You can contact the Homemove team for more information on the scheme in Brighton & Hove on;

**Tel: 01273 294400** (Option 2),

Or online at;

[www.homemove.org.uk/scheme.aspx](http://www.homemove.org.uk/scheme.aspx)



# homemove



# Tenant Engagement



Seaside Homes Tenants' Communal Garden Project

## Getting involved

You, your home and your household matter to us and we know how much they matter to you. We want to know your views about your home and what you think about the services you receive. Your direct involvement through Resident Engagement helps us make sure our service to you is as good as it can be.

There are different ways you can get involved. This can be through our Tenant Panel, Scrutiny Task and Finish Groups, SMS Alerts, surveys, competitions, the Quarterly Newsletter, training courses, as well as just providing feedback to us.

## Website

Seaside Homes' Tenant Engagement pages can be found at;

[www.seaside-homes.org.uk/tenants/](http://www.seaside-homes.org.uk/tenants/)

**Our pages are separated into;**

- **What's On**
- **Resident Involvement**
- **Competitions and Surveys**
- **SMS Alerts**
- **Gardening Scheme**
- **Decorating Scheme**
- **New Possibilities Programme**
- **Benefits & Welfare**
- **News**
- **Living In Your Home**
- **Repairs & Maintenance**
- **Paying Your Rent**
- **Useful Numbers**

## Monthly prize draw

Seaside Homes has its own FREE Monthly Prize Draw for Residents.

The Draw is open to all Seaside Homes Residents, over the age of 16. Answer a qualifying question either by SMS or on our competition web form.

**The prizes are;**

**1<sup>st</sup> £50, 2<sup>nd</sup> £25, 3<sup>rd</sup> £15, 4<sup>th</sup> £10;**

paid to winners using Gift Vouchers.



All correct qualifying entries received before the closing date will be placed in the Draw. Full Terms and Conditions can be found on the website.

<http://seaside-homes.org.uk/competition-terms-conditions/>

## SMS Alerts

Training courses, family and age related activities that we think you will be interested in are placed on our website and an SMS message sent to you from those groups you sign up for;

- Training (Adult)
- Local Events
- Surveys
- Disability matters
- Kids' activities
- Teens Stuff; apprenticeships, training and activities (14-19ish)
- Monthly prize Draw (Free)
- Money and Benefits advice
- BAME
- LGBTQ+
- 50+ activities and training
- Tenant Panel

## Tenant Panel & Scrutiny

Come along to a Tenant Panel meeting to discuss how to improve Seaside Homes services. There are 4 Panel meeting per year, held in Spring, Summer, Autumn and Winter. The topic of each meeting will be announced beforehand and you can come to as many or as few as suits you.

Scrutiny is a separate task where tenants are supported to scrutinise Seaside's performance and decisions in-depth and produce evidence based recommendations to improve services, increase efficiency and provide robust assessment. We support tenants with training, regulatory and legal information, and we are transparent about our performance and decision making processes to ensure tenant's can perform effective scrutiny.

More information about this can be found at; [www.seaside-homes.org.uk/get-involved](http://www.seaside-homes.org.uk/get-involved)

## Training

To help you, Seaside keeps a look out for opportunities for training and education for wellbeing, work, hobbies, and health.

We put what we find up on the website and change the listing quite regularly as new opportunities become available.

We will always let you know about apprenticeships and work experience training too. This is ideal for teens, young adults up to 24 to train in a specific trade or skill.

If you find a free or low cost course that we have missed and you would be interested in attending, please contact the Tenant Engagement Coordinator here at Seaside

and we will always try to help where we can.



We also look out for events to help you save money or with updates on benefits and welfare, the chance to learn new skills and help yourself and others to make a difference.

Go to our website for up to date information on what free and low cost training and learning courses we can provide for you.

<http://seaside-homes.org.uk/training-and-events/>



## Gardening Scheme

Seaside Homes offers a Gardening Scheme to provide a little help to those tenants in homes with private gardens.

Although your tenancy will remind you it's your responsibility to maintain your garden, if you have one; Seaside Homes



appreciates that this can become difficult for a variety of reasons.

This may be your first garden and you lack the tools required or you may struggle to maintain the garden due to ill health or frailty. In all cases our help scheme can make your life a little easier. Further information can be found here; <http://seaside-homes.org.uk/gardening-scheme/>



## Decorating Scheme

Your Seaside Homes property was decorated to a high standard during refurbishment, but we recognise that this standard is not permanent and can be difficult to maintain for some.

To help those of our tenants who are on a low income or are restricted by disability or frailty, Seaside Homes has a Decorating Scheme to provide a little help with maintaining your home. From paint and brushes to professional help, further qualifying details and how to apply can be found on our website at <http://seaside-homes.org.uk/decorating-scheme/>

Or to speak to a member of our team, call us on; **01273 732061**

Or email; [info@seaside-homes.org.uk](mailto:info@seaside-homes.org.uk)

## New Possibilities

Seaside's New Possibilities Programme is designed to help break down the practical

barriers than can prevent our tenants from taking part in activities or education that will have a positive impact on the happiness and wellbeing of themselves and their families.

The programme reflects the national "Five Ways to Wellbeing" campaign that has been adopted locally by the NHS and Brighton & Hove City Council.

Tenants are invited to apply for funding to cover the cost of an activity that is linked to the "Five Ways to Wellbeing". There will be four funding rounds per year with each round open for a period of one month.



## What sort of things will the New Possibilities Programme pay for?

Here are just a few examples of the sort of things the programme will fund:

- The cost of attending a course, some training or a series of classes
- Transport to an event or an activity (eg: a day out, a training course, a social event)
- Holiday clubs for children
- Classes or equipment for children (eg: swimming lessons, football club)
- School trips
- Entry to a venue for a day out

- Entrance to a lunch club or social event



A maximum of £250 has been set aside for each individual application. However, it may be possible for us to contribute towards the cost of an activity if we are not able to meet the full cost.

### **Please Note:**

### **Seaside will NOT pay for:**

- The repair or replacement of household goods
- Activities or events that involve drugs or alcohol
- Activities or events that take place outside of the UK

### **Who can apply?**

The New Possibilities Programme is available to all Seaside Homes tenants, except for those who have indicated their intention to leave the property or are involved in court proceedings with Seaside Homes where judgement has not yet been determined.

### **Only one application can be made per household, per funding round**

Following a successful application, households may not apply again for a period of 24 months

Only applications received before the deadline date will be considered in that specific funding round. Applications received after the closing date will automatically be entered in to the next funding round.



### **How to Apply**

If you are interested in making an application, please complete the contact form on our website;

<http://seaside-homes.org.uk/new-possibilities-programme/>

Or contact Tenant Engagement on 01273 732061 or email [Tenants@seaside-homes.org.uk](mailto:Tenants@seaside-homes.org.uk) and ask for an application form to be sent to you.

Please remember to include your full address when making your request, so we can send an application pack out to you as soon as possible.

Completed application forms must be returned before the deadline date in order to be considered in the current funding round. These dates can be found on the webpage and the deadline will be noted on the application form sent to you

### **Newsletter**

Seaside Homes publishes a quarterly newsletter with updates about our services, news, local events and support.



We want this Newsletter to be resident-led and invite Seaside tenants to get involved with the Newsletter in whichever ways they would like.

