

Peak Performance



Information for tenants and leaseholders

Autumn 2017

Welcome

I hope that you have had an enjoyable summer and had opportunity to relax in what sunshine we have had. I know that many of our families have enjoyed the various summer activities that have taken place across the Borough

The tragic events at Grenfell Tower earlier this year bring home to us the importance of fire safety in the home and doing all we can to protect ourselves and our families. Following this we have reviewed all our procedures relating to fire to ensure we are keeping our tenants as safe as we can however we need your help and support to achieve this - please see page 2 for advice on how to stay safe.

Our new Customer portal has now gone live - you can register an account in moments and use this to access a whole range of our services from the comfort of your own home. We are adding more and more to this daily so it really is worth getting on-board!

We have completed a review of our Tenancy Agreement, to ensure it remains up-to-date, a summary of the proposed changes can be found on page 4. Before we make these changes we need to complete a formal

process which will be starting later this year.

We do our best to keep our services cost efficient and transparent. As part of this from April 2018, on your rent statements, we will be breaking down the rent you pay so that the services charged within it are clearer.

The stock condition survey currently underway is crucial in helping us plan how we look after our housing stock in the coming years and the areas where we may need to make essential improvements. We really appreciate you allowing us into your home to complete this important task.

I hope you find this newsletter useful and interesting - do let us know what you think.

Regards
Councillor Julie McCabe
Executive Councillor for Housing
at High Peak Borough Council



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Looking for work?



High Peak Borough Council
working for our community



www.highpeak.gov.uk Text 07800 00 22 62



Visit us at:
Buxton Town Hall,
Glossop Municipal Buildings
and Winster Mews Gamesley



@HighPeakBC



Pay for services
tel: 0345 129 8117



0345 129 7777



What to do if you find a needle or syringe in a public place

- Do not touch the item(s) unless it poses an immediate danger to you or other residents.
- If there is something to hand that you can place on top of it to stop others from getting to it e.g. a cone or a box, please do so

If you pierce or puncture your skin with a used needle, follow this first aid advice immediately:

- Encourage the wound to bleed, ideally by holding it under running water
- Wash the wound using running water and plenty of soap
- Don't scrub the wound while you're washing it
- Don't suck the wound
- Dry the wound and cover it with a waterproof plaster or dressing

You should also seek urgent medical advice:

- Go to the nearest accident and emergency (A&E) department, or contact your employer's Occupational Health service, if you injure yourself at work



Fire safety

FOLLOWING the tragedy at Grenfell House in West London we would like to remind you of the arrangements in place for fire safety if you live in a flat with a shared hallway.

As your landlord, we carry out improvements in line with fire risk assessment recommendations, including improving fire safety signage, overhauling fire doors, installing new flat front fire doors, updating fire fighting equipment, installing new emergency lighting, and strengthening fire resistance in corridors, cupboards and service ducts.

We carry out fire risk assessments of shared areas, which detail the fire safety provisions in your block. These are carried out by trained staff and are supported by a professional fire risk assessor. The assessments can also identify additional measures that are considered and provided as appropriate.

Within the shared area of all our flats there is an emergency escape plan. This details the action residents need to take in the event of a fire. Please read this and make yourself aware of the local escape plan and fire exits.

If there is a fire inside your flat our advice is to alert any people in your flat and leave, closing doors behind you. You should follow your escape plan and if there is lots of smoke, crawl along the floor where the air should be clearer. Always use the stairs rather than the lift and call 999 as soon as you are in a safe place.

We have a responsibility to inform our tenants about the evacuation measures and keep all tenants as safe as possible, but we need you to help us do this:

- Don't store combustible materials in or on the escape routes of your flat.
- Please do not smoke in shared areas.
- Please ensure the fire door or to your block of flats is not wedged open.
- Bicycles, prams, pushchairs and similar items will NOT normally be permitted to be stored or located within the internal shared areas
- Door mats must be specifically intended to be a door mat, provided with a non-slip backing material, be in good condition and free from curling edges. Mats should be placed directly in front of your door, and not located at the top of stairs. Rugs, runners and carpet tiles are NOT acceptable.

