



**CHESTERFIELD**  
BOROUGH COUNCIL

# Independent Living Schemes

## Tenant Handbook









# Welcome to your new home

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This handbook is for tenants living in our independent living schemes. It contains lots of useful information and advice, your rights and responsibilities, and what you can expect from us as your landlord. You can also find more information for new tenants in the moving in section of our website.

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# Moving in

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## My Chesterfield

You can register for a My Chesterfield account on our website.

It's quick and easy to do and allows you to access a range of council services and your information at a time to suit you.

Through My Chesterfield you can:

- manage your Council Tax bills and payments
- access your rent account, view charges and payment history
- report an issue that is affecting you, such as noise
- update your address details
- send us a comment, compliment or complaint

## Information in different formats

It is important that our services and the information we provide is accessible to you. If you require information in a different format such as large print, easy read, audio or in a different language, please let us know. Our website also has accessibility information to support you to access it in a way that works for you, such as using a screen reader or Google Translate.

## Accessing your home — fobs, keys and doors

- **Flat keys** - you will be given a minimum of two keys when you move in. You will need to ask for permission if you would like more keys cutting. Please speak to your housing officer for more information
- **Flat doors** - when locking the door, the handle needs to be pushed upwards
- **External Doors** - most of the external doors are fob entry, your fob will work for all doors
- **Fobs** - Up to two fobs are provided when you move in. One additional fob can be purchased for £60 (£10 admin charge, £50 refundable on return of the fob). A form must be completed to request an additional fob. Please speak to your housing officer for more information

Visitors and carers can contact you using the door entry panel at the main entrance. A call can be placed by pressing 'clear', followed by the flat number, then the 'call' button. You can also set up a password for family and carers to gain access, contact Chesterfield Careline to arrange this. Please be aware that you are responsible for the actions and behaviours of any of your visitors.

## Electricity meters

Information about your electricity meter is given at your sign-up visit. You are responsible for the charges from the date you receive the keys for your new home. When you move in, the electricity supplier is usually British Gas. Please contact them to set up your account and provide meter readings. After you have moved in you can choose to keep them as your supplier or change to a new supplier.

**British Gas**

**0333 202 9804**

**National Grid**

**0800 096 3080**

Meters are labelled with flat numbers and can be found in the following locations:

**Brocklehurst Court** - near to the main entrance

**Catherine Court** - to the left of the main entrance

**Glebe Court** - to the left of the main entrance

**Mallard and Leander Court** - along the corridor near to the main entrance and toilet

**Markham Court** - at the back of the scooter store

**Parkside** - at the back of the scooter store.

This is currently locked, please contact your housing officer to request a meter reading via calling Chesterfield Careline on **0300 303 3378** or by emailing **ILS.schememanagement@chesterfield.gov.uk**

## Smart meters

The majority of electric meters in our independent living schemes are smart meters, however it is generally not possible to have an in-home display unit due to the distance from the meter.

## Landline telephones

All flats can have a landline telephone. If it is not possible to connect your telephone when you move in, please contact BT to arrange for them to fit a new face plate on the connection point.

Don't forget to press your Chesterfield Careline pendant or let your housing officer know if you have a new phone number.

## Television

A television licence is required to watch live television in your flat.

Visit **www.tvlicensing.co.uk** or call **0300 790 6144** to let them know about your change of address or to purchase a new TV licence.

You may be eligible for a free or discounted licence if you are blind or over 75 and receiving Pension Credit.

We provide a communal TV aerial for everyone to connect to.

If your television does not work when connected, please contact our repairs team by calling **0800 587 5659**.

## Water meters

Tenants in Catherine Court and Glebe Court pay their water rates directly to the council. In our other independent living schemes, water rates are payable directly to Severn Trent Water.

Please contact **Severn Trent Water** on **0345 7500 500** to set up your new account.

Please note that some flats have water meters fitted, please speak to your housing officer for schemes for more information.

Although you are not required to seek permission to install a water meter, you must inform the council that you have done so within twenty-eight days of installation.

## Shower unit

The shower must be turned on for the water to drain away. The pump can be noisy.

## Bins and recycling

Go to page 29 for more information on bins, recycling and cleaning of communal areas.

## Royal Mail

Your mail can be redirected from your old home address to your new home for a small charge. For details call **0345 7777 888** or visit **[www.postoffice.co.uk/redirection](http://www.postoffice.co.uk/redirection)**.

## Home contents insurance

Advice about home contents insurance is given at your sign-up visit.

Visit our website to find out more about the home contents insurance scheme offered by the council.

You can also find out more and update your address details if you already have a policy with us by calling **01246 345467**.

Please note the council is not responsible for insuring your personal belongings or furniture. The council is under no obligation to provide compensation or financial assistance in the event of an accident, disaster or theft from your home.

## Nominating an advocate or representative

If you would like a relative, friend or other representative to be able to speak to us and act on your behalf, (for example to discuss your rent account including any rent arrears, Council Tax or a housing application) please contact us on 01246 345345 to request a form.



# Moving in – who to tell about your move

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You may need to tell some organisations or other council departments about your move.

## Council Tax

Call **01246 345345** or login to **My Chesterfield** to provide your new address details and arrange payment.

## Universal Credit

You need to have moved into your new home before the housing element of Universal Credit is payable. You can report your change of address through your Universal Credit account online. Speak to your Work Coach for assistance.

## Housing Benefit and Council Tax Support

If you get Housing Benefit you need to stop any benefit being paid on your old address and claim at your new address. You can call **01246 345345** or visit our website for more information on how to claim Housing Benefit and Council Tax support.

## Electoral register

You can update your address online at: **[www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote)** or call **01246 345345** for further guidance.

## Other organisations you may need to contact:

- Department for Work and Pensions (if you receive benefits such as Attendance Allowance or PIP)
- Bank/building society/credit card provider
- Telephone, TV and broadband provider
- Pensions and insurance providers
- Your employer
- GP surgery, hospital, dentist
- Social worker



# Communal areas and facilities

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All of our independent living schemes have communal lounges, kitchens and gardens for tenants to use and enjoy. We ask that you don't remove any furniture or other items from these areas and remove any rubbish and personal belongings when you leave. Smoking and vaping is not allowed in communal lounges. Please do not light any candles or tea lights in these areas. When using the communal lounge or garden, please be mindful and respectful of neighbouring flats and keep noise levels down.

