



# Tenants' handbook

Information about your tenancy,  
your home and our services

[www.eastdevon.gov.uk](http://www.eastdevon.gov.uk)

# Welcome

I am pleased to introduce you to this handbook. It provides you with some useful information about:

- your tenancy,
- your home,
- your rights and responsibilities as a tenant, and
- our rights and responsibilities as your landlord.

By working together we can make sure these rights and responsibilities are respected. It will help us to maintain a high quality of service, and allow you to enjoy a comfortable home.

This handbook is designed so that you can quickly and easily look up what you need to do in different situations, for instance when you need to pay your rent, or if you need to report a repair. It provides information about the services you can expect from us, for example if you report a problem with your neighbours. It also tells you how you can get involved in helping to make some of the decisions on how the housing service is organised and run.

As the Head of Housing and Social Inclusion Service for East Devon District Council, I am committed to ensuring that a good quality affordable home is available to all households in the district, and that our tenants and leaseholders receive an efficient and effective housing management service.

East Devon District Council is keen to work in partnership with you to ensure that we continue to deliver good services and that all of our tenants are satisfied with their homes.

We want you to enjoy living in your home and your neighbourhood.

I hope you find this handbook useful.



**John Golding**  
Head of Housing and Social Inclusion

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# Your tenancy

## Secure tenancy

Most of our tenants have a secure tenancy with us. As a secure tenant we will not interfere with your rights to occupy your home unless you break any of your obligations within the tenancy agreement.

We cannot make you leave your home without getting a possession order from a County Court.

Reasons why we may seek to get a possession order would include:

- refusal to pay your rent
- misuse of our property
- not living in the property as your principal home.

## Non secure tenancy

If you are living in temporary accommodation you will have a non secure tenancy agreement. This does not give you as many rights as a secure tenancy. For example you will not have the Right to Buy your property. If you need any further information about this please contact our Housing Needs team on **01395 517469** or email [housingneeds@eastdevon.gov.uk](mailto:housingneeds@eastdevon.gov.uk).

## Joint tenancies

A joint tenancy is a tenancy granted to two or more (up to a maximum of four) people.

If you are a joint tenant you should be aware that each tenant is jointly and separately liable for the obligations under the tenancy agreement. Also if one of the joint tenants ends the tenancy the rights of the other tenant(s) will end and they must leave the property, other than in exceptional circumstances.

## Your rights and obligations as a tenant

As a tenant you have certain rights and obligations which are set out in the tenancy agreement. We explain some of these below, and others are explained within this handbook.

## Succeeding to a tenancy when someone dies

'Succession' is when a tenant dies and the tenancy can sometimes be taken over by another member of the household.

To succeed to a tenancy:

- you must be a family member
- unless you are the tenant's spouse or civil partner, you must have resided at the property for the last 12 months and be able to provide proof of this
- you must not be in rent arrears
- there must have been no previous succession.

Also the size of your family must be appropriate to the size of the property.

Only one succession is allowed by the Housing Act 1985. This means, for example, that if a wife succeeds to the tenancy on the death of her husband, then on her death the tenancy cannot pass, by succession, to anyone else who may otherwise be eligible.

## Lodgers and subletting

A lodger is someone who lives with you and shares a room, or rooms, and the household facilities. Secure tenants may allow people to reside as lodgers at the property. If you do this and receive Housing Benefit, you need to notify the Housing Benefit section, as it may affect your entitlement.

Subletting means making another tenancy from all or part of the property. If you are a secure tenancy you may sublet part of the property with our written

consent, but you must not sublet the whole property as this invalidates your tenancy.

## Living in and looking after your home

You must use the property only as a private dwelling house (unless you have obtained our permission to run a business), and as your only or principal home.

You must not use your home for any improper, illegal, immoral or antisocial purpose. You must not commit an offence in your home, or in the local area, which could lead to a conviction.

We expect our tenants to act in a responsible manner at all times and to have respect for the property, the surroundings and the neighbours. These responsibilities and obligations apply to you, members of your household and any other person living or visiting your home including children.

If you wish to run a business from your home you will need to get our prior written consent beforehand. We will not refuse consent unreasonably.

You must keep the inside and outside of your home, including internal decoration, garage and any outbuildings, in a neat and tidy condition. You may be asked to repay any costs we have to pay for cleaning your home if you allow it to become dirty or infested with vermin.

If you know that you will be leaving the property unoccupied for more than 28 days, please write to let us know of your future intention to return.

## For tenants living in flats

Please note that any loft space you may be able to access via your property does not form part of your tenancy but remains the property of the Council.

## Looking after your garden

Gardens and verges must be regularly trimmed, well maintained and free from rubbish. Hedges should be trimmed at least once a year and kept below two metres in height. Any ditches or water courses should be kept free flowing and not obstructed in any way.

Please do not remove any trees or boundary hedges without our written consent, or plant any trees, hedges

or large shrubs which are likely to become dangerous, cause nuisance to your neighbours or damage to property. If you are in doubt please seek our advice.

## Help with your garden

We are able to offer a garden maintenance service to tenants who are not capable of doing the work themselves. To be eligible for the scheme you need to meet certain criteria. For further details please contact the Housing Business Unit on **01395 516551** or email **businessunit@eastdevon.gov.uk**.

## Parking your car or other vehicles

You may park a vehicle within the boundaries of your property if you have a properly constructed hard standing with a pavement-kerb crossing. If you wish to construct a hard standing please write to us for permission. We may be able to provide you with a grant for part of the costs.

You may not park a vehicle which is not taxed or which is un-roadworthy on the property or on any council housing land.

If you wish to park boats, caravans, trailers or small trade vehicles on the property you must first get our written permission. Any vehicles larger than a transit size (3.5 tonnes or over) will not be allowed under any circumstances.

You must not do large scale car repairs on the land around the property, on car parking areas or on the road.

## Keeping pets

You may keep a domestic pet or pets in your home provided they are well cared for and kept under proper control. We ask that you give careful consideration to the type and number of pets you have, and ensure that they are suitable for the type of property in which you live.

If any animal you keep in the property causes nuisance, annoyance, damage or a public health risk to anyone in the local area, including our employees or representatives, we can ask you to remove it or take legal action for breaching the nuisance clause of your tenancy agreement.

## Access to your home

You must allow our employees or representatives reasonable access to your home to inspect its condition, do repairs or improvements to the property or an adjoining property, or to deal with any health and safety issue including the annual safety inspection and servicing of the Council's gas appliances.

We will give you reasonable notice if we require such access. In an emergency we may have no alternative but to enter your home without notice by any necessary means. Emergency means a situation that could cause personal injury or damage to your home or a neighbouring home.

All our officers and contractors carry identification which you should ask to see. If you are concerned about anyone calling on our behalf please telephone us to confirm their identify before you allow them access.

## Insurance

We insure our council dwellings, and in the event of fire, lightning, storm or flood we would claim on our insurance for the cost of repairing or rebuilding the property. We do not insure any contents that belong to you or any improvements that you may have carried out. We strongly urge that you have your own contents insurance.

Contents insurance is available from a number of insurance companies. Alternatively, East Devon is part of the Westcountry Consortium Home Contents Insurance Scheme. This scheme has arranged an affordable home contents insurance policy through which tenants can protect their belongings. The scheme is open to all tenants and leaseholders of East Devon District Council.

If you would like details about this please ring **01395 517453** or email [tenantparticipation@eastdevon.gov.uk](mailto:tenantparticipation@eastdevon.gov.uk).

## The rights and duties of the Council

Your tenancy agreement gives you the right to live in the property.

We will not interfere with your rights to occupy your home unless you contravene any of your obligations within your tenancy agreement or any of the following

conditions apply.

- a. You are living in a property which is one of a group let to people with special needs, or which we built or adapted for a person with a disability, and:
  - i. you no longer need that type of home, and
  - ii. we need the property for someone else with special needs.
- b. You find another home or you stop using the property as your only or main home.
- c. You have given false and misleading information to get the tenancy.
- d. We need to carry out redevelopment or major repairs to the property or surrounding area, which we cannot do unless you move out.
- e. We have a legal duty to undertake a safety inspection of the Council's gas appliances and you fail to give access for this work to be carried out.

We will give you an opportunity to explain your actions, and any mitigating circumstances, and put right any breach of the tenancy conditions, where possible, before we commence possession proceedings.

**If you are a secure tenant** we cannot bring your tenancy to an end without first serving a Notice of Seeking Possession, telling you why we are seeking to possess your home. The tenancy can only be ended if:

- a. we prove one of the grounds of possession set out in the Housing Act 1985 and Housing Act 1996, and
- b. the court considers our action reasonable and gives a possession order.

If you are joint tenants, you are both (all) responsible, individually and together, for keeping to all the conditions of your agreement. This includes paying rent.

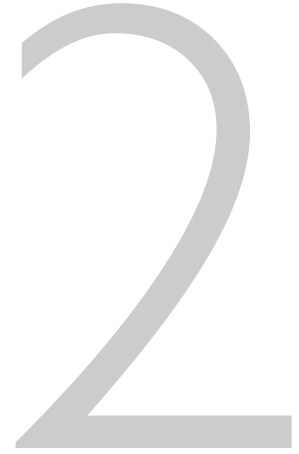
**If you are a non secure tenant** we cannot bring your tenancy to an end without first serving a Notice to Quit. The court will then consider if our action is reasonable and, if they do, give a possession order.

**Need to get in touch?**

Please see Section 16 'Contact us'.



# Your rent



## How to pay your rent

Rent is due and payable fortnightly, monthly or every four weeks in advance. Fortnightly payments are due on the first Monday of each fortnightly period. Please refer to your rent book for these dates. Monthly payments are due on or before the eighth day of each month.

**You can pay your home or garage rent in any of the following ways:**

### At any Post Office

You can pay at any Post Office using your rent book. You will not have to pay any counter fee.

