

# New Tenants' Handbook



# Key Points Summary

## Moving in

- Sign your tenancy agreement and take time to read it.
- Know the type of tenancy offered to you, when it starts and how many people can live in the property.
- We visit new tenants within the first six weeks to ensure you have settled in.
- We recommend you have household contents insurance as Bristol City Council does not insure home contents against theft, fire, vandalism and burst pipes.
- Details of local facilities can be found at **[www.bristol.gov.uk/people-communities](http://www.bristol.gov.uk/people-communities)**

## Rent and other charges

- Rent is charged over 52 weeks and is due on a weekly basis. If you wish to pay by any other frequency (e.g. monthly) **you must pay in advance.**
- If you are entitled to Universal Credit or Housing Benefit make a claim immediately.
- If you fall behind with payments, please contact us as we may be able to help you. **Do not let your debt build up.**

## Your home

- Once a property becomes empty we carry out any repairs necessary to ensure it meets our letting standard.
- If you don't feel this has been done, please contact us within the first 14 days of your tenancy.

## Getting repairs done

- As your landlord we will carry out certain 'qualifying' repairs (see example on page 13-14) but you, as the tenant, are responsible for minor repairs. Ensuring the property remains in good condition is a shared responsibility.

■ Report gas leaks immediately. Call the National Grid Gas Emergency Service on **0800 111 999**.

■ You can report emergency repairs outside office hours on **0117 922 2050**.

- You will have to pay for any repairs needed if the damage was caused by your own neglect or carelessness.
- We may need access to your property to carry out repairs, improvements, gas servicing and other safety checks. To access your home we'll need a contact number from you (see page 14).

## Living in flats or maisonettes

- Most flats receive our caretaking service; cleaning communal areas and monitoring the site (e.g. laundries, graffiti removal, waste and bins, and reporting communal repairs).
- Fire safety is important; plan an escape route and be aware how to prevent fire.
- For safety reason restrictors are fitted to windows to limit the amount they can be opened.
- Report any damage to the Repairs and Maintenance Service at **[www.bristol.gov.uk/ReportARepair](http://www.bristol.gov.uk/ReportARepair)**



Find useful contacts on page 27



# Welcome

**Welcome to your new tenancy with Bristol City Council. We hope your move goes well and that you will be happy in your new home.**

This handbook includes the main information you will need during your tenancy and useful contact details. Please keep it in a safe place for future reference.

If you need to contact us our details can be found on page 26. Contact information is also available on our website at [www.bristol.gov.uk/contact](http://www.bristol.gov.uk/contact)



# Contents

<b>Moving in to your new home .....</b>	<b>2</b>	<b>Living in a block with shared facilities .....</b>	<b>18</b>
Your tenancy agreement .....	2	Caretaking services .....	18
New tenancy visit .....	2	Shared laundries .....	18
Home contents insurance .....	3	Key fobs .....	19
Local facilities .....	3	CCTV security .....	19
<b>Rent and other charges .....</b>	<b>4</b>	Designated areas and car parks .....	19
How to pay your rent .....	4	Mobility Scooters .....	19
Difficulty paying rent .....	5	Reporting pests .....	19
Garages .....	6	Responsible pet ownership .....	19
<b>Your home .....</b>	<b>7</b>	Fire safety .....	20
What to expect from your		Windows .....	20
new home .....	7	<b>Nuisance and anti-social behaviour.....</b>	<b>21</b>
Household goods .....	11	Anti-social behaviour .....	21
Dos and don'ts for decorating your home ...	12	Domestic abuse .....	22
Decorating your home .....	13	Hate crime .....	22
Getting repairs done .....	13	<b>Ending your tenancy .....</b>	<b>23</b>
Looking after your home .....	16	Inheriting a tenancy (succession and	
		assignment) .....	23
		The right to buy .....	24
		Moving home .....	24
		<b>Get involved .....</b>	<b>25</b>
		<b>Complaints, comments or compliments .....</b>	<b>26</b>
		<b>Citizen Service Points .....</b>	<b>26</b>
		<b>A-Z useful contacts.....</b>	<b>27</b>

# Moving in to your new home

## Your tenancy agreement

**One of the first and most important things you will be asked to do is sign your tenancy agreement. It is a legal contract between you, as the tenant, and Bristol City Council, as your landlord.**

It is important you take time to read your tenancy agreement. If you breach the conditions in the agreement it could lead to an order for repossession of your home or other legal action against you. The document sets out clearly what you need to do, the things you are not allowed to do and the things your landlord will do.

The tenancy agreement also confirms three important issues:

- 1 Type of tenancy:** an *introductory* tenancy is offered first on a trial period of 12 months (we can extend this period if felt necessary). Providing there are no breaches in tenancy conditions this will become a *secure* tenancy. The rules are slightly different depending on the tenancy you have.
- 2 When the tenancy starts.**
- 3 How many people can live at the property:** each adult, and child of 10 years or above, counts as one person; children under 10 years count as half a person and children under 1 year are not counted.

### Example

The following family count as four people:

Mr and Mrs Jones	2
Their son who is 12 years old	1
Their son who is 9 years old	0.5
Their daughter who is 6 years old	0.5
Their son who is 7 months	0
<b>Total people</b>	<b>4</b>

You should also be clear who is classed as the 'tenant(s)' as they are held responsible for the tenancy. Where only one person signs the agreement they are called a 'sole tenant'. However, two or more signing the tenancy agreement (e.g. husband and wife) become 'joint tenants'. They will both be individually responsible for the tenancy.

It is also worth remembering that when we say 'property' it doesn't just mean the house or flat. It also means any yard, garden, outbuildings (e.g. shed), fences or walls that come with it.

## New tenancy visit

**We aim to visit all new tenants within the first six weeks to find out how you are settling in. This is also a chance for you to raise any questions or concerns you may have.**

In particular we need to:

- Check the right people have moved in
- Make sure you understand your responsibilities as a tenant and are complying with your tenancy conditions
- Find out if you need any extra support
- Identify any issues with the property

Allowing access to your property for things such as a new tenancy visit forms part of your tenancy agreement.

You will receive a letter nearer the time letting you know the date and time of the appointment.



## Home contents insurance

**We recommend you take out household contents insurance. Bristol City Council does not insure your home contents (e.g. furniture, belongings, decorations) against theft, fire, vandalism or burst pipes.**

It's your responsibility to make sure that the sum insured is enough to cover all your household items and personal effects.

## Local facilities

You can get a customised listing of all your local facilities by visiting **[www.bristol.gov.uk/myneighbourhood](http://www.bristol.gov.uk/myneighbourhood)**. Simply type your address or postcode into the search box to find your nearest services. The site covers everything from childcare to sports facilities to dentists.

If you don't have web access why not join your local library to use the internet for free? You just need a copy of your tenancy agreement or other proof of address to sign up. For more information visit **[www.bristol.gov.uk/libraries](http://www.bristol.gov.uk/libraries)**

Find out what transport options are available in the area you've moved to. Visit **[www.travelwest.info/movinghome](http://www.travelwest.info/movinghome)**



**Useful contacts and ideas for getting involved start on page 25**

# Rent and other charges

The rent you pay is used to provide the services you will rely on during your tenancy. Rent is due weekly and you must pay your rent and any other charges on time to avoid getting into arrears. If you wish to pay by any other frequency (e.g. monthly) you must pay in advance. Please let us know if you intend to do this.

## How to pay your rent

- **Direct Debit.** This is the easiest way to pay if you have a bank, building society or credit union account. Payments can be taken on any of the first 28 days of the month. To set this up, contact the Rent Management department on 0117 9222200 (option 3).
- **Online.** Quick, easy and available 24/7, visit **[www.bristol.gov.uk/payrent](http://www.bristol.gov.uk/payrent)** to pay online. You'll need your account number (from your statement or rent/property charge increase letter) and a credit or debit card.



- **Telephone.** 24 hour automated service. Call **0870 707 7776** (option 4). You'll need your account number generated for new tenants (from your statement or rent/property charge increase letter) and a credit or debit card.

You can also use this service to check your account balance.

