



Peak Performance

May I wish you and your loved ones a very
**Merry Christmas and a
 happy and healthy
 New Year**



As another year draws to a close I sit back and reflect on the improvements we have already made to our services and those to come in 2024.

Our regular review of the tenancy agreement is underway. Your feedback and suggestions are very important and I would encourage you to let us have your feedback now whilst we are still able to incorporate changes.

We have recently appointed 'Acuity' to conduct our tenant satisfaction survey – it is a key priority to hear your views and shape and improve our services. Should 'Acuity' contact you I would be grateful if you could spare the time to talk to them and have your opinion heard.

We are seeing lower than ever turnover of homes which makes it vital that we ensure

people aren't in properties that are too large or too small to meet their needs. The Neighbourhood team are happy to discuss ways in which we can support you in moving to more suitable accommodation.

We work hard to ensure that the accommodation we provide is safe and well maintained and this newsletter not only contains advice on how you can support this but also information on the improvements we have made.

Winter can be a challenging time and we have included advice for those of you who may need a little extra financial or emotional help.



Very best wishes,
Fiona Sloman,
 Executive Portfolio Holder
 for Housing.

Contact us during Christmas

 www.highpeak.gov.uk

 Text 07800 00 22 62

 @highpeakbc

 Pay for services tel:
0300 456 0625

 Report a Repair
0800 030 8666
Closes 4.30pm Fri 22
Dec. Emergencies only
till Tues 2 January.

 Other Housing enquiries
0345 129 8075
Closes 5pm, Fri 22 Dec.
Open 9am - 4pm Weds
27 Dec, Thurs 28 Dec and
Fri 29 Dec.
Closed Monday 1 Jan.
Normal hours resume
on Tuesday 2nd January.

Visit us

**We are closed Wednesday
 27 to Friday 29 December.**

Buxton Town Hall
 Monday - Friday
 9.30am - 1pm



Winstar Mews, Gamesley
 Thursday 9.30am - 4pm
 (closed 12.30 - 1pm)

Glossop Municipal Buildings
 Monday, Wednesday and
 Friday 9.30am - 1pm



High Peak Borough Council

working for our community



How to access our services

Set up an online account

Our customer portals make it easier than ever to keep in touch! Use your computer, laptop, tablet or smart phone to access our services 24/7 without having to pay for a phone call.



By signing up for a My Council Tax/Benefits online account you'll be able to download your benefit letters and Council Tax bill, you can also sign up for electronic billing and notifications which helps the Council reduce its use of paper, become more carbon friendly and save money



Amendments to Tenancy Agreement

Every three years we review the Tenancy Agreement for your home to ensure it remains up-to-date with legal changes and allows us to learn from complaints and issues that tenants have told us about.

We'd really like to hear what you think of the Tenancy Agreement changes by the end of December so we can incorporate them into the new Agreement.

A draft copy of the new Agreement can be found on our website or by scanning the QR code or we can post or email you a copy if you prefer, let us know at

engagement@highpeak.gov.uk



Please scan

Summary of Amendments to Tenancy Agreement - 2024

- Clarity around priority for repairs and adjustments for tenants with a disability
- Relevant legislation updated
- Greater clarity around charges associated with the tenancy including Carelink charges
- Greater clarity around the figures used to set service charges
- The need for utility bills to be held in the tenants name has been clarified
- The use of mobility scooters and e-bikes has been clarified
- Clarification around Leylandii trees
- Clarity around systems designed to offer personal protection within the home
- Adequate ventilation and heating has been added
- The list of improvements requiring permission has been updated
- Balcony and fire door inspections have been included
- Greater clarity around costs charged for failed appointments
- Inclusion of requirements for loft spaces
- Updated details regarding Ombudsman & unreasonable behaviour from people making complaints.

Domestic abuse

Did you know, if you are worried that a friend, neighbour or loved one is a victim of domestic abuse, you can call the National Domestic Abuse Helpline for free and confidential advice, 24 hours a day on 0808 2000 247.

Seeking help for someone you know can be challenging but #YouAreNotAlone. Domestic abuse advisers will offer confidential, non-judgemental information and advice on the options



available to you helping you to keep safe and make informed choices.

If you believe there is an immediate risk of harm to someone, or it is an emer-

gency, you should always call 999.

