

Crawley Homes' Tenants Handbook

Welcome

This handbook goes with your tenancy agreement, and we recommend that you read both of them.

The handbook provides information and advice on various aspects of your tenancy and we hope it answers any questions you might have, but if you need to talk something over or you have any comments please contact us on 01243 721531. You can also contact us via email at tenants@cwleyhomes.co.uk or visit our website at www.cwleyhomes.co.uk.

Useful numbers

Some useful telephone numbers for Crawley Homes.

Other useful contact numbers can be found at the back of the Handbook.

Repairs

Crawley Repairs Team including Gas heating and hot water repairs	Office hours 8am to 5pm	01293 438111 Email: housing.repairs@crawley.gov.uk www.crawley.gov.uk/repairs
Emergency Repairs	Repair emergencies including gas heating outside of office hours including weekends and public holidays	01293 438111

If you live in Apex Apartments

Contact Pinnacle Property Management for maintenance of communal /shared areas outside of your flat on 0203 960 1633.

For repairs inside your flat call 01293 438111.

If you live in Forge Wood

For grounds maintenance issues, including road maintenance, grass cutting, street lighting and fly tipping contact Preim. Email: helpdesk@preim.co.uk or call 01778 382210.

Housing Officers

Your tenancy

Your tenancy agreement

Your tenancy agreement is the legal contract between Crawley Borough Council, your landlord and you as our tenant. It sets out the rights and responsibilities for all concerned.

If there is anything you do not understand about your tenancy agreement please contact a Housing Officer or seek advice from an independent housing advisor or solicitor.

Introductory tenants

An introductory tenant has most of the same rights as a secure tenant; however you do not have the right as an introductory tenant to:

B

Assignment

This is where you pass on your tenancy to another person. There are only two cases where you can pass on your tenancy:

If you want to assign the tenancy to a person who would legally be entitled to succeed if you die.

If you are exchanging your home under your right to exchange.

If you are thinking of passing your tenancy to another person, you will need to notify us and talk to a Housing Officer about it.

Sharing your home

Lodgers

A lodger is someone living in your home that does not have exclusive use of any part of your house except for a bedroom, and you may provide extra services for them such as meals and cleaning.

You can take in a lodger provided it does not cause over-crowding in your home, the maximum number of people that can live in your home is shown on your tenancy agreement, or you can find out from a Housing Officer

Improving your home

You have the right to make improvements, alterations or additions to your home, provided you get our written permission first. We will usually give permission unless we have very good reason not to. However, when we give you permission to carry out any changes to your home we may set certain conditions for you to keep to, such as the standard of work, obtaining planning consent, providing minor works certificates, FENSA certificates etc.

Contact your area surveyor to request permission.

Personal information

explains how it complies with the Data Protection Act 2018 (the Act) and the General Data Protection Regulation (G.14 13()-4200887e

Privacy Notice for Crawley Homes – December 2022

applies for all tenants, leaseholders, and shared owners of the Council. It covers anyone who rents a property from Crawley Homes. It also covers anyone who rents a garage from the Council.

This Notice explains how personal information is going to be used, what it is used for, who it might be shared with and why and for how long it is to be kept.

What information is collected?

The information we collect and may hold about you depends on our relationship with you through your Tenancy agreement, Lease or licence and may include:

- Personal information including name (and proof of your identity / photo ID), age, date of birth, sex, gender identity, relationship status, household relationships religion, ethnicity, nationality, national insurance number, income and benefits details, employment details and status, contact details (phone, email, correspondence address), banking information (if you pay your rent by direct debit or card though we do not retain card detail information) and details of unspent criminal convictions.
- Details of any change of circumstances.
- Information you provide relating to your housing eligibility, including income assessments and any interest or equity in other property.
- Information relating to your home including photographic evidence of repair and maintenance issues or tenancy breaches.
- Basic details of all members of your household (name and date of birth).
- Details of your next of kin and anyone authorised to act on your behalf if applicab576000

Retention Schedule – Crawley Homes

This schedule refers to Housing Provision, the management of social housing by the local authority