### By telephone

Use your debit or credit card when paying by telephone. Please telephone direct line **01395 517444**. Alternatively we have an automated card payment system 24 hours a day, seven days a week. Just call **08447 36 96 31** and select option five.

### In person

If you prefer to make your payment in person, you can pay at the Council Office in Knowle, Sidmouth. You can make your payment in cash, with a cheque or with a debit or credit card. The office is open Monday to Friday 8.30am to 5.00pm.

### By post

Send payment to: The Rental Section, East Devon District Council, Knowle, Sidmouth, Devon, EX10 8HL. If you send cash it must be by registered post.

### By Direct Debit

You can pay your rent by Direct Debit on the first day of each month. You can set up your Direct Debit by telephone. Just call **01395 517444** and have your bank details ready.

### At your bank or building society

You can pay at the bank or building society where you are a customer, either at the counter or by bank standing order.

### By standing order

Please check with your bank or building society that your account will accept this payment method. Contact the Housing Rents team for more details on how to set up a bank standing order.

### Pay online

You can pay online:

- Through your **own bank**. If you have an online banking facility with your own bank, please use the Council's bank details shown below when making a payment:

**Bank:** Lloyds TSB, 234 High Street, Exeter

**Sort Code:** 30-93-14

**Account No:** 00262601

**Reference No:** Your own rent reference number

- By **Girobank Billpay**. Through online Girobank Billpay, you can pay your rent at any time of the day or night using your debit card (Delta, Maestro, etc.).

You just need to have your rent reference number ready, which you will find on the front of your rent book, at the top left of the label. We usually receive the payment three working days later.

# What should I do if I have rent arrears?

## Dwelling tenants

If you are having problems paying your rent please contact us. A member of staff will be pleased to discuss your problems in confidence. We can give advice and assistance to prevent and resolve rent arrears.

We can visit you at your home. A home visit can be arranged within two working days. Please telephone **01395 517444** to arrange this visit.

If you are on a low income, you may be entitled to Housing Benefit. If you would like to find out more information or details on how to make a claim, please contact the Benefit Service on **01395 517446** or visit their offices at Knowle, Sidmouth, open Monday to Friday 8.30am to 5.00pm or visit our website [www.eastdevon.gov.uk](http://www.eastdevon.gov.uk) for further information.

## Garage tenants

Garage rents are very reasonable and we will not tolerate any unpaid rent on these tenancies. If rent is not paid a Notice to Quit will be served and, at the end of that period of notice (usually 28 days), we will change the locks and repossess the garage.

## Recovering unpaid rent

If you fail to pay your rent, we will take the following actions:

- You will be sent reminder letters. You may also receive a home visit. You may also require some information about debt advice.
- If the reminders are ignored we may serve you with a Notice of Seeking Possession if you are a secure tenant, or a Notice to Quit if you are a non secure tenant. This is the first step of the legal process to obtain possession of the dwelling. The Notice gives a period of at least 28 days for you to pay your debt in full or make arrangements to pay by installments.
- If the debt continues to increase the matter will be referred to the County Court to seek a Possession Order on your home.

- At the Court Hearing the District Judge will normally grant a **Postponed Possession Order**, which means that you will be required to pay the rent as it falls due plus a fixed sum each week towards your arrears of rent. At the hearing we will also seek an order for costs, which can vary between £150 and £230. These costs will be added to your arrears of rent.
- If you do not keep to the terms ordered by the District Judge, the County Court will be made aware of your default and we will request the Court to issue a **Possession Warrant**, which the County Court Bailiff will serve and execute to take possession of your home.
- We do everything possible to prevent evictions but, as a last resort, we will evict tenants if they do not pay their rent.

Please do not ignore the problem, we can try to help you resolve it.

## Debt advice

If your rent is not paid, the money owed is called 'rent arrears'. Rent arrears are priority debts, which means the consequences of not dealing with them are serious - not paying your rent puts your home at risk.

In the UK, debt advice is provided free of charge. If you find yourself in debt, do not ignore the problem and try not to panic. You should consider seeking free advice about your financial situation. Help can be given in many ways such as maximising your income and benefits, help with filling in forms, looking at managing your income and expenditure.

Please telephone us on **01395 517444** and we can refer you to an independent and free debt advice agency or alternatively one of the following organisations may be able to help you:

### National Debtline

The National Debtline offers free confidential and independent advice on how to deal with debt problems. Call free on **0808 808 4000** or go on online at [www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk)

### Clear Start

Clear Start offers free consumer debt counselling. Call free on **0800 954 6243**, or go online at [www.clearstart.org](http://www.clearstart.org).

## Consumer Credit Counselling Service

Consumer Credit Counselling Service is a charity dedicated to providing confidential, free counselling and money management assistance to financially distressed families and individuals. Call free on **0800 138 1111** or go online at **www.ccs.co.uk**.

## Community Legal Service Direct

Community Legal Service Direct is a free, government funded, confidential advice service. Telephone **0845 345 4345** or go online at **www.clsdirect.org.uk**.

## Citizens Advice Bureau

Your local Citizens Advice Bureau may also be able to help: Axminster, Honiton and Sidmouth area bureau, telephone **01404 44213**; Exmouth area bureau, telephone **01395 264645** or go online at **www.adviceguide.org.uk**.

## Former tenants

If you have terminated a council tenancy and left some rent arrears at the end of that tenancy we will take whatever steps necessary to recover this debt.

We can apply to the County Court for a **County Court Judgment (CCJ)** on the debt and the Court will set terms for repayment. A CCJ will affect your credit rating and you will find it difficult to obtain credit, loans, credit cards etc.

We can apply to the County Court for an **Attachment of Earnings Order**. The Court will order your employer to make deductions from your earnings to pay the outstanding rent debt.

We also use the services of a debt collection agency to recover any outstanding debt. They are vigorous in their pursuit of debt and have been very successful.

It is in your own interest to make an arrangement to pay the debt outstanding rather than have action taken against you.

If you subsequently apply for housing with any Local Authority or other Registered Social Landlord (Housing Association) any rent outstanding from a previous tenancy may affect your application for housing.

## How your rent is set

Since April 2002 the Government, through the Communities and Local Government Department, has given yearly guidelines to control and set the levels of council house rents. Rents normally change in April of each year.

The Government has a rent restructuring policy which is intended to join all council and registered social landlord rents by 2024.

To find out more about this visit their web site at **www.communities.gov.uk** or contact them on **020 7944 4400**.

## Service charges

If you live in a block of flats with a communal gas boiler, you may pay a service charge for heating and hot water. The service costs are reviewed on an annual basis and are non-profitable. The annual cost is then divided equally between all the tenants living in that block.

We have some properties where there is a weekly charge for sewerage and a few properties with a charge for water and sewerage. Some of these sewerage schemes will be adopted by South West Water in the near future and the charge will be removed from the rent at that time. These charges are also reviewed annually and the costs are divided equally between all service users.

Supporting People charges are for support services such as the help your Scheme Manager or Mobile Support Officer gives you in regularly checking on your well-being and responding to emergencies. It also covers the cost of your emergency alarm system and the 24 hours a day emergency call centre. The charges are also reviewed each year.

# Housing Benefit and other benefits

Housing Benefit is a government scheme to help people pay their housing costs. If you are a council tenant and your income or savings are below a certain amount you may be entitled to benefit. The amount of benefit that you are entitled to is calculated by the Council's Housing Benefit section and is governed by the Housing Benefit Regulations.

## Housing Benefit

Our Housing Benefit section is able to give you advice about your entitlement.

Contact in person at:

- Benefits Reception,  
East Devon District Council,  
Knowle,  
Sidmouth,  
EX10 8HL

*Monday to Friday 8.30am to 5.00pm*

- Benefits Reception,  
Exmouth Town Hall,  
St Andrews Road,  
Exmouth  
*Monday, Tuesday, Thursday and Friday  
9.00am to 1.00pm and 2.00pm to 5.00pm*
- Benefits surgeries held in Axminster,  
Honiton and Seaton. Please ring for details.

Telephone: **01395 517446**

Email: [benefits@eastdevon.gov.uk](mailto:benefits@eastdevon.gov.uk)

Fax: **01395 517414**

## What should I do if my circumstances change?

You must tell the Housing Benefit section about any changes in your circumstances.

This could include:

- changes to your income or savings, or the income or savings of anyone living with you, and
- if any one you live with moves out, or new people move in (temporarily or permanently).

**This is not a complete list.**

If you have been paid too much Housing Benefit you usually have to pay it back. The sooner you tell us about any change the less the overpayment will be.

If you are entitled to more Housing Benefit we are only able to pay you your entitlement if you told us about the change within one month of the date of the change.

Please make sure that you respond to all correspondence sent to you by the Benefits Section. If you do not respond it may result in you getting into rent arrears.

## Other benefits

If you are on a low income you may be entitled to further benefits. Following are contact details where you can get more information.

### ***Income Support, Jobseekers Allowance and Incapacity Benefit***

Department of Work and Pensions,  
PO Box 66,  
Plymouth,  
PL1 3LE

*Open Monday to Friday 9.00am to 5.00pm  
(Opens at 10.00 am on Wednesdays)*

Telephone: **0845 603 6095**

### ***Pension Credits***

The Pension Service,  
PO Box 139,  
Swansea,  
SA6 8WD

*Open Monday to Friday 8.00am to 8.00pm*

Telephone: **0845 6060 265**

### ***All other benefits***

Clarendon House,  
Western Way,  
Exeter,  
EX1 2DA

*Open Monday to Friday 9.00am to 5.00pm  
(opens at 10.00 am on Wednesdays)*

Telephone: **01392 474700**

**Need to get in touch?**

Please see Section 16 'Contact us'.