### Photography Competition

Each edition of Seaside News features a Photography Competition where residents are invited to submit a photo they have taken to suit that edition's theme. The winner has their photo published in the Newsletter and wins a prize.

### Recipe Competition

The Newsletter also features a Recipe Competition, where residents are invited to share a step-by-step recipe and a photo of the finished dish, to meet that edition's theme. The winner has their recipe and photo published in the Newsletter and wins a prize, and readers get to try out their recipe!

### Articles by Residents

We invite residents to write articles for the Newsletter and we give prizes to those that are published. Articles can be about your own experiences, an interest or hobby of yours, an upcoming event or activity you are organising, a local group you are a part of, or anything else that you would like to share! You could write in some tips for other residents, like where to get a great low-cost meal from in town, or cost-effective decorating tips! We've also published residents' poetry!

### Editing & Designing

We invite residents to get involved with editing, designing, proof-reading and reviewing the Newsletter before it is published. We can provide training opportunities to support with this, and this can be a great way to build up some experience in publishing!



### Facebook

We run a regularly updated Facebook page where we post updates about Seaside Homes, as well as sharing free and low-cost local events, opportunities, training, and support.

Follow us @BHSeaside



# Living in your Home



## Tenant responsibilities

While you live in a Seaside Homes property, we expect you to remember your responsibilities towards us as your Landlord and to your neighbours.

All our properties are carpeted and decorated, so you are expected to maintain the standard of repair that you received your house in. This is not to say we will hold you responsible for reasonable wear and tear that will happen when a home is lived in.

You will be required to pay your rent on time, further details can be found at <http://seaside-homes.org.uk/paying-your-rent/rights-responsibilities/>

## Paying your rent

Your rent is a weekly charge for the accommodation where you live. You may also pay an additional service charge for any extra services that you receive, such as communal heating or the cleaning of communal areas.



You must pay your rent and service charges. If you do not, you could be evicted from your home. This could make it difficult to get credit or be housed by the council in the future.

## When is my rent due?

Your rent is due on a Monday and is payable in advance. There are a number of ways you can pay your rent:

### Set up a bank standing order

If you would like set up a Standing Order, please contact the Credit Control Team on **01273 294400** (option 3).

They will provide you with a reference number and further details which, along with the following information, should be given to your bank in order to be able to set this up;

**Council Bank:** Lloyds Bank

**Account Name:** Brighton and Hove Council General Account

**Account Number:** 10631660

**Sort Code:** 30 80 12

### Over the internet

You can now make payments on-line at the Brighton & Hove City Council website. In order to use the online service you will need to speak to the Credit Control team to get your payment reference number telephone: **01273 294400** (option 3)

Once you have your reference number you can make payments as follows:

**Visit:** <https://www.brighton-hove.gov.uk/housing/council-housing/pay-your-rent-if-you-live-emergency-temporary-or-seaside-homes-accommodation>

Select "Pay your Seaside Homes rent online."

You will need to enter your reference number.

Alternatively you can now manage your rent account online by signing up to the Housing Online System.

Simply register for your Housing Online System account to check your rent, make payments or arrange to pay back debt you owe, here; <https://www.brighton-hove.gov.uk/housing/council-housing/housing-online>

### Over the Telephone

You can also make a payment over the telephone by calling the credit control department on:

**Tel: 01273 294400** (option 3)

### At PayPoint outlets

In order to make payments via PayPoint you will need the Credit Control Team to issue you with a payment card with your reference number and details on it.

**Tel: 01273 294400** (option 3)

**Email: CreditControlTeam@brighton-hove.gov.uk**

Once you have your payment card it can be used to make payment at a bank or any PayPoint outlet.

**Please, always quote your rent reference number whenever you make a payment, so we know it is you!**

It is vital for Seaside to collect the rent due every week in order to maintain and improve services to tenants. You are in breach of your tenancy agreement and could lose your home if you are late paying your rent.

### Changes to your rent

The amount of rent you pay is reviewed at the beginning of every year. Any change in your

rent will normally begin in April, and we will tell you of the new rent at least four weeks before it changes.

### Rent arrears

If you are having trouble paying your rent; you must contact the Credit Control Team as soon as possible on:

**01273 294400** (option 3)

They are there to help you and the earlier you contact them, the easier it will be for them to help.

Your tenancy agreement states that you are responsible for paying your rent. If you are late paying, you are in breach of your tenancy agreement and can be evicted from your home.

If you do get into arrears, we will try to work out an agreement to help you to pay them off without getting into more debt.

If you continually fail to keep up a repayment plan to clear your arrears, you may end up being evicted from your home. If it does become necessary to refer your case to court, you are likely to be responsible for paying all the court costs. This will be over £200.

There is information about debt and money advice agencies in your welcome pack and the number of a debt advice helpline in the back of this handbook.





## Moving in and Out

### Electricity, water and gas

Before you move in, ask your Housing Officer about the electricity, water and gas suppliers. You need to find out how to pay for your gas and electricity. This might be:

#### By Quarterly bill or Direct Debit

This means that you have a meter that shows how much gas or electricity you have used and you will receive a bill every three months or so. You can pay the bill when you receive it, or you can ask the supplier to set up a **PayPoint** card or key where you can pay every week or fortnight at a local shop. You may also set up a Direct Debit for prearranged amounts. When you move in, you must contact the supplier to tell them the meter reading so that you only pay from the date that you move in.

**Gas – 0870 608 1524** for the Meter Point Administration Service for details of your gas supplier. As well as your Meter Point Reference Number or MPRN.

**Electric - 0800 029 4285.** Lines open Monday to Friday 9.00am to 5.00pm, or, <http://www.ukpowernetworks.co.uk>

#### By prepayment card or key

This means that you pay for your electricity or gas before you use it. If you have a prepayment (card or key) meter, you must contact the supplier when you move in so that they can send you a new card or key and register it in your name.

#### As part of your service charge

Some properties have a service charge that covers the cost of some or all of your bills. This is payable on a weekly basis using your rent card. Your housing officer

will tell you if you need to pay a service charge.

If you are not sure, or have any questions about this, please ask your housing officer or support worker.

### Furniture

You will usually need to provide your own furniture and in most cases your own white goods (fridges, cookers, washing machines, etc). Details of shops selling low cost furniture and charities that might be able to help you with the cost are to be found in your welcome pack and at the back of this handbook.

### Council Tax

In most temporary accommodation properties, you will be responsible for paying Council Tax. If you are on a low income and have claimed Housing Benefit/Allowance, you may also be able to get some help with Council Tax Benefit/Reduction.

Please phone the Council Tax Office on **01273 291291** for more information on which benefit/allowance you may qualify for depending whether you are on a Legacy Benefit or Universal Credit.

### TV License

If you have a television, you will need to make sure you have the correct TV License. This is your responsibility and you can be fined if you don't have one. This now includes accessing online and streaming TV players.

You can ask for an application form at the Post Office, or set up payment online; <https://www.tvlicensing.co.uk/cs/pay-for-your-tv-licence/index.app>



## Cleaning, refuse and recycling

We encourage you to recycle and reduce waste as much as possible.



For more information about the refuse and recycling service in your area, call **01273 292929** or go online at; [www.brighton-hove.gov.uk/cityclean](http://www.brighton-hove.gov.uk/cityclean)

Your housing officer will tell you about the arrangements for waste collection from your home. Please keep the area around your home free from rubbish and litter.