If you are experiencing domestic abuse and need immediate help, ask for ANI (Action Needed Immediately) in any pharmacy or Jobcentre displaying this logo.

When you ask for ANI, you will be offered a private space, provided with a phone and asked if you need support from the police or other domestic abuse support services.

Need to downsize or upsize to meet your family need?

A mutual exchange is when two or more Council or housing association tenants decide to swap homes. It can take place even if the people wishing to swap houses have different landlords. So for example, a local authority secure tenant could mutually exchange with:

- Another secure tenant of that same local authority
- A secure tenant of another local authority
- A tenant of a private registered provider.

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.

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 then please follow the link:

<https://myforms.highpeak.gov.uk/MUTUALEXCHANGE/launch>

Housing Officers were aware of a family who needed an extra bedroom due to overcrowding, despite being on Home-options they had been unsuccessful in bidding for a larger property. They began to look at the option of an exchange and found a tenant whose family had moved out and were looking for a smaller more manageable property.

Both tenants applied on the High Peak Borough Council website to complete a mutual exchange.

Following the application an inspection of both properties was made and electric check completed to confirm the application and properties were suitable for a mutual exchange.

A few weeks after the application was made the tenants signed their mutual exchange and made arrangements to move. They were happy they had a choice about where they could move and had the chance to inspect the property beforehand. Both families are now in more suitable accommodation and happy with their move.



Get involved!

We'd like to hear your views about the newsletter. If you are interested, email

Engagement@highpeak.gov.uk
or call 07583 695 572.



Help with the cost of living - energy assistance

The Council's website has a cost-of-living hub to help those struggling to pay for essentials due to the cost of groceries, fuel and other bills:

www.highpeak.gov.uk/CostOfLivingHub.

It details how to contact the Council's benefits team, energy efficiency advice, money saving tips and links to other support such as the Derbyshire Healthy Homes programme.

Help is also available via the Citizens Advice helpline:
0808 278 7954.

Waste collection

There are no collections on 25 and 26 December and 1 January, these collections will take place on alternative days. Calendars are available at www.highpeak.gov.uk



£250!

Twice a year at the end of March and December, tenants with clear rent accounts are entered into a free prize draw to win £250 into their bank account.

The next prize draw will be held on 31 December 2023. Just have a clear rent account to be automatically entered for your chance to win.

Council Tax reduction scheme

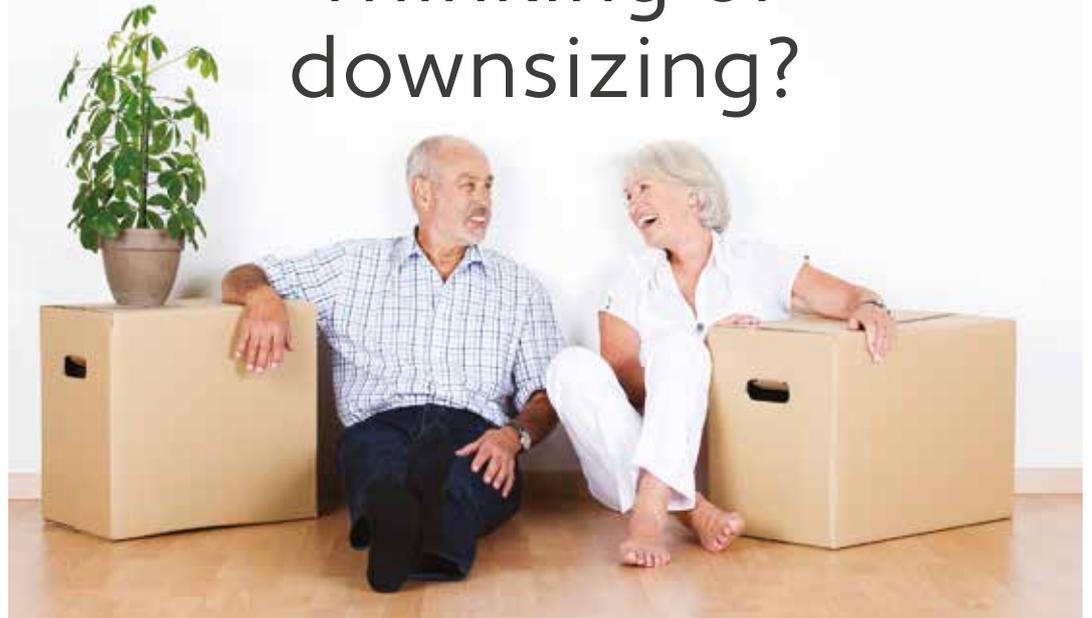
From the 1st April 2023 High Peak Borough Council moved to a banding scheme for working age applicants only. This change has simplified the process to apply for Council Tax Reduction and provides targeted support to those households on the lowest of incomes. It has also helped to reduce the administrative burden placed on the Council by the introduction of Universal Credit.