- **Mobile app.** Pay rent with a smartphone using the free Allpay app. Visit the Google Play Store or Apple App Store and search for 'Allpay' or scan the QR codes below:

Allpay for  
iPhone



Allpay for Android  
phones



You can also check your account balance and view your latest payments straight from your computer or smartphone by visiting **[www.bristol.gov.uk/tenantaccount](http://www.bristol.gov.uk/tenantaccount)**. You can go online free at any library or the Citizen Service Point at 100 Temple Street.

- **Internet banking.** You can transfer money to Bristol City Council using your own internet banking service. Please use Bristol City Council sort code **56 00 05** and account number **41322282**. You must quote your rent account number as the reference.

- **Standing order.** You can set up payments direct from a bank, building society or credit union account. You must pay in advance but have the choice whether to pay weekly or monthly, depending on the type of bank account you have. If you wish to pay monthly please call us on **0117 922 2200** (option 3) or visit the Citizen Service Point to agree a monthly amount. You must quote your rent account number as the reference.

Any changes to the amount of your standing order has to be made by you, through your bank. Forms are available at

**[www.bristol.gov.uk/payrent](http://www.bristol.gov.uk/payrent)** or at the Citizen Service Point. You will need to have your bank account details with you.



- **Universal Credit.** If you receive Universal Credit you will be responsible for ensuring your rent is paid to us. For help with Universal Credit visit:  
**[www.bristol.gov.uk/universalcredit](http://www.bristol.gov.uk/universalcredit)**
- **Housing benefit.** If you receive welfare benefits (e.g. Job Seekers Allowance) or have a low income you may be able to get Housing Benefit. There are also other welfare benefits e.g. Employment and Support Allowance (ESA), Personal Independence Payment (PIP), which you may be able to claim if you are sick, disabled or entitled to carer's allowance. For more information visit  
**[www.bristol.gov.uk/benefits](http://www.bristol.gov.uk/benefits)**

- **Post office and Paypoint outlets.** You will need your housing Payment swipe card. Please note: If you have multiple accounts (e.g. garages/content insurance etc.) any payments made using your swipe card will only go to your rent account. To order a payment card, contact the Rent Management department on **0117 922 2200** (option 3).
- **Citizen Service Point.** You can pay at the Citizen Service point located in 100 Temple Street Bristol, by Cash or Debit/Credit card.

## Difficulty paying rent

**As soon as you know you may not be able to pay your rent on time, it is essential that you contact the Rent Management Team on the number below.**

### Useful link

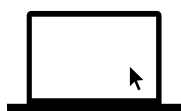
**We're available online 24/7 at [www.bristol.gov.uk/rent](http://www.bristol.gov.uk/rent)**

To speak to us about rent problems, telephone **0117 922 2200** (option 3, open Mon-Fri 8.30am–6pm, Wed closed 12–1.30pm). You can ask us to call you back to save time and money.



If you fall behind with your rent payments you are in breach of your tenancy agreement and may be putting your home at risk. You will be sent correspondence reminding you to pay your rent. **Do not ignore these.**

## Ways to Pay:





If you do ignore these and do not pay your rent/arrears, then we will commence first steps towards legal action, which could result in you losing your home.

If you need help with budgeting, debt advice or sustaining your tenancy there are many agencies offering free advice and support that we can refer you to.

## Garages

**The council has a number of garages and parking bays for rent across the city.**

### How to apply for a garage

To join the waiting list for a garage you need to complete an application form.

Forms are available on our website at

**[www.bristol.gov.uk/councilhousinggarages](http://www.bristol.gov.uk/councilhousinggarages)** or at the Citizen Service Point at 100 Temple Street.

When a garage becomes vacant, priority will be given to the following applicants:

- 1** Council tenants with mobility disabilities, where the allocation will assist in their mobility
- 2** Council tenants and their partners in the area.

You won't be offered a garage if you have any outstanding debts.

### What can garages be used for:

- **Parking of vehicles.** You can garage a roadworthy motor vehicle, boat or motor mower. You can also store items to do with your vehicle. You must always be able to close the garage door.

- **Business use.** Businesses can use garages for storing any vehicle that is to be used for business purposes. However, they cannot use the garage for any other purpose.

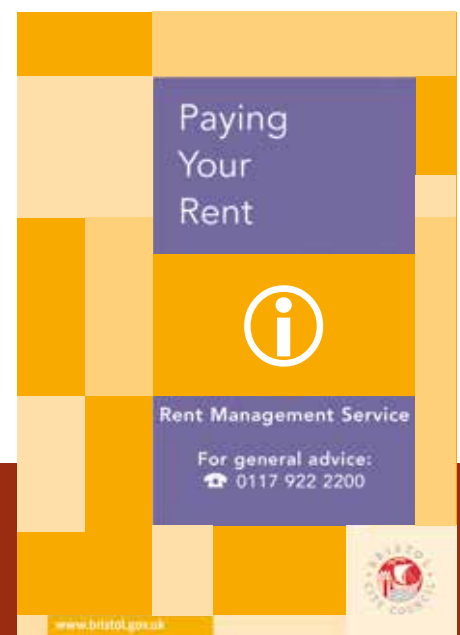
The garage must not be used solely for storage. The storage of inflammable materials or liquids is strictly prohibited.

If you are offered a garage, parking bay or garage plot you will be asked to sign a tenancy agreement. This sets out the rights and responsibilities of both tenants and the council.

### What does it cost to rent a garage/ parking bay?

The current pricing structure for garages and parking bays can be found on our website **[www.bristol.gov.uk/councilhousinggarages](http://www.bristol.gov.uk/councilhousinggarages)**

These rates are reviewed annually.



Find out more in our factsheet:  
**Paying your Rent**

# Your home

## What to expect from your new home

**All our properties are checked against the Letting Standard when they become empty. If any repairs are needed, we aim to do these before you move in. Sometimes we may do some minor repairs after you move in.**

When you receive the keys to your Bristol City Council property, you can expect to find that we will have:

### General

- Cleared the property inside and out.
- Checked that there is a smoke alarm on each floor.
- Checked the property for asbestos and checked it does not pose a hazard.
- Cleaned the property, paying particular attention to the kitchen and bathroom to remove any grease and grime.

**Decorating** (you are responsible for decorating inside your home)

- Left existing decorations when in good condition.
- Painted over graffiti.
- Stripped the wallpaper, if in bad condition or if the plaster underneath visibly needs repairing.
- Given you a decorating card - a money allowance to help you towards the cost of decorating materials for the rooms that have been stripped.

See page 31 for your nearest Wilko store



Room ready to decorate by the new tenant

### Living room

- Tidied up loose wires.
- Re-decorated the living room if the decoration is in bad condition. This will usually be a white ceiling and woodwork, and magnolia walls.





## Kitchen

- Re-decorated the kitchen if in bad condition.
- Installed a gas or electric cooker point, not necessarily both, and left a 600mm space for a cooker.
- Checked that the sink is clean, plugs are attached and the splash-back is in good condition.
- Checked the units and worktops are in good working order.
- Checked the plumbing to ensure it is not blocked or leaking.
- Supplied a washing machine space and connections – only where practicable and where there is no laundry on site.
- Ensured that there are at least two double sockets and that the vents and extractor fans are clean and working.
- Checked the floor covering is clean and in good condition.



You can switch energy supplier if you want to.  
You might save money.

See the advice from Ofgem at:  
[www.ofgem.gov.uk](http://www.ofgem.gov.uk)



## Bathroom

- Decorated the bathroom if in bad condition.
- Made sure the bath, sink and toilet are white, as well as free from stains and holes.
- Checked that the bath and basin are clean, the plugs are attached and the tiles are in good condition.
- Checked over-bath showers are safe and suitable ventilation is fitted. If a walk-in shower is already present we will not remove it.
- Ensured the floor covering is slip-resistant.

## Heating and energy supply

- Made sure there is one form of heating present at the property.
- Tested the gas and electrics to ensure that the heating and hot water system, wiring and appliances are safe for you to use.
- Boxed in meters located below waist height.
- Put insulation in your roof space.
- Registered you with an energy supplier. You are still free to change your energy supplier if you want to, once you move in.