## Social activities

Tenants living at some of our independent living schemes run regular activities such as coffee mornings and bingo and meet in the lounge on a regular basis. Speak to your housing officer for more information.

## Noticeboards

Noticeboards are located in communal areas and provide useful information about the independent living scheme where you live including important dates for your diary, such as meetings and building maintenance.

## Electrical items

All electrical items in communal areas need to be tested, therefore tenants must not use any personal electrical items in these areas.

## Laundry facilities

Some of our independent living schemes have laundry facilities.

### Laundry facilities with washing machines and dryers:

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Brocklehurst Court

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Catherine Court

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Markham Court

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### Communal dryers:

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Glebe Court (located at the end of the main corridor on the ground and first floor)

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### Rotary dryers:

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Mallard and Leander Court (located in the community garden area)

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All laundry facilities are for tenant's personal use only and should not be used by anyone who does not live at the scheme.

Guidance displayed in the laundry areas should be followed and if abused could lead to withdrawal of permission to use the facilities.

## Scooter storage

Scooter storage and charging points are available at all of our independent living schemes. We operate a waiting list for spaces. There are a limited number of spaces available, please speak to your housing officer for schemes about availability.

We ask that you do not store or charge scooters in communal areas, corridors or storerooms. This is due to the potential fire risks, trip hazards and blocking walkways and fire exits. If a scooter is left in a communal area, we will try to find out who it belongs to and ask them to remove it. However, if the scooter is an immediate hazard, we may remove it without notice.

Scooter stores are located:

**Brocklehurst Court** – outside, at the back of the building

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**Catherine Court** – outside, at the back of the building

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**Glebe Court** – outside, at the back of the building

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**Mallard and Leander Court** – just off the communal lounge

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**Markham Court** – just off the communal lounge

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**Parkside** – just off the main entrance

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Please let your housing officer know if there are any issues with the laundry or scooter storage facilities.

## Other facilities

Across our independent living schemes, we have a range of other facilities available which can be used by tenants.

### **Catherine Court**

A quiet room is located on the first floor

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### **Glebe Court**

There is a hairdressing room on site, which can be used by mobile hairdressers visiting residents living there. Please contact Chesterfield Careline on 0300 303 3378 if there are any issues or you require access

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A quiet room is located on the first floor

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Access to local shops is available from the first floor. Use the external door (near to flat 14) and walk across the metal walkway. This door is fob entry

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### **Parkside**

Several seating areas are located on the ground and first floor

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There are two assisted bathrooms with accessible baths for tenants to use (one upstairs, one downstairs). If you require access, please contact Chesterfield Careline by calling on 0300 303 3378. They will give you the access code and confirm that it isn't booked by anyone else

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# Housing officers for schemes

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When you move into one of our independent living schemes, you will be visited by one of our housing officers for schemes. The frequency of the visits you receive will depend on your needs. Housing officers for schemes work across all of our independent living schemes during normal office hours.

Their role is to:

- visit you soon after you move in to collect information for your Chesterfield Careline record and to see how you are getting on in your new home. This is also a chance to raise any concerns you may have – regardless of how big or small they might be
- complete a support plan and risk assessment with you. This will be updated regularly as your circumstances and needs change
- encourage and empower you to live as independently as possible, providing information and signposting to other services. This might be to enable you to make informed choices or to maintain or improve your health and wellbeing
- carry out building safety checks and ensure that the building is maintained to a high standard
- promote social activities and work with the tenant engagement team on opportunities for you to have your say on our housing service
- assist the allocations team with viewings for potential new tenants

The housing officer for schemes team will provide you with their contact details. A message can also be passed to the team via Chesterfield Careline.





# Chesterfield Careline

When you move in, you will be given a Chesterfield Careline pendant . This should be found with the Careline unit. If you don't have one, please contact **0300 303 3378**.

At the touch of a button, you can speak to our trained operatives whenever you need emergency help - 24 hours a day, seven days a week, 365 days a year.

## How to use the alarm

Activating your alarm and getting help is very easy:

- press the button on your pendant
- your alarm unit connects to the Chesterfield Careline call centre
- an operator will speak with you and provide you with the assistance you need

## The operator can:

- send a response officer to your home (if you have opted to have the Chesterfield Careline monitoring and falls response service)
- call your emergency contacts, such as a relative or friend
- ask for medical assistance
- contact the emergency services
- report repairs on your behalf if you are unable to do so

## When you are away from home

Please let Chesterfield Careline know if you are going to be away from home or if you are going into hospital. Please press your pendant before you go and when you return.

## Chesterfield Careline general enquiries

Phone: **0300 303 3378**. Monday to Friday, 8.30am to 5pm

**Chesterfield**  
**Careline**



# Your tenancy

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Before you move into your new home, we ask that you sign a tenancy agreement with us. This is a very important document as it describes what you can expect of us as your landlord and what we can expect of you as our tenant.

Your tenancy agreement exists to help you, and to help us to provide the best possible home and environment for you to live in.

Your tenancy agreement is a legal contract – please keep it safe.

Unless your tenancy agreement states otherwise, all obligations and rights apply to joint tenants and individuals.

Please read your tenancy agreement carefully. If you are unclear on any aspect of your agreement, or would like further information, please contact us. Further information is available on our website and we can also provide an 'understanding your tenancy agreement – easy read guide'.

## Tenancy types

Chesterfield Borough Council uses three types of tenancy:

- Interim
- Introductory
- Secure

Most new tenants start as an introductory tenant and this means that for the first 12 months you don't have the same rights as a secure tenant.

All council tenants have rights and responsibilities. However, as an introductory tenant you do not have the right to:

- take in lodgers or sublet
- make improvements
- exchange with another tenant
- buy your council home



## Our responsibilities

We are committed to providing you with a home that you choose to live in, and the services that you want, so we will:

- help you to enjoy your home without unreasonable interference from us
- keep your home in a good state of repair and carry out repairs as quickly as possible
- help you wherever possible, and always be friendly and polite
- treat your concerns and complaints seriously

Where it is reasonable to do so, we may take action to enforce the tenancy agreement

## Your responsibilities

To help us to provide you with a quality service, please:

- let us know if you think you may have problems paying your rent on time
- be considerate towards your neighbours
- keep the inside and outside of your home in a clean and tidy condition
- allow us access to your home for repairs, servicing, inspections and improvements

## Making changes to your home

You must get our written consent before you carry out any alterations or improvements to your property. Failure to do this may result in us asking you to undo the work or you may be charged if we need to put something right.