**Never throw rubbish or other items from balconies.** If you, your family or your guests do this, you will be breaching your tenancy and legal action may be taken against you.

**Do not leave rubbish or personal possessions in any communal areas** as they can be a fire hazard and cause an obstruction in the event of a fire.

If you pay a service charge, there may be a caretaker who is responsible for cleaning communal areas. **Please make sure that these areas are kept tidy and that your rubbish is stored in the right place.** If you have any concerns about cleaning of communal areas, please contact your housing officer.



## Benefits and Welfare

### Benefits

**If you are claiming benefits, you must give your new address to the benefit offices.** Do this immediately. If you do not tell the benefits office you are moving, your benefits may be affected.

### Universal Credit Numbers

Brighton and Hove operate a Universal Credit service. Here are the national helpline numbers – these should be free to call from either a landline or mobile. Check with your provider.

You can contact Universal Credit:

through your online account:

<https://www.gov.uk/sign-in-universal-credit>

or by calling the Universal Credit helpline:

Telephone: 0800 328 5644

Textphone: 0800 328 1344

Relay UK (if you cannot hear or speak on the phone): 18001 then 0800 328 5644

British Sign Language (BSL) video relay service if you're on a computer - find out how to use the service on mobile or tablet

Welsh language: 0800 328 1744

Monday to Friday, 8am to 6pm

### **DWP Numbers**

Access to Work **0800 121 7479**

Job Centre Plus **0800 169 0310**

Job Centre Enquiry **0800 169 0190**

DLA Adult & Child **0800 121 4600**

Attendance Allowance **0800 731 0122**

DWP online help desk **0800 169 0154**

PIP Enquiries **0800 121 4433**

Social Fund Enquiry **0800 169 0140**

Maternity Allowance **0800 169 0283**

Industrial Injuries Disabled Benefit

**0800 121 8379**

Telephone numbers and contact details for other organisations that may be able to help you with benefits and welfare can be found in the useful numbers section towards the end of this handbook.

# Repairs and Maintenance



## Repairs and maintenance

When you move in, your Housing officer will fill in an inventory which you sign which states what condition the property and fixtures and fittings are in when you move in.

It is your responsibility to make sure that the property remains in a similar condition. This will be checked when you move out. You may be charged for any damage and repairs needed. We will expect some fair wear and tear over the course of your tenancy but any damage caused over and above this will be your responsibility.

## Making changes to your home

If you want to make any material changes to your home, including painting and decorating; you must contact your housing officer to get their written permission.

You will also need written permission from Seaside Homes to erect a shed or garage in your garden, also if you wish to install an external aerial for radio or satellite television.

## Painting and decorating

All decoration must be done to a high standard and finish - if it isn't, you could be recharged for the cost of redecorating it at the end of your tenancy.

Once you have obtained permission to decorate, Seaside operates a decorating voucher scheme through B&Q to help you to maintain your decoration to a good standard.

Details can be found on our website, <http://seaside-homes.org.uk/decorating-scheme/>

Or call us on **01273 732061** to enquire about an application form

**You are not allowed to make any structural changes to your property.**



## Requesting a Repair

If a repair is needed to your home, you must report it as soon as possible.

To report a repair you can either:

**Tel: 01273 294409**

**Email: Repairs.Helpdesk@brighton-hove.gov.uk**

**Online: <https://new.brighton-hove.gov.uk/request-repair-your-council-home>**

If there is an **emergency** outside of these office hours, phone the emergency repairs helpline on;

**Tel: 0800 052 6140**

Please note that a loss of heating and hot water will not normally be considered an emergency repair and you should not call the emergency number - please report it the normal repairs number.

**However, if there are small children, chronic illness or a vulnerable adult in the home, please let the repairs people**

**know and they can schedule an earliest visit for you to accommodate for cold weather.**

### **Routine Repairs**

Routine repairs will normally be done within 28 days, unless it is an emergency which will be done as soon as possible.

The contractor will contact you by phone or appointment card to arrange a time to visit. You must be at home at the time arranged if they need to gain access to your home.

#### **Examples include:**

- anti-fungal wash down for mould on walls
- adjusting a communal door closer
- broken kitchen units
- broken paths and paving
- broken light in communal area

### **Emergency Repairs**

Please note that you will not be given an appointment for emergency repairs.

Our contractors will get to the repair as quickly as possible and you will need to wait at home to let them in to do the work

Tenants should be aware that should Seaside Homes have to carry out an emergency repair because of deliberate damage, vandalism, neglect or failed DIY (particularly if you do not have permission) by them or their family or visitors you will probably be recharged for any work done.

#### **Examples include:**

- serious water leak
- no power in property

- no heating and hot water from boiler (November to April)
- overflowing drains
- collapsed ceiling or roof
- ground floor window not closing
- attending a lift breakdown
- a blocked toilet (if it's the only accessible one in your home)

### **Complex Repairs**

A complex repair is work that will take longer than 20 days to complete. This may be identified by the operative when they first arrive on site or may be a decision made after work has commenced.

#### **Examples include:**

- Work that requires planning permission
- Work that needs to include consultation with other residents such as leaseholders or other landlords
- Extensive or specialist work such as renewing underfloor drainage to custom made level access showers

### **What needs doing?**

We have included a list of those repairs and maintenance subjects that are the tenant's responsibility and some of those which are the landlord's on the pages following.

We have also provided some helpful illustrations to help you assist us in working out what the problem is in your



home, what it is called and what we need to do to rectify it for you.

**Please have your handbook with you when you call our repairs line**, as it will help us to better understand the issues you are reporting.

## BHCC Repairs Service



In April 2020, the repairs and maintenance service was brought back in-house with the Council.

With this new service came new uniforms and vans. Here are pictures of some, so you know what they look like.

### The Vans



### The Uniforms



When workmen come to your door, they will wear these uniforms, drive these vans and will always show you their BHCC identification.

Do not let workmen in until you have made sure of their identity by calling BHCC on **01273 294409** and check they are who they say they are.

If you believe someone is trying to access fraudulently, call the Police on **999** immediately.



Operatives will be wearing the Blue tops and Supervisors will wear the Grey ones. All uniforms have the same BHCC logo on them as on operative's identity card.

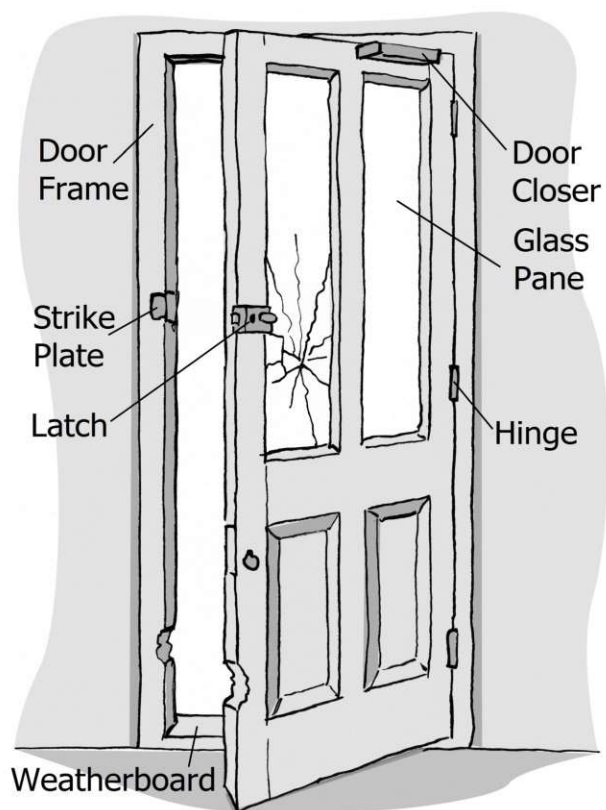
## What we will repair as your Landlord;