## Ceilings and walls

- Checked that the property is free from damp and treated any areas of black mould.
- Checked for bulging or visibly crumbling plaster. If found, we will repair either by plastering (patch repair or total) or lining the walls.
- Painted ceilings if in bad condition or when they have been plastered.
- Given you a sound surface to decorate. We will fill in major holes (bigger than a 50p coin) and cracks (bigger than the length and width of a biro), but we will expect you to prepare the walls (i.e. rub down smaller holes and walls) before decorating.
- Checked your property for asbestos to ensure any asbestos it contains is in good condition and poses no hazard to you or your family.

## Floors

- Replaced damaged or missing floorboards.
- Taken up carpet grippers when removing carpets and punched nails below the surface.
- Provided vinyl floor covering in the hall, kitchen and bathroom.
- Left carpets or floor covering from the previous tenant if in good condition.



## Windows

- Repaired any cracked, missing or failed glazing.
- Fitted restrictors on windows above the ground floor.
- Provided a minimum of two keys per property.
- Fitted curtain battens above the windows. However, we will not provide curtains, blinds or nets in any room.

## Doors

- Checked that all doors are in good condition and that they open, close and lock easily (where a lock is provided).
- Supplied two sets of keys for each property (including for communal areas).
- Ensured that there is a working letterbox and house/flat number fitted on or around the front door.

We may need to access your home for repairs and maintenance. Make sure you let us know your latest contact telephone number and email address.





## Gardens and storage spaces

- Cleared rubbish and rubble from the garden areas.
- Cut the grass to ankle height and cut back brambles and bushes (we will not re-turf).
- Made sure path and steps to the front and rear are safe.
- Checked that fences clearly show the boundaries and are in good condition.
- Made safe any brick or concrete sheds, where they are provided, and checked they are free from rubbish.
- Filled in ponds and removed other structures, unless they are in good condition.
- Fenced off car hard standing areas where there is no dropped kerb to access the space.

## Further information

You can find detailed information on our Letting Standard in the factsheet 'The Letting Standard' available online at [www.bristol.gov.uk/newtenantguide](http://www.bristol.gov.uk/newtenantguide).

If you think we have not met the Letting Standard and/or any repairs are needed within the first 14 days of your tenancy, please contact our Relet Surveyor. The contact number will have been provided as part of your welcome pack.

If your home has gas heating, we may need to send an engineer to test the supply and turn your heating and hot water on. This is normal and to be expected.



Find out more in our factsheet:  
**The Letting Standard**

Further information to support your new tenancy is at [www.bristol.gov.uk/newtenants](http://www.bristol.gov.uk/newtenants)



## Household goods

**All our properties come unfurnished so you'll need to provide your own furniture and appliances.**

If you're on a tight budget there are many free or cheap items available. You may also be able to get a grant or loan to help with the costs.

### Free or cheap goods

You can find many second hand items online for free. Try Freecycle ([www.freecycle.org](http://www.freecycle.org)) and Freegle ([www.ilovefreegle.org](http://www.ilovefreegle.org)).

Several local furniture projects refurbish and recycle furniture and electrical goods, selling them at bargain prices. Big discounts are given to those on benefits. These include:

- **Sofa Project Old Market**

48–54 West Street,  
St Phillips, BS2 0BL,  
Tel: **0117 954 3567**  
Email: [info@sofaproject.org.uk](mailto:info@sofaproject.org.uk).

- **Knowle Sofa Plus**

Unit 23, Broadwalk Shopping Centre,  
Knowle, Bristol, BS4 2QU,  
Tel: **0117 300 3766**

- **Emmaus,**

72 Bedminster Parade,  
Bedminster, BS3 4HL  
Tel: **0117 963 3033**  
or  
Backfields House, Upper York Street,  
Bristol, BS2 8WF  
Tel: **0117 954 0886**  
Email: [info@emmausbristol.org.uk](mailto:info@emmausbristol.org.uk)

- **Re:Store**

17 Filwood, Broadway, BS4 1JN  
Tel: **0117 923 1970**  
Email: [info@reworkltd.org.uk](mailto:info@reworkltd.org.uk) .



## Grants and loans

- If you're on a low income, you may be able to get help paying for furniture and white goods from the Local Crisis and Prevention Fund. To apply, you must be living within the boundaries of Bristol City Council and have experienced a crisis or an emergency. For example, if you're in desperate need of goods such as a bed or cooker. For more information and an application form visit [www.bristol.gov.uk/lcpf](http://www.bristol.gov.uk/lcpf)
- Some charities provide financial assistance and other forms of support, depending on your particular background and circumstances. Visit [www.turn2us.org.uk](http://www.turn2us.org.uk) and click on 'Grant Search' to find grants available to you.
- Budgeting Loans are interest free and can help pay for essential things like rent, furniture, clothes or hire purchase debts. The smallest amount you can borrow is £100. You normally have to repay the loan within two years. You can apply for a loan if you've been getting income-related benefits for at least 26 weeks. To apply, either fill in a form at your local Jobcentre Plus or visit [www.gov.uk/budgeting-loans](http://www.gov.uk/budgeting-loans) for a printable version.





## Dos and don'ts for decorating your home

Dos 	Don'ts 
Use oil based primers on stains before you use emulsion top coats.	Don't use emulsion directly over nicotine or water stains. These will burn through even after several coats.
Use decorator's caulk to fill gaps as this can be decorated over. When filling ceiling cracks, 'v' the crack open with a filler knife. Then fill with flexible filler.	Don't use silicone (acrylic sealant) to fill gaps in plaster or joints in ceilings/walls. The silicone cannot be painted over.
Use matt paint on walls and ceilings, where possible, so roller marks are not left and the finish is superior.	Don't use silk or gloss on ceilings as this will draw the dirt.
Work on one room at a time.	Don't strip every room at once. This can lead to you feeling unable to move in due to the amount of work to do and it may become costly. You should also be aware that should you decide not to move (i.e. as decorations haven't been finished) you would still be liable to pay rent.
Allow for one primer/under coat and two top coats to walls, ceilings and woodwork.	Don't use gloss paint on woodwork before preparing and undercoating first, as this will flake off within a short period of time.
Seek advice from a council surveyor before attempting to remove any textured surface finish.	Don't apply a steam stripper without seeking advice from a council surveyor. If used for too long a period they can cause the plaster to come off the wall with the paper. A situation you or your decorator would be responsible for.
In older properties, it is advisable to line walls with lining paper or use heavy duty papers before painting. It is important to remember older properties will require a lot of preparation works. The walls/ceilings may not be suitable to receive paint as a decorative finish without applying a plaster skimming coat first. This is a service the council will not provide.	Don't wallpaper over new plaster for six months, where possible.
Clean equipment which has been used in gloss paint with white spirit. Keep brush cleaning fluids etc out of the reach of children.	Don't rinse/clean decorating materials/tools down sinks, bath or basin wastes. This could cause a blockage. To clear this could be a chargeable item.
Fully prepare surfaces before decorating (either painting or papering), as this will reflect in the finish achieved.	<p>Don't paint over glass panels in fire doors or above fire doors. They are there for you to be able to see any smoke/flames before opening the door.</p> <p>Don't paint directly over door latches or locks as this can cause them to stick. Don't detach door closers on fire doors as these are for you and your visitor's safety.</p>

## Decorating your home

We want you to enjoy your new property and feel proud to call it home. You are welcome to decorate it and make it your own.

If any rooms are in very bad condition (e.g. where we have stripped the wallpaper) you may be entitled to an allowance towards the costs of decorating materials. The allowance is given as a Wilko decorating card and is not meant to cover all your costs.

Decorating takes time and we recommend that you work on one room at a time. Please follow our advice (on page 12) to get the best results.

## Getting repairs done

During your tenancy the property will need repairs and maintenance to ensure it remains in good condition. This is a shared responsibility between you, as the tenant, and us, as your landlord. You will find this detailed in your tenancy agreement.