You can email **[permissions@chesterfield.gov.uk](mailto:permissions@chesterfield.gov.uk)** or write to us at: Housing Property Services, Stonegravel Depot, Old Brick Works Lane, Chesterfield, S41 7JD

## Flooring

If you live in a flat, you must get written consent from us before fitting any type of hard flooring, such as laminate or vinyl.

## Living in a flat

Please consider the needs of your neighbours, just as we expect your neighbours to consider your needs. This is especially important when you live in a flat as you are so near to your neighbours.

Please help us to take care of the shared areas such as the kitchen, lounge and garden, and keep communal areas including corridors and stairs completely clear from rubbish and any other items. Please don't hang planters and other items on the outside of balcony railings if you have one.



## Parking

All of our schemes have a designated parking area for tenants and visitors. Please park considerately and take care not to cause an obstruction or interfere with emergency or other services, such as the refuse collection.

## Pets

We recognise that pets are part of your family, so please tell us about any animals that you may wish to bring into your home. We can then assess the suitability of your home.

You are generally allowed to take small domestic pets such as dogs, cats, birds, fish or small, caged animals as long as they are well cared for and do not cause a nuisance.

When a cat, dog or bird passes away, you are not usually allowed to replace it.

You must keep your pets under control at all times and ensure that your pets do not cause any nuisance. Please keep your dog on a lead in communal areas.

If a council operative is visiting your property make sure your pets are safely away in another room so that our operatives can get on with their work safely when they arrive.

If we have reason to believe that an animal is causing a nuisance, we may withdraw permission to keep the animal.

We would give you the reasons for this and allow reasonable time for you to comply.

It is your responsibility to ensure that pets are fully wormed and have regular flea prevention treatment, as they will be walking through communal areas of the scheme. It is also your responsibility to clean up any animal mess immediately, especially if an accident occurs inside the building.

Please refer to your tenancy agreement for full details of your rights and responsibilities as a tenant.



# Paying your rent

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Rent is the money you pay to us for your home. Whoever signed your tenancy agreement is responsible for paying the rent for your home from the start date of your tenancy. If you are a joint tenant, you are both responsible for ensuring that the rent is paid.

You can view details of your rent account by registering for our online digital platform My Chesterfield on our website.

If you are having difficulty setting up or paying your rent, contact us on **01246 345345** as soon as possible.

There are many ways to pay your rent including:

## Direct Debit

Call **01246 345345** to set up a Direct Debit over the telephone.

Alternatively, you can complete the Direct Debit instruction form included in your sign-up pack.

## Debit or credit card

Go to **www.chesterfield.gov.uk** and select 'Pay rent or Council Tax'. You can also call **0345 602 0214** to pay using your Debit or Credit Card by phone.

## At a Pay Point

Payment can be made at any Pay Point outlet (including Post Offices) by using the barcode printed on your letter or bill.

More information is available in the methods of payment leaflet included in your sign up pack and on our website.

## Service charges

A service charge is payable with your rent. This charge is for cleaning and maintenance of communal areas and gardens, including external window cleaning. A charge for heating and hot water is also payable. Your service charge may be covered by Housing Benefit or Universal Credit. Utilities are not eligible for Housing Benefit or Universal Credit. You will be charged separately for Chesterfield Careline services. Further information about your service charge is provided at your sign-up visit.

## Rent rises

At the beginning of your tenancy, we tell you how much your rent is in your tenancy agreement.

We normally change your rent once a year in April. We will never change your rent without telling you about it in writing, at least four weeks in advance.

## What your rent is spent on

Your rent pays for:

- repairs to your home and planned maintenance such as replacing windows and putting in new kitchens
- the housing and estate management services we provide

# Help to pay your rent

If you are having difficulty paying your rent, please contact us as soon as possible to let us know. We can help you to manage your payments.

## How to get in touch:

- Speak to your housing officer for schemes. They can refer you for a benefits check to make sure you are receiving everything you are entitled to
- Email us at [revenues.rents@chesterfield.gov.uk](mailto:revenues.rents@chesterfield.gov.uk)
- Call 01246 345345.

## Other contacts:

<b>Chesterfield Borough Council Benefits Advisor</b>	<b>01246 345345</b>
<b>Chesterfield Citizens Advice Bureau</b>	<b>0808 278 7843</b>
<b>Derbyshire County Council Welfare Advice</b>	<b>01629 531 535</b>
<b>Derbyshire Law Centre</b>	<b>0800 707 6990</b>





# Maintaining your home – repairs and adaptations

## Reporting a repair

Repairs can be reported during office hours by:

**emailing** [repair.requests@chesterfield.gov.uk](mailto:repair.requests@chesterfield.gov.uk)

**visiting** [www.chesterfield.gov.uk/repairs](http://www.chesterfield.gov.uk/repairs)

**calling:** **0800 587 5659**

Please contact Chesterfield Careline directly on **0300 303 3378** regarding any issues with lift breakdowns or with door entry systems.

## Reporting an emergency repair outside of office hours

If you need an emergency repair, outside of normal working hours, you should contact the out-of-hours emergency repairs service on **01246 345041**.

Please only call the out of hours number for genuine emergencies. We are not able to deal with other repairs during this time.

Our out-of-hours emergency service may attend your home and make sure it is safe until further work can be carried out. If it is a minor repair and the operative has the correct parts, they may complete the repair immediately.

If you have already reported a repair during normal working hours, please do not contact the out-of-hours service unless the situation has changed and you require emergency repair assistance.

## Rechargeable repairs

You will be charged if we need to repair or replace anything due to neglect, misuse, theft or deliberate damage by you or anyone you, as a tenant, are responsible for (including your children, family, visitors and pets). You can be charged for this whether it happens in your home, in any communal areas or at a neighbouring property.



## Our repair responsibilities

As your landlord, we have the responsibility for replacing or repairing items that were part of your home when your tenancy started. If they are damaged through normal wear and tear we will repair major items such as:

- foundations and external walls
- roof, gutters and rainwater pipes
- central heating and hot water systems
- windows, doors and frames
- baths, sinks and toilets
- fittings for the supply of gas, electricity and water

## Your repair responsibilities

We expect you to:

- report repairs to us as soon as possible
- take care of your home, including taking reasonable steps to make sure your home is not damaged
- repair damage caused by you, your family or visitors

## Adaptations

We can carry out adaptations to your home to make it easier for you to live there. Minor adaptations include additions such as grab rails.

