

Housing needs

Housing issues will always arise and therefore you need to know your rights and responsibilities. There is a variety of information available about how to go about renting or buying a home, just finding somewhere to live or advice on handling problems with your landlord and help to avoid losing your home.

Help is available on a wide range of housing related matters including advice, information and responsibilities on repairs and maintenance. Whether you own or rent there is a range of support available to all.

- ⇒ New Forest District Council: Repairs and Maintenance.
Repairs. The rent you pay each week covers repairs to your home. However, it is your responsibility to organise and pay for any repairs that are due to damage or neglect by you, your family, visitors or pets. If you are unsure whose responsibility the repair is, see the New Forest District Council website www.newforest.gov.uk.
Emergency out of hours repairs:
- Total failure of electric, heating, hot water.
 - Burst pipes.
 - Any major fault that may cause danger to health, life or safety of the building.

If you need to report an emergency out of hours repair call 08444 152 211

Maintenance:

The planned maintenance team deal with modernisation and improvement works and also cover specialist areas such as structural problems, asbestos, etc. ^(1.)

- ⇒ New Forest and Test Valley Home Improvement Agencies provide support to older people, people with disabilities and those on low incomes with improvements or adaptations to their homes. They provide a free and confidential service including:
- Identifying improvements and adaptations needed.
 - Exploring options for funding such as grants and loans .
 - Giving help with completing forms.
 - Linking you to other agencies and support services.
 - And many more.

For more information see the Community First New Forest website: www.cfnf.org.uk or call 0800 8491 216. ^(2.)

Top Tips

- Rent increases - a landlord **MUST** follow a set procedure if they want a tenant to pay more rent.
- Mortgages - there are various options available which can prevent someone from losing their home, even if court proceedings have already begun.
- Key safes can be fitted outside a property so you can store keys that can be used by care staff, family and friends who visit regularly.
- Disabled Facilities Grants may be available to help towards the cost of essential adaptations to your home to enable you to continue to live there.
- Test your smoke alarm once a week by pressing the test button and holding it until the alarm sounds.
- Don't plug too many appliances into one socket.
- Always fit the correct fuse for the appliance: Up to 700 watts - 3 amp, 700-1,000 watts - 5 amp, over 1,000 watts - 13 amp.
- For your own personal safety and peace of mind, ask any caller for proof of their identity. They must carry ID cards.

1. Housing Advice. New Forest District Council. 2014. <http://www.newforest.gov.uk/index.cfm?articleid=4309> 2. Home Improvement Agency: Supporting with improvements or adaptations in your home. Community First New Forest. 2010 www.cfnf.org.uk

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New Forest District Council

Repairs and maintenance. www.newforest.gov.uk
Emergency repairs: 023 8028 5250/07771 259098
Housing advice: a Housing Advisor is on duty to take calls between 10am and 4pm, Monday to Friday.
Tel: 023 8028 5234

CAN YOU SMELL GAS?

If you can smell gas or suspect a gas leak please call: NATIONAL GRID on 0800 111 999.

The Bobby scheme

A practical service providing home security, long-life smoke alarms and peace of mind for needy, elderly and vulnerable victims of burglary. The Bobby Fitters are uniformed and carry ID cards to reassure their clients and the service is free of charge. The Bobby Scheme can be contacted using bobby@bluelamptrust.org.uk or by calling 0300 777 0157.

RoSPA

RoSPA's home safety department produces a wide range of advice and information on all aspects of accident prevention in and around the home. You can find information on a variety of home safety topics on the RoSPA website www.rospa.com/home-safety/advice. If you can't find what you are looking for within their home safety advice and Information, submit your enquiry via the Contact form online, by calling (0)121 248 2000 or email help@rospa.com.

Citizens Advice Bureau

Your local Citizens Advice Bureau can provide a range of information on housing related issues. You can visit their website or make an appointment to go in and speak to an advisor. Telephone Advice line: 03444 111 306.