



Your council working for you

Tenants' handbook Booklet 1

Introduction

October 2009



Introduction

Welcome to our tenants' handbook. This includes essential information to help you make the most of your home and the services that we provide.

We want you to be happy in your home and aim to provide a first class service to you as a tenant.

There are 11 booklets which include information which will help you. These are:

- 1 – Introduction**
- 2 – Your tenancy agreement**
- 3 – Estate Management**
- 4 – Paying your rent**
- 5 – Repairs to your home**
- 6 – Improving your home**
- 7 – Being a good neighbour**
- 8 – Getting Involved**
- 9 – Supported Housing**
- 10 – Customer Feedback**
- 11 – Useful numbers**



We hope you find this handbook useful. We will send you updated booklets as necessary. If you have any questions please contact us on 01476 406080 or visit us at www.southkesteven.gov.uk.

About us

South Kesteven District Council owns and manages over 6,200 properties for families, older people, single people and vulnerable people. Our homes are a mix of houses, bungalows, maisonettes and flats. We also manage a number of schemes which promote independence for older and vulnerable people.

Equality and diversity

Our aim is to create an environment that allows everyone to live, work and learn free from discrimination and harassment.

We aim to ensure that all of our customers are treated equally and enjoy equal access to our services. No one will be treated less favourably than anyone else because of their gender, sexual orientation, race, nationality, ethnic

origin, religion or belief, disability, marital status or age.

We consult with tenants about the planning and delivery of our services and take account of the needs of those who may experience discrimination or be disadvantaged. We strive to ensure that the tenants who work with us are representative of the diverse backgrounds of our customer base.

We try to ensure that information about our services is accessible to all, where necessary producing documents in alternative formats, such as large print and audio versions, and translating them into different languages and Braille.

Wherever possible our buildings are accessible to those with physical and/or sensory disabilities.

To obtain a copy of our equality and diversity policy, contact us on **01476 406080** or download it from **www.southkesteven.gov.uk**

Alternative formats and languages

To ensure all residents of South Kesteven have access to our information material our information is available in the following languages and formats:

Large print, Braille, audio tape, audio CD or computer disc

This information can be made available in large print, Braille or audio tape, audio CD or computer disc. If you, or someone you know, might benefit from this service, please contact us.

繁體中文 / Cantonese

本資料有繁體中文版，若你本人或你認識的甚麼人會受益於此版本，敬請聯絡我們。

Česky / Czech

Tato informace může být dostupná i v češtině. Pokud byste Vy, a nebo někdo koho znáte, mohl využít tohoto servisu, obraťte se prosím na nás.

Magyar / Hungarian

Ezeket az információkat magyar nyelven is tudjuk biztosítani. Ha Ön, vagy valaki, akit Ön ismer, igényel tart erre a szolgáltatásra, kerem, keresse fel minket.

Latviski / Latvian

Šo informācija var būt arī latviešu valodā. Ja Jums vai kādai no Jūsu pazīstajiem šādi paka pajūmi nākta par labu, ņūzu kontaktējiet mūs.

Lietuviškai / Lithuanian

Šią informaciją galite gauti lietuvių kalba. Priešome kreipis į mus, jei jums arba jūsų pažįstamiems ši paslauga galėtų būti naudinga.

Polski / Polish

Informacja ta może być dostępna w języku polskim. Jeżeli Państwo albo ktoś z Państwa znajomy, może z tej usługi skorzystać, proszę nas skontaktować.

Português / Portuguese

Esta informação pode ser disponibilizada em português. Se você, ou alguém que conhecer, beneficiar com este serviço, por favor contate-nos.

Русский / Russian

Данная информация может быть предоставлена на русском языке. Если Вы или Ваши знакомые рассчитаете такую услугу необходимой, пожалуйста, свяжитесь с нами.



t: 01476 40 60 80 **w:** www.southkesteven.gov.uk