You can request minor adaptations by contacting the housing and health team on **01246 345700** or by speaking to your housing officer for schemes who can help you to make a referral.

## Planned maintenance and refurbishments

Some non-urgent maintenance work may be put into a programme, along with similar repairs, and dealt with at a later date. Examples of these types of works are:

- kitchen replacement
- bathroom replacement

We will give as much notice of planned work as possible. This is so we can make arrangements beforehand to come into your home. We will also consult you and keep you updated during the period.

## Right to repair

Under the Right to Repair Scheme you have the right to have certain repairs carried out quickly and easily. These are called 'qualifying repairs' and include urgent repairs that are likely to affect your health, safety and security.

When you report a qualifying repair, it will be categorised as a RR1 (within one working day), RR3 (within three working days) or RR7 (within seven working days). We are not able to give you an appointment for this type of repair but you will be told the date that the repair should be completed by. If the repair is not attended to by this date, then you should tell us and we will investigate. If the work has not been attended to by this time you can apply for compensation.

## How long has the council got to carry out the repair?

This depends on the type of repair you need, but we will tell you how long it should take. Qualifying repair times are set by law – not by Chesterfield Borough Council.

## What happens if we don't do your repair in time?

If we don't do your repair in time, you should contact us and let us know. The timescales to attend the repair will start again. If we do not attend within the second timeframe, you may be entitled to compensation. You probably cannot claim compensation if the repair work is cancelled because of unforeseen circumstances, such as extreme weather or if you do not allow us access.

Full details of the scheme are available on our website.

## Right to compensation for improvements

Secure tenants can apply for compensation for certain improvements they have carried out to their homes since 1 April 1994.

An application can be made by the tenant within 28 days before or 14 days after the end of the tenancy.

A qualifying person (tenants who may claim compensation) can be:

- the tenant who made the improvement
- anyone who became a tenant jointly with the improving tenant
- a person succeeding to the tenancy on the death of the improving tenant
- assignees who would have qualified to succeed to the tenancy if the tenant had died
- a spouse or former spouse, cohabitant or former cohabitant to whom the tenancy was assigned or transferred by a court order following a relationship breakdown

The list below shows the qualifying improvement (works the tenant may claim for) and the notional life span in years:

- bath or shower - 12 years
- wash hand basin - 12 years
- toilet - 12 years
- kitchen sink - 10 years
- storage cupboards in bathroom or kitchen - 10 years
- work surfaces for food preparation - 10 years
- space or water heating - 12 years
- thermostatic radiator valves - 7 years
- insulation of pipes, water tank or cylinder - 10 years
- loft insulation - 20 years
- cavity wall insulation - 20 years
- draught proofing of external doors or windows - 8 years
- double glazing or other external window replacement of glazing - 20 years
- rewiring or the provision of power and lighting or other
- electrical fittings (including smoke detectors) - 15 years
- security measures (exc. burglar alarm systems) - 10 years

The tenant can claim compensation for:

- the cost of materials (but not appliances such as a cooker or a fridge)
- labour costs (but not DIY)

The tenant can get up to a total of £3,000 for any one improvement but will not get any compensation if the cost is below £50. The amount of compensation will depend on the age and condition of the improvement when the claim is made.





# Fire safety

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All of our independent living schemes operate a stay put policy - please see the notice on the back of your flat door.

Your housing officer for schemes will go through this with you when you move in. They will also complete an assessment so in the event of a fire or evacuation we can advise the emergency services where tenants require additional support due to mobility or health needs.

All flats and communal areas have smoke alarms which are connected to Chesterfield Careline and a sprinkler system. You must not prevent the full closure or block any communal door or fire door in the building.

## In the event of a fire

Stay in your flat, unless told otherwise. If the fire is in your own flat, please leave and raise the alarm with Chesterfield Careline. The flat front door is a fire door, there are sprinklers in each flat. The sprinklers will only activate if there is heat and smoke.

## Fire alarm test

This is carried out once per week. Chesterfield Careline will let you know when the test is going to happen and when it is complete.

## Fire prevention

Here are a few tips to help you stay safe at home:

- don't overload plug sockets
- never dry clothes on electric heaters
- keep the oven, hob and grill clean and in good working order. a build-up of fat and grease can ignite a fire
- keep fire doors closed
- unplug appliances when you're not using them or when you go to bed
- if you are a home oxygen user, please let us know. Oxygen cylinders should be stored in a secured upright position in a well-ventilated, dry space away from any heat sources or any other combustible materials
- double check your cooker is off when you have finished cooking
- never leave candles, incense sticks and oil burners unattended. Use a heat-resistant holder on a stable surface and do not put them near to anything that can catch fire
- keep fire escape routes and exits clear. This includes keeping communal corridors and stairs completely clear of rubbish and any other items

- do not tamper with or adjust fire doors. If there is an issue with a fire door, it should be reported to repairs straight away
- keep door and window keys somewhere easy for everyone to access
- you may not store bottled gas for barbeques in your flat or communal areas

## Smoking

- Smoking, vaping and the use of recreational drugs is not allowed in communal areas which includes the communal lounge. We also ask that your home is smoke-free when council staff or our agents attend your home by appointment.

The guidance below is provided by derbyshire fire and rescue service:

- never smoke in bed
- use a proper ashtray - never a wastepaper basket
- do not light candles or tea lights in communal areas
- make sure your ashtray can't tip over and is made of a material that won't burn
- don't leave a lit cigarette, cigar or pipe lying around. They can easily fall over and start a fire
- take extra care if you smoke when you're tired, taking prescription drugs, or if you've been drinking. You might fall asleep and set your sofa or bed on fire

## Fire risk assessments

The council has subscribed to an online system to enable you to access relevant fire safety information for the block you live in. All tenants and leaseholders living in flats can log on to this online system, which is called the **Riskhub Resident Hub**, to find out:

- what to do in case of a fire
- the email address to contact if you have any concerns (as we will only providing a generic email address dedicated to fire safety)
- what safety measures are in place

Log in details will be provided when you move in. If you are not able to access Riskhub online, please call **0800 587 5659** and we will arrange to have the information posted out to you.