Should you have any concerns regarding fire safety, please contact your Housing Officer: neighbourhoods@highpeak.gov.uk

Changes to your tenancy agreement

We review our Tenancy Agreement every 3 years to make sure that it reflects changes in legislation and good practice.

As part of the process, we look at tenancy related complaints and issues we have dealt with to inform improvements and changes.

A draft agreement with the changes on can be found at www.highpeak.gov.uk/Changes-to-your-tenancy-agreement, in summary these changes will:-

- Update the section “your rights as a secure tenant” to reflect our current legal obligations
- Make it easier to deal with people who obtain a tenancy dishonestly
- Give clarity about how we charge rent and charges for other services that are provided as part of your tenancy
- Make it easier to deal with people who leave properties empty but don't give up their tenancy
- Include social media as a way of harassing someone
- Make it clearer that legally held weapons should be securely stored
- Updated the section on keeping pets to ensure people gain permission from us before homing an animal
- Included the need to make sure you have the appropriate waste and recycling containers for your area
- Made it clearer when we will or wont give permission for tenants alterations to your home
- Made it easier for us to gain access in an emergency situation and clearer

- Made it clearer that people who report a repair as an emergency when it isn't will be recharged
- Updated the section on conduct towards staff to include abuse via social media
- Made it clearer what happens to items left behind when tenants move out

Once all the changes are agreed we will contact all tenants to start the legal process to bring the changes into force



Buxton Wells Dressing Festival Queen and her retinue were welcomed by tenants at Hartington Gardens and Queens Court over the Wells Dressing Festival.



Congratulations to Mr Merrick

from Whaley Bridge who was the lucky winner in the Christmas rent prize draw

All rent accounts that are clear of arrears as at 31st December are entered into the prize draw - so keep your rent payments up to date to make sure your name is in the hat!

Peace of mind

Many customers think that as your landlord we automatically insure your furniture, belonging and decorations against fire, theft, vandalism or water damage such as burst pipes. But this isn't the case - we insure the buildings you live in but not the contents inside them.

If you look around the room, think about how much it would cost to replace your belongings if they were damaged or destroyed - it soon adds up! We've worked with Royal Sun Alliance to arrange a contents insurance scheme designed specifically for our customers - it costs just 14 pence per week for every thousand pounds of cover!! You can give yourself peace of mind by knowing you'll have a contents insurance policy which includes the following benefits:

- No excess payable on any claim
- Easy payment, either weekly, fortnightly, monthly or annually
- New for old cover (except clothing & household linen where an allowance for wear & tear is deducted)

There's also the option to extend the standard cover for the following:

- Full accidental damage cover for household contents
- Personal belongings away from the home
- Wheelchairs and electric scooters
- Hearing aids
- Garden sheds



Interested? Download all the details at www.highpeak.gov.uk/TenantInfo

Moving out

SOMETIMES we out-grow our homes or need smaller ones. If you are moving out there are things you must do to meet the terms of your Tenancy Agreement:

Give us notice

Your Tenancy Agreement will tell you exactly how much notice you need to give (usually 4 weeks) and how you can do this. If you are unsure please contact your Housing Officer for advice.

Pay your rent until the end of your tenancy

During your notice period we will contact you to advise you how much rent is owed to settle your account. If you're unable to settle your account in full, we will discuss how you can continue to pay any arrears after you have left.

Allow us access to inspect your home during your notice period

We will write to you to arrange this before your tenancy ends. We may also want to bring potential new customers to view your home.

Return your keys to your local office or as agreed with your Housing Officer

Usually no later than noon on the date that your tenancy, licence or lease ends (this is generally a Monday - you will be advised otherwise if this is not the case). If you don't hand in your keys you will be charged for another week.

Pay your utilities

It's important to pay the final amounts for your gas, electricity, water and phone bills. Don't forget to record your final meter readings on the day you move and provide this information to the suppliers alongside your new address.