### Your responsibilities

It is a tenancy condition that you must let us know if any repair work is needed. This could be routine repairs such as leaks, blocked drains and electrical faults or serious defects that could affect the safety, security or structure of the property.

You must keep the property safe, in good condition and free from rubbish. If any item is damaged through misuse, neglect, carelessness, vandalism or accidental damage you must make sure it is replaced or repaired safely.

You are also responsible for minor items of repair, maintenance and decoration.

These include:

- TV aerials (not communal)
- Sweeping chimneys
- Minor repairs to door catches, door bells, shelving and toilet seats
- Fittings installed by you
- Broken glazing
- Cleaning communal areas (where there is no caretaking service)
- Maintaining gardens and individual garden fences and gates
- Plugs and chains to sinks, basins and baths
- Pests, such as fleas, ants and wasps nests (but not bees – if you have a problem with bees we can provide general advice).  
Visit **[www.bristol.gov.uk/pestcontrol](http://www.bristol.gov.uk/pestcontrol)**
- Blocked drains/bath/sinks which have been caused by damage, neglect or carelessness.

### Our responsibilities

You have a right to certain 'qualifying' repairs being carried out by us within set timescales (see page 15).

When repair jobs are classed as standard (non-urgent) we will agree a suitable appointment with you to carry out the work. Sometimes the work required may need to be inspected by a surveyor first - we will contact you to arrange this.



[www.bristol.gov.uk/ReportARepair](http://www.bristol.gov.uk/ReportARepair)



## Report a repair online >

The quickest and easiest way to report a repair is online.

1. **Visit:** [www.bristol.gov.uk/ReportARepair](http://www.bristol.gov.uk/ReportARepair)
2. **Report.** Click the 'report a repair' button and follow the online instructions. Remember to provide us with as much information as possible - tell us what you think needs to be done and where the problem is.
3. **Select an appointment.** If the repair is for your home, book a date and timeslot that's convenient for you.

An emergency repair is any problem that can cause serious injury to you, another person or your home.

You must report an emergency repair by phone:

8.30am to 6pm (office hours):  
0117 922 2200

6pm to 8.30am (out of hours):  
0117 922 2050

If your repair is **not** an emergency please report your repair online at [www.bristol.gov.uk/ReportARepair](http://www.bristol.gov.uk/ReportARepair).

If you don't have access to the internet report your repair by Textphone **0117 357 4444**, or visit the Citizen Service Point to use our free phone service or self-service points (for online reporting).

When reporting a repair please let us know:

- What you think needs to be done, where the problem is and how serious you think it is. Provide as much detail as possible. Until we visit we rely on the information you give us.
- Your name, address, contact telephone number and when you will be home.

**Please report any gas leaks immediately and directly to the National Grid Gas Emergency Service on 0800 111 999.**



Category	Timescale	Type of repair
<b>Emergency/ urgent</b>	Within 24 hours or by the end of the next working day.	<ul style="list-style-type: none"> <li>■ Burst pipes causing major flooding.</li> <li>■ Lifts that are not working.</li> <li>■ Main communal doors to blocks of flats which will not open or close.</li> <li>■ Total loss of electric power.</li> <li>■ Unsafe power, lighting, socket, electrical fitting.</li> <li>■ Total loss of water supply.</li> <li>■ Total or partial loss of room or water heating (between 31 October and 1 May).</li> <li>■ Total or partial loss of gas supply.</li> <li>■ Blocked flue to open fire or boiler.</li> <li>■ Blocked or leaking foul drain, soil stack or toilet pan or toilet not flushing (where there is no other working toilet in the property).</li> <li>■ Leaking from water or heating pipe, tank or cistern.</li> <li>■ Insecure external window, door or lock.</li> </ul>
<b>For all other repairs, book an appointment at <a href="http://www.bristol.gov.uk/ReportRepair">www.bristol.gov.uk/ReportRepair</a></b>		<ul style="list-style-type: none"> <li>■ Partial loss of electric power.</li> <li>■ Partial loss of water supply.</li> <li>■ Total or partial loss of room or water heating (between 31 April and 1 November).</li> <li>■ Blocked sink, bath or basin.</li> <li>■ Tap which cannot be turned off.</li> <li>■ Loose or detached banister or handrail.</li> <li>■ Rotten timber flooring or stair tread.</li> <li>■ Leaking roof.</li> <li>■ Door entry phone not working.</li> <li>■ Mechanical extractor fan in internal kitchen or bathroom not working.</li> <li>■ Repairs to kitchen units and tiling.</li> <li>■ Repairs to internal doors and frames.</li> </ul>

## Will I be charged for any repairs the council carry out?

You will be charged the cost of putting things right that have been damaged by neglect or carelessness. This is called a "rechargeable repair".

For example, we will charge you the cost of replacing lost keys or repairing glass you have broken. Once you have agreed to accept the cost and the job is completed, you will be able to pay the charge, in full or by instalments, at the Citizen Service Point (at 100 Temple Street).

## Access to your home

We, or our contractors, need access to your property to carry out repairs, improvements, gas servicing or other safety checks.

Wherever possible, we will carry out any repairs, planned improvement works or gas servicing at a reasonable hour. However, this may not always be possible, especially in an emergency situation. If it is an emergency and you are not home, or refuse to let us in, we have the right to force entry.

## What happens if my home is damaged through a break in or vandalism?

If someone breaks in or causes damage to your home, you should report the incident to the police and ask for a crime reference number. When you report the repair, please let us know the crime reference number.

Damage caused by a break in is normally covered by household insurance. You are strongly advised to insure your contents against theft and damage.

## Looking after your home

**To ensure the property is kept safe, secure and in good condition, please do not:**

- Make alterations to the property (excluding internal decorations) without obtaining *written permission* from our Repairs and Maintenance Service. This includes structural changes, as well as installing, erecting, or allowing to be installed or erected, any structure (such as extensions and conservatories) on or within the boundary of the property. **Please note: you must also obtain and comply with any required Building Regulations and Planning Permission.**
- Use or store petrol, diesel, oil, paraffin, bottled gas or any other dangerous liquid/material within the accommodation, communal corridors or storage areas (e.g. cages). This includes appliances (e.g. heaters) and machinery (including scooter mopeds and motorbikes).
- Cut down or remove any trees within the garden or hedges that form the boundary to the property without written permission from our Estate Management Service.
- Block, obstruct, create or leave any hazard on any communal areas (e.g. landing, corridor, stairwell, bin chute) or wedge open security/fire doors.
- Damage, vandalise or misuse communal facilities.

### Keep up to date

All information about your tenancy and property is available at:

**[www.bristol.gov.uk/councilhousing](http://www.bristol.gov.uk/councilhousing)**



## Asbestos

Asbestos poses no real threat if left undisturbed, but if the fibres and dust are released it can cause serious damage to your health.

If you suspect your home has asbestos in it and you wish to carry out DIY (e.g. drilling, cutting or sanding) please call us on **0117 922 2200** (option 1) and we can then check our asbestos register. Our register records all homes where we know asbestos is present.

If your home does have asbestos in it, you will need to take extra precautions. You can find more details online at

**[www.bristol.gov.uk/asbestos](http://www.bristol.gov.uk/asbestos)**



## Condensation

Condensation within your home can cause mist on windows or, in extreme cases, black mould on walls or rot in woodwork.

Independent advice on damp and condensation is available online at **[www.cse.org.uk/advice/advice-and-support/damp-condensation](http://www.cse.org.uk/advice/advice-and-support/damp-condensation)**.

If you are unable to deal with condensation or suspect it may be more serious (e.g. damp) please let us know.

## Fire safety

Most fires are avoidable if you take basic precautions.

- Check your smoke detector regularly and make sure it stays in good working order. If it is missing, does not work or you are elderly and cannot maintain it, contact our Citizen Service Centre on **0117 922 2200** (option 1).
- Never leave fire hazards (e.g. candles, cigarettes, chip pans) unattended.
- Plan an escape route and make sure you know what to do in the event of a fire.

