



Welcome to Bushbury Hill



YOUR TENANCY GUIDE

Moving into Your New Home



Welcome to your new Bushbury Hill home. This booklet is designed to provide you with all the information you need about your new tenancy. We have included links to useful websites, useful contact information and guidance and tips to help you get the most out of your new home.

This booklet doesn't replace your tenancy agreement and it's really important that you read and understand what's inside it. Your tenancy agreement is a legal document and sets out the terms and conditions of your tenancy.

We pride ourselves on our customer services and are always here to help where we can and make sure you enjoy living on our estate.

The Management Centre



Based in the centre of our estate The Management Centre is open Monday – Friday 9am to 4pm.

You can make a payment towards any Council charge in reception and get advice on any aspect of your tenancy.

We have a free to use cash machine and courtesy phone that can be used to report repairs or speak to a Council department.

If you'd like to speak to your tenancy officer about a specific issue its best to call them and make an appointment, our tenancy officers carry out lots of visits during the day and may not always be available to meet you without an appointment.

Your Tenancy Team



Your tenancy officer is the person who signed you up to your property, they are the person you should contact in case of any issues with your tenancy. Your Tenancy Officer will arrange to visit you 8 weeks after your tenancy starts to find out if you are settling in and if you have any problems. You will also have a visit from us 8 months after your tenancy started to make sure you are still happy and there are no problems with your home.

You can speak to your tenancy officer anytime by calling **01902 552995**. We also have lots of useful information on our website about your tenancy and the local area

🔗 www.bushburyhill.co.uk/tenancy

My tenancy officer is

My 8 week visit is on

My 8 month visit is on

Paying Your Rent

Your rent is due every Monday and can be paid weekly, fortnightly or monthly in advance. It is vital that you pay your rent on time and do not fall into arrears. Your rent is used to manage, repair and maintain your home and the estate.

If you are having problems paying your rent, you need to let us know immediately so we can help you by providing information on support that might be available to you.

All the information you need about paying your rent can be found on our website, including information on direct debits and housing / council tax benefits.

🔗 www.bushburyhill.co.uk/pay-your-rent

**Rent is due every Monday
and must be paid in advance**

Claiming Benefits

If you already receive housing benefit you will need to let the Housing Benefits team know about your change of address, or the DWP if you claim Universal Credit.

Anytime your circumstances change you need to let Housing Benefit / DWP know without delay, if you don't let them know when things change your benefit payments could be delayed or cancelled. If you need to provide paperwork for the benefits team you can bring this into reception and we will forward it to the Civic Centre for you.

🔗 [www.wolverhampton.gov.uk/
benefits/housing-benefit-and-council-tax-support](http://www.wolverhampton.gov.uk/benefits/housing-benefit-and-council-tax-support)

Anti-Social Behaviour

If you are having problems with your neighbour we offer the following advice:

- The best thing you can do is try and sort the problem out between yourselves. Talking to each other calmly and sensibly about what is bothering you and trying to understand each other's point of view can often resolve the situation.
- If you are unable to resolve the problem yourself, you can talk to your tenancy officer for advice. There are steps we can take to help tackle the issue, including, where appropriate, mediation and evictions.
- If you find yourself in a dangerous situation call the Police on 999
We have more information on our website about Anti – Social behaviour at:

🖱 www.bushburyhill.co.uk/tenancy

Gas & Electricity

When you move in...

It's a good idea to note down your meter readings when you move into your new home.

Meter Reading	
Gas	
Electricity	

You will need to contact the energy supplier when you move in, give them your meter readings and set up your account. Your tenancy officer should tell you which supplier the property is currently with. You can always change your supplier when you move in.

When you leave...

You'll also need to give the suppliers your final meter readings when you leave the property so they can send a final bill.

