



A quick reference guide

Five top tips for a successful tenancy



NORWICH
City Council

Tenant
approved

Five top tips to making your tenancy a success

Things to do

- **Grant us access to your home**

There will be times when we need to gain access to your home, for example to carry out essential and potentially lifesaving appliance safety checks.



- **Keep your rent account up to date**

It is important that you keep up to date with your rent payments.

If you find that you are struggling to meet these costs, for any reason, then please contact us as quickly as possible so we can help.

Financial assistance is available, to those who qualify, through housing benefit. We have a money advice team to provide help and support.

If you make a claim for benefits, it is important that you respond promptly to any requests for further information so that you receive your correct entitlement without undue delay.

- **Behave in a considerate way**

A majority of our tenants tell us that unsociable behaviour can make a huge difference to their quality of life.

Please make sure that your behaviour does not give cause for concern to your neighbours.



- **Make sure you have your contents insured**

This will cover your possessions against loss or damage caused by fire, flooding, storm damage, as well as theft.

- **Tell us how we are doing**

We actively encourage feedback, whether this is positive or you want to tell us we have not met your expectations. We offer a range of different ways in which you can become more involved in helping to shape and improve the housing service. After all, as a tenant, you are the best person to tell us how you would like to be treated.



Looking after your home

As your landlord we are responsible for many, but not all of the repairs to your home. If a repair is needed because of general wear and tear, we will fix it. You can also carry out your own improvements to your home but you will need to ask for our permission.



Contacting us

You can easily contact us in a number of ways:

Norwich City Council, City Hall, Norwich, NR2 1NH or at your local neighbourhood office.

t: 0344 980 3333

e: info@norwich.gov.uk

www.norwich.gov.uk



IF YOU REQUIRE THIS LEAFLET IN ANOTHER LANGUAGE OR FORMAT EG LARGE PRINT, AUDIO CASSETTE OR BRAILLE PLEASE CONTACT NORWICH CITY COUNCIL.

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