Leave your property clean and tidy

- Empty every room including the loft space
- Clear the garden and any sheds
- Remove all carpets and furnishings
- Remove any built-in furniture you have installed (e.g. wardrobes and shelves)
- Removing any white goods and kitchen appliances that belong to you
- Pay for any rechargeable repairs You will be held responsible for any repairs or costs associated with clearing the property

Peak Performance

1. Paths and paving

Clear up all the leaves and debris once the trees are bare (it's much easier while everything is still crisp and dry). It's also worth giving your paving a thorough clean with a stiff brush and some soapy water before the frost arrives so it will be less slippery and safer during the wet winter months. Alternatively, if you have one, just give it a blast with a pressure washer.

2. Shrubs and trees

Prune any wayward branches on your structural shrubs to improve the overall shape and, if they need it, give your hedges a final trim before the frosts hit. Remove any dead, diseased or damaged branches, particularly with your trees, to prevent the stems from rubbing together and creating wounds or deformities.

3. Garden structures

It's a good opportunity to gain easy access to carry out any maintenance work that may be required on your sheds, outhouses, greenhouses or fencing. Keep a particular eye out for any decaying timber or pest infestations and treat or replace accordingly.

4. Lawn

Go over your entire lawn with a scarifying or springtime rake to remove thatch and moss to allow it to breathe and grow more freely. Combine with specially produced autumn lawn feed and moss killer products to give your lawn all the help you can.

5. Snow alert

It cannot be overstated how devastating heavy and prolonged periods of snow and ice can be to the trees and plants in your garden. If you simply knock off the snow resting on the leaves and branches of your prized specimens while it's still soft and fresh there is a good chance that you will be preventing severe damage and possible fatalities - so it's worth staying on alert when the white stuff arrives.

Please remember that it is tenants responsibility to keep the garden of their properties neat and tidy!!



Getting your gardens ready for winter

With winter fast approaching here are some top tips to get your garden in shape.

Photo: Waste and Resources Action Programme (WRAP)

Spotlight on sheltered housing



Following the retirement of the scheme manager at Marian Court, Elaine Heywood and Jayne Brindley will now cover Queens Court, Marian Court and Alma Square. In their absence Carelink will respond to emergency calls.



Elaine Heywood



Jayne Brindley

Alma Square

TENANTS at Alma Square have been busy transforming their garden. A dedicated team of tenants have worked tirelessly making improvements to the courtyard garden. They have purchased plants and planted, painted pots and are currently in the process of creating a rockery. The garden is a superb socialising area and the garden is enjoyed by many residents at the scheme.

After

Before



Carnival time

WELL done to the residents at Queens Court, Buxton & Cromford Court, Whaley Bridge for scooping prizes for best dressed properties in their local carnival events. Tenants certainly got involved in the spirit of carnival and put up bunting, made flowers, decorated windows, doors and gardens.



Queens Court caption



Cromford Court caption



HARTINGTON gardens tenants have welcomed new chairs in their communal lounge thanks to a donation from Buxton, Hall Bank Trust.

The donation was put towards the total cost and has certainly brightened up the lounge. Tenants were involved in selecting the style and colour scheme and feedback has been very positive.

Tenants recently held a coffee morning to thank the trust for their kind donation.

We have made improvements to the consumer units at Sheltered Schemes and most flats can now accommodate a full size cooker.

PRIOR to the improvements tenants were using a two ring baby belling which limited their cooking. All residents who are able to upgrade will have received a letter. If you are unsure if you have an improved consumer unit, please ask either your scheme manager or a member of the Carelink team.

LED lighting

We have also been making improvements to the communal lighting at Eccles Fold, Milton Court & Hartington Gardens. LED bulbs are more efficient and last longer than conventional bulbs.

Mobility Scooters

We recognise that some customers may buy or use electric mobility scooters or electric wheelchairs to help them remain active.

Before you buy a mobility scooter there are several things you need to consider:

- Where will I store the scooter
- Access to and from your flat
- Power to charge the scooter

If you live in a flat that has a communal hallway, please speak to your Scheme Manager before purchasing a

mobility scooter.

