



**Tees Valley
Housing**



HOUSING MANAGEMENT

**Estate
Management**

We want to ensure you and others have a clean, safe and pleasant environment to live in.

We also want to ensure we look after the estates and let you know how you can help us give you a decent neighbourhood to live in.

What are my responsibilities as a tenant?

When you sign up to your tenancy, we will give you a tenancy agreement and handbook. These documents explain our responsibilities to you as well as your responsibilities as a tenant in relation to your home, estate and neighbourhood. If you need any more information please contact your local office.

Gardens

Who looks after the garden?

While you are responsible for keeping your garden tidy, including hedges and trees, please let us know if a tree or hedge is causing a danger or affecting the structure of your house. If you are elderly or disabled and have nobody to assist you with your garden, please contact us or visit your local office as we may be able to help you.

I live in a property with a shared garden. Who is responsible for it?

Keeping the area clean and tidy is the responsibility of all the residents sharing the garden. However part of the service charge you pay is for the maintenance of shared areas where you live and as such the grass will be cut, hedges maintained and areas weeded regularly.

Can I put up a shed or other outbuilding in my garden?

You can put up a shed or outbuilding, as long as you have our written permission before any work starts.

Communal Areas

Who looks after communal areas?

When you sign up to your tenancy we will tell you if you are responsible for cleaning any common areas. In some cases we provide some cleaning services but keeping communal areas like stairs and landings in flats or shared driveways between houses clean and tidy is the responsibility of everyone who shares the facility.

If we clean your communal areas we will charge a service charge which we will tell you about when you sign up to your tenancy. Please contact us if you are unsure. All communal areas must be kept clear at all times, in the interest of health and safety and to comply with fire regulations.

Whilst rugs, plant pots and door mats brighten up shared landings, they are a trip and fire hazard and therefore cannot be placed in these areas.

Parking

Where can I park my car?

You can park on the road, your drive or in your garden if it has a properly built hard standing and pavement crossover. Please don't park on grass verges or gardens and make sure your visitors park responsibly as damage to verges can detract from the look of an estate. If you cause damage to grass verges or open spaces you may be charged the cost of re-instatement. Trailers, caravans and/or horse boxes must not be sited on your property.

Can I build a drive or hard standing?

You can build a drive or hard standing as long as you have our written permission. You must also get written permission before knocking down any boundary walls to allow access for your vehicle.

However, you must also get permission for a pavement crossing and this can only be granted by your local council which will give you an estimate for the cost when you apply for permission.

Can I rent a garage from you?

Yes, you can rent a garage from us if there is one available in the area. If there are no vacant garages, we can put your name on a register. Renting a garage means you will be asked to sign a separate tenancy agreement.

Can I service my vehicle at my property?

If the service is to your own vehicle or to a vehicle belonging to someone living with you, we do not object to you carrying out occasional minor repairs.

If you are going to carry out the occasional 'odd job' on your vehicle, please make sure you do all the work at reasonable times of the day and that you do not cause too much noise, vibration, smell, fumes, oil spillage or dirt which may disturb your neighbours.

What if someone has abandoned a car?

If you think a car has been abandoned, please contact us or your local council to get it removed.

Rubbish Disposal

How do I get rid of rubbish?

Your local council is responsible for the collection of household refuse and recycling which is collected on a set day each week. Please use bins where they are provided, leave your rubbish out to be collected on the appropriate day and pack your refuse in plastic bags when using communal refuse facilities. You will be told your collection day when you sign up to your tenancy. If you have rubbish that refuse collectors cannot take, please arrange to have it removed by ringing your local council. Your local office will also be able to give you advice on this.



I have an old item of furniture that I no longer need. What should I do?

Your local council runs a collection service for items that are too large for the normal collection. Simply contact the council and ask for environmental services. Some councils may charge for this service.

What about garden rubbish?

Please contact your local council's environmental services to collect garden waste but please make sure it is properly bagged first.

Pets

My tenancy agreement says I can only keep small domestic pets as is reasonable. What does this mean?

If you live in a house, you can keep two cats or two dogs but please do not allow your animals to cause a nuisance to your neighbours and the general public. If you want to keep any more pets, please contact us for written permission.

If you live in a property with a shared entrance and wish to keep pets, please contact your local housing office for written permission. However, dogs and cats are not allowed in properties with shared entrances.

Am I allowed to keep pigeons?

You are allowed to keep pigeons in limited circumstances. Please contact your local office which will be able to give you more details. Please also contact us for written permission if you are planning to build a pigeon loft.

Pest Control

What if I have a problem with pests?

If you have a problem with mice, wasps, or insects, simply contact 08000 461 600 and we will provide you with advice and assistance.

Vandalism and Graffiti

How do you respond to vandalism and graffiti?

If you spot a problem, report it to your local office as soon as possible as we are committed to dealing quickly with problems of vandalism and graffiti. We aim to have graffiti removed within 24 hours. Please remember though, that to have it removed, we must be aware that it's there so please let us know.



Satellite Dishes

Can I put up a satellite dish?

Yes, as long as you contact us for permission first because if you live in a flat which is part of a block or scheme with a communal aerial, permission is likely to be refused. Remember you may need planning permission from your local council.

