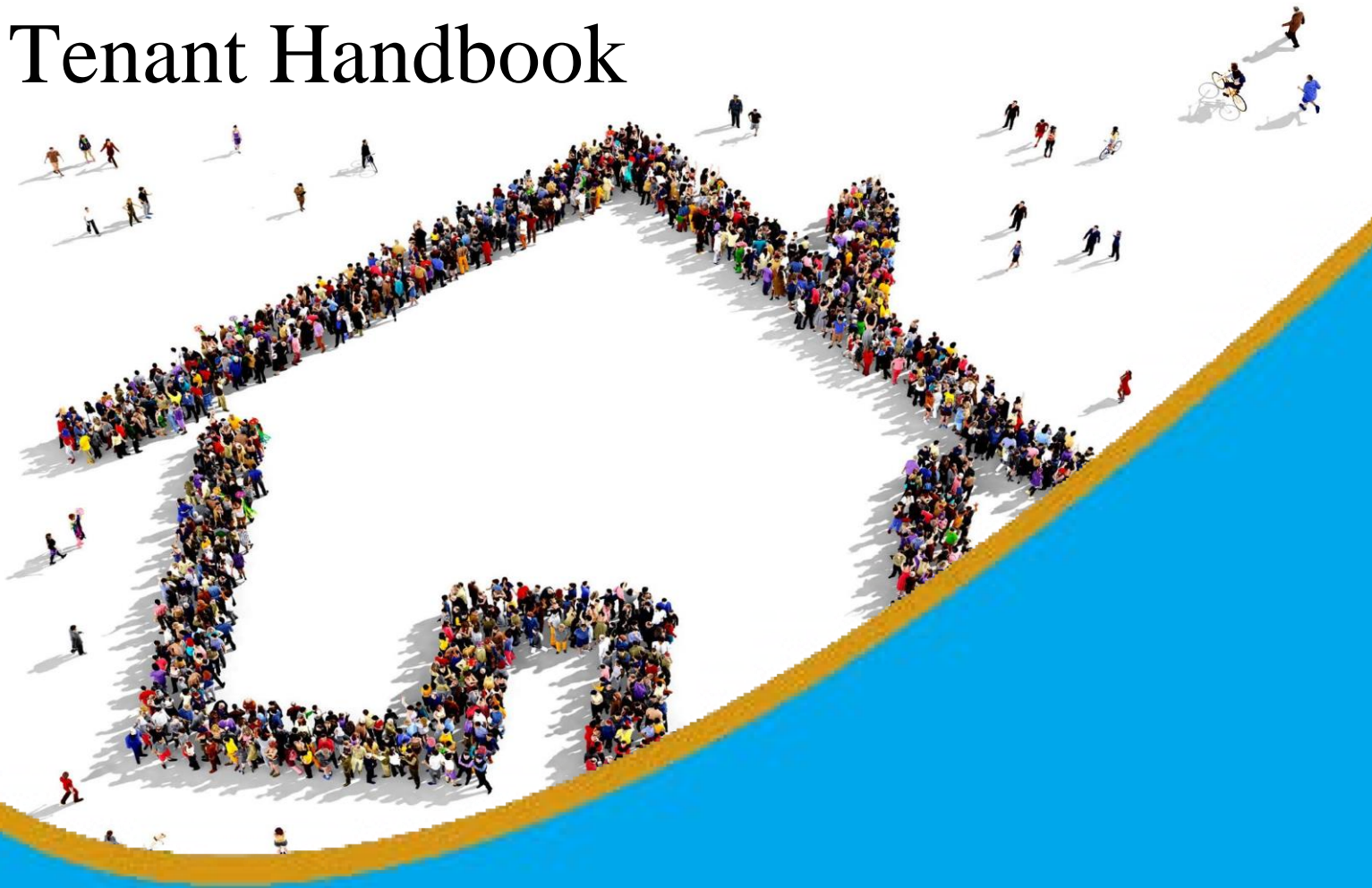


# Belle Isle Tenant Management Organisation Tenant Handbook



## **Address**

---

Your local housing office is:

Your Housing Officer is:

## **Your self-service log in details**

---

**username:**

**password:**

## **Final fix**

---

Date:

Time:

## **New home visit**

---

Date:

Time:



## **Contact us:**

Call 0800 188 4000 FREEPHONE from a landline or mobile

visit [www.leeds.gov.uk/councilhousing](http://www.leeds.gov.uk/councilhousing)

# Tenant Handbook



## Welcome to your new home Councillor Coupar, Executive Member for Communities

A warm welcome to your new home!

As the Executive Member for Communities I'd like to extend a warm welcome to your new home with Leeds City Council. We want you to be happy in your new home and with the services we provide. This Handbook has been developed by Housing Leeds staff and tenants, and is full of useful information to help you throughout your tenancy, from top tips on settling in to your new home to essential advice on utilities, reporting repairs and keeping in touch!

Becoming a Leeds City Council tenant also means that you take on certain responsibilities both to us, as your Landlord, and to the community in which you live.

As part of the sign up process for your new home you will be asked to sign a Tenancy Agreement and given a copy of the Tenancy Agreement booklet. This Handbook, along with the Tenancy Agreement booklet outlines your rights and responsibilities and what we expect in return from you as a Leeds City Council tenant.

Within the first 28 days of your tenancy we will visit you in your new home to check how you are settling in. This visit is an opportunity for you to ask any questions about your new home. We will then continue to visit you each year to ensure you are happy in your new home, check if you need support and let you know about important things happening in your area. I would also encourage you to keep in touch with us using our online services and consider getting involved with the many tenants and residents groups we have in operation, check page 36 for further information.

I wish you every success in your new home.

### Keeping in Touch



08003895503 or 0113 3782188



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## How we use your information

In order to provide you with the service you need, we have to collect, store and use your personal information. We will hold information about you such as your name, address and contact details. We may also hold financial, household and sensitive personal information relating to your health, special needs or alleged or actual criminal offences, if relevant.

We will use the information you provide in a manner that conforms to the Data Protection Act. We will endeavour to keep your information accurate, up to date and will not keep it longer than necessary.

# Chapter 1 - Moving in

In this section you will find information relating to your new home

- Keys
- Moving in
- Support in your tenancy
- The final fix
- Keys
- Repairs reporting - first 28 days
- Meter readings and energy suppliers
- Tenant contents insurance
- Your information
- Moving home checklist



## Keys

Before you move in, we will usually change all the main locks to the property and give you the keys. We do not keep copies of the keys to your property. Some blocks of flats have key fobs for the door entry systems. Take care of your keys and fob, as we will charge you if we have to change your locks or replace your fob.

## Moving in

Welcome to your new home. You can move in as soon as you have signed the Tenancy Agreement and received your keys. Your rent is payable, weekly in advance, from your tenancy start date.

Direct debit is the easiest, safest and quickest way to pay your rent. If you don't pay this way already, contact us on **0113 3782187** so we can set it up or discuss alternative payment methods with you.

## Support in your tenancy

We want you to have a successful tenancy but we know that there might be times in your life when you need some extra support. If you have never had a tenancy before, previously had difficulties in a tenancy or feel the need for some extra help, speak to your Housing Officer who can discuss your needs with you and may make a referral for support. See page 15 for organisations that can provide independent advice and support if you are having trouble paying your rent.

## The final fix

The *final fix* is where we will do a final electric check, make sure the gas is connected and finish off any small jobs. Your Housing Office will arrange an appointment with you for this. We will try to arrange for the electrician to arrive first and then the gas operative to commission the gas. Contact us on 0113 3782188 if you need to chase up the operatives.

If you are given gas or electric keys and cards for your new home, you must have these with you at the final fix, or we will not be able to carry out the final fix and you will need to book another appointment.

## Tenant contents insurance

The council does not insure your belongings for loss or any accidental damage. We do however, offer low cost contents insurance with:

- low cost weekly premiums
- new for old cover
- no contract
- zero excess
- option of accidental damage cover
- cover for lost keys

To apply for contents insurance, please speak to your Housing Officer at your local housing office or the Leeds City Council website [www.leeds.gov.uk/contentsinsurance](http://www.leeds.gov.uk/contentsinsurance)

## Repairs reporting - the first 28 days

During the first 28 days of your tenancy please contact the housing Office to ask any questions about the standard of the property or the repair work done while the property was unoccupied.

**Your Final Fix date was :**

**You can use this number 0113 3782188**

After this date refer to page 20 for information on reporting repairs or outstanding repairs

## Meter readings and energy suppliers

Your current energy suppliers for Electricity and Gas are:



SSE Scottish & Southern Electric

### Mains water stop tap location



### Gas meter location



### Electricity meter location



## Your Information

We may need to pass your information to other people, other Council departments and organisations that provide services on our behalf. For example contractors that would need your name and address to carry out repairs to your home. These providers have a duty to keep details securely, and use them only to fulfil your request. If we need to pass your sensitive or confidential information on to a third party we will only do so once we have obtained your consent, unless we are legally required to do so.

## Moving home checklist

### Your old home. Have you?

- given notice to your current landlord
- re-directed your post
- taken a final reading of your gas, electric and water supply • arranged for your phone to be disconnected and/or reconnected



### Moving day. Have you?

- arranged for somebody to look after children and pets when you are moving
- packed essential items like toothbrushes where they are easy to access
- made arrangements for refreshments on moving day – a kettle, tea bags, milk etc



### Your new home. Have you?

- found where the stop taps are
- taken meter readings
- arranged your contents insurance (page 5)
- set up a direct debit to pay your rent
- registered on your self service portal to manage your rent account [www.leeds.gov.uk/housinglogin](http://www.leeds.gov.uk/housinglogin)



### Have you told?

- any health visitor
- your children's school
- your bank
- the department of work and pensions (DWP)
- your employer
- credit or loan companies
- any mail order companies
- your doctor
- the DVLA and AA or RAC
- insurance companies
- your gas, electricity and water supplier
- TV licensing



### Moving from a Council home? Remember...

- your keys are due back at 12 noon on the Monday that your old tenancy terminates.



- If you are claiming Housing Benefit this will only be paid on one property. If you don't get your keys back in time you may be charged for another week's rent.