Communal hallways need to be kept clear at all times and we will need to discuss your options for storing and charging before you purchase a scooter. Some blocks have designated storage areas and you will need to request permission to store/charge your scooter, please be aware that there may be a waiting list for storage space.

Please do not assume that you can store or charge your scooter in a communal area. We have to ensure that all communal hallways are kept clear and no combustible items are stored under stairways etc.

What is rent?

RENT is the amount of money you must pay to continue to live in your home. The amount you pay will vary depending on the type of property you live in and the facilities provided.

Your weekly rental charge is made up of a property rental charge and service charges (facilities provided directly or connected with your home). Flats usually have higher service charges; especially if there are shared common areas. Some common service charge items are:-

- Lighting
- Heating
- Window cleaning
- Carelink or Warden charges

From April 2018 we will show you how your rent is calculated so it is clear what proportion of the total charged relates to service charges and what these charges cover.



Don't lose your keys!

As part of our duties to you as a Landlord we will complete repairs you report to us to keep yourself and your family safe.

HOWEVER, under certain circumstances we may ask you to pay for work we have to do- we call these rechargeable repairs or recharges- usually if the repair has arisen because of something you or someone else in your home did or didn't do.

The most common recharge we complete is a lock-change for lost keys - this can cost up-to £50 - so it is worth asking a friend or family member you can trust to keep a spare key for you. We will also recharge outgoing tenants who leave rubbish in the property or have caused damage to our fixtures and fittings.

Other items which are tenant responsibility are:-

- decorating the inside of your home, including floor coverings and curtain rails;
- replacing lost or stolen keys;
- unblocking baths and sinks;
- repairing any equipment, fixtures and fittings you have fitted,
- repairing any improvements you have made to your home
- replacing shower curtains and toilet seats;
- cleaning extractor fans;

- washing lines and rotary driers;
- replacing television aerials and satellite dishes; and
- replacing light bulbs.

You may also need our permission if you want to make certain alterations to your home, such as

- decorating the outside of your home;
- altering the structure of your home, including removing inside walls;
- changing or adding fixtures to the property, including in the bathroom or kitchen, TV aerials, satellite receivers and CCTV cameras;
- building structures such as but not limited to garages, sheds, carports or pigeon lofts;
- laying a drive or making a car parking space;
- altering gas, electricity or water services and equipment;
- changing the land levels within the boundaries of your home;
- putting up or removing fences, hedges or other boundary markers; and
- fitting extra plug sockets
- creating a fixed external vent for a tumble drier

Reporting Anti Social Behaviour

If you are experiencing anti social behaviour please contact us to discuss this. You can contact us by visiting your local office, calling customer services, visiting the HPBC website or writing a letter or e mail.

If your concerns are in relation to a HPBC property or tenant then your concerns will be passed to your local Housing Officer and Housing Assistant who will contact you to discuss the issues you have and take the details of your complaint.

If your concerns are in relation to a private residence

then your details will be passed to the Community Safety Team who will contact you to discuss this.

Your Housing Officer will give you help and advise regarding the issues you are having and decide with you what action needs to be taken. The details you give us will be confidential and we will not take any action without agreeing this with you first.

We ask that you try and provide as much information as possible including the names and address of any people involved in the ASB. In cases where there is

ongoing ASB it is likely that we will ask you to keep an incident diary to make clear relevant notes of any incidents, as this evidence is very important if HPBC needs to take further action.

Further actions can include us visiting the perpetrator to discuss the complaint, installing noise monitoring equipment, sending warning letters and if there is sufficient evidence we can consider taking legal action. We will continue to monitor the case until the case has been resolved.

If the ASB is of a serious nature please be aware that we have a duty to report this to other agencies such as the police or social services.



Care and support

at the touch of a button

CARELINK is our 24-hour, 365-day-a-year community alarm service which helps elderly or vulnerable customers to continue living independently whether they are a tenant of high Peak Borough Council, living in private rented accommodation or an owner occupier.

