



Welcome

“ I hope that you have had an enjoyable summer and had opportunity to relax in the beautiful weather. It seems incredible that earlier this year we had some of the heaviest snowfall across the Borough many of us can remember!

As more of our services are accessible online it's important that we have up-to-date contact details so we can keep you informed - the easiest way is through our customer portal.

You can register an account in moments and access a whole range of our services from the comfort of your home. We are adding to this daily so make sure you get on-board!

Universal Credit, a one off monthly payment replacing six existing benefits including Housing Benefit, will roll-out in the High Peak from 12th September 2018. It is important that if you are affected by this, you work with us to ensure your account doesn't fall into arrears.

We reviewed how we approach sheltered housing, more details and the improvements we have been making can be found in this newsletter.

We want to involve tenants in the way in which we deliver our service - help us by having your say through our online survey. I hope you find this newsletter useful and interesting - do let us know what you think.



Regards
Councillor Julie McCabe
Executive Councillor for
Housing at High Peak
Borough Council

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The prize draw winners for April 2018 were Mr & Mrs Murray from Chapel-en-le-Frith

Contact us



www.highpeak.gov.uk



@HighPeakBC



Text 07800 00 22 62



Pay for services
tel: 0345 129 8117

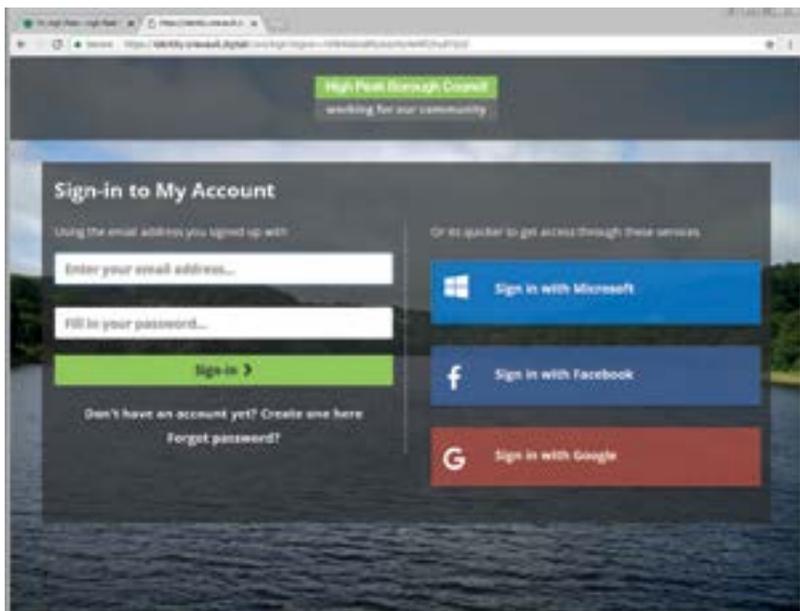


Visit us at:
Buxton Town Hall, Glossop Municipal Buildings
and Winster Mews, Gamesley

As more and more of our services become accessible day or night through the internet it is more important than ever that we have the right contact details for you.

If you are contacting us for any reason please let us have an up-to-date telephone number (mobile if you have one) so we can easily get in touch with any queries or concerns and send you “text” updates (this is especially important when you are reporting a repair).

The easiest way to access our services is to create an account at www.highpeak.gov.uk/My-Account - please make sure you use an email address you check regularly as this is how we will send you updates on any benefit claims or services you request from us!



Keeping in touch

How do I open an account?

It is easy, just go to www.highpeak.gov.uk and click on 'Register for an account with us'. You can even log in using Facebook!

Once logged in, you'll need your council tax and/or benefit reference numbers to view personalised information. You can find these on any letters or bills that we've sent you in the past.

What's in it for me?

Once you have an account, you'll be able to view personalised council tax information such as:

- outstanding balance
- council tax band
- direct debit details
- discount information
- payments made so far this year

If you claim housing benefit/council tax reduction, you'll be able to see:

- when your next payment is due
- when the last payment was made to you
- how often you get benefit and what period this covers
- how to tell us about a change
- what you're entitled to claim

You'll also be able to download notification letters and bills and save them to your device.

What if I don't have a computer?