# Repairs and improvements



The majority of our properties meet the 'Decent Homes Standard' which means that they:

- are in good repair,
- have adequate kitchen and bathroom facilities,
- have adequate facilities for space heating, and
- are well insulated.

We are continuing to invest in our housing to ensure that these standards are maintained, and improved.

Your tenancy agreement explains which repairs we are responsible for, and which are your responsibility.

Some of the repairs we undertake are:

- repairs to the structure and exterior of the building, for example the roof, walls and floor,
- the upkeep of gutters, pipes and drains,
- the repair of baths, toilets, sinks and basins, and
- electrical wiring, gas piping, fitted heaters, radiators and water heaters.

You must inform us promptly of any defects to the property that are our responsibility.

You are responsible for the cost of repairs that are the result of neglect or misuse, or deliberate, malicious, criminal or accidental damage by you, people living in your home or people visiting your home. Please see Section 5 for more details about charging for repairs which are your responsibility.

Where a mutual exchange has taken place, you take on responsibility for any fixtures and fittings put in by the previous tenant unless we have agreed otherwise.

## How to report a repair

You can report a repair by:

- Telephoning **01395 517458** (working hours) or **01395 516854** (emergency out of hours)
- Emailing **repairs@eastdevon.gov.uk**
- Writing to: Housing Services Manager, East Devon District Council, Knowle, Sidmouth, EX10 8HL

To help us provide you with the best possible service, please provide the following information when you report a repair:

- your name
- your address
- a daytime telephone number
- as much information as you can provide about the repair
- times it is convenient for workmen to call.

When repairs are reported to us we categorise them according to their urgency. The five categories of repairs we use are listed over the page.

Category	Response within	Examples
<b>Immediate</b>	1 day	Immediate work (where there is danger to life/limb or serious danger to property)
		Water supply failure (burst pipe or tank)
		Blocked drain with serious leak of sewage
		Dangerous fault or electrical supply failure
<b>Emergency</b>	3 days	A blocked sink, bath or basin
		Faulty heating system and/or hot water supply
<b>Urgent</b>	7 days	Leaking roof
		Mechanical extractor fan in internal kitchen not working
<b>Priority</b>	3 weeks	Refit chimney pot or cowl
		Repair or ease external and internal doors
<b>Non Urgent</b>	6 weeks	Defective plaster
		Repairs to fire surround or back

## Decorations

You are responsible for the internal decoration of your home, which should be maintained to a reasonable standard.

We are responsible for decorating the outside of your home and communal areas of flats and maisonettes.

## Chimney sweeping

You must ensure that chimneys and flues are kept free from obstruction and that chimneys, where in use, are swept at least once a year, or more frequently if necessary.

It is also your responsibility to ensure that the correct fuel is used for the type of heater provided, so that the risk of fumes and soot problems are kept to a minimum.

## Repairs to central heating

Before reporting a faulty central heating system please check:

- the time control clock is set correctly – especially when clocks are put forward or back at the beginning and end of summertime

- pilot lights on gas boilers are working – see appliance instructions
- there is sufficient money inserted if you have a coin or card prepayment meter for gas or electricity.

We reserve the right to recharge tenants where a visit is made for faulty central heating and one of the above is found to be the cause.

## Right to repair

In certain circumstances you have the right to require us to get a second contractor to do certain small urgent repairs which might affect your health, safety or security. This only applies to repairs that are our responsibility and which we have not completed within a prescribed time. Please contact us for further details.

## Planned maintenance

To keep our housing in good condition, we carry out a programme of planned maintenance. This programme is reviewed every year to take into account priority maintenance and tenants' views.

Planned maintenance includes servicing and upgrading:

- central heating systems
- electrical services
- new roofs
- replacement windows
- kitchens and bathrooms
- replacement of external doors.

If we plan to carry out any work in your home we will contact you first.

To find out more about planned maintenance contact the Housing Services team on **01395 517458**.

## Aids and adaptations

If you are having difficulty managing at home because of a disability, we may be able to help. In 2007/08, we completed 375 aids and adaptations. The types of aids and adaptations that are available include:

- hand and grab rails
- lever taps
- stairlifts
- level entry showers
- access ramps
- alterations to doorways.

If you think you could benefit from this service, you will need to contact Social Services at Care Direct, Devon County Council on **0845 155 1007**. Care Direct will be able to put you in contact with the referral co-ordinator for your area.

Before we can carry out any work, your needs will be assessed by an Occupational Therapist.

Once we receive the requests for aids and adaptations from an Occupational Therapist, we will consider them within 15 working days. We will inform you of the outcome and the time when we expect the work to be done.

## Alterations and improvements

You can carry out alterations or improvements to your home but you must get our written consent first. You need to do this because your tenancy agreement does not allow you to make some alterations. For example, you must not artex the internal walls of the property or fix polystyrene tiles to ceilings. Other alterations may need planning permission or building regulations approval. We are happy to advise you on the required approvals.

All such improvements must be carried out to our satisfaction and will normally become our property when the tenancy is ended. Alternatively we may request that you remove structures at the end of your tenancy at your own expense.

We are not responsible for repairs which are necessary because of faulty improvements, sub-standard workmanship or defective materials.

## Right to compensation for improvements

Under government legislation, at the **end of your tenancy**, you have the right to claim compensation from us for improvements you have made to your home with our consent. Evidence of your costs will help us assess the level of compensation you may be entitled to. You can only apply for compensation for certain kinds of improvement that started on or after 1 April 1994. Please contact us if you would like any more information.

# Improvement Voucher Scheme



If you are a council tenant and plan to carry out improvements or have undertaken improvements to your home since 1 June 2007, you may be able to get financial assistance towards the cost of the works.

## Do I need permission to make improvements?

Yes. You need to obtain our written permission before you make the improvements. If you didn't get permission first, you can apply for it when you claim financial assistance through the Voucher Scheme. However in some cases we do refuse permission, and in these cases any improvement work will not be eligible for this scheme.

## What kind of improvements can I get financial assistance for?

The Voucher Scheme applies to the following improvements which started on or after 1 June 2007:

- bath or shower, wash-hand basin or toilet
- kitchen sink and work surfaces
- storage cupboards in bathroom or kitchen
- heating improvements
- replacement external doors and frames
- renewable energy efficiency improvements.

## What can I claim financial assistance for?

- The cost of materials (but not appliances such as cookers and fridges), and
- labour costs (but not your own labour).

You will need to give us an estimate or quotation to show how much your improvements cost.

## How is the financial contribution worked out?

We will look at the estimated cost of your improvements. We may value the improvements at a lesser sum if we think the cost of the proposed improvement is too much, or the quality is higher, than we would normally provide.

You may get up to 33% of the total costs, up to a maximum of £1500. You will be advised of the amount of contribution the Council will make.

## How do I obtain financial assistance?

We will require enough information to decide how much financial assistance you will get.

We will need to know:

- details of the improvement
- a quotation or estimate for the cost of the work
- the date when the work was undertaken/will begin
- any specifications for products/items
- any guarantees for the products/items.

## When will I receive payment?

Payment will be made:

- when the work has been completed, and
- when we have inspected the work to check it is satisfactory.

**Please note:** This scheme is only open to tenants who have a secure tenancy agreement and have no rent arrears.

If you wish to make a claim please write in to us with all the information listed above. Please address all correspondence to the Housing Services Team.

We will acknowledge receipt of your request within five days. We will try to make a decision on the value of our contribution within 30 days.

# Don't get caught with unexpected costs!

## Information about charging for repairs which are your responsibility

The large majority of our tenants look after their properties and maintain them to a good standard.

**Thank you.**

Unfortunately there are a number of tenants who do not. Repairs to council dwellings are paid for from the rent account and it is unfair that responsible tenants should have to pay for wilful damage caused by others. So in some circumstances tenants will be recharged for work for which they are responsible.

The number of occasions when we are required to recover these costs in a year are relatively few. But we need to inform all tenants of our procedures if properties are not looked after. This section ensures that:

- you are aware of your responsibilities and possible liabilities
- our policy is applied in a clear, consistent and fair manner at all times.

## Items which we, the Council, will repair

Your tenancy agreement sets out the repairs for which we are responsible. We will keep in good repair:

- a. and proper working order our installations for supplying water, gas, electricity and sanitation including basins, sinks, baths, and toilet fittings
- b. and proper working order our installations for room and water heating
- c. the structure and exterior of the property including drains, gutters and external pipes
- d. the lift service, where provided,
- e. the communal entrances, halls and stairways in flats, as well as any other areas for use by all tenants and their families and visitors
- f. and decorate the outside of your home and communal areas of flats and maisonettes.



## What you should do as a responsible tenant

Your tenancy agreement states that:

- At the end of the tenancy the property must be left in a clean condition, clear of all rubbish, and free of your furniture and possessions. You must leave all fixtures and fittings intact and in the condition they were in at the start of the tenancy, except for fair wear and tear.
- You are responsible for the cost of repairs that are a result of neglect, misuse, or deliberate, malicious, criminal or accidental damage by you, people living with you, or people visiting your home.

## What action can we take to recover our costs?

We will take steps to recover any reasonable costs we incur in:

- replacing or repairing any missing or damaged items
- replacing or repairing any alterations which do not comply with relevant regulations
- replacing or repairing any alterations for which we did not give written consent
- meeting all reasonable removal and storage charges when items are left in the premises after the termination date.

### **These are known as 'rechargeable' repairs and costs.**

Other rechargeable costs may include:

- the cost of removing rubbish and extensive cleaning, both inside and outside the property
- the cost of replacing lost or stolen keys and the costs incurred in gaining entry to change locks, including garage keys and locks
- the cost of removing graffiti
- the cost of any court fees, injunctions and legal fees incurred by us in relation to rechargeable repairs and costs.

If you are the tenant of any property where we incur such costs then we will write to you telling you of the costs of any rechargeable repairs which are your responsibility. If you do not repay these costs legal action will be taken to recover the costs.