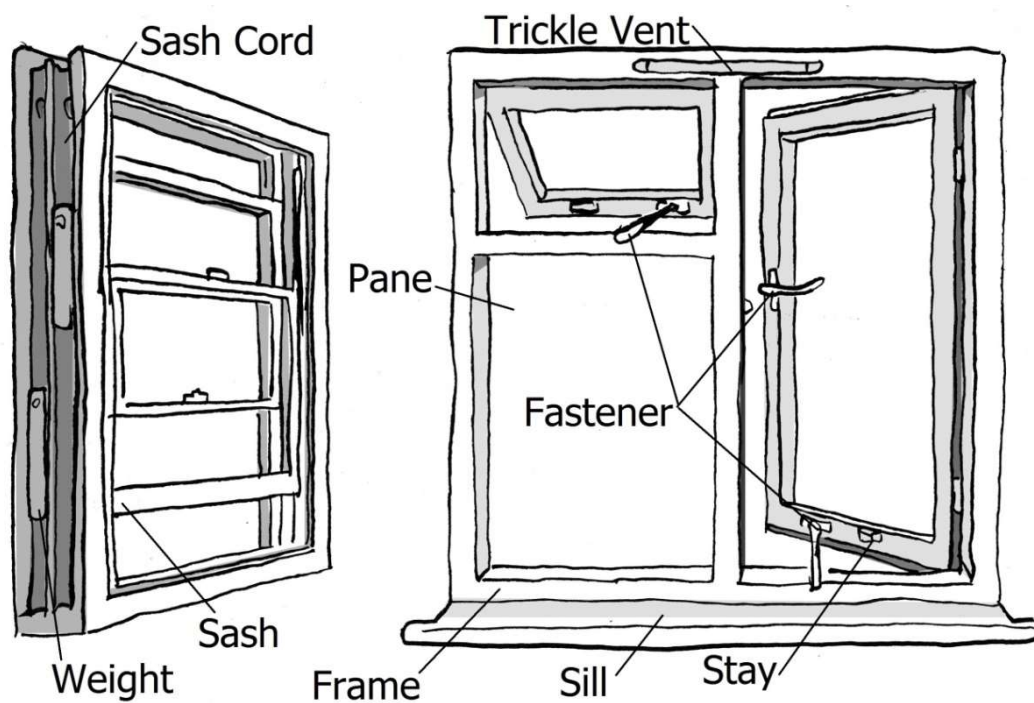
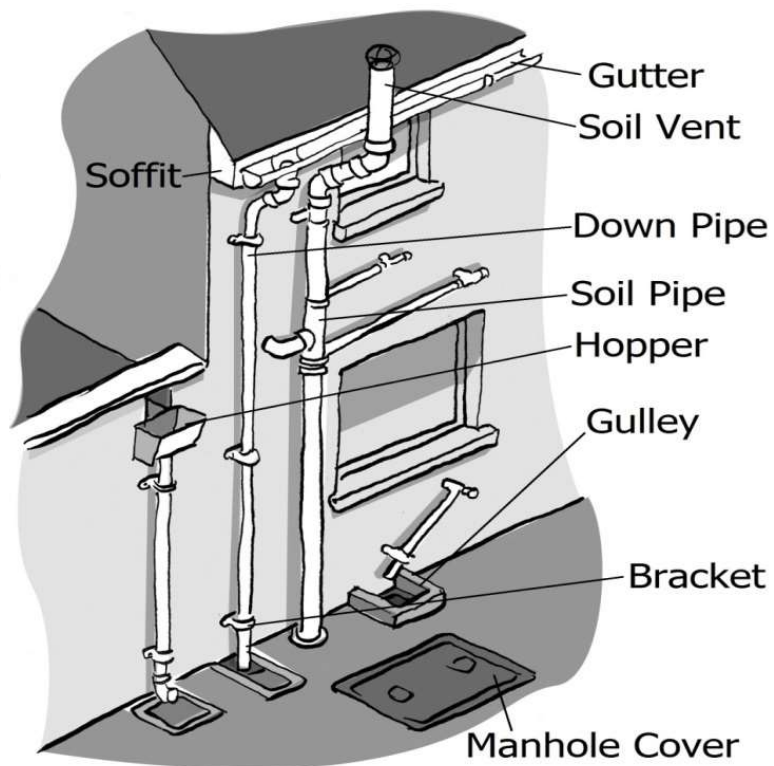
- ✓ **Drains, Gutters, Roofs and Pipes**
- ✓ **Outside Walls, Doors and Windows**
- ✓ **Inside Walls, floors and Ceilings**
- ✓ **Chimneys, but we won't sweep them**
- ✓ **Paths, Ramps and Steps that are part of the home**
- ✓ **Boundary Walls and Fences not shared with your neighbours**
- ✓ **Plumbing and fittings, but not plugs, chains or Toilet Seats**
- ✓ **Electrical Wiring, Sockets, Switches and Light fittings**
- ✓ **Heating, Radiators and Fireplaces we have fitted**
- ✓ **The Boiler, Hot and Cold Water Tanks and Pipes**
- ✓ **Door Entry Systems**
- ✓ **Communal Areas and Facilities**