# Health and safety at home

## Showers and water testing

We carry out water testing and shower head cleaning to keep you safe and minimise the risk of Legionella.

Your shower head will be disinfected every four months by an external company called Hydro X. We will let you know when they are due to visit. If you know that you are not going to be in, you can leave your showerhead outside your flat door.

Water is flushed by the council staff on a monthly basis and Legionella sampling is carried out every twelve months. The housing officers for schemes will inform you when staff are onsite. They will require access to your taps in the kitchen and bathroom.

## Asbestos

Asbestos used to be commonly used in building materials.

Asbestos is most commonly found in gutters, fascias and fall pipes, in older bath panels and in corrugated sheeting used on garages. These items are usually grey in colour beneath any painted coatings.

Provided asbestos products are in a good state of repair and left undisturbed, you will not be at risk from them. Anyone who disturbs asbestos whether it has deteriorated or been damaged to the extent that it releases fibres may be at risk. If you undertake work that involves drilling, sawing, abrading or cutting into the fabric of any material containing asbestos you could be at risk.

If you believe there may be asbestos present, please do not carry out work to any part of your home without first discussing your proposals with us. Please contact the repairs team on **0800 587 5659** for advice. If you want to know more information about asbestos please go to the Health and Safety Executive's website: **[www.hse.gov.uk/asbestos](http://www.hse.gov.uk/asbestos)**



## Damp, mould and condensation tips

There are different types of damp that can affect your home. Condensation is the most common form of damp and is a common cause of black mould.

To help reduce condensation in your home you can:

- dry clothes outside or by using the communal dryers (where provided) if you can't, dry them on a clothes airer rather than a radiator, in a room where you can close the door and open a window
- cover pans when cooking and do not leave kettles boiling
- wipe down windows and windowsills every morning, especially in bedrooms, bathrooms and kitchens you can also catch condensation dripping from windows with condensation channels and sponge strips which are available to purchase from DIY shops
- ventilate all rooms by opening windows, even if only slightly, and making sure any trickle vents are left open
- always ventilate or open a window when using the kitchen or bathroom and close the doors to prevent moisture in the air from spreading to other parts of the home
- avoid overfilling cupboards and wardrobes as this prevents air circulation, and make sure there is space between them and the wall
- open bedroom windows for up to one hour as soon as you get up and pull back the sheets or duvets to air the bed and bedding
- clear windowsills of clutter that will restrict opening the window or prevent surfaces from being wiped
- heat all rooms in the house even if only at a low temperature. The Energy Saving Trust recommend that your thermostat should be set to the lowest comfortable temperature, typically between 18°C and 21°C





# Anti-social behaviour and neighbour disputes

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## Anti-social behaviour

We believe that everyone has a right to the 'quiet enjoyment of their home' - free from crime, disturbance, harassment or abuse. You are responsible for the behaviour of every person (including children) living in or visiting your home.

Anti-social behaviour is unreasonable behaviour that is capable of causing nuisance or annoyance to any person. Examples include:

- neighbour problems including harassment and intimidation
- neighbourhood problems including dog fouling and fly tipping
- crime including criminal damage and hate crimes

If you report anti-social behaviour, we will:

- arrange to talk to you in confidence - either by telephone or face to face in order to understand your problem more clearly
- decide how much risk you are at, and how urgently we need to deal with your complaint
- always contact you within five working days and usually less - in serious cases we will contact you within 24 hours
- discuss the situation with you and explain what action we can take
- give you the direct phone number and name of the officer dealing with your complaint
- support you whilst you are experiencing anti-social behaviour with the help of organisations such as the police and voluntary organisations
- in serious cases consider legal action against those involved
- protect witnesses by all means available to us
- agree how you can contact us about further incidents, and keep you updated on how we are dealing with your case

You can speak to your housing officer for schemes about any anti-social behaviour concerns or contact the enforcement officer team directly.

## Problems with neighbours

If you have a problem with a neighbour, your first step should be to approach them yourself. You can then explain how they are disturbing you.

You may think that it should be obvious, but in many cases, a neighbour does not realise they are causing a problem and they will be prepared to compromise with you.

Try not to shout or lose your temper, as this is likely to make the situation worse and may lead to action being taken against you.

If you have experienced violent behaviour or harassment from your neighbour or feel threatened by them, you should not try to resolve this yourself.

If you have spoken to your neighbour, but things don't improve, or if you cannot sort it out between yourselves, we will try to help. Please contact your housing officer for schemes to discuss your concerns. The housing management team can get involved if we have evidence that the behaviour is unreasonable.



# Lift safety and maintenance

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There are passenger lifts in all of our independent living schemes and additional stairlifts at Markham Court.

Our lifts are managed by an external contractor.

They are serviced and tested monthly to ensure your safety. Please contact Chesterfield Careline on **0300 303 3378** to report a breakdown or any issues.

**Do not use the lift in the event of a fire.**

**Do not exceed lift capacity.**

**In the event of a lift breakdown, there is an intercom system in the lift that links directly to Chesterfield Careline.**

# Home security

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We want you to feel safe and secure in your home. We recommend that you:

- make sure the main entrance door locks behind you
- keep your flat door locked
- don't let anyone into the building who you don't know
- report anything suspicious in or around the building to a member of staff
- report any issues with external doors not closing or locking correctly



# Bins and cleaning of communal areas

All waste needs to be placed in a bin, not left at the side. Please ensure that general waste is not put into the recycling bins, as this causes contamination. This results in the recycled waste being sent to landfill, as it is not possible for it to be recycled and additional charges incurred by the council.

## What goes in your bins



### Recycling bin for glass bottles and jars



Glass bottles and jars, please rinse and clean first.

**No plastic bags**



### Recycling bin for paper, cardboard and plastic



Paper and cardboard newspapers, magazines, envelopes, junk mail, flattened cardboard. All plastic bottles, plastic pots and tubs. Tins, cans and foil. Clean food/drinks cans, foil and trays, empty aerosols.

**No plastic bags**



### General waste bin for non-recyclable waste



Non-recyclable waste, polystyrene, dirty cardboard (pizza boxes), plastic wrapping, nappies (bagged), plastic bags and film.



## Bulky waste collection

If you have bulky waste items, such as freestanding furniture or appliances including fridge and freezers, you must arrange and pay for collection separately. Please call 01246 345345 to arrange a collection. Charges are reduced for residents that receive Housing Benefit or Council Tax support.