## Stages of the recharge process

- We will advise you as early as possible if we judge that any work required is a 'rechargeable repair' for which you are liable.
- You will be given the opportunity to make your own arrangements to undertake this work within an agreed timescale.
- If the work is not undertaken within this time, or it is not carried out to a satisfactory standard, we will issue an order for the work to be carried out. A copy of this order will be sent to you. This will indicate the repairs and the extent of the work which will be recharged.
- On completion of the work we will send you a letter detailing the work undertaken and the costs for which you are liable.
- You will need to pay these costs within 28 days, or contact us to make arrangements to pay. (If you are unable to pay in full at one time please speak to us as we may be able to arrange for payment to be made in instalments.)
- We will contact former tenants by sending a letter to their last known home address or work address.

**Need to get in touch?**

Please see Section 16 'Contact us'.



# Safety and security in your home



Each year more people are killed or injured by accidents in the home than any other type of accident. We hope that this leaflet will give you some useful information and advice to stay safe and secure in your home.

## Electrical safety

Make sure you always follow these simple rules when using electricity in your home:

- Never use plugs or switches with wet hands – water and electricity are dangerous together.
- If there is a water leak in your home do not touch any electrical fittings – turn off electricity at the meter.
- Always switch off and unplug appliances not in use, particularly before going to bed.
- Only use good quality plugs made to the correct safety standard (BSI 363).
- Make sure plugs are wired correctly and always fitted with the right fuse for the appliance you are using. If in doubt consult a qualified electrician.
- Do not overload sockets – to be safe use one plug to one socket.
- Check the condition of electrical flexes regularly. Never run flexes under carpets or rugs as this could start a fire.
- Make sure you know where the main switch and fuse box are located.
- Always contact us on **01395 517458** if you feel that there is any problem with the electrical safety of your home.

## Gas safety

- Never use a gas appliance that you think may be dangerous (signs can include stains around the gas fire or boiler pilot light, or a yellow flame).

- Remember, gas appliances need fresh air to work properly. Sometimes air is provided by ventilators in doors, walls and windows. Always ensure that all ventilators are free and clear, and not blocked or obstructed.
- Never sleep in a room containing an open flued back boiler.
- Never dry clothes over free standing gas heaters.
- Gas appliances need regular servicing if they are to work safely and efficiently.

## Gas servicing

As a landlord, we have a statutory duty to undertake an annual safety inspection of gas appliances, flues and associated pipework that we are responsible for. This includes gas central heating and fixed gas fires (see below) but not gas ovens. We will give you reasonable notice of when our contractors will carry out this work. Please advise the gas servicing contractor if this time is not convenient to you so that they can arrange for an alternative visit. If you fail to give them access to the property you are in breach of your tenancy conditions.

If you have had gas central heating or gas fires fitted at your own expense the work must have been carried out by a CORGI registered installer and a gas installation certificate and safety certificate must be forwarded to us. We will take over the responsibility for maintaining these after any guarantee has run out.

## Gas leaks

If you suspect a gas leak:

- turn off your gas supply at the meter
- do not smoke or use matches or a lighter
- do not use electrical switches (doorbells or light switches)
- open doors and windows to let the gas out
- call the National Gas Emergency Service on **0800 111 999**. Do the same if you smell gas in the street.

## Solid fuel safety

- Do not draw a fire with a newspaper or use petrol, paraffin or any oil to start it.
- Sweep your chimney or flue at least once a year – if your fire is not burning as well as usual it may be a sign that your chimney needs sweeping.
- If you have an enclosed room heater or boiler, follow the manufacturer's instructions and brush the smoke outlet every month.
- Burn only the recommended fuels.
- Ensure there is adequate ventilation, and do not block or obstruct fresh air ventilators.
- Draught proofing helps cut fuel bills but do not seal off the air supply to the room in which the fire is located. Fumes may build up and cause you to become ill.
- If you are concerned that the equipment is not working properly please let us know.
- When using a solid fuel or room heater for the first time each year check that the chimney has been swept and that the chimney flue has not become obstructed.

## Fire safety

- Test your smoke detector(s) regularly.
- Know the quickest way out of your home and consider alternative routes out in the event of your main exit being blocked.
- Keep matches away from children.
- Don't leave lit candles unattended.
- Don't use or store any explosive or flammable substances on the premises.
- Don't use any portable paraffin, oil, gas cylinder, calor gas heaters or cookers.
- Use fire guards around any open fires (see below).

- Don't leave chip pans unattended.
- Don't smoke in bed.
- Make sure all cigarettes and ash are fully extinguished and that ashtray contents are cold before emptying.
- Don't dry clothes over any type of heater.
- Don't remove any fire doors or door closers in your home.
- Don't store motorcycles in sheds.

**Fire guards:** the law requires you to use a fireguard to protect children under 12 in a room with an open fire, radiant fire or other dangerous heating appliance. You should use a 'nursery' fireguard made to British Standards. Never rest clothes or other items on the guard.

### If you live in flats with communal areas:

- Don't put anything in the communal areas – it may be flammable and may restrict escape routes in the case of fire.
- Don't leave rubbish bags in communal landings or corridors.
- Report any self-closing doors that are not operating properly.

### If your home catches fire:

- Close the door of the room where the fire started. This will contain the fire and restrict the spread of poisonous fumes.
- Make sure everyone leaves the building.
- Call the Fire Brigade by dialling **999** – give your exact address.

## Accidents in the home

### Falls

60% of deaths from accidents in the home are the result of falls.

- Do not polish under carpets or rugs.
- Make sure stairs and landings are well lit and kept clear.
- If you have small children use stairguards and guards on upper floor windows.
- Wipe up any spilt liquids immediately.
- Repair or cover any holes in your floor covering (eg carpet, lino or vinyl) to avoid tripping.
- Make sure your stair carpets are securely fixed.

## Poisoning

The second major cause of death in the home is poisoning. To avoid this:

- keep all medicines in a locked cabinet,
- keep all household or garden chemicals out of reach of children,
- do not store household or garden chemicals in any container other than the one they came in (do not use soft drinks bottles or any container that would confuse someone about the contents), and
- return unused medicines to the chemist.

## Security and crime prevention

The following advice may be useful to help protect you against crime.

- Close all windows and lock front and back doors when you go out.
- At night close windows on the ground floor, or near pipes or flat roofs.
- Consider fitting security locks to doors.
- Do not leave keys under a mat or on a string inside the letterbox.
- Never leave notes outside for callers or friends.
- Cancel regular deliveries, such as milk or newspapers, when you go away.
- Always ask for proof of identity from callers before you let them in. Never let anyone into your home unless you have seen their identity card.
- If you are suspicious about a caller contact the Police on **0845 2777444**.
- When you go away you may want to ask a trusted neighbour or friend to keep an eye on your home. Leave them a contact address.
- If you plan to be away from your property for more than 28 days we ask that you let us know and tell us when you plan to return. It would be useful for us to have a contact number in case of emergencies. Please contact our Estate Management team on **01395 516551** ext **2381/2396**.

## Asbestos in the home

Building materials containing asbestos were widely used from 1930 to around 1980. So homes and flats built or refurbished at this time may contain asbestos materials.

Asbestos cement products are the most widely used asbestos material.

- Asbestos materials in good condition that cannot readily be damaged are often best left where they are.
- Avoid disturbing or damaging materials in good condition.
- Do not drill, cut or disturb any materials which you believe may contain asbestos.
- If you damage or have deteriorating asbestos materials in your home please contact us to seek advice and assistance.

## Pest control

We offer a pest control service for dealing with rats in people's homes, for which there is a small charge. The service can also deal with other pests including, mice, wasps, flies, fleas, insects and squirrels, for which a variable fee is charged depending upon the species. If you would like a visit or more information please contact **01395 571517** for pest control in East Devon.

The service does not deal with birds or large wild animals. In this instance you will need to contact DEFRA on **08459 33 55 77** or by email at [helpline@defra.gsi.gov.uk](mailto:helpline@defra.gsi.gov.uk).

You may wish to contact a pest control contractor of your own by looking in Yellow Pages or at [www.yell.com](http://www.yell.com) listed under 'Pest Control'.

## Home insurance

We insure our council dwellings and in the event of fire, lightning, storm or flood we would claim on our insurance for the cost of repairing or rebuilding the property.

We do not insure any contents that belong to you or any improvements that may have been carried out by you. We strongly urge that you have your own contents insurance. For further details please see Section 1.

**Need to get in touch?**

Please see Section 16 'Contact us'.



# Neighbour nuisance and antisocial behaviour



## What is antisocial behaviour?

A broad definition is “behaviour which impacts negatively on a resident’s or visitor’s quality of life in and around their home”. It can be caused by anyone who acts in a manner which may cause alarm, distress or harassment to someone else.

Our tenants should act in a reasonable manner at all times and have respect for their property, their surroundings and their neighbours. Tenants are also responsible for the actions of their family, others who live with them, and their visitors.

Examples of antisocial behaviour can include:

- abandoned vehicles
- rubbish
- vandalism
- graffiti
- noisy neighbours, late night parties or loud music
- drug dealing or drug related behaviour.

## What can you do?

### **For problems relating to rubbish, graffiti, and untaxed vehicles:**

Please report these to our Estate Management team on **01395 516551** ext. **2381/2396**.

### **For problems with your neighbours:**

Neighbour nuisance or disputes are initially best sorted out by speaking to your neighbour and having consideration for each other.

If problems continue you should contact our Estate Management team who will investigate the situation and advise you of what action can be taken. You may be asked to complete a log giving dates and times of nuisance, which could be used in any future legal proceedings.

### **For problems with loud music and other amplified noise after 6pm:**

You can contact our Out of Hours service on **01395 516854**. An Environmental Health Officer will respond to your complaint. If they witness the noise and consider it to be a statutory nuisance, they can take action under the Environmental Protection Act 1990.