Why we process information	How long we keep records for	Examples of the records we keep.
<p>Management of tenancies: processing information for the awarding of tenancies in social housing, management of tenancies, provision of support and legal obligations e.g. safeguarding</p>	<p>Retain from end of tenancy for six years</p>	<ul style="list-style-type: none"> • Correspondence regarding the tenancy • Tenancy files, case notes and records • Council housing application forms and supporting material • Application for transfer of tenancy and supporting papers • Application for emergency housing or referral from another agency • All records relating to support given to housing tenants • Tenancy renewal application forms and supporting material including income assessments • Signed tenancy agreements.
<p>Management of rent accounts</p>	<p>Retain from end of tenancy for six years.</p>	

Living in your neighbourhood

Being a good neighbour

We all want to live in a place that is safe, clean and free from nuisance, by being a good neighbour and having consideration for others, you can help to achieve this.

Parking

Please park your vehicle in an area set aside for parking. Grass may look suitable for parking on, but the weight of a car can cause damage, such as causing drains underneath to crack, which can cost a lot to repair. When the ground is wet, parking on the grass can cause damage to the ground and grass itself, making the maintenance of that area much more difficult.

Poor parking in the street can affect the traffic flow, not just cars but the emergency services as well. What if that ambulance, police car or fire engine could not get through? It also causes a problem for our rubbish collection teams.

Some of our newer homes have allocated parking and this is shown on the plan with the tenancy agreement. Please respect this and make sure any visitors use the visitor parking areas.

In some areas where parking is limited we will use a Private Parking company to help us manage parking.

Abandoned cars

[Parking/prmagParking](#)

Rubbish

Crawley Borough Council has a weekly rubbish collection service and fortnightly REDTop recycling collection.

This is an 'edge of property' service which means your rubbish and recycling will only be collected from just inside the boundary of your property. Please take care to put your rubbish out on the right day and securely tie your rubbish bags before putting them in your bin.

If you live in a flat with a shared, communal, bin area all rubbish must be securely tied in

You, or anyone else living with you, must make sure that no pet kept at your home prevents anyone working for the council gaining access to your home.

If you own a dog you must comply with any laws about keeping them, for example:

The Control of Dogs Order 1992

The 1991 Dangerous Dogs Act (as amended 1997).

In cases of cruelty to animals, permission to keep any ani

Nuisance and anti-social behaviour

Tackling neighbour nuisance and anti-social behaviour is a priority for Crawley Borough Council. Anti-social behaviour team work closely with residents and local partners to make sure that Crawley is a safe and happy place to live.

The team deal with nuisance and anti-social behaviour across the borough, for both private and council housing and also community related problems.

What is neighbour nuisance and anti-social behaviour?

Nuisance and anti-social behaviour is irresponsible, inconsiderate and unreasonable behaviour that affects you in the vicinity of your home. This can include:

- Rowdy and nuisance behaviour in residential areas
- Noisy neighbours
- Animal issues including dog fouling and barking dogs
- Threatening and intimidating behaviour and verbal abuse
- Drug dealing and drug use
- Street drinking
- Fly tipping / littering
- Anti-social use of vehicles
- Graffiti
- Aggressive ball games

What you can do

Sometimes people experience problems with their neighbours due to differences in life-styles. These can often be sorted out by talking to your neighbours and explaining what the problem is, and what you would like them to stop doing. A friendly approach is often better than an

How to report neighbour nuisance and anti-social behaviour

If you are unsuccessful in resolving the problem yourself, you can report anti-social behaviour to the council by calling 01293 438438 or complete the online form in [myCrawley](#).

What to expect

If you report a problem to the council you will be able to speak to an anti-social behaviour caseworker about your problem. We also work closely with local partners including the police, housing providers and other statutory and voluntary organisations.

Most cases are resolved quickly and successfully by speaking to both parties about the problem.

Anti-social behaviour is extreme and having a significant impact on the lives of people in the community, legal action may be taken. This is however a last resort.

Anti-social behaviour case review (formerly known as The Community Trigger)

Anti-social behaviour case review is intended to encourage a collaborative problem-solving approach amongst the police, council and other relevant bodies when dealing with serious and persistent cases of ASB and hate crime, and to identify whether further action can be taken to resolve the problem.

Hate hurts, don't support it, report it!