## What you are responsible for;

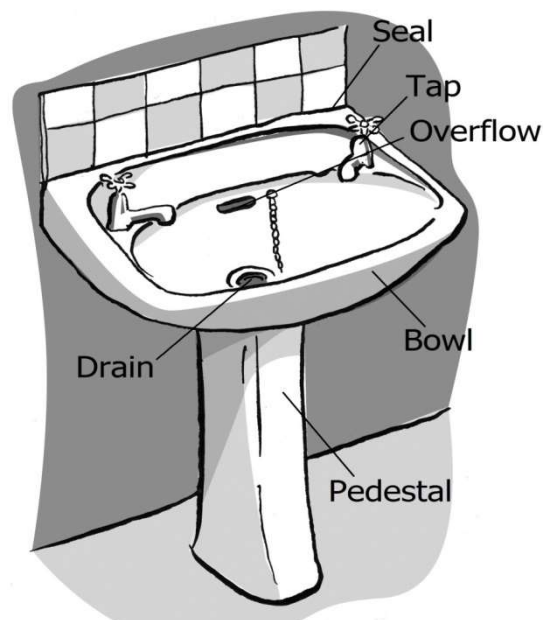
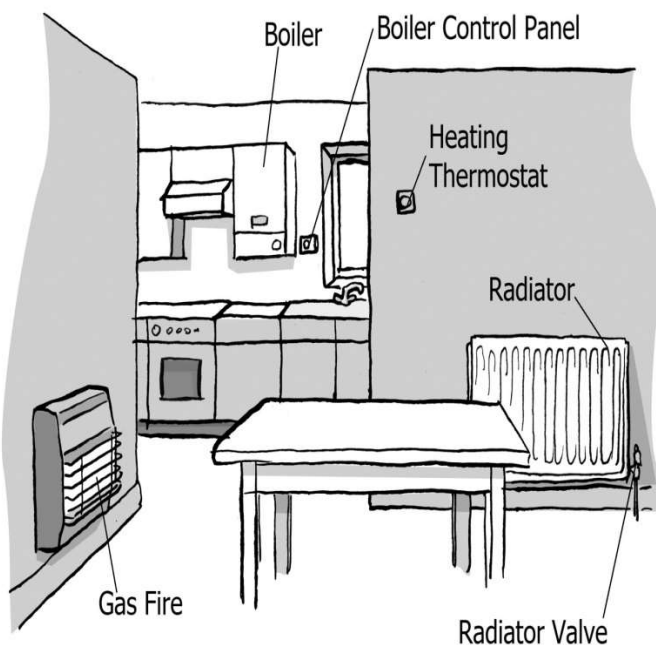
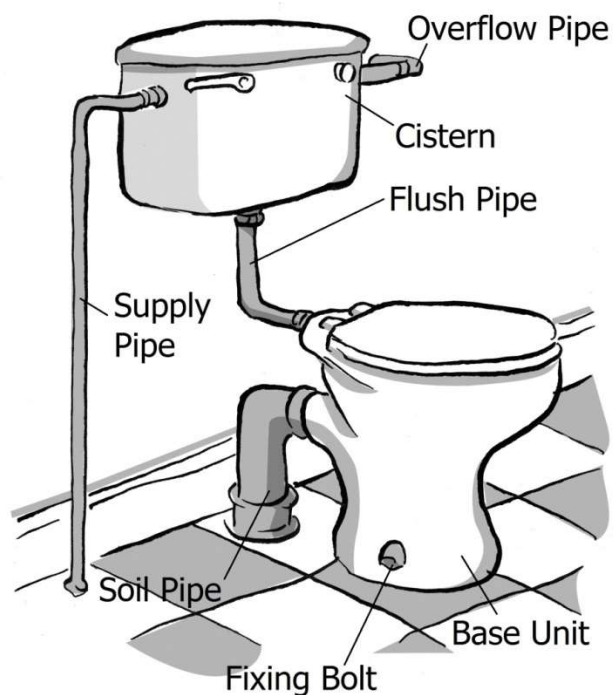
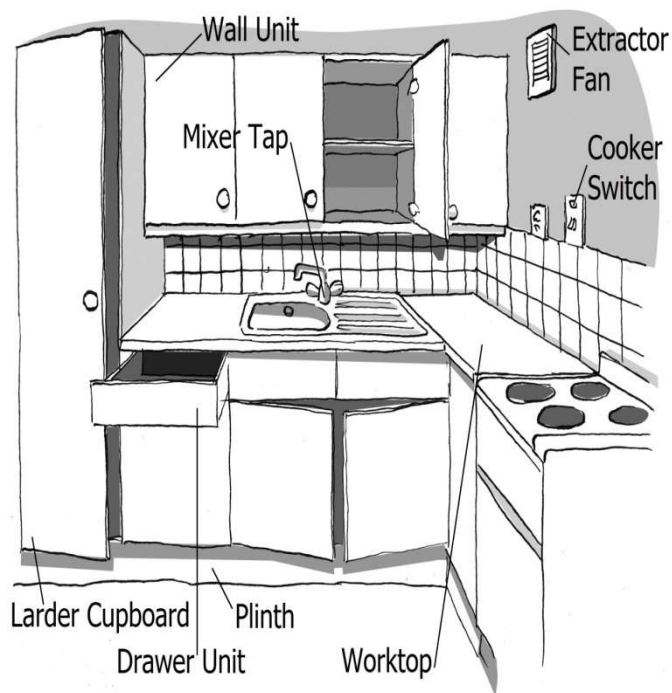
- ✓ **Please look after your home**
- ✓ **Locks and Keys and Entry Fobs, you will have to pay to replace them**
- ✓ **Keep Sinks, Baths and Toilets unblocked and in working order**
- ✓ **Replace basin/sink chains, washers and plugs**
- ✓ **Changing Electric Plugs, Fuses and Light bulbs**
- ✓ **If you have a Garden, Keep it clear and tidy**
- ✓ **Cut your Lawn(s), Hedges and Shrubs**
- ✓ **Doorbells and Door Knockers**
- ✓ **Look after internal Doors and Cupboards**
- ✓ **Your own electrical appliances like TVs and fridges**
- ✓ **You will have to get your Cooker fitted and removed safely**
- ✓ **Repair your own TV aerial, unless you have a shared one**
- ✓ **Clean your own windows**
- ✓ **If you want to redecorate your home, please seek permission**

The following are illustrations to help to identify what may need to be repaired









**If your boiler, heating or hot water doesn't seem to be working, please do the following basic checks before calling the Repairs Team.**

### **Gas Supply**

To check your gas supply, find out whether the other gas appliances in your home are working. You can also check with your neighbour to see if their gas has been affected. If the gas stopcock is on but no

gas is coming through, you have a gas supply problem and you need to call your supplier.

### Power supply

Check your electrical supply and ensure that your boiler's still plugged in to the mains. Then check the breaker board and make sure that the fuses have not tripped out. If they have, reset them and try again. If they keep tripping out call our repairs team to book an electrician to check them. If you have no power, you should contact your supplier.

### Pilot light

A boiler's pilot light can go out for a variety of reasons most of which don't need an

engineer. Firstly, try to ignite the pilot light yourself. Instructions for igniting your boiler can be found in the boiler's manual, or sometimes on the inside door of the boiler. If your boiler's pilot light won't light, you either have a gas supply problem or will need an engineer to repair it.

### The Thermostat and programmer

Make sure your central heating programmer is in the 'on' position or the timer is set to come on at appropriate times.

Your heating will switch off automatically once the temperature on the thermostat is reached, so check that too. **Turning the thermostat down, makes your central heating more economical.**

### Adaptations

If you have a disability, an adaptation of equipment in your home may help you to live more independently. These may be wholly or partly funded by the council,

depending on your needs and individual circumstances.

You will need to get permission from Seaside Homes before any work is carried out.



In the first instance, contact BHCC Access Point at:

**Email;**

[accesspoint@brighton-hove.gov.uk](mailto:accesspoint@brighton-hove.gov.uk)

**Call; 01273 295555**

**Minicom; 01273 296205**

**Write to or Visit:**

Adult Social Care,  
2nd Floor, Bartholomew House,  
Bartholomew Square,  
Brighton, BN1 1JP

**Opening times**

Monday to Friday - 9am to 4.30pm.

**Emergency Out of Hours – 01273 295555**

### Condensation

Condensation is caused by everyday things like cooking, washing and bathing - even breathing causes moisture to be released into the air.

Condensation can cause black mold on walls, furniture, clothes and curtains. The mold looks bad and can even damage your health. Medical research has found

links between mold, house dust mites and illnesses of the throat and lungs. The damp left by condensation will also damage plasterwork and timber windows.

Every home gets condensation at some time - usually when lots of moisture and steam are being produced such as bath times, when cooking meals or washing clothes.

It is quite normal to find your bedroom windows misted up in the morning after a cold night - it doesn't mean you have a serious condensation problem.

### Reducing condensation



#### 1. Produce less moisture

- Dry washing outside the property whenever you can. You can also hang it in the bathroom, keeping the door closed and the window wide open.
- Never use portable gas bottles or paraffin (flue-less) heaters.
- Permanently vent your tumble drier to the outside of your home, using a suitable kit recommended by the manufacturer of the appliance.