## What can we do?

- Your report to us is confidential and we will not tell the person causing the nuisance who has made the complaint.
- We will visit or write to the person causing the nuisance, and keep you informed of the action we are taking, or give you advice as necessary.
- If the nuisance behaviour persists, we may take legal action for a breach of the conditions of the tenancy agreement (if a Council tenant is involved). However we will always try to persuade the other party to behave reasonably before any court action is taken for possession.
- Anyone who is evicted for antisocial behaviour is likely to be classed as “intentionally homeless” and so would be unlikely to be re-housed by the Council or another registered social landlord.

- Where we consider taking legal action, we will need on going evidence, such as log sheets, giving precise details of incidents which have occurred, to enable us to build up a case to present to the court.
- In cases of continuing nuisance or antisocial behaviour, we will work closely with the police and other agencies to resolve the problem. We may also take enforcement action under the Antisocial Behaviour legislation, or a Housing Act Injunction to prohibit undesirable behaviour.
- Where there is a dispute between neighbours we may recommend mediation to resolve the differences. This is paid for by us, but carried out by independent trained mediators who will work to find common ground between neighbours.
- In the case of loud music, we can take action for a breach of the tenancy agreement. In addition where the noise is deemed to be a statutory nuisance, Environmental Health Officers can serve an Abatement Notice, and if this is breached, can apply to the Magistrates Court for a warrant to seize the offending equipment.

## What can the police do?

- Please report all cases of harassment, physical assault, stolen property or criminal damage to your property to the police.
- They will advise you about the action they can take, which will depend on the circumstances of the incident.
- Please ask for a log number for the incident.

**Need to get in touch?**

Please see Section 16 'Contact us'.



### Checklist of actions to resolve neighbour problems



1. Speak to your neighbour in a courteous manner to see whether the problem can be sorted out – remember they may not realise they are causing a noise or nuisance.
2. Allow a reasonable time (say two weeks) for an improvement in the situation.
3. If nothing has changed, consider whether you should speak again to your neighbour, or contact us for further advice.
4. Contact the police about harassment, assault or criminal damage.

# Right to Buy

You may have the Right to Buy if you are a secure tenant of this Council.

## Qualifying period

If your tenancy was in existence before 18 January 2005 and you have been a public sector tenant continuously since that time, you will have the Right to Buy after spending two years as a secure tenant.

For anyone else, you do not have the Right to Buy until you have spent at least five years as a public sector secure tenant.

## The discount rules

The Right to Buy scheme gives tenants a discount on the market value of their homes. The longer you have been a tenant, the more discount you get up to a **maximum limit of £30,000** in the South West of England.

The discount is calculated from the beginning of your tenancy:

- 30% for houses and bungalows plus 1% for each additional year up to a maximum limit of 60%.
- 40% for flats and maisonettes plus 2% for each additional year up to a maximum limit of 70%.

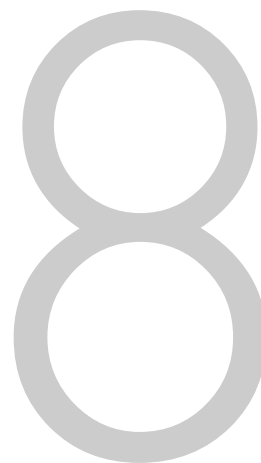
## Valuation

The market value of the property is assessed by an independent valuer disregarding any improvements you have carried out.

## Future sale of your property

### Right of First Refusal

If you sell your property within 10 years from the date of purchase, then you must first give us, East Devon District Council, the opportunity to buy it back. This is called the 'Right of First Refusal' and is a requirement of the Housing Act 1985. This does not apply to properties in areas designated as '**Rural Areas**' or '**Areas of Outstanding Natural Beauty**' which are



subject to the stricter regulations contained within the '**Devon Covenant**'.

### Devon Covenant

East Devon District Council properties situated outside the urban areas of Exmouth, Sidmouth, Seaton and Honiton are sold subject to a restriction imposed under Section 157 of the Housing Act 1985. We have resolved to impose the restriction to ensure as far as possible that properties remain part of the general housing stock available for local people.

The restriction is that there shall be no further resale of these properties without our written consent. However, we cannot withhold our consent if the person purchasing the property has lived or worked within the administrative County of Devon for the last three years before the application for consent.

## Exceptions to the Right to Buy

We may refuse to let you buy on the grounds that your home is particularly suitable for occupation by elderly people or that it is classed as sheltered housing for the elderly or disabled.

There are other exceptions to the Right to Buy which are listed in the Government booklet 'Your Right to Buy your Home'.

## More information

For further information, booklets and an application pack for the 'Right to Buy' scheme in East Devon, please contact our House Sales Administrator on **01395 517533**.

# Services for the elderly and disabled



## What is sheltered housing?

Sheltered housing is the name given to properties specifically for people who are older or have a disability and would benefit from the support of a Scheme Manager or Mobile Support Officer.

Sheltered housing can provide:

- Support, enabling you to live independently at home.
- Your own self contained accommodation.
- Security – alarm system for help in an emergency.
- Safe and secure surroundings – many of our schemes have door entry systems.
- Scheme Manager or Mobile Support Officer – provides regular support.
- Extra support when you need it.
- Social activities with local people.
- A range of social activities in our community centres on some of our sheltered schemes.

You live independently but have the peace of mind that you can quickly access help in an emergency.

In East Devon we have several types of sheltered housing throughout the whole district. The two main types are:

### **Scheme Manager Services**

This is where a staff member, the Scheme Manager, lives on the sheltered scheme.

### **Mobile Support Officer Support Services**

On these schemes the support is offered by an officer who travels from one scheme to another and does not live on any scheme.

## What support can I expect?

For both Scheme Manager and Mobile Support Officer services, the level of support will be the same. They are available to give residents housing related support on a daily basis, Monday to Friday.

Scheme Managers and Mobile Support Officers can offer help on:

- housing related support issues (for example filling in forms)
- responding to emergencies (if they are on site at the time)
- encouraging social activities
- liaising with other agencies for example making referrals to Social Services for adaptations to your home.

The Scheme Manager or Mobile Support Officer will also agree and organise an independent living record for you so that you receive the assistance and help needed to meet your individual requirements.

The support services provided do not include handling finances, administering medicines, housework or help with shopping.

## Alarm services within our sheltered accommodation

All sheltered accommodation within East Devon is fitted with alarm systems. The alarms are linked through to the Home Safeguard Community Alarm Centre in Sidmouth. The alarm is activated by a pull cord fitted in each room of the property, or there is an option of a pendant alarm which you can wear around your neck or wrist, or carry with you.

Also the smoke alarms in your property are linked to Home Safeguard. So in the event of a fire the smoke alarm will be activated and automatically call the on-site Scheme Manager, if on duty, or Home Safeguard.

There is a two way speech unit and trained operators are available in an emergency at any time, day or night.

The system is installed in every room, giving peace of mind at all times.

## How much does it cost?

The cost of the support and alarm service is included within the rent and support charges and will be clearly stated on the tenancy agreement.

The exact charge depends on where in East Devon you live and which type of property you occupy. Service charges are, on average, between £10.00 - £15.00 per week. If you are entitled to Housing Benefit these charges will be paid for by Supporting People. Alternatively, depending on your financial circumstances, Supporting People may pay some or all of these costs.

**Supporting People** is the Government organisation set up to monitor the quality of housing support services and simplify the way these services are funded.

## What eligibility criteria do I have to fulfil?

Sheltered housing can be available to people with support needs or anyone over the age of 60. To live in our sheltered housing you will need to complete forms to identify that you have a support need.

## Is it just for single people?

No, both one and two bedroom properties are available for single people and couples. You can also apply if you require a carer to live with you to help you to live independently.

## Are there any organised social activities?

Some schemes have a Social Club which will organise coffee mornings, trips etc. The Scheme Manager or Mobile Support Officer will support social activities on the scheme or advise you of other social activities within the local area.

## Community centres and guest bedrooms

Some of our schemes have a community centre for use by residents. Outside groups can also book to use the community centres when they are not being used by residents. We try to ensure that all groups using the centres are sensitive to the residents living on site.

Some of our sheltered schemes also have guest bedrooms which can be used by your relatives or friends. Guests may stay up to a maximum of two weeks. Guests must pay a nightly charge to the Scheme Manager/Mobile Support Officer at the beginning of their stay. A receipt will be issued. Cups and a kettle are provided but no cooking facilities. Pets are not allowed.

To book one of our community centres or guest bedroom please contact either the Scheme Manager/Mobile Support Officer covering the scheme or ring Home Safeguard on **01395 519162**.

## Who should I contact if I want to talk about the service?

Please contact either our Home Safeguard Manager on **01395 578237** or our Housing Needs team on **01395 517469**.

## How do I apply for sheltered accommodation?

If you are an existing tenant of East Devon District Council and want to move into sheltered accommodation, you will need to complete a transfer application form.

If you are not already a tenant of ours, you can apply for sheltered housing by completing a Housing Register application form and a Support Needs form.

Please contact our Housing Needs team on **01395 517469** for further information, or go to our website **[www.eastdevon.gov.uk](http://www.eastdevon.gov.uk)**.

## The future of sheltered accommodation in East Devon

Our overarching aim is to ensure that older and vulnerable people are well housed, enjoy a good quality of life and are seen as an important part of achieving thriving, balanced communities.

Over a quarter of our housing stock is currently designated as 'sheltered'. However there are some tenants living in sheltered housing who have no support needs or choose not to accept support.

Also some of our current sheltered housing does not meet the Supporting People criteria and the Housing Stock Options Appraisal (2006) identified a need to decommission, reuse, redevelop or dispose of some of our sheltered housing which cannot be made 'fit for purpose' at a reasonable cost. We estimate that up to 25% of our current sheltered housing may need to be decommissioned and have allocated £4.3 million to fund work to bring our schemes up to a standard which will meet future expectations.