**Do you need furniture or electrical items for your new home? Don't forget that the local reuse organisations listed on page 48 often have low cost items available and offer a cheap delivery service.**

Tenant Handbook

Moving in





# Chapter 2 - Your tenancy

In this section you will find information about your tenancy

- **The Housing and Planning Act**
- **The Tenancy Agreement**
- **Introductory Tenancies**
- **Secure Tenancies**
- **Sole and Joint Tenancies**
- **Annual Home Visit**
- **Tenancy fraud**
- **Your information**
- **Keeping in touch**



## The Housing and Planning Act

The Housing and Planning Act is now law. This will mean some changes for council tenants, including the possibility of higher rents and the introduction of fixed term tenancies.

The main changes will be:

- The removal of the right to a lifetime tenancy
- The removal of some succession rights
- The sale of higher value council homes
- New powers to tackle rogue landlords of private rented sector homes
- The promotion of 'Starter Homes'

If any of these changes apply to your tenancy you will be informed. If you would like more information on the Housing and Planning Act you can check on the Council's website where we will be posting regular updates.

For more information you can visit [www.leeds.gov.uk/hpa](http://www.leeds.gov.uk/hpa)



## The Tenancy Agreement

At the sign up meeting you will sign your Tenancy Agreement. This is an important document as it is a legal contract between you and Leeds City Council.

You will be given a copy of your Tenancy Agreement. Please read it carefully before you sign it and keep it safe. The Tenancy Agreement sets out the rules of your tenancy and if you break these rules you could risk losing your home. If you keep to the terms of your Tenancy Agreement, you can usually stay in your council home for as long as you want to.

## Introductory Tenancies

If you are a new Leeds City Council tenant you will sign an Introductory Tenancy unless you have moved through a mutual exchange (See page 47 for more information about mutual exchanges).

An Introductory Tenancy lasts for 12 months. This is a trial period where you will need to show us that you can keep to the rules of the tenancy such as paying your rent and not committing anti-social behaviour. After 12 months you will automatically become a secure tenant if there have been no problems with your tenancy. If you are in breach of your tenancy then we will either extend your Introductory Tenancy or apply for an eviction. It is far easier to evict an introductory tenant.

If we decide that you can't become a Secure Tenant or if we take action to end your tenancy we will explain why and you will have the right to a review of the decision.

## Secure Tenancies

When you become a Secure Tenant you also have additional legal rights. You have the right to:

- Exchange your property with another social housing tenant (see page 47). If you transfer to another council property you will continue to be a Secure Tenant.
- Buy your home after 3 years – but there are some exceptions (see page 47).
- Carry out improvements to your home with the permission of Leeds City Council (see page 28).
- Take in a lodger or sublet a room in your home with permission (see page 31).
- Pass on your tenancy to a family member if you meet certain conditions.





## Sole and Joint Tenancies

If more than one person signs the Tenancy Agreement then this is known as a Joint Tenancy. If there is only one tenant this is known as a Sole Tenancy.

Joint Tenants have equal rights, and are equally responsible for tenancy breaches such as rent arrears. Only one of the tenants needs to give notice to end the tenancy. If this happens we will consider a request for the other tenant to remain in the property as a Sole Tenant on a case by case basis.

A Sole Tenant can request to change to a Joint Tenancy. We will consider these requests on a case by case basis.

## Annual Home Visit

We aim to visit all our tenants at least annually. The visit gives you the chance to talk about any issues you have with your home, or with your housing in general. We hope to help you identify and get help with any problems before they start to feel unmanageable.

We will also check that our homes aren't being used for anything that breaches tenancy conditions and are being kept in a good condition.

During the Annual Home Visit we will need to meet and see identification for each of the named tenants of the property. We will also need access to all rooms within the property.

<http://www.leeds.gov.uk/residents/Pages/Annual-Home-Visits.aspx>

## Absolute grounds for possession

From the commencement of your secure tenancy, anti-social behaviour or criminality committed by yourself, people living with you or your visitors could lead to a loss of your home under the 'absolute grounds for possession'. This was introduced in the Anti-Social Behaviour, Crime and Policing Act 2014 with the aim of speeding up eviction of anti-social tenants to bring faster relief to victims.



## Tenancy fraud

We take tenancy fraud very seriously. If somebody lives in a council property that they aren't entitled to, it means that other people have to wait longer for the home they need. If you suspect that someone is committing tenancy fraud, please contact us and let us know. You can do this anonymously or give your contact details which we will keep confidential. It is helpful for our fraud investigators to be able to contact you for further information.

How to report fraud:

- on the website at [www.leeds.gov.uk/tenancyfraud](http://www.leeds.gov.uk/tenancyfraud)
- by emailing [tenancyfraud@leeds.gov.uk](mailto:tenancyfraud@leeds.gov.uk) • by telephone **0880 188 4000** or **0113 376 0410**

There are different types of tenancy fraud:

- 1. Application fraud** - you must not give false information on your application form. This means that you have to let us know about any changes in your circumstances that could affect your application. If you don't, you could be fined and lose your home.
- 2. Subletting** - it is a criminal offence to sublet the whole of your property and rent it out to someone else – this can result in a prison sentence, a fine, an unlawful profit order and the loss of your property.
- 3. Non-occupation** - You must use your property as your main home. If you are living somewhere else, you could lose your home.

If you have committed tenancy fraud, we may cancel your housing application so that you cannot be considered for Leeds City Council properties.

If you leave your property for more than 28 days then you must inform your housing office of this. If you do not inform us then we may believe that your property has been abandoned and you could lose your property and belongings.

## Your information

By law the Council has a duty to protect the public funds we administer. We may need to use the personal information you provide to prevent and detect fraud. We may need to share this information with other organisations responsible for auditing or administering public funds such as the Public Sector Audit Appointments LTD, the Department for Work and Pensions and other local authorities, HM Revenue and Customs and the Police.

We may also use data matching to identify errors and potential fraud and we take part in national data matching exercises where permitted under the Data Protection Act.



## Keeping in touch

We want to keep in touch with you during your tenancy. These are the meetings and visits that you can expect from your Housing Officer during your tenancy:

At the **sign up meeting** you will sign the Tenancy Agreement and agree to keep to the rules of the tenancy. It is an opportunity to meet your Housing Officer and ask any questions about being a Leeds City Council tenant.

At the **new home visit** in the first month of your tenancy we will see how you are settling in and make sure you have all the information you need. We will also check that you are keeping to the rules of your tenancy, such as paying your rent.

If you are an **Introductory Tenant** we will visit you again during your first year to check that you are keeping to the rules of the Tenancy Agreement, such as paying your rent, maintaining your garden and property and not committing anti-social behaviour. You will become a **Secure Tenant** after a year if you are complying with your Tenancy Agreement.

We will do an **annual home visit** every year to get to know you and see what we can do to help you to have a successful tenancy.

If you decide to move home we will do a **tenancy termination visit** to check that you are leaving the property in a good condition.



## Change of contact details.

Do let us know if you change your telephone number or email address by contacting us on **0800 389 5503** freephone or 0113 3782188 from a landline or mobile.

You can find more about your tenancy by visiting [www.leeds.gov.uk/yourtenancy](http://www.leeds.gov.uk/yourtenancy)

Tenant Handbook

Your tenancy

## Chapter 3 - Paying your rent

In this section you will find information about

- Ways to pay your rent
- Universal Credit
- Housing Benefit
- Total Heat charges
- Under occupation charge
- Non-dependent adults
- If you fall behind with payments
- Budgeting
- Leeds City Credit Union
- Borrowing money
- Loan sharks or doorstep lenders
- Saving money on your energy bills
- Energy saving tips
- Your information



The rent you pay is used to fund the housing services we provide such as repairs, improvements and housing management. Paying your rent is a condition of your Tenancy Agreement and it is important that you pay regularly and on



**time. Your rent is reviewed annually and you will receive at least four weeks' notice of any changes.**

**If you don't have the internet at home, you can visit our local resource centre, the Gate where we will be happy to assist you. As well as free access to the internet, there are a number of computer learning sessions to help you with the basic skills you will need to get online and pay your bills. For more information call 0113 3782190 or visit our website or facebook page for further information.**

Tenant Handbook

Paying your rent





## Ways to pay



1. By direct debit which is by far the easiest as it saves time, is more convenient and gives you greater control of your money. You can download a form at [www.leeds.gov.uk](http://www.leeds.gov.uk) or visit your local housing office or One Stop Centre to collect one. You can also set up a direct debit over the phone.



2. By standing order which can be paid weekly, fortnightly or monthly to suit your needs. You can download the form at [www.leeds.gov.uk](http://www.leeds.gov.uk)



3. By automated payment on **0113 395 7100**

4. By using your rent payment card at any Post Office or where you see the PayPoint or Payzone symbols.



5. By visiting [www.leeds.gov.uk/paymyrent](http://www.leeds.gov.uk/paymyrent) or by scanning the Quick Response (QR) Code using your Smartphone. This will take you to the correct web page.

6. By registering on your self service portal. From here you can access your account information, pay your rent and print off a statement. Find the portal @ [www.leeds.gov.uk/housinglogin](http://www.leeds.gov.uk/housinglogin)

## Universal Credit

Universal Credit is a new benefit for working age claimants which was introduced in Leeds in February 2016. If you are already getting one of the six benefits it replaces (listed below), you will carry on getting these until you need to make a new claim for Job Seekers Allowance (single people only) or Universal Credit is extended to other groups. The Department of Work and Pensions will notify you to let you know when this is happening.

- Income-Based Jobseekers Allowance
- Income Support
- Income-Related Employment and Support Allowance
- Child Tax Credit
- Working Tax Credit
- Housing Benefit



Claimants receiving Universal Credit will be paid directly in one monthly payment. If you claim Universal Credit you will be responsible for paying all of your rent to the council, as your monthly payment will include a housing element for your rent.

If you are told that you will start receiving Universal Credit, please make contact with your housing office to agree a payment method to ensure that your rent is paid and you are not putting your home at risk.

