



eastbrooke
homes

Temporary Accommodation Tenant

Handbook



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Your Tenancy

You have been provided with temporary accommodation following your homelessness Application and have been granted a non-secure tenancy, this is sometimes referred to as an occupier with basic protection.

This accommodation will be available to you, providing you adhere to the terms of your non-secure tenancy agreement until your homelessness duty is discharged.

Please refer to your S184(3) Decision result letter for details of how and when the Council can discharge its homelessness duty.

Your tenancy agreement is a legal contract between you, the tenant, and us, your landlord, and sets out the rights and responsibilities of both parties.

Your tenancy agreement provides details of the people authorised to occupy the temporary accommodation with you. These will match those included within your homelessness application. You should not have regular overnight visitors staying at your temporary accommodation that are not authorised occupants.

It's important that you familiarise yourself with the terms of your non-secure tenancy agreement and understand your rights and responsibilities.

We can take action against you if any of the tenancy conditions have been breached. If we intend to take possession proceedings against you for breaching your tenancy conditions, we will serve you with a notice to quit.

We will tell you the reasons we are serving you with a notice to quit ,and the notice will provide you with 28 days notice to vacate the property.

The Notice will be served on you in person, leaving it at your property or last known address, or sent by first class or registered post.

Once served a Notice to Quit cannot be withdrawn. If you do not leave your property on expiry of the notice, we will take you to court, the judge will have no discretion but to grant us possession of your home.

If you lose your temporary accommodation because of breach of tenancy, the homelessness team will end their duty and will not be under any obligation to provide you with further accommodation.

Tenancy Support

We can provide help on a range of matters including:

- Setting up your eastbrooke home portal
- Dealing with debt
- Applying for benefits
- Budgeting and money management
- Getting food and other essentials if you are in crisis
- Setting up utility providers and settling into your new home
- Signposting to services to reduce loneliness and isolation
- Accessing services to improve physical and/or mental wellbeing
- Support with hoarding and keeping your home in a reasonable condition

All customers moving into temporary accommodation are provided with a welcome meeting with our Tenancy Support Officer.

If you would like ongoing support, we will discuss your support needs and work with you to develop a support plan. The aim of the support plan will be to ensure that you are able to sustain a tenancy independently when you move to your permanent home.

Our Tenancy Support Officer will also complete regular check in's with all customers living in temporary accommodation, to see if your support needs have changed.

Your Housing Resettlement Officer will be able to advise you on your move on options.

Customers living in temporary accommodation are expected to bid on Hampshire Home Choice for all suitable properties. In addition your resettlement officer may place bids on your behalf. You are encouraged not to be selective in your bidding.

If you are offered accommodation through Hampshire Home Choice and your resettlement officer is satisfied that it is a suitable offer, your homelessness duty will be bought to an end, and you will be expected to vacate the temporary accommodation. You will be provided with written notification from your resettlement officer that will provide you with information on your rights.

You can contact the Tenancy Support Officer by calling 02380 688181.

You can contact the Housing Resettlement Officer by calling 02380 688000.

Your eastbrooke Customer Portal

You will have access to the eastbrooke homes customer portal. On the customer portal you will be able to:

- See details of your tenancy
- Make a payment
- View your transaction history
- Report a repair using fixflo
- Raise a case, if you want to contact us.

Paying your Rent

Rent and any service charges are due each week of the year. You must pay your rent and service charges weekly or in advance.

The rent for each new financial year will be effective from the first Monday in April, and we will provide 28 days' written Notice of any changes to your rent and service charges where applicable.

Rent payments should be a priority payment. If your account falls into arrears and you do not contact us to make an affordable repayment plan, we may serve you with a notice to quit.

Having rent arrears whilst in temporary accommodation may affect your chances of securing permanent accommodation through Hampshire Home Choice.

You may qualify for Housing Benefit to help towards your rent if you receive state benefits or have a low income. Your entitlement will depend on your circumstances. Your Housing Benefit award will be paid direct to us.