## Bin store locations:

**Brocklehurst Court** - bins are located to the right of the main entrance. There are two general waste bins, a small glass recycling bin and a plastic and cardboard recycling bin

**Catherine Court** - bins are located just outside the laundry. There are two general waste bins, a small glass recycling bin and a plastic and cardboard recycling bin

**Glebe Court** - bins are located outside, to the left of the main entrance. There are two general waste bins, a small glass recycling bin and a plastic and cardboard recycling bin

**Mallard and Leander Court** - bins are located outside on both sides of the building. There are two general waste bins, a small glass recycling bin and a plastic and cardboard recycling bin

**Markham Court** - there are three bin stores with large general waste bins, located outside next to the main entrance doors. There are also three blue recycling bins

**Parkside** - bins are located in the carpark. The recycling bins can be used for plastic, glass, and cardboard only

## Cleaning

All communal areas are cleaned twice per week and the outside of windows are cleaned once per month.



# Get involved – have a voice

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Tenant engagement is about giving you a real say in how your housing service is run. This means that you can be involved in making decisions that affect you, your home and your community.

Where appropriate, we consult our council housing tenants on:

- decisions we make that will affect their home or neighbourhood
- estate improvement projects
- how we monitor services and improvement plans
- how our services can be improved

We are keen to know what you think about the housing services we provide - we want to do things better, and you are the best people to tell us how to improve.

There are a wide range of ways to get involved such as taking part in focus groups, working groups and panels, completing surveys and providing feedback, and carrying out tenant inspections.

If you would like to find out more, you can get in touch with our tenant engagement team:

**by emailing**

**[tenantengagement@chesterfield.gov.uk](mailto:tenantengagement@chesterfield.gov.uk)**

**by text message or WhatsApp**

**07970421854 / 07980899527**

**by telephone**

**01246 345147**

The tenant engagement team also visit our independent living schemes regularly to meet with tenants.



**Get involved,  
have a voice**

# Help and support

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## Safeguarding adults

Everyone has the right to live in safety, free from abuse and neglect. Abuse can take many forms including:

- domestic abuse
- neglect
- physical abuse
- sexual abuse
- psychological abuse
- financial abuse

If you or someone you know, is experiencing abuse or neglect you can:

**contact 999 in an emergency or 101 for non-emergency**

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**speak to your housing support officer or another member of staff**

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**contact Call Derbyshire on 01629 533190 for information and advice**

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More information on keeping adults safe is available on Derbyshire County Council's website.

## Call Derbyshire

You can contact Derbyshire County Council on **01629 533190** between 8am and 6pm on Monday to Friday and from 9:30am to 4pm on Saturdays. Outside of these times they provide an out of hours service for some areas including social care.

## Domestic Abuse

The Elm Tree Foundation offers a safe, welcoming, supportive place for anyone affected by domestic abuse.

**Telephone**

**01246 540464**

**Website**

**[www.theelmfoundation.org.uk](http://www.theelmfoundation.org.uk)**

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## Police (non-emergency)

Call **101** to report incidents when it isn't an emergency. In an emergency, or if you think you are in immediate danger, always call **999**.

## Fraud, scams and cyber crime

Scammers can target people in lots of different ways including by telephone, post, email and online. If you would like more information or are worried that you have been a victim of a scam, you can:

**talk to your housing officer for schemes**

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**contact the police by calling 101**

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**contact the Citizens Advice Bureau (0808 278 7843)**

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**Age UK (0800 169 6565)** and **Think Jessica**, a Derbyshire based charity, have lots of useful information on their websites.

Derbyshire County Council also produce helpful guides to spotting scams and staying safe online.

## Derbyshire mental health helpline

Free helpline for Derbyshire residents.

**Telephone**

**0800 028 0077**

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## Chesterfield Citizens Advice Bureau

Free confidential and impartial advice on a range of topics including debt and money management, benefits and energy advice.

**Telephone**

**0808 278 7843**

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## Derbyshire Law Centre

Free legal help including housing, homelessness prevention, debt and employment.

**Telephone**

**01246 550674 / 0800 7076990**

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## Priority Services Register

If you or someone you live with is classed as a vulnerable person you may be able to access extra support from your energy or water supplier, by signing up to the Priority Services Register. For more information you can contact National Grid on **0800 096 3080** or visit the website: **[www.nationalgrid.co.uk](http://www.nationalgrid.co.uk)**



# Your rights as a tenant

## Rights of Secure and Introductory Tenants

Below is a table which summarises the legal rights of tenants:

Legal Right	Secure tenants	Introductory tenants
Right to succession of partner/family member (*1)	Yes	Yes
Right to repair	Yes	Yes
Right to be consulted on housing management issues	Yes	Yes
Right to assign	Yes	Yes
Right to buy	Yes	No (*2)
Right to take in lodgers	Yes	No
Right to sub-let	Yes	No
Right to improve	Yes	No
Right to exchange	Yes	No
Right to vote prior to transfer to a new landlord	Yes	No
Right to be consulted on decision to delegate housing management	Yes	Yes
Right to participate in housing service monitoring	Yes	Yes

(\*1) A family member will only succeed if the tenancy started before 1 April 2013

(\*2) But the introductory tenancy period counts toward the discount

## **The Homes Fit for Human Habitation Act 2018**

The Homes Fit for Human Habitation Act (HFHHA) came into force in 2019 and means that rented homes must be safe, healthy and free from things that could cause serious harm.

Landlords must ensure that their properties, including any common parts of the building, are fit for human habitation at the beginning of the tenancy and throughout. The Act states that there is an implied agreement between the tenant and landlord at the beginning of the tenancy that the property will be fit for human habitation. The Act applies to both social rented homes and privately rented.

Under the Act tenants:

- **have a statutory right of action if they believe the property is not fit for habitation.** This right of action allows tenants to take their landlords to court to seek damages or compensation
- **have the right of reasonable access.** For carrying out repairs, your landlord should usually give you at least 24 hours' notice and the visit should be within 'reasonable' hours
- **should be given up-to-date copies of the Gas Safety Certificate and Electrical Installation Condition Report for their home**

## **Grounds for possession**

You have the right to quiet enjoyment of your home. This means you can live in your home without the council interfering so long as the tenancy conditions are not broken.

There are certain reasons (grounds) which may entitle the council to get an eviction order. These are specified in Schedule 2 of the Housing Act 1985 and are outlined on the next few pages.