Carelink can provide emergency assistance to people of all ages, as well as those with disabilities or long term illness, people experiencing domestic violence or those who just want reassurance that someone is there to help if needed.

Call us on 0345 129 4877 for more information or to arrange a free, no obligation demonstration.

What will Carelink cost?

We have various packages available starting from £2.50 - £7.29 per week

In some circumstances you may get help with these charges through a Supporting People Grant (if you are currently in receipt of housing benefit).

If you are not in receipt of housing benefit you may still be eligible for a Supporting People Grant, we can assist you by requesting a Fairer Charging assessment.

Universal Credit

You may have heard about the launch of ‘Universal Credit’ which is a major change to the benefits system.

UNIVERSAL Credit is a social security means-tested benefit, administered by the DWP, which provides a single monthly payment for people of “working age” who are either in or out of work.

Universal Credit will, in time, completely replace:

- Income-based Jobseeker’s Allowance
- Income-related Employment and Support Allowance
- Income Support
- Child Tax Credit
- Working Tax Credit
- Housing Benefit

What’s different about Universal Credit?

One of the key features is that it is paid monthly, in arrears, and includes “housing costs” which is rent that was previously covered by housing benefit, but which you will now need to pay to your landlord. You will usually receive your first payment one month and seven days after you make your initial claim. For example, if you made a claim on 1 October 2017 your first payment is likely to be paid into your nominated bank account on 6th November 2017, covering the period 1-31st October.

If you move onto Universal Credit you need to make sure that you:

Pay your rent

Unlike Housing Benefit you will receive payment of your housing costs direct into your bank account and you will be responsible for paying your rent. It is very important that your payments are; the correct amount and paid on time, as failure to pay may result in you losing your home. If you are already in rent arrears - You should contact us immediately to discuss and agree a plan to clear the arrears.

Claim Housing costs

If you want your housing costs (your rent) to be included in your universal credit claim you will need to provide proof of your rent to the DWP promptly so that they can pay your housing costs from the start of your universal credit claim. A recent rent statement showing your full rent should be sufficient.

Tell us about your claim

Please let us know if you have made a claim for Universal Credit. This is so that we can update our systems to record that you will be paying your rent directly to us going forward.

Get support while waiting for benefit payments

If you’re waiting for your first benefit payment and are struggling to pay your rent and other priority bills or essential costs, help is available. You can ask the Job Centre for a short-term benefit advance if you’re in financial need. If you are awarded an advance payment of your benefit you will normally pay it back out of your future payments. Don’t be tempted to take out expensive credit like payday loans - they will only make your situation worse. Manchester Credit Union may be able to provide a low interest alternative www.Manchestercreditunion.co.uk

Work out a monthly budget

Universal Credit will likely change the frequency and amount of money you receive, it is a good idea to have a fresh look at how you manage your money. The Money Advice Service have a useful budget planner on their website Moneyadvice.org.uk. Alternatively you can contact the Citizens Advice Bureau for help.

Claim Council tax benefit

Council Tax Support is not included in your claim for Universal Credit you will need to make a separate claim by visiting www.highpeak.gov.uk.

Set up an email account

It will help you manage your Universal Credit as the majority of the paperwork will need to be done online.

Get a bank account

Your Universal Credit will need to be paid directly into a bank account. If you feel you may struggle to get a bank account, Manchester Credit Union can help provide an alternative.



Manchester Credit Union

With over one million members across Britain, credit unions are a popular and safe way to save and borrow money.

AND, as a High Peak resident, you can join Manchester Credit Union and benefit from their services from today.

Manchester Credit Union is a not-for-profit financial co-operative offering savings, loans and a whole range of other financial services.

It's run by members, for members providing a range of financial products including ethical savings, affordable loans, Christmas club accounts and money guidance sessions to name but a few.

There's lots more information on the website www.manchestercreditunion.co.uk or call in to your nearest office here in the High Peak.