For Universal Credit applicants any Universal Credit data received from the Department for Work and Pensions (DWP) will be treated as a claim for Council Tax Reduction, removing the requirement to complete a further application for Council Tax Reduction. For information and to apply if you are not in receipt of Universal Credit visit:

www.highpeak.gov.uk/benefits



Thinking of downsizing?



Downsizing is the process of moving into a smaller property.

You might be thinking of taking this step for a variety of reasons – reduce your expenses, move to a more suitable home or to be nearer family and friends.

There are many reasons why people may choose to move home; it may be you want to live somewhere different or closer to family, or perhaps a recent change in circumstance, such as a health issue or bereavement, has caused you to think about what they need in the future

If you're in any of these situations, it may be time to think about the main benefits of downsizing

- Move into a property that is easier to manage, helping you to maintain independent living.
- Save money by moving to a property that is less expensive to run

How can High Peak Borough Council help?

The Council offers a 'Transfer Incentive Scheme' to help people move into a more suitable home that means a family home becomes available for someone in need

It is a chance to move to a more favourable location, perhaps nearer to your family, friends and support.

What happens?

When someone registers on Home Options, those who qualify under the scheme will be placed in a priority banding which takes into account how many bedrooms they will be freeing up. A member of the team will then be in touch to chat over exactly what you want and need.

What benefits are there for me?

Once your new home has been identified, we will discuss with you what assistance you may need to move – some people may need help to arrange or pay for removals, or towards the cost of carpets or decorating.

It may be your new kitchen layout means you need a new cooker, washer or fridge freezer and moving to a smaller home means you have unwanted furniture you need help to get rid of.

Each case will be different because it is tailored to meet individual needs.

You will also have a staff member to help each step of the way.

If this is something you would be interested in, or if you would like to know more information, please contact a member of the team at

neighbourhoods@highpeak.gov.uk

Anti-social behaviour update

The Neighbourhoods Team works with complainants and perpetrators to reduce and prevent Anti-Social Behaviour. Housing Officers speak to both parties and agree a strategy to manage. Consideration is given to reasons for behaviour like addictions, mental health issues or domestic abuse. Help and advice is offered when appropriate or referrals made/liaison with Mental Health Services or Social Care. We do take criminal activity very seriously and criminal convictions.

Housing Officers monitor the issue with visits, warning letters confirming inappropriate behaviour and breach of tenancy advice. They also offer:

- a mediation service - so both parties realise how their behaviour may be impacting others.
- Good Neighbour Agreements - to help manage expectations during neighbour disputes.

We dealt with over 60 Anti-Social Behaviour cases in 2022.

- Acceptable Behaviour Contracts (ABC's) - To stop behaviour before being criminalised
- Noise Monitoring Equipment and Noise App - helps evidencing, proving or disproving noise nuisance and can help identify behaviour, that may annoy some people but

that we would generally not consider to be antisocial behaviour like the sound of children playing or a baby crying, noise caused by everyday living, such as flushing toilets and closing doors, a one-off party, minor personal arguments and differences, neighbours doing DIY (at reasonable times of the day).

In some cases we might provide headphones (to retain the noise) or carpets (to reduce noise). The emphasis is on prevention, managing and resolving issues for our tenants.



Gas safety

By law we have to service your gas boiler every 12 months and issue a 'Gas Safety Certificate' - to make sure we do this our contractors Liberty will contact you

8 weeks before your certificate runs out to make sure we complete the checks in time. We have achieved 100% of checks in time for the last 8 years.

