



Tenants' Handbook

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Welcome from the Director of Community Services

I am pleased to welcome you to your new tenancy with Plymouth City Council.

We want you to be happy in your new home and have the right amount of support you need. The Tenants' Handbook will help you to understand your tenancy, and tells you all the things the Council will do and what you need to do as a tenant.

To provide you with a good service, we need you to pay your rent and service charges on time.

We value what you have to say about the way we provide services for you.

If you would like to get more involved, ask your Housing Officer about tenant involvement, and for a copy of our tenants' magazine, "What's Up".

I hope you find this Handbook helpful. If you need any more information about your tenancy, speak to your Housing Officer.

We hope our tenants can enjoy their homes, be safe and not have their quality of life and neighbourhood spoilt by anti-social behaviour.



Clive Turner
Director of Community Services

Welcome from PETRA



The new Tenants' Handbook has been produced to give you more information about your rights and obligations as a tenant of Plymouth City Council. As your tenants' federation, PETRA has long argued the case

for such a handbook so we very much welcome its arrival.

We believe that tenants need to be encouraged to see themselves as customers and they have real power to influence the way their services are delivered. The first step towards that aim is to understand what you are entitled to expect from your landlord. The information in this handbook will tell you everything you need to know about the service you should be getting – and more.

For most people being a tenant is a straightforward business. You pay your rent on time, you maintain the property to a decent standard, you don't cause a nuisance to your neighbours, and if you're not sure about something, you ring the local office for advice or assistance. It's common sense you may say, so why the need for a handbook?

Not all tenants live in such ideal circumstances. Your situation can change and difficult issues or problems can arise. There may come a time when you have to deal with a matter that is more complicated than you realised. Who should you speak to? What can you expect to be done? The handbook has been designed to help you find the answer. So whatever you do, keep it safe and accessible because you never know when you may have need of it.

It will also pay you to have a quick read through as you may discover much that is interesting in its own right. There is a section on condensation, for example, where you will find advice that will help you avoid problems with damp.

With this handbook you will have all the information you need to understand your rights as a tenant and the service you are entitled to expect from Plymouth City Council. As they say, information is power, so use the handbook to get the most from your service.

Peter Ebsworth

Chair

PETRA