Gamesley • Tues • 9am - 4pm

*High Peak Community Housing Office,
34 Winster Mews, Gamesley, SK13 0LU*

Fairfield • Weds • 9am - 12.30pm

*Fairfield Children's Centre,
Victoria Park Road, Fairfield, Buxton, Derbyshire,
SK17 7PE*

Buxton • Weds • 1pm - 4pm

*Buxton Town Hall, Market Place,
Buxton, SK17 6EL*

Glossop • Thurs • 9.15am - 12.15pm

*Glossop One Stop Shop,
Municipal Building, Glossop, Derbyshire, SK13
8AF*

New Mills • Tues • 10am - 1pm

*New Mills and District Volunteer Centre, 33/35
Union Road, New Mills, SK22 3EL*



MANY people aren't aware that the Council rent almost 600 garages across the Borough. Preference is given to tenants living close to the garage sites and where it will ease parking problems.

If you would like a tenancy email neighbourhoods@highpeak.gov.uk giving your address and contact details

Stock Condition Surveys

MICHAEL Dyson Associates Limited have been appointed by the Council to undertake a stock condition survey of the Council's housing stock.

It is planned that the survey will be carried during late summer/early Autumn. It is anticipated each property survey will take about 25 minutes and will include a survey of the internal structure and fixtures, such as walls, ceilings, floors, doors, heating appliances, kitchens and bathrooms, and external components, such as doors, chimneys and roofs.

The Council's sheltered housing will be the first properties which will be surveyed, followed by the remainder of the housing stock. Information collected by the surveyors will be used to help High Peak Borough Council plan, prioritise and budget for any necessary repairs and improvements to its housing stock over the coming years.

All surveyors will be carrying an ID badge and letter of authority from High Peak Borough Council.

If you have any concerns, or wish to make an appointment for surveys to be carried out, you may call Michael Dyson's Project Administrator, Samantha Jessop, on freephone 0800 328 9896 or on 01484 668724. Alternatively, you can email highpeak@mdyson.co.uk.

Do you have a Gold Card?

Is your current card due to be renewed?

YOU can apply to renew your Gold Card if your current gold card has expired or is about to expire in the next 2 months, if you qualify on the grounds of either Pension Age or Permanent Disability (card issued for 5 years). Please do not apply to renew your card before that time as the renewal will not be accepted.

Please visit our website at www.highpeak.gov.uk to renew your card

Gas safety



TO do this we carry out a gas safety check every 12 months. You must allow us access for these checks to be undertaken.

You will be sent an appointment card before coming, if you are unavailable on the date specified please phone the number provided to re-arrange for a more convenient time.

We really do appreciate your cooperation in arranging appointments so that the inspections can take place, and any legal action avoided. Thanks to your cooperation we have managed to maintain a 100% record for gas safety checks being completed on time for the last 3 years.

As your landlord, by law, we must make sure that any gas appliances in your home are well maintained and safe to use.

Appointments are available Monday - Friday, 8am - 5pm, Saturday appointments are also available between 8am - 2pm.

It also worth noting these gas safety tips:

- Always follow the appliance manufacturer's operating instructions for your gas appliances
- Make sure you know where and how to turn off your gas supply
- Do not paint the casing to your fire
- Get your appointment arranged for the annual gas safety check
- If you think an appliance might be faulty, turn it off and report it to us
- If you smell gas call National Grid on 0800 111 999, turn off the gas supply and open all windows and doors.

Do you need to contact us about council tax or benefits?



Our new customer portal makes it easier than ever to keep in touch!

If you have any questions about your council tax or housing benefit, open an account with us today.

How do I open an account?

It is easy, just go to www.highpeak.gov.uk and click on 'Register for an account with us'. You can even log in using Facebook! Once logged in, you'll need your council tax and/or benefit reference numbers to view personalised information. You can find these on any letters or bills that we've sent you in the past.

What's in it for me?

Once you have an account, you'll be able to view personalised council tax information such as:

- outstanding balance
- council tax band
- direct debit details
- discount information
- payments made so far this year

If you claim housing benefit/council tax reduction, you'll be able to see:

- when your next payment is due
- when the last payment was made to you
- how often you get benefit and what period this covers
- how to tell us about a change
- what you're entitled to claim

You'll also be able to download notification letters and bills and save them to your device.

