

Housing Services Directory



Strategic Housing
Planning and Environment Services

Bromsgrove District Council
www.bromsgrove.gov.uk

This leaflet has been compiled to provide residents of Bromsgrove with information of housing services offered by Bromsgrove District Council and their partner agencies.

It is hoped that this will enable easier and quicker access to the relevant information that is required by our customers.

C Caravan Sites

Bromsgrove District Council inspects all licensed caravan sites in the district to ensure compliance with the license conditions.

If you would like to report any harassment issues or complaints about a specific site please contact:

Katie Sharp-Fisher Housing Standards Officer

Tel: 01527 881437 or k.sharp-fisher@bromsgrove.gov.uk

C Care and Repair Agency

North Worcestershire Care and Repair Agency was formed to provide assistance on behalf of Bromsgrove District Council to vulnerable home owners or private sector tenants who are older, disabled or on a low income to repair, improve, maintain or adapt their home. For more information please contact:

North Worcestershire Care and Repair Agency, Bromsgrove Area Office, Redditch Town Hall, Walterstandz Square, Alcester Street, Redditch B98 8AH. Tel: 01527 534103.

D Disabled Facilities Grants

Bromsgrove District Council offer disabled facilities grants to residents of the district who have been identified as requiring adaptations to their homes by the occupational therapist service. Any application will be subjected to a means test. If you wish to have your needs assessed, please contact:

Worcestershire Community Healthcare Trust,

Hospital and Community Occupational Therapy Service, Princess of Wales Community Hospital, Stourbridge Road, Bromsgrove B61 0BB. Tel: 01527 488120.

D Discretionary Grants

Bromsgrove District Council offers a range of discretionary housing assistance grants. These include:

Empty Homes Grant (to bring empty properties back into use)

Home Move Grant (to enable disabled customers to move to a more adaptable property)

Home Repair Assistance Grant (for small scale works of repair, improvement or adaptation to a dwelling or mobile homes) and

Renovation Grant (to assist with the funding of essential major works due to a property that has been deemed unfit for human habitation).

Each of these grants has different criteria, for more information on how they work please contact:

Julie Ring Private Sector Housing Team Leader

Tel: 01527 881439 or j.ring@bromsgrove.gov.uk

D

Domestic Violence

Any person suffering from domestic abuse can access floating support, refuge and supported accommodation. To make a self referral to any of these services please contact:

**Stonham, Unit 3, Holt Court (North), Heneage Street,
West Aston Science Park, Birmingham B7 4AX. Tel: 01527 61144.**

Bromsgrove District Council have developed a Sanctuary Scheme, where they are able to offer support to victims of domestic violence or hate crimes to enable them to remain in their homes by undertaking alterations to the property to make them safe and secure. For more information on this scheme please contact:

Jayne Burton Housing Performance Monitoring and Enabling Officer
01527 881385 or j.burton@bromsgrove.gov.uk

E

Empty Homes

Bromsgrove District Council is actively trying to encourage owners of empty properties to bring them back into use. The Council is able to offer tailor made advice to owners which includes information on local private sector schemes and potential grant assistance. For more information or to report a known empty property please contact:

Jennifer Delorenzo Housing Initiatives Officer
Tel: 01527 881228 or j.delorenzo@bromsgrove.gov.uk

E

Energy Efficiency

Energy efficiency advice is provided on behalf of Bromsgrove District Council by Worcestershire Energy Efficiency Advice Centre (WEEAC). WEEAC are able to offer information on new schemes and potential grant assistance that may be available to applicants to complete energy efficiency works and savings to their property.

For more information please contact:

**WEEAC, 29 Wellesbourne House, Walton Road, Wellsbourne, Warwickshire CV35 9JB.
Tel: 0800 512 012.**

F

Floating Support Services

There are a number of agencies in Bromsgrove District that are able to offer support to people in their home, to help them deal with a number of issues that they may be facing.

Any person requiring support, who has been subjected to domestic violence please contact:

**Stonham, Unit 3, Holt Court (North), Heneage Street,
West Aston Science Park, Birmingham B7 4AX. Tel: 01527 61144.**

Any person requiring support, who is homeless or believes that they may be, threatened with homelessness please contact:

**Bromsgrove District Housing Trust, Buntsford Court, Bromsgrove, Worcestershire B60 3DJ.
Tel: 01527 557557.**

Any person between the ages of 16 - 25 who is experiencing any housing related issues, please contact:

**Basement Project, New Road Baptist Church, New Road, Bromsgrove, Worcestershire B60 2JS.
Tel: 01527 832993.**

Any person requiring general needs support, please contact

Bromford Housing, Smallwood Almshouses, Mount Street, Redditch B98 7BH. Tel: 01527 62550.

G

Gypsy and Traveller Caravan Sites

Bromsgrove District Council own one site in Wythall which consists of 18 permanent plots. This site is managed by Bromsgrove District Housing Trust who hold a waiting list for the allocation of available plots.

