



# Rugby Borough Council Tenants Handbook

Rugby Borough Council, Town Hall, Evreux Way, Rugby CV21 2RR  
Telephone: (01788) 533533 Email: [contactcentre@rugby.gov.uk](mailto:contactcentre@rugby.gov.uk)

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# Introduction

## Welcome to your new home!

This handbook has been produced to provide helpful and relevant information, so you can make the most out of your tenancy. At Rugby Borough Council we value our tenants, communities, and environment. When entering a tenancy agreement, both you, and Rugby Borough Council have rights and responsibilities.

Information about your rights and responsibilities can be found in this handbook, in addition to a wealth of useful information.

## Get Involved and have your say!

Getting involved means working together to improve our services, giving you better value, better services and creating safe and thriving communities.

### There are lots of ways you can get involved:

- Completing the annual Tenants Survey
- Joining in with tenants' activities, such as coffee mornings, celebrations and community events
- Join our Tenant's Panel and take a close and careful look at how we deliver services to you, meetings take place 4 times a year
- Read and contribute to our Tenants Newsletter, produced every 3 months, which is available on our website
- Join our Facebook page and group: Rugby Borough Council and Rugby Borough Council tenants' news
- Help us monitor your garden contract at your Independent Living Scheme
- Talk to us about complaint handling and how we can improve this service
- Talk to us antisocial behaviour and how we tackle this
- Take part in Estate Inspections in your neighbourhood. Email [rbc.tenants@rugby.gov.uk](mailto:rbc.tenants@rugby.gov.uk) for details or look out for info in your Tenants Newsletter.

## We want to keep you up to date!

- Our Tenants Newsletter can be found on our website. This will contain updates, relevant information and important contacts.
- Join and follow our Facebook pages: Rugby Borough Council and Rugby Borough Council tenants' news.
- Our website [www.rugby.gov.uk](http://www.rugby.gov.uk) has lots of helpful tips, updates, contacts and information.
- To get in touch, find out more about what we are doing for our tenants and communities please email [rbc.tenants@rugby.gov.uk](mailto:rbc.tenants@rugby.gov.uk)

## We Value your Feedback

You can give us feedback or make a complaint in the following ways:

Online: [www.rugby.gov.uk](http://www.rugby.gov.uk)

By phone: 01788 533 533

By email: [contactcentre@rugby.gov.uk](mailto:contactcentre@rugby.gov.uk)

By letter: The Town Hall, Evreux Way, Rugby, CV21 2RR

By talking to your independent living co-ordinator or your housing officer

If you are dissatisfied with how we have handled your complaint you can contact the Housing Ombudsman Service using the contact information below:

- *Online complaint form:* [www.housing-ombudsman.org.uk/residents/make-a-complaint/](http://www.housing-ombudsman.org.uk/residents/make-a-complaint/)
- *Phone:* 0300 111 3000
- *Email:* [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)
- *Postal address:* Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ

## Paying Your Rent

Paying your rent is essential for keeping your home, ensuring your rent is paid is part of your Tenancy Agreement, failure to do so is a breach of the agreement and can result in legal action and possibly losing your home.

You have the responsibility to pay your rent, whether you pay your rent yourself or have payments made on your behalf via Universal Credit or Housing Benefit. For some tenants their benefits will cover the entire rent payment, for others it may only cover a proportion. It is the tenants responsibly to ensure the difference is paid to make up the full amount of their required payment.

## Struggling to Pay your Rent?

Financial problems can be overwhelming, it's time to talk.

It is important to contact us as soon as possible for support if you are experiencing problems. We can offer advice to resolve and avoid the situation getting worse. There are steps we can take to help you.

## What Help is Available?

- Discretionary Housing Payment - You may be entitled to a Discretionary Housing Payment to help you during this difficult time, our income officers will be able to assist you with checking your eligibility and applying for this payment.
- Universal Credit - You may be entitled to Universal Credit, to check your eligibility and apply visit [www.gov.uk](http://www.gov.uk).