## Housing Benefit

If you are on a low income and/or in receipt of a benefit and not receiving Universal Credit, you may be entitled to Housing Benefit which helps with rent costs. It is your responsibility to make a claim which includes filling in the forms and providing supporting information. If your Housing Benefit does not cover all your rent you will have to pay the remaining amount from your income. You should let us know of any changes to your circumstances, for example, a change in income or the number of people who live in the property. The Government have capped the amount of Housing Benefit / Housing Costs Element available to social housing tenants. The new rules affect all Housing Benefit and Universal Credit claimants who have taken on a new tenancy from 1 April 2016 (or 1 April 2017 if living in supported and sheltered housing). If the new rules result in a lower award, you will not see any reduction until 1 April 2018. For more information on finding the local housing allowance for Leeds visit <https://lha-direct.voa.gov.uk/search.aspx>

## Total Heat charges

Some properties are subject to Total Heat charges. If a new central heating system has recently been installed you will be charged a small additional amount to your weekly rent. If this applies to you full information will be given when you view the property.

## Under occupation charge

The under occupation rules apply to working age tenants who are claiming Housing Benefit or the housing element of Universal Credit. Under the rules your claim will be based on the number of people in your household and the size of your home.

If you are of working age (age 16 to pension credit age) and your property has two or more bedrooms, we will ask you to sign a document to confirm that you know about the under occupation charge. We will ask you to sign this even if you are not under occupying or claiming benefits to help with your rent as your circumstances may change in the future.



If the under occupation charge applies to you in your new property and you are having difficulty making the payments, please contact your local housing office to discuss your financial situation.

## Non-dependent adults

Your Housing Benefit or Universal Credit may be reduced if other adults aged 18 or over live in your home with you. This can be a relative or friend but will not apply to a partner, joint tenant, lodger or someone staying with you on a temporary basis. There are some other exceptions so take advice from your housing office if anyone aged 18 or over moves in with you.

You must tell us about all the people living in your home, or you could be committing benefit fraud.

If you are having trouble paying your rent, speak to your Housing Office for advice.



If you are having trouble paying your rent, please contact your Housing Officer as soon as possible so that we can help.

If you owe us rent, we will contact you to agree a repayment plan. If you don't respond Or don't keep to your plan, we will start legal action that could lead to you paying us court costs as well as your arrears or losing your home. We may also decide that you can't move into another council property if you have rent arrears.

Listed below are some of the organisations where you can seek independent advice. For more information see the *Help with managing your money* booklet on our website:

<http://www.leeds.gov.uk/money>

<b>Organisation</b>	<b>What they offer</b>	<b>Contact details</b>
StepChange Debt Charity	A national charity which provides free debt advice either over the telephone or online, to help transform the lives of those struggling with the stress and worry of problem debt.	<b>0800 138 1111</b> <b>(Free from all landlines and mobiles)</b>  <b>www.stepchange.org</b>  <b>Mon–Fri: 8.00am–8.00pm</b> <b>Sat: 8.00am–4.00pm</b>
The Money Advice Service	Offers clear, unbiased, money advice that you can access by telephone or online. Their website provides interactive tools and information on a range of issues – from budgeting to savings, credit and borrowing, mortgages, insurance, debt and retirement planning, as well as managing life changes such as starting a family or losing a job.	<b>0300 500 5000</b>  <b>www.moneyadviceservice.org.uk</b>  <b>Mon–Fri: 8.00am–8.00pm</b> <b>Sat: 9.00am–1.00pm</b>
Better Leeds Communities	Offers free help and advice on a range of issues including benefits, debt advice and housing. Advice is also available via video, face to face, email and phone channels.	<b>0113 275 4142</b>  <b>www.betterleeds.org.uk</b>  <b>Mon–Fri: 9.00am–4.00pm</b>
Money Advice Team, Citizens Advice Leeds	Debt Advisers are available for telephone and face to face advice. Appointments are available at venues across Leeds.	<b>Adviceline: 0113 223 4400</b>  <b>www.citizensadviceleeds.org.uk</b>  <b>Mon–Fri: 9.00am–5.00pm</b>



## Budgeting

When you are working out your budget, your rent is a priority because the consequence of not paying could be the loss of your home. If you need help with budgeting or are struggling with debt, speak to your Housing Officer who can complete a budgeting sheet with you or make a referral to a specialist agency.

## Leeds City Credit Union (LCCU)

LCCU is a financial co-operative set up to give member's access to a range of savings plans and affordable loans.

Anyone who lives or works in Leeds can join. As well as savings accounts and a Christmas club, there is a bill paying account to help you budget and a pre-paid ATM card to allow you to withdraw cash without going overdrawn.

For more details call **0113 242 3343**, email [services@leedscitycreditunion.co.uk](mailto:services@leedscitycreditunion.co.uk) or visit [www.leedscitycreditunion.co.uk](http://www.leedscitycreditunion.co.uk)

## Borrowing money

Before you borrow money, ask yourself:

- Is borrowing money my only option?
- Do I really need the item?
- What is the annual percentage rate (APR or 'interest') – could I get a cheaper loan elsewhere?
- Can I afford the repayments?
- How long will I be paying the debt for?

Remember – help is available if you are having problems with debt. Contact your Housing Officer for more advice. **You can also get low cost furniture and electrical items from the local re-use organisations listed on page 48.**

## Loan sharks or doorstep lenders

People who lend money without being authorised by the Financial Conduct Authority are breaking the law. They are known as loan sharks.

Loan sharks often charge high interest rates which means the debt grows quickly and they give very little paperwork about the loan. Sometimes they ask for security items such as passports. This is also illegal.



These debts are not legally enforceable. That means that a loan shark can't take you to court to get the money back. A loan shark may use violence or intimidation to try to get the money back. This is also illegal.

Remember:

- The loan shark is breaking the law – not you.
- Report loan sharks on **0300 555 2222**, text 'loan shark' and your message to **60003** or email **reportaloanshark@stoploansharks.gov.uk**

## Energy saving tips

### 1. Heating

Turning your heating down by 1°C can reduce your fuel bill by up to 10%. Drawing your curtains at dusk will stop heat escaping and if it's too hot turn your heating down rather than opening a window.

### 2. Washing

Energy efficient washing machines use less water and electricity than older models. Try to wash with a full load unless your machine has a half load programme. Reduce the temperature of your wash to use up to 30% less electricity.

### 3. Drying your washing

Hang your washing outside and avoid drying clothes on radiators as it lowers the room temperature. An efficient tumble dryer can cut energy use by almost a third. Spin your clothes first and don't over-dry clothes in the tumble dryer as it wastes energy.

### 4. Cooking

Only boil as much water as you need when making tea or boiling vegetables and keep lids on your saucepans. Match the size of the saucepan you're using to the size of the ring it's on.

### 5. Electrical Appliances

Don't leave electrical appliances on standby and unplug chargers when not in use. Check the energy efficiency rating labels - 'A' rated devices use less energy. Defrost freezers regularly and don't put warm food straight into the fridge. Only use a dishwasher if you have a full load.



## Saving money on your energy bills

Switching your gas or electricity provider could save you hundreds of pounds a year. The website [www.goenergysshopping.co.uk](http://www.goenergysshopping.co.uk) is run by the energy regulator, OFGEM, to provide information and advice to households on switching to the best energy tariff.

You can also call the Citizens Advice consumer helpline who may be able to help on **03454 04 05 06**.

You often get a discount from your energy supplier if you pay by direct debit. Check with them to find the cheapest way to pay your bills.

### Your information

By law we have a duty to protect the public funds we administer. We may use any of the personal information you provide to prevent and detect fraud.

We may also provide names and dates of tenancies if requested by utilities companies. This will help us resolve the final bill for your water, gas and electricity.

We may share information with organisations responsible for checking and administering public funds such as the Public Sector Audit Appointments LTD, the Department for Work and Pensions, other local authorities, HM Revenue and Customs, and the police.

We may also use data matching to identify errors and potential frauds and we take part in national data matching exercises undertaken by the Public Sector Audit Appointments LTD where permitted under the Data Protection Act.

You can find more on paying your rent by visiting [www.leeds.gov.uk/bitmo/belle-isle-tenant-management-organisation](http://www.leeds.gov.uk/bitmo/belle-isle-tenant-management-organisation)



## Chapter 4 - Repairs and improvements

In this section you will find information about

- Reporting a gas leak
- Reporting repairs
- Waiting times for repairs
- Repairs that we will and won't carry out
- Your responsibilities
- Preventing condensation and mould in your home
- Chargeable repairs
- Our repairs service – what you can expect
- Your right to a repair
- Planned improvements
- Gas servicing
- Electrical checks
- Power cuts
- Solid fuel appliances
- Asbestos
- Contents insurance
- Home improvements
- Pests in the home



### Always ask for identification!

You should check the identity of anybody who calls at your home. Anyone from Leeds City Council including our contractors will carry photographic ID.

You can also arrange to set up a password when reporting your repair which the contractor attending will be able to give you when they visit your home. Genuine callers will have no objections if you:

- ask to see identification
- want to examine the identification more closely
- take a note of their name, job and the reason why they have called
- close the door securely and phone the housing office to verify their identity





If anyone refuses to show you their ID or you have concerns, close the door and phone the police immediately on **999**.

## Reporting a gas leak

To report a gas leak call the National Grid on **0800 111 999**. If you smell gas take action by:

- Putting out all cigarettes or naked flames and not turning electric switches on or off or using a doorbell.
- Checking if a gas tap has been left on accidentally or the pilot light has gone out.
- Turning off the gas supply with your main gas tap. This is usually beside your meter and will stop the gas supply to your home.
- Opening all windows and doors until the leak has been dealt with.
- Contacting us to report the problem with the reference number given to you by the National Grid.

## Reporting repairs

You must report any repairs or damage immediately. You can report repairs in the following ways:

Emergency repairs	<p>You can report emergency repairs at any time of the day or night on <b>0800 188 4000</b> FREEPHONE from a landline or mobile. Please see examples provided on page 21.</p> <p>You can also visit your local housing office or One Stop Centre during opening hours.</p> <p>Outside normal working hours, emergency repairs will only be carried out where there is a serious risk of harm or damage to the property that cannot wait until the next working day to complete. Where there are serious leaks to internal plumbing, tenants should turn off the water at the mains stop tap and where possible, isolate the leak where there is an isolation valve fitted. It is a tenant's responsibility to make attempts to unblock sanitary fittings and sinks themselves and only report to the Council if this is unsuccessful. Lock changes due to lost keys are a tenant's responsibility and are chargeable to tenants.</p>
Non-emergency repairs	<p>You can report other repairs between 9am and 5pm on <b>0800 389 5503</b> freephone or 0113 3782188 from a landline or mobile.</p> <p>You can also visit your housing office during opening hours or report repairs online at <a href="http://www.leeds.gov.uk/bitmo/your-home/BITMO-tenants-repairs">www.leeds.gov.uk/bitmo/your-home/BITMO-tenants-repairs</a></p>

## Waiting times for repairs

There are different waiting times depending on the repair that is needed.