Crawley Homes is committed to encouraging good tenancy relations and equal opportunities between its tenants and for all members of the local community.

We will not tolerate any incidents that are motivated by prejudice or hate whether committed by one of our tenants, a member of the community, an employee or a contractor.

If you or someone you know experiences discrimination or harassment which you believe is based on race, nationality, faith, sexuality, disability or gender identity, you can report it.

If you feel that a hate incident is a crime, or is serious and needs immediate attention, call the police on 999. For other incidents call the Hate Incident Reporting Line: 0808 168 9274 (Freephone) or report it online to [West Sussex County Council](https://www.westsussex.gov.uk). or email: SussexHateIncidentReport@victimsupport.org.uk

Fly-tipping and graffiti

To report fly-tipping or graffiti you can contact the [Community Neighbourhood Services](#) Department directly on 01293 438772 or complete a report a problem form on [myCrawley](#).

Community Wardens

The Community Wardens deal with a wide range of anti-social behaviour issues such as stray dogs, litter, dog fouling and traveller encampments. They can be contacted on 07884 492324.

Domestic violence

Housing Officers will provide support and assistance to anyone who experiences domestic violence. We will maintain strict confidentiality and help you to get in touch with other agencies that may be able to help.

If possible we will take action against perpetrators. However, we recognise that victims with access to legal advice and the courts will, in most cases, be able to take action more quickly and appropriately themselves.

If you are a victim of domestic violence, abuse or harassment you may be able to take part in our Sanctuary Scheme, which aims to make it possible for you to remain in your home and feel safe without having to make yourself voluntarily homeless. The scheme involves upgraded home security measures in your home and appropriate advice. Some checks will have to be done with the police before we can consider you for this scheme.

Internet banking

If you bank online you can use the internet to make payments to the council. The details to use are:

Sort code: 30-80-12

Account number: 10625660

You must also add your payment reference number which you can find on your rent statement.

Self-Pay Kiosk

Self-service touchscreen kiosks can be found on the ground floor next to Cashiers. These accept cash, debit and credit cards quickly and securely. The machine has voice assistance if required.

To use the kiosk you just need your account number or invoice to pay.

The self-pay kiosks can be used when the Town Hall is open.

Rent statements

To help you keep track of your money, we send you a rent statement every three months. Please take a few minutes to look at it; you can then see if you are paying us the right amount, check that any housing benefit is being paid and find out if you are in arrears or if we owe you any money.

The first page of the statement gives general information such as your reference number, the period the statement covers and how your rent is made up.

The next page of the statement will contain a table with seven columns. An example is shown below

Week Commencing	Gross Rent	Housing Benefit	Net Rent	Payments	Adjust	Balance
----------------------------	-----------------------	----------------------------	-----------------	-----------------	---------------	----------------

Useful contacts

You can also get free help, advice and support for problems with money, budgeting and debts from:

Citizens Advice

The Orchard
1-2 Gleneagles Court
Brighton Road
Southgate
Crawley
West Sussex
RH10 6AD
Advice Line: 0808 278 7969
www.advicewestsussex.org.uk/

Money Helper

(Formerly Money Advice Service)

For free guidance to help make money and pensions choices clearer

www.moneyhelper.org.uk

0800 138 7777

StepChange Debt Charity

Debt advice available to all, including debt management plans when appropriate. This organisation is free, impartial and confidential.

Tel: 0800 138 1111

www.stepchange.org

National Debtline

Free, confidential and independent telephone helpline for anyone in debt.

Tel: 0808 808 4000

www.nationaldebtline.co.uk

Shelter

For help and advice on all housing issues

https://england.shelter.org.uk/get_help

Horsham Debt Advice Service

11 Queen Street
Horsham
West Sussex
RH13 5AA

www.hdas.co.uk

Tel: 01403 258040

Email: hdas@btconnect.com

Budgeting

One of the easiest ways to see is to write it down or use a budget planner.

Make a list of all the money you have coming in and another list of everything you pay out. -off expenses such as car tax and make an allowance for extras like haircuts, clothes and birthday presents. Keeping a spending diary might help you work out where your money goes on a day to day basis.

Make sure you work with accurate figures, for example if you decide to do a weekly budget reverse for a monthly budget.