- While cooking, always cover pans and don't leave kettles boiling.

#### 2. Ventilate well to remove moisture

- When a room is in use, keep a small window and/or a trickle vent open.
- Ventilate bathrooms and kitchens.
- Keep bathroom and kitchen doors closed even if they have extractor fans.
- Ventilate cupboards and wardrobes, and do not overfill them to let the air circulate freely inside. For the same reason, cut holes in the back panel of the wardrobe and move it 50mm away from the surrounding wall.



#### 3. Insulate and heat your home

- Your home is insulated, draught proofed and has central heating, as this reduces the risk of condensation.
- A constant, low-level form of heating is the most economical way to keep your home warm and reduces the likelihood of condensation.

### Controlling condensation

Treat and remove the mold - there are various products on the market that will help such as fungicidal products available in DIY stores.

Wipe down windows, frames and other affected areas with a fungicidal (mold-killing wash) that carries a Health and Safety Executive 'approval number'. Make sure you follow the manufacturer's instructions precisely. Dry-clean mildewed clothes and shampoo moldy carpets.

Following treatment, redecorate using a good-quality fungicidal paint. Where possible remove lining paper and wallpaper, treat the plaster and then paint or paper the area again.

**Please contact us if you need any further help or advice**, or think that moisture in your property is being caused by structural issues.

There is a balance between heating and ventilation and a dehumidifier may help.



Please report damp and mould to the Repairs service and follow any advice they give you about how to manage condensation and reduce the likelihood of damp and mould.

# Safety in the Home





## Fire Safety

Your home already has hard wired smoke detectors fitted, but you still need to test them occasionally to ensure that the sounder is working. If you have fitted any other battery powered ones of your own, don't forget to test those monthly to ensure that the battery is still charged.

Your Housing Officer will show you where your smoke detectors are, and how to test them by pressing the button on the face.

- Plan an escape route from your home in case of fire
- If you live in a block of flats, make sure you know the fire-safety action plan. If you don't, ask your Housing Officer for details
- Check everything is turned off before you go to bed
- Put cigarettes out, **right out**
- Don't overload sockets
- Always take care with candles
- Ask for a home visit from the Fire and Rescue Service

In case of fire;

Raise the Alarm, shout '**Fire**'

Dial 999 straight away and ask for 'Fire'

**Leave** your home without stopping to collect anything

In flats, follow the Fire Action Plan, go to the assembly point and await help

**Never** go back into a fire and do not re-enter your home until the Fire Service tell you it is safe to do so.

**STAY SMART, STAY ALIVE**

## Asbestos in the Home

Asbestos can be found in any house or building built before the year 2000 as it was widely used in a variety of building materials. Tenants should therefore be aware that there may be asbestos in your home. However it is only dangerous when it is disturbed and fibres are released into the air. As part of the refurbishment of all Seaside Homes properties, most asbestos containing materials were removed from our properties and disposed of accordingly.

Your home should not contain asbestos, but in the unlikely event that it does you will be informed where it is and how to manage it. We always remove asbestos that poses a risk.

## Legionella

Legionella bacteria are common in natural sources of water. Under certain circumstances legionella can be a risk and infection can occur, but this is extremely rare. To reduce the risk, you can take the following precautions:

- If you have a shower, regularly descale and clean the shower head to protect against the risk of legionella
- If you are going away for longer than a week, take the shower head off and place it in a bowl of diluted disinfectant or a shower head cleaning agent. When you return, run the shower without the shower head for a few minutes and then refit it.

## Gas and Electric Safety

### Can I keep Gas or LPG cylinders in my Home?



In all cases, including medical gasses, the tenant will have to obtain the written permission of Seaside Homes in order to store cylinders and bottles containing flammable gasses or Liquid Petroleum Gas (LPG) products.

In the case of medical gasses, we are highly unlikely to refuse permission, but we still need to know if they are on the premises so as to let the Fire Service know of the hazard in case of a fire.

Although accidents involving oxygen cylinders are very rare, when they happen they can cause serious injury or death through fire and explosion. When you seek permission, we will write to you with some guidance on how to prevent accidents and keep safe. Always follow instructions given to you about your oxygen equipment carefully.



Due to the risk to other residents from explosion in flats of a particular construction, tenants must not use bottled gas in the flats listed in the chart below. If you live in these properties and require further advice, please contact your housing office.

• Dudeney Lodge	• Heron Court
• Falcon Court	• Kingfisher Court
• Kestrel Court	• Nettleton Court
• Swallow Court	• St James' House

Although permission will not always be given, it will not always be refused. It is the safety of yourself, your family and your neighbours that must be out first consideration.

Other products requiring permission include SCUBA diving tanks, fire extinguishers, camping gas or Liquid Petroleum Gas bottles for patio heaters or barbeques as well as any cylinders or bottles being used for cooking or heating.

### What do I do if I smell gas?

- Do not turn on any electric switches
- Do not smoke
- Turn off the gas at the supply (your Housing Officer will show you where this is when you move in)
- Open all windows and doors
- Check all gas appliances are turned off
- Do not use any naked flames

Call National Grid on **0800 111 999** and wait for them to make safe.

Whether they identify a fault or not call the repairs team immediately on **0800 052 6140** or call our local number **(01273) 294409** if you are using a mobile to have your appliances checked.

## Gas Boiler Servicing

One of the most important things that Seaside Homes is expected to service and maintain on a regular basis is your Gas Boiler. Some properties do not have a boiler in the home and share one, and some others do not have a gas supply, but wherever a boiler is situated; Seaside

Homes has an obligation to have it checked every year.

In order to do this we need your cooperation. If you are still in your Seaside Home a year after the first check was done for you, our Gas Engineers will write to you at least 7 days before the operative comes to your home, to let you know that they have made an appointment to undertake a test and inspection in order to issue a "Landlord's Gas Safety Certificate" or CP12. A copy of which will be sent within 28 days of the visit.

If the appointment is not convenient, please call **0800 052 6140** or **01273 294409** as soon as you can before the date on the letter, to re-arrange their visit.

It is very important that we are able to gain access to your home in order to complete the boiler check as this is entirely for your own safety. We need to check the boiler is working properly so that it does not leak or produce Carbon Monoxide that could cause illness and in some cases death. Please ensure that you have some credit on any pre-pay meters and cooperate with our contractors when they visit.

**This annual check is required by Law; Seaside Homes could consider you in breach of your tenancy agreement if you continue to ignore our requests which will put your tenancy at risk.**

**PH Jones** undertake Landlords Gas Certification for our tenants and will be maintaining and repairing your boilers, hot water and central heating.

As your Landlord, Seaside Homes will ensure that anyone who comes to your door to test your boiler or carry out a repair

will have suitable Photo ID and liveried vans.

## Bogus Callers

**Be safe.** If you are not expecting anyone to carry out a repair and the caller won't show you any ID or they don't sound or look right; we advise you call the Repairs Team on **0800 052 6140** or **01273 294409** and check with them before you let anyone into your home.

Remember, your gas and water supplier will always make an appointment to see you in your home, just as our contractors would.

- **Never** let anyone in just because they say you should.
- **Always check their ID** and please use the useful number section at the back to check they are who they say they are if you are unsure.

## STOP

Are you expecting anybody? Do they have an appointment?

