I've been a council tenant for the last 25 years

I've been a council tenant for 27 years

I've been a council tenant 55 years and I've lived in this

house all the time

we moved in in five years ago in June and it was one of the

best things we ever did

I have two children I've got a 13 year old girl and

10 year old boy and they both love to

play on the brand-new fitted equipment

that we've had on our estate and the

community is fantastic we all look out

for each other's children I'm very lucky

I've got a new kitchen I've got a new

floor new walls new electrics yeah it's

fabulous welcome to north west

Leicestershire district council's

housing service and your new home in

this short film will explain a bit more

about the services we provide and how

you can use them at the end we’ll also

explain what to do if you have any

questions you can sit back and watch all

in one go or you can go back to the main

menu to jump to those parts that are

most important to you

we own and manage 4300 homes and over

600 garages and garage sites homes range

in size from one to five bedrooms and

from houses to flats and sheltered

accommodation for older people and those

who need a bit more help on average we

let around 350 homes a year most people

need one and two bedroom homes but we

own a lot of larger homes so we are

working hard to better match our homes

to the need of the local community

including plans to build new homes for

the first time in 25 years we employ 130 staff to help provide

your housing services our team look

after everything from collecting the

rent to carrying out repairs to your

home the team is led by our director of

housing who is supported by our head of

housing we have a dedicated counsellor

who is the portfolio holder responsible

for the housing service the services we

provide are paid for out of the rent that

you pay us to live in your home it costs

the council around 18 million pounds

each year to run our Housing Services

your tenancy agreement is a legal

document that explains your rights and

responsibilities as a council tenant it

also explains what the council's rights

and responsibilities are it is important

that you read and understand it before

you sign it you must ensure that you or

other persons living in your home or

visitor's do not behave in a way which

causes or is likely to cause danger

nuisance annoyance or disturbance to

other tenants council staff contractors

or any other persons living in or

visiting the area there are two types of

council tenancy introductory and secure

introductory tenancies are used when

someone first takes a tenancy with the

council tenants with this agreement do

not have the full range of legal rights

and can be evicted more easily if all

goes well for the first 12 months these

tendencies then convert to a secure

tenancy secure tenants have a range of

rights including the right to security

of tenure so the council cannot evict

you without a court order the right to

succession this means you can pass on

your tenancy to a spouse civil partner

or family members if you die the right

to take in a lodger the right to sublet

part of your home the right to assign

this means you can sign over your

tenancy agreement to someone else the

right to exchange so you can exchange

homes with another council or housing

association tenant and the right to buy

your home

a full explanation of the rules around

these rights are in your tenants

handbook if you need a replacement copy

you can get one from our website or by

contacting our housing management team

some tenants need extra help because of

their age or a disability our mobile

support team work in the community to

support individuals within their own

homes as well as running group

activities tenants using the service

have an individual support plan and our

support officers keep in touch through

personal visits and phone calls in case

individuals need help outside of office

hours tenants are given a lifeline

pendant or pull cord system which is

monitored by our 24-hour control centre

in Coalville with the pull cord and the

pendant if you fall or trip or you

don't feel well you just press your

pendant and someone's on the other end

of the phone and so yes I feel really

safe and secure if you're interested in

receiving this service in your home why

not contact us and find out more some of

our schemes have communal lounges

kitchens and guest rooms to help our

tenants keep in touch with their family

and fellow residents

you must make sure that your home is

properly maintained we expect you to

look after your home but when repairs

are needed our in-house repairs team

will carry them out you can report a

repair by phone online or by email by

letter or in person more details are in

your tenants handbook we will offer you

an appointment for either the morning

eight a.m. to 1pm or the afternoon 12

noon to four thirty p.m. and we'll try

to avoid certain times like during the

school run if you let us know the

council is responsible for making sure

your home is structurally sound

weather-tight has hot and cold water

heating and safe electrical systems

where homes have gas appliances we are

responsible for doing an annual safety

check and you must allow us into your

home to do this you must take reasonable

care of your home both inside and out

and you must report any repairs to us

you are also responsible for providing

us with access to carry out repairs and

servicing decorating the inside of your

home internal fittings things like

curtain rails and light bulbs anything

which you have installed yourself items

you damage or break keeping your

garden and any shared areas clean and