Type of repair	Waiting time	Examples
Emergency – when urgent action is needed to prevent a serious risk to health and safety, major damage to the property structure or to prevent the property from being insecure	We will attend within 3 hours and complete an emergency repair within 24 hours.	<ul style="list-style-type: none"> <li>total electrical failure</li> <li>uncontrollable leaks</li> <li>broken windows</li> <li>total or partial loss of heating / hot water (November – April)</li> <li>communal door entry broken</li> </ul>
Priority – when your comfort is seriously affected or to prevent damage to the property	Up to 3 working days.	<ul style="list-style-type: none"> <li>plumbing and drainage faults</li> <li>partial loss of electric power</li> <li>total or partial loss of heating / hot water (May – October)</li> <li>extractor fan not working in the kitchen or bathroom</li> <li>door entry handsets not working</li> </ul>
	Up to 7 working days.	<ul style="list-style-type: none"> <li>roof leaks</li> </ul>
General – other repairs that need to be done to your home	Up to 20 working days	<ul style="list-style-type: none"> <li>small external repairs</li> <li>re-hanging a door</li> <li>fixing cupboards or units</li> <li>general heating repairs</li> </ul>
Non-urgent repairs or replacements where an inspection and/or order of materials is needed	Up to 60 working days	<ul style="list-style-type: none"> <li>unblocking or repairing guttering</li> <li>repairs to paths or steps, external walls, chimneys</li> <li>fences or gates (subject to fencing policy criteria)</li> <li>damp proofing</li> <li>replacing kitchen units</li> <li>major repairs to plaster and concrete floors</li> </ul>

Tenant Handbook

Repairs and improvements

## Who is responsible for the repair?

We are responsible for some, but not all, repairs to your home. We will keep the main structure, communal areas and outside of your home in good repair and carry out repairs to most of the main fixtures and fittings that we have provided in your home. We will also carry out repairs that could affect your health and security. The next two pages are a general guide to the types of repairs that we carry out and the ones which you are



responsible for. Customers with disabilities may be entitled to extra assistance. Speak to your local Housing Office for advice.



## Who is responsible for the repair? *This is a general guide*

Item	Council	You	Exceptions
Balconies	✓		
Boiler	✓		
Bath/bath panel	✓		
Blocked sinks or waste pipes	✓		You are responsible for taking steps to keep clear and trying to unblock
Chimney stack	✓		
Chimney sweeping	✓		
Clothes poles/post, washing line and rotary driers		✓	Communal areas
Communal areas to flats	✓		
Communal doors and windows	✓		
Communal footpaths and walls and gates	✓		
Communal laundry equipment	✓		
Curtain rails/batons		✓	
Damage caused by pets		✓	
Door bell		✓	Communal door
Door entry systems	✓		
Doors	✓		Damage by police justifiably forcing entry. Adjustments to fit carpets
Door locks (faulty)	✓		
Door numbers/name plates		✓	
Down pipe (soil/rainwater)	✓		
Drainage (including blockages)	✓		
Driveways and hardstandings	✓		
Electric heating (provided by the council)	✓		
Electric wiring (including sockets and switches)	✓		
Fences between properties	✓		Subject to the fencing policy criteria
Fences, to avoid falls from height	✓		
Fire grates and surrounds (provided by the council)		✓	
Fires, gas	✓		Appliances beyond economic repair
Fires, electric	✓		Appliances not installed by the Council
Fuse in plug		✓	
Garages	✓		
Gas central heating and water heaters	✓		
Gas piping	✓		
Gates	✓		
Glass (doors and windows)	✓		
Gutters	✓		
Handrail	✓		
Immersion heater (provided by the Council)	✓		
Kitchen and worktops	✓		



## Who is responsible for the repair? *This is a general guide*

Item	Council	You	Exceptions
Kitchen, adjusting doors and drawers	✓		
Lifts	✓		
Light bulbs, including fluorescent tubes and starters, 2d lamps to bathroom light fittings, security and external lighting.		✓	Communal areas
Light bulb pendants and ceiling roses	✓		
Lock change (lost or stolen keys)		✓	
Outbuildings (provided by the council)	✓		
Painting (external) and communal areas	✓		
Pathways for access to your home	✓		
Patios and garden paths	✓		Keeping clear of vegetation
Paved areas, to remove trip hazard where the difference in levels is below 25mm	✓		
Plaster finishes to walls and ceiling	✓		Small holes/cracks less than 5mm wide
Plugs and chains for sinks and bath		✓	
Porch or canopy (provided by the council)	✓		
Radiators	✓		
Roof	✓		
Sanitary ware	✓		
Satellite dishes and TV aerials		✓	
Shower unit (provided by the council)	✓		
Shower screens or rails	✓		
Mains operated smoke detectors	✓		
Taps (installed by the Council)	✓		
Telephone extension points and cables		✓	
Toilet seat		✓	
Ventilator/fans (provided by the council)	✓		
Veranda/conservatory(provided by the council)	✓		
Walls (external to the property)	✓		
Water supply, including hot and cold water tanks and pipes	✓		
Water leaks	✓		Leaks from own appliances and damage to decoration caused by the leaks that you or a neighbour are responsible for.
Windows including sills, latches and hinges	✓		

Films are now available on our website showing you small repairs you can do yourself.

[www.leeds.gov.uk/DIYfilms](http://www.leeds.gov.uk/DIYfilms)



### Step by step guides include:

- How do I change the bulb in my bathroom light fitting?
- How do I replace a toilet seat?
- How do I unblock a sink, basin or bath?
- How do I isolate a leak? and
- How do I turn off a stop tap?



## Your responsibilities

You are responsible for internal decorations, the installation and maintenance of your own appliances, repairs to your own DIY or improvements and any items damaged by you, your visitors or members of your household. In some cases we may complete a repair and recharge you (see chargeable repairs on page 25).

We won't replace an item that you have removed without giving us a chance to fix it or repair an item just because it is old.

If we can't find an exact match to replace a part of your kitchen or bathroom, we will find the closest possible alternative.

You must clear your possessions to allow us to undertake repairs, including carpets and flooring.

When ordering repairs give accurate information to ensure the correct professional attends with the tools needed to complete the job. You may be recharged for a repair were you have given false information.

## Preventing condensation and mould in your home

To prevent condensation and mould in your home you need to ensure your property is adequately ventilated at all times. Make sure air can get in and out by opening windows and leaving vents uncovered. You will need to take proper steps to deal with any condensation, but there are some measures you can take straight away to prevent condensation and mould in the home:

- Wipe down the windows and sills every morning.
- Do not disturb mould by brushing or vacuum cleaning it as this can increase the risk of respiratory problems.
- To kill and remove mould, wipe down walls and window frames with a fungicidal wash which carries a Health and Safety Executive approval number.
- After treatment redecorate using a good quality fungicidal paint to help prevent mould.
- When wallpapering, use a paste containing a fungicide to prevent further mould growth.
- Washing clothes: Put washing outdoors to dry if you can, or put it in the bathroom with the door closed and the window open. Some of our flats have communal drying rooms you can also use.
- You need more ventilation in the kitchen and bathroom when cooking, washing up, bathing and drying clothes therefore ensure you open a window and always turn on your extractor fan if there is one installed.



## Chargeable repairs

Most tenants maintain their home to a high standard, and it is unfair that these tenants pay towards another tenant's neglect or damage of a council property. Examples of when we will charge you for a repair are when:

- we have to carry out work due to neglect or intentional damage to your home by you, a visitor or someone living in your home
- you ask us to do repairs that are your responsibility
- you leave your home in an unacceptable condition when you end your tenancy
- you overstate the severity or impact of a repair so that it will be fixed more quickly
- there isn't enough credit on your gas or electricity pre-payment meter and we have to reconnect the services at your property

## Our repairs service, what you can expect

<b>Before the repair we will</b>	<ul style="list-style-type: none"><li>• give a completion date and arrange a morning or afternoon appointment where possible</li><li>• give a reference number for the repair</li></ul>
<b>During the repair we will</b>	<ul style="list-style-type: none"><li>• phone you or send a text message when we are on our way</li><li>• introduce ourselves when we arrive and show our identity cards – don't allow anyone into your home who hasn't got an identity card. If you have provided us with a password when you have ordered your repair you can also request this as an extra security measure</li><li>• explain what repairs we will be doing</li><li>• do a risk assessment to assess any risks to ourselves, you or the public</li><li>• tell you how long the job will take and how it will affect you</li><li>• tell you how the job is progressing, especially if it can't be finished in one visit</li><li>• give you our contact details for any questions</li><li>• use dust sheets and shoe covers to protect your home</li><li>• clean up and remove any rubbish when we have finished the repair</li><li>• tell you we have finished and explain what has been done</li></ul>
<b>After the repair we will</b>	<ul style="list-style-type: none"><li>• contact a selection of tenants to check that the repair has been completed to a high standard</li><li>• check some completed repairs to make sure they are of good quality</li><li>• take any feedback into account so we can improve the service</li><li>• arrange for our contractors to return and rectify any problems with the completed repair</li></ul>



We will tell you if you have to pay for a repair when you report it or when the operative does the repair. We will let you know how much it will cost and in some cases you will be asked to pay in advance.





## Your right to a repair

Under the government's Right to Repair Scheme, you have a right to certain repairs which may affect your health, safety or security done within set time limits.

In some cases, if we do not carry out the repair within a set time, you can ask for us to arrange for another contractor to do the work. If the second contractor doesn't complete the work on time, you may be able to claim compensation. There is more information available at [www.leeds.gov.uk/repairsadvice](http://www.leeds.gov.uk/repairsadvice)

## Planned improvements

We undertake improvements to our homes on a planned basis, for example, kitchen and bathroom replacements, reroofing and electrical rewiring. We will contact you before these start to advise you of what work will be carried out and advise of any expected disruption.

