



Residents' Handbook



C&C
LONDON HOMES
SINCE 1926



“I wish you
every happiness
in your new
home...”

Welcome

Opening words



Welcome to your new home within our C&C community. I hope that you settle in well.

I truly encourage you to make the most of what our C&C community has to offer and get involved with our programmes of creative arts, fitness activities and events, as well as resident led panels. There are many ways to get involved and have your say on what C&C can offer – these are detailed in this handbook.

If you have any questions or would like more information, please feel free to contact us through our Service Hub or local housing staff as we are here to help you.

I wish you every happiness in your new home, on behalf of all the team, we look forward to engaging with you sometime soon.

Julia Ashley
Chief Executive, C&C

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Contact details

T: 020 7922 5300

E: contact-us@ccht.org.uk

Website: www.ccht.org.uk

**Central Office:
Central & Cecil Housing Trust,
266 Waterloo Rd,
London,
SE1 8RQ
United Kingdom**





Introduction

Welcome to your C&C Residents' Handbook.

This Residents' Handbook provides information about your home and our services. We hope that this document is helpful and answers any questions that you might have.

Occasionally, the Residents' Handbook will need to be updated, digital copies of the Residents' Handbook can be found online at: www.ccht.org.uk

If you would like to request a new copy, or if you require further information on a specific subject, please do not hesitate to contact us on: **020 7922 5300**

About C&C

C&C's history

C&C was founded in 1926 by Elizabeth Chesterton – one of Fleet Street's first female journalists. After voluntarily spending two weeks living on London's streets, Mrs Chesterton set up Cecil Homes as a means to provide support to London's homeless women. Central & Cecil (C&C) was formed when Cecil Homes merged with Central London Housing Trust in 1993. Over time, C&C evolved to provide housing and support to a range of people.

Our services include:

- Residential Care, specialising in support for people living with dementia
- General Needs Housing at market, affordable and social rent
- Market rent through our subsidiary Central & Cecil Innovations Ltd
- Over 55s Housing including:
 - Properties for market sale
 - Shared Ownership properties for sale
 - Subsidised rent through our charitable subsidiary company 55 London
 - Sheltered Housing.

C&C's Staff

Developed by our staff, these values underpin our behaviour both as individuals and as a business, guiding staff in their day-to-day work and decision making:

- Invest in each other
- Do it from the heart

- Have the courage to act
- Be a pioneer
- Believe in better.

C&C's Aspirations

C&C is leading the way as a forward-thinking housing provider, aiming to be inspirational in everything we do, and seeking inspiration from everyone that we work to support.

In 2017, we developed the Fit Future Strategy, a 10-year vision and guide to C&C's ambitions for the future of its services.

The Fit Future Strategy is underpinned by a number of operational strategies and in 2019, we launched our innovative 'Out Not In' Care Strategy, 'Digital C&C Strategy' and 'Resident Engagement Strategy'.

You can find digital copies of each of C&C's strategies at: www.ccht.org.uk

For more information or to request a printed copy of a strategy, please do not hesitate to contact C&C's Service Hub team on: **020 7922 5300**

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1. Service Hub

Subcategory

Your Service Hub team

Suggestions, Complaints and
Compliments

“Our Service Hub
is dedicated to
assisting you...”

Your Service Hub team

The Service Hub is a specialist team of advisors, based in our central office in Waterloo. They will personally take your call and deal with all your enquiries including housing services and repairs, events and activities, suggestions, complaints and compliments. The Service Hub can also deal with initial enquiries about anti-social behaviour and rent queries.

The Service Hub promise

Our Service Hub is dedicated to assisting you and have made the following promises:

- To be available to you between the hours 9am and 5pm, Monday to Friday
- To respond to all your enquiries as quickly as possible
- To let you know who you are speaking to
- To always be polite and helpful
- To deal with all your enquiries there and then, where possible
- To connect you with the right member of staff who will be able to help, if for whatever reason, the Service Hub are unable to answer your enquiry in the first instance.

If there is a person or department who may be better able to assist with your query, the Service Hub team will connect you with them and where this is not possible, arrange a call back within 24 hours.

Your repairs

Our Service Hub team are happy to help with all repair enquiries and are available to:

- Report repairs to the right contractor
- Follow up on outstanding repairs
- Book C&C Direct (Our in-house repairs service) appointments for you
- Provide updates on any upcoming or ongoing communal works to your property
- Resolve complaints related to repairs.

Chargeable works

Our repairs team are always happy to support residents with their repairs, and when it is our responsibility, the repair will be carried out at no charge to you. Where the responsibility of the repair falls to the resident, there will be a charge to have the item repaired or put back to its original condition.