You are responsible for maintaining your claim and should ensure that you provide all the supporting evidence in a timely manner.

Ways to Pay:

- You can pay your rent easily using a debit card on your eastbrooke homes customer portal.
- In person, at Eastleigh House using the payment kiosk. The payment kiosk accepts cash or debit card payments.
- By Internet banking and/or standing order. You can pay or set up a regular payment (standing order) from your bank account.
You must use your 9-digit tenancy reference number, which starts with a 6 as the reference for the transaction. Our bank details are:
Eastleigh Borough Council's: Sort code: 20-79-41 Account No: 30862711.

We understand people can have money problems, so if you are struggling to pay your rent, you should contact us immediately. Rent arrears can become serious if help is not sought early enough. We can work out a payment plan with you for a regular amount. If you follow this agreement, we will take no further action.

We can also advise you of benefits which you may be entitled to.

You can also get independent assistance with debts from Citizens Advice Eastleigh.

Being a Good Neighbour

Noise nuisance

Noise can cause problems depending on how loud it is, how long it lasts, how often it occurs, when it happens, and whether it is high or low-pitched.

We all make noise that affects others, and much of it can be avoided.

If you were provided with a noise dampening mat when you moved in, please ensure this is placed under your washing machine on installation as this helps to reduce noise transmission.

Please be considerate to your neighbours. Consider whether your noise could cause a nuisance and how you can reduce the impact. Simple measures such as closing doors and windows can significantly reduce noise levels.

Nuisance and anti-social behaviour

Your tenancy conditions state you have agreed to ensure you, family members, and other residents or visitors to your property do not cause a nuisance and annoyance to neighbours or other community residents.

We encourage everyone to give due consideration to all their neighbours.

Neighbour disputes

Disputes with neighbours are often caused by misunderstandings, which can be sorted out by talking to each other and reaching a compromise. If you are experiencing a problem with a neighbour, your first step should be approaching them yourself.

If the problem continues, you should contact us. We will discuss how best to manage the situation and may ask you to complete log sheets.

Log sheets can be used as evidence, so you should note all incidents and relevant information.

Harassment

Harassment is interpreted as any incident where the victim or any other person perceives the incident to be harassment. If you experience or witness harassment, call the Police and contact us.

We will treat all complaints confidently and take no action without your consent. It is a criminal offence to harass someone deliberately, and you will also be breaching your tenancy conditions.

Drugs

We take a robust approach to drug abuse and work closely with the Police to tackle the use and selling of illegal drugs. Involvement with illegal drugs could lead to you losing your home.

You should contact the Police and us if you suspect there are drug abuse problems in your neighbourhood. If you find discarded syringes, please get in touch with the Council's Customer Services team or report online at Discarded syringes and needles. We will arrange for them to be collected and disposed of safely. Never handle a discarded syringe, as it is dangerous.

Vandalism and graffiti

Anyone who vandalises or creates graffiti on our property risks losing their home. If you witness vandalism or graffiti, contact us and the Police. We will take action against those responsible.

Domestic abuse

All forms of domestic abuse are not acceptable in any situation. Domestic abuse can include, but is not limited to:

- Coercive control - a pattern of intimidation, degradation, isolation and control with the use or threat of physical or sexual violence
- Psychological and/or emotional abuse
- Financial or economic abuse
- Harassment and stalking •
- Online or digital abuse

If you're experiencing domestic abuse and feel frightened of or controlled by a partner, an ex-partner or a family member. It's important to remember that it's not your fault, and there is no shame in seeking help. Contact us if you are experiencing domestic abuse.

Your Home

As a tenant, you are responsible for several things within your home, including any outside space or garden area that forms part of your tenancy.

Security

If your block of flats has a door entry system, please ensure the door is always closed securely and not propped open to maintain security for everyone in the block.

Rubbish

If you live in a block of flats with communal (shared) bins, you should place your rubbish bags inside the large collection bins. Please do not leave them near the bins, communal landings walkways, or gardens.