Pick up a budget sheet from your Housing Officer or find one online at

[Budget Planner | Free online budget planning tool | MoneyHelper](#)

Help with paying your rent

If you are on a low income, whether you are working or not, and need financial help to pay all or part of your rent, you may be able to get help with your rent.

The Welfare Reform Act 2012 brought changes to the way benefits are claimed and paid. Housing Benefit will become the housing element of Universal Credit.

Universal Credit (UC)

You are on a low income you may be entitled to claim UC, if you are of working age and you need to make a new claim for any of the following benefits:

- Income Support
- Working Tax Credit
- Child Tax Credit
-
- Income related Employment Support Allowance
- Housing Benefit

If you already receive any of these benefits you will gradually be moved to UC over time and

how. However, if your circumstances change, you may have to make a claim for Universal Credit.

If you get Universal Credit this may include a housing element that you will need to pay to us.

If you get Universal Credit, your rent will **not** be

Help us prevent fraud

Benefit and tenancy fraud are serious, they cost the council money and stop families with a property has been obtained or used, please help and get in touch

Maintaining your home

Crawley Borough Council is responsible for most repairs to your home, providing they are due to normal wear and tear and not due to malicious damage. This section of the handbook explains our responsibilities and what you, as a tenant, are responsible for.

Where it is found that items are damaged by the tenant, occupants or visitors a recharge will apply. Any rechargeable work will not proceed unless the person named on the tenancy has signed and agreed for the work to proceed and for the recharge to apply. More details on recharges can be found below.

If you live in Apex Apartments in West Green, our repairing responsibilities are different to those listed in this handbook. Please refer to your tenancy agreement for information about repairing responsibilities for your flat.

Maintaining external elements of your home

Crawley Borough Council will maintain external elements of your home such as:

- Chimney pots and stacks
- Roof coverings (tiles, slates etc)
- Roof leadwork (flashings etc)

We strongly recommend that you take out home contents insurance as in some instances you may be able to make a claim against the insurance policy.

Where there has been a crime it is important that you report the incident to the police and obtain a crime reference number, there may be a need to provide a statement to explain how the damage occurred.

Repairs that are your responsibility

There are some types of repair which are your responsibility and these include:

Replacing locks, keys or fobs when

Using your home in a tenant like manner:

Send your area surveyor details of what you intend to do, who will be carrying out the work on your behalf. Provide a plan, drawing or sketch of the proposed alteration and/or improvement and provide details of materials you intend using. Photographs can be useful to show where get this by post or by email.

Contact your area surveyor if you have any questions about work you wish to do.

How are we doing?

We want you to let us know how well we are doing, if you receive a satisfaction survey by email please fill it in. The Repairs satisfaction form can also be found on the website at www.crawley.gov.uk/repairs

Gas safety

Every year people die from carbon monoxide (CO) poisoning caused by gas appliances and flues which have not been properly installed or maintained.

You may not even be aware you are being poisoned. You can't see it, you can't taste it and you can't even smell it, but it can kill without warning.

Tenants of Crawley Homes get an annual gas safety check free of charge.

Did you know?

The Gas Safety (Installation and Use) Regulations 1998 requires us to carry out a gas safety inspection of your home every 12 months. We have to check all gas pipes and appliances that are installed in your home. It is a criminal offence if we do not comply with these regulations and all landlords must comply in the same way.

Most of you co-operate with us in this, which means that we can carry out these inspections quickly and efficiently. There are however a few of you, who for one reason or another do not allow us access to your homes for us to carry out the check.

We can as a last resort take legal action to gain an injunction to gain access to your home or serve a notice of our intention to seek possession of your home because you have breached the terms of your tenancy agreement. If we take you to court we will ask the court to order you to pay our legal costs if court proceedings are necessary; these will exceed £200 in most cases.

Health and safety

Your safety is our main priority, so please help us, by:

Responding promptly to our calls and letters

Responding promptly if you receive a calling card

Contacting Crawley Homes or our gas maintenance partner if you are unsure of when the last gas safety inspection of your home was undertaken.

Some safety points for you to note

A room containing a gas appliance including a gas fire **CANNOT** be used as a bedroom. This means you cannot use a living room as your bedroom if there is a gas fire in it.