If you are struggling to pay your rent, please contact your Income Officer as soon as possible on 01788 533375 or via email at [IncomeOfficers@rugby.gov.uk](mailto:IncomeOfficers@rugby.gov.uk). Alternatively, we offer a Rent Duty Drop In every Tuesday and Thursday at the Town Hall from 10:00am until 4:00pm – No Appointment Necessary.

Please do not delay in making contact. We can offer support and advice or refer you to one of the following free of charge specialist agencies.

- Citizen Advice on 0808 250 5715 or <https://brancab.org.uk>
- Step Change [www.stepchange.org](http://www.stepchange.org) or
- National Debt Helpline [www.nationaldebtline.org](http://www.nationaldebtline.org) or
- Money Advice Trust [www.moneyadvice.org](http://www.moneyadvice.org)
- Help to Claim National Helpline 0800 144 8444 (available Monday – Friday 8am – 6pm).



There is also an independent, free and anonymous Benefit calculator to check what you could be **entitled to** on the Gov.uk website.



## Methods of Paying your Rent



Direct Debit takes the hassle out of paying your rent. It's flexible too – you can choose to pay monthly on 1<sup>st</sup>, 12<sup>th</sup>, 19<sup>th</sup> or 26<sup>th</sup>. We also offer weekly and fortnightly options. To set this up, please contact us via email at [IncomeOfficers@rugby.gov.uk](mailto:IncomeOfficers@rugby.gov.uk) or telephone (01788) 533375 and have your bank or building society details ready to hand.



Online via the Council's website [www.rugby.gov.uk](http://www.rugby.gov.uk).  
Select *Make a Payment* then the *Council Rent* option.



By debit or credit card over the phone 24 hours a day 7 days a week on 01788 533463. Or between 9am and 5pm Monday to Friday on 01788 533777. You will need to quote your rent reference number (shown on the front of this letter).



At the Post Office or any retail outlet displaying the Payzone (for Rent Cards) or PayPoint (for barcodes) signs.



You can send your payment directly to the bank account of Rugby Borough Council. Please always quote your rent reference number (shown on the front of this letter). The bank account details are Sort Code 30-00-02, Account Number 00830939.

# Your Tenancy

## Ending your Tenancy

If you want to end your tenancy you are required to give four full weeks' notice, detailed on the termination form. This can be found on our website by following this link [Your tenancy - Rugby Borough Council](#) alternatively, call our contact on: 01788 533 533. You must allow us access to carry out an inspection of your home during this period. Please ensure you provide us with the date you intend to move out and your forwarding address.

Please note your rent must be paid up to the day you leave your home.

## Pets

You are required to request permission to keep pets, please contact your housing officer or independent living co-ordinator. Sadly, not all our homes are suitable for pets, but we will grant permission where possible. Having a pet without permission may result in a breach of your Tenancy Agreement. You must keep all pets under control and look after their welfare.

## Tenancy Visits

We will arrange to visit you within the first six weeks of your tenancy starting for a settling in visit. Following your settling in visit, we will arrange to visit you again six months into your tenancy.

We will visit all our tenants every two years as a minimum throughout the rest of their tenancy. We are able to offer advice and help to any tenants struggling to successfully maintain their tenancy.

## We Can Help and Support You to Maintain Your Tenancy

Our housing officers are committed to working with all our tenants to help them sustain tenancies. They help tenants access other support in the community and resolve issues.

If you or someone you know is struggling, please contact us on: 01788 533 533 or Come along to the Housing duty drop in and talk to a housing officer, every Wednesday from 10am – 4pm, Town Hall, no appointment needed!

## Mutual Exchange

Mutual exchange is a popular way for tenants to move homes and can often be beneficial in helping people to move sooner than they would on the waiting list. If you have found someone whose home you like and they would like to swap also, the mutual exchange may be the right solution for you.

The first step would be to agree to swap with another household, then your housing officer to begin the process. Here is further information about mutual exchange:

[Mutual exchanges - Rugby Borough Council](#)

## Your Tenancy Agreement

### Introductory Tenancy

When you first move into your home you will be given an introductory tenancy, this will be for the first year of your tenancy.

### Secure Tenancy

Once you have completed your first year as an introductory tenant to our satisfaction you will receive a secure tenancy. A secure tenant will have additional legal rights and providing the tenant does not breach their tenancy conditions, a secure tenant can usually keep their tenancy for life.