Only rubbish placed in the bins will be collected. Rubbish bags left beside bins or outside can attract dogs, cats, rats, and other pests, creating a health risk.

We operate a scheduled bin collection service for household waste and recyclables, including garden waste and glass. Please ensure you use the bins correctly and recycle your waste where possible.

Stickers on the bins and/or information in the bin stores advise you of what can and cannot be recycled.

Please do not leave large bulky items anywhere in your block of flats (including the bin area), your garden, or the wider estate. The Council's website provides advice on how to dispose of bulky waste items.

If you have an individual wheeled bin, place it at the edge of your boundary nearest the street by 7am on your collection day to ensure it can be emptied. The wheeled bin should not be left out except on the day of the collection and should never block footpaths or roads.

Storage of items

You cannot store your possessions in non-habitable spaces like the loft, stair case landings and lift foyers. The communal stair cases and foyers must be kept clear at all times, to ensure compliance with fire regulations and safe means of escape.

The loft space must be kept clear so we can inspect and maintain it when necessary and lay adequate insulation.

Gardens

If your property has an allocated separate garden, you are responsible for maintaining everything growing on and within its boundary. This includes any boundary hedges, flower beds, trees, shrubs, and lawns, whether or not you planted them.

Some of our flats have shared gardens for all residents to enjoy. We will maintain the grounds on a scheduled basis. Whilst we encourage you to enjoy the garden, please ensure that any items, such as garden furniture and children's play equipment, are removed from the garden area at the end of the day and not left out.

We also request that you refrain from building structures, such as decking or patio areas, or erecting large items of play equipment, including trampolines and swings, in the shared garden so we can ensure the gardens are safe for all residents.

Pets

As this is temporary accommodation we do not allow cats or dogs unless it is an approved assistance animal.

We will consider requests for you to keep small caged and tanked pets and will make a decision based on the following:

- Type of property
- Size of the property
- Number of pets and nature and size of pets

If permission is given, you will be responsible for ensuring your pet does not cause a nuisance. We can withdraw permission for you to keep a pet if it causes a nuisance or annoyance to your neighbours, and you will be expected to find a new home for your pet immediately.

Contents insurance

You are responsible for your furniture, internal decoration and personal possessions. We strongly advise you to obtain insurance for all risks, including fire, flood, frost damage and other hazards.

You are responsible for your belongings and any damage to the property until your tenancy legally ends, even if you have already vacated the property.

If you live in a block of flats, you are responsible for any potential damage caused within your flat and to neighbouring properties. For example, if you had a leak from a washing machine, and the water ran through into the property below. In that case, you are responsible for all repairs.

There are many policies available in the insurance market. We are unable to recommend any specific insurer or insurance scheme. Insurance is not expensive when compared to the cost of replacing your household contents.

Temporary Accommodation Blocks

We undertake regular inspections in and around our blocks of flats to ensure the communal areas are safe and clean. The duties we undertake include:

- Health & Safety inspections and repairs reporting
- Speaking to residents who leave items in communal areas
- Checking bin areas to make sure rubbish is being disposed of properly
- Making sure that cars are being parked considerately
- Reporting environmental problems such as fly-tipping and vandalism
- Monitoring the standard of cleaning and grounds maintenance

Cleaning

We monitor the cleaning of the communal areas in all blocks of flats. Your block will also receive a more intensive clean every six months, which includes glazing to communal areas. The details and summary of what work you can expect are noted on the sheets on the notice board in your block.

Managing communal areas

Communal flat areas should always be clear of any rubbish and personal belongings to ensure staff and contractors can work in these areas unhindered. Corridors and landings are also important escape routes, so they should be kept clear in case of emergency.

Smoking

Smoking in communal areas of flats and other public places is an offence. If smoking outside of the property please use the ashtrays provided to dispose of cigarette butts.

Internet

If you are provided with internet access as part of your tenancy it is important that you adhere to the internet usage agreement.