If Liberty call and you are not in please contact them using the number on the calling card to rearrange or call 0800 030 8666



Carelink

Carelink is an alarm installed in your home which gives you contact with a trained member of staff 24 hours a day, every day of the year at the touch of a button.

A pendant that you can wear enables you to make a call to our control centre should you need to. We aim to answer all calls within 60 seconds and trained members of staff can give advice and assistance.

There are two levels of service and we will assist you to select the service that meets your needs:

1) Monitoring and response service

When you press your alarm button our operators will speak to you and offer advice and reassurance. If you need further help, we will be your emergency contact and our Carelink support assistants attend if you need help.

2) Monitoring only

The monitoring only service is the same as the monitoring and response service, but your emergency con-

tacts are family, friends and neighbours. They must have given consent for us to contact them 24 hours a day in an emergency.

All you need is a telephone socket and an electric power point close by. We will provide, install and maintain the equipment. If your equipment becomes faulty we will replace it.

The service is less expensive than you might expect for peace of mind 24 hours a day

- Installation fee: £30.00
- Silver Service (monitoring only): £5.30 per week
- Gold Service (monitoring and emergency response): £9.00 per week
- Depending on your personal circumstances we may be able to assist you to apply for funding towards the cost of the service.



Old



New

£200,000



4

completed car parks
and one to start

Capital programme

Replacement of passenger lifts in sheltered living accommodation:

The lifts replacement program is nearly complete. The hydraulically powered lifts have been replaced with fully electric motors and equipment within the existing lift shafts.

Bathroom/Wet-room replacement

All bathrooms were identified as due for renewal from the councils stock condition surveys, with wet-rooms installs identified from Derbyshire County Council Occupational Therapist assessments and recommendations. Budget spent to date £480k out of £670k allocated.

Gamesley Housing Estate car parks/hard standings

The car parks were completely excavated, re-surfaced with a suitable Tarmac along with line markings, wall repairs, railings and barriers. £245k has been spent from a £250k budget. The budget has been increased to include an extra car park that needs an urgent upgrade.

Roofing

Re-roofing of tenanted housing properties including all rainwater goods, fascia, soffits etc. The project began in July expected to be completed mid-October. 25 Roofs were identified for this financial year with a contract value of £191k the expected final account is £187,020.10.

EWI (External Wall Insulation) Rendering

This included replacing guttering, fascia boards, soffits, new window boards, porch canopies, as well as complete whole house insulated Wetherby insulated system.

This phase started in June and has just been completed (mid Oct).

The overall budget value for this phase was £600k, the budget has been met and is expected to come in just short of this.



34 Wet rooms completed

55 Bathrooms completed



High Peak Community Lottery

In July, the council launched the High Peak Community Lottery; a weekly, Saturday night draw, that gives residents a chance to win fantastic prizes and support local good causes through its Good Cause Scheme. Tickets cost £1, with 60p going towards supporting local good causes that are registered on the scheme.

Winners have won free tickets for future draws, cash prizes of £25,00, an iPad and £1500 of Ikea vouchers. Players have a 1 in 50 chance of

winning a prize with the top prize being £25,000.

60 Good Causes are registered and lottery players are able to choose which scheme they want to support. Eligible, not-for-profit groups or organisations, in the High Peak, such as charities, sports clubs, arts groups, schools and PTAs and social enterprises can register via the High Peak Community Lottery website or by emailing kim.gilmore@highpeak.gov.uk

Tickets can be purchased by visiting www.highpeakcommunitylottery.co.uk

Conduct towards staff

We are here to help and will treat you with dignity and respect. We ask that, even if you are frustrated or angry, you do the same.

If you are abusive, aggressive or intimidating to us on the telephone, face-to-face or on social media we may take action against you. We will send you a letter explaining why your behaviour was unacceptable and may take further steps by.

- Asking you not to attend our offices
- Asking that you only contact a named person or specific email address
- Limiting contact with you to email only
- Visiting you in pairs

In very serious circumstances, or if you continue to behave in an inappropriate way, we will consider taking further action such as issuing a Community Protection Warning, suspending any application for rehousing, taking action under the terms of our Tenancy Agreement or reporting the matter to the police.



Helping residents cope with Mental Health problems



We have developed resources for residents of High Peak around seeking local mental health support and help around finances. There is also lots of support and information, that anyone can access, including a Countywide website.