## CHAIN

Secure the door or chain before opening the door

## CHECK

Ask for & double check the caller's I.D.



Always ask for ID and **DO NOT** let anyone in who cannot prove they say who they are.



# Home and Neighbourhood





## Anti-Social Behaviour (ASB)



Seaside Homes hopes you never experience this whilst you are one of our tenants, but we define it as behaviour from a group or an individual that causes alarm, distress, harm or harassment to another group or individual.

Examples include;

- Excessively loud music
- Graffiti or Vandalism
- Criminal Damage
- Verbal or physical abuse
- Discrimination of any kind against a tenant or member of staff

Our approach to ASB is simple. Seaside Homes neither condones nor tolerates it from our tenants or their neighbours and we expect them and their visitors to behave at all times in a way which does not cause nuisance or annoyance to others.

If you are having problems with a neighbour, talk to them about it, they may not realise that their behaviour is disturbing you. If this does not work and the problem continues, or you feel uncomfortable talking to them about it, contact the Housing Management Team on: **01273 294400**

Housing Officer - **option 4, then option 1**

Or,

ASB Team - **option 4, then option 2**

In the case of a non-emergency, Seaside Homes would like you to involve your Housing Officer and let them help.

If your problem is with excessive noise and it is causing you distress, call the **Environmental Health team on 01273 292929** and they will advise you on how to proceed.

If the problem is causing a nuisance from **5pm Friday to 9pm on Monday**, call **01273 293541** and they will get back to you the following morning with the offer of a visit that day.

If you witness an act of vandalism, criminal damage or another crime, **in emergency call 999** and ask for the Police. **In a non-emergency call 101.**

Even if you do not want our help immediately, we would really appreciate it if you would report it to us as soon as you can. That way we may be able to help in other ways in the future if the behaviour continues. We are committed to working with the Police and council organisations that are working in your area to help stop this kind of thing before it happens and to stop it happening again when it does.

Your Housing Officer will help you in any way they can, starting by;

- Investigating your complaint including talking to other residents if necessary
- Agree an action plan with you and support you through our process and to report further incidents
- Asking you to keep a record of the incident or a diary of repeat behaviour so as to build a picture of the problems you are facing
- Asking your permission to contact the person you are complaining

about, this helps us to resolve the issue through mediation

- Working with other agencies in the area such as the neighbourhood policing teams, council ASB Officers and Environmental Health
- Keeping you informed of the progress of your complaint. Ensuring you know what actions are being taken and what options are available to you to try to resolve the issues including acceptable behaviour contracts, mediation, injunctions and where necessary possession actions

The vast majority of ASB cases can be dealt with simply and amicably by your Housing Officer, but sometimes more serious cases will be referred to the ASB Housing Officer at the council. We keep you informed of progress should this course of action become necessary.

### **Anti-social behaviour against staff**

Seaside Homes will not tolerate ASB against its staff or Housing Management Team in any shape or form whatsoever. We will not tolerate any threatening language or behaviour and will support the prosecution of any tenant or member of the public who assaults a member of staff. Tenants who threaten staff, verbally or physically, could be taken to court and face eviction proceedings.

### **Local Action Teams**

If you are interested in getting involved in improving community safety, reducing crime and tackling antisocial behaviour in your local area then you can join your local action team (LAT). Details of your local group can be found by speaking to your

local neighbourhood policing team or police community support officer.

Alternatively, you can go online at;

[www.safeinthecity.info](http://www.safeinthecity.info) and follow the links to find details of a Local Action Team in your area.

## **Pets and Animals**



If you wish to keep a pet in your home, Seaside Homes will consider each request individually. We ask that you contact your Housing Officer in the first instance and discuss it with them. We realise that pets are as much a part of your family as everyone else, but you must bear in mind that we will only allow pets that are suitable for the location and size of your home. The animal's welfare is a top priority and we will always strive to allow pets to be kept where it is possible.

Please note that permission to have pets can be withdrawn at any time if we suspect that your pets are being mistreated or are causing damage to the property. If that happens, you will be given a reasonable time (no less than four weeks) to re-home them. Please speak to your Housing Officer if you have any questions. If your pet causes distress to other tenants or neighbours through a lack of control being exercised, or should they cause damage to someone else's property, then Seaside

Homes reserves the right to ask you to re-home it.

Seaside Homes would like to make it clear that should your pet cause damage to your property, we will expect you to repair it at your own expense to the condition in which you received it.

There is a general policy of acceptance for service animals such as Guide dogs and companion helpers. In these cases please ensure that the Housing Management Team is aware of their presence, if you have not already informed them and they will help where they can to ensure you are both given due consideration.

## Pest Control

Brighton & Hove City Council's Pest Control and Wildlife Management Department provide a service for the removal of pests in residential homes and businesses. This includes treatments for rats, mice, fleas, cockroaches, wasps and squirrels. Some services will incur a charge.

Call: 01273 294266

Email: [pest.control@brighton-hove.gov.uk](mailto:pest.control@brighton-hove.gov.uk)



Should your cleaning standards or keeping animals lead to an infestation problem which continues after your tenancy ends; Seaside Homes will recharge you for the cost of controlling the

infestation and the associated clean-up costs.

## Communal Areas



For those of you who have communal areas in their homes, we especially ask that you make sure that the stairs and corridors in those areas are kept clear of rubbish and personal items that may cause an obstruction. If you are unsure of what you can keep outside of your flat, please see your Housing Officer to ensure that you are not causing an obstruction or fire hazard that may cause harm to you or your neighbours.

If you live in a block of flats or converted house with communal areas, there may be a caretaker responsible for cleaning these areas. Please make sure these areas are kept tidy. If you have any concerns about cleaning of communal areas, contact your Housing Officer or the Housing Management Team.

Seaside Homes has adopted Brighton and Hove City Council Policy, which means that Christmas or other decorations must not be put up by tenants in communal areas due to the Fire Risk they may present. Noticeboards are found in most communal areas and access to them may be arranged through your housing officer.

# Useful Contacts





## Organisations you may find useful:

### National Debt Line

A National Charity providing free Debt and Money advice.

Telephone: **0808 808 4000**

Monday to Friday 9am to 9pm  
Saturday 9.30am to 1pm

[www.nationaldebtlane.co.uk](http://www.nationaldebtlane.co.uk)

### Citizen's Advice Bureau (CAB)

Provide help with anything you may feel you need advice about. The service is free.

Telephone: **08082 78 78 15**  
or Drop In to:

Hove Town Hall, Norton Road, Hove  
Thursday and Friday mornings from 09.15

Lines are open:

**Monday** 09.30-12.30 & 13.30-15.30

**Tuesday** 09.30-12.30 & 17.00-19.30

**Wednesday** 09.30-17:30

**Thursday** 09.30-12.30 & 13.30-15.30

**Friday** 09.30-12.30 and 13.30-15.30

[www.brightonhovecab.org.uk](http://www.brightonhovecab.org.uk)

### The Money Helper Service

The Money Helper Service is a Government website that covers all aspects of Money and Benefits for people to use as free advice and resource.

Telephone: **0800 138 7777**

Call or Web Chat:

Monday to Friday, 8am to 6pm

[www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)

### BHT Sussex

BHT Sussex provides a range of specialist legal advice in housing, immigration, welfare benefits and debt at their advice centre in Brighton.