**As a secure tenant, you have legal rights, these are outlined below:**

### Right to Consultation

On any changes affecting your tenancy.

### Right to Buy Your Home

If you are a secure tenant, you may have the right to buy your home after you have been a secure tenant for a certain length of time. The amount of discount you are eligible for is dependent on how long you have been a secure or introductory tenant.

Please note that not all secure tenants will be eligible to buy the home they live in. for further advice, please contact a housing officer.



## Right to Access Personal Information

You are entitled to view personal information that we hold about you on file or computer. (A fee may be charged for this service)

## Right to Succeed to a Tenancy

If the tenant dies, certain people have the right to take over the tenancy, as long as the deceased tenant did not take over the tenancy in the same way. These people are:

- A joint tenant
- The tenant's spouse or partner
- A member of the family who has lived with the tenant for at least 12 months prior to their death.

Rights to succeed to a tenancy depend on the tenancy start date, please contact your housing officer for more advice and information.

## Right to Repairs

Tenants may carry out some minor repairs themselves and then recover part of the cost from the council. There are procedures which need to be followed in order to qualify for the Right to Repair. There is a government booklet available for more information, this can be found at: <https://www.gov.uk/council-housing/print>

## Right to Make Improvements

Improvements, alterations and additions can be made to your home if you have first obtained written consent and any other necessary approvals (for example, planning permission or Building Regulation approval)

## Right to Repair Compensation

You can claim compensation from us if we take an unreasonable amount of time to complete a repair which is defined as a qualifying repair by the government. If your repair is not carried out within the target time, you should contact the customer service centre or the customer service page on our website. If the work is not carried out within the second target time, you may qualify for compensation.

## **Right to take in lodgers**

Only secure tenants have the right to take in lodgers. But:

- It is advisable for you to have written a written agreement with them that includes notice periods
- This must not create overcrowding (defined by the number of people who stay in a room and the amount of space they have there)
- It may affect the Housing Benefit or Universal Credit you receive so you must notify the housing benefit team or DWP of the rent being charged and what services are being provided
- Your lodger will not have security of tenure
- You will be responsible for legally evicting your lodger if you want them to leave
- You must advise your housing officer of this arrangement

## **Right to Manage**

Tenants have the collective right to take on the management of the council housing where they live.

## **You Have the Right to the Peaceful Enjoyment of Your Home**

All tenants have the right to the peaceful and quiet environment of their property without any unnecessary interruption from their landlord.

# Your Home

By working together, we can ensure your home is safe.

## Reporting your Repairs

Please report your repairs to us as soon as possible. The sooner we are aware, the sooner we can put things right.

### Here are the ways you can report a repair on your home:

- Phone us on (01788) 533 888, 9am – 4pm. Chose option 2 for gas and electrical repairs and option 1 for all other repairs.
- Drop into the Town Hall and use the phone in reception to report your repair
- Visit the council’s website at: [www.rugby.gov.uk](http://www.rugby.gov.uk)
- Email our Repairs team at: [prs.repairs@rugby.gov.uk](mailto:prs.repairs@rugby.gov.uk)
- Complete a Repairs form on our website at: [Housing - Report a Repair - Services - Rugby Borough Council](#)

**For emergency repairs out of office hours please call 01788 533 888**

## Repairs Guide

The following table is a guide to who is responsible for the repairs inside and outside your home. This guide is not exhaustive, please contact us if you have any questions.

All replacements will be like for like or the closest match.