Avon Fire and Rescue offer free home safety visits. To book, telephone **0117 926 2061**; text 'visit' to **07507 319 694**, or complete their online form at **[www.avonfire.gov.uk](http://www.avonfire.gov.uk)**

Full information can be found in our fire safety leaflet online at **[www.bristol.gov.uk/firesafety](http://www.bristol.gov.uk/firesafety)**

## Gas safety

We must carry out an annual gas safety check of all appliances and fittings in your home. It is part of your tenancy agreement that you must allow us into your home to do this. If you do not allow access we will force entry to your home.

If you want to fit any gas appliances you must first seek written permission from our Repairs and Maintenance Service. If a gas appliance breaks down, do not try to repair it yourself. Contact our Citizen Service Centre on **0117 922 2200** (option 1).



# Living in a block with shared facilities

## Caretaking services

**Most blocks of flats with shared facilities receive a caretaking service.**

This provides:

- Cleaning of communal areas to a specified standard.
- Monitoring of the property and environment (e.g. laundries, site safety, graffiti removal, waste and bins, and reporting communal repairs).

To find out more about your caretaking service visit **[www.bristol.gov.uk/caretaking](http://www.bristol.gov.uk/caretaking)** or speak to your site caretaker.

- Car parking. Please note: designated parking areas are managed by our Estates Management teams. See page 19.

We welcome your views about the way our sites are cleaned and managed. To help monitor standards you can take part in a regular caretaking inspection, check your local noticeboards for details.

## Shared laundries

**Shared laundries are only for use by tenants of the block(s) that have been allocated to that laundry. You must not allow other people to use your laundry or undertake washing for people who do not live in your block(s).**

## Time slots

In some flats, the laundry is operated by using allocated wash times. If your laundry is one of these, please speak to your site caretaker when you move in to arrange a time slot. You should only use the laundry during your fixed time slot.

Your key fob will only allow you access to the laundry during your time slot.

You must not overrun your time slot as this will leave other tenants without enough time to do their laundry. If you need additional time slots please speak to your caretaker to arrange this.

You must leave the laundry clean and tidy at the end of your slot.

## Use of the laundry

- Do not prop the door open - it is a fire risk and a breach of your tenancy conditions.
- Do not load the machines with rugs or mats as it will cause them to break down.
- The city council will not accept responsibility for any loss or damage to any item of laundry or personal belongings, no matter how it is caused.

Permission to use the laundry can be withdrawn if you abuse the facilities.

Tenants are not permitted to install their own washing machines in blocks.

### Useful link

Visit **[www.bristol.gov.uk/flats](http://www.bristol.gov.uk/flats)**



## Key fobs

If you experience a problem with your key fob please check our information at [www.bristol.gov.uk/housing/living-in-a-flat](http://www.bristol.gov.uk/housing/living-in-a-flat). It is not always the fob that is faulty. If you need a new key fob you can order a £10 replacement online at [www.bristol.gov.uk/orderkeyfob](http://www.bristol.gov.uk/orderkeyfob). We'll post fobs to your home address or, in exceptional circumstances, you can arrange collection from the Citizen Service Point at 100 Temple Street.

## CCTV security

**Many blocks are fitted with CCTV cameras, where tenants have agreed to pay a weekly service charge. This is to deter crime and support tenant safety.**

The cameras are monitored 24 hours a day by security staff who report incidents to the police or estate management.

Since the CCTV has been installed, we have seen a real improvement in the safety of our blocks.

## Designated areas and car parks

**We have created designated areas and car parks out of pieces of land controlled by Bristol City Council's Housing Delivery Service.**

These can be both grassed and hard surfaces where there is no absolute right to park. Some of the car parks will be permit controlled, but not all.

The areas and car parks will be signposted and subject to a number of rules and conditions of use. If you break these, your vehicle could be towed away. Full information is available online at [www.bristol.gov.uk/landlordparking](http://www.bristol.gov.uk/landlordparking)

## Mobility scooters

As with mopeds or bikes, please store these safely so that they do not present a risk to others. If you have a mobility scooter and live in a building with shared facilities, please agree with us how you will store it, and re-charge its batteries, safely. A permit for this will be agreed.

## Reporting pests

If you discover pests such as rats, mice or wasps in your flat or a communal area it's important you report it quickly to minimise the risk of spreading. For pest control advice please visit [www.bristol.gov.uk/pestcontrol](http://www.bristol.gov.uk/pestcontrol)

## Responsible pet ownership

There are many benefits to owning a pet but animals can also cause a nuisance to others if they are not looked after properly. If you are bringing a pet with you please make sure you're aware of the conditions relating to responsible pet ownership in your tenancy agreement.



## Fire safety

**If a fire starts in your home, get out immediately and phone 999. If you live in a block of flats and a fire starts in another flat, stay put. Phone 999. Do not leave your flat unless asked to do so by the Fire Service or it becomes dangerous for you to stay. Never try to put out a fire yourself, leave it to the experts - phone 999.**

Close doors as you leave, especially the front door, to slow the spread of fire. If there's smoke, keep as close as possible to the floor where the air is fresher. Avoid using any lifts in the building as they may not be safe.

Only call 999 once it is safe to do so (i.e. you are clear of the building) or you become trapped in the building. Remember you can call 999 on a mobile even if you have no credit.

### What if you become trapped?

Keep doors to the room/area you are in closed along with windows (unless you need fresh air). Try sealing any gaps under the door(s) (e.g. with clothes/towels) to stop smoke entering. If you can phone 999 or shout for help from the window, then stay where you are until firefighters arrive at your door.

### Planning an escape route

Plan an escape route, try it and ensure everyone in the household is aware of it. The route in a block of flats may be unfamiliar, lengthy and complicated. Always ensure your escape route is clear of obstacles and trip hazards.

### Preventing fires

Most fires are avoidable if you follow simple rules, such as:

- Regularly testing your smoke detectors.
- Not leaving fire hazards (e.g. chip pan, cigarettes, candles) unattended.

- Not using propane gas bottles, paraffin heaters and other flammable liquids in the property.
- Switching electrical items off when not in use.
- Keeping matches out of reach from children.
- Not drying/airing clothes too close to heaters, cookers or open fires (which should have fireguards).

For more information on fire safety you can check our website [www.bristol.gov.uk/firesafety](http://www.bristol.gov.uk/firesafety) where more information is available, including advice leaflets from Avon Fire and Rescue.



**Your windows feature restrictors. They limit how far the window can be opened. It is important to keep these on, especially if you have young children.**

## Windows

If you wish, you can release the restrictor: slightly pull back the open part of the window so that you can release the hook. On closing the window, the restrictor will automatically re-engage. However, please do check, especially if you have young children.

If for any reason the restrictor, catches, or any part of your window is damaged, please report it online at [www.bristol.gov.uk/ReportARepair](http://www.bristol.gov.uk/ReportARepair) (see page 14).



# Nuisance and anti-social behaviour

## Anti-social behaviour

**We want you to be able to enjoy your home and the neighbourhood safely and peacefully. We understand that anti-social behaviour can affect your quality of life and we treat it very seriously.**

If you are affected by anti-social behaviour, don't suffer alone - let us know and we can work together to resolve it.

## What is anti-social behaviour?

- Violence or threats of violence.
- Harassment (repeatedly to cause upset).
- Hate crime and hate incidents.
- Verbal abuse and offensive behaviour.
- Unreasonable and persistent noise.
- Graffiti and criminal damage.
- Drug/alcohol use that leads to alarm, harassment and distress to others.

What annoys one person may not annoy another so sometimes incidents will not be classed as anti-social behaviour. Examples where we don't usually take action are:

- The sound of children playing or a baby crying.
- Everyday living noises (e.g. flushing toilets or closing doors).
- Minor personal disputes and differences.

Remember noise nuisance (e.g. loud music, shouting or slamming doors) in flats affects all of the neighbours around you. Please think of your neighbours.

## How to report anti-social behaviour

- Report it online at **[www.bristol.gov.uk/asb](http://www.bristol.gov.uk/asb)**
- Speak to your housing officer, caretaker or any member of housing staff.
- Visit the Citizen Service Point.
- Write to Estate Management Service (100 TS), Bristol City Council, PO Box 3176, Bristol, BS3 9FS.