BHT Brighton Advice Community Base,  
144 London Rd, Brighton BN1 4PH

Telephone: **01273 645455**

Email: [advice@bht.org.uk](mailto:advice@bht.org.uk)

[www.bht.org.uk](http://www.bht.org.uk)

### Gingerbread

Gingerbread provides advice and practical support for single parents. Expert advisers answer their helpline and the website is packed full of useful information and training too. And because it's a national charity, it's all free.

Telephone: **0808 802 0925**

Mondays: 10am-1pm & 4-6pm

Tuesdays: 10am- 1pm

Wednesdays: 10am-1pm & 5-7pm

Thursdays: 10am-1pm

Fridays: 10am-1pm

[www.gingerbread.org.uk](http://www.gingerbread.org.uk)

### Age UK

Age UK and Age Concern in Sussex provide vital direct services to people in later life throughout the UK, working in partnership with the national organisation. Age UK provide impartial local information and advice on a range of topics relevant to everyone over 50 - everything from finding great social activities near you, to help at home and care planning, to welfare benefits and getting a blue badge.

Age UKWSBH Office

29-31 Prestonville Road

Brighton, BN1 3TJ

Telephone: **08000191310**

Email: [info@ageukwsbh.org.uk](mailto:info@ageukwsbh.org.uk)

[www.ageuk.org.uk/brightonandhove](http://www.ageuk.org.uk/brightonandhove)



## Sussex Mental Health Line

The Sussex Mental Health Line is a 24/7 telephone service offering support and information to anyone experiencing mental health problems including stress, anxiety and depression. The service is also available to carers and healthcare professionals. You do not need an appointment.

Telephone: **0800 0309 500**

## Rise

Rise is a charity which supports women, children, young people and families affected by domestic abuse in Brighton & Hove and across West Sussex.

If you are confused, scared or isolated due to a partner or ex-partner. Or think you may be in an abusive relationship and need to talk.

Telephone: **01273 622 822**

Email: [helpline@riseuk.org.uk](mailto:helpline@riseuk.org.uk)

If you are looking for specialist LGBTQ+ support, email [lgbt@riseuk.org.uk](mailto:lgbt@riseuk.org.uk)

## Drinkline

Drinkline offers advice to people who are worried about their own drinking and

where they can go for help. They also provide support to the family and friends of people who are drinking

Drinkline is a confidential service and no names need be given.

Telephone: **0300 123 1110**

**Monday to Friday** 9am-8pm

**Weekends** 11am – 4pm

## Brighton & Hove LGBT Switchboard

Listening to, supporting and informing the LGBTQ+ community in Brighton & Hove since 1975.

Originally a helpline, they now offer much more including drop in sessions and activities.

Telephone: **01273 359042**

Email: [helpline@switchboard.org.uk](mailto:helpline@switchboard.org.uk)

## National Drugs Helpline

The National Drugs Helpline is a 24-hour, seven-days a week, free and confidential telephone service that offers advice and information for those who are concerned, or have questions, about drugs.

Call FRANK on **0300 123 6600**

## Moving Checklists

These tables are to help you to keep a track of important numbers and to keep a record of your utility meter readings for when you move in and move out. This will help you to get an accurate bill.

Utility	Company	Meter reading In	Meter reading Out
GAS			
ELECTRIC			
WATER			

	Contact Details & Reference	Informed them I've moved in	Informed them I've moved out
Bank or Building Society			
Home Insurance			
HMRC (Tax or pension credits)			
Pension Company			
Hire Purchase			
Credit Card/s			
Car Insurance			
DVLA			
Driving License			
Breakdown Service			

Electoral Register			
Housing Benefit			
Council Tax			
Gas Supplier			
Electricity Supplier			
Water Company			
Telephone and/or Broadband			
Mobile			
TV Licensing			
School/s			
Doctor – Hospital Care or social worker			
Dentist			
Jobcentre plus			
Universal Credit			
Optician			



## Community services Numbers

Service	Address	Telephone
Housing Management Team Office	Customer Service Centre St Bartholomew's House St Bartholomew's Square Brighton, BN1 1JE	01273 294400 <b>option 4, followed by option 1</b>

Finding a GP Surgery	<a href="https://www.nhs.uk/Service-Search/GP/LocationSearch/4">https://www.nhs.uk/Service-Search/GP/LocationSearch/4</a>	NHS Choices
GP out of Hours Emergency Service		NHS 111
Finding an NHS Dentist	<a href="https://www.nhs.uk/Service-Search/Dentist/LocationSearch/3">https://www.nhs.uk/Service-Search/Dentist/LocationSearch/3</a>	0300 311 2233
Adult Social Care	Access Point, Bartholomew House, Bartholomew Square, Brighton  Monday to Friday, 8.30am to 5pm	01273 295555
Find your local Pharmacy	<a href="https://www.nhs.uk/Service-Search/Pharmacy/LocationSearch/10">https://www.nhs.uk/Service-Search/Pharmacy/LocationSearch/10</a>	NHS Choices
Late opening Pharmacy	Ashtons Late Night Pharmacy 98 Dyke Road Seven Dials Brighton BN1 3JD	01273 325020 Mon-Sun: 9am-10pm;
Mental Health Rapid Response Service	The Haven Mill View Hospital Nevill Avenue Hove East Sussex BN3 7HY	0300 304 0078 (24 hours a day, 7 days a week)
Arch Healthcare	The School Clinic Morley Street Brighton BN2 9DH	01273 003930 Mon-Fri 8am to 5pm



Adult Education	AEH@brighton-hove.gov.uk	01273 292828
Brighton Unemployed Centre Families Project	6 Tilbury Place, BN2 0GY Bucfp.org	01273 601211
Schools Admissions Team	Schools Admissions Team Brighton & Hove City Council Hove Town Hall Norton Road, Hove BN3 3BQ <a href="mailto:Schooladmissions@brighton-hove.gov.uk">Schooladmissions@brighton-hove.gov.uk</a>	01273 293653 Monday 8.30am - 5pm Tuesday 8.30am - 5pm Wednesday 1pm - 5pm Thursday 8.30am- 5pm Friday 8.30am - 5pm
Voices in Exile – Supporting refugees and asylum seekers	Fitzherbert Centre 36 Upper Bedford Street, Brighton BN2 1JP <a href="mailto:advice@voicesinexile.org">advice@voicesinexile.org</a>	01273 328598 Immigration Advice Line: Tuesdays: 1.30 – 3.30 Generalist Advice Line Thursdays: 2-4
Change Grow Live Brighton & Hove Recovery Service	Richmond House Richmond Road Brighton BN2 3FT	01273731900 <a href="mailto:brighton.info@cgl.org.uk">brighton.info@cgl.org.uk</a>
Black and Minority Ethnic Community Partnership (BMECP)	10a Fleet Street, BN1 4ZE	0300 303 1171
Friends, Families and Travellers	Community Base 113 Queen's Road, Brighton BN1 3XG <a href="http://www.gypsy-traveller.org">www.gypsy-traveller.org</a>	01273 234777 <a href="mailto:Fft@gypsy-traveller.org">Fft@gypsy-traveller.org</a>
AMAZE: For disabled children and young people in Sussex, and their parent carers	Community Base, 113 Queens Road, Brighton BN1 3XG <a href="https://amazesussex.org.uk/">https://amazesussex.org.uk/</a>	01273 772289 Monday to Friday 9.30am to 5pm