To register on the waiting list please contact:

**Bromsgrove District Housing Trust,
Buntsford Court, Bromsgrove, Worcestershire B60 3DJ. Tel: 01527 557557.**

H

Homelessness

Bromsgrove District Housing Trust (BDHT) in partnership with Bromsgrove and District Citizens Advice Bureau (CAB) carry out the homelessness functions and provide housing advice in Bromsgrove District on behalf of Bromsgrove District Council. If you believe that you are threatened with being made homeless and have no alternative housing options available to you, we recommend that you contact Bromsgrove District Housing Trust for advice on your situation.

**Bromsgrove District Housing Trust,
Buntsford Court, Bromsgrove, Worcestershire B60 3DJ. Tel: 01527 557557.**

H

Houses in Multiple Occupation

Houses in multiple occupation are inspected by Bromsgrove District Council in accordance with the Housing Health and Safety Rating System as per the Housing Act 2004. If the house in multiple occupation consists of 5 or more people of 2 more or more households on 3 or more storeys, it is required by law that they apply for a license to operate as a house in multiple occupation. For more information please contact:

Katie Sharp-Fisher Housing Standards Officer
Tel: 01527 881437 or k.sharp-fisher@bromsgrove.gov.uk

H

Housing Advice

Advice is available on a variety of issues that may affect a person's housing situation from Bromsgrove and District Citizens Advice Bureau. The CAB will be able to offer free independent help and support to any person experiencing problems in a property, and are also able to act as an advocate for that client if further signposting is required. For further information, please contact:

**Bromsgrove and District Citizens Advice Bureau,
50-52 Birmingham Road, Worcestershire B61 0DD. Tel: 01527 557397.**

Drop in Service: Mon 9.30am – 3.30pm

Tues – Thurs 9.30am – 3.00pm

H

Housing Strategy

Bromsgrove District Council has produced a Housing Strategy 2006-2011 "Unlocking the Door to Meeting Housing Needs in Bromsgrove District". This strategy is the first to be produced since the council transferred its housing stock in March 2004. The strategy has been developed following thorough review and extensive consultation upon housing issues in the district. It sets out a comprehensive strategy for the council to focus on to meet a broad range of housing objectives.

If you would like any further information on the strategy or would like information on how to obtain a copy please contact:

Amanda Glennie Housing Research and Policy Officer

Tel: 01527 881269 or a.glennie@bromsgrove.gov.uk

H Housing Waiting List

Bromsgrove District Council undertook a LSVT (large scale voluntary transfer) of its housing stock to Bromsgrove District Housing Trust in March 2004. Bromsgrove District Housing Trust manages the waiting list for the allocation of all social housing properties in the district. If you would like to apply to join the housing register please contact:

Bromsgrove District Housing Trust,

Buntsford Court, Bromsgrove, Worcestershire B60 3DJ. Tel: 01527 557557.

L Low Cost Home Ownership

There are 3 main types of low cost home ownership schemes in Bromsgrove District. These are:

Home to Own

Housing Association, Shared Ownership

Low Cost Home Ownership Schemes

For more information on these schemes and to register an interest in new developments, please contact

Jayne Burton Housing Performance Monitoring and Enabling Officer

Tel: 01527 881385 or j.burton@bromsgrove.gov.uk

P Private Landlords

Bromsgrove District Council greatly values the role that private landlords play in the provision of housing in the district. The council offer a number of private landlord events to update them as to changes in relevant legislation and new council led initiatives. For more information on these events please contact:

Jennifer Delorenzo Housing Initiatives Officer

Tel: 01527 881228 or j.delorenzo@bromsgrove.gov.uk

Independent advice and support is also available to private landlords from:

Bromsgrove and District Citizens Advice Bureau (CAB),

50-52 Birmingham Road, Worcestershire B61 0DD. Tel: 01527 557397.

Drop in Service: Mon 9.30am – 3.30pm

Tues – Thurs 9.30am – 3.00pm

P Private Sector Property Inspections

Inspections of private properties are undertaken by Bromsgrove District Council in accordance with the Housing Health and Safety Rating System as per the Housing Act 2004. These inspections will identify any deficiencies in the property and subsequent advice and guidance will be given and if appropriate enforcement action will be taken. For more information or to arrange an inspection please contact:

Katie Sharp-Fisher Housing Standards Officer

Tel: 01527 881437 or k.sharp-fisher@bromsgrove.gov.uk

P

Private Tenants

Bromsgrove and District Citizens Advice Bureau (CAB) offer independent advice and support to private tenants on issues that they may be faced with. Advice available can include: landlord and tenant law, debt advice and financial assistance, housing options, harassment and illegal eviction. For advice on any of the above areas, please contact:

**Bromsgrove and District Citizens Advice Bureau (CAB),
50-52 Birmingham Road, Worcestershire B61 0DD. Tel: 01527 557397.
Drop in Service: Mon 9.30am – 3.30pm
Tues – Thurs 9.30am – 3.00pm**

Bromsgrove District Council are able to offer private tenants advice and assistance if they have concerns over the condition of the property that they occupy.