When making a report, please let us know:

- What happened. Give a description of the incident.
- Where it happened. Was it at a specific address or can you describe the location?
- When it happened. What time was it and on what date?
- Who was responsible. Do you know their name and address? If not, can you describe them?
- Why it happened. Was it directly targeted at you? Or is it a problem that affects the whole community?
- How did it affect you?

For more information visit

**[www.bristol.gov.uk/asb](http://www.bristol.gov.uk/asb)**

When we receive your report of anti-social behaviour, hate crime or domestic abuse you will be contacted by a Housing Officer to agree what action can be taken to help resolve the matter.

**Anti-social behaviour that involves crime, violence or threatened violence should be reported first to the police.**

**If it is an emergency phone 999 but if it is a non-emergency phone 101. You should then contact Bristol City Council at [www.bristol.gov.uk/asb](http://www.bristol.gov.uk/asb)**

## Domestic abuse

**The Bristol Domestic Abuse Forum defines domestic abuse as:**

**The misuse of physical, emotional, sexual or financial control by one person over another who is or has been in a relationship. This includes family members.**

If you are suffering from domestic abuse, we can offer confidential advice and support.

In extreme cases we can also arrange emergency temporary accommodation and, in the longer term permanent rehousing. As one of our tenants you can also ask to be referred to our Tenant Support Service for extra support.

For more information and advice, visit **[www.bristol.gov.uk/domesticviolence](http://www.bristol.gov.uk/domesticviolence)** or call **0117 922 2200** (option 4).

**If there is an immediate threat to your health or safety always dial the police on 999 first.**

Repairs caused as a result of domestic abuse are not charged and can be reported at **[www.bristol.gov.uk/ReportARepair](http://www.bristol.gov.uk/ReportARepair)** (see page 14). You can also visit the Citizen Service Point to use our free phone service or self-service points (online reporting).

## Hate crime

**Hate crime is any incident or behaviour that targets someone because of their age, disability, ethnicity/race, gender, gender identity, religion/belief or sexual orientation.**

If you experience hate crime or witness someone else suffering it, please report it to us. We will treat it confidentially and work with you to stop it. The police and a range of support agencies also work with us to tackle hate crime.

When reporting hate crime we need from you:

- A description of the person(s) who carried out the hate crime.
- Details of any witnesses.
- Information about what happened, in as much detail as possible.

Any evidence you can provide will help us and the police to investigate, including:

- A diary record of incidents, if they happen more than once.
- Original copies of any letters or emails that you have received.
- Evidence of any damage to your home, car or possessions. If possible, please report any damage before clearing it up.

You can report any incidents by:

- Completing our online reporting form at **[www.bristol.gov.uk/hatecrime](http://www.bristol.gov.uk/hatecrime)**
- Calling the Citizen Service Centre on **0117 922 2200** (option 4).
- Visiting our Citizen Service Point, at 100 Temple Street.
- Writing to Estate Management Service (100 TS), Bristol City Council, PO Box 3176, Bristol BS3 9FS.
- Speaking to your housing officer or any member of housing staff.
- Contacting the police - if there is an emergency, please call the police on 999 otherwise telephone 101.

**If it is an emergency please call the police first on 999 (i.e. the incident is happening or has just happened).**

### Leaflets available:

**Anti-Social Behaviour, Designated Areas and Car Parks, Domestic Violence and Abuse, Hate Crime, Living in a Flat or Maisonette, Responsible Pet Ownership**



# Ending your tenancy

**We hope you will be very happy as a tenant of Bristol City Council. However, we also recognise that as life changes you may wish to move on.**

## How to end your council tenancy

If you wish to end your tenancy you must give four clear weeks' written notice. We recommend you seek advice when ending your tenancy.

Whether it is your tenancy, or you are legally acting on behalf of a tenant that has died, you must complete a 'Notice to quit' form. You can find this form, as well as our 'Ending your Council Tenancy' information, online at **[www.bristol.gov.uk/endtenancy](http://www.bristol.gov.uk/endtenancy)**, or by visiting the Citizen Service Point.

Please be aware that any tenant giving notice ends the whole tenancy (i.e. for everyone living at the property).

## Inheriting a tenancy (succession and assignment)

**As a tenant of Bristol City Council, you may wish your tenancy to be passed onto someone else. If you plan to leave your tenancy you may be able to 'gift' it to another person. We call this assignment. In the event of your death the tenancy may be inherited - we call this succession.**

In both cases, an assessment is made to determine if assignment can happen or succession has taken place.

To find out more, visit **[www.bristol.gov.uk/tenancychanges](http://www.bristol.gov.uk/tenancychanges)** or visit the Citizen Service Point.

We strongly recommend you take independent legal advice from a solicitor or advice agency (e.g. Citizens Advice Bureau) before you proceed with 'assigning' your tenancy



Find out more about ending or changing your tenancy at

**[www.bristol.gov.uk/tenancychanges](http://www.bristol.gov.uk/tenancychanges)**



## The right to buy

**If you hold a secure tenancy (i.e not an introductory tenancy) and have been a council tenant for at least three years, you may have the right to buy your home.**

In some circumstances, you cannot buy your home. For example, if you have a possession order, rent arrears, bankruptcy, live in a home suitable for elderly people or have been served a demolition notice.

We explain the right to buy on our website. For an application form or more information, visit [www.bristol.gov.uk/righttobuy](http://www.bristol.gov.uk/righttobuy)

## Moving home

**There are a number of options open to all tenants who want to move home:**

- **Mutual exchange.** If you meet certain conditions and have the permission of your landlord, you can exchange your property with another council or housing association tenant in any part of the country. Mutual exchanges can often be a quicker way of moving house than a transfer. For more details and to apply, visit [www.bristol.gov.uk/exchanges](http://www.bristol.gov.uk/exchanges)
- **Transfers (including supported housing).** Transfers are open to all Bristol City Council tenants, including introductory tenants. A transfer enables you to move without having someone to move into your current property. You must complete a Home Choice Application form which you can do online at [www.bristol.gov.uk/homechoice](http://www.bristol.gov.uk/homechoice). Your application will be dealt with on a prioritised basis, the same as if you were applying for rented housing for the first time.
- **Renting privately.** Bristol City Council has close links with private landlords in Bristol. You can find advice and information about renting privately online at [www.bristol.gov.uk/privatetenants](http://www.bristol.gov.uk/privatetenants)



### Information and leaflets available

Visit [www.bristol.gov.uk/tenancychanges](http://www.bristol.gov.uk/tenancychanges) for information on ending your council tenancy, inheriting a tenancy (succession), the right to buy, thinking of moving, exchanges and transfers.



# Get involved

**There are many different ways you can get involved in your community, no matter how much time you can spare. Here are some ideas:**

**Occasional activities.** Take part and help shape your community through our surveys and questionnaires. Let us know about environmental improvement ideas, join meetings in your block or street, or your Neighbourhood. Enjoy a community walkabout with others. Attend focus groups and support local events - or create your own.

**Regular activities.** Have your say and make a difference at caretaking inspections. Join a local tenant association or tenant group. Take part in a Service User Group. You could become a Housing Board member or join a Housing Scrutiny Panel. We'd love to hear your ideas too - from across the city.

To find out more you can:

- Read our 'Get Involved!' information online (see web address below) or ask at our Citizen Service Point.
- Visit our website  
**[www.bristol.gov.uk/tenantparticipation](http://www.bristol.gov.uk/tenantparticipation)**
- Call us on **0117 352 1444**
- Email: [tpu@bristol.gov.uk](mailto:tpu@bristol.gov.uk)
- Write to Tenant Participation,  
Bristol City Council,  
PO Box 3176,  
Bristol BS3 9FS
- Facebook:  
**[bristolcouncilhousing](https://www.facebook.com/bristolcouncilhousing)**



# Complaints, comments or compliments

**Bristol City Council is committed to providing a high quality service to all its customers and welcomes your feedback. You can do this by submitting a complaint, comment or compliment about the services you have received.**

If you wish to do this, you can complete our online form at [www.bristol.gov.uk/complaints-and-feedback](http://www.bristol.gov.uk/complaints-and-feedback)

## Citizen Service Point

**If you need to see someone face-to-face you can visit our Citizen Service Point.**

Our Citizen Service Point can be found at 100 Temple Street.