### **Ground 1**

There are rent arrears or a term of the tenancy has been broken.

### **Ground 2**

Anti-social behaviour has been caused by the tenant or someone else living in or visiting the property, including allowing the property to be used for illegal or immoral purposes.

### **Ground 2a**

There has been domestic abuse by a resident partner causing the victim to leave. This includes abuse towards any victims' family living with them.

### **Ground 2a**

The tenant, or an adult living in the property, has been convicted of an offence which took place during and at the scene of a riot anywhere in the UK. The offence must have been committed on or after 13 May 2014.

### **Ground 3**

The tenant or anyone else living in the property allows the property or any common parts to fall into a bad state of disrepair owing to acts of waste or neglect.

### **Ground 4**

Any furniture provided by the council in the property or common parts has been mistreated by the tenant or anyone else living in the property

### **Ground 5**

The tenant or joint tenant made a false statement to obtain the tenancy either deliberately or without caring if the statements were true.

### **Ground 6**

The tenancy was assigned to the tenant (or a family member who used to be the tenant, who still lives in the property) as part of a mutual exchange and money has been paid in connection with the exchange.

### **Ground 7**

The property is part of a building used mainly for non-housing purposes which was let to the tenant as an employee of the council and the tenant is guilty of conduct that means it would be inappropriate for her or him to continue to occupy.

### **Ground 8**

The property was provided whilst major repair works were being carried out on your previous property and you understood that you would have to return to that property when the works were finished.

The council can also use nine other grounds but would have to provide alternative suitable accommodation before seeking possession.

### **Ground 9**

The property is statutorily overcrowded and the tenant is guilty of an offence under part 10 of the Housing Act 1985. The offence of statutory overcrowding is not committed where there has been a natural growth in family size.

## **Ground 10**

The council needs to demolish or reconstruct or carry out major works to the property and it is not reasonable for the tenant to remain there. If the tenant agrees to vacate the premises temporarily while the works are carried out then there may be no need for possession.

## **Ground 10a**

The property or part of it is in an area which has been highlighted for a redevelopment scheme approved by the Secretary of State and the council intends to sell the property for the scheme.

## **Ground 11**

This ground does not affect Chesterfield Borough Council tenants. Where the landlord is a charity and it would conflict with the charitable objectives of the charity for the tenant to remain in occupation.

## **Ground 12**

Where the property is situated in a cemetery or part of the property forms part of a building or is connected to a building which is used for other purposes and your property was let to you as part of your employment and the council needs the property to house someone else employed to do that job.

## **Ground 13**

The property has been substantially modified for a disabled person and the present tenant does not need the modifications and the council needs the property for someone who is disabled.

## **Ground 14**

This ground does not affect Chesterfield Borough Council tenants as it is used by landlords who are housing associations or trusts which only lets their accommodation to a particular group of people and there is no such person living in the accommodation anymore and the property is needed by the landlord for another such person.

## Ground 15

The property is reserved for a special needs occupant where a social service or facility is provided in close proximity and the current tenant does not have those special needs and the property is needed for someone who does.

## Ground 15a

The tenant has succeeded the property from the previous tenant (and was not the previous tenant's spouse or registered civil partner) and the property is considered too large for the current household. Proceedings for possession must begin more than six months but less than 12 months after the date of the previous tenant's death or the date the council became aware of the tenant's death. The court will decide whether any successor can stay in the property.

## Absolute ground for possession for anti-social behaviour

In addition to the above, a mandatory ground is available for seeking possession of a secure tenancy where anti-social behaviour has already been proved in another court. This is found in Part 5 of the Anti-Social Behaviour Crime and Policing Act 2014. Part 5 contains a list of five conditions allowing a landlord absolute grounds for possession. If any of the conditions are met then the court can award possession.

These are a summary of the grounds for possession contained within schedule 2 of the Housing Act 1985 and are not intended as a legal guide. To view the full terms in the Housing Act please visit [www.legislation.gov.uk](http://www.legislation.gov.uk).





# Moving on

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We hope you are very happy in your new home, but there may come a time when you want to move to a different home.

## Ending your tenancy

Your tenancy doesn't automatically end when you move out - your tenancy agreement is a legal document and can only be ended if you give us a valid notice of termination or through a court order.

You can contact Home Options:

**by telephone**

**01246 345700**

**by email**

**[home.options@chesterfield.gov.uk](mailto:home.options@chesterfield.gov.uk)**

**you can give notice by completing a termination form from the Customer Service Centre.**

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Alternatively, you can send us an email or write to us. Your letter should include:

- your name and address
- the date your notice period ends
- your forwarding address and contact telephone number in case we need to contact you after you have moved out

Your notice period cannot begin until we receive a valid notice.

You must give us at least four weeks' notice, in writing, to end on a Monday and return your keys and fobs to the Customer Service Centre to end your tenancy. If you don't do this, you'll still be responsible for the rent after you leave and until the tenancy ends.

You are required to leave the property in a clean and tidy condition. Any items left in the property will be disposed of and you may be recharged for the removal. If there is any damage to the property which is not wear and tear, you will be recharged for the costs incurred to repair the damage.

For more information get in touch using the details above or go to the 'Ending a tenancy' section of our website.

## Bereavement

If you pass away and have been living alone, we will sort out everything with your family. If you were the tenant, and your family are still living with you, your tenancy may not end. This is because certain people have the right to take over or 'succeed' to the tenancy. You will find more information about succession in your tenancy agreement or by speaking to the Home Options team.

If you are ending the tenancy due to the death of your family member, please do not hesitate to contact the Home Options Team if you have any questions.

We will need to see a copy of the death certificate and the next of kin is the only person who can terminate the tenancy. If there is no next of kin please advise a member of staff.

Once the property has been cleared, we will end the tenancy early providing the keys are returned to the Customer Service Centre.

## Exchanging your home with someone else

Mutual exchanges enable two or more council or housing association tenants to swap homes. To do this you must be a secure council tenant.

If you are interested in exchanging properties, but don't know if you are able to, please contact the Home Options Team for more details.

## Transferring to another council home

When you apply for rehousing, staff will help you to consider your housing needs and the range of housing options available to you.

To transfer properties, you will need to register on our Home Options system. If you need help, please contact our Home Options Team and we can arrange for a member of staff to help you.

Please note: to be allowed to transfer, your home must be in a reasonable condition and you should not owe any rent.