Type of work	Council	Tenant
<b>Inside your home</b>		
<b>Windows</b>		
Sills	X	
<b>Doors</b>		
Doors and ironmongery		X
<b>Walls</b>		
Major plastering and plastic vents	X	

Minor plastering (cracks and small holes, smaller than a pound coin width)		X
Wall tiles (if fitted by the council and have fair wear and tear)	X	
Decorating		X
<b>Floors</b>		
Concrete floors	X	
Laminate flooring		X
Floor tiles (if fitted by the council)	X	
Loose floor coverings and fitted carpets		X
Floorboards and joists	X	
Skirting and architraves	X	
<b>Ceilings</b>		
Decoration (including patching artex)		X
<b>Staircases</b>		
Staircase, banisters, handrails	X	
<b>Bathroom</b>		
Bath panels	X	
Boxing of pipework (unless fitted as part of an improvement/upgrade or removed for maintenance)		X
Slatted shelves in airing or drying cupboard	X	
<b>Kitchens</b>		
Kitchen cupboards	X	
Cupboard doors	X	
Cupboard door catches, handles and hinges		X
Worktops (worktops beyond repair will be replaced, but not necessarily to match the existing)	X	
<b>Electrical fittings and fixtures</b>		
Wiring, sockets and light fittings (if fitted by the council)	X	
Wired in smoke alarms	X	
Independent smoke alarms (battery operated)		X
Pull cord strings	X	
Consumer unit (fuse box)	X	
Storage heater (only if owned by the council)	X	
Fires (if owned by the council)	X	
Electric metre supply		X

Cookers		X
Disconnection and re-connection of cooker not owned by the council		X
Extractor fans	X	
Immersion heater	X	
<b>Plumbing</b>		
Hot and cold services, tanks and overflows	X	
Wash hand basin	X	
Blocked toilet (after attempting to unblock)	X	
Toilet cisterns	X	
Toilet pans	X	
Toilet seats		X
All taps, stop taps and valves	X	
baths	X	
Showers and trays (if council fitted)	X	
Blocked sinks, WHBs and baths		X
Plugs and chins to skins, baths and WHBs		X
Tap washers	X	
Lagging of tanks and pipework	X	
Sealant around baths, WHBs and sinks	X	
<b>Gas</b>		
Pipe work	X	
Gas meter and supply		X
Gas fire (only if owned by the council)	X	
Radiators, valves, time clocks and thermostats	X	
Boilers	X	
Cookers		X
Disconnection and re-connection of cookers not owned by the council		X
<b>Outside your home</b>		
<b>Home security</b>		
Extra door and window locks (not key locking)		X
Security doors, chains and spy holes	X	
Security lights (unless fitted by the council)		X
<b>Roof</b>		
chimneys	X	



Roof structures including tiles, slates etc	X	
Guttering and rainwater pipes	X	
Fascia boards, soffits and barge boards	X	
<b>Walls and canopies</b>		
External walls and rendering	X	
foundations	X	
Canopies overdoors (if fitted by the council)	X	
<b>Windows</b>		
Window frames	X	
Window catches and furniture to wooden frames	X	
<b>Glazing</b>		
Broken glazing of windows or doors		X
Glazing all other reasons		X
<b>Doors</b>		
Entrance doors and frames	X	
Entrance door lock and ironmongery (wear and tear only)	X	
Door entry system	X	
<b>Drains and pipes</b>		
Soil pipes and fittings	X	
Drainpipes, gulleys and gutters	X	
Blocked drains	X	
Inspection chambers	X	
<b>Gardens, boundaries and other outside areas</b>		
Fencing (if fitted by the council)	X	
Gardening		X
Front or rear gates		X
Line posts/ dryers	X	
Car hardstandings and driveways (if fitted by the council)	X	
Paving around the perimeter of the building 1 x 3x2 or 2 x 2x2 (including entrance paths and washing line)	X	
Patios, decking, garden seating areas		X
Garages and outbuildings, excluding wooden sheds (if owned by the council)	X	
Replacement padlocks for garage doors		X
Communal areas such as lifts, stairs and foyers	X	

## How we Prioritise your Repairs

When a repair is reported it is categorised as either an emergency, urgent or routine. The urgency of your repair will be assessed by our advisor. Each type of repair has a time scale in which the work must be carried out. These are:

- **Emergency repairs:** within 4 hours
- **Urgent repairs:** within 7 working days
- **Routine repairs:** within 20 working days
- **Extensive repairs:** within 90 working days

## Emergency Repairs

Emergencies are problems that present immediate risks to your safety, security or health, or could lead to serious damage to the property. These risks could also affect your family, your visitors or anyone else in your building.