Maintenance and Repairs

We undertake to maintain your home in a safe and reasonably weather-tight condition and, wherever possible, to provide modern facilities beyond those required by the Government's Decent Home standard.

Who is responsible?

Although this handbook sets out our service standards, you, too, have certain obligations. Some repairs are your responsibility, and you may be liable to pay for them if we have to complete them on your behalf. We will let you know when this is the case. The following list gives an idea of some items for which you are responsible:

- Replacing lost keys
- Gaining entry if accidentally locked out
- Replacing light bulbs
- Appliances, plugs and their fuses
- Broken glass to windows and doors
- TV aerials were not on a communal council-maintained system
- Installation and maintenance of your appliances

We are responsible for maintaining the electrical equipment we install, provided the defect is due to fair wear and tear. We are not responsible for damage or replacements caused or by misuse.

Reporting Repairs

You should report repairs from your customer portal which provides a link to Fixflo.

Or directly on the fixflo website <https://eastbrooke.fixflo.com/>

To enable us to allocate the repair in a timely manner, please be as descriptive as possible and always provide a photo of the problem when you can.

If you are unable to access Fixflo you can call us during office hours on 02380 688181.

When will the work be done?

When you report a repair, we will decide how urgent it is and will place it in one of the priorities shown below. The information below shows the type of work in each priority group and how soon the repair will likely be carried out.

Priority	Response	Repairs
4 (Planned)	Planned Maintenance	Low-priority repairs that can be added to existing cyclic/ planned programmes.
3 (Routine)	Twenty working days	Low priority/minor repairs that are not deemed as urgent or an emergency
2 (Urgent)	Five working days	These repairs require reasonably urgent attention to prevent residents from experiencing significant inconvenience, risks to health and safety or further damage to their home or property.
1 (Emergency)	Respond and make safe/carry out temporary repairs within 4 hours.	This response priority is reserved for incidents that require an immediate response to either prevent danger to life or extensive damage to the property, if the incident/problem will have a serious and unavoidable adverse effect on someone's medical needs or personal health and/or safety

Examples of repair priorities

Routine repairs

- Renewing or replacing storage tanks
- Renewing any immersion heater or sanitary ware (toilet bowls, cisterns and so on) which does not work or is unhygienic and not covered by other priorities
- Repairing or renewing waste-water pipes, faulty ball valves or faulty taps
- Repairs to faulty central heating appliances not covered by other priorities
- Replacing outside windows and doors
- Repairing blocked gutters and rainwater pipes
- Minor repairs to steps and staircases
- Removing graffiti which is not offensive
- All repairs other than those listed above which affect the residents' comfort or safety, and which are not the resident's responsibility.

Urgent Repairs

- No electricity to part of your home
- No water supply to part of your home
- No heating or hot water
- Door entry system not working
- Tap you cannot turn off
- Banister or handrail that is loose or has come away from its fittings
- All non-emergency repairs where possible
- Leaking roof, gutters or downpipes causing dampness in the property (may require visit/ determination by a surveyor before the repair)
- Outside doors and windows (where they are our responsibility, and this is not an emergency) – these may need to be made safe/secure whilst awaiting replacement glazing
- Loose or broken floorboards (where they are dangerous) • Falling plaster (where it is likely to be dangerous)

Emergency Repairs

- Where premises are unsafe, for example, following vandalism, racial attack, domestic violence, break-in/attempted break in, and the property needs to be made safe and/or secure
- Where the door entry system is faulty, and residents or visitors cannot enter or leave the block
- Residents locked out due to defective locks or broken keys (but not where keys have been lost)
- Blocked drains, forcing water back up into the wash basin, bath, shower, sink or toilet
- No cold-water supply
- No heating or hot water (where this has a serious effect on a resident's health and wellbeing)
- Toilet not flushing if it is the only toilet on the property
- No electricity
- Unsafe power supply, lighting sockets or electrical fittings
- No lighting on communal stairs
- Storm, accident or flood damage to the building
- Faulty lift (if it is the only lift that goes to every floor)
- Replacing broken glass where there is a security or injury risk
- Removing obscene and racist graffiti from shared areas
- Gas leak – ring National Gas Emergency Service 0800 111 999

You must report any defects/repairs to your home as soon as practical. We will arrange for the repairs to be carried out as necessary. You **must** make sure you are available to allow access for the appointment.