## Gas servicing

We have a legal responsibility to make sure your gas appliances are safe. If you have a gas appliance in your home we will make an appointment to check and service it every year to protect you, members of your household and your neighbours from any potential hazards.

Under your Tenancy Agreement, you must let us in to carry out any work. If you do not let us in we will take legal action against you and you may incur costs and even lose your home.

### **DANGER**

**Remember – carbon monoxide can kill.**

You can't see it, taste it or smell it. Make sure you are safe by:

- allowing us access to your home to carry out an annual check and service
- tell us of any faults or damage to any gas appliance immediately
- keep air vents clear
- let us know if a room with a gas fire becomes a bedroom
- do not decorate the casing of any gas appliances
- buying an electric carbon monoxide detector from your local hardware store



## Electrical checks

We have a legal responsibility to periodically test the electrical installations in your home to make sure you and your household are safe from electrical hazards. We will notify you when we need to do the inspection.

## Power cuts

There is a 24 hour emergency line which you can use to report a power cut. This is **0800 375 675**

If you feel you may need extra support during a power cut you can call **0800 169 2996** or visit [www.northernpowergrid.com](http://www.northernpowergrid.com) to register for a priority service.

Things to keep handy in case of a power cut:

- A torch - avoid using candles and paraffin heaters.
- A charged mobile phone with all important contact numbers stored. Alternatively, a list of numbers and an ordinary phone - digital and cordless phones do not work in a power cut.
- Extra clothes and blankets to keep warm, especially if it is night time or winter.
- Ready to eat food and drink that does not need cooking or heating - keep cupboards well stocked.
- Medication.

.... and remember to keep a light switch in the on position so that you know when the power is back on!

## Solid fuel appliances

We have an annual programme to service existing solid fuel appliances and flues. Your own installations are not allowed.

## Asbestos

You will be given information regarding asbestos when you sign up for your home in the lettings pack, if there is information already available for your property this will be included in the lettings pack.

The booklet "Asbestos in the Home" and "DIY and Asbestos" will also be provided in your Lettings pack, please read the booklet and fact sheets before doing any DIY to your property as asbestos can be dangerous if disturbed. Copies of the booklet and fact



sheets can be obtained via your housing office or contact the Repairs team on **0113 3782172** for copies and if you have any questions.

## Contents insurance

You should have adequate home contents insurance to cover your belongings and accidental damage to internal decoration. You may be responsible for repairing some internal damage for example internal water leaks. Therefore we would recommend all tenants ensure they have contents insurance in place. We offer low cost insurance to our tenants. You can find out more at [www.leeds.gov.uk/contentsinsurance](http://www.leeds.gov.uk/contentsinsurance)

## Home Improvements

If you are a Secure Tenant you have the right to make improvements to your home such as installing central heating, fitting a shower or laying a driveway but you must have written permission first. We are likely to grant permission unless there is a good reason not to such as, the improvement is unsafe, difficult to maintain or will reduce the value of the property. The ongoing repairs and maintenance will then become your responsibility.

Home improvements also mean making minor improvements including fitting laminate floors and replacing internal doors. If not done by a qualified tradesperson the work can cause damage to a property. If you decide to move home we may require you to remove the improvement and reinstate the property to its original condition at your own cost. We will recharge for any costs incurred by our contractors.

All work must be completed by a competent person in accordance with the relevant regulations. Gas fittings must be done by a GasSafe registered engineer. Electrical work must be done by registered NICEIC or ECA installers.

If you are an Introductory Tenant you don't have the right to make improvements but we will still consider your request.

If you make an alteration or improvement without our permission we may ask you to return the property to its original state or charge you for the cost of any repairs. We can also take legal action against you for the breach of your Tenancy Agreement.

If you want to decorate the inside of your home, Seagulls Community Paint Re-use offer low cost paint and decorating equipment. Shops are located at; *Unit 3-4, Aire Place Mills, Kirkstall Road, LS3 1JL*, and *10-12 Hudson Road (next to the Burton factory) Harehills LS9 6DJ*. Call Seagulls on **0113 3451218** for more information.

Tenants on fixed term tenancies do not have the right to alter their property. If this applies to you please speak to your Housing Office for more advice.



## Pests in the home

Leeds City Council offer a pest control service for the residents of Leeds. Guidance is provided on the Leeds City Council's website in the form of a leaflet, which can be downloaded at [www.leeds.gov.uk/residents/Pages/Pest-control.aspx](http://www.leeds.gov.uk/residents/Pages/Pest-control.aspx).

This service provides help and assistance on how to treat common pests including ants, bats, bees, fleas and rats. Please note, this is not an exhaustive list. If however, you feel unable to treat the issue yourself or need further guidance, please don't hesitate to contact Pest Control on **0113 222 4406**. Please be aware that this is a chargeable service.

You can find more on repairs by visiting [www.leeds.gov.uk/reportingrepairs](http://www.leeds.gov.uk/reportingrepairs)



# Chapter 5 - Your home and neighbourhood.

In this section you will find information about

- Being a good neighbour
- Your home and garden
- Parking and garages
- Asking permission
- Rubbish and recycling
- Household waste recycling sites
- Bulky item collection



**We want you to be proud to live in your home and be a part of your local community. Our staff work hard to keep your neighbourhood clean, well maintained and free from nuisance and anti-social behaviour. We need your help to do this and we ask that you treat your property and neighbours with respect, abide by your Tenancy Agreement and ask for help if you have any problems.**

## Being a good neighbour

Being a good neighbour is part of your Tenancy Agreement and you can achieve this by being considerate to those living around you. You are responsible for your behaviour as well as the behaviour of anyone living with you, visitors and pets.

Being a good neighbour means taking a pride in your home and any communal areas, respecting your neighbours, looking out for any elderly or vulnerable neighbours and taking care of the environment.

Examples of behaviour that could annoy or offend your neighbours are:

- playing loud music, television or DIY especially at unsociable hours
- revving a car or motor bike engine
- carrying out repairs to motor vehicles in communal areas
- abusing drugs or being drunk
- shouting and using offensive language

- congregating in large groups in communal areas or holding parties at unsociable hours
- vandalising property (including using graffiti)
- dumping rubbish or not using rubbish facilities correctly
- letting dogs bark and foul
- throwing items from balconies or windows
- having bonfires

## Your home and garden

At the sign up meeting you will be given a plan of your garden. You must keep your home in good condition, for example:

- keeping the property to a good decorative standard
- keeping the property clean and tidy
- reporting repairs promptly
- ensuring that minor repairs that you are responsible for are completed

You cannot change your garden boundaries or 'take over' your neighbour's garden. The garden must be kept in good condition, for example:

- grass cut, shrubs pruned and hedges trimmed
- no vegetation obstructing roads or footpaths
- no rubbish or waste
- no dog faeces in the garden
- maintaining any garden features that you have put up

If you have a communal garden your Housing Officer will let you know which part you need to maintain.

If you wish to make alterations to your garden you must seek permission in writing. e.g. landscaping involving the construction of walls or raised beds and ponds, outbuildings other than sheds. If you make an alteration or improvement without our permission we may ask you to return the garden to its original state or charge you for the cost of any repairs. We can also take legal action against you for the breach of your Tenancy Agreement.

If you don't look after your home and garden, you might have to pay for any work we carry out and we may take legal action that could lead to you losing your home.



## Parking and garages

You can only park a vehicle at your property on a 'hardstanding', which means a driveway or paved area intended for parking, or legally at the side of the road. If you want to install a hardstanding you must ask for permission from your housing office.

If you have a designated parking space only you and your visitors can park there. Caravans or motor homes must not be parked on your property or in any communal parking areas without permission from your housing office.

In some neighbourhoods we have garages to rent or plots where you can erect your own garage. You can get more information from [www.leeds.gov.uk/bitmo/belle-isle-tenant-management-organisation](http://www.leeds.gov.uk/bitmo/belle-isle-tenant-management-organisation) or in person at your housing office. People who aren't council tenants can also apply.

You can pay the rent for your garage or garage plot in the same ways that you can pay rent on your home. See the section on paying your rent on page 12. It is important to pay your garage rent on time as, if you fall into arrears, we may take action which could result in you losing your garage.

### Asking permission

Some things need permission from your housing office. See below for further information about when you need written permission from your housing office or speak to your Housing Officer for advice.

Please see [www.leeds.gov.uk/mytenancy](http://www.leeds.gov.uk/mytenancy) for further information and to download a permission request form or contact your local housing office.

### Making improvements to your home

Please see page 28.

#### Satellite dishes

Satellite dishes are not allowed on certain types of property, including high rise properties and will be removed. You may need planning permission to install a satellite dish on certain property types.

#### Mobility scooters

If you would like to keep a mobility scooter at your home, we need to check that you have a safe place for storing and charging it before we grant permission. Mobility scooters may not be stored on communal landings/stairwells in blocks of flats under any circumstance.

### Running a business from home

You are allowed to run a business from home unless we have a good reason to refuse permission, for example, business activities that are illegal or cause a nuisance or

annoyance to others. You must speak to your housing office before starting a business from home.

### **Taking in a lodger**

If you have a spare room in your home, you may want to rent it out to make some extra money. You can either take in a lodger or a sub-tenant. You are not allowed to sub-let your entire home – this is tenancy fraud, which could result in a criminal prosecution and the loss of your home. We will periodically check up on this.

A lodger does not have exclusive rights to any part of your home and usually receives a service such as cooking or cleaning. A sub-tenant will have exclusive rights to a part of your home usually a bedroom, and you do not have the right to access without notice/permission.

If you are an Introductory Tenant you do not have the right to take in a lodger or sublet part of your home (you may still be able to do this but you must request permission from your housing office).

If you are a Secure Tenant you do not need permission to take in a lodger, but you do need to tell us if you do. If you want to sublet a part of your home you will need permission before doing so.

Remember – If you take in a lodger then you must ensure that they have a right to be in the UK. Failure to make these checks could result in a conviction and a fine. For further information visit [www.gov.uk/government/news/right-to-rent-checks-what-they-mean-for-you](http://www.gov.uk/government/news/right-to-rent-checks-what-they-mean-for-you)

You are responsible for the behaviour of any visitors or anybody who lives in your home.

