

Broxtowe's

Housing For You

YOUR VIEWS - TENANT SATISFACTION MEASURES



YOUR HOME
What's in your tenancy handbook?



YOUR RENT
How to pay



YOUR SUPPORT
Here to help



YOUR REPAIRS
How to report



SHARE YOUR favourite image & WIN!

**Send us your favourite
image of your local area**

**Enter our photo competition with a chance
to win a voucher of your choice!**
1st Prize £50, 2nd Prize £30, 3rd Prize £20

Send in your image by 31 January 2025 for a chance to WIN!
Email: housingengagement@broxtowe.gov.uk

You can even post it to Housing Engagement, Broxtowe Borough Council, Foster Avenue, Beeston, NG9 1AB (please put your full name, contact information and address within the entry). Winners will be decided by the Tenant Panel. The images will then be shared on our social media, and in the next Housing Magazine!



Hello from Councillor Vanessa Smith

Hello and welcome to the first edition of 'Housing For You'. I hope you find it informative and interesting.



I'm Councillor Vanessa Smith and I'm the Portfolio Holder for Housing.

That means I am a member of the Council's Cabinet who can make decisions on matters relating to Housing in the Borough.

We have listened to what you have told us, and have made the decision to publish a newsletter twice a year to keep you up to date and tell you what we have been working on.

We have been busy making improvements over the past few months, including the introduction of our new Choice Based Lettings system, Broxtowe Homechoice.

The Housing Engagement team have been out in your community at various events over the Summer, including the Hemlock Happening, Play Days, and out with their pop-up stand in your neighbourhood! If you see them, please go and say 'Hello'! We are keen to hear your thoughts on our services and encourage you to contact our Housing Engagement team to get involved.

A summary of our first Tenant Satisfaction Survey is available on page 4. This annual survey is sent to all tenants and is required by the Regulator of Social Housing. It allows us and them to recognise what we are doing well, and where we need to improve.

Please look out for the next survey which will be sent out to you to complete later this year.

Cllr Vanessa Smith

07405 780 195

Vanessa.Smith@broxtowe.gov.uk

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COME AND GET INVOLVED



Talk to us, email us, call us, go online or come and chat face to face

- e** Housingengagement@broxtowe.gov.uk
- t** 0115 917 3595
- f** search for Broxtowe Borough Council Housing Community on Facebook
- w** Housing Engagement (broxtowe.gov.uk)

Tenant Satisfaction Survey Results

Thank you to all 1153 tenants that took part in our first annual tenant satisfaction survey (the Tenant Satisfaction Measures) between November 2023 and January 2024. The questions were set by the Regulator of Social Housing and the results were reported to them in June 2024.

Below is a summary of how satisfied tenants felt with the services we provide:



66% are satisfied with the service provided by Broxtowe Borough Council.



48% are satisfied that we listened and acted upon their views.

65% feel treated fairly and with respect.

25% are satisfied with our approach to handling complaints.

71% are satisfied with repairs in the last 12 months.

63% are satisfied with the time taken to complete their most recent repair.

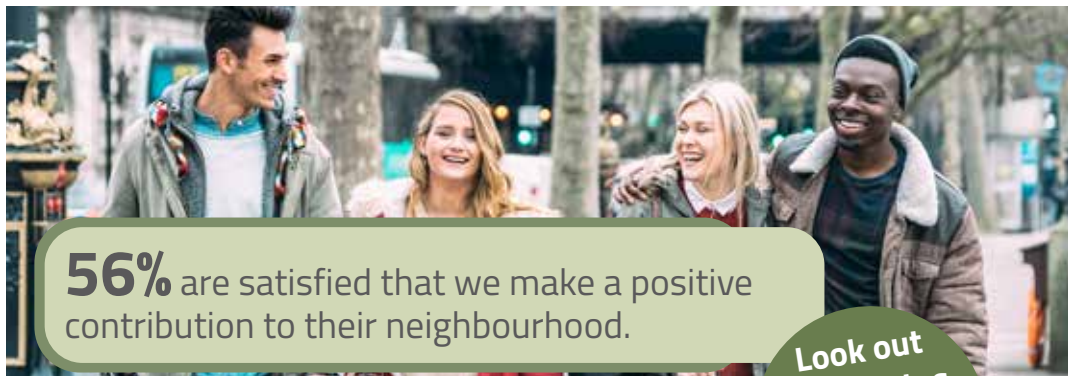


69% are satisfied with how safe their home is.



62% are satisfied their communal areas are kept clean.

57% satisfied with how informed they are with things that matter to them.



56% are satisfied that we make a positive contribution to their neighbourhood.