We use **GAS SAFE** - registered contractors and fitters, so **ALWAYS** ask to see their identity cards.

- **Never** try a do-it-yourself repair on any gas pipe or appliance, you could be breaking the law and putting yourself and others at risk.
- **Never** block sources of ventilation, such as air-bricks, or obstruct flues.
- **Always** follow the user instructions on any gas appliance.

Fitting gas cookers in flats

Since 2008 all new gas cookers installed in flats need to have a flame supervision device (FSD) fitted to every burner. This shuts off the fuel supply to the hob if the flame goes out, preventing accumulations of gas.

Anyone selling gas cookers will be able to help you choose the right one as Gas Safe registered engineers will not fit the wrong type.

Keep flues clear

By blocking or covering the flue, a gas boiler will not burn properly and will produce carbon monoxide. As a room sealed appliance it needs air from outside to work safely.

We have found examples of dangerous gas flues, where a simple lean-to has been built over or around the flue on the outside wall.

but it can kill without warning, within a matter of hours.

Ventilation

As well as keeping flues clear it is important to have good ventilation in your home, so make sure you keep air vents clear.

New gas appliance

If you wish to make use of a previously unused gas supply to your home, it is important you contact us for permission and so we can update our gas safety records.

**If you smell gas, or notice fumes?
Call the gas emergency services on
0800 111 999**

And:

Turn off the gas at the meter

Open the windows

Extinguish naked flames

Do NOT use electrical switches

Energy efficiency in your home

Energy efficiency in your home is important to us as the more energy efficient your home is then the warmer you will be and the lower your fuel bills will be.

Insulating your roof space

If your home has a loft space, then this needs to be insulated. The depth of insulation recommended to keep a house warm changes over time, but at the moment it is

Planned maintenance

Planned maintenance is the long term management of repairs to the housing stock by the timely replacement of building elements. This enables the council to maintain a high quality standard of accommodation.

Examples of planned maintenance works are:

Cavity wall insulation

The energy efficiency of properties is currently under review and the council is working with an insulation contractor to make improvements. In certain cases, residents may be eligible for a free upgrade.

Painting

External painting is carried out on a cyclical basis. These works include minor repairs that are found during the painting process. Approximately 1,600 properties are painted annually.

Internal decorations of communal areas are carried out every five years, subject to condition.

Gas boiler replacement

Boilers are replaced when age and inefficiency dictates. They are replaced with energy

system complies with current Building Regulations.

Electrical works

An inspection report is undertaken on electrical installations every 10 years to ascertain its condition. Electrical rewires are carried out when age and condition dictates, ensuring the system complies with current Building Regulations.

Neighbourhood improvements

Getting involved

Housing Standards

The Homes and Communities Agency regulate all social housing providers, including councils. As a social housing provider we need to meet certain national standards and to let you know how well we are doing. We do this in our Annual Report to tenants.

The National Standards for Social Housing

As a local authority we have to show how we meet the four national consumer standards. These are: Tenant involvement and empowerment, Home, Tenancy and Neighbourhood and community

There are also three national economic standards that other social housing providers have to comply with. These are: Value for money, Governance and financial viability and Rent.

Visit [The Regulator of Social Housing](#) to find out more about the standards.

Getting involved

Every time you contact Crawley Homes you could be making a difference. Every call or getting involved in more formal ways.

Crawley Homes is committed to working in partnership with you, our tenants, so that you can but getting you to check on how well we deliver the service too.

What you do is up to you as you can choose how and when you have your say.

Contact the team

If you want to know more about becoming an involved tenant contact the Resident Involvement Team on 01293 438434 or email tenantparticipation@crawley.gov.uk

No meetings required

You don't have to go to meetings to have your say and help us improve our service.

Surveys

You can help to influence the service just by responding to any surveys that we send to you. These can be anything from simple telephone satisfaction surveys for repairs to bigger general satisfaction surveys.

Complaints and feedback

help us to improve what w

what works well.

Meetings in your neighbourhood

As well as getting involved in the work of Crawley Homes, there are also some local neighbourhood groups that meet.