## **Asking permission continued.**

### **Keeping pets**

We will generally allow tenants to keep pets where the type of property is suitable and the welfare needs of the animal can be met. We may refuse to give permission if:

- You want to keep more than 2 cats or dogs (2 animals in total) or an unreasonable number of smaller pets.
- Your property type is not suitable – dogs and cats are not permitted in properties with a communal entrance, including high rise.
- If you or someone in your household has a history of animal abuse or neglect, or has ever abandoned a pet in a council property.

If you want to keep some types of animals, including livestock or exotic animals we can offer you and your pet lots of useful advice and support, this includes:





- Providing you with a 'guide to the Pets Policy'; a clear and simple summary of your responsibilities.
- Assistance to access free or low cost neutering or microchipping services
- Rehoming advice if your circumstances change
- Pet care advice – regular features on Housing Leeds Facebook & Twitter

If you would like to keep a pet you must get written permission and agree to look after your pet in a responsible way. If you do not have permission or your pet causes a nuisance you will be in breach of your Tenancy Agreement and could face legal action which may result in the loss of your home.

The application form and further information on the Pets Policy is available at [www.leeds.gov.uk/pets](http://www.leeds.gov.uk/pets) or from your housing office.



Belle Isle TMO is committed to improving animal welfare and promoting responsible pet ownership. Our clear and positive Pets Policy has been recognised by the RSPCA.

## Rubbish and recycling

If you live in a high rise flat, please see page 41.

Most properties have a black bin for general waste and a green bin for recycling. Some will also have a brown bin for garden waste. It is important that you use your bins correctly. Please recycle all you can before using your black bin. To check what goes in each bin, you can visit [www.leeds.gov.uk/yourbins](http://www.leeds.gov.uk/yourbins)

You should put your bin out before 7am on your collection day and return it as soon as possible after it has been emptied. Please ensure that the bin crew can empty your wheelie bin by parking responsibly to allow access. If you have a bin yard it is your responsibility to keep it tidy.



You can find your bin collection day at [www.leeds.gov.uk/mybinday](http://www.leeds.gov.uk/mybinday) or by contacting your Housing Officer. To get bin day reminders sent straight to your phone, download the Leeds Bins app.

## Household waste recycling sites

There are eight household waste recycling sites in Leeds where you can take your unwanted items for donation to charity, recycling or disposal. For more information go to [www.leeds.gov.uk/recyclingsites](http://www.leeds.gov.uk/recyclingsites) or call **0113 222 4406**.

## Bulky item collection

Before you throw something away, think about whether anyone else can use it. If so, pass it on your friends or family, or contact one of the re-use organisations listed on p48. They will collect re-usable items for free. Remember that items such as sofas, chairs and mattresses must have a fire safety label and be in a reasonable condition with no stains or rips. Electrical items should be in working order and free from rust, with intact seals.

We offer a bulky item collection service for residents of domestic properties. To book a collection call us on **0113 222 4406** (Monday to Friday 9am to 5pm). For rules of collection and more please visit [www.leeds.gov.uk/bulky](http://www.leeds.gov.uk/bulky). Collection may take up to 8 weeks.

You can find out more about your home and garden and asking permission at [www.leeds.gov.uk/bitmo/belle-isle-tenant-management-organisation](http://www.leeds.gov.uk/bitmo/belle-isle-tenant-management-organisation)

## Chapter 6. Safety and security

We want our tenants and their families to feel safe where they live. This chapter gives you information about how to stay safe or who to tell if you are worried about somebody else's safety. •

- Reporting anti-social behaviour
- Domestic violence
- Reporting Hate Crime
- Burglary prevention advice
- Bogus callers
- Your information



Reporting your concerns

**If you or someone else is in immediate danger call 999**



### Reporting your concerns

We believe that everyone has the right to grow up and live their life free from abuse, neglect or exploitation. This can include physical, emotional, sexual or financial abuse. It can affect children or adults.

If you believe that you or somebody you know is suffering from harm or is at risk then let us know. All our staff are trained to act on any concerns.

You can also report any concerns to:

Adult Social Care – **0113 222 4401** (out of hours **0113 240 9536**)

Children and Young Persons Social Care **0113 222 4403** (out of hours **0113 240 9536**)

### Reporting anti-social behaviour

We want you to feel safe and secure in your home and your neighbourhood. You can report any incidents of anti-social behaviour to your Housing Officer who will be able to deal with most low level incidents. More serious or persistent anti-social behaviour, including threats of violence, harassment, racist abuse and vandalism will be passed onto a specialist team which includes staff from Leeds City Council, the police, and Victim Support. Some useful numbers are:

Belle Isle TMO  
Leeds City Council anti-social behaviour hotline  
Noise nuisance outside normal office hours

**0113 3782181**  
**0113 222 4402**  
**0113 395 0143**

You can find out more about anti-social behaviour by visiting  
[www.leeds.gov.uk/bitmo/belle-isle-tenant-management-organisation](http://www.leeds.gov.uk/bitmo/belle-isle-tenant-management-organisation)



## Domestic violence

If you (or someone you know) is experiencing, or has experienced, domestic abuse, we can help.

### What is domestic abuse?

Domestic abuse is any incident of threatening or controlling behaviour (eg controlling finances), violence or mental abuse between adults who have been in a relationship together, or between family members, regardless of gender or sexuality.

### You're not to blame

Domestic abuse is one of the most common types of under reported or "hidden" crimes. It is not easy to accept that a loved one can behave so aggressively. Because you cannot explain their behaviour, you may think you are to blame. You are not. No one deserves to be assaulted, abused or humiliated, least of all by a loved one. It is your abuser's behaviour that needs to change.

### How to get help

The most important thing you can do is to tell someone and protect yourself and/or your children. We will listen without judging you, and offer advice. Everything you tell us will be treated in complete confidence.

You can report domestic abuse to any member of staff at Housing Leeds. There are fully trained members of staff at every housing office which means there is always somebody local who is able to help you. You will be treated with complete discretion. If you need the help of an interpreter we will arrange this for you. If we visit you, we will always show an identity card and will respect your home, privacy, customs and culture.

To find your local housing office visit  
[www.leeds.gov.uk/local](http://www.leeds.gov.uk/local)

For more information on organisations that can assist regarding domestic violence you can visit the Leeds Directory and search under *Domestic Abuse*. [leedsdirectory.org](http://leedsdirectory.org)

## Reporting hate crime

If you are the victim of a crime or an incident and you believe that the motivation was prejudice or hate because of your ethnicity, disability, religion or belief, gender identity or sexual orientation, you can report this to:

- your local housing office 0113 3782181 or 0113 3782188
- Stop Hate Crime on **0800 138 1625** (24 hour helpline)
- the police on **101**

We will take action against council tenants who commit hate crime which may lead them to being fined, imprisoned, given an injunction or evicted from their home.

## Burglary prevention advice

Being burgled can be a devastating experience resulting in the loss of treasured items. Following the crime prevention tips below can help to secure your home and deter burglars:

- Keep your doors and windows locked even when you are in.
- Use timer switches to make your home look lived in.
- If you have a burglar alarm remember to switch it on.
- Keep valuables out of view.
- If you have a garage, use it to store your car.
- Ask a trusted neighbour to move post and open and close curtains when you are away.
- Don't leave garden tools or furniture outside, as they can be used by burglars.
- Dispose of packaging for expensive items properly.
- Register your belongings on **[www.immobilise.com](http://www.immobilise.com)**
- Download free tracking software onto mobile phones and laptops.

## Bogus callers

Not all burglars break into homes – some will try to trick their way in. They are known as 'bogus callers' and may be smartly dressed and claim to be from the Council, the police, gas, electric or water companies. Follow this advice to prevent being the victim of bogus callers:

- Check who is calling by looking through your window.
- Use your door-chain.
- Ask for proof of identity – genuine tradesmen will carry photo ID. If you are unsure you can phone the company the caller claims to represent.
- Arrange a password with your utility company.
- If in doubt keep them out – official visitors should arrange an appointment.
- Never agree to have work done by someone who is just passing. Get quotes from a company you trust or ask a friend or relative to recommend somebody.
- Don't keep large amounts of money in your home.
- Look after your neighbours – report any suspicious activity to the police.

Distraction burglary is a crime – don't feel embarrassed to report it. For further information about burglary or bogus callers, contact your local Crime Reduction Officers on **101** or email [LeedsCPO@westyorkshire.pnn.police.uk](mailto:LeedsCPO@westyorkshire.pnn.police.uk)

### Your information

We may need to share your information where we have to comply with a legal obligation, or where permitted under the Data Protection Act, for example where the disclosure is necessary for the purposes of the prevention and/or detection of crime. We may also be required to share your information when necessary to prevent risk of harm to an individual.

We work closely with other Council departments, West Yorkshire Police Authority, West Yorkshire Probation Service, West Yorkshire Fire Service and Safer Leeds.

Where we need to disclose sensitive confidential information, such as alleged criminal offences to third parties we will do so only with your prior explicit consent or where we are legally required to do so.

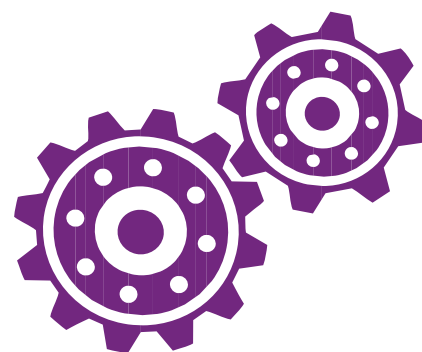


## Chapter 7 - Helping us to improve our services

**Wherever you live in Leeds, whatever your background or age, there are many ways for you to help us make a difference to housing services and your community.**

**Participating in something can also be a great way to learn new skills, find out about what's going on in your community, meet other like-minded residents and maybe even add something new to your CV. In this section you will find**

- **Helping us improve**
- **The easiest ways to participate**



### Helping us improve...

As a tenant of Housing Leeds, you might be interested in becoming more involved with us and helping us to shape and improve the services that we offer to tenants.

There are lots of things you can take part in, from one-off events to more formal groups. You don't need any experience as we will offer guidance and support as well as expenses to cover travel and caring responsibilities. Not only will you be making your neighbourhood a better place, but you can also meet people who live in your area and learn new skills which you can use in other ways such as on a CV or job application.

