



NORWICH
City Council



Your new home

essential information

**Tenant
approved**

Norwich City Council
Improving homes, improving services



This leaflet provides you with the basic information to help you set up in your new home and explains how to:

- Arrange energy supplies
- Make rent and other payments to the council
- Obtain insurance for your personal possessions
- Report repairs

It also gives examples of repairs that you are responsible for.

Please visit www.norwich.gov.uk/tenanthandbook for further information about all the services we provide to tenants, as well as clarification of your rights and responsibilities as a tenant.

Council tenancies

The council offers 12-month introductory tenancies to all new tenants. Introductory tenants have fewer rights than secure tenants but as long as you don't break your tenancy agreement, while you are an introductory tenant, you will automatically become a secure tenant on completion of the 12-month trial period.

Be a good neighbour

We are committed to making tenancies as trouble free and enjoyable as possible so please play your part by being a good neighbour and keeping to your tenancy agreement.

Keeping individual gardens and communal areas tidy benefits all residents, while thoughtful parking and responsible pet ownership shows consideration to others.

Loud music, rowdy behaviour and noisy DIY can sometimes amount to antisocial behaviour, so please make sure that members of your household

or visitors do not cause a nuisance to your neighbours.

We hope that you enjoy your home and your tenancy with Norwich City Council.

If you do have any problems you can find guidance at www.norwich.gov.uk

Reinstating gas and arranging electricity supplies

On moving into your new home you will need to make arrangements for your gas and electricity supplies. Please see the following guidance for further information.

- Locate the gas and electricity meters in your new property. For each meter take a reading and check whether it is a pre-payment card meter or a credit meter.
- If you have a pre-payment meter you will have to pay for gas or electricity before you use it by topping up a pre-payment card.
- A credit meter will simply record what you use and you will be billed by the

supplier either monthly, quarterly or annually.

- If you have a card meter find out if there is any outstanding debt on it by contacting the current energy provider. If there is a debt it is not your responsibility to pay it off but you will need to ask the gas or electricity supplier to reset the meter.
- You must contact the current gas provider, before contacting Gasway, to arrange for gas to be supplied to your council home in your name and to ensure that the meter is clear of debt. If Gasway attend to reinstate the gas supply to your property but are unable to do so, because you did not contact the gas supplier first, you will be charged a callout fee.
- You must contact the current electricity provider to ensure that the electricity meter is clear of debt and to arrange for electricity to be supplied to the property in your name.
- If you have a pre-payment meter you will need to

ensure you have a minimum £5 credit on both your gas and electricity meters in order for your gas to be reinstated.

To find out which company currently supplies energy to your new home call the gas supplier hotline (0870 608 1524) or the electricity supplier helpline (0845 601 5467).

It is also your responsibility to get a meter installed by the supplier if it has been removed.

Making payments

Direct Debit – Call the Direct Debit hotline (01603 212399) to set up, over the phone, a Direct Debit to pay your rent or to request a paper form. Alternatively, Direct Debit forms for rent and other services can be downloaded from www.norwich.gov.uk

Standing Order – Print off and complete the form on our website and give it to your bank – they will set up the standing order for you. You can also call the direct

debit line to ask for a form or to find out how to pay through online banking.

Online – Go to www.norwich.gov.uk click 'pay council tax and rent' and then click 'pay your rent'. Payments can be made by debit or credit card.

PayPoint – If you have a Norwich City Council payment card you can pay your rent, council tax and bills for other council services at any Post Office or PayPoint outlet. You can visit www.allpay.net for details.

Telephone – Have your debit or credit card and your rent account reference number ready and call **0800 021 7784** (24 hours). Please note that we have to charge a handling fee for credit card payments. You will be advised of the amount of the fee before your transactions can go ahead.

Insurance

We strongly recommend that you take out insurance for your personal property such

as your furniture, clothes and other belongings for which the council is not responsible. For example, if you live in a flat a leak from the flat above could cause damage in your home. This could be covered by insurance but will generally not be covered by Norwich City Council.

The council offers a home contents insurance scheme which lets you pay in instalments with your rent. Ask the customer contact team for details.

Repairs to council homes

As your landlord we are responsible for many, but not all, repairs to your council home. Your tenancy agreement sets out the rights and obligations of the council and its tenants, and section eight of the agreement deals with repairs to, and maintenance of, your home.

Where a repair is not considered normal wear and tear, for example if damage

has been caused by you, members of your household or visitors there is likely to be a charge. In most cases any charge would be payable in advance of the work being ordered but if the repair is covered by right to repair legislation or in the home of a particularly vulnerable person we will make arrangements for you to pay after the work has been carried out.

Reporting a repair

Non-emergency repairs can be reported online.

This service is available 24 hours a day, seven days a week so that you can report non-urgent housing or heating repairs whenever it suits you:

Reporting a repair online is simple:

- Go to www.norwich.gov.uk/repairs
- Click 'report non urgent repair'
- Enter your details and let the repairs software guide you through the rest.

If your repair is an emergency:

- call 0344 980 3333.

Your responsibilities

The table on [pages 8-10](#) gives some examples of items in and around your home that you are responsible for maintaining. This is not a full list but is provided to give you some examples.