No worries; our online account can be accessed from a smart phone or tablet. We also have self serve PCs available in our offices at Buxton, Glossop and Gamesley should you wish to use them.

What else can I use the portal for?

The portal can be used to:

- look at frequently asked questions on all council services
- report issues to us, such as housing repairs and missed bins
- apply for discounts, exemptions and more
- pay your rent and council tax
- tell us about changes in your circumstances

Once registered, you can access your account 24/7 without having to pay for a phone call. Register today!

Our customer portal makes it easier than ever to keep in touch! If you have any questions about your council tax or housing benefit, open an account today.



As your landlord, by law, High Peak Borough Council must ensure that any gas appliances in your home are well maintained and safe to use. To do this we carry out a gas safety check every 12 months. You will need to allow us access to your property for these checks to be undertaken.

Gas safety checks

YOU will be sent an appointment card before our contractor Liberty comes to check your appliances. If you are unavailable on the date specified please phone the number provided to arrange a more convenient time.

We really do appreciate your co-operation in arranging appointments so that the inspections can take place as scheduled, and any legal action avoided.

Thanks to your co-operation we have managed to maintain a 100% record for gas safety checks being completed on time for the last 4 years and we currently hold a 77.15% success rate for first time access to carry out the annual gas services in your home.

Please ensure you follow these gas safety top tips:

- Always follow the appliance manufacturer's operating instructions for your gas appliances
- Make sure you know where and how to turn off your gas supply
- Do not paint the casing to your fire.
- Get your appointment arranged for the annual gas safety check
- If you think an appliance might be faulty, turn it off and call us to report it
- If you can smell gas call National Grid on 0800 111 999, turn off the gas supply and make sure all windows and doors are open

Liberty gas servicing - frequently asked questions

Q. Can school times be avoided when engineers are calling at tenants homes?

A. Yes, Liberty can offer appointments between 10am - 2pm

Q. Why do I have to have my gas appliances checked every year?

A. Gas Safety Regulations require appliances to be maintained and checked regularly to ensure they are in a safe condition, whatever their age. The annual visit ensures your appliances are working safely and at their optimum efficiency.

Q. I work full time - what happens to my appointment?

A. Liberty offer service visits out of normal working hours including Saturdays, to suit everyone.

Q. What happens if I miss my appointment?

A. If you miss an appointment you can arrange another with Liberty on 0330 333 5772

Appointments are available Monday - Friday, 8am - 5pm, Saturday appointments are also available between 8am - 2pm.



UNIVERSAL Credit applications in the High Peak will be accepted by the Department of Work and Pensions (DWP) from 12 September 2018.

This means that if you are of working age*, you will no longer be able to claim Housing Benefit; you will have to claim Universal Credit instead.

(*There are a few exceptions however, for example if you live in temporary/supported accommodation or if you have three or more children).

Universal Credit is a social-security means tested benefit, administered by the DWP, which provides a single monthly payment for people of 'working age' who are either in or out of work. It will eventually replace:

- Income Support
- Income Related Job Seeker's Allowance
- Income Related Employment Support Allowance
- Housing Benefit
- Working Tax Credit/Child Tax Credit

Claims can be made online at www.gov.uk/universal-credit

If you wish to make a claim for Universal Credit, you will need the following information:

- An email address
- Your postcode
- Your National Insurance number
- Details of the bank, building society, credit union or Post Office account you want Universal Credit paid into
- Your rent agreement (if you have one)

- Details of your savings or other capital
- Details of any income that's not from work (e.g. from an insurance plan)
- Details of any other benefits you're getting

You might also need these details for people who live in your home, e.g. your partner.

Peak Performance

How to claim

Claims can be made online at www.gov.uk/universal-credit

If you haven't got your own pc, try to use a computer belonging to a friend or family member. If this isn't possible, you can use a computer free of charge at one of our offices. You will need both an email address and access to a computer to manage your Universal Credit claim as the majority of the paperwork will need to be done online.

Council Tax reduction

Help with Council Tax is not included in your Universal Credit payment.

The DWP will not accept a claim for Council Tax reduction. Apply for it directly through High Peak Borough Council's website once you have applied for Universal Credit. If you don't apply for your Council Tax reduction at this time, you may not receive your maximum entitlement.