### Examples include:

- Major water leaks
- Electrical faults
- Major structural damage
- No heating in winter

We will attend and make sure your home is safe within 4 hours. It may take longer to fully repair the problem.

## Urgent Repairs

### Example of an urgent repair:

- Leaks which are not urgent but may cause damage over time

## Routine Repairs

Day to day repairs that may require more than one visit, although the aim is to complete a first-time fix where possible.

### Examples of routine repairs include:

- Guttering clearance and minor repairs
- Kitchen cupboard repairs
- Toilet that will not flush (emergency repair if only toilet in the home)
- Loose handrail or banister
- Roof leaks
- Partial loss of water supply

- Tiling
- Minor plaster repairs
- Glazing repairs
- Flooring
- Windows and doors, locks which are difficult to operate

## Extensive Repairs

### Examples of extensive repairs:

- Major roofing repairs
- External groundworks taking more than 2 days
- Kitchen or bathroom replacement
- Major drainage works
- Plastering large areas
- Fencing

## Planned Works

We want to keep your home in good condition. We have planned works that take place in our homes.

Replacement kitchens: Every 20 years

Replacement bathrooms: Every 30 years

## Rechargeable Repairs

Tenants will be recharged for any damage to their home or communal areas.

Tenants will be charged for a repair required because of neglect, misuse, abuse or carelessness, either by themselves, members of their household, visitors or friends.

This also includes damage caused by anti-social behaviour, or costs relating to the emergency services gaining access to a property for the purpose of investigating a crime.

## Allowing Access for Repairs

When a repair has been reported it is important to allow access into your home for our operatives. Our operatives will only enter your home to carry out a repair if there is an adult present.

## Coal Sheds and Outbuildings

If your home has a coal shed or outbuilding, we will undertake minor repairs should they be required. Coal sheds or outbuildings beyond repair will not be replaced. If they are unsafe Rugby Borough Council will demolish them.

If you wish to have a shed in your garden, please follow this link to our Home Improvements online form [Home improvements online form - Services - Rugby Borough Council](#)

The shed will remain your responsibility.

## Adaptations to Your Home

Should your circumstances change, you may require adaptations or alterations to your home to help you carry on living independently.

The council supports tenants to make minor or major adaptations wherever possible. In addition, we maintain a register of council properties adapted for applicants and tenants with disabilities and make every effort to allocate a property with suitable adaptations.

The council reserves the right to refuse consent for major adaptations where the household could reasonably transfer to more suitable accommodation provided by either the council or partner housing association.

### Minor Alterations

The council can carry out minor alterations, such as grab rails, a second stair rail of half steps, without referring your case to an occupational therapist. The council aims to carry out such work within seven working days.

### Major Adaptations

You'll need to book an assessment with an occupational therapist before major adaptations can be carried out to your home.

The therapist carries out a home visit before making recommendations for adaptations to the council.

You can book an assessment by contacting Warwickshire County Council's social services team on: 01926 410 410 or we can refer you to the HEART Partnership for an occupational therapy assessment.

<https://www.nuneatonandbedworth.gov.uk/heart/heart-helping-live-independently-home>

## Making Improvements to Your Home

Before making improvements or alterations to your council home, you must get permission from the council.

We cannot refuse permission to make improvements without good reason, but we want to ensure the work meets a satisfactory standard and does not damage the property.

**You do not need the council's permission to decorate your home.**

**Improvements which need the council's permission include:**

- erecting a garage, shed, gazebo, conservatory or extension
- laying a driveway or hardstanding
  
- installation of satellite dishes or aerials
- removing walls or partitions
- installation of central heating, bathroom suites, fires and fireplaces
- installation of windows and doors
- installation of kitchen units and worktops
- Fitting laminated flooring
- Electrical improvements such as showers and sockets

## Your Safety

### Condensation and Mould

Damp, condensation and mould are tackled most effectively when the landlord and the tenant work together, we each have a part to play.

You can take steps to reduce the levels of condensation in the home by improving ventilation, keeping the home from getting too hot or cold and drying clothing outside where possible.

Please report signs of damp and mould in the home promptly, so action can be taken to rectify the problem.