The Citizen Service Point has computers that you can use to access council services.

You can also get advice from staff in person. If we think you'll need more help, we'll book a one-to-one appointment for you.

You can find the contacts to book an appointment in our A-Z useful contacts pages (pages 27-31).

**100 Temple Street**  
Bristol  
BS1 6AG

### Opening hours:

Monday	9am – 5pm
Tuesday	9am – 5pm
Wednesday	10am – 5pm
Thursday	9am – 5pm
Friday	9am – 5pm

Our opening hours may have changed since this publication.

Check opening hours online at [www.bristol.gov.uk/csp](http://www.bristol.gov.uk/csp)



# A-Z useful contacts

## Emergency Contact Numbers

Police .....	999
Non-emergency Police .....	101
Emergency repairs (out of hours) .....	0117 922 2050
Gas leaks .....	0800 111 999
Electricity problems .....	0800 678 3105

## A

### Adaptations services

- Disabled adults .....  
0117 922 2700  
**[www.bristol.gov.uk/caredirect](http://www.bristol.gov.uk/caredirect)**
- Disabled children.....  
0117 903 8250

### Adult social care (Care Direct)

**[www.bristol.gov.uk/adultcare](http://www.bristol.gov.uk/adultcare)**.....  
0117 922 2700

### Anti-social behaviour (ASB)

- Information and to report problems  
(council tenants) **[www.bristol.gov.uk/asb](http://www.bristol.gov.uk/asb)**

### Asbestos

- Disposal enquiries  
**[www.bristol.gov.uk/asbestos](http://www.bristol.gov.uk/asbestos)**

## B

### Bins and recycling

**[www.bristol.gov.uk/bins](http://www.bristol.gov.uk/bins)**

## Bristol Credit Union

Bristol Credit Union Ltd (BCU) provides mutual, ethical community banking and financial services for people and organisations in Bristol and the surrounding council areas.

The BCU is owned by its members and it's easy to join. As a member you can use a range of services, boost your saving habit and tap into an alternative source of loans.

**[www.bristolcreditunion.org](http://www.bristolcreditunion.org)** .....  
0117 924 7309

## Bus passes, disabled and residents' parking permits

Apply for a blue badge or disabled parking bay, travelcard enquiries or apply for a parking permit.

**[www.bristol.gov.uk/bluebadges](http://www.bristol.gov.uk/bluebadges)**

## C

### Caretaking

**[www.bristol.gov.uk/caretaking](http://www.bristol.gov.uk/caretaking)**

### Child protection and support

**[www.bristol.gov.uk/protection](http://www.bristol.gov.uk/protection)**

- First Response .....  
0117 903 6444
- Out-of-hours emergency .....  
01454 615 165

### Children and families

- Family Information Service, information and guidance on childcare and children's services  
**[www.bristol.gov.uk/fis](http://www.bristol.gov.uk/fis)**
- Child protection and support  
**[www.bristol.gov.uk/firstresponse](http://www.bristol.gov.uk/firstresponse)**

### Citizens Advice Bureau (Bristol)

0844 499 4718

## Council tax charging and Business Rates

- Enquiries and appointments  
[www.bristol.gov.uk/counciltax](http://www.bristol.gov.uk/counciltax)
- Council tax reductions  
[www.bristol.gov.uk/benefits](http://www.bristol.gov.uk/benefits)
- Manage your council tax account online by registering at  
[www.bristol.gov.uk/myaccount](http://www.bristol.gov.uk/myaccount)

## Community Safety Officers [www.bristol.gov.uk/cso](http://www.bristol.gov.uk/cso)

## Condensation

- See *Repairs and maintenance*

## D

## Designated Areas and Parking

- Permits for car parks relating to your Bristol City Council tenancy  
[www.bristol.gov.uk/landlordparking](http://www.bristol.gov.uk/landlordparking)

## Dog wardens

[www.bristol.gov.uk/dogs](http://www.bristol.gov.uk/dogs)

## Domestic violence and abuse

[www.bristol.gov.uk/domesticviolence](http://www.bristol.gov.uk/domesticviolence)

## Door entry and intercom systems

See *Estate management services*

## E

## Electric

- Western Power [www.westernpower.co.uk](http://www.westernpower.co.uk)
- To find out who supplies your electricity  
0845 601 2989
- In an emergency call 0800 678 3105

## Estate management services

- Helping with issues about your tenancy, neighbours and neighbourhoods.  
[www.bristol.gov.uk/housing](http://www.bristol.gov.uk/housing)

## F

## Fostering and adoption

[www.bristol.gov.uk/child](http://www.bristol.gov.uk/child)

## Fire safety advice

**In an emergency situation call 999**

- Avon Fire and Rescue  
0800 1693 999  
[www.avonfire.gov.uk](http://www.avonfire.gov.uk) .....

## G

## Garages

- For renting or other enquiries see  
**Estate management services**

## Gas

- National Grid [www.nationalgrid.com/uk](http://www.nationalgrid.com/uk)
- To find out who supplies your gas .....  
0870 6081524

## Gas safety

- National Grid: *safety advice if you smell leaking gas* ..... 0800 111 999
- Gas Safe [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk) for registered engineers

## Getting involved

- Bristol City Council tenants..... 0117 352 1444  
[www.bristol.gov.uk/tenantparticipation](http://www.bristol.gov.uk/tenantparticipation)
- Bristol's local area committees provide opportunities to be involved with and influence council decisions in your area.  
[www.bristol.gov.uk/neighbourhood](http://www.bristol.gov.uk/neighbourhood)
- Have your say – find out what's happening in the city and give us your views.  
[www.bristol.gov.uk/consultations](http://www.bristol.gov.uk/consultations)

## Grounds maintenance

[www.bristol.gov.uk/groundsmaintenance](http://www.bristol.gov.uk/groundsmaintenance)



## H

### Handyperson service

- WE Care and Repair handyperson service  
..... 0300 323 0700  
**[www.wecr.org.uk/handyperson-service](http://www.wecr.org.uk/handyperson-service)**

### Hate crime

- See Estates Services contact details for reporting incidents. *If there is an emergency call the Police 999, otherwise telephone 101.*  
**[www.bristol.gov.uk/hatecrime](http://www.bristol.gov.uk/hatecrime)**

### Health and wellbeing

- The council works locally with the NHS to promote health and wellbeing. Find out about support available to lead a healthier life style  
**[www.bristol.gov.uk/health](http://www.bristol.gov.uk/health)**

### HomeChoice Bristol

- Enquiries and appointments  
**[www.bristol.gov.uk/homechoice](http://www.bristol.gov.uk/homechoice)**

### Housing: 50+ schemes

- See *Rehousing*

### Housing and council tax benefit

- Enquiries and appointments  
**[www.bristol.gov.uk/benefits](http://www.bristol.gov.uk/benefits)**  
Email: **[benefits.enquiry@bristol.gov.uk](mailto:benefits.enquiry@bristol.gov.uk)**

## I

### Introductory Tenancies

- **[www.bristol.gov.uk/tenancyagreement](http://www.bristol.gov.uk/tenancyagreement)**  
See Estates Services contact details

## L

### Learning and Training

- Apprenticeships  
**[www.bristol.gov.uk/apprenticeships](http://www.bristol.gov.uk/apprenticeships)**
- Bristol Learning City - explore what's available at **[bristollearningcity.com](http://bristollearningcity.com)**
- Community Learning – find out about free courses to improve your confidence and skills for work **[www.bristolesl.org/community-learning](http://www.bristolesl.org/community-learning)**
- Adult Learning – a wide range of personal development courses and subjects  
**[www.bristolcourses.com](http://www.bristolcourses.com)**
- Employment Support – local services to enable you to find and apply for a job  
**[www.bristolesl.com/employment-support](http://www.bristolesl.com/employment-support)**