In line with our Repairs recharge policy there are repairs that are your responsibility but can be carried out by our team. If our team carries out any works that fall under your responsibility, you will be responsible for covering the cost for this. Please refer to the Repairs section of this handbook for further details.

Your housing

Our Service Hub team are happy to help with all housing enquiries and are available to:

- Support new applications for housing, through C&C and 55 London
- Provide advice on and support transfer applications
- Provide updates on the progress of transfer applications
- Respond to initial reports of anti-social behaviour
- Respond to initial reports of safeguarding concerns
- Answer questions about your tenancy
- Provide you with details about your Housing Officer and put you in contact with them where necessary
- Answer initial questions about C&C promotions (e.g. Refer a friend)
- Respond to suggestions, complaints and compliments
- Provide details of events and activities that are on offer.

T: 020 7922 5300

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Suggestions, Complaints and Compliments

If you have feedback about your service experience, want to make a suggestion about how we can improve, give a compliment about a member of staff, or believe there has been a service failure, then you may wish to tell us about it. You can do this via email, over the phone or by reporting it in person to a member of C&C staff.

Any formal complaints will be passed on to our Feedback team who will be able to:

- Lodge reports of formal complaints
- Investigate any concerns
- Provide an update on the status of any existing formal complaints
- Resolve your complaint with you
- Discuss any potential compensation.

The Service Hub will always manage complaints in line with C&Cs complaints policy.

Contact the Service Hub

There are several ways to contact the Service Hub. You can either phone, email, send a letter or visit the Service Hub in person.

We recommend calling if your enquiry is urgent to ensure it can be seen to as quickly as possible.

You do not need to book an appointment to speak to a member of the Service Hub, but it is helpful to let us know in advance if you would like to visit us in person.

Please remember to always let our Service Hub know if your contact details change.

Mandatory data

We hold mandatory data about you, this is necessary to process your tenancy. All data will be kept securely on our internal database. It is important that we have your current contact details and made aware of any changes to your circumstances.

To ensure that our records are up to date, you may be asked to confirm some or all of your details and asked to provide new details where necessary.

This information will only be used to share relevant information that is connected to your tenancy. Any additional use of this data will need your permission in line with our privacy policy and General Data Protection Regulation (GDPR).

Out of hours enquiries

Any 'Out of Hours enquiries' are handled by our contracted service provider, Go-Centric. If you call us outside of office hours (5pm to 9am, public holidays and weekends), your call will automatically be forwarded to Go-Centric's call centre, where they will be able to assist with any urgent enquiries.

Our Service Hub team receive daily written reports from Go-Centric and follow up on all reports to make sure that your enquiries or requests are resolved. It is important that you provide the Out of Hours team with the correct address and contact information so that the Service Hub team can follow up effectively.

2. Your rent

Subcategory

Your rent charges

Ways to pay

Difficulty paying your rent

Welfare Benefits advice

Other advice and contacts

“We offer a
variety of ways
to pay and will
always offer
advice...”

Your rent charges

Your weekly rent is payable on Mondays and includes any service charge that you are responsible for. You must always pay your rent on time to avoid falling into arrears.

The rent you pay for your home covers the costs of your building maintenance, repairing, improving and management.

You also pay a service charge in addition to your rent that may, for example, include:

- Gardening and cleaning services
- Communal door entry systems
- Lift servicing and maintenance
- TV aerials and satellite dishes
- Disposal of bulky waste items
- Servicing and testing of fire equipment
- Communal electric, water, gas and heating.

Rent increases

We usually increase your rent in April each year. We will write to tell you at least one calendar month before the increase:

- C&C social housing rent increases are set by government and linked to inflation
- 55 London rents are increased by an amount agreed by the 55 London Board each year
- C&C Innovations Ltd rents are increased by an amount agreed by the C&C Innovations Board each year.

We will provide information showing you how your rent and service charges are calculated.

Rent statements

We will send you quarterly rent statements in April, July, October and January. You should check them to ensure that all your rent payments are shown.

If your statement appears incorrect or you have any questions, please contact C&C's Income team.

T: 020 7922 5300

E: contact-us@ccht.org.uk

**Income Team
Central & Cecil Housing Trust
266 Waterloo Road
London, SE1 8RQ
United Kingdom**

Ways to pay

Are you having trouble paying your rent?

Staying on top of your rent can be difficult. Contact us if you need help and advice.

Your rent is charged every Monday. To give you more flexibility, you can pay weekly, fortnightly or monthly. There are several ways that you can pay your rent:

Direct Debit

Call our Income Team on 020 7922 5300 to set up a Direct Debit. We can set these up weekly, fortnightly, four weekly or monthly to suit you.