Tell us about your claim for Universal Credit

We will update our systems to record that you will be paying your rent direct to us.

Help and support

Once you have completed your Universal Credit application online, you will be directed to call the Universal Credit National Helpline

0800 328 5644

where a claimant commitment appointment will be made for you to meet with a Job Coach at your local Jobcentre.

YOUR first payment will be made monthly in arrears and may be made slightly more than a month after your claim.

In most cases your payment will include housing costs (you must request this and provide proof of rent). **If you rent your house, this means you will be responsible for paying your landlord yourself.** If you own your home and are paying a mortgage, please seek advice from the Welfare Rights Service.

As Universal Credit will likely change the frequency and amount of money you receive; it is a good idea to have a look at how you manage your money. Whether you are looking for help with loans and credit, dealing with debts or setting a budget, there are lots of local organisations who can help you.

Please contact UCSupport@highpeak.gov.uk if you require further support or assistance.

Where to get help

- Financial Action and Advice Derbyshire has information and advice about managing finances as well as details of local organisations that can help you
- Derbyshire Citizens Advice services offer advice over the phone or face-to-face
- The Welfare Rights Service can offer advice if you need help with claiming benefits or appealing a decision
- The Money Advice Service has a range of information about money and debt, a web chat service and helpline. Tel: 0800 138 7777 (calls are free)
- The Derbyshire Discretionary Fund may be of help if you are in urgent need of financial help following a crisis or disaster.

If you are in need of a short-term benefit advance whilst waiting for your first Universal Credit payment (to pay your rent, other priority bills and essential costs) your local Jobcentre will be able to arrange this for you during your initial meeting.

If you are awarded an advance payment of your benefit you will normally pay it back over twelve months out of your future benefit payments. Don't be tempted to take out expensive credit like payday loans to cover costs - they will only worsen your situation.

If you think you'll struggle to budget with monthly payments, your local job centre will also be able to advise you on alternative payment arrangements and budgeting support.

Autumn 2018

Peak Performance

Moving in to a new home

Rent in advance

In advance of the roll out of Universal Credit Full Service in the High Peak, all new tenants are now encouraged to pay rent in advance to build up one month's credit as agreed at the point of sign up.

This helps prevent arrears, for example if your financial circumstances change and you need to claim new benefits or you lose your job.

It also means that when you move out, your last month's rent is already paid, freeing your money up for other expenses.

For all new tenants we expect one week's rent in advance to be paid at the point of sign up, this includes service charges and Carelink charges where applicable.

Tenants will then need to pay (on top of the ongoing weekly rental charge) a further amount a week to build up a credit equal to one month's rent.

For those tenants who are in paid employment, we would expect one month's rent in advance at the point of sign up or one week's rent in advance and then a further amount in addition to the weekly rental charge (this includes service charges and Carelink charges where applicable) to build a credit of one month's rent.



If you're already getting housing benefit

Unless you have a change in your circumstances (that instigates a move from Housing benefit to Universal Credit) you don't need to do anything. You'll be told when Universal Credit will affect you.



Manchester Credit Union surgeries

A popular and safe way to save and borrow money.

Gamesley • Wednesdays

9am - 1pm

High Peak Borough Council Housing Office,
34 Winster Mews, Gamesley, SK13 0LU

Glossop • Thursdays

9.15am - 12.15pm

Glossop One Stop Shop,
Municipal Building, Glossop, Derbyshire, SK13 8AF

Fence repair responsibility

WE receive many requests to repair and replace fencing, however, as per the terms of your tenancy agreement, the responsibility of maintaining fencing and boundaries lies with the tenant and HPBC will not complete works to repair or replace fences or boundaries.

Your tenancy agreement states:

2.8 Repairs and maintenance

2.8b You must keep your garden area clean and tidy. (This includes sheds, greenhouses, garages and so on). You are responsible for maintaining all parts of your garden, including boundary markers such as fences, gates, walls and boundary hedges, at all times.

In terms of the boundaries to your garden there is no statutory obligation for us to provide fencing, but we have to protect the household and visitors from falls over drops greater than 300 mm.