Landscaping and Grass Cutting

Who maintains the landscape on the estate?

Many of our estates have communal landscaped areas which we or your local council maintains. Part of your rent and service charge is used to employ contractors to carry out the work to make your estate a pleasant place to live in.

How can I become involved in influencing estate management services being delivered to my neighbourhood?

As a customer, you can become involved in influencing decisions affecting your home and estate in a number of different ways. We have a service improvement group made up of interested residents; your housing officer can give you more details.

Contacts

For more information contact us free from a landline on **08000 461 600** or ring us on **01642 233 780** to be charged at local rate from a mobile phone.

Alternatively, for Erimus Housing log on to **www.erimushousing.co.uk**

For Tees Valley Housing log on to **www.teesvalley.org**

Please tell us if you need help to read or understand this information. If you need it in large print, Braille or in another language, please contact us free of charge from a landline on 08000 461 600 or on 01642 233780, which is charged at local rates from a mobile phone.

Arabic

الرجاء إخبارنا إذا ما كنت في حاجة إلى المساعدة في قراءة أو فهم هذه المعلومات. إذا أردت الحصول على هذه المعلومات بحروف كبيرة أو بطريقة برايل أو بلغة أخرى، الرجاء الاتصال بنا مجاناً من أي خط أرضي على الرقم 08000 461 600 أو على الرقم 01642 233780 حيث يتم خصم الرسوم بسعر للكلمة المحلية من أي هاتف محمول

Bengali

আপনার এই তথ্য পড়তে বা বুঝতে সাহায্য প্রয়োজন হলে, অনুগ্রহ করে আমাদের জানান। আপনি যদি বড় ছাপার হরফে, ব্রেইলে বা অন্য কোনও ভাষায় এটা পেতে চান, তাহলে অনুগ্রহ করে ল্যান্ডলাইন থেকে বিনা মূল্যে 08000 461 600 এ আমাদের সাথে যোগাযোগ করুন। অথবা মোবাইল ফোন থেকে 01642 233780 এ আমাদের সাথে যোগাযোগ করতে পারেন, এই নম্বরে স্থানীয় হারে চার্জ করা হয়।

Hindi

कृपया हमें बताएं कि क्या आपको यह सूचना पढ़ने या समझने के लिए मदद चाहिए। यदि आप इसे बड़े अक्षरों, ब्रेडल या दूसरी भाषा में चाहते हैं तो कृपया हमें 08000 461 600 पर निःशुल्क फोन करें या 01642 233780 पर फोन करें जिसके लिए किसी भी मोबाइल से स्थानीय दर से शुल्क लगेगा।

Kurdish

تکایه ئاگاداران بکۆمه ئهنگەر بۆ تێگههستنی ئهم زانیاریاته پێویستیت به یارمەتی ههیه. ئهنگەر به پێتی گهوره، زمانێ برێل، یان ههر زمانێکی نیکهت دهوێ، تکایه پهیوهندیمان پێوه بکه له تلهفونی هێڵی زهوییهوه بهی بهرامهر بۆ ژماره 08000 461 600 یان بۆ 01642 233780. ئهنگەر له تلهفونی مۆبایلموه بکری ئهوه به به پاریمکی تێدهچن ههر ومک تلهفونکردنی ناوخۆ.

Polish

Jeśli potrzebują Państwo pomocy w zapoznaniu się z tymi informacjami prosimy o kontakt. Jeśli potrzebują Państwo informacji wydrukowanych dużą czcionką, alfabetem Braille'a lub w innym języku, prosimy skontaktować się z nami dzwoniąc na numer 08000 461 600 (połączenie bezpłatne z telefonu stacjonarnego) lub na numer 01642 233780 (opłata jak za połączenie lokalne z telefonu komórkowego)

Punjabi

ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਪੜ੍ਹਨ ਅਤੇ ਸਮਝਣ ਲਈ ਮਦਦ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ। ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਮੋਟੀ ਛਪਾਈ, ਬ੍ਰੇਲ ਜਾਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਲੈਂਡਲਾਈਨ ਫੋਨ ਤੋਂ 08000 461 600 ਉੱਤੇ ਮੁਫਤ ਵਿਚ ਜਾਂ 01642 233780 ਜਿਸ ਉੱਤੇ ਕਿ ਮੋਬਾਇਲ ਫੋਨ ਤੋਂ ਕਾਲ ਕਰਨ ਤੇ ਲੋਕਲ ਕਾਲ ਜਿੰਨਾ ਖਰਚ ਆਉਂਦਾ ਹੈ, ਉੱਤੇ ਸੰਪਰਕ ਕਰੋ।

Urdu

اگر آپ کو یہ معلومات پڑھنے یا اسے سمجھنے کے لئے مدد کی ضرورت ہے تو براہ کرم ہمیں بتائیں۔ اگر آپ اسے پڑی پرنٹ، بریل یا دیگر زبان میں چاہتے ہیں تو براہ کرم 08000 461 600 پر یا 01642 233780 پر رینڈ لائن سے مفت رابطہ کریں، جس کے لئے موبائل فون سے مقامی شرحوں پر قیمت وصول کی جاتی ہے



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