49% satisfied with how we deal with anti-social behaviour.



Look out for updates in the next edition!

NEW CONSUMER STANDARDS



As a result of the Social Housing (Regulation) Act 2023, the Consumer Standards that all registered social housing landlords must follow have been updated to the following:

- The Safety and Quality Homes Standard
- The Transparency, Influence and Accountability Standard
- The Neighbourhood and Community Standard

- The Tenancy Standard

The Regulator of Social Housing will hold the Council to account against these standards by carrying out inspections and scrutinising data from the Tenant Satisfaction Measures

(TSMs), along with performance information regarding complaints, gas safety, electrical testing, complaints, reports of anti-social behaviour and hate crime, lift maintenance, asbestos, fire risk assessments and legionella testing. They will take into account complaints investigated by the Housing Ombudsman and Local Government and Social Care Ombudsman.

Key Performance Indicators



The Council must also report Key Performance Indicators to the Regulator. These are:

- Proportion of homes for which all required gas safety checks have been carried out. **100%**

- Proportion of homes for which all required fire risk assessments have been carried out. **70.2%**

- Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out. **15.0%**

- Proportion of homes for which all required legionella risk assessments have been carried out. **100%**

- Proportion of homes for which all required communal passenger lift safety checks have been carried out. **93.0%**

- Number of anti-social behaviour cases, opened per 1,000 homes. **35.2**

- Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes. **0.23**

- Proportion of homes that do not meet the Decent Homes Standard. **2.1%**

- Proportion of non-emergency responsive repairs completed within the landlord's target timescale. **83.5%**

- Proportion of emergency responsive repairs completed within the landlord's target timescale. **82.7%**

- Number of stage one complaints received per 1,000 homes. **56.2**

- Number of stage two complaints received per 1,000 homes. **6.2**



So . . . what happens next?

We have analysed all responses and comments to identify areas for improvement, and we have created an action plan across our Housing service. The results of the survey have given us a base to build upon and improve year on year.

A more detailed set of results can be found on our website www.broxtowe.gov.uk/for-you/housing/housing-strategy-performance-and-delivery/tenant-satisfaction-measures-tsms.

If you would like to discuss the results in more detail, please get in touch with the Housing Performance Manager on **0115 917 3935** or email housingengagement@broxtowe.gov.uk.



You said, we will:

- Review our call handling and queuing system, ensuring that you will not be cut off.
- Get back to you if requested, in a timely manner.
- Improve our communication with you by keeping you up to date on things that matter to you.
- Keep you updated on outstanding repairs.
- Introduce a Complaints Panel and Customer Satisfaction Surveys on complaints handling.
- Learn from complaints and let you know what we are doing to improve.
- Introduce a new repairs reporting form online to make it easier to report a repair.
- Ensure that paper copies of our communications are available if requested.
- Work with our tenants with disabilities to ensure that they can access all areas of the service.



Repairs



EXTRACTOR FANS

If your extractor fans are not working or you would like one installing please contact us to arrange for these to be repaired or installed.

Did you know that your extractor fan only costs £4.49 a year to run!

We work in partnership with our contractor, **Baggaley and Jenkins** to carry out damp and mould inspection and any further work.



Housing for You - Your Repairs

Damp and Mould

If you spot damp or mould in your home, you need to act fast.

Mould is a health hazard and needs to be treated before it causes harm to you or others in your home.

Condensation is the most common form of damp in homes. Mould growth can be caused when excess moisture in the air comes into contact with a cold surface, such as a window or wall and tends to be worse in winter. Everyday activities like cooking, having a bath or shower and drying clothes can create moisture in your home. When doing these activities try and open a window or use the extractor fans.

You can report Damp and Mould to repairs by emailing damp&mould@broxtowe.gov.uk and if possible, please attach photos to the email. You can also call repairs on **0115 917 7777** option 2.



CONDENSATION

Condensation usually occurs during the colder months and appears on cold surfaces and in areas where there is poor circulation of air.

The air around us contains moisture that usually cannot be seen. If the air gets cold, it cannot hold all the moisture and tiny drops of water appear. The moist air is usually generated by living conditions.

Ways to prevent condensation

- Keep your home warm by maintaining a low level of heating throughout the day
- Wipe away moisture on windows and surfaces as soon as it forms
- Use extractor fans and open windows when using the kitchen and bathroom
- Vent tumble driers to the outside via a window and ensure adequate ventilation to rooms where condensing driers are used
- Keep lids on cooking pans



How warm should your home be?

Please think about your health and your own household needs before cutting back on the temperature on your heating. For most people, 18°C is a good temperature to aim for indoors, although older and disabled people and very young children may need it warmer.