'Decommissioning' sheltered housing is about changing its current designated use and removing the housing related support from the scheme or units of accommodation. It will give greater flexibility in allocating the property to different client groups. We could still use the decommissioned properties for older people who do not require support, or we could use them for non elderly households. Each scheme will be considered carefully taking into account the needs of current tenants, the demand for accommodation there and the design of the properties.

## Support services in general purpose council housing

You do not have to live in one of our sheltered properties to benefit from some of our support services. We are able to fit dispersed alarms in any property which has a phone line.

Individual alarm units are available to older or vulnerable people who would benefit from the system available from Home Safeguard 24 hours a day. We have three Mobile Support Officers who are dedicated to installing alarm equipment in customers' homes. There may be a charge for this service depending on your personal circumstances.

To have an individual alarm fitted you will need to complete an application form which is available from the Home Safeguard Community Alarm Service. This service is also available to private customers – so please tell your friends and family about it.

Also we are currently investigating the feasibility of providing a support service to people living in general purpose and private accommodation, similar to that provided by our Scheme Managers/Mobile Support Officers on our sheltered schemes.

## Advances in alarm service technology

Both our residents living within sheltered accommodation and those who have alarms fitted in general purpose or private housing will shortly be able to benefit from advances in technology which will allow us to install additional sensors attached to the alarm equipment. These sensors include fall detectors, smoke alarms, carbon monoxide alarms, intruder alarms, bed exit alarms and many more. When activated these sensors automatically raise an alarm through to the Home Safeguard Call Centre. There is no requirement to press a call button. These additional sensors will provide added security for people who wish to remain independent while living at home.

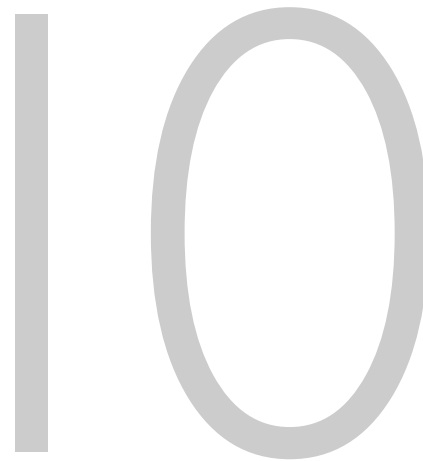
If you would like further information about these sensors please speak to the Home Safeguard Community Alarm Service.

**Need to get in touch?**

Please see Section 16 'Contact us'.



# Changing your home



Over the course of your tenancy your housing requirements may change and you may wish to move to a larger or smaller property, or to a different area.

There are several ways by which you can consider doing this.

- **Transfer** to another council, or housing association property.
- **Mutual exchange:** This is basically a 'house swap'. Two housing association or council tenants, within East Devon, who wish to move swap homes with each other.
- **Home2own:** For people who want to consider buying a part share of their property.

The allocation of our properties is dealt with by our Housing Needs team, and details of how to contact them are given in Section 16 'How to contact us'.

## Transferring to another council or housing association property within East Devon

If you wish to be considered for another council or housing association property you will need to complete an application form which is available from the Council Offices, Knowle, Sidmouth, or at the Town Hall Offices, Exmouth. It is important that you answer every question as this will help us work out your housing need.

Most requests to transfer will be accepted but you must have no significant rent arrears.

Your application will be assessed and placed on the Housing Register.

We will write to you to tell you:

- which banding your application has been placed in,
- the size of home you can apply for, and
- the application date and registration number.

### There are 3 bands into which applications are placed:

**Gold:** Urgent need to move

**Silver:** Needing to move

**Bronze:** Wanting to move

In some circumstances your need for housing may be assessed as so urgent that you should take priority over all other applicants. In this case you will be given a '**Priority Card**' and placed in the Gold Band. If you do not use the priority card within 3 months your needs will be reviewed.

If you would like to know more about the banding system please ask for a copy of our leaflet 'How the Housing Register works'.

## Transferring to a smaller property

We have a shortage of family housing in East Devon. So if you are prepared to move from a three or four bedroom property to a smaller property then you may be eligible for financial assistance with your moving expenses and given priority over other people on the waiting list. Please speak to a member of our Housing Needs team for further details.

## Allocation of properties

We let the majority of council housing through a scheme called *Choice Based Lettings*. This gives you a greater choice of where to live, while continuing to meet housing needs, and ensuring sustainable, settled communities.

The Choice Based Lettings system allows you to bid for a vacant property that you would like to live in. You can bid for any property that falls within the band you have been allocated. The Housing Register works on a date order basis and the property will normally be let to the bidder who has been on the register longest. If you would like more information about this system please ask for a copy of the leaflet 'How the Housing Allocation Policy works'.

The average waiting time to be rehoused from our Gold Band is four years. This will depend on the size and type of accommodation you are requesting given the location you choose. We have very high demand for accommodation in the seven main market towns, and you may have to wait longer to be housed in these areas.

## Mutual Exchange

You may find that a mutual exchange may be quicker than waiting for a transfer. You can swap your home with another council or housing association tenant providing both landlords agree.

It is up to you to find someone who is also looking to swap. Once you have found another tenant and agreed the move in principle, then you must seek permission from us. It is very important that you do not move until you have approval in writing.

Once a formal application has been received we have six weeks to make the decision.

An exchange may be refused if:

- one of the tenants is in rent arrears,
- one of the tenants is under notice to leave the property,
- the properties are too big or too small for the people intending to move there,
- one of the properties is designated for elderly or disabled persons.

With a mutual exchange, you will be asked to accept the property in the condition it has been left in by the previous tenant. We will carry out routine repairs in accordance with the tenancy agreement, but no demand can be made for specific work to be undertaken as a condition of accepting the exchange. We do carry out health and safety checks as part of the approval process but it is your responsibility to undertake any repairs not covered by the agreement.

## Mutual Exchange in East Devon

We have an Internal Mutual Exchange Register for East Devon tenants who would like to swap their homes with another tenant in the district.

You can see this register by coming into our offices at Knowle, Sidmouth or Town Hall, Exmouth or online at [www.eastdevon.gov.uk](http://www.eastdevon.gov.uk).

## How to register for Mutual Exchange in East Devon

To add your home to the register, contact the Housing Needs team for an application form or download a form from our website [www.eastdevon.gov.uk](http://www.eastdevon.gov.uk).

## Mutual Exchange in the UK

The national homeswap database (a register for those tenants wishing to move from one area to another) has now closed. Information about alternative schemes and other useful information is available at [www.direct.gov.uk/socialhousing](http://www.direct.gov.uk/socialhousing).

Tenants looking for a mutual exchange may also wish to consider advertising in local newspapers or newsagents.

## Home2own

This is a 'one stop shop' to register your interest in home ownership.

It is designed to help:

- first-time buyers,
- those without the resources to buy a suitable home on the open market, and
- those with sufficient resources to afford to buy and sustain low cost home ownership.

## How to contact Home2own for further information

Telephone: **0800 9751915** or **01803 217 600**

Email: [info@home2own.org.uk](mailto:info@home2own.org.uk)

Visit their website: [www.home2own.org.uk](http://www.home2own.org.uk)

**Need to get in touch?**

Please see Section 16 'Contact us'.



# Ending your tenancy

If you wish to give up your tenancy, you must give us four weeks written notice, ending on a Sunday. Only a named tenant can end the tenancy, or in the event of your death, your next of kin or executor must notify us in writing of your death and terminate the tenancy.

You can give us notice by writing to us at Housing Needs, East Devon District Council, Knowle, Sidmouth, EX10 8HL or asking for a Termination of Tenancy form which you need to complete and return to us. The four week notice period will start on the Monday following the date we receive your letter or completed form.

If you go to court because of a divorce, a domestic dispute or a relationship breakdown, the court will decide whether to order the transfer of the tenancy to one or other of the partners. The tenancy rights will end for the other person who must leave the property.

## What if I am a joint tenant?

If you are joint tenants, either, or any, of you can end the tenancy. Please note that this will end the rights of the other tenant(s) and they must leave the property, other than in exceptional circumstances.

## During the notice period

Before the end of the tenancy our Tenancy Sustainment Officer or Technical Officer may visit the property.

We may wish to show new tenants around your home during the notice period. If we need to do this, we will write to you to ask for your permission.

## Giving back your keys

All tenancies end on a Sunday. All keys to the property must be handed in to the Council Offices at Knowle, Sidmouth before 12 noon on the next day (Monday).

### Don't forget:

- To remove all your belongings, including carpets and any rubbish.
- To leave the property in a clean and tidy condition.
- To cancel any regular deliveries you may have for milk, newspapers etc.
- To read your gas, electric and water meters (if installed) and tell your supplier that you are moving, so that you won't be charged for services used by the next tenant.
- If you have a prepayment meter, leave the key or tokens in the meter.
- To make arrangements to have your post redirected. (We are not able to send post on to you, so any mail that comes for you once you have left will be returned to Royal Mail.)
- To have your telephone disconnected.
- To advise the Council Tax office that you are moving.
- To let us have a forwarding address.

## At the end of the tenancy

You need to make sure that everyone living with you in the property leaves when you move out. This includes any member of your household or a lodger, subtenant, child, visitor or pet.

The property must be left in a clean condition, clear of all rubbish, and free of your furniture and possessions. You must leave all fixtures and fittings intact and in the condition they were in at the start of the tenancy, except for fair wear and tear.

We will take steps to recover from you any reasonable costs we incur in:

- replacing or repairing any missing or damaged items,
- replacing or repairing any alterations which do not comply with relevant regulations,

- replacing or repairing any alterations for which we did not give our written consent, or
- meeting all reasonable removal and/or storage charges when items are left in the premises after the termination date.