Allpay website

Pay your rent online via the Allpay website – please ensure you have your 19 digit swipe card number ready for your payment reference.

Allpay App

The app can save your payment numbers, amounts and bank card details to pay at any time, 24/7. Download this from the Apple App Store or Google Play.

Allpay Payment Card

All residents will receive a payment card at the start of their tenancy. This can be used to pay at the Post Office or anywhere with a PayPoint Sign. See www.allpay.net or www.paypoint.com for more details.

Cheque

Make cheques payable to 'Central & Cecil', write your address on the back and post it to our Central Office address.

Phone

Call 0330 041 6497 to pay by card through the 24/7 payment service. Have your 19 digit Allpay card reference at hand. You can also call the Income Team on 0207 922 5300. Debit or Credit cards are accepted.

Standing Order

Our details for setting up a Standing Order are:

Account number: 00505389 Sort Code: 30-96-64.

Please quote your tenancy reference on all Standing Order paperwork so that your bank can process your request.

Housing benefit

If you are claiming Housing Benefit towards your rent payments, we recommend you have it paid directly to us from your local authority. Please be aware that the Housing Benefit is paid 4-weeks in arrears.

Difficulty Paying Your Rent

You have a responsibility to ensure that all payments are made in line with the tenant's obligations, set out in your tenancy agreement. We offer a variety of ways to pay and will always offer advice and assistance if you experience difficulty with making payments. We will take prompt and firm recovery action against non-payers.

If you are experiencing difficulty paying your rent, please contact our Income Team or speak to your Service Officer, Housing Officer or Service Hub immediately. We will work with you to ensure you receive appropriate advice and support.

If your rent account falls into arrears, we will:

- Commence the arrears process as set out in our Income Management policy and procedure
- If you are awaiting a decision regarding Universal Credit or Housing Benefit and awaiting your first payment, we will maintain contact with you and the DWP/Local Authority
- Take appropriate legal action if you do not engage and payments are not received. This could result in a Notice of Seeking Possession and eviction.



Welfare Benefits advice

Universal Credit

Universal Credit has replaced the following benefits:

- Income Support
- Income based Jobseekers Allowance
- Income related Employment and Support Allowance
- Working Tax Credits
- Child Tax Credits
- Housing Benefit.

Universal Credit pays monthly and includes an amount towards your housing costs. This is usually paid direct to you rather than the Landlord, so you'll need to arrange to pay your rent out of your Universal Credit money. For support and advice on this, please contact us.

To make a claim for Universal Credit go online to:

www.gov.uk/applyuniversalcredit

Housing benefit

Housing Benefit - This is a benefit payable according to your income, savings and family circumstances. If you are eligible, benefit is paid directly to your rent account and will reduce the amount of rent you pay. The Housing Benefit amount varies according to circumstances and the rules set out by the Government.

If you want to apply for Housing Benefit, you must complete an online claim form and supply proof of your identity, income and any savings. When you apply you will also be assessed for Council Tax benefit. To apply for Housing Benefit, contact your local Council.

Our Welfare Benefits Officer

If you need advice or support with welfare benefits, our in-house specialist Welfare Benefits Officer may be able to help you.

Our Welfare Benefits Officer can assist with the following:

- Benefit checks to ensure that you are claiming all the benefits that you are entitled to
- Assist with new benefit applications and change of circumstance notifications
- Provide advice on changes to benefits including Universal Credit, PIP, ESA and Pension Credit
- Provide advice regarding the benefit cap or bedroom tax
- Assist with mandatory reconsiderations/appeals
- Provide advice on Carer's Allowance and Attendance Allowance
- Assist with signposting for help with debt and money problems.

If you would like assistance, please call:

T: 020 7922 5300

E: contact-us@ccht.org.uk

Other advice and contacts

External Advice and Agencies

You can seek independent advice in dealing with rent arrears or other debts from:

Citizens Advice
0344 499 4719
www.citizensadvice.org.uk

Step Change Debt Charity
0800 138 1111
www.stepchange.org

Age UK
0800 055 6112
www.ageuk.org

National Debtline
0808 808 4000
www.nationaldebtline.org

Local Authorities for Housing Benefit

Camden
020 7974 4444 Option 3

Ealing
020 8825 6622

Hackney
020 8356 3399

Hammersmith and Fulham
020 8753 6681

Haringey
020 8489 1000

Hillingdon
0300 123 1384

Hounslow
020 8583 4242

Islington
020 7527 4990

Kingston upon Thames
020 8547 5001

Lewisham
020 8314 6000

Merton
020 8274 4903

Richmond upon Thames
020 8891 1411

Southwark
020 7525 0447

Westminster
0800 072 0042

Wokingham
0118 974 6000

Other Useful Contacts

Universal Credit
0800 328 5644



3. Repairs

Subcategory

Repair team

Emergency repairs

“We have a
dedicated team
to help you...”