**The table below lists some mould prevention and removal actions, and who is responsible for these actions.**

What you can do	What the council can do
Keeping air vents clear and unblocked	Keeping the guttering effective, clear and in good repair
Keeping the temperatures between 18-21 degrees Celsius in living areas in use	Installing an extractor fan if a room doesn't have adequate ventilation
Promptly reporting signs of damp and mould to your landlord	Repair cracked render and brickwork
Drying wet clothing outside or in a well-ventilated room	Repair plumbing leaks



Opening the windows for at least 10 minutes per day	Replace old and ineffective windows
Using extractor fans when cooking or bathing if you have one	Improve insulation
Use fungicidal paints and decorating materials to help stop mould returning	Repair roof leaks
Remove any mould as soon as possible	Installation of devices that will monitor temperature and humidity in the home
Close the bathroom door while bathing	Provide an outdoor drying area where possible
Use lids on pans while cooking	
Wipe the moisture from your windows daily	

## Gas Servicing

The council will carry out an annual safety check on your gas boiler and gas fire. The gas contractor will contact you around two months before the due date, to allow plenty of time to complete the checks. This is a legal requirement so it essential that you allow us access to your home.

If you fail to let us in, the council will take legal action, which may incur additional costs being recharged to you.

## Electrical Inspections

**The council are required to attend your property to complete an electrical inspection every 5 years.**

The Electrical Contractor will contact you prior to the appointment, allowing plenty of time before they attend. This is a legal requirement, so it is essential that you allow us access to your home.

If you fail to let us in, the council will take legal action, which may incur additional costs being recharged to you.

## Asbestos

The council has carried out a survey of your property to identify the location and type of asbestos (if any) within your home. This information will be given to you so that you or any council contractor does not accidentally disturb it.

## Smoke Detectors

**Have you tested your smoke detector recently?**

With the increasing amount of equipment used in our homes today that may cause a fire hazard, it is important that you ensure that the smoke detectors within your home function properly. It is advised that you test the detectors every month by pressing the test button on the detector. It is a breach of your tenancy agreement to abuse or tamper with the detectors. If your smoke detector doesn't work, is missing, or you need further assistance – Call Rugby Borough Council on 01788 533 888 or email [repairs@rugby.gov.uk](mailto:repairs@rugby.gov.uk). Alternatively, you can complete Housing Repair form at [www.rugby.gov.uk](http://www.rugby.gov.uk)

## Lost or Damaged Keys

If you are unable gain access due to the loss of keys and require new keys or lock smith services, we can arrange this, however you will be recharged for this. Gaining access by damaging the door, windows or other entry points will also result in being recharged for any damage caused.

## Insuring your Home

We strongly encourage that you insure your home and contents to avoid unexpected future costs. Repairs to broken glazing are the responsibility of the tenant and will result in a recharge if the council undertakes the repair. Insurance can cover the cost of these types of accidents. Please consider this to avoid unexpected costs in the future.

Crystal Insurance can offer tenants and residents specialised insurance for their home and contents.