Derby & Derbyshire - Emotional Health & Wellbeing derbyandderbyshireemotionalhealthandwellbeing.uk

Welcoming Spaces



If you would like to register as a Welcoming Space or require any further information please email welcomingspaces@highpeak.gov.uk

Our Welcoming Spaces website page shows spaces, where people can go to stay warm this winter. Our list of registered venues details where, when and what additional activities or services will be available and whether refreshments are provided. High Peak Borough Council is not responsible for the provision of or the facilitation of warm spaces at these venues.

Cancelled jobs



**Report repairs on
0800 030 8666**

Someone over 18
must be in when
we call.

It is really important to us that your home is kept in a good state of repair. We offer a range of appointment times to make sure we can come at a time that suits you

Wasted appointments cost the Council thousands of pounds every year that could be spent on improving the quality of your housing. You need to keep your appointments or rearrange in good time to another day when you will be at home. Please be aware that if you do not keep your new appointment and/or do not let Alliance Norse know in advance you may be charged for the operatives wasted time.

In Oct
50 Appointments
cancelled
because no-one
was home.



Merry
Christmas
AND HAPPY NEW YEAR

RADON

Your questions answered



Read more >>

Public Health England

www.gov.uk/government/collections/radon

What is radon?

Radon is a naturally occurring, colourless, odourless, radio-active gas which is formed in the ground. It seeps to the surface and can build up inside properties. Health studies have linked prolonged exposure to radon gas with lung cancer.

How do I know if my property is affected?

The only way to be sure is to have a test. Most tests are carried out by Public Health England and involve having two small detectors in your home for three months.

If you are a High Peak Borough Council tenant, Alliance Norse have a programme to test properties and will contact you. If testing shows that radon levels are above 200 Bequerels, action will be taken to reduce the levels.

What can be done to reduce radon levels?

There are a number of ways to reduce radon levels, such as the installation of a sump pump, introducing positive ventilation, which is similar to an extractor fan, or by installing ventilation under the floor of the property if it has a suspended floor.

An active radon sump, fitted with a fan, is the best way to reduce indoor radon levels. Sumps can be constructed from outside. A small hole, big enough for a 110mm pipe, is made in an exterior wall just below ground level and a bucketful of material is removed to create space for the sump. A pipe goes from this space through the wall and up the outside of the house to roof level. The system is powered continuously by an electric fan.

Who will carry out the work?

Alliance Norse have appointed contractors to carry out the monitoring on High Peak Borough Council's behalf. If your property requires equipment to be installed we will write to you with details of the contractor who will carry out the work. The contractor will arrange a time with you to visit your property and we ask that you co-operate with them to arrange this.

How long will it take?

Arrangements will need to be made for our contractor to come to your property. They will advise you of what is involved and how long it will take.

How long will I need the sump for?

The sump will remain in place all the time once installed and should be left on at all times.

How will I know if it is reducing radon levels at my property?

The Council will carry out further testing to check radon levels.

Can I refuse to have a pump installed?

No. Testing has shown that your property has radon levels which require equipment to be installed and this is a legal requirement. It will cost very little to run.

Why aren't all the properties on my street having pumps fitted?

Radon affects all properties at differing levels. Where levels are below 200 Bequerels no action is needed.

Will the work make a mess?

The work should not be disruptive. The contractor employed by Alliance Norse to install the equipment will discuss and agree with you the work to be carried out and what this will involve.



NEW
UPDATE

Tenant engagement



Welcome to the winter edition of our tenant engagement update; we've been working hard since the last newsletter and I am delighted that we now have 6 tenants working with us on our exciting tenant engagement journey!

Our first tenant meeting took place in October at one of our retirement living homes. Tenants were invited to come along for a drink and some cake to share their experiences, both good and bad. It was a great opportunity for me to find out more about what's working well and how we might work together to make improvements. We've already started to make some of the changes suggested and we'll be revisiting the accommodation in a few weeks' time to provide an update.

We are also in the process of developing and agreeing our tenant engagement ways of working, how often we will meet and how we will all stay in touch. As part of this, we will be working through how tenants' ideas and feedback will be captured and how we will turn these into recommendations for improvement. Watch this space for more information about how you can have your say.

It's not too late to get involved!

It is important that we are a diverse group representing different demographics with a wide range of issues and challenges. If you are interested or would simply like to find out more about tenant engagement, email Engagement@highpeak.gov.uk or call 07583 695 572.

Tenant Satisfaction Surveys (TSMs) update

We are now required, by law, to gather and publish Tenant Satisfaction Measures (TSMs) by conducting surveys with our tenants. We are working with a data research company called Acuity who will be calling some of you in the coming weeks with a set of questions about High Peak social housing and your neighbourhood. We need to know what is working well for you and where we can improve, so please answer any questions if asked. Results will be analysed and shared with you in the New Year.

New Consumer Regulations

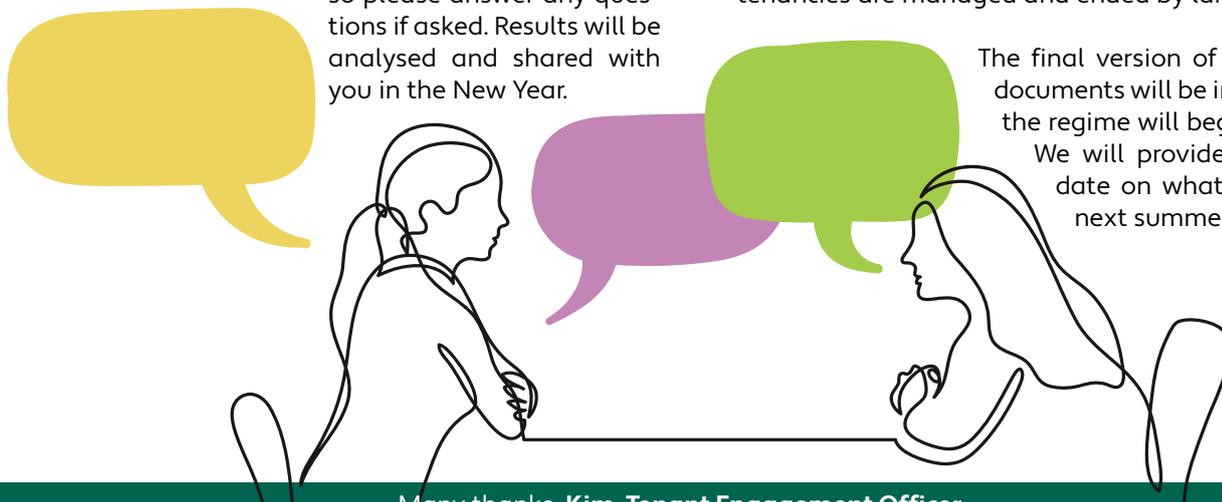
The Regulator for Social Housing launched its consultation on the new Consumer Regulations in the summer. These are the standards registered providers must meet so tenants live in safe, quality homes, have choice and protection, and can hold landlords to account; these will eventually replace the current consumer standards below:

- **Home Standard** – sets requirements on the quality of accommodation and repairs and maintenance.
- **Tenancy Standard** – how properties are allocated/exchanged and terms around tenure.
- **Neighbourhood and Community Standard** – issues around neighbourhood and communal areas and anti-social behaviour.
- **Tenant Involvement and Empowerment Standard** – customer service and complaints, tenant rights and involvement.
- **Tenant Satisfaction Measures Standard** – reporting against the TSMs, which cover information on areas such as repairs, safety checks and complaints

Revised (draft) Consumer Standards

- **The Safety and Quality Standard** – requires landlords to provide safe and good quality homes and landlord services to tenants.
- **The Transparency, Influence and Accountability Standard** – requires landlords to be open with tenants and treat them with fairness and respect so that tenants can access services, raise complaints when necessary, influence decision making and hold their landlord to account.
- **The Neighbourhood and Community Standard** – requires landlords to engage with other relevant parties so that tenants can live in safe and well-maintained neighbourhoods and feel safe in their homes.
- **The Tenancy Standard** – sets requirements for the fair allocation and letting of homes and for how those tenancies are managed and ended by landlords.

The final version of the regulatory documents will be in the New Year; the regime will begin 1 April 2024. We will provide a further update on what this means in next summer's newsletter.



Many thanks, Kim, Tenant Engagement Officer

Cladding

In late 2018 the Government changed building regulations to ban the use of combustible materials in the external walls of buildings over 18m in height. They introduced a requirement that all materials in new high-rise buildings must achieve an A1 or A2 rating under European classifications.

High Peak Borough Council does not have any housing accommodation over 11 metres high and our housing properties do not have any cladding of concern as part of their construction.

The Council is engaging specialist assessors to undertake what is termed a fire risk appraisal of the external wall construction and balconies in accordance with Publicly Available Specification (PAS) 9980. Inspections will take place late 2023/early 2024 and thereafter every three years unless there is a fire or change to the building.



Photo:
Visit Peak District and Derbyshire

Retirement Living Complexes and Purpose-built General Needs accommodation

If you live in a Retirement Living Complex or purpose-built General Needs accommodation, to reduce the risk of fire spreading, the walls, doors and floors are all sturdily built and designed to stop fire and smoke spreading.

This is known as compartmentation and each dwelling becomes its own fire-resistant box.

Given the age of some of our properties, the Council is also planning to carry out

intrusive compartmentation surveys to confirm compartmentation standards in the older general needs blocks, and in those general needs blocks that are not purpose-built flats.

The Council undertake annual fire risk assessments and monthly fire safety checks of communal areas.



Photo: JORDACHE

Keeping your home free from condensation and mould

In winter, your home can be affected by condensation. It is caused by water vapour or moisture meeting a colder surface, like a window or wall, and soaking into wallpaper, paintwork, or plasterwork. Over time, black mould grows in the affected areas. Mould appears mostly in corners of rooms, on external walls and around windows and in areas with poor air circulation, usually behind furniture pushed up against external walls. Regularly wipe mould growth with a shop-bought

mould killer spray, or diluted household bleach and make the following changes to your cleaning routine:

- Wipe down windows and sills each day to remove condensation.
- Keep your home between 18 - 21 degrees.
- Close internal doors so that heat and moisture can't escape.
- Open windows and doors slightly and often. Use trickle vents.
- Don't block airbricks or vents.
- When bathing or

cooking, use your extractor fan or open the window. Keep the door closed until the room cools down.

- Dry clothes outdoors, or use a clothes airer in the bathroom with the door closed.

If you're worried that damp or mould in your home is a bigger issue than any of the things mentioned, please inform us. The sooner you report it, the quicker we can address the issue.

Further to the information in the summer newsletter we have been progressing a regime of fire door inspections. We will provide a full update in the next Newsletter detailing the actions being taken to address these findings.

For up-to-date information on health, safety and security search:

**Information-
about-your-tenancy**
on the council website.

Keep safe this Christmas

During December the monthly average number of fires, injuries and fatalities more than doubles.

For more information go to:
www.derbyshire-fire.gov.uk/safety/occasions/christmas

PEEPS for less mobile tenants

Escape plans for disabled, older or vulnerable people.

The purpose of a Personal Emergency Evacuation Plan (also known as a PEEP) is to provide people who cannot get themselves out of a building on their own with an evacuation plan in an emergency.

Do you need a PEEP?

If you cannot leave your home unaided in an emergency, then you will need a PEEP. A PEEP may be needed for someone with an impairment or disability such as:

- Mobility impairment
- Sight impairment
- Hearing impairment
- Cognitive impairment
- You may be dependent on equipment like an oxygen tank which you would need help with
- A medical condition or injury which might cause them to need assistance to evacuate safely.



If you cannot leave your home unaided in an emergency, then you will need a PEEP.

You should contact your local Housing Officer to discuss the implementation of a PEEP. Additionally, you may require a PEEP on a temporary basis. If you have broken your leg for example, you may use a wheelchair or walking aid for a period of time until you recover. Please make your Housing Officer aware of this or any other temporary mobility issues.

Why a PEEP is important

Tenants details who are known to need additional

support, within or Retirement Living Complexes and General Needs accommodation are held securely by the Housing Team and a de-personalised version is held within the (Premises Information 'Red Box'). These are where Derbyshire Fire and Rescue Service and our staff can access the detail to identify the need for assistance in an emergency evacuation.

Depending on the overall level of support that you need, you may be eligible for further support following an

assessment from High Peak Borough Council.

You can also request a home fire safety visit from Derbyshire Fire and Rescue Service who might also suggest extra help and offer support from other organisations.

Whose responsibility is a PEEP?

We take our obligations to fire safety extremely seriously. It is our responsibility to ensure the process for our tenants to self-identify that they may require a PEEP is accessible and then to implement the PEEP assessment.

How we use the information

Some of our tenants may have concerns about how this personal information is stored. Its intended use is solely to help in case of an emergency. We are bound by data protection law, so no personal data beyond the number of the property and number of affected persons will be kept in the Premises Information Boxes or held by HPBC without consent.

Choose the most convenient way to pay your rent

By Direct Debit

Make monthly payments directly from your bank. Payments are taken on the 1st, 8th or 15th of each month and you don't need to worry about contacting your bank each time your rent changes. Visit highpeak.gov.uk, 'Housing', Pay your Rent', to download a Direct Debit mandate.

By Telephone

Making a payment over the phone by debit or credit card is simple! Ring the 24 hour automated payment line on **0300 456 062** and follow the instructions. Please make sure you have your rent reference number ready.

Online at

www.highpeak.gov.uk

You can make a payment by debit or credit card, by logging on to our website and clicking on 'Pay' quick link icon, and following the links to 'Pay your Rent'.

By Allpay Card

Pay at any Post Office or shop displaying the Paypoint sign using your Allpay card. If you need a replacement Allpay card, or want to find out where your nearest Allpay outlet is visit: www.highpeak.gov.uk or contact the Rents Team.

By Standing Order

You can pay your rent weekly, fortnightly or monthly through your bank using the Council's bank details: High Peak Borough Council Nat West Account no: 10567828 Sort code: 60-04-18. You MUST quote your rent reference number as the reference for the payment.

Help with housing costs (Rent)

If you are on a low income you may be entitled to help with your housing costs (Rent) through Universal Credit or Housing Benefit. To check what you may be entitled to click:

■ www.entitledto.co.uk

To make a claim for universal credit visit

■ www.gov.uk/universal-credit Helpline **0800 3285644**

For help to make a claim over the phone for Universal credit call the Citizens Advice help to claim line
tel: 0800 1448444

To apply for housing benefit visit

■ www.highpeak.gov.uk/HelpPayingRent

You can only make a new claim for housing benefit if:-
You and your partner have reached state pension age, or
You are in temporary accommodation.

If you are struggling to meet your weekly rent payments, please contact the Rents Team without delay on
tel: 0345 1298075 or email

■ Rents@highpeak.gov.uk

Are you paying the correct amount of Council Tax? You may be entitled to a discount or exemption for example if you live alone, or are a student. For further details please visit

■ www.highpeak.gov.uk/discounts_exemptions

For free, impartial and confidential advice contact Citizen's Advice Tel: 0808 278 7954 or visit

■ www.citizensadvice.derbyshiredistricts.org.uk/

They can provide advice on paying bills, debts and claiming welfare benefits.



Derbyshire County Council's (DCC) Discretionary Fund offers help to Derbyshire residents facing financial hardship. Households can apply directly to the Derbyshire Discretionary Fund for help towards their food, and energy costs.

Households can access up to 3 awards in a 12-month period. Payments are £64 per household plus an extra £20 will be provided for a partner or spouse, and each dependent child aged under 19.

To receive support from the Derbyshire Discretionary Fund by phone, tel:
01629 533399.

Further information on the Government's additional cost of living payments can be found here:

www.gov.uk/guidance/cost-of-living-payment

Home Insurance



Brought to you by Consortium Procurement

As Christmas approaches many of us will be buying new items for gifts, sprucing up the house or even buying a new television for all the Christmas specials.

But what if the worst happens and you suffer a fire or break-in? Such an experience is stressful enough without wondering how to replace your belongings.

By following our fire safety advice on page 10-11 you can mitigate the risks, but it is also important to have

home contents insurance in place to protect your possessions, looking around your home what would it cost to replace the items you have?

We offer an excess free policy from as little as 38 pence a week, that's less than a second class stamp,

which gives peace of mind. Of course there are lots of insurance options available and you should look around to find the best one to meet your needs.

Details of our scheme can be found at

www.highpeak.gov.uk/TenantInfo