If you have been rehoused within the past two years you will not be able to transfer properties unless there has been a substantial change in your circumstances. We aim to allocate homes to people who need them the most, and when you apply for a move, we will assess the level of your need. However, even people who are not in great housing need can still apply for a transfer.

You can apply for a transfer if:

- **your property is now too big or too small for you and your family**
- **you are disabled or have a medical condition that means you need a home that meets your new needs**
- **you are the victim of serious anti-social behaviour such as harassment or threats of violence to you or someone in your family**
- **you wish to move areas**

If you are the victim of anti-social behaviour, you should contact the housing management team to discuss your circumstances before making a transfer request. There may be other action we could take to resolve the problem rather than moving you.

# Comments, compliments and complaints

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We want to provide good quality services for everyone. You can make suggestions about anything that you feel would improve our service through our 'Comments, Compliments and Complaints' scheme.

If you have a comment, compliment or complaint, you can let us know:

**in person**

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**by phone on 01246 345345 and asking for the relevant service area**

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**through our website and My Chesterfield**

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**in writing to Customer Feedback, Town Hall, Rose Hill, Chesterfield, S40 1LP**

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**through an independent advocate or third party (such as the Law Centre or Citizens Advice)**

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## Housing Ombudsman

The Housing Ombudsman Service is set up by law to look at complaints about housing organisations. The service is free, independent and impartial. The Housing Ombudsman resolves disputes involving the tenants and leaseholders of social landlords (housing associations and local authorities).

Residents and landlords can contact the Ombudsman at any time for support in helping to resolve a dispute.

It is mandatory for all local authorities and registered social housing providers to be members of the Ombudsman Scheme.

## Housing Ombudsman contact details

The contact details for the Housing Ombudsman are:

**phone**

**0300 111 3000**

**email**

**[info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)**

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# Useful contacts

## Housing officers for your scheme

To contact your housing officer, you can email [ILS.schememanagement@chesterfield.gov.uk](mailto:ILS.schememanagement@chesterfield.gov.uk) or contact Chesterfield Careline on **0300 303 3378** to leave a message.

## Repairs

Repairs can be reported during normal office hours by:

**call 0800 587 5659**

**email [repairs.requests@chesterfield.gov.uk](mailto:repairs.requests@chesterfield.gov.uk)**

**completing an online form**  
**[www.chesterfield.gov.uk/repairs](http://www.chesterfield.gov.uk/repairs)**

If you have an emergency situation and our offices are closed (such as a burst pipe or smoking electrics) please call the out of hours service on **01246 345041**.

## Rents

**email [revenues.rents@chesterfield.gov.uk](mailto:revenues.rents@chesterfield.gov.uk)**

**call 01246 345345**

## Chesterfield Careline

**call 0300 303 3378**

**or press your pendant**

## Home Options

The home options team is responsible for registration of housing applications.

**email [home.options@chesterfield.gov.uk](mailto:home.options@chesterfield.gov.uk)**

**call 01246 345700**

## Allocations team

**email [contact.allocations@chesterfield.gov.uk](mailto:contact.allocations@chesterfield.gov.uk)**

**call 01246 345436**

## Housing management team

The housing management team is responsible for:

- tenancy management, including enforcement of some breaches of the tenancy agreement (e.g., anti-social behaviour, untidy gardens, condition of homes)
- tenancy sustainment and support, including financial advice and assistance, new tenancy visits for tenants identified in need of early support
- estate management including inspection of housing land and gardens to make sure our estates are safe, clean and tidy

If you wish to speak to any of our housing officers, they can be contacted using the details below.

**[housingmanagement@chesterfield.gov.uk](mailto:housingmanagement@chesterfield.gov.uk)**

**Enforcement officers: 01246 345071**

**Housing officers: 01246 345071**

**Tenancy support: 01246 345354**

**Environment officers: 01246 345142**

## Housing and health team

The housing and health team is responsible for minor and major adaptations, personal housing plans and dealing with changes to priority bands.

**call 01246 345700**

## Homelessness prevention team

**[homelessness.prevention@chesterfield.gov.uk](mailto:homelessness.prevention@chesterfield.gov.uk)**

**call 01246 345825**

## Chesterfield Volunteer Centre

The Volunteer Centre provides a range of services and volunteering opportunities including the Derbyshire home from hospital service and Elderfriends befriending service.

**email [info@chesterfieldvc.org.uk](mailto:info@chesterfieldvc.org.uk)**

**call 01246 276777**

### Cruse Bereavement

Cruse offers support, advice and information to anyone struggling with grief.

**call 0808 808 1677**

### Derbyshire Recovery Partnership

Derbyshire Recovery Partnership provides advice, support and treatment for adults in Derbyshire who wish to address issues and problems arising from the use of alcohol or drugs.

**[info@derbyshirerecoverypartnership.co.uk](mailto:info@derbyshirerecoverypartnership.co.uk)**

**call 01246 206514**

### Derbyshire Recovery and Peer Support Service

Supporting people who are having difficulties with their mental health across the whole spectrum of mental illnesses.

**[derbyshirerecoverypeersupportservice@rethink.org](mailto:derbyshirerecoverypeersupportservice@rethink.org)**

**call 01773 734989**

### Hearing Help UK

Derbyshire-based charity providing information and support to individuals with hearing loss and their families and carers.

**email [enquiries@hearinghelpuk.uk](mailto:enquiries@hearinghelpuk.uk)**

**call 01773 570976**

### Medicine Order Line

Enables patients in Derbyshire to order their repeat prescriptions by phone.

**call 01246 588860**

### Sight Support Derbyshire

Provides help and support to children and adults who are blind or partially sighted living in Derbyshire

**[enquiries@sightsupportderbyshire.org.uk](mailto:enquiries@sightsupportderbyshire.org.uk)**

**call 01332 292262**

### Warmer Derby and Derbyshire

Provides home energy advice, including advice on available grants, tariffs and on debts, for Derbyshire residents.

**email [wdd@mea.org.uk](mailto:wdd@mea.org.uk)**

**call 0800 677 1332**

### Data Protection

Any personal information you provide will be held securely and kept confidential.

For more information, please refer to our privacy policy:

**[www.chesterfield.gov.uk/privacy](http://www.chesterfield.gov.uk/privacy)**





**CHESTERFIELD**  
BOROUGH COUNCIL