Meter Reading	
Gas	
Electricity	

Gas Safety

If you plan to use a gas cooker you need to get it installed by a Gas Safe registered contractor, any gas appliance that isn't correctly installed can be very dangerous. You can find a list of Gas Safe registered contractors here:

🖱 www.gassaferegister.co.uk

All properties have annual gas safety checks carried out by Dodds on behalf of Wolverhampton Homes, during this appointment all gas appliances will be checked and you will be given a new battery operated carbon monoxide detector (co2). If you have problems with your Co2 detector call Wolverhampton Homes on:

☎ 01902 556789

If you smell gas or are worried that carbon monoxide is escaping it should be treated as an emergency and you should call Cadent (the national gas emergency service) on

☎ 0800 111 999

immediately followed by our repairs contractors Wrekin Housing Trust

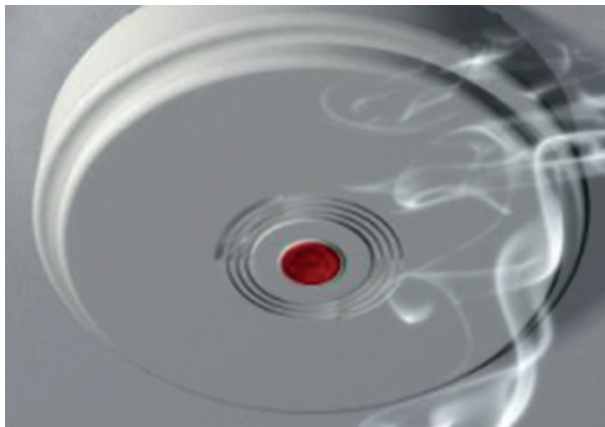
☎ 0800 328 4090



Smell gas? Cadent's advice is:

DO NOT	DO
Smoke	Turn the gas off at the meter
Use matches	Turn any gas appliances off

Fire Safety



Your home is fitted with hard wired smoke alarms on the hall and landing ceiling, if you have a problem with yours or think it is faulty you can report it to our repairs service by:

☎ **0800 328 4090**

🔗 using the 'report a repair' form on our website
www.bushburyhill.co.uk/report-a-repair

You can reduce the risk of a fire starting at home by being careful with open flames and handling cigarettes and candles with care. Find out if you are eligible for a free Safe and Well visit from the West Midlands Fire Services. These visits last about an hour and go through ways you can prevent fires in the home, you also get a handbook with vital information in. Your tenancy officer will offer to book this visit for you when you move in. If you don't qualify for a visit you can still download the handbook, visit the website to find out more:

🔗 <https://www.wmfs.net/our-services/safe-and-well/#safewellwhatsinvolved>

☎ **0800 389 5525**

Condensation & Mould



Modernising homes, insulating them, making them draught proof and improving windows can lead to an increase in condensation

What is it?

Condensation is moisture caused by warm air hitting a cold surface, the mist on the inside of your bedroom window in the morning for example.

What can you do?

Keeping your house warm and well ventilated and try to reduce moisture in the air by not drying clothes inside and putting lids on saucepans. If left, condensation can lead to mould, (small black dots) around particularly damp areas. Always tackle mould when you see it and wipe any condensation as soon as it appears. We have lots of information on our website here:

📌 www.bushburyhill.co.uk/leaflet-library

Decorating & Improving Your Home



Keep your property in good condition by decorating rooms and making sure repairs are carried out.

Keep your home clean and tidy

Your tenancy agreement states that you must keep the property clean and in good decorative order.

Making Improvements

You'll need written permission to make some changes to your home, so it's always best to check with us first. Some things that will need permission are changing the flooring, altering the kitchen, installing new showers or electric fire suites. You can request permission to make alterations to your property online here:

✎ www.bushburyhill.co.uk/repairs/adaptation-permission-request

Remember if you do make changes to the property we might ask you to restore the property to its original condition, at your own cost, at the end of your tenancy.

Contents Insurance

We recommend that you insure your contents as soon as you move in. Contents insurance protects you and your possessions should the unthinkable happen.

Your Garden



Many of our homes are lucky enough to benefit from having large gardens that are perfect for families. Just like you keep your home neat and tidy, you'll need to make sure you keep your garden neat and tidy as well.

Your Tenancy Agreement

Your garden will be cleared before you move in, it's up to you to maintain it from then on and we carry out regular estate inspections to check on this. Untidy gardens with rubbish can attract rats and other vermin which can become a big problem for everyone on the estate.