If the fence itself is a danger we may remove this but not replace it, unless there is a drop over 300 mm. If you would like advice regarding the type and height of fencing contact your housing officer or housing assistant who will be happy to discuss this with you.

Bins

Like many other local authorities, we do not provide wheeled bins free of charge.

This applies to everyone, so if you have a missing, stolen or damaged bin or one is not present when you move into a property a £30 fee per bin is applied to all bins regardless of the bin size or colour.

We will only collect waste from wheeled bins provided by us.

Recharges on voids

When you give notice to terminate your tenancy you are required to remove all items from your property, including your loft space, and garden when you leave. If you do not complete any works that are identified during your pre-termination visit then we will charge you for the cost of doing this. We charge across 4 bands:-

Band A - if work has cost us up to £100

Band B - if work has cost us up to £250

Band C - if work has cost us up to £500

Band D - if work has cost us more than £500 we will charge you the full cost of putting it right

Transferring tenants

Tenants will not be allowed to transfer into another HPBC property unless the rent account is clear, any identified works that the Council are not responsible for rectified, which includes repairs and the condition of your garden has been checked.

Fire flies

In the last few years, the release of flying or Chinese lanterns has become popular with people as part of celebrations or memorials.

THESE are paper lanterns, usually containing a small tea-light or candle.

Whilst they can be very pretty, they pose a very real risk, especially in light of the moor fires in Saddleworth and Staffordshire earlier this year.

When sky lanterns are released, they don't just disappear, they float back down to earth. However, depending on weather conditions and depending upon where they land they may easily cause a fire.

The remains of the lantern's metal frame can also damage farm machinery and harm animals who may either eat or become trapped by the debris.

Due to these dangers, the Council does not allow the release of these lanterns on any of its land, including tenanted dwellings.

This approach, which has been taken in various areas up and down the country, is supported by the Chief Fire Officers' Association, the RSPCA and the National Farmers' Union.

Investing in home improvements

The Council is undertaking a wide ranging improvement programme at homes across the borough.



WE are currently completing roofing works in Dollywood Close, Buxworth, Bailey Grove, Fairfield and Greenbank Flats, Hadfield, and a new replacement window scheme at Corbar Road.

New central heating is being installed at over 100 homes to replace the oldest form of boilers, and a communal boiler will be installed this summer at Marian Court, one of our sheltered blocks.

The Council aims to ensure all homes are energy efficient and is fitting loft insulation at over 1000 properties.

A large programme of kitchen replacements is underway as the Council responds to those properties whose existing kitchen layout and existing facilities do not meet the latest standards.

The Council also provides disabled adaptations subject to occupational therapist referrals and is due to start installing wetrooms and external ramps and handrails from August.

As well as improvement programmes there is an ongoing electrical testing programme, with 800 homes scheduled this year for a safety check of the electrical system.

**Items for your
brown recycling bin**



Glass bottles and jars
Food and drink cartons
Plastic bottles
Yogurt pots, margarine tubs
and plastic food trays
Food tins and drink cans
Foil and empty aerosols
Paper
Flattened cardboard
Greetings cards
(remove any ribbons, glitter,
badges or batteries)



**Items for your
green recycling bin**



Cooked and uncooked
food waste
Fruit and vegetable
peelings
Meat, fish and bones
Out of date food
please empty the food
out of the packaging
Dead flowers
Grass and hedge cuttings
Weeds



Let's get recycling right!

Take a moment to think about what you put in your
brown and green lidded bins.

NOT everything made of plastic or glass is acceptable on our recycling scheme and only plant material and food scraps should be put in the green lidded bin.

All containers should be empty and rinsed clean as food or drink residue makes the materials in your bin dirty and unable to be recycled.

Please don't put your recyclable items inside carrier bags; it makes them hard to separate at the sorting facility and the bags get tangled inside the machines.