**Contact Crystal Insurance for more information:**

**Email:** [Crystal@thistleinsurance.co.uk](mailto:Crystal@thistleinsurance.co.uk)

**Call:** 03454 507 286

## Has your Home Lost Power?

**Is it a power cut? Have your neighbours lost their power too?**

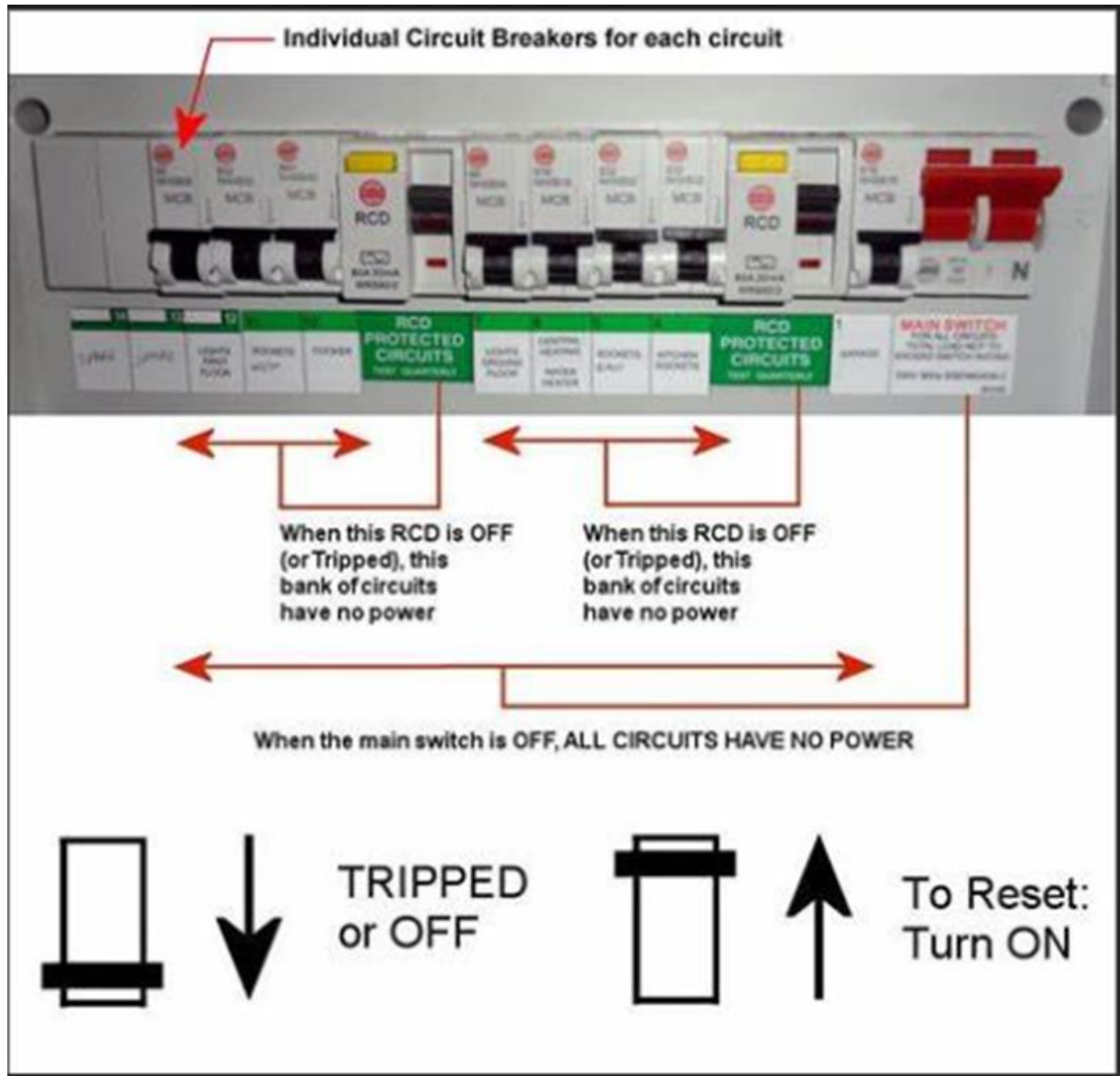
**Call National Grid on 105 or 0800 6783 105 or check their website:**

<https://powercuts.nationalgrid.co.uk/tweets>

If it's only your home that has lost power check your consumer unit (what used to be called a fuse box)

The diagram below shows what a consumer unit in your home looks like. If your switches have flicked down, then reset them by flicking them back up.

A faulty appliance may have caused your consumer unit to break your circuit. Unplug your appliances and reset your consumer unit. Identify which appliance is causing your consumer unit to trip and stop using it.



# Your Neighborhood and Community

## Tackling Anti-Social Behavior

Rugby Borough Council cooperates with relevant partners to promote social, environmental and economic wellbeing where we provide social housing. We work in partnership with appropriate local authority departments, the Police and other relevant organisations to deter and tackle anti-social behavior in the neighborhoods where we provide social housing.

You are responsible for your actions and the actions of your family, anyone living with you as well as any visitors to your home. This includes issues of nuisance, annoyance and anti-social behaviour.

