

# Your tenant handbook

Important information that we ask  
our tenants to know



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# Moving in

If you've just moved into your new home, it's time to get in touch with key organisations to set up accounts for:

- Gas
- Electric
- Water
- Council Tax
- Internet/Phone
- TV Licence
- Contents Insurance

Write your 9 digit tenancy reference number here as you will need it to pay your rent among other reasons:

Take meter readings on your first day so you only pay for what you use. Make sure you know where utilities essentials are - like the mains water stopcock, gas tap, or electricity fuse box.



## Take good care of your keys!

We don't keep spare copies and locksmiths are expensive (and your responsibility).



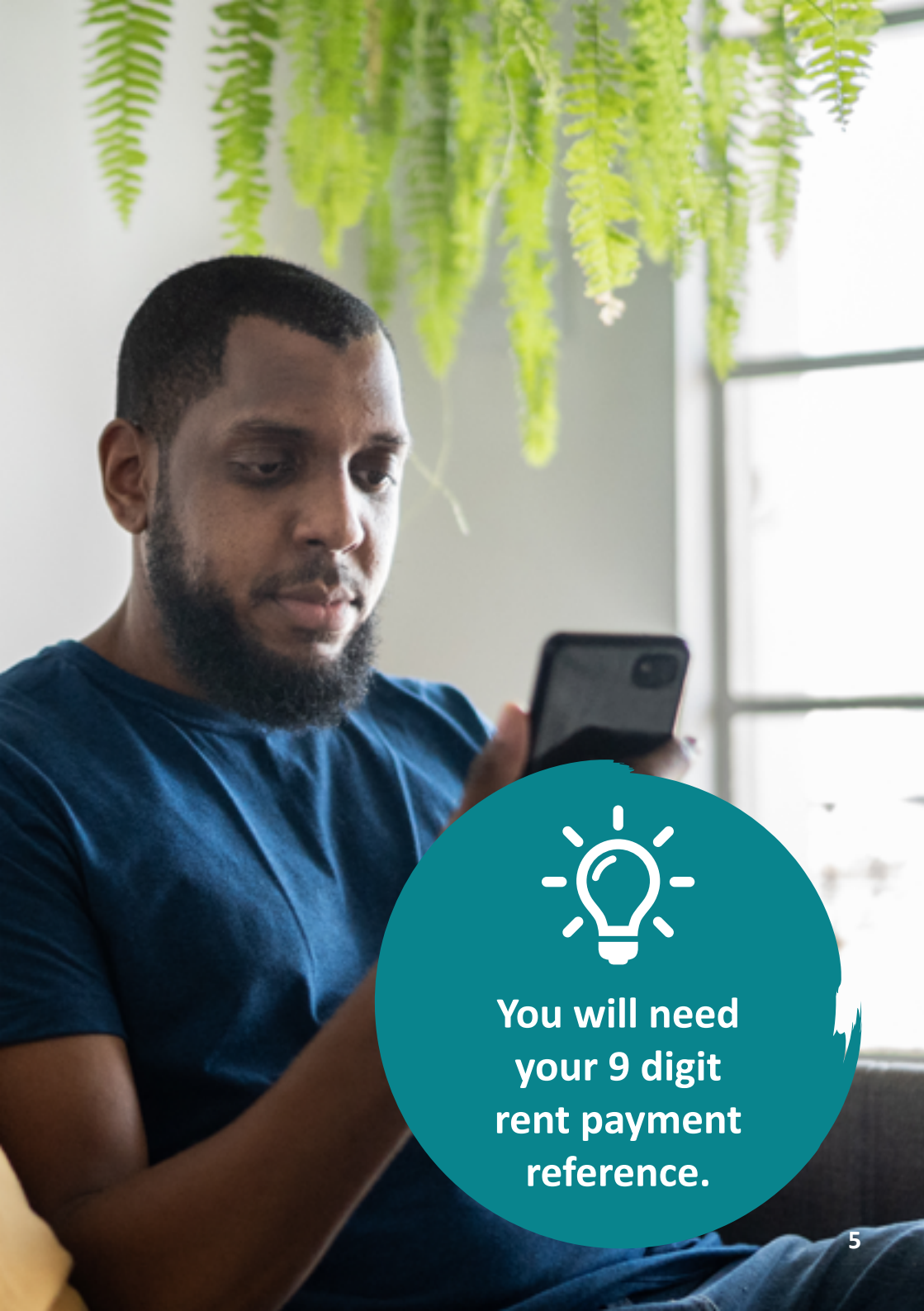
## Thinking of getting a pet?

Talk to us first as we don't allow pets in every home.

# Paying your rent

## There are several ways to pay your rent:

- By Direct Debit – call us on **01908 252937** to set this up.
- By phone on **0300 131 5555**.  
We can take payments 24 hours a day, seven days a week.
- In person at a post office that offers Paypoint or Payzone.
- Online at:  
**[www.milton-keynes.gov.uk/pay](http://www.milton-keynes.gov.uk/pay)**
- By a transfer from your bank.



**You will need  
your 9 digit  
rent payment  
reference.**

# If you need extra help

Failure to pay your rent may lead to you losing your home. If you're struggling to pay your rent, call us on **01908 252937 (option 1)** as soon as possible to see how we can help.

We're not here to judge, and you don't need to be receiving welfare benefits for us to give advice.