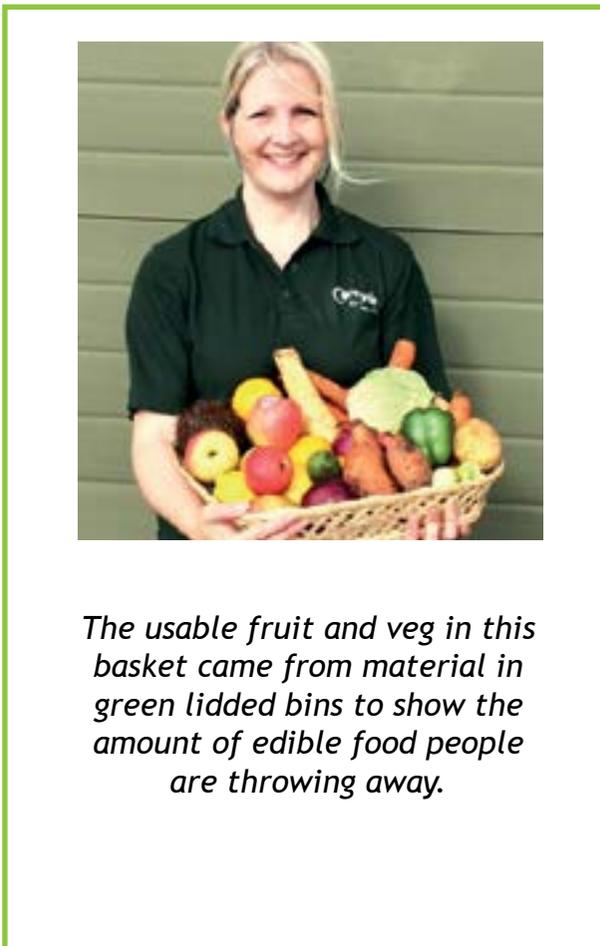
The following items are classed as contamination and should not be put in your brown bin

- plastic bags or film
- black plastic bottles, pots tubs or trays
- food waste or liquid - please make sure your items are empty and rinsed clean
- polystyrene trays or packaging
- plastic toys or coat hangers
- electrical items and cables

If incorrect items are included in the collection vehicle it can mean the whole load is rejected and has to be sent for disposal. This undoes your good work at recycling and uses up money better spent on other services.

Did you know you can put leftovers, peelings and other food scraps in your green lidded bin?

The green lidded bin is not just for garden plant waste. We want you to recycle your peelings and food scraps as well. The material is taken to a special composting facility in Buxton where it is turned into a rich soil conditioner used to improve the land on local farms.



The usable fruit and veg in this basket came from material in green lidded bins to show the amount of edible food people are throwing away.

It costs more to send black bin waste for disposal in landfill or energy from waste than it does to send material for composting or recycling. By putting your peelings and food scraps in your green lidded bin instead of the black bin helps us save money.

You can include the following food waste items in your green lidded bin

- fruit and vegetable peelings
- tea bags and coffee grounds
- cooked and uncooked food scraps
- meat, fish and bones
- bread
- out of date ready meals (please remove all packaging first)

Only compostable food and plant material can be put in the bin. Any plastic, glass, metal or wood will contaminate the load and mean the compost made at the end can't be used.

Incorrect items we regularly find in green lidded bins include plastic bags, glass bottles, metal, plastic plant pots and cardboard. Cat or dog faeces and litter, wood, soil, stones and rubble are also classed as contamination and should not be put in the green lidded bin.

We are currently running a trial in Glossopdale where residents have been given special compostable liners to encourage them to recycle their food waste. We are looking to see if enough food waste is recycled rather than thrown away to save enough money to give bags to everyone for free.

Visit www.lovefoodhatewaste.com for tips on how to reduce waste, store food so it lasts longer and recipes ideas to help you use up leftovers and get the most out of what you buy.

Friend or Fiend?

WE have had reports that elderly or vulnerable people are being befriended and then the “new friends” have convinced them to hand over money or pay “over the odds” for small errands.

Please be wary of anyone you don’t know who seems overly friendly or who claim to know you from the past that you can’t place or don’t recognise.

If you use social media be mindful who you accept invitations from, especially if you have no mutual connections, don’t recognise the name or picture, or they have no picture or other connection at all.

If you are worried that someone is trying to take money from you please contact the Police or speak to your Sheltered Housing Officer.