Noise from neighbours is a common source of disturbance. There is a difference between every day and excessive noise levels. We all make a level of noise sometimes; it is important to be tolerant of your neighbours so we can all live peacefully alongside each other. Often small disputes and complaints can be settled among neighbours through communication and compromise. Help us safeguard our communities. It is important to report signs of abuse, neglect, antisocial behaviour, and discrimination of anyone in your household or community.

### To report these please call:

- Emergency – 999
- Police (non-emergencies) – 101
- Your housing officer – 01788 533 533
- Community warden – 0800 096 8800

### Is your complaint about someone who isn't a Rugby Borough Council tenant?

Our colleagues, the community wardens help keep communities safe and will attend to issues such as dangerous dogs, antisocial behaviour, drug and alcohol abuse and safety concerns.

If you experience domestic abuse, we will help you. Please contact us or the police on the numbers above.



## Estate Inspections

Rugby Borough Council is committed to keeping the neighbourhood and communal areas associated with the homes we own clean and safe. One way we do this is by hosting Estate Inspections.

Twice a year (once a year for Independent Living Schemes) staff from the Housing Services Team and Housing Maintenance Team inspect all areas where there are Council houses in the borough.

The Estate Inspections identify issues that are causing anti-social behaviour, we also identify required repairs and improvements. At the end of every Estate Inspection an Action Plan is produced and is monitored to ensure issues are tackled.

Here is the link to see our schedule of Estate Inspections in 2024:

[https://www.rugby.gov.uk/w/tenant-newsletter-april-2024?p\\_l\\_back\\_url=%2Fsearch%3Fq%3Destate%2Binspections%2B2024#join-our-estate-walkabouts](https://www.rugby.gov.uk/w/tenant-newsletter-april-2024?p_l_back_url=%2Fsearch%3Fq%3Destate%2Binspections%2B2024#join-our-estate-walkabouts)

**If you would like the schedule posted out to you, please call: 01788 533 333**

## Grass Cutting

We cut communal areas of grass approximately 13 times a year between the end of March to the beginning of October. The timings are weather dependent, and Rugby Borough Council takes part in "No Mow May" where, if possible, we refrain from grass cutting during May to encourage the birds and the bees.

## Bin Collection

Rugby residents have each of their bins emptied fortnightly. However, if the recycling bin is contaminated with incorrect or non-recyclable items it may not be emptied. We ask tenants to make every effort to divide their general waste and recycling correctly. There is a cost for additional bins to be emptied and if residents would like to get an additional recycling bin or wishes to purchase an additional green bin the costs are set out on our website at the following link: [https://www.rugby.gov.uk/w/request-a-replacement-or-additional-bin?p\\_l\\_back\\_url=%2Fsearch%3Fq%3Dbuy%2Ban%2Bextra%2Bbin](https://www.rugby.gov.uk/w/request-a-replacement-or-additional-bin?p_l_back_url=%2Fsearch%3Fq%3Dbuy%2Ban%2Bextra%2Bbin)

## Bulky Waste Removal Service

For large items that cannot be collected in the bins provided. Bulky items will be collected from outside of your home for a charge. Bulky waste must not block communal walkways, stairwells or communal areas and must not be dumped in your front garden, drive or any communal areas. Please call: 01788 533 332 for further details.



## Contact us

### Customer Service Centre

Email: [contact.centre@rugby.gov.uk](mailto:contact.centre@rugby.gov.uk)

Telephone: (01788) 533533

Address: Town Hall, Evreux Way, Rugby CV21 2RR

### Out of Hours

In an emergency: (01788) 533533 (follow recorded instructions)

### Community Warden

Telephone: 0800 096 8800 8am - 10pm, seven days a week

### Report a Repair

Telephone: (01788) 533 888, 9am – 4pm. Chose option 2 for gas and electrical repairs and option 1 for all other repairs.

Email for gas and electrical repairs: [repairs@rugby.gov.uk](mailto:repairs@rugby.gov.uk)

Email for all other repairs: [prs.repairs@rugby.gov.uk](mailto:prs.repairs@rugby.gov.uk)

### Get Involved and Have Your Say!

Email: [rbc.tenants@rugby.gov.uk](mailto:rbc.tenants@rugby.gov.uk)