You can also visit our website for information about benefits, universal credit, council tax reductions, and emergency help to cover food, bills and other essentials.

[www.milton-keynes.gov.uk/cost-living-support](http://www.milton-keynes.gov.uk/cost-living-support)



## Is your home now too large?

We're in urgent need of more family-sized accommodation.

If you would like to move somewhere smaller, cheaper, and easier to manage, we can offer you a generous cash incentive.

**Call 01908 252937 (option. 4)** to find out more.



# Reporting a repair

We use a company called Mears to carry out repairs. Mears staff and contractors will show you identification when they arrive.

You can report a routine repair and book an appointment by using the QR code below or by visiting:

<https://mearsmk.activehousing.co.uk/repairs-postcode-picker>



**Alternatively, Call them on 0330 123 2522** at any time or email [repairs.miltonkeynes@mearsgroup.co.uk](mailto:repairs.miltonkeynes@mearsgroup.co.uk)



## Important

If you smell gas, call 0800 111 999 immediately. Switch gas off at the mains if possible. Turn off all appliances as well as opening windows and doors to let air in. Do not turn on your lights or light a match.



Repairs are completed within set timescales, depending on how urgent they are.

**Here are some examples of how we prioritise repairs:**

- **Emergency** - eg no heat or hot water, burst pipe, broken window – we aim to visit and make a temporary fix within four hours.



**4 Hrs**

- **Routine** - eg replace tap, fix loose tiles, adjust locks or doors, minor electrical faults – we aim to visit within 28 days (though it's usually much earlier).



**28 days**



### **Where you're responsible**

We may charge you for repairs where damage was caused by you, your family, or visitors. This includes broken windows, replacing lost or broken door entry keys/fobs, and damage caused by your faulty appliances. Contact us for a full copy of our recharge policy.

# Looking after your home

Take good care of your home and any fixtures and fittings we supply. We are happy for you to make minor changes without our permission like decorating, changing carpets or putting up shelves. For anything else, you'll need to let us know what you want to do and receive written permission before you begin.

Do this by visiting

**[www.milton-keynes.gov.uk/council-housing-repairs](http://www.milton-keynes.gov.uk/council-housing-repairs)**

Failing to get permission may result in charges, or us asking you to undo the work.

## Damp and condensation

Condensation can lead to mould and chest infections. Heat your home and open windows or use extractor fans to avoid condensation. Damp can be caused by a leaking roof or gutter, or rising damp where plaster absorbs moisture in the ground. Let us know if you smell or see anything you think is damp.

## Pest control



Pests within your home are your responsibility to deal with. Read advice at

[www.milton-keynes.gov.uk/pest-control](http://www.milton-keynes.gov.uk/pest-control)

If pests are seen in communal areas please contact us and we will send expert help.

## Waste and recycling



Find out which day your rubbish is collected, or book a free slot at the tip by visiting

[www.milton-keynes.gov.uk/waste-and-recycling](http://www.milton-keynes.gov.uk/waste-and-recycling)

# Keeping you and your home safe

We will not tolerate anti-social behaviour amongst our tenants. Try to talk to your neighbour first. If this doesn't work, keep a record of what the nuisance is and how often it is happening and contact us on **01908 252937 (option 3)**.

All reports are taken seriously and investigated.  
Call 999 if you're in immediate danger.

## Domestic abuse

We commission local organisation MK Act to offer support on our behalf to anyone who has or is suffering from fear and abuse. If you're experiencing domestic abuse, call them on **0344 375 4307** (helpline available 9am-5pm) or visit **[www.milton-keynes.gov.uk/domestic-abuse](http://www.milton-keynes.gov.uk/domestic-abuse)**

Call 999 if you're in immediate danger.

## Building safety

We make regular inspections on electrics, gas boilers, smoke and heat detectors, carbon monoxide alarms, lifts, and communal water tanks. Please do not ignore our requests to make these checks. They are for your own safety.



# Getting in touch

You can tell us if something has gone wrong, provide positive feedback or make a comment so we can put things right and improve the services we provide.

Find out more by visiting

**[www.milton-keynes.gov.uk/repair-feedback](http://www.milton-keynes.gov.uk/repair-feedback)**

You can also contact us on **01908 691691** or

**[customerservices@milton-keynes.gov.uk](mailto:customerservices@milton-keynes.gov.uk)**

If we are unable to resolve your complaint through our complaints procedure you can refer the matter to the Housing Ombudsman.





## GET INVOLVED!

Be part of the future of where you live. Have a say and make a real difference.

[residentengagement@milton-keynes.gov.uk](mailto:residentengagement@milton-keynes.gov.uk)

**07765 343451**

**07557 318980**

# Still have questions?

This handbook is a shortened version of the key information you need.

Visit [www.milton-keynes.gov.uk/tenant-handbook](http://www.milton-keynes.gov.uk/tenant-handbook) for a longer version containing more detailed information on our services.

If you need a printed version of the longer handbook, or either document in another language or format, please email or call using the details below and we will do our best to help.

If you have other questions about council services, please contact us using the details below



**01908 691691**



**[customerservices@milton-keynes.gov.uk](mailto:customerservices@milton-keynes.gov.uk)**



**[www.milton-keynes.gov.uk](http://www.milton-keynes.gov.uk)**