If an inspection of the property is required it will be undertaken in accordance with the Housing Health and Safety Rating System as per the Housing Act 2004.

These inspections will identify any deficiencies in the property and subsequent advice and guidance will be given and if appropriate enforcement action will be taken. For more information or to arrange an inspection please contact:

Katie Sharp-Fisher Housing Standards Officer
Tel: 01527 881437 or k.sharp-fisher@bromsgrove.gov.uk

R

Right to Review

If Bromsgrove District Housing Trust has made a decision on behalf of the Council on your homeless application, exclusion from the waiting list or an unsuitable offer of accommodation, you have a right to ask for a review of that decision. For more information on these procedures please contact:

Jayne Burton Housing Performance Monitoring and Enabling Officer
Tel: 01527 881385 or j.burton@bromsgrove.gov.uk

S

Strategic Housing Team

Bromsgrove District Council's Strategic Housing team is employed to assess the housing needs of the district and to coordinate, guide and encourage the provision of safe and secure housing.

For more information on the team please contact:

Andy Coel Strategic Housing Manager
Tel: 01527 881270 or a.coel@bromsgrove.gov.uk

AF And Finally

Bromsgrove District Council are committed to providing the best service that it can, therefore the Strategic Housing Team have developed a set of Service Standards to offer assurances to their customers as to the degree of service they can expect to receive. The Strategic Housing Standards are as follows:

- When a request is made we will respond within the timescales as stipulated by the Bromsgrove District Council's Corporate Customer Service Standards.
- We will ensure that all members of staff within the team receive relevant training to enable them to carry out their full duties.
- We will provide our service in a friendly, fair, consistent, transparent and professional manner.
- We will canvas our customer's feedback on the services that they receive so that we can continue to improve how we function.
- We will ensure that all our policies, procedures and strategies are made available to customers in a variety of formats.
- We will endeavor to publicise all of our services and events, to improve customer awareness of what is happening in their district.
- Where an inspection of a property or site is required we will aim to visit the property within 3 working weeks.
- Upon visit we will ensure that staff will notify the customer as to the purpose of the visit and provide identification before entry.
- We will provide details of the specific standards that relate to the individual services we offer to our external customers. These can be made available upon request.

If you would like to request a full copy of the Strategic Housing Standards please contact:

Jennifer Delorenzo Housing Initiatives Officer

Tel: 01527 881228 or j.delorenzo@bromsgrove.gov.uk

We really appreciate hearing from our customers to find out how well or badly we are doing against the standards that we have set. We therefore value receiving Compliments, Comments and Complaints from our Customers.

Compliments – When things go well

- If you are pleased with the way we have dealt with you or a service we have provided, we want to hear about it. We can copy that way of working elsewhere in the Council.
- You can let us know by completing the online Customer Feedback form or by email.

Comments – When you think we can improve

- If you have an idea for how we could improve, we want to hear about it. We will look into your suggestion to see how it might work.
- You can let us know by completing the online Customer feedback form or by email.

Complaints – when things go wrong we will

- Receive your complaint by phone, letter, online by completing the online Customer feedback form or by email
- Put things right as quickly as possible.
- Acknowledge your complaint within 3 working days – this may be by telephone or letter/email.
- Contact you within 10 working days to let you know the outcome of the investigation of your complaint.
- Give an explanation for any delay and let you know when you can expect a response.
- If you are still unsatisfied after we have responded to your complaint you can complain to The Local Government Ombudsman.

T

This leaflet can be provided in large print, braille, CD, audio tape and computer disc.

Need help with English? Ethnic Access Link Tel: 01905 25121

'Potrzebujesz pomocy z Angielskim - skontaktuj się z Ethnic Access
Tel: 01905 25121'

Potrebujete pomôct's angličtinou? Kontaktujte etnickú prístupovú linku
na telefónom čísle 01905 25121

„Aveți nevoie de ajutor cu engleza? Contactați Ethnic Access la numărul
de telefon: 01905 25121.”

क्या अंग्रेजी में सहायता चाहिए? ऐथनिक ऐक्सेस लिंक [Ethnic Access Link]
से फोन: 01905 25121 पर संपर्क करें

[Ethnic Access] آپ انگریزی میں مدد چاہتے ہیں— نسلیاتی رسائی سے
01905 25121 سے رابطہ کریں ٹیلیفون:



Bromsgrove District Council

www.bromsgrove.gov.uk

Strategic Housing Department

Bromsgrove District Council, The Council House, Burcot Lane, Bromsgrove, Worcestershire B60 1AA.

Main Switchboard: (01527) 873232, Textphone: (01527) 881291, Fax: (01527) 881313, DX: 17279 Bromsgrove

e-mail: strategic.housing@bromsgrove.gov.uk