Your local Housing Office incorporates the Gate where we can offer help and advice or just drop in for a coffee and a chat. Or call **378 2190** and find out more about the different groups and activities on offer.

# Chapter 8 - Living in flats

This chapter gives information about;

- **Being a good neighbour**
- **Repairs**
- **Safety and security**
- **Heating and water**
- **Tenant insurance**
- **Communal facilities**
- **Car parks and garages**
- **Pets**
- **More information**



**If you live in one of our flats you can expect the same high level of service as our other tenants. Follow the advice in this chapter to ensure the safe and pleasant enjoyment of your home.**

## Being a good neighbour

Tenants in your block will have different lifestyles. Some may work shifts and others will be home during the day. Try to be tolerant of your neighbours and their lifestyles. Some noises such as doors closing, children playing, washing machines and hoovering are normal noises and a part of everyday life in a high rise flat.

You can be a good neighbour by:

- not doing DIY or noisy household tasks such as hoovering or using the washing machine late at night
- not slamming doors or shouting
- not allowing children to play on laminate floors – carpets have better insulation
- never playing loud music and keeping the bass down
- not using the rubbish chutes late at night
- cooperating if your neighbour asks you to reduce the noise
- being tolerant of other people's lifestyles





If you experience noise nuisance, try and speak to your neighbour to come to an agreement. If this doesn't work, or you don't feel comfortable approaching your neighbour, contact your Housing Officer. If you are experiencing noise nuisance out of hours you can ring **0113 395 0143**.

## Repairs

As well as reporting repairs in your flat you can also report repairs to communal areas such as lighting, door entry systems or lifts. See chapter 4 for more details.

To report a repair ring **0800 389 5503** freephone from a landline or mobile, call into your local housing office or log on to [www.leeds.gov.uk/bitmo/belle-isle-tenant-management-organisation](http://www.leeds.gov.uk/bitmo/belle-isle-tenant-management-organisation) (non-emergency repairs only).

## Safety and security

### Fire safety - What to do in the event of a fire

You will be given a copy of the fire safety booklet when you sign up for your tenancy, but you can request a copy at any time by asking your Housing Officer.

**If there is a fire in your flat you should leave the property, close the doors behind you and call 999. Blocks of flats are built to be fireproof so if there is a fire in another flat in the block you may stay in your flat if you consider it safe to do so.**

Communal areas must be kept clear so that it is easy to leave the building if there is a fire. Items such as furniture, pushchairs, bicycles and rubbish must not be left in the communal area. The only exceptions to this rule are:

- Doormats that are non-slip, rubber backed, edged and trimmed. Pieces of carpets are not allowed.
- Natural plants in ceramic, earthenware or metal pots and vases that do not block any fire exits or means of escape. Artificial flowers or synthetic pots are not allowed.

### Door entry systems

Most of our flats have communal entry systems which you can open using a key or fob. For the security of all tenants:

- Make sure that the door closes securely behind you when you leave or enter the block.
- Don't prop doors open.
- Don't allow anybody you don't know or aren't expecting into the block.
- Don't give your key or fob to anybody else.
- Keep your key or fob safe as you will be charged if we have to replace it.

### Balconies

Enjoy the use of your balcony by keeping to some safety rules:

- Don't drop, throw or brush anything off the balcony.
- Don't lean over or climb on the balcony.
- Keep the doors to your balcony locked when not in use.
- Supervise children at all times when on the balcony and warn them of the dangers.
- Keep your balcony tidy and don't use it for storage. Items can blow off the balcony or children may climb on them and fall.
- Don't hang anything over the balcony.
- Don't barbeque on the balcony.
- Report any repairs immediately and don't use the balcony until it is fixed.
- Only have people on the balcony that you trust. Remember you will be held responsible for any accidents or incidents.



## Safety and security continued...

### Pigeons

Pigeons cause damage, carry insect pests and leave droppings which carry disease and create a smell. Do not feed pigeons from your flat or in the area surrounding the block.

### Windows

Keep safe by following these safety rules:

- Do not drop or throw items out of windows.
- Do not interfere with the restrictors or other safety devices if you have them.
- Do not lean or climb out of windows.
- Do not allow children to play or climb near the windows. Consider the layout of your furniture to prevent children accessing a window and warn them of the risks.
- Do not leave windows open in high winds.
- Report any repairs immediately and don't use the window until it is fixed.

### Smoking

It is against the law to smoke in any communal areas such as landings, hallways, stairs, corridors or lifts. This applies even if the block is open plan.

## Heating and water

### Heating



You will be shown how to work your heating system when you move into your flat. If you have problems operating your heating system, contact your Housing Officer for advice.

You may be able to save money by changing your heating or electric suppliers. See page 17 for more details.

Follow the energy efficiency tips on page 17 to save more money on your heating bills.

### **Waste pipes - blockages**

The pipework in flats is linked so it is important to avoid blockages which can be very unpleasant and affect tenants in other flats. Follow the advice below to keep your pipes clear:

- Do not flush items such as nappies, wet wipes, cotton buds, sanitary towels, incontinence pads and bandages down the toilet.
- Do not dispose of solid fat down the plughole - put it in the bin.
- Remove hair from plug holes as it attracts grease which can cause blockages.
- Report any blockages immediately as an emergency repair.

### **Leaks**

Leaks in your flat can cause damage to your flat and the flats below. In emergency circumstances we may be forced to break into your home to stop damage to other flats. You will be told where your stop tap is when you move into your flat. You should use this immediately to switch the water off if there is a leak. If you don't know where your stop tap is, contact your Housing Officer.

## **Tenant contents insurance**

Unless the council is negligent, we will not pay for any accidental damage to your belongings or decoration caused by fire or flood or loss of your belongings due to theft. We offer low cost insurance for our tenants with the following benefits:

- low cost weekly premiums
- new for old cover
- no contract
- zero excess
- option of accidental damage cover
- cover for loss of keys

Ask your Housing Officer for more information or go to

[www.leeds.gov.uk/contentsinsurance](http://www.leeds.gov.uk/contentsinsurance)

## **Communal facilities**

### **Lifts**

Some of our lifts are monitored by CCTV cameras. Please use the lifts responsibly by keeping to the following:

- No smoking in lifts – it's illegal.
- Report lifts that aren't working as an emergency repair.
- No anti-social behaviour in the lifts such as graffiti or urinating.
- Do not tamper with the CCTV cameras.
- Do not leave any rubbish in the lifts.
- Children must be supervised at all times.

If the lift breaks down while you are in it, please do not call the Fire Service. Press the yellow lift alarm button for 3 seconds and you will be connected to a 24 hour Help desk.

### Rubbish disposal

Your Housing Officer will show you the rubbish chutes. These can be blocked which causes a nuisance to tenants. To avoid blockages:

- Use small carrier sized bags or place loose items in the chute.
- No bulky items or large bags to be put down the chute.
- Tear up pizza boxes.
- No building or decorating materials to be put down the chute.
- No rubbish bags to be put in the chute room.
- If you live on the ground floor your Housing Officer will tell you where to leave your rubbish.
- Recycle as much as possible.



### Recycling

Your Housing Officer will tell you about recycling facilities either at or near the block.

Visit [www.leeds.gov.uk/yourbins](http://www.leeds.gov.uk/yourbins) to find out what can be recycled, or download the Leeds Bins App

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Living in flats



## Communal facilities continued...

### Cleaning responsibilities

Your Housing Officer will let you know if you are responsible for cleaning the communal area outside your flat. If you are not satisfied with the standard of cleaning in your communal area, let your Housing Officer know.

### Communal drying rooms

Some blocks have communal drying rooms. Drying rooms must not be used for storage, as this can cause a fire risk, and all items of clothing are left at your own risk. Ask your Housing Officer for more information.

### Television and internet

Satellite dishes are not allowed on high rise blocks and will be removed. Planning permission may be needed on other flats. Some blocks have access to a communal satellite dish or free WiFi. Ask your Housing Officer for more information.

### The tenants and residents association

Many blocks, especially sheltered blocks have communal rooms that are used for tenant activities and by the local Tenants and Residents Association (TARA). By joining your local TARA you can help to improve your block. You can find the details of your local TARA on the front page of this handbook. You can also get involved in other groups to make sure tenants' voices are heard and help improve the local community. See page 37 for details of the groups that are currently active. If you are interested, let your Housing Officer know and your Tenant and Community Involvement Officer will visit you to talk through the options.

## Car parks and garages

You can park in marked parking bays or legally at the side of the road. Do not park on grass verges, or in disabled bays unless you are a blue badge holder. You may be able to rent a garage or garage plot near to your block. Go to [www.leeds.gov.uk/garages](http://www.leeds.gov.uk/garages) for an application form or ask at your local housing office.

## Pets

Dogs and cats are not allowed in properties with a communal entrance. Written permission is needed before you get another type of pet.

## More information

Make sure you read the leaflets and posters on your notice board to find out about local events and important information or speak to your Housing Office if you have any questions.



## Chapter 9 - Sheltered housing

**Sheltered housing is a group of flats or bungalows specially designed and built for people who are over the age of 60 or have medical needs and are able to live an independent life, but would benefit from additional security and support. In this chapter you will find information about:**

- **Your Sheltered Support Officers**
- **Staying in contact**
- **Your support file**
- **Communal areas and activities**
- **Being involved**
- **Telecare Emergency Support Lifeline**
- **Things your Sheltered Support Officer cannot do**
- **Your information**



### Your Sheltered Support Officers

As well as a Housing Officer who will be able to help with all your tenancy queries, you will have a team of Sheltered Support Officers who will provide housing support and advice. Sheltered tenants will have regular contact with their Sheltered Support Officer which means that as your needs change we can make sure the right support is in place so that you can remain independent for as long as possible.

### Staying in contact

Your Sheltered Support Officer will talk to you to find out the best way to stay in touch. This could be through one or more of these methods:

- visits in your home
- telephone calls
- text message
- email

- Annual Home Visits

We will contact you every weekday for the first 8 weeks of your tenancy to make sure you are settling in to your new home. After 8 weeks we can change the number of times that we contact you, but it must be at least twice a week (Monday to Friday). If you decide that you would like to be contacted more frequently or less often, talk to your Sheltered Support Officer and we can amend the service to meet your needs.

