

# Useful information for residents



## Welcome to your new Colne home.

This handy reference guide gives you all the essential information you'll need as a resident. Please keep this in a safe place so that you can find the right solution for your needs as quickly as possible.

## You'll find information on:

- Who to contact when you have a query or an issue
- How you can give us feedback
- How to report a repair
- Easy ways to pay your rent

Please do contact us by whatever means is easiest for you. In this guide you'll find telephone numbers, email addresses, text, internet and postal routes to help you communicate with us. We encourage all residents to get in touch whether that's to report an issue; seek advice or perhaps to join the many residents who already enjoy being a part of the VOICES resident feedback team.

Detailed information on all of the points covered in this guide and more can be found on our website [www.colnehousing.co.uk](http://www.colnehousing.co.uk)



# Who to contact at Colne



## Customer Services

- Basic rent enquiries
- Housing transfer list registration and enquiries
- Initial Anti-Social Behaviour reports
- Making a complaint
- Mutual exchange registration and enquiries
- Ordering new 'Allpay' payment cards
- Rent payments
- Repairs requests and enquiries

**T: 01206 244700**

**E: customerservices@colnehousing.co.uk**

### Find out more...

[www.colnehousing.co.uk/about/service-commitment/customer-service-commitment](http://www.colnehousing.co.uk/about/service-commitment/customer-service-commitment)



## Neighbourhood Officers

- Changes to your current tenancy agreement
- Estate, grounds maintenance and communal cleaning enquiries
- Guiding you through the Anti-Social Behaviour process
- Local Neighbourhood Rep enquiries

**T: 01206 244700**

**E: customerservices@colnehousing.co.uk**

### Find out who...

[www.colnehousing.co.uk/my-home/tenants/your-neighbourhood-officer](http://www.colnehousing.co.uk/my-home/tenants/your-neighbourhood-officer)



## **Income Management**

- Change of circumstances
- Detailed rent enquiries
- Difficulties paying rent
- Housing Benefit enquiries
- Service charge enquiries
- Setting up Direct Debits

**T: 01206 244700**

**E: [rent@colnehousing.co.uk](mailto:rent@colnehousing.co.uk)**

### **Get more help...**

[www.colnehousing.co.uk/  
my-home/your-money/  
money-matters](http://www.colnehousing.co.uk/my-home/your-money/money-matters)



## **Resident Involvement**

- Board Membership
- Resident Committee
- Compliments
- Complaints
- E-mail, Telephone and Postal Surveys
- Have Your Say Days
- Home Visits
- Local Neighbourhood Reps
- Readers Panel
- Mystery Shopping
- Neighbourhood Walkabouts

**T: 01206 244717**

**E: [voices@colnehousing.co.uk](mailto:voices@colnehousing.co.uk)**

### **Get involved...**

[www.colnehousing.co.uk/  
get-involved/opportunities](http://www.colnehousing.co.uk/get-involved/opportunities)





### **Via the internet:**

- ✓ **Pay by Allpay.net's secure internet payment service**, free of charge, 24 hours a day, 365 days a year. There is no registration process required prior to using the website, simply visit [www.allpay.net](http://www.allpay.net).
- ✓ **Pay by Allpay's automated telephone service** 24 hours a day, 7 days a week. Payment can be made using debit or credit cards. The number to call is: 0870 243 6040.
- ✓ **Pay by Allpay's text message service** by using a UK-registered mobile phone, your Allpay card and a current debit or credit card. To register your details and for further information visit [www.allpayments.net/textpay](http://www.allpayments.net/textpay).

### **Out and about:**

- ✓ **At the Post Office.** Your Allpay card can be used at any Post Office. Pay by cash, debit or credit card or by cheque made payable to Post Office Ltd.
- ✓ **At any 'PayPoint' outlet.** Use your Allpay payment card at any PayPoint outlet. These can be found in many newsagents, convenience stores, supermarkets and garages.

**If you are having difficulty paying your rent please contact the Income Management team; details can be found on page 3 of this guide.**

# Repairs and maintenance



## **It is very important to let us know immediately if any repairs are needed to your home.**

Responsibilities for repairs are divided between Colne and our residents. Whilst we are responsible for the structure of your home, the main components such as kitchens and bathrooms and communal repairs, you are expected to keep your home in good condition and carry out minor repairs and maintenance. This includes replacing light bulbs and fluorescent tubes, clearing internal blockages to pipework and cleaning shower heads.

**To report a repair please email [repairs@colnehousing.co.uk](mailto:repairs@colnehousing.co.uk) or call Customer Services on 01206 244700.**

## **Planned improvements to your home**

Colne have a programme of renewals for major components such as boilers, kitchens and bathrooms. Details of the work we intend to complete over the next five years can be found at <http://www.colnehousing.co.uk/my-home/tenants/planned-maintenance>

## **Gas safety**

As a landlord Colne have a responsibility to ensure your gas appliances and pipe work are well maintained. We will complete an annual gas safety check on each appliance that we provide for resident use and as a resident you must allow contractors into your home to carry out safety checks and maintenance. If you do not, you are putting your and your family's lives in danger. **Faulty gas appliances can kill.**

# Useful contacts



**For Housing Benefit applications and enquiries please call your Local Council on the following numbers:**

Colchester: 01206 282300

Chelmsford: 01245 606879

Tendring: 01255 686811

Maldon: 01621 854477

Braintree: 01376 557852

Babergh: 01473 826633

**If you smell gas please call the following number immediately. The call is free:**

Transco: 0800 111999

**If you have a query with the quality of your water supply or you have a blocked drain, please contact:**

Anglian Water: 08457 145145



We will make every effort to provide information in alternative formats on request, including audio, large print and translations.

### Colne

Digby House, Riverside Office Centre,  
Causton Road, Colchester, Essex CO1 1RJ

Tel: **01206 244700**

Fax: **01206 760403**

Text Service: **07539 114114**

E-mail: **info@colnehousing.co.uk**

Website: **www.colnehousing.co.uk**

Registered with the Homes and Communities Agency (LH1651) and under the Co-operative and Community Benefit Societies Act 2014 with exempt charitable status.

Reviewed August 2014.  
CHS40