The system for contractor appointments is as follows:

- For all repair jobs (except emergencies), the repair will be carried out on a weekday. We, or our contractor, will confirm the appointment date and time with you.
- We do not make appointments for emergencies. We expect you to wait at home for the contractor to arrive if you report an emergency.
- If the appointment time is unsuitable, please contact us or our contractor to rearrange it.
- The job will be cancelled if the contractor calls at the arranged time and date and is refused access or cannot gain access.
- We cannot work where a child under 16 is alone in the property.
- If you leave the contractor alone in your home while your repair is being carried out, you do so entirely at your own risk.
- The Council reserves the right to charge you for any unnecessary maintenance visits.

Out of hours emergencies

Call 07802 853 901

The out-of-hours service operates:

- 5pm to 8.30 am on Monday to Friday
- Bank holidays and Weekends

Our out-of-hours emergency repairs service provides an emergency call-out service when our offices are closed.

It is expensive to organise tradespeople out of hours, so it is important that you only request a call-out for genuine emergencies.

We define a 'genuine emergency' as a serious risk to health or safety or where there is a risk of considerable damage to the property, such as if a water leak causes a ceiling to collapse. In exceptional circumstances, we may also regard a repair as an emergency if it causes undue anxiety or stress or would cause significant inconvenience over a prolonged period. We aim to respond and make it safe wherever possible within four hours.

The emergency call-out officers may use their discretion based on the nature of the call or where the tenant is disabled, a pensioner, or has a young baby in the house.

We will charge you for the emergency call-out if the contractor informs us it was not a genuine emergency. We do not tolerate verbal abuse toward our staff, so if you abuse our call-out officer, we will not treat your call as an emergency.

Annual gas safety check and heating appliance servicing

Where your home has a gas supply, we must complete the annual gas service checks and appliance servicing. You must allow us access to complete this.

Failure to do so could result in us applying for an injunction to gain access to your home and recharging you for our costs for needing to take this action. This is also a breach of your tenancy agreement and could result in serving you a notice to quit.

Blocked gullies and sinks

You should take all reasonable steps to keep all grates, grids, drains and gullies clean and clear (not including gutters that catch water from the roof). You should also take all reasonable steps not to block toilets and sinks. We will clear blockages if you cannot, but we may recharge you for repeated blockages caused by misuse or neglect.

Condensation, damp and mould

Condensation is a common problem in any household, often due to normal daily activities. There are various steps you can take to reduce moisture in your home:

- Open windows regularly
- Cover pans when you cook
- Dry clothes outdoors or in a dryer
- Close internal doors when you cook or shower
- Use the extractor fans fitted in the kitchen and bathroom
- Leave a gap between furniture and external walls
- Wipe condensation from windows each morning

Condensation is often worse in cold properties. If you are struggling with energy costs, you could get help with bills. Please get in touch with us for help and advice.

Please contact us if you have taken these steps but still have dampness and mould. We will visit your home to check why it is not coping with everyday living and to fix any underlying problems, such as not enough insulation or ventilation or a building defect.

More information about dampness and mould can be found on the Council's website.

Damage to properties and recharges

You will be charged to repair any reckless, accidental, or wilful damage or neglect to the property or its fixtures and fittings. This includes damage caused by fire, leaks, or excessive cold.

Smoke and carbon monoxide

Smoke detectors All our properties will be fitted with smoke detectors. We check these annually as part of your gas boiler service or as a stand-alone visit if you have electric heating.

While we will replace batteries at the annual service, you must ensure that your smoke detector always has a live battery. Never leave the smoke detector without a live battery or remove it.