### Libraries

**[www.bristol.gov.uk/library](http://www.bristol.gov.uk/library)**

### Loan sharks

- This is a 24 hour, 365 day helpline for victims. You can also email:  
**[reportaloanshark@stoploansharks.gov.uk](mailto:reportaloanshark@stoploansharks.gov.uk)**  
Illegal money lending team (national line)  
.....  
0300 555 2222

### Local information

- **[www.bristol.gov.uk/myneighbourhood](http://www.bristol.gov.uk/myneighbourhood)**  
Enter your postcode to find services local to you

## M

**Money matters**

- Benefits changes – information and sources of advice **[www.bristol.gov.uk/welfarereform](http://www.bristol.gov.uk/welfarereform)**
- Talking Money (formerly Bristol Debt Advice Centre) - advice to manage debt, income and expenditure **[www.talkingmoney.org.uk](http://www.talkingmoney.org.uk)**
- For a directory of local advice agencies please go to **[www.moneyadvicewest.org.uk](http://www.moneyadvicewest.org.uk)**

## N

**Noise pollution**

**[www.bristol.gov.uk/noises](http://www.bristol.gov.uk/noises)**

## P

**Parking**

**[www.bristol.gov.uk/parking](http://www.bristol.gov.uk/parking)**

**Parks and estates**

**[www.bristol.gov.uk/parks](http://www.bristol.gov.uk/parks)**

- Report anti-social behaviour, noise and other pollution, risks to public health and safety (such as flood risks), issues with pests or dogs.  
**[www.bristol.gov.uk/prestcontrol](http://www.bristol.gov.uk/prestcontrol)**

**Planning and building regulations**

**[www.bristol.gov.uk/planning](http://www.bristol.gov.uk/planning)**

**Police**

**[www.avonandsomerset.police.uk](http://www.avonandsomerset.police.uk)**

- Emergencies ..... 999
- Non-emergencies ..... 101

## R

**Register office**

- Replacement certificates, register a birth, death, marriage or civil partnership  
**[www.bristol.gov.uk/registeroffice](http://www.bristol.gov.uk/registeroffice)**

**Repairs**

- Repairs and maintenance  
**[www.bristol.gov.uk/repairs](http://www.bristol.gov.uk/repairs)**
- Non-urgent repairs can also be reported online **[www.bristol.gov.uk/ReportARepair](http://www.bristol.gov.uk/ReportARepair)**
- Repairs (out of hours emergencies only) ..... 0117 922 2050

**Rents**

- Pay online **[www.bristol.gov.uk/payrent](http://www.bristol.gov.uk/payrent)** or 0870 707 7776 (24 payment line)

**Rehousing**

**[www.bristol.gov.uk/rehousing](http://www.bristol.gov.uk/rehousing)**

Email: **[rehousing.enquiry@bristol.gov.uk](mailto:rehousing.enquiry@bristol.gov.uk)**

Post: Rehousing Service (AC), PO Box 640, Winchester SO23 3LY

**Right to buy**

**[www.bristol.gov.uk/righttobuy](http://www.bristol.gov.uk/righttobuy)**

## S

**Schools**

**[www.bristol.gov.uk/schools](http://www.bristol.gov.uk/schools)**

**Smoke detectors**

- See Repairs

**Sports, centres and pools**

**[www.bristol.gov.uk/sport](http://www.bristol.gov.uk/sport)**

## Streets

- Abandoned vehicles, graffiti and litter  
**[www.bristol.gov.uk/report-a-street-issue](http://www.bristol.gov.uk/report-a-street-issue)**
- Faulty street or traffic lights and potholes  
**[www.bristol.gov.uk/streets-travel/road-maintenance](http://www.bristol.gov.uk/streets-travel/road-maintenance)**
- Roadworks and closures  
**[www.bristol.gov.uk/roadworks](http://www.bristol.gov.uk/roadworks)**
- Report road and pavement maintenance issues.  
**[www.bristol.gov.uk/transportandstreets](http://www.bristol.gov.uk/transportandstreets)**

## Support for older people

- Support to Older People Team .....  
0117 922 4612  
**[www.bristol.gov.uk/shelteredhousing](http://www.bristol.gov.uk/shelteredhousing)**
- If you or someone you care for needs help and support to remain living at home or staying active visit **[www.wellaware.org.uk](http://www.wellaware.org.uk)** or telephone 0808 808 5252.
- If you're already a carer find out about possible help at **[www.bristol.gov.uk/carers](http://www.bristol.gov.uk/carers)**

## T

### Tenancy fraud

- 0117 922 2470  
Email: **[tenancy.fraud@bristol.gov.uk](mailto:tenancy.fraud@bristol.gov.uk)**  
Textphone (for Deaf people only)  
0117 357 4444

### Transfers

**[www.homechoicebristol.co.uk](http://www.homechoicebristol.co.uk)**

## V

### Voting

- Ensure you are registered to vote at your current address. You can register at:  
**[www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote)**  
Email: **[electoral.services@bristol.gov.uk](mailto:electoral.services@bristol.gov.uk)**

## W

### Water

- For billing enquiries and customer services ....  
0345 600 3600
- Bristol Water **[www.bristolwater.co.uk](http://www.bristolwater.co.uk)**
- Wessex Water **[www.wessexwater.co.uk](http://www.wessexwater.co.uk)**

### Waste disposal

- Recycling and waste collections (e.g. wheelie bins, mini recycling centres and bulky items).  
**[www.bristol.gov.uk/waste](http://www.bristol.gov.uk/waste)**

### Wilko Stores (Bristol)

- 15-29 Union Street, Bristol, BS1 2DF
- 8-56 Queens Square, Bristol, BS8 1QE
- 142/146 East Street, Bristol, BS3 4EW
- The Broadwalk Shopping Centre, Knowle, Bristol, BS4 2QU
- 12 Kings Chase Shopping Centre, Regent Street, Kingswood, Bristol, BS15 8LP
- Unit 5 Avonmeads Retail Park, The Causeway, St Phillips, Bristol, BS2 0SP





## Translations

If English is not your first language and you need a translation, we can get one for you.

### Bengali

ইংরেজী আপনার মাতৃভাষা না হলে এবং আপনার কোন অনুবাদের প্রয়োজন হলে আমরা তা প্রদান করতে সক্ষম।

### Polish

Jeżeli język angielski nie jest Twoim językiem ojczystym i wymagasz tłumaczenia, możemy to zapewnić.

### Chinese

如果英文不是您的第一語言，而您需要翻譯的話，我們可以為您安排。

### Portuguese

Se o Inglês não é a sua língua materna e precisa de uma tradução, nós podemos obtê-la.

### Gujarati

જો તમારી પહેલી ભાષા અંગ્રેજી ન હોય અને તમને ભાષાંતરની જરૂર હોય તો અમે તમને તે આપી શકીએ છીએ.

### Punjabi

ਜੇਕਰ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਅਤੇ ਤੁਹਾਨੂੰ ਦੁਬਾਸ਼ੀਏ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਅਸੀਂ ਇਸਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।

### Hindi

यदि आंग्रेजी आप की पहली भाषा नहीं है और आप को अनुवाद की आवश्यकता है तो यह हम आप को प्रदान कर सकते हैं।

### Somali

Haddii Ingiriisku aanu ahayn afkaaga kowaad oo aad u baahan tahay turjumaad, annagaa kuu samayn karra.

### Kurdish

Heke inglîzî zimanê we yê yekem nîne û pêwîstiya we bi wergêr heye, em dikarin yekî ji we re bibînin

### Urdu

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو ترجمہ کی ضرورت ہے تو ہم آپ کے لئے فراہم کر سکتے ہیں۔

### Kosovan

Nëse anglishtja nuk është gjuha juaj amtare dhe keni nevojë për një përkthim, ne mund t'ua sigurojmë atë.

### Vietnamese

Nếu quý vị không thạo Anh văn và cần bản dịch, chúng tôi sẽ giúp quý vị một bản.

### Documents available in other formats:

If you would like this information in another language, Braille, audio tape, large print, easy English, BSL video or CD rom or plain text please contact:

[asset.management@bristol.gov.uk](mailto:asset.management@bristol.gov.uk)