What if I don't have a computer?

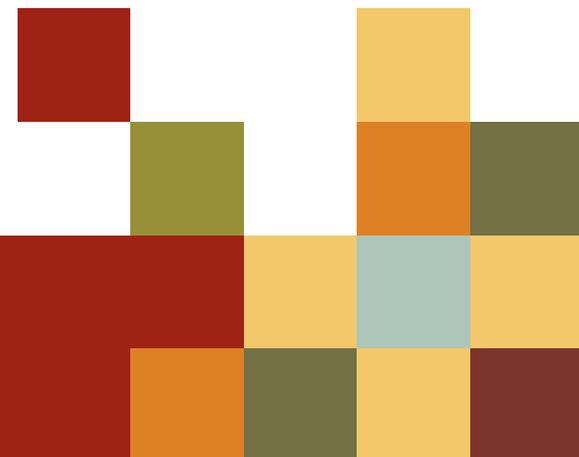
No worries; our online account can be accessed from a smart phone or tablet. We also have self serve PCs available in our offices at Buxton, Glossop and Gamesley should you wish to use them.

What else can I use the portal for?

The portal can be used to:

- look at frequently asked questions on all council services
- report issues to us, such as housing repairs and missed bins
- apply for discounts, exemptions and more
- pay your rent and council tax
- tell us about changes in your circumstances

Once registered, you can access your account 24/7 without having to pay for a phone call. Register today!



Help us to empty your bins



Out by 6am - In by 7pm

It is against the law to leave your bins on the pavement after they have been emptied. Bins will be removed and you may receive a £60 fine.

- Please put your empty glass bottles and jars in your brown bin with your other recyclables. We will not be collecting green boxes, you may keep yours for storage
- You can also recycle food and drink cartons such as Tetra Pak in your brown bin
- Check your calendar to see which bin to put out
- Make sure your bin lids are fully closed
- Don't leave extra bags of rubbish next to your black bin
- We don't empty brown or green lidded bins containing incorrect materials
- Don't overfill your bins. If you or we cannot move it the vehicle will be unable to lift it
- There is a £30 charge for bin deliveries. This applies if your bin is damaged, missing or stolen

Your bins are emptied on an alternate week cycle. In most cases your green lidded bin, brown bin and red bag are emptied one week and your black bin the following week. More details can be found on our website.

Mutual exchanges

Who can apply?

Mutual exchange is available for public sector tenants and can be a quicker way of moving to a new home than applying for a transfer. You are a public sector tenant if your landlord is the local council or a housing association. You can move home using mutual exchange by swapping your home with that of another public sector tenant in the High Peak or elsewhere in the country.

How to apply?

To register visit www.exchangelocata.org.uk
When you register you can say what sort of property you are looking for and then log in at any time and search for possible matches. You can see details of other tenants who wish to swap their tenancy with another secure or assured tenant both within the High Peak or outside. You can also place an advert on the homeswap boards at our Gamesley/Buxton/Glossop offices. Complete a Mutual Exchange card to display at the offices, other tenants are then free to look at this. Customer details can remain confidential if required.

Request for Mutual Exchange

If you are a High Peak Borough Council Tenant and you have found someone to do a mutual exchange with and you are both in agreement, both parties need to complete a request for a mutual exchange application form online at www.highpeak.gov.uk/MutualExchange

Checks will be made to ensure that neither applicant is in rent arrears, in breach of their tenancy agreement and that your current home and garden are in good condition.

Looking for work?

THEN why not take a look on our website for information about current vacancies www.highpeak.gov.uk We are currently looking for people to join our Carelink service. Carelink are a dedicated team who provide a 24 hour response service to our community alarm clients across the High Peak.

For more information about the job and how to apply please visit our websites www.highpeak.gov.uk/jobs www.staffsmoorlands.gov.uk/jobs