A new chapter on sheltered housing



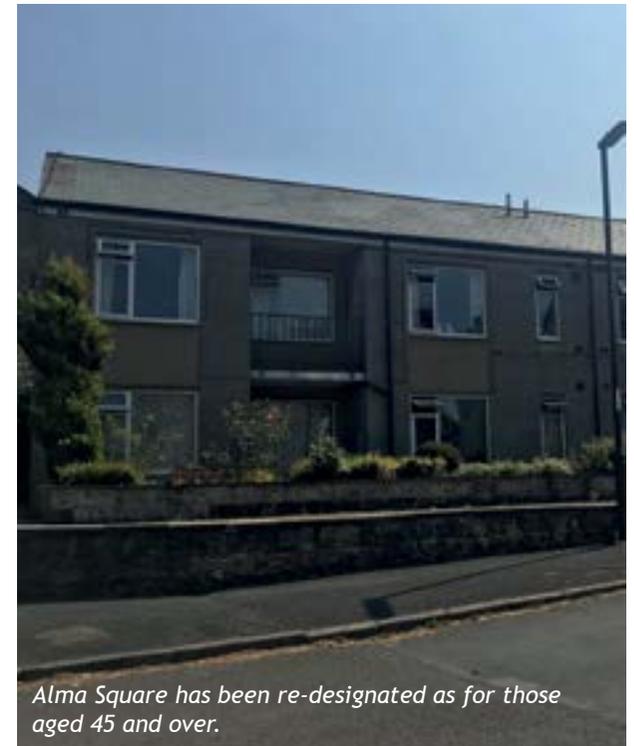
WE have recently reviewed the way in which we manage our sheltered housing to provide a better service for residents.

Sheltered housing is predominantly for those aged 55 and over who still live independently but like the assurance of having an Officer around during the day. All the flats are self contained with private bathroom and kitchen facilities but with access to communal areas, activities and outdoor space.

We have a team of 6 officers covering our six blocks - Jayne, Elaine and Gill are our Sheltered Housing Officers assisted by Julia, Anne-Marie and Suzy. Between them they ensure that the residents of Cromford Court, Ecclesfold, Hartington Gardens, Marian Court, Milton Court and Queens Court live in a safe environment and offer support in reporting repairs, claiming benefits and a whole range of other issues.

We have also looked carefully at the amount of sheltered housing we have compared to demand for it and from 1st July 2018 Alma Square has been re-designated as for those aged 45 and over.

We have worked closely with the residents throughout this process and as a result new residents have been able to move into this community who may otherwise have been waiting much longer for a new home.



Alma Square has been re-designated as for those aged 45 and over.

Anyone interested in moving into either our sheltered accommodation or Alma Square should contact the Home Options team on Home-Options.Enquiries@highpeak.gov.uk.

Buggy stores



Kenny and Trevor at the buggy store at Cromford Court (above and top right) and Milton buggy store (right)

As part of our ongoing improvements across our sheltered housing stock we have installed “buggy stores” at some of our schemes

Residents who rely on mobility scooters to get around now have a safe place to store and charge them and to keep the corridors of the schemes clear so all residents can move around freely.