We will remove and store any items left in the premises after the termination date for a maximum of three months. We will notify you of this at your last known address. If the items are not collected within three months we will dispose of them and you will be liable for our reasonable costs of disposal.

**Need to get in touch?**

Please see Section 16 'Contact us'.



# Getting involved with the Housing Service



We are keen for our tenants and leaseholders to be involved, at all levels, in decisions regarding the management of the housing service. There are a number of ways you can become involved and these are outlined below. If you would like to register your interest in any of the areas shown please complete the Tenant Involvement form on page 30.

## Attend an Area Forum or come to our Annual Residents' Conference

We hold annual meetings for all tenants and leaseholders in various locations across the district where residents can come to ask questions about the services provided. At least four meetings will happen each year, in different venues throughout the district.

All tenants will be invited to attend one of these meetings. Also, once a year the Tenant and Leaseholder Customer Panel aim to organise a Residents' Conference, open to all tenants and leaseholders.

## Join a tenant / resident association or start an association yourself

Through associations tenants come together to take up issues of common concern relating to their housing, community and general environment. As a tenant you will automatically qualify for membership.

### **The associations enable tenants to have a say on housing and estate matters and to:**

- help towards building a friendly, caring community
- exercise choice in how services are delivered, and
- to find out more about how we work.

Some of the projects tackled by associations include landscaping of communal areas, securing a community meeting place, improving shared lighting, and fundraising for children's play area.

### **We currently have associations in the following areas:**

- Lymebourne and Arcot Park, Sidmouth
- Littleham, Exmouth
- Dray and Morgan Court, Exmouth

## **Add your name and contact details to the 'Key Players' register**

We have a register of 'interested' tenants who are prepared to be consulted on various topics.

This may involve:

- reading and commenting on various documents
- filling out questionnaires
- taking part in focus group discussions
- telephone conferences or surveys.

The range of topics which may be considered include repairs and maintenance, community development, younger/older tenants or black and minority ethnic tenants.

### **Within the register we have several different groups. You can add your name to just one or as many as you wish. Our current groups include:**

- **'E-consultation'**: if you are happy to be contacted by email.
- **Reading Panel**: if you are prepared to read through and comment on documents before we send them out to the wider tenant body.
- **Telephone survey group**: if you are prepared to be contacted at home to answer over the phone surveys.
- **Postal survey group**: if you would be happy to answer brief surveys sent to you at home.

You may also be interested in joining one of our **'working groups'** looking at different parts of our service. These groups are made up of both tenants and staff and we currently have two groups, one focusing on our Repairs Service and one on the Sheltered Housing Service.

## **Become a member of the Tenant and Leaseholder Customer Panel**

The Panel considers issues affecting tenants across the district. The Tenant and Leaseholder Customer Panel was set up in December 1995 to encourage tenants to become more actively involved with decision making in the Council. In April 2006 the Panel altered its constitution to include two leaseholder members. We are always keen to hear from new tenants or leaseholders who would like to be involved.

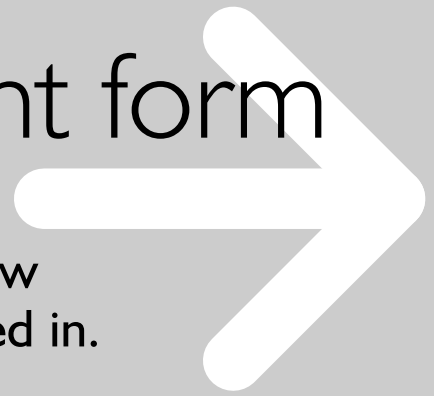
## **Find out about the work of the Housing Review Board**

The Board was set up in 2006 following the Stock Options Appraisal. It consists of five Council members, five tenant and leaseholder representatives and two independent community representatives. Normally Board members will serve for a maximum of five years, subject to annual reappointment by the Council, with the objective that every three years one third of the committee will stand down.

The role of the Housing Review Board is to:

- consider matters relating to the Council's landlord and housing management functions,
- advise the Council's Executive Board on housing policy and operational practice, where this affects the Council's tenants and leaseholders,
- keep under review the housing stock options appraisal and monitor the conditions which will influence the future arrangements for the ownership and management of the Council's housing stock, and
- promote good practice and monitor service delivery.

# Tenant involvement form



Please complete this form to let us know the involvement areas you are interested in.

Name

Address

Telephone

Email

## I am interested in joining, or taking part in:

	Yes	No
A Residents Association in my area	<input type="checkbox"/>	<input type="checkbox"/>
The Tenant & Leaseholder Customer Panel	<input type="checkbox"/>	<input type="checkbox"/>
The 'Key Players' Register	<input type="checkbox"/>	<input type="checkbox"/>
The 'e-consultation' group	<input type="checkbox"/>	<input type="checkbox"/>
The Reading Panel	<input type="checkbox"/>	<input type="checkbox"/>
Telephone surveys	<input type="checkbox"/>	<input type="checkbox"/>
Postal surveys	<input type="checkbox"/>	<input type="checkbox"/>

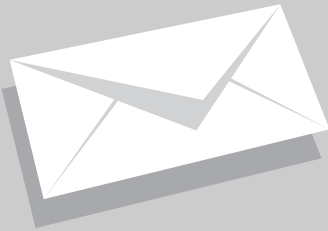
You can be involved in as much or as little as you wish. We have listed below some of the different areas where we have tenant involvement. If you are particularly interested in any of these please tick the box. If you are happy to be consulted on a variety of topics then you do not need to tick any particular areas.

## I am interested in the following areas:

- Issues affecting young people
- Issues affecting older people
- Issues affecting disabled tenants
- Issues affecting black and ethnic minority tenants
- Issues affecting the community and environment
- Issues to do with customer service
- Issues to do with repairs and maintenance

Other

(please give details)



## Please send your completed form to:

The Tenant Participation Officers  
Housing & Social Inclusion Service  
East Devon District Council  
Knowle  
Sidmouth  
EX10 8HL



## Apply for a Community Initiative Grant

If you have a project or an idea that benefits the tenants of East Devon District Council you can apply for a grant from the Community Initiative Fund. You don't need to be part of a recognised group to apply, but the funding has to go to a project which will benefit a number of tenants.

Listed below are some examples of the grants that have been awarded:

- Dunning Court Community Centre, Honiton for plants for the community garden.
- St Paul's Project, Honiton, for a camera, printer and other equipment, and funding for the Homework Club.
- Trumps Court, Sidmouth, for some folding garden chairs.
- Purchase of energy efficient meters.
- Funding for the Chill Youth Club at Littleham.

The fund is managed by the Tenant and Leaseholder Customer Panel and they are able to award grants of up to £1000 to community projects.

## Request a copy of our Tenant and Council Partnership Agreement

We have drawn up an agreement with our tenants setting out our commitment to tenant involvement with the housing service. If you would like to see a copy of this please contact Tenant Participation or visit our website.

**Need to get in touch?**

Please see Section 16 'Contact us'.



### Levels of involvement

	Once a year	Every 3 months	Every 2 months	Every 4-6 weeks	About once a month
Attend an Area Forum meeting					
Enter the Garden Competition					
Join a Residents Association		about 2 hours			
Join the e-consultation group			about 1/2 hour		
Join the Reading Panel			about 2 hours		
Take part in telephone surveys			about 1/2 hour		
Take part in a postal surveys			about 1/2 hour		
Join the Tenant & Leaseholder Customer Panel				about 3 hours *	
Consider standing for the Housing Review Board					at least 3 hours *

\* Also requires preparation (reading etc) prior to meetings

# Customer care

# 13

We have a Housing Customer Charter which sets out our service standards. If you would like to have a copy of this please contact our Housing Strategy Unit on **01395 516551**.

## How we will deliver our service

- When you contact us, you can expect to be treated courteously and politely. We will deal with all enquiries in a confidential manner.
- We will provide a professional service through experienced and trained staff.
- We will treat all tenants, leaseholders and those who use our services with respect, listen to your needs, and provide assistance as quickly as we can.
- We may, on occasions, have to say no to your request. If so, we will explain why.
- We will consult with groups and individual tenants, leaseholders and other customers on key issues and encourage regular feedback on services provided.
- We aim to answer telephone calls, letters and emails promptly.
- In turn we expect our customers to be polite and courteous, treating staff with respect.
- We ask you to keep us informed of changes that affect your tenancy or housing needs.

## Calling at our offices

- If you have a specified appointment time you will be attended to within five minutes of arriving at the office.
- If you call without an appointment, you will be attended to within 20 minutes, or we will offer you an appointment.
- If your enquiry is confidential, the interview can be conducted in private in an interview room or office.

## Letters and emails

We aim to reply to all letters and emails within 10 working days. If a detailed investigation is required this may take longer, but we will write and explain this to you and give the expected date of reply.

Letters will be written in plain English, avoiding the use of jargon. We will confirm the name of the member of staff dealing with your enquiry, their telephone number and email address.

## Visits to your home

If we cannot assist you over the phone or you are unable to come into either of our offices we will be happy to organise a home visit.

If we visit you at home, we will make an appointment before calling. We will show you identification. If you are unsure of the identity of the caller, please contact our office at Sidmouth. We will make every effort to be punctual and will contact you if for any reason an appointment cannot be kept.

## Our Housing Strategy

We publish a Housing Strategy setting out our housing plans and priorities for the district, which can be found on our website ([www.eastdevon.gov.uk](http://www.eastdevon.gov.uk)). You can also ask for a printed copy.

**Need to get in touch?**

Please see Section 16 'Contact us'.



## Issues regarding your tenancy

If you have a query about your tenancy please contact us either by telephone or in writing.

We will explain the conditions of your tenancy and carry out an accompanied viewing before you sign the tenancy agreement.