These include: Northgate Matters, Talk Broadfield, Talk Bewbush, Three Bridges Neighbourhood Forum, Tilgate Neighbourhood Forum and Langley Green Neighbourhood Forum

Regular scrutiny meetings

Tenants & Leaseholders Action Panel (TLAP)

performance, including complaints. The members of the panel are selected through a comprehensive recruitment process.

Training and support is given to members of this panel to help them with their role.

Other meetings

Working groups

From time to time small groups of tenants are recruited to work on specific projects. These have included the Annual Report Work annual report to tenants.

Keeping you informed

Newsletters

Crawley Homes has a range of newsletters to keep its tenants and residents informed about what is happening with the management of their homes.

Crawley Homes News

An e-newsletter with short, snappy items sent to your inbox.

Leaselink

Leaselink is published for Crawley Homes' leaseholders twice a year.

Crawley Homes' Annual Report to Tenants

A yearly report, that gives an overview of how Crawley Homes has performed in the last financial year. This is usually sent out with the October rent statements.

Website: www.crawley.gov.uk/crawleyhomes

With the growing popularity of the internet the council's website plays an ever increasing role in keeping you informed. The council housing pages contain a wealth of information about our services along with e-forms that you can complete to report non-urgent repairs, ask for rent statements and make an enquiry about Lifeline and to make comments or complaints

Crawley Live

This is the council's magazine for all residents of Crawley and we regularly submit articles to the editor.

Comments, compliments and complaints

Our commitment to you

As a council, we are committed to delivering a high quality service. We aim to achieve the highest possible standards. However, despite our best intentions and hard work, things can

What to do if you want to move

If you want to move you can apply to join the housing register or you can think about exchanging your home with another tenant by mutual exchange. Find out more at www.homeswapper.co.uk

Joining the housing register

The council has a policy which sets out how applications for housing will be prioritised and the procedures followed when selecting applicants to be tenants. People are prioritised for offers of accommodation depending on their current circumstances and housing need.

To join the Housing Register you will need to call them on 01293 438608.

Mutual exchanges

What is HomeSwapper?

HomeSwapper is for council and housing association tenants who want to swap homes. Their website allows you to look for other tenants who want to move. Signing up is free to Crawley Homes' tenants as we are partnered with the scheme.

Once you have found someone to swap with, you will both need to complete the Mutual Exchange forms you can get from the Town Hall or they can be printed off the website and return them to the Housing Management Team at the Town Hall.

Don't forget to complete the forms with details for both (all) parties otherwise this will delay things.

You must be a secure tenant with Crawley Homes to be consid

Right to Buy

Under the Right to Buy scheme, secure tenants can buy their home at a price lower than the full market value. This is because the length of time you have previously spent as a tenant entitles you to a discount.

Do you qualify for the Right to Buy?

years in a row) you can apply for the right to buy. A public sector tenancy could be a tenancy with a council or a tenancy with certain housing associations or other public bodies.

You will **NOT** be eligible to apply for the Right to Buy if any of the following apply to you:

- You are under the age of 18 years
- You live in sheltered accommodation
- You have an introductory or demoted tenancy
- The property was let to you in connection with your employment
- You have a Bankruptcy Order (Insolvency Order) pending against you
- You have broken the terms of a Suspended Possession Order with regard to rent arrears
- You or a member of your family who is resident at the property is the subject of an Anti-Social Behaviour Order (ASBO)
- The property is suitable for occupation by elderly people*

*A property that is suitable for occupation by the elderly is defined with regard to its location, size, design, and other features. In addition, the property was previously let to a person aged 60 or more.

How do I apply?

Apply for the Right to Buy by completing the form 'Notice Claiming the Right to Buy'. This form is known as an RTB1 and can be obtained online at www.righttobuy.communities.gov.uk or from the Town Hall. Once you have completed the form, return it to the council where it will be processed.

You will be entitled to a discount based on the number of years you have been a tenant. The discount is worked out as a percentage of the current market value of the property, although there is a maximum cash limit. On 21 July 2014 the law changed and maximum cash discounts will now increase annually by inflation. Contact us or visit www.righttobuy.communities.gov.uk to find out what the current maximum discount is. The property is valued at current market value and the discount deducted accordingly.