Queens Court garden



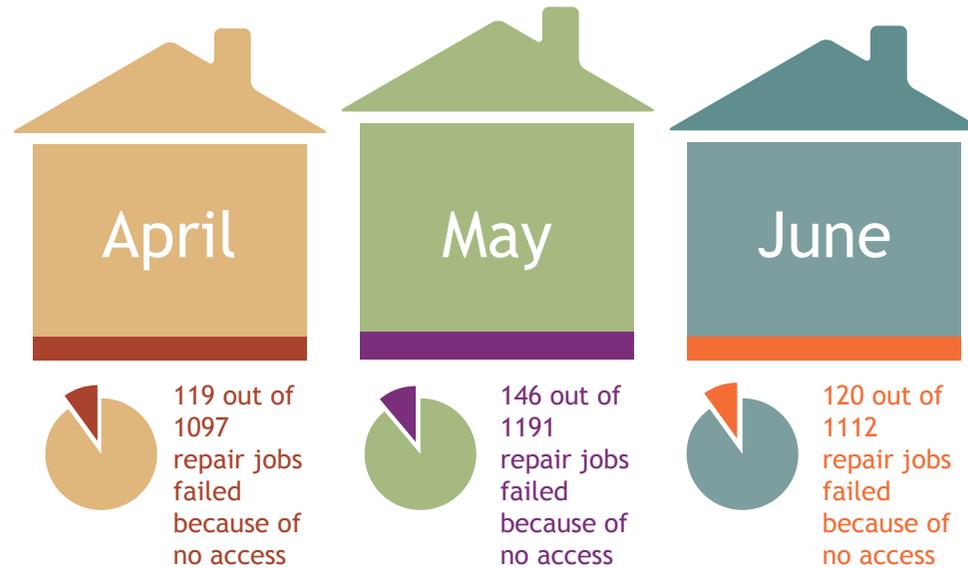
Putting it right

One of our busiest departments is the repairs team - we handle an average of 1100 repairs a month and we know that this is one of the most important areas for our tenants.

HOWEVER we are starting to see a worrying trend of people not being in when our operatives call - this means they are sitting around waiting for other jobs to be arranged and other tenants are having to accommodate short-notice arrangements. We can't have people sitting doing nothing!!

In April we scheduled 1097 repair jobs of which 119 failed because no one was in when we arrived - we call this "no access". In May we had 1191 reports; 146 of these were no access and in June 120 of 1112 reported jobs failed as we couldn't get in

The cost to the Council for a failed access is between £30 and £50 and we are going to have to start making a charge to those people who fail to let us in.



There are lots of ways you can help us deliver an effective repairs service:-

- Let us know when suits you - we can offer morning, afternoon, "school run friendly" or all day appointments
- Give us an up-to-date mobile or landline number so we can contact you to confirm the appointment
- Things crop up that mean from time to time you may need to rearrange our appointment - please let us have as much notice as possible if you can't be in so we can make alternative arrangements for the staff attending
- Make sure an adult is in when we call (our operatives are not allowed to enter homes with unaccompanied under 18's in)
- Make sure the area they will be working in is clean and clear - so if they are mending a leak in the bathroom please remove towels, toiletries etc before they arrive
- Let them get on! Its lovely that people want to chat to our staff but they are there to do a job and often have a list of other people they need to get to who are just as eager to have their repairs completed
- Our operatives work to strict safely guidance but sometimes do need to have tools and materials to hand so they can work effectively. Please keep smaller children away from work areas as we can't watch them and complete repairs
- Keep pets, especially dogs, in another room while the staff are working in your home

Our health and safety responsibilities

As your landlord, we have a responsibility to ensure that all electrical, gas and heating fittings as well as fire exits, emergency lighting, fire equipment is serviced, water supply and the general state of your home meets the required safety standards.

In Sheltered Housing this also covers communal areas, for example hallways, gardens, kitchens, etc. We have a Sheltered Housing Management Team who are responsible for health and safety matters.

The Sheltered Housing Officer is responsible for:

- The Health and Safety of the communal areas of the building i.e. the hall, stairwells, etc.
- Carrying out recorded inspections, and risk assessments;
- Providing you with support on health and safety issues such as personal safety in and around your home;
- Fire Safety: providing advice on fire safety in the home, in association with Derbyshire Fire and Rescue Service, monitoring of fire extinguishers, emergency lighting, fire doors, alarm testing, communal fire detection, fire evacuation procedures and alarm systems;
- Accident investigating and incident reporting, and providing you with feedback as appropriate;
- Sheltered Housing Officers conduct recorded Health and Safety site inspections of the communal areas of most schemes.

If you have any concerns or questions about safety standards contact your Sheltered Housing Team.

Your health and safety responsibilities

It is important that everyone plays a part in keeping schemes safe.

If you identify any health and safety/fire issues in your scheme, please report it to your Sheltered Housing Team or Council Offices.

Your tenancy agreement and High Peak Borough Council Tenants Handbook contains all of the information about your health and safety responsibilities. To ensure the safety of yourself and your visitors, it is important that you read and follow this.

Some of your responsibilities are:

- Not interfering with security and safety equipment in communal blocks;

- Ensuring that fire doors are not jammed open;
- Ensuring that strangers are not let into the building without identification;
- Co-operating with the council and your neighbours to keep communal areas clean and tidy;
- Keeping communal stairways and landings clear i.e. removing carpets which can cause a trip hazard;
- Ensuring security entrances to schemes and blocks are kept closed;
- Ensuring that meter cupboards in communal areas are not used for storage;
- Not obstructing communal walkways and paths, keeping electric scooters in allocated areas, and not stored in unauthorised areas;
- Not parking vehicles in restricted areas;
- Not making alterations to the fabric of your home, unless you have agreed this with the Council;
- Equipment, furniture and fittings donated to the council for use in the communal hall or grounds of the scheme will need to be approved by the Tenancy Team to ensure that it is safe to use.