We will provide new tenants with a Tenants' Handbook and advice on how to conduct your tenancy.

We aim to let our empty homes as soon as possible and within 28 working days.

## Tenant Support Committee

If you are experiencing problems with the Housing Service and don't know where to turn, contact the Tenant Support Committee to get some support from fellow tenants who can help you through the process. For more information please contact **01395 517453** and ask for the Tenant Support Committee..

# Accessing our services

We try to ensure that our services are equally accessible to all, no matter what your age, health, gender, race, religion, colour, sexuality, mobility, work or family circumstances.

**Our main offices are at Knowle, Sidmouth.** We have tried to make these offices suitable for everyone, including those with disabilities. There is seating in the reception area, some toys for children who are accompanying you, easy access to toilet facilities, and private interview rooms. We are also able to offer a translation service by Language Line, if English is not your first language.

Although not all bus services run to the Knowle there is a bus stop immediately outside our grounds, but please note that there is a steep hill that you have to then walk up. If you drive to Knowle there are visitor parking spaces immediately outside our reception area, including disabled parking.

## How to complain

- If we make a mistake we will apologise and put it right as quickly as possible.
- If you are dissatisfied with the service you received please talk to one of our Service managers.
- If you remain dissatisfied we have a complaints procedure, details of which we will supply on request. If you would like any information on this please contact the Complaints Officer on **01395 516551**.
- Please let us have details of your complaint in person, by letter, telephone, or email. We will log and investigate it according to our agreed procedure.
- Only after following the Council's complaints procedure, and if you are still dissatisfied, you can approach the Local Government Ombudsman for an independent review. They can be contacted on **0845 602 1983** or **024 7682 1960** or by email on **advice@lgo.org.uk**.



We also have a housing office at **Exmouth Town Hall**, and housing advice can be obtained from **Citizens Advice Bureaux** (tel. **01404 44213** or **01395 264645**).

We are always prepared to give advice by phone. Also our website has a lot of information. It can be accessed 24 hours on **[www.eastdevon.gov.uk/housing](http://www.eastdevon.gov.uk/housing)**.

If you find it difficult, for whatever reason, to access information by any of the ways listed above, we are also able to offer home visits.

# Equal opportunities and diversity



Equal opportunities means that everyone is treated fairly, and has equal access to services.

Diversity means respecting everyone as an individual, irrespective of any group they may belong to because of their race, religion, disability or for any other reason.

The Housing and Social Inclusion Service of East Devon District Council is committed to fairness and equality for all, operating with professionalism, integrity and openness. We believe that everyone is entitled to be treated with dignity, respect and fairness, regardless of their race, colour, ethnic or national origin, nationality, gender, sexual orientation, marital status, disability, age, religion or belief, or political beliefs.

We aim to make sure that we do not knowingly create an unfair disadvantage for anyone, directly or indirectly, and by law we must make sure that we do not discriminate against anyone for any reason.

Every member of staff has a responsibility to ensure that our Equality and Diversity Policy is put into practice. We give training to all staff on their responsibilities under this policy.

The Tenant and Leaseholder Customer Panel has drawn up an Equal Opportunities Statement which its members must work to.

All of our tenant or resident associations must operate under an equal opportunities policy, giving everyone the right to their opinion and to stand for election to a committee.

We will deal seriously with anyone who deliberately discriminates against you. You should let us know if you feel you have been treated unfairly or discriminated against in any way.

The Council has a policy of monitoring and investigating incidents of prejudice. If you feel that you have good reason to believe you are receiving a different level of service specifically because of your race, age, gender, religion or disability, or that you are the victim of a “hate” incident, please contact the Complaints Officer on **01395 516551**.

**Need to get in touch?**

Please see Section 16 'Contact us'.



# How to contact us



## Need to get in touch?

Please contact us either in person, by telephone or by email.

Please use the information on the next few pages to help you find the correct department to contact about your query.

### Housing Services Team

Tel. 01395 517458  
Email: repairs@eastdevon.gov.uk

#### Responsible for:

- Estate and tenancy management
- Community safety and antisocial behaviour
- Repairs and responsive maintenance
- Planned maintenance, improvements and adaptations
- Fly tipping, abandoned vehicles, condition of property
- Car parking, garages

### Housing Business Unit

Tel. 01395 516551  
Email: businessunit@eastdevon.gov.uk

#### Responsible for:

- Home Safeguard
- Rental and other income
- Right to Buy
- Scheme Managers/ Mobile Support Officers Service
- Sheltered housing
- Supporting People
- Leaseholders
- Garden and grounds maintenance and communal cleaning
- Performance monitoring

### Housing Strategy Unit

Tel. 01395 516551  
Email: housingstrategy@eastdevon.gov.uk

#### Responsible for:

- Housing Strategy
- Housing Revenue Account Business Plan
- Research, information and support
- Affordable housing schemes
- Social inclusion, equality and diversity
- Policies and procedures
- Tenant participation and involvement
- Community development

### Housing Needs Team

Tel. 01395 517469  
Email: housingneeds@eastdevon.gov.uk

#### Responsible for:

- Housing advice and options
- Homelessness prevention
- Homelessness Strategy
- Housing Register
- Allocations, transfers and nominations
- Changes to tenancy agreements (eg terminations / successions)
- Special needs / supported housing
- Child protection and domestic violence
- Links with the private rented sector

Please turn over for further information



<b>Need to talk about?</b>	<b>Department</b>	<b>Telephone</b>	<b>Email address</b>
Aids and adaptations	Repairs and Maintenance	01395 517458	repairs@eastdevon.gov.uk
Alarms in non sheltered properties	Home Safeguard	01395 519739 01395 578237	businessunit@eastdevon.gov.uk
Alterations and improvements	Repairs and Maintenance	01395 517458	repairs@eastdevon.gov.uk
Antisocial behaviour	Estate Management	01395 516551 ext 2381/2396	estatemangement@eastdevon.gov.uk
Applying for sheltered housing	Housing Needs	01395 517469	housingneeds@eastdevon.gov.uk
Buying your home	Business Unit	01395 517533	businessunit@eastdevon.gov.uk
Changing your home (transfers and mutual exchanges)	Housing Needs	01395 517459	housingneeds@eastdevon.gov.uk
Cleaning of communal areas	Business Unit	01395 516551	businessunit@eastdevon.gov.uk
Community Initiative Grant	Tenant Participation	01395 517453	tenantparticipation@eastdevon.gov.uk
Council Tax	Council Tax and Housing Benefit	01395 517446	benefits@eastdevon.gov.uk
Customer care	Housing Strategy Unit	01395 516551	housingstrategy@eastdevon.gov.uk
Debt	Rental	01395 517444	housingrental@eastdevon.gov.uk
<b>Emergencies – out of hours</b>		<b>01395 516854</b>	
Ending your tenancy	Housing Needs	01395 517469	housingneeds@eastdevon.gov.uk
Garden maintenance scheme	Business Unit	01395 516551	businessunit@eastdevon.gov.uk
Getting involved with the Housing Service	Tenant Participation	01395 517453	tenantparticipation@eastdevon.gov.uk
Hire of community centres	Home Safeguard	01395 519162	businessunit@eastdevon.gov.uk
Hire of guest bedrooms	Home Safeguard	01395 519162	businessunit@eastdevon.gov.uk
Home contents insurance	Tenant Participation	01395 517453	tenantparticipation@eastdevon.gov.uk
Housing Benefit	Council Tax and Housing Benefit	01395 517446	benefits@eastdevon.gov.uk
Improvement voucher scheme	Repairs and Maintenance	01395 517458	repairs@eastdevon.gov.uk
Key Players Register	Tenant Participation	01395 517453	tenantparticipation@eastdevon.gov.uk
Make a complaint	Complaints Officer	01395 516551	Online form at <a href="http://www.eastdevon.gov.uk/making_a_complaint">www.eastdevon.gov.uk/making_a_complaint</a>
Neighbour nuisance	Estate Management	01395 516551 ext 2381/2396	estatemangement@eastdevon.gov.uk

Need to talk about?	Department	Telephone	Email address
Parks and gardens	Streetscene	01395 517528	streetscene@eastdevon.gov.uk
Paying your rent	Rental	01395 517444	housingrental@eastdevon.gov.uk
Pest control	Environmental Health	01395 571517	
Rechargeable repairs	Repairs and Maintenance	01395 517458	repairs@eastdevon.gov.uk
Refuse and recycling	Streetscene	01395 517528	streetscene@eastdevon.gov.uk
Renting a garage	Housing Needs	01395 516551	housingneeds@eastdevon.gov.uk
Report a repair	Repairs and Maintenance	01395 517458	repairs@eastdevon.gov.uk
Sheltered housing, Scheme Managers or Mobile Support Officers	Home Safeguard	01395 578237	businessunit@eastdevon.gov.uk
Tenancy conditions	Housing Needs	01395 517469	housingneeds@eastdevon.gov.uk
Tenant and Leaseholder Customer Panel	Tenant Participation	01395 517453	tenantparticipation@eastdevon.gov.uk
Untidy council gardens	Estate Management	01395 516551 ext 2381/2396	estatemangement@eastdevon.gov.uk

## Write to us or visit us

East Devon District Council  
Knowle, Sidmouth  
EX10 8HL

### Opening hours

Monday to Friday 8.30am to 5.00pm

## Visit the Housing Office at Exmouth Town Hall

St Andrews Road, Exmouth

### Opening hours

Monday to Friday 9.00am to 1.00pm  
and 2.00pm to 4.30pm

## Visit our website

[www.eastdevon.gov.uk](http://www.eastdevon.gov.uk)

## Citizens Advice Bureaux



For details of location and opening hours for local Citizens Advice Bureaux please ring **01404 44213** or **01395 264645**.

[www.eastdevon.gov.uk](http://www.eastdevon.gov.uk)