Help from energy companies

Some energy firms offer hardship grants. Check your supplier's website for details. You could also ask for more time to pay, an affordable payment plan or a payment break.

British Gas Energy Trust offers debt advice and grants even to non-customers. Find more information at Independent Fuel Debt Advice – British Gas Energy Trust www.britishgasenergytrust.org.uk

If you're thinking of switching energy supplier, check the Ofgem website first to find an accredited comparison service. Go www.ofgem.gov.uk

YOUR ESSENTIAL HEATING AND ELECTRIC SERVICES: HELP US TO HELP YOU



Let us in for your Gas Servicing and Electrical Safety Check Appointments! Gas and electrical powers many things in our day to day lives, however people forget they can also be very dangerous.

Please note failure to provide access before the service or safety due date will result in us obtaining a warrant for entry via court and these costs may be passed on to you. Please don't let it get to this stage.

Gas and Electrical Safety

As a landlord we have a responsibility to ensure tenant safety and carry out annual gas servicing and five-yearly electrical safety checks within all our properties.

When your safety checks are due, you will be contacted by Housing Repairs with an appointment. It is important that tenants keep their appointments and provide us with access to their home.

For your gas safety check, we will check all gas appliances, flues, chimneys and gas piping.

For your electrical safety check, we will be working with the fuse box (consumer unit) testing the circuits, inspecting the light fittings and inspecting the plug sockets.

To assist us with the safety checks, please ensure the following:

- Someone over the age of 18 is in your property the whole time we're there.
- Clear the area in and around your appliances to give us easy access
- Make sure you have money in your gas/electric meter, as we will need to test appliances

Priority Services Register

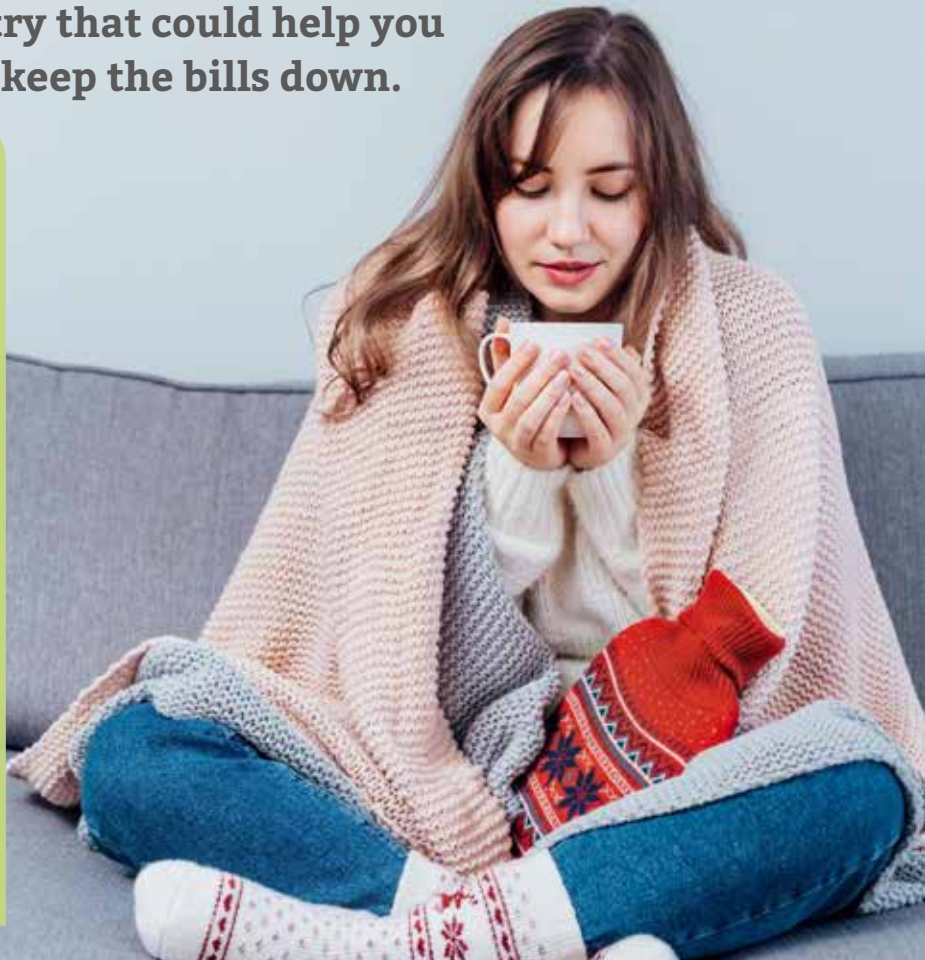
The Priority Services Register offers free support to vulnerable people in the event of a power cut.

Visit www.ukpowernetworks.co.uk/power-cut/priority-services to find out if you're eligible to join the Priority Services Register.

STAY WARM THIS WINTER

We have 10 low-cost tips to try that could help you stay warm, save energy and keep the bills down.

1. Wear multiple layers of clothing to trap warmth.
2. Use warmer house slippers indoors, especially if your floors have no carpet.
3. Try adding a blanket under the duvet, (not over the top) for extra warmth.
4. Drink hot drinks and soups.
5. Use a hot water bottle - wrapped in a towel - and foot warmers if you have them.
6. Tackle draughts by using door snakes.
7. Install draught excluders.
8. Hang thicker curtains at windows and doors - try charity shops for a bargain pair.
9. Keep doors closed and reduce radiator temperature in spare rooms.
10. Leave the oven door open after use to let the heat warm up your room.



For more home warmth ideas and best-buys, search 'heat the human' at www.moneysavingexpert.com

Boiler and Cold Weather

To ensure your boilers are running efficiently, here are a few tips to help keep you warm during the colder weather.

Most combination boilers and many standard boilers are now installed as pressurised systems. There is no need to worry if your system does become over pressurised. All modern systems are designed with pressure safety

values, which will release the excess pressure. You may hear a thumping noise while this is happening, which is nothing to be worried about.

If the pressure drops you can refill the system. Bleeding radiators will always



cause the pressure to drop on the boiler. There's a handy step by step guide in our Repairs Handbook to show you how to re-pressurise your boiler.

You can also find other useful tips in the Handbook

For help and support with the cost of living - www.broxtowe.gov.uk/for-you/live-well/cost-of-living

Your Home



Neighbourhood Inspections

Broxtowe Borough Council tenants and leaseholders are invited to Neighbourhood Inspections with Housing Officers in their local area.



The list of upcoming Neighbourhood Inspections can be found on page 19.

Have your say on what matters most to you. Tell us about areas that may require improvement, ensuring our Housing estates are kept tidy, fly tipping is removed and repairs are reported.

Tenants Handbook



Tenants Handbook



www.broxtowe.gov.uk



Do you know where your Tenants Handbook is?

Contents Insurance

The Council insures the structure of your home, but not your home contents (the possessions you would take with you if you moved home).

Would you be in a position to replace your items if you were burgled, had a fire or you had a burst pipe?

Accidents can happen in the home, and dealing with the damage can cost a lot of money. The Council strongly advises tenants to take out Contents Insurance. While tenants are free to choose any insurance provider, the Council offers insurance with Royal and Sun Alliance.

From as little as 42p a week for Standard Cover, you could insure up

to £4,000 worth of items. £1.02 a week will insure up to £10,000. Additional items such as wheelchairs, hearing aids and bicycles can also be covered for an additional cost.



More information can be found on our website www.broxtowe.gov.uk/insurance



ACTIVITIES INCLUDE



Independent Living Social Activities

Broxtowe's Independent Living Service offers comfortable and affordable housing. Furthermore, our Independent Living homes have a real neighbourhood feel so no one ever feels like a stranger.

There's a whole range of social activities for tenants to get involved in. However, there's no pressure – you can participate as much or as little as you like!

One of our tenants who attends activities said:

“I've made new friends and have attended activities regularly. The activities run by Nicky (Activities Coordinator) are fantastic, she is very creative and a lovely person. I also meet up with tenants every day to have a cup of tea, chat and play games in the communal lounge.”



- Films and Games Clubs
 - Fitness Sessions
 - Hobbies and Crafts
 - Reminiscence Discussions
 - Lunch Clubs and Afternoon Teas
 - Gardening and Walking Clubs
 - Entertainers
 - Easter and Christmas parties
- ... plus much more!

Interested?
Find out more by visiting the Independent Living Service

www.broxtowe.gov.uk/independentlivinginfo



If you are interested in getting involved with activities, please call **0115 917 3935** or email **housingengagement@broxtowe.gov.uk**.

Your Rent

53 Week Rent Year

From 1 April 2024, there are 53 Mondays in the 12-month rent year. This means that rent has been calculated over 49 weeks rather than 48 weeks taking into account the 4 rent free weeks.

Universal Credit only pays over 52 weeks (48 weeks for Broxtowe due to the rent free weeks). If you receive the Universal Credit Housing Element, you will need to make sure you pay the extra difference when you pay the Council.

If you are unsure how to work out what rent you will need to pay, please call the Income Collection Team for assistance.

Some tenants are choosing to build up a buffer now so if you want to pay extra, you can.

The Income Team are there to help, if you are struggling to pay your rent.

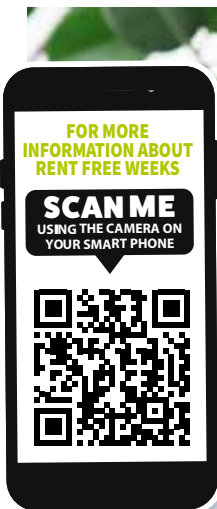
HOW TO PAY YOUR RENT

- **Pay online**
www.broxtowe.gov.uk/for-you/payments
- **Direct Debit**
Contact Housing Income to discuss
- **Standing Order**
Contact Housing Income for an instruction to be sent to you
- **Telephone Payments**
on 0845 835 0144

£ **Housing Income**
Call 0115 917 3658 or email housingincome@broxtowe.gov.uk

*Don't delay, chat to us
and let us help you!*

www.broxtowe.gov.uk/



Your Support



Better with a Benefit Check

Did you know our Financial Inclusion Officers can help tenants do a benefit check?

A referral was made to the Financial Inclusion Team from one of the Independent Living Coordinators, asking if they could do a benefit check for a tenant as they suspected they weren't receiving all the help they could be.

Before the involvement of the Financial Inclusion Officer, the tenant was receiving £200.53 a week, which included state pension, occupational pension and other benefits. They also had to pay money towards rent and Council Tax. After our Financial Inclusion Officer got involved, the tenant now receives £396.60 a week. This includes new benefits of Attendance Allowance and Pension Credit. They are now also entitled to full Council Tax contribution and Housing Benefit, meaning that overall, they are £196.07 better off per week and £784.28 better off every 4 weeks!

The tenant said 'The service I received was excellent. I should like to comment however, that the Financial Inclusion Officer who helped me was excellent. Extremely knowledgeable, very professional with an exceptional level of understanding and compassion that helped me enormously on a personal level.'



PENSION CREDIT



What is pension credit?

Pension Credit is a means tested benefit for people over state pension age who have a low income. It comes in two parts (Guarantee Credit and Savings Credit) and it is separate to the state pension.

Are you eligible to claim pension credit?

There are different eligibility requirements for each part of Pension Credit and more information can be found at www.gov.uk/pension-credit/eligibility. You could also contact Citizens Advice for further information by visiting www.citizensadvicebroxtowe.org.uk/ or calling **0800 144 8848**.

Other help you can get by claiming Pension Credit?

Pension Credit can help with health costs

- Free NHS dental treatment.

If you care for someone you might qualify for Carer Addition

- If you have a disability you may qualify for an extra amount known as Severe Disability Addition.

Pension Credit can help with housing costs

- You probably won't have to pay Council Tax (unless other people live with you)
- If you rent your home you may get your rent paid by Housing Benefit

Pension Credit can help with other costs

- If you're 75 or over you can get a free TV licence
- You would be eligible for a cold weather payment during particularly cold weather.
- You would be eligible for the Winter Fuel payment to help with heating costs during the colder months.

Scams and Disrepair



If you receive a phone call, text message, or email that you think could be a scam, do not offer any payments or personal details.

The National Cyber Security Centre offer a whole range of advice on how to spot and report scam calls, emails, websites and texts.

Visit their website to find out more www.ncsc.gov.uk/collection/phishing-scams/spot-scams.

Think you might have been scammed? Protect yourself and report it!

Contact your bank if you need to and put a stop on cards, change any relevant login details and check digital devices for viruses. Report the scam to Action Fraud on **0300 123 2040**. Any phishing or scam emails can also be forwarded.

**Council employees always carry ID cards.
To confirm their identity, call us on 0115 917 7777.**

How to Report a Repair



SAVE TIME, DO IT ONLINE!

You can report your non-emergency repairs to us via our new online form on our website. Once we have received your request, you will receive a receipt and a prompt response from our Repairs Customer Services team.

If you would prefer to call us, our quieter hours are Tuesday, Wednesday and Thursday after 12pm.



What should you do if you have outstanding repairs?

If you do have any repairs you need to report, please contact us on **0115 917 7777** or email housingrepairs@broxtowe.gov.uk.

If you are dissatisfied with any repairs services you have received from us, visit page 17 for further information on how to submit a complaint.

If you have received a call or a visit from a Disrepair Claim Company and aren't sure what to do, call us first before you sign anything. We are here to help you.

DISREPAIR CLAIM ADVICE

What is a Disrepair Claim?

This would involve a tenant taking legal action against Broxtowe Borough Council for failing to undertake repairs to their homes. The tenant is required to prove that the repairs have been reported.

Beware of illegal door knockers – contact us first!

A number of our tenants are receiving home visits or calls from Disrepair Claim Companies who will often say that they are from 'Broxtowe Borough Council'. All our Officers carry their ID badge with them. If you are approached, ask them to provide their badge. They might say that they are there to complete a survey on the property. These people represent claim handlers or solicitors. They will tell you that your home needs repairs and will encourage you to put in a claim against us.

Claim handlers

These are companies that target tenants living in social housing. They encourage people to make a claim against their landlord and falsely inform tenants that there is no risk to them, therefore stating "no win no fee". This is incorrect. Should you issue a claim against the Council and are not successful in Court, you will be liable to thousands of pounds for the Council's Legal costs.

Once you have initiated a claim and signed the solicitor's documentation, very rarely will the solicitor allow you to change your mind and stop the claim. They may advise you that, if you want to stop the claim, you may be liable for:

Charges for the survey they have arranged, often up to £1000. Credit agreement charges of over £500 for "no win, no fee" to cover legal cost insurance

Please be careful before you commit to any agreements with these companies, as they could put you at serious financial risk.

What happens if you claim for disrepair?

The Council will defend ALL cases made against us. Our nominated surveyors will visit your home to do a survey. This survey will check for disrepair and point out anything that needs to be done. Our surveyor will also check if we need to charge you for any property damage during your tenancy. We have been aware on a number of claims whereby the solicitors delay the work to be undertaken or ask tenants not to allow access. This goes against the terms of your tenancy agreement and could result in an injunction and a cost order against you.



How disrepair affects Broxtowe Borough Council and its tenants

It is extremely costly for us to go to court and defend cases. Therefore, the more that we spend to defend cases, the less we have for repairs improvements and funding for other services for our tenants.

Your Involvement

Get Involved

The Engagement Team are working closely with tenants to offer a range of ways for you to have your say. So, there should be something on offer that you can get stuck in to!

- Tenant Information Network (monthly evening meetings)
- Tenant Panel (bi-monthly daytime meetings)
- Complaint Panel (once a quarter)
- Visit us at a community event or pop-up in your area



You can find all the ways here www.broxtowe.gov.uk/housingengagement or contact us to suggest a new way to engage!

Housing Community Fund



Housing can award grants of up to £1,000 to fund projects that benefit Council tenants and the communities they live within.

Funding can be used to hire equipment, buy materials, pay for labour and book venues. Think community spaces, workshops, artistic projects or local events.



Have we got your up to date contact details?

When you contact us, we will be starting to ask you more about your personal data to enable us to spot areas where we need to make changes and improve.

We store your information very securely following strict data protection legislation.

To update your details, please call us on **0115 917 3935** or email us at housingsystems@broxtowe.gov.uk

Say 'Hello' to your Engagement team!



Hi, I'm April. And I'm the Engagement Manager for Broxtowe Borough Council Housing. So, what does Engagement actually mean?

Our goal is to get tenants and leaseholder sharing

their views and ideas on our Housing services. We want them to be able to come to Housing and suggest ideas that might help both the department and the customers we serve.

After the awful fire at Grenfell and the death of Awaab Ishak, it's now more important than ever to listen to our tenants. But not just listening, but acting - doing what we say we will do and then feeding back. So how are we doing this?

- Surveys
- Scrutiny Panels (service reviews, going into more depth in certain services)
- Complaints Panel – Tenants and leaseholders sharing how they would improve on our decision making process
- Service Inspectors – Our customers checking the work of our employees – are we keeping to standards
- Popping along to an evening meeting. We know many people are busy during the day, so every month we travel the borough sharing the news from housing and hopefully inviting a special guest or two to speak.

There's lots of ways and new ways we've probably not thought of, that you could suggest. So give us a message, or email or call and let's help each other make council housing a thriving community.

Complaints and Compliments



Have Your Say! Comments, Complaints and Compliments



There are two stages within Broxtowe Borough Council to the handling of a complaint:

- Stage 1 is the investigation stage. You will receive an acknowledgement within 5 working days, and a response within 10 working days.
- Stage 2 is the review stage. If you are not happy with your Stage 1 response, you can request it progresses to Stage 2. You will receive a response within 20 working days.

We always appreciate your feedback as it provides insight into customer satisfaction, and we use it to improve our services. If you are unhappy with the service we have provided, actions or lack of action by the Council, please let us know by putting in a complaint and give us the opportunity to put things right.

You can contact us in a variety of methods:

 www.broxtowe.gov.uk/commentsandcomplaints

Email: complaints@broxtowe.gov.uk

Telephone: **0115 917 7777**

In person or in writing to: Broxtowe Borough Council, Council Offices, Foster Avenue, Beeston, Nottingham, NG9 1AB.

If at any stage in the complaints process you are still unhappy with the process or outcome, you can refer your complaint to the relevant Ombudsman (Housing Ombudsman or Local Government and Social Care Ombudsman).

Compliments

Are we doing well or exceeding your expectations?

Please let us know! It is really appreciated when we receive feedback on the services we provide. Compliments provide an opportunity for us to learn and gives insight into the drivers of customer satisfaction.

Please visit our website for further information:

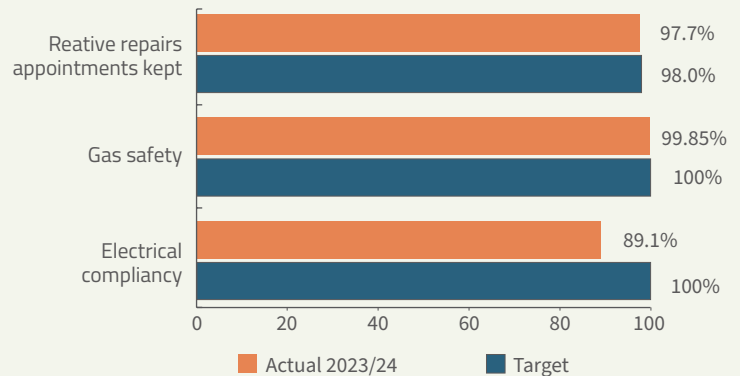
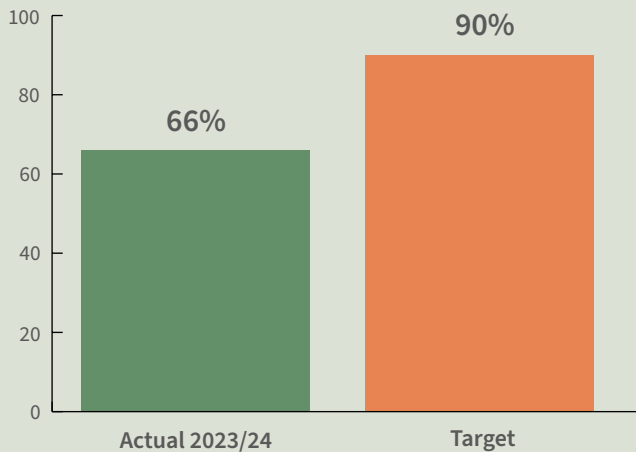
 www.broxtowe.gov.uk/commentsandcomplaints



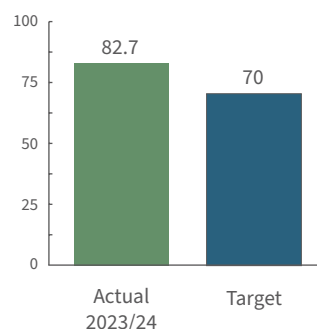
End of Year Performance



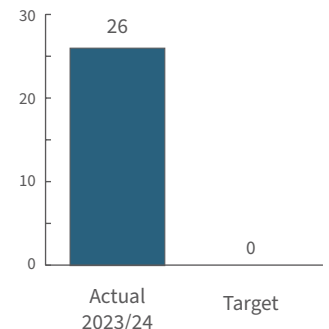
Overall satisfaction with the service provided by Broxtowe Borough Council



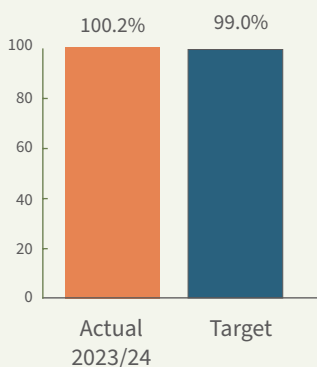
Homeless case successfully intervened



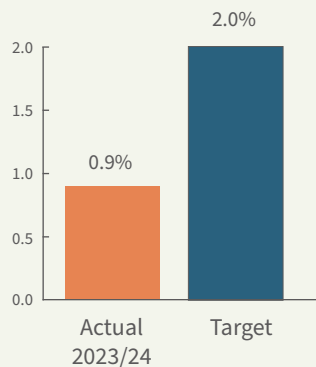
Housed outside the borough



Rent collected as a proportion

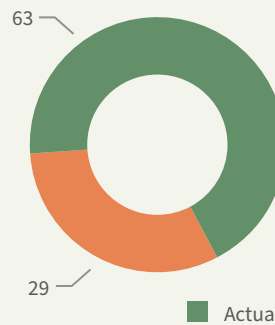


Current arrears as a percentage

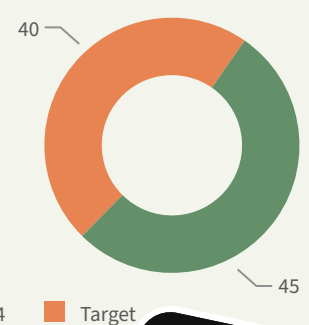


Average relet time (days)

General Needs



Independent Living



Interested in our Annual reports?
You can find them here . . .

www.broxtowe.gov.uk/for-you/housing/housing-news/housing-annual-report
To request a paper copy call us on 0115 917 3935

Upcoming Neighbourhood Inspections

Together with Broxtowe Housing Officers, tenants and leaseholders are invited to our next Neighbourhood Inspections.

These inspections will enable you to have your say on what matters most to you, such as highlighting areas that may require improvement.

Neighbourhood Inspections are an important part of the work we do as they give us knowledge of local issues. They help to ensure general areas of the Borough are kept tidy, fly tipping is removed and repairs are reported.

Neighbourhood Inspections will last for around two hours.



Inspection Area	Location	Meeting Point	Time	Date
Newthorpe Common, Wyvern Close	Newthorpe	25 Newtorpe	10:30am	Tuesday 4 February 2025
Lawrence Avenue, Midland Road, Pickering Ave, Queens Road, William Avenue	Eastwood	95 Flats on Lawrence Avenue	10:30am	Wednesday 12 February 2025
Addison Villas, Church Street, 27 Bailey Grove Road	Eastwood	1 Addison Villas	10:30am	Tuesday 18 February 2025
Stanley Court, Webster Avenue	Newthorpe	Webster Car Park	10:30am	Thursday 20 February 2025
Mill Road, Metcalf Road, Nottingham Road	Eastwood	80 Mill Road	10:30am	Thursday 27 February 2025



Broxtowe's Handy Housing Contact Guide



Cut out this page and pop it on your fridge

Housing

	tel: 0115 917 +	email
Allocations & Lettings	3347	housingallocations@broxtowe.gov.uk
Capital Works	3610	capitalworks@broxtowe.gov.uk
Financial Inclusion	3658	financial.inclusion@broxtowe.gov.uk
Garages	3935	garages@broxtowe.gov.uk
Housing Acquisitions	3935	homeownership@broxtowe.gov.uk
Housing Engagement	3935	housingengagement@broxtowe.gov.uk
Housing Options	3439	housing.optionsmailbox@broxtowe.gov.uk
Housing Repairs	7777	housingrepairs@broxtowe.gov.uk
Housing Strategy	3935	housingstrategy@broxtowe.gov.uk
Income Team	3658	housingincome@broxtowe.gov.uk
Independent Living Team	3170	housingindependentliving@broxtowe.gov.uk
Leaseholders	3935	leasehold@broxtowe.gov.uk
Lifeline	3358	lifeline@broxtowe.gov.uk
Neighbourhoods Team	3400	tenancy@broxtowe.gov.uk
Right to Buy	3935	homeownership@broxtowe.gov.uk
Tenancy Sustainment	3400	tenancy@broxtowe.gov.uk

Waste and Recycling

For bins, bulky waste, recycling and more
 ENVIRONMENT@broxtowe.gov.uk
 0115 917 7777 - Option 4

Council Tax

0115 917 7777 - Option 3

Housing Benefits

0117 917 7777 - Option 5

ہمیں اس لیفلٹ کی دیگر زبانوں میں کاپیاں بھیجیں۔ اگر آپ کو اردو زبان میں کاپیاں بھیجنا چاہیں تو براہ کرم 0115 917 7777 پر رابطہ کریں۔

如果您需要此傳單用其他的形式或文字寫成，請撥電話 0115 917 7777 與我們聯絡。

اگر آپ چاہتے ہیں کہ یہ لیفلٹ آپ کو اردو زبان میں بھیجا گیا ہے تو براہ کرم 0115 917 7777 پر رابطہ کریں۔

If you need this leaflet in other formats or languages contact us on 0115 917 7777

TYPETALK - TEXT DIRECT

Typetalk's purpose is to bring the benefits of the telephone network to deaf, deafblind, deafened, hard of hearing and speech-impaired people.

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For Broxtowe Borough Council telephone 18001 0115 917 7777.



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