Jayne, one of a team of six Sheltered Housing Officers, at Hartwell Gardens

Choose the most convenient way to pay your rent

By Direct Debit

The easy way to pay your rent by making monthly payments directly from your bank. Payments are taken on the 1st, 8th or 15th of each month. You do not need to worry about contacting your bank each time your net rent changes.

Visit www.highpeak.gov.uk, 'Housing', 'Pay your Rent' section, to download a Direct Debit mandate.

By Telephone

You can make a payment over the phone by debit or credit card. Ring the 24 hour automated payment line on 0345 1298117. Please have your rent reference number ready.

Online

You can make a payment by debit or credit card, by logging on to www.highpeak.gov.uk, and clicking on 'Pay' quick link icon, and following the links to 'Pay your Rent'.

By Allpay Card

You can pay at any Post Office or shop displaying the Paypoint sign, using your Allpay card.

If you need a replacement Allpay card, or want to find out where your nearest Allpay outlet is visit www.highpeak.gov.uk, 'Housing', 'Pay your Rent' section, or contact the Rents Team.

By Standing Order

You can pay your rent weekly, fortnightly or monthly through your bank quoting the Council's bank details:
High Peak Borough Council
Nat West
Account no: 10567828
Sort code: 60-04-18
You also need to quote your rent reference number.

If you are struggling to pay your rent you may be eligible for help with your rent/housing costs through Housing Benefit or Universal Credit.

To make an application for Housing Benefit visit www.highpeak.gov.uk and click on the 'Apply' quick link, then the 'Apply for Housing Benefit' link to take you through making an online claim.

If you receive Universal Credit you should contact the DWP to see if they can pay you any housing costs in with your claim.

Independent money/debt/benefits advice can be obtained from the Citizens Advice Bureau

Contact

www.adviceguide.org.uk or tel
0844 3752712 (from a landline) or
0300 4568390 (from a mobile).
Advice is free, independent and impartial.



MANY customers think that as your landlord we automatically insure your furniture, belongings and decorations against fire, theft, vandalism or water damage such as burst pipes. But this isn't the case - we insure the buildings you live in but not the contents inside them.

If you look around the room, think about how much it would cost to replace your belongings if they were damaged or destroyed - it soon adds up!

We've worked with Royal Sun Alliance to arrange a contents insurance scheme designed specifically for our customers. You can give yourself peace of mind by knowing you'll have a contents insurance policy which includes the following benefits:

- No excess payable on any claim
- Easy payment, either weekly, fortnightly, monthly or annually
- New for old cover (except clothing & household linen where an allowance for wear & tear is deducted)
- Fast and efficient claims service

There's also the option to extend the standard cover for the following:

- Full accidental damage cover for household contents
- Personal belongings away from the home
- Wheelchairs and electric scooters
- Hearing aids
- Garden sheds

Interested? Full details of the scheme can be found on our [website](#)



THE latest Fire Risk Assessments were completed by the Council's teams in July 2018 covering communal areas that form escape routes from flats. Fire risk assessments are also carried out annually in the Sheltered Schemes by external fire assessors.

All of the common areas of its domestic flats and flats in sheltered schemes are managed by the Council's housing team to ensure that they are compliant with current legislation which includes ensuring areas are free from rubbish, testing of emergency lighting, ensuring any fire plans are displayed along with clear guidance to residents.

What you can do to stay safe?

Fire safety is everyone's responsibility so the Council asks all residents to follow these tips to stay safe at home:

- Take care when cooking, most fires start in the kitchen
- Never leave unattended candles burning, use a torch instead
- Make sure cigarettes are properly extinguished
- Keep fire doors closed
- Take responsibility for rubbish and make sure it's disposed of appropriately
- Know your escape routes should they be required in an emergency - and make sure everyone who lives in your home knows how to escape.