This is particularly important in flats where the detectors may be linked to the main fire alarm system, and the Fire Service will be called out. You should test the smoke detector yourself every week. If it does not work, the battery may need replacing. If you report a smoke detector fault, it will be treated as an emergency.

A carbon monoxide detector is a safety device used to monitor the levels of harmful carbon monoxide in the air. Carbon monoxide is an odourless, colourless gas produced from burning fossil fuels. If your appliance is not working correctly, carbon monoxide may escape into your home. All homes should have a carbon monoxide detector fitted where a fossil fuel appliance (gas or solid fuel) is present.

If you think you should have one and you do not, please contact us. The carbon monoxide detector will normally be in the same room as your gas boiler or solid fuel appliance and will be checked annually by us. Do not attempt to change the battery in your carbon monoxide detector. These are sealed units; the whole unit will be replaced when necessary

Customer Service

Eastleigh Borough Council is committed to providing excellent customer care to all its customers. Details of our customer charter can be found on our website.

View our Customer Charter

If you have any needs which affect how you can use or be involved in our services or how you would like to receive information, for example, translation, interpreters, Braille, audio tape, large print, or sign language, please get in touch with us on 02380 688 181 or notify us by raising a case through the eastbrooke homes customer portal. We will treat any information you give us about your circumstances confidentially and sensitively. Please tell us if you have difficulties because we can arrange appropriate support for you.

Complaints

We take a proactive and positive approach to complaints, using them as valuable customer feedback and identifying areas for review or improvement. We are committed to resolving complaints effectively and within our defined targets. If you are unhappy with a service, it's best to contact the person you have been dealing with to resolve the problem. This is called local resolution, and we can usually resolve mistakes and misunderstandings quickly and informally at this stage.

You can raise a formal complaint if you cannot resolve your complaint at the informal stage.

How to raise a stage one complaint

Complaints can also be made:

- On the eastbrooke homes customer portal
- By email to customerservicecentre@eastleigh.gov.uk
- By phoning 02380 680 000
- In writing to Eastleigh Borough Council, Eastleigh House, Upper Market Street, Eastleigh, SO50 9YN
- Directly to an officer of the Council

We will acknowledge your complaint within five working days and provide you with a case number. We aim to investigate your complaint and respond within ten working days.

If your complaint is in respect of the outcome of your homelessness decision, the suitability of the temporary accommodation or a decision to discharge your homelessness duty this will not fall under the Council's complaint procedure, and you will need to follow the advice provided by the your homelessness team to request a review.

Your Local Councillor

If you would like to contact your local councillor, their details are available here.

Data protection

We keep records about our customers, including personal and sensitive information. Information about the types of data we hold, why we have it, and your rights to access it can be found on our website, [General Data Protection Regulations](#).

Freedom of information

The Freedom of Information Act 2000 provides public access to information held by public authorities. You can only obtain information that would be given to anybody who asked for it or is suitable for the public to see. More information can be found on our website: [Freedom of Information](#).

Privacy notice

We are committed to protecting and respecting the privacy of your data. We must let you know how and why the personal information you provided is used. It is mainly used to enable us to manage your tenancy, which will include, for example, carrying out repairs to your home and recording rent payments. Your information may also be used for the following purposes:

Equality monitoring - We aim to treat everyone fairly and equally. Any information you provide will help us monitor service delivery effectively and make improvements.

Exceptional circumstances - The law allows us to share some information with third parties, even if we do not have consent. This includes a life-or-death situation or safeguarding the welfare of vulnerable children or adults.

Prevention and detection of crime, including fraud - We may use the information you have provided to prevent and detect fraud and will share it with others.

Other council departments - Sometimes, information is shared with different parts of the Council. For example, it may be given to Electoral Registration Services and Council Tax and Benefits, Homelessness Advice Service.

Other partner organisations - Information may be shared with organisations that provide services on behalf of the Council, such as contractors who carry out repairs to your home.



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