

Your Rent

Money support

We can help you with budgeting and benefits, including Universal Credit, insurance and energy advice. We work with different agencies that can help you deal with the cost of living.

Setting up a Direct Debit

Direct Debit is the safest and most convenient way to pay your rent, setting one up is quick and easy.

Checking your rent balance

You can stay up to date with your current rent balance making it easier for you to budget and plan ahead.

Your Community

Estate inspections

Our Housing Advisers carry out regular estate inspections in your community to check for issues like fly-tipping, untidy gardens, and repairs and maintenance. Your Housing Adviser can let you know when they are next in your area.

Reporting anti-social behaviour and hate incidents

We want you to feel settled and safe in your home, but we know that sometimes this is not always the case. We will work with you and agencies like the Police and Council to resolve any anti-social behaviour issues.

Have your say

Feedback and complaints

We want to hear from you if you have ideas to make our services better or if you are unhappy with our services and want to make a complaint, please get in touch.

Please let us know if you need additional support to read this document.

We can provide this document in over 250 languages. Request this document in an alternative format:

Call us on 0800 587 4538



Farrell House, Arlington Way
DurhamGate, Spennymoor Co.
Durham DL16 6NL



Living
life your way

Information about services we offer as your landlord. You can access all of these services by calling:

0800 587 4538

Housing Adviser contact details:

Your Home

Reporting repairs

We have appointments for repairs in the evenings and on weekends. If you need a non-emergency repair that requires a joiner, plumber, or electrician, you can book an appointment up to 7pm from Monday to Friday, or between 8am and 5pm on Saturdays. This way, you can have your repairs done at a time that suits you.

Aids and adaptations

We can help you or someone in your family who has a long-term illness, disability, or trouble with mobility. We can make your home safer by installing things like handrails and easy-to-use taps. We can also make bigger changes to your home, like adding a ramp or changing your bathroom to make it easier to take a bath. Our Occupational Therapist can help you find the right support.

Domestic abuse

We provide support to people experiencing domestic abuse and would urge anyone in these circumstances to get in touch with us.

Gas and electrical servicing

Your safety and that of your family is our priority. By law, we must ensure that a gas service is carried out in your home every year. We will also carry out an electrical service up to every five years to make sure the electrics in your home are safe. If you need a gas or electrical service, we will send you an appointment date and time. If you need to reschedule your appointment, please contact us.

Moving home

If your home is too big or too small for your needs, we can help. Whether you have a growing family, are entering retirement, have medical needs or simply want a more manageable home, resizing could be a good option for you.

Mutual exchange

All our tenants have free access to HomeSwapper, a leading national mutual exchange service where you can arrange to “swap” your home with another social home.

Home improvements

We want to make sure that your home is warm and safe for you. As part of our home improvement programme, we will make some changes to your kitchen, bathroom, electrical wiring, central heating, and external areas. We will contact you when your home is scheduled for improvements.

Alterations

If you want to make changes to your home, it's important to talk to us first. Some changes require permission for building regulations. We can advise you on what alterations can be made.

If you need support with any of these services, get in touch with us on:
0800 587 4538