Some items that you are responsible for:

	Repair
Clearance and disposal	<ul style="list-style-type: none"> • Removal and disposal from gardens, sheds and garages of all items belonging to you, members of your household or your visitors at the end of your tenancy • To keep all gardens that form part of your tenancy in a well maintained state, during and at the end of your tenancy. This includes the cutting back and removal of any ivy, and the maintenance and cutting back of shrubs and other vegetation within your boundary
Windows glass and glazing	<ul style="list-style-type: none"> • All glass whether cracked or broken
PVCu windows	<ul style="list-style-type: none"> • Follow maintenance instructions • Tenants will be charged for any window repairs to PVCu that are from not carrying out appropriate care and maintenance
Doors	<ul style="list-style-type: none"> • Internal door latches, door fittings and door chain • Repairs to internal doors where it is not deemed as being due to reasonable wear and tear (an internal door would normally be expected to last for 25 years) • Altering internal doors to fit over carpets • Refitting internal doors if they are missing when you leave • Replacing your locks when you have lost or misplaced your keys or fob • Replacing your locks if your keys are stolen • Replacing and/or obtaining additional door keys or fobs • Door knockers and bells (except door entry to a block of flats) • Individual door number or name plate

	Repair
Kitchen	<ul style="list-style-type: none"> • Installing, disconnecting and repairing your own appliances such as cookers and washing machines, including waste and supply pipes • Plumbing in washing machines • Replacing handles, hinges, catches, drawers and drawer fronts to any extra kitchen units you have installed
Bathroom/ water services	<ul style="list-style-type: none"> • Bath panels, showers and extra tiles you have fitted yourself • Replacing broken toilet seats, covers or tightening a loose toilet seat • WC chains, handles or push buttons • Replacing sink or bath plugs and chains • Unblocking sinks or baths • Accidental damage to bathroom fittings
Electrical	<ul style="list-style-type: none"> • Electrical appliances provided by you including cables, plugs, fuses etc. • All electrical fittings not supplied with the property • Changing fuses and resetting trip switches • Replacing light bulbs, plugs, fuses and bathroom light pull cords • Individual TV aerials
Gardens, sheds, fences and vegetation	<ul style="list-style-type: none"> • You are responsible for all sheds and fencing that is not council owned. This includes any storage or scooter sheds • You are responsible for maintaining your garden, including the removal of any ivy from walls or other vegetation within your boundary

	Repair
Gas installations	<ul style="list-style-type: none"> • Flexible connectors to appliances supplied and fitted by you • Ensuring airbricks, vents etc are free from obstruction or blockage • Annual servicing of appliances supplied and fitted by you
Solid fuel installations	<ul style="list-style-type: none"> • Sweeping of flues over and above the annual service • Annual servicing/sweeping of appliances supplied and fitted by you
Internal fittings	<ul style="list-style-type: none"> • Curtain rails and battens • Clothes dryers and airers • Roller blinds and fixings • Shelves • Hat and coat racks/hooks
Water meter installation	<ul style="list-style-type: none"> • Any alterations or repairs that are required in order to fit a water meter
Smoke detectors	<ul style="list-style-type: none"> • Cleaning council fitted smoke detectors, except in sheltered housing schemes. (A soft brush vacuum is recommended)
Extractor fans	<ul style="list-style-type: none"> • Cleaning extractor fans

Useful contacts

Norwich City Council

You can access our services online at www.norwich.gov.uk

Email address: info@norwich.gov.uk

Payment hotline (24 hour): **0800 021 7784**

General number: **0344 980 3333**

(8am-5pm, Monday to Friday)

Out of hours emergency: **01603 412180**

NB if you need to speak to the council in person, the customer contact centre at City Hall, via Bethel Street entrance, is open on Monday, Tuesday, Thursday and Friday, 8:45am to 5pm and on Wednesdays, 1pm to 5pm.

Electricity

Electricity supplier helpline: **0845 601 5467**

Gas

National Gas Emergency Service (for if you smell gas or are worried about gas safety): **0800 111 999** (24 hour)

Gas supplier hotline: **0870 608 1524**

Reinstatement of gas supply (Gasway): **01603 258617**

Heating and hot water repairs (Gasway): **01603 258617**

Water

Anglian Water: **0845 791 9155**

Other

Norfolk Constabulary non emergency number: **101** (24 hour)

Norwich Community Alarm Service (NCAS): **01603 213700**
(24 hour)



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Norwich City Council, City Hall, Norwich, NR2 1NH

t: 0344 980 3333 e: info@norwich.gov.uk

Please go to www.norwich.gov.uk for the full, most up-to-date version of the tenants' handbook.



If you would like this information in another language or format such as large print, CD, audio cassette or Braille please contact the council.

Polish

Jeśli pragną Państwo otrzymać niniejsze informacje w innym języku lub formacie, np. w dużym druku, na kasecie audio lub alfabetem Braille'a, prosimy o kontakt pod poniższym numerem telefonu:

Portuguese

Se pretender uma cópia desta publicação num idioma ou formato alternativo como letra de imprensa, cassete áudio ou Braille, contacte por favor o número abaixo:

Lithuanian

Jeigu pageidaujate šią informaciją gauti kita kalba arba kitu formatu, pvz., stambiu šriftu, garso kasete ar Brailio raštu, prašome paskambinti žemiau nurodytu telefono numeriu: