

You can use your payment swipe card to make payments at any Post Office or PayPoint outlet. The outlet will give you a receipt for your payment which you should keep as evidence of payment.

## E-payments

You can pay your rent by debit or credit card, on the internet or over the telephone. To make a payment, please click on **www.allpayments.net** or call the 24 hour payment line on **0844 557 8321**. Please have your payment card to hand.

**Non payment of rent can result in serious action being taken against you, including the loss of your home.**

## Rent arrears

If you fall behind with your rent payments or are concerned about keeping up to date with your payments please contact the Rent Arrears Team on **01903 737850** as soon as possible. Please don't ignore the problem.

## Keeping up to date

To help you keep up to date we will continue to send you a quarterly rent statement which will show all the transactions on your rent account for the last quarter as well as the current balance. Rent statements are issued in January, April, July and October.

If you like using the internet you can check your own rent account balance and order repairs by signing up to our I-Housing facility. Please visit **www.arun.gov.uk** to apply on line or download the registration form and return to either the Bognor Town Hall or the Civic Centre, Littlehampton.

If you prefer to telephone to check the rent you owe you can call 01903 737850 to find out your current balance or we can send you a one off rent statement on request.

## Neighbourhood Services

The neighbourhood team is here to help with day-to-day tenancy issues. You will have a named neighbourhood housing officer, details of which will be provided when you start your tenancy. They can help you resolve neighbourhood issues and give advice on issues

## Change of circumstances

Your tenancy is a legal contract with the Council. It is important you keep us informed of changes that could affect your tenancy. For example if you change your name or your contact details, if someone joins or leaves the household, please let us know so that we can update your details.

## Contact us

### Repairs

By e-mail: [housing.repairs@arun.gov.uk](mailto:housing.repairs@arun.gov.uk)

Website: **www.arun.gov.uk/housing**

By telephone: 01903 737827  
Monday – Thursday from 8.45am to 5.15pm  
and Friday from 8.45am to 4.45pm

Emergencies: Outside of these times, at weekends and on Bank Holidays on 01903 713976

In person: Civic Centre, Maltravers Road, Littlehampton  
Monday – Thursday from 8.45am to 5.15pm  
and Friday from 8.45am to 4.45pm

or  
Bognor Regis Town Hall, Clarence Road,  
Bognor Regis  
Monday – Tuesday from 8.45am to 5.15pm  
Wednesday from 9.30am to 5.15pm  
Thursday from 8.45am to 5.15pm and  
Friday from 8.45am to 4.45pm

In writing: Arun Housing Services, Civic Centre,  
Maltravers Road, Littlehampton,  
West Sussex BN17 5LF

### Gas Leaks

**If you suspect a gas leak please telephone the National Grid immediately on 0800 111 999**

### Gas Central Heating

from 1 April the gas contractor will change:

BSW Heating Limited	0800 068 0566
- Domestic heating	
K&T Heating Services Limited	0800 0126 256
- Sheltered schemes and boiler rooms	

### Rents

Rent Arrears Team	01903 737850
Account Enquiries and Direct Debits	01903 737723

### Neighbourhood Housing Officers

Tenancy and neighbourhood issues	01903 737500
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### Right to Buy

Information on purchasing your property	01903 737724
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### Housing Benefit

Benefits Contact Centre	01903 737753
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This leaflet is available in large print, on request.

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**Arun Housing Services**

# Here to Help You



This leaflet gives you important information and will help you to contact the right person at Arun Housing Services



# Repairs and Maintenance

## Council's Responsibility

The Council has a statutory obligation under Section 11 of the Landlord and Tenant Act 1985, which requires a landlord to:

1. Keep in repair the structure and exterior of the property, including drains, gutters and external pipes.
2. Keep in repair and working order the installations in the property for the supply of water, gas and electricity and for sanitation including baths, basins, sinks, showers and sanitary conveniences.
3. Keep in repair and proper working order the installations in the property for space and water heating.

The standard of repair will have regard to the age, character, locality and prospective life of the property.

## Tenant's Responsibility

Your tenancy agreement lists your rights and responsibilities, including repairs and maintenance. This is explained further in the **Tenant's Handbook**. If you cause damage to your property you will be charged for its repair.

## Reporting Repairs

Please report any necessary repairs to the Reactive Maintenance Office as soon as possible. It will help us to process your request quickly if you can give as much information as possible before contacting the office, as we will need to know:

- Your name and full address
- A contact telephone number
- As much information about the repair as possible.
- If this is a new request, or an update on an existing request.
- Access arrangements – giving times during the normal working week when the Council's Area Maintenance Officer or Contractors can get into your home to inspect or do the work. Please be as flexible as possible when arranging access times.

## Day to Day Maintenance

All day to day repairs and maintenance is carried out by the Council's approved contractors.

## Gas Servicing – Domestic properties with a gas boiler in the property

Servicing and breakdown call outs for any gas appliances installed by the Council is carried out by BSW. Their details are overleaf.

Under your tenancy agreement you are not allowed to install your own gas fire or central heating system, or carry out any other improvement works without. You must ask permission in writing. No works should be carried out until the Council has given you a decision on your request.

## Priority

All routine repairs are allocated one of five priorities.

### Priority L – Emergency

To be commenced immediately (and no later than within 2 hours) and completed or made safe within 4 hours)

### Priority E – Next Day

To be commenced and completed within 24 hours

### Priority P05 – Urgent

To be commenced and completed within 5 working days (7 calendar days)

### Priority P20 – Routine

To be commenced and completed within 20 working days (28 calendar days)

### Priority PV – User Defined

To be commenced and completed within specific time.

Completion of a repair within these timescales may not always be possible due to circumstances beyond the Council's control, such as the availability of materials or spare parts. Also, at certain times of the year, some trades get overloaded. On these occasions we ask you to be patient as frequent telephone calls can prevent urgent repairs from being dealt with.

## Right to Repair

If the contractor fails to complete the work on time, you may have the right to ask us to employ another contractor to do the work. In the first instance you should write to the Reactive Repairs Manager and arrangements may be made for another contractor to undertake the repair.

The second contractor has the same amount of time to complete the work as the original contractor. In the event that the second contractor also fails to complete the work on time you may be entitled to compensation under the 'Statutory Right to Repair Scheme' – only certain repairs qualify under this scheme.

The Council is entitled to offset this compensation against any debt you may owe to the Council. For Further details please visit [www.arun.gov.uk/housing](http://www.arun.gov.uk/housing) and follow the link from Reactive Repairs.

## Emergencies outside office hours

The Council operates an Emergency Standby Service outside of office hours. This service is for **emergency repairs only**, where there is a **risk of personal injury** or **severe damage to property**. In most situations, where help is provided by the Standby Service, the fault will be made safe or secure until the next working day when it can be reported to the Reactive Maintenance Office for a normal repair. The Standby Service is expensive and in the interests of economy and safety it should

not be misused. If you call out the Standby Service and it is subsequently found that the repair was not urgent or was due to damage or negligence, the full cost of the Standby Service call will be recharged to you.

## Access and Abortive Calls

If a contractor calls but fails to gain access, they will leave a card on which there is a telephone number, which you should ring within 24 hours to arrange a convenient time for them to return. If no contact is made, the repair request will be cancelled and the Council may seek to recover the cost of the abortive visit from you.

If you have requested a call and you subsequently do the repair yourself or find someone else to do the repair, please notify the Reactive Maintenance Office so that the visit can be cancelled. If you fail to do so, you may be charged for the Contractor's wasted time.

## Planned Maintenance

As well as reacting to breakdowns and things that go wrong on a day to day basis the Council also creates longer term plans to replace, upgrade, or improve Council houses. We call this planned maintenance and could include replacement of flat roofs, external decoration, window replacement, gutter and drainpipe replacement.

As these plans are finalised we will publish details on our web site and you will be contacted on an individual basis.

## Rent Payments

The rent year will commence on the first Monday in April and runs for 52 or 53 weeks. You will be advised of weekly charges and the amount due in advance each week after any deductions.

The rent that you pay goes in part to making repairs and improvements to your property. If you pay late or miss payments, this means that we have less to spend on maintaining and improving your house. It is therefore important that you keep your rent payments up to date.

**Please ensure that rent is paid on time.**

## Direct Debit

Direct Debit remains the most cost effective and easiest method of payment. It is the cheapest way to process your payments and saves you having to remember how much and when to pay. If a mistake is made by the Council or your Bank or Building Society, you are guaranteed a full and immediate refund of the amount paid. To change your method of payment to Direct Debit contact the Finance Team, who can help you to arrange this, on **01903 737723**.

Tenants who do not pay by Direct Debit have been sent a payment swipe card.