tidy maintenance of any tree which is

within the boundary of your property any

work we do to gain access to your home

as a result of you being locked out and

home contents insurance we have set

response times for dealing with repairs

emergency repairs where there is a risk

of injury or serious damage to the

property will usually be done within 24

hours we operate an emergency repair

service outside normal working hours

urgent repairs where there is no danger

but inconvenience will usually be done

within seven calendar days and normal

repairs will usually be done within four

weeks we will always maintain your home

in line with the government decent home

standard to do this we plan regular

maintenance and improvements to homes in

annual programs

so that we can keep things like external

painting up to date and replace things

like roofs and boilers when they are

needed when your home is due any of this

type of work we will write to you and

explain what we plan to do you will need

to give us access to your home to do the

work and we will always aim to minimize

any inconvenience to you and your family

we are committed to improving the energy

efficiency of our properties to provide

tenants with warm homes that can be

heated comfortably at an affordable cost

we set targets for energy efficiency and

plan to tackle fuel poverty by ensuring

that those at greatest risk receive the

support and advice they need in 2015 we

have undertaken a trial in tenants homes

to determine the most effective way to

roll out renewable technology to all

council properties 12 properties have

been fitted with a range of different

renewable systems the pilot will gather

information on cost performance and

tenant satisfaction to inform a rollout

program from 2016 - 17 under the green

and decent pilot we’ve had an air source heat

pump fitted which gives us free hot

water and saves on our electric bills the

council installed 12 solar panels for me

and over a period of time of 12

months we've noted a large drop in both

gas and electrical usage we've got

ninety-four percent on the gas and

seventy-six percent on the electric use

which in turn is half the normal utility

bill for each item

your rent pays for your home's repairs

and all the services you receive for

every 1 pound we receive in rent 37

pence goes on planned improvement

programs like new windows twenty eight

pence is spent on general repairs and

maintenance 19 pence on loan interest

and repayments 14 pens is used to pay

for services and the remaining two pence

on bad debts and maintaining a small

working balance rent is due weekly in

advance but you can pay monthly in

advance if you prefer we like tenants to

pay by direct debit or standing order as

this is most convenient for you and

helps keep our costs down however you

can pay by card post telephone or online

if you are ever concerned about being

able to pay your rent you must contact

us straight away we can offer you help

and advice with housing and council tax

benefits and also put you in touch with

other organizations that may be able to

help like the Citizens Advice Bureau

remember you may lose your home if you

do not pay your rent our tenancy support

officer works with individuals who need

short-term financial advice guidance and

support to remain in their home if you

feel that you need some support why not

contact us

should you need any further advice or

guidance in respect of your housing

options contact the housing choices team

getting in touch with the team early on

means we can help prevent you becoming

homeless

we believe the housing service works

best when you get involved as well as

your legal right to be consulted on

changes to the way your homes are

managed maintained or improved we offer

a menu of ways to get involved including

joining the editorial panel who produce

the tenants magazine in touch becoming a

member of the tenant scrutiny panel who

carry out inspections of the housing

service and make recommendations on how

services can be improved supporting your

local tenants and residents association

who deliver a range of activities in

your local community becoming a member

of the tenants and leaseholders

consultation forum who act as the main

group of residents for all consultations

joining a working group and getting

involved in the nuts and bolts of how

our services are run I have a lot to do

with tenant involvement and it gives

me the opportunity to have my say and

from a residence point of view and just

to have a bit of input in

to the way that we receive our services

and how tenants are seen I'm heavily

involved with resident involvement

through the scrutiny panel and we've put

forward lots of recommendations and the

council has listened to everything we've

said and accepted every one of them our

involvement with the council is showing

that the council is listening to what

we're putting forward as suggestions to

improve the council services if we go to

a tenant's forum which involves other

groups we find that North West Leicester is

giving us more than everybody else is

getting if you're interested in getting

involved full training is provided and

it can be a great way to meet people and

develop new skills as well as improving

where you live why not contact our

resident involvement team today and find

out more

we hope you have found this short film

useful please make sure you also find

time to read your tenants handbook as

the things we have explained in this

film are covered in more detail there if

you still have a question here's how you

can get in touch call us on 01530 45

45 45 or visit [www.nwleics.gov.uk](http://www.nwleics.gov.uk)

thanks for watching