Initial costs incurred by exercising your Right to Buy

Applying for the Right to Buy is free, providing you deal with the council direct. We would advise you not to enlist the help of companies who either charge you for this service or offer you money up front in a deal which could ultimately lead to them owning your home.

When buying your property, you may have to pay Stamp Duty (Land Tax). You will need to employ either a licensed conveyancer or a solicitor to act on your behalf for the purchase. You will also need to have a survey done on the property. Your mortgage lender may insist on this.

Regular costs of being a homeowner

Before you buy, consider the costs involved after you have bought it. For example, once you have purchased the property you will be responsible for ALL of the repairs to the property. Leaseholders are responsible for all internal repairs to the property. They are also responsible for paying their share of the costs for external repairs.

Repair and maintenance

Once you purchase your home, you will be responsible for all of the costs of any repairs or maintenance of the property. It is your responsibility to seek advice as to the condition of the property before you buy it. Additionally, the council will no longer service your gas boiler each year. It will be your responsibility to ensure that annual checks are carried out.

If you are buying a flat, you will have to pay **service charges** for the upkeep of the property and you will be expected to contribute to maintenance, improvement and general day-to-day

Sheltered housing

Useful information

Neighbourhood Services

Neighbourhood Services is part of the council. It is responsible for a range of services. These include:

Rubbish and recycling collections

They collect your household rubbish every week. They collect your recycling from your REDtop bins every fortnight.

To find out which day your waste or recycling is collected please look on the website:

www.crawley.gov.uk/waste

please call

01293 438772

You can also find out more about your collections if you sign up to myCrawley.gov.uk

Bulky item collection service

GREENbin collection service or garden waste

Clinical waste collection service for syringes, blood and human tissue

Parks and outdoor spaces: Tilgate Park, Goffs Park, Worth Park, Bewbush Water Gardens and Ifield Mill, Broadfield Park, Memorial Gardens, Southgate Park, West Green Park.

Sports grounds maintenance

Allotments

Trees - removal of dead, dying or dangerous trees

Keeping the streets clean

Graffiti removal

Litter picking

Grass cutting of verges and shrub bed maintenance - of council-owned beds and hedges.

Snell Hatch Cemetery

Let's FACE it!

Let's FACE it! is a volunteer programme for residents of Crawley. It encourages local people to make their environment a more pleasant place. Projects can range from planting bulbs, through to litter-picking or even clearing large areas to turn into flowerbeds.

For more information, or if you need help with any of the above services please contact:

Tel: 01293 438772

Email:

Lifeline

The link between you and people you can rely on Crawley Homes provides an emergency alarm called 'Lifeline' for anyone of any age living in Crawley who could need help without warning.

Lifeline is a discreet and prompt service enabling you to live independently. Having a Lifeline means you can let someone know if you get into difficulty, wherever you are in your home.

What is a Lifeline unit?

A Lifeline is a personal alarm system that provides a lifeline between you and the people you can rely on

Useful contacts

Other areas of the council

Contact Centre

The main telephone number for the whole council.

01293 438000

www.crawley.gov.uk

The council's website contains lots of information about what we do across the whole council.

Housing Options

For all enquiries about the housing register or housing options advice

01293 438608

Payments

For credit or debit card payments to the council

01293 438312 (automated telephone system)

www.crawley.gov.uk/payments

Community Wardens

Litter, fly-tipping, dog fouling, stray dogs

01293 438000

Call 07884 492324 for an urgent response, 7:30am to 10pm, seven days a week.

Outside of the council

West Sussex County Council

General enquiries: during office hours

01243 777100

www.westsussex.gov.uk

Housing Benefit and Council Tax Reduction scheme

Benefits - 01293 438611

Email: benefits@crawley.gov.uk

www.crawley.gov.uk/benefits

Neighbourhood Services hotline

All services managed by Neighbourhood Services including rubbish and recycling collections.

01293 438772

Email: amenity.services@crawley.gov.uk

Nuisance and Anti-Social Behaviour Team

01293 438438

Email: asb@crawley.gov.uk

Claiming benefits

Department for Work and Pensions (i.e Jobcentre Plus, The Pension Service and Disability and Carers Service)

Utilities
Water