## Your support file

We will record information regarding your support needs on a Support File so that, with your consent, we can make referrals to other providers of services you might need. Your Sheltered Support Officer will discuss your Support File with you on a regular basis and this will be reviewed at least every 6 months, but if you feel that your needs have changed you can request a review at any time.

## Communal areas and activities

Many of our sheltered schemes have communal areas where you have the opportunity to meet up with friends and join in with activities such as coffee mornings and bingo. Your Sheltered Support Officer will show you round the communal areas and keep you informed about the activities, which may vary from scheme to scheme.

## Being involved

We want you to be happy in your home and be pleased with the service that we offer. Where we have a communal lounge, we will hold regular 'making a difference' meetings so that you can give us your views on the service we offer. You will also have the opportunity to speak informally to your Sheltered Support Officer about your experiences. You can also attend 'walkabouts' to identify environmental improvements for the area. For other ways of getting involved, see pages 36 and 37.

## Telecare Emergency Support Lifeline

The Telecare Emergency Support Lifeline, is a way for you to access help in an emergency at any time of the day or night for a small additional charge. You will have the use of a pendant or bracelet that is linked to a response centre by a telephone line so that you can get help if you need it. Your Sheltered Support Officer will show you how the system works, explain the charges and help you apply if you are interested.





## Things your Sheltered Support officer cannot do

Although your Sheltered Support Officers will be available to provide advice and help, there are some things that they can't do such as:

- handling your money or dealing with your finances, but they will be able to help you to access the benefits you are entitled to and refer you for financial or debt advice if you need it
- giving you your medication
- lifting you if you have fallen, although they will try to make you comfortable and get help
- providing any home care service such as washing, cleaning or shopping, but they will try to help you find a service
- doing any DIY jobs, although they can help you to report repairs
- holding keys for your home, although in some cases permission may be granted to access keys in an emergency

## Your information

For us to provide you the services you need, we may need to share your personal information with other people. This may be other Council departments and organisations that provide services on our behalf. These providers have a duty to keep your information secure.

If we need to share your sensitive confidential information, for example, information in your Support File relating to your health, onto a third party we will only do so with your prior explicit consent or where we are legally required to do so. We may be required to share information when necessary to prevent risk of harm to you or another individual.

## Chapter 10 - Moving on

In this chapter you will find information about moving home.

- **Leeds Homes Register**
- **Medical needs**
- **Mutual Exchange**
- **Buying your home**
- **Ending your tenancy**
- **Rent arrears**
- **Your information**



If you need to move home, we can help. If you can't stay in your home, you should contact your Housing Officer who will offer advice and may be able to resolve the situation or make a referral to Leeds Housing Options.

### Leeds Homes Register

You can apply to go on the Leeds Homes Register where you can express your interest in homes advertised by the council, housing associations and accredited private landlords. Applications are registered on line, contact your housing office if you require support in completing a housing application.

We may not accept applications from people with a history of rent arrears, anti-social behaviour or other tenancy breaches.

We can assess you to see if you have a housing need and qualify for a priority award to help you move more quickly.

### Medical needs

If your home is no longer suitable due to the medical needs of a member of your household, we can see if there are any adaptations we can make to your home so that you can stay there.

You can request an assessment by contacting:

Adults: **0113 2224401**

Children: **0113 2224403**

## Mutual Exchange

If you are a secure tenant, you have the right to swap your home with another council or housing association tenant anywhere in the country. This is known as a mutual exchange. It is often quicker to find a mutual exchange than bid for a property through choice based lettings.

If you are an introductory tenant, you do not have the right to mutual exchange your home, although in special circumstances your housing office may allow this.

There are circumstances where we can refuse permission such as if we are taking action against you for rent arrears or anti-social behaviour or if the home you want to move to is too big or too small for your needs. You may have to pay off rent arrears or repair any damage to your property before you move.

You can search for a mutual exchange at [www.houseexchange.org.uk](http://www.houseexchange.org.uk). If you don't have access to the internet your housing office can help you to find an exchange.

When you find an exchange you need to complete a mutual exchange request form. You can find one online at [www.leeds.gov.uk/mutualexchangerequest](http://www.leeds.gov.uk/mutualexchangerequest) or ask for one from your housing office. Your housing office will let you know if you have permission to exchange within 42 days.

Once you have completed your exchange, you won't be able to move back to your previous property.

## Buying your home

If you are a secure tenant and you have been a social housing tenant (for example, a council or housing association tenant) or lived in armed forces accommodation for more than 3 years, you may be able to buy your council home. It doesn't have to be 3 years in a row - you can include previous tenancies even if there has been a break between them.

Some homes are exempt from right to buy such as sheltered housing. This means that we can refuse to sell it. We can also refuse for other reasons, for example, if you are in breach of your Tenancy Agreement including rent arrears or you have a history of anti-social behaviour.

If you qualify to buy your home, you will be able to claim a discount of between 35% and 70% depending on how long you have lived in the property. This may be reduced if you live in a new build property or we have made improvements to your home. If you sell your home within 5 years you will have to repay some of the discount.

For more information, contact the Home Ownership Team on **0113 2476041/42**, email **[house.sales@leeds.gov.uk](mailto:house.sales@leeds.gov.uk)** or visit the website on **[www.leeds.gov.uk/righttobuy](http://www.leeds.gov.uk/righttobuy)**

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Moving on

## Ending your tenancy

When you wish to leave your tenancy you must give four weeks' notice in writing and that notice must end on a Monday. You can use the notice to terminate form which can be found on our website or at your One Stop Centre or local housing office.

You have to pay your rent until the end of your notice period, but you can move out before then if you want to.

We will visit you during your notice period to make sure there is no damage to the property and talk to you about any other tenancy issues.

You must not leave any pets in the property and make sure that it is left in a good condition with all personal items and rubbish removed. If you fail to do this then you may be recharged for any cleaning, repair or removal costs that we incur.

The property should be returned vacant which means that there is nobody living in the property and you must return the keys to your housing office by 12pm on the Monday that your tenancy ends.

If you can't take all your furniture and household items with you when you move out, think about whether anyone else can use them. If so, pass them on to your friends or family, or contact one of the re-use organisations listed below. They will collect re-usable items for free:

Emmaus Leeds **0113 248 4288**

Leeds & Moortown **0113 273 9727**

Martin House **01937 849 039**

Safe Haven **0113 345 1218**

St Gemmas **0113 218 5500**

St Lukes' Cares **0780 051 2074**

St Vincent de Paul **0113 2450800**

SLATE **0113 277 0610**

Sydney Bridge **0113 345 9722**

Remember that items such as sofas, chairs and mattresses must have a fire safety label and be in reasonable condition with no stains or rips. Electrical items should be in working order and free from rust, with intact seals.

## Rent arrears

If you don't pay all the rent you owe before you leave the property, you must agree a repayment plan with us and provide a forwarding address. If you do not keep to the agreement we will attempt to contact you to ask for the money you owe us and may refer the debt to a debt collection agency. We can also take legal action which could mean that you have trouble getting credit in the future.

If you leave your home with unpaid rent, we may decide that you cannot have another council tenancy until you have made payments towards your arrears.

You can find out more about moving on by visiting [www.leeds.gov.uk/yourtenancy](http://www.leeds.gov.uk/yourtenancy)



Tenant Handbook

Moving on

# Chapter 11 - Complaints, compliments and feedback

In this section you will find information about

- How to make a complaint



## How to make a complaint

We are always pleased to hear from you when we have done well but we also want to know when you are not satisfied with what we have done, haven't done or the standard of service provided. This gives us the chance to put things right and review the way we do things in the future. We can accept complaints about:

- the standard of service you have received
- our response to a request for service
- actions we have taken

We can't accept your first request to get something done or a report of a fault as a complaint because we need to have the opportunity to provide the service or put something right before you complain.

If you do want to make a complaint, give us a compliment or let us have any feedback you can contact us online or call 0113 3782188.

You can also write, telephone or e-mail us using the contact details below or visit any housing office or One Stop Centre and speak to a member of staff.

**Belle Isle TMO**  
**Aberfield Gate**  
**Belle Isle**  
**Leeds**  
**LS10 3QH**

telephone: Freephone **0800 389 550** or **0113 3782188**

email: [Bitmo.Enquiries@Belleisletmo.co.uk](mailto:Bitmo.Enquiries@Belleisletmo.co.uk)





# What goes in your green bin?

f /leedswastedocs @leedswastedocs



aerosols	mixed paper & card	aluminium foil	plastic bags	food tins & drink cans	plastic bottles
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Other plastics, types:



mixed glass bottles & jars	garden waste
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take to the bottle bank or use your communal glass bin

dispose in brown bin or at a household recycling site

- Food waste
- Shredded paper
- Polystyrene
- Nappies
- Batteries
- Syringes ⚠

Syringes must be disposed of in the yellow sharps bin provided by your GP, health centre or hospital and returned to them

To find your nearest recycling point, visit: [www.leeds.gov.uk/whereilive](http://www.leeds.gov.uk/whereilive)



For more guidance visit: [www.leeds.gov.uk/greenbin](http://www.leeds.gov.uk/greenbin)

Download the handy Leeds Bins app now on Apple and Android devices



## Visit our website

The screenshot shows the Leeds City Council website homepage. At the top, there is a navigation bar with links for Sign In, A to Z, Newsroom, Contact us, Accessibility, and a language selector. Below this is a large banner area with the Leeds City Council logo, the date 'LEEDS MONDAY 13 FEBRUARY', and a search bar. A secondary navigation bar includes links for Residents, Sports, Leisure, Business, Your council, Where I live, What's on, and MyLeeds login. Below this is a row of service tiles: Your rent, Your repairs, Your tenancy, Getting involved, and News. The main content area features several promotional tiles: 'Benefit Changes' (Benefits are changing for people of working age), 'Local Housing Services' (Information and news from your local housing team), 'Housing Leeds' (We provide council housing for people across the city), 'Take part in our surveys' (Your comments and views are very important to us), 'Benefit changes' (Find out more), 'Housing Leeds Annual Report' (Find out how well we are meeting standards of service), and a '2016' tile (Find out more).

For up-to-date information and the latest version of the tenant handbook you can visit us at

Aberfield Gate