Your tenancy agreement states that "you will at all times, keep any gardens clean, tidy and free from rubbish and weeds". If you need help keeping on top of the gardening, you could contact a local gardening service who may provide maintenance for a small charge.

Reporting a Repair



You can report a repair 24 hours a day using our online form:

🖱️ www.bushburyhill.co.uk/report-a-repair

Or you can call our dedicated repairs line Monday - Friday 8am - 5pm:

☎️ [0800 328 4090](tel:08003284090)

Out of Hours Emergency Repairs

If you have an emergency repair out of office hours (from 5pm until 8am) you need to call Wolverhampton Homes:

☎️ [01902 552999](tel:01902552999)

They will make safe the repair and pass information to us to arrange any follow up work.

Boiler Repairs

For any repairs relating to your boiler during office hours (Monday - Friday 9am - 5pm) you need to call Wolverhampton Homes:

☎️ [01902 556789](tel:01902556789)

Rechargeable Repairs



If you have caused damage to your home, whether this was accidentally or not, it is your responsibility to repair it.

You may carry out these repairs yourself, or you might want to employ a skilled professional.

You are responsible for the costs of these repairs and you can expect us to check and make sure that the repairs are carried out to a decent standard.

If we have to carry out any repairs on your property as a result of accidental or deliberate damage caused by you or a visitor to your home, the cost of the work will be charged to you.

You can find more info on rechargeable repairs, how to avoid them and what will happen if you leave your property in a bad state after you move out in our leaflet 'Rechargeable Repairs'.

➤ www.bushburyhill.co.uk/leaflet-library

Get Involved

Bushbury Hill is a Tenant Management Organisation (TMO) which means we are pretty special because we are run by tenants on our estate, our Board Members.

It's really important to us that we have a good relationship with our community and we love nothing more than getting our tenants involved in what we do.

You can contact us anytime with suggestions or comments about the service we provide and there are lots of ways you can get involved in what we do.

*Why not join one of our sub groups?
Or pop in for a chat about becoming a Board Member.*

How to get involved

You can become a shareholder for 10p, Shareholders are invited to our Annual General Meetings, they are able to vote on decisions about our estate and can put themselves forward for election as Board Members. There is lots of information on our website about who we are, what we do and how you can get involved.

🔗 www.bushburyhill.co.uk/get-involved

We welcome compliments about our service, and we also welcome complaints, these are the tools we use to improve the way we work. If you would like to submit a compliment or a complaint you can find the forms you need here:

🔗 www.bushburyhill.co.uk/leaflet-library

Community Involvement

Fun Days



We hold 'Bushbury Fest' every year in August. It's a free to attend fun day with loads of activities and information for all the family. No need to book, just look out for information sent out by post / social media.

Pensioners Tea Parties



We have pensioners lunches and tea parties for our tenants over the age of 60. These are held at local café's and include entertainment and transport. Booking is essential and we send out all the information and booking details by post.

Seasonal Events



We like to put on events over the Halloween and Christmas holidays. These events are usually aimed at kids and families and are always lots of fun!

Contacting the Council

The City of Wolverhampton Council are your Landlords so there are some services that you will need to contact them for, such as:

- Housing / Council Tax Benefits

- ✎ www.wolverhampton.gov.uk/benefits/housing-benefitand-council-tax-support

- Rubbish Collections / Recycling

- ✎ www.wolverhampton.gov.uk/recycling-and-waste

- Environment / Animals

- ✎ www.wolverhampton.gov.uk/environment-and-animals

- Parking / Roads

- ✎ www.wolverhampton.gov.uk/parking-and-roads

Notes

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Useful contacts

Tenancy	01902 552995	info@bushburyhill.co.uk
Repairs	0800 328 4090	www.bushburyhill.co.uk/report-a-repair
Boiler Repairs	01902 556789	
Estate Services	01902 551155	www.wolverhampton.gov.uk
Housing Benefit	01902 551166	www.wolverhampton.gov.uk
Council Tax	01902 551155	www.wolverhampton.gov.uk

Connect with us on:



Facebook – Bushbury Hill EMB



Twitter - @BushburyHillEMB



Online – www.bushburyhill.co.uk

The Management Centre
14 Kempthorne Avenue
Low Hill
Wolverhampton