Repair team

Our Repairs team are here to help you when things go wrong in your property. The Repairs team will respond to your repair requests as quickly, politely and accurately as possible.

C&C's Repairs team manage repair works on:

- The structure and fabric of your home i.e. roofs, walls, external doors, window frames, plaster work, drains and gutters
- The services within your home that have been installed by C&C or where C&C have accepted responsibility i.e. water, gas, electricity, baths, sinks, toilets, heating and water heating
- Communal areas i.e. common entrance doors, entrance halls, stairs, landings, lifts, communal TV aerials, shared gardens, parking areas and entry phones.

How long will my repair take?

The time taken to complete a repair will depend on the nature of your repair at hand. We will offer you an appointment for work that will be completed by the C&C Direct team. If work is issued to a subcontractor the subcontractor will contact you to make an appointment.

All repair jobs are prioritised in the following order:

1. Emergency Repairs

Works should be attended to within four hours when action is required to prevent a serious risk to health and safety, major

damage to the structure of the property or results in the property being insecure.

Other emergency issues will be attended to within 24 hours.

2. Urgent

Works should be completed within five working days for repairs that seriously affect your comfort or cause damage to the property.

3. Routine

Works should be completed within 20 working days for general repairs that do not affect your comfort or create ongoing problems in your home.

4. Planned

Works should be completed within the financial year.

T: 020 7922 5300

E: contact-us@ccht.org.uk

You can also speak with your local Service Officer or Housing Officer

Emergency repairs

Emergency works are those that if not undertaken as soon as possible, could pose a risk to those within the property or to the property itself.

Examples of emergency repairs are:

- Burst pipes
- Water leaks
- Gas leaks
- Complete power failure
- Insecure properties
- Dangerous structures.

If you need to report an emergency repair, please contact C&C immediately on:

T: 020 7922 5300

If you have an emergency repair that falls outside of C&C's normal office hours of 09:00 – 17:00 Monday to Friday, the weekend or public holidays, please still call the number above and you'll be diverted to our emergency out of hours service.

If we are called to attend a non-emergency repair out of normal hours, you will be charged an attendance fee of £50.

Adaptations for disabled tenants

Our C&C Direct Team can support you with minor adaptations, such as grab rails and shower seats but major adaptations will need a recommendation from an Occupational Therapist.

Should you have a disability and require any major adaptations to your home, please contact an Occupational Therapist local to your area, who will deal with your concerns in the first instance and send any

recommendations to us to carry out work needed.

A letter from your G.P. or a referral from the hospital may also be considered by us.

For further information, please talk to your local scheme Service Officer or Housing Officer.

Chargeable works

We cannot cover the cost of repairs that result from malicious or accidental damage or loss caused by tenants, their families or their guests.

Repairs of this nature will require full payment from residents prior to our completion of the repair. If the full cost of the repair cannot be determined before completion, we will request payment within 6-12 months of the repair being carried out.

If you prefer, you can use alternative tradesmen to carry out these repairs, please ensure that they are qualified and that you contact C&C prior to any works commencing.

Repair work that is classed as a resident's responsibility can be carried out by us, as a chargeable repair. Please contact the Service Hub for more details and likely costs that you may incur.



4. Engagement

Subcategory

Resident Engagement and events

Opportunities to have your say

Scrutiny Panel

Arts and events

Volunteering

Resident newsletter

“Co-production plays an important part in how we engage...”

Resident Engagement and events

We have a long-established commitment to engaging with residents; an essential part to the delivery of our services. We recognise the importance of residents having a genuine voice in how their homes are managed and developed.

We believe that residents are the best people to help us to shape and deliver high quality services and achieve value for money. By working in a way that encourages co-production and transparency between residents and staff we can build healthier communities together.

Getting involved

To get involved and make a difference, you don't need any previous experience – you just need to be enthusiastic and to care about improving the services that affect you and people like you.

To find out more about how you can get involved in shaping your services, speak to your local housing staff or contact the Resident Engagement team directly at:



E: getinvolved@ccht.org.uk

Alternatively, contact the Service Hub team and ask to speak to the Resident Engagement team

T: 020 7922 5300

Opportunities to have your say

Our vision is to create engaged, healthy and inspired C&C communities where residents are active participants within the communities; we cannot achieve our full potential in isolation.

Co-production plays an important part in how we engage with residents. Co-production is a working relationship where employees and residents work together, sharing power through design and planning, and delivering change for the better of the community.

There are a variety of ways to provide feedback and to influence the running of the services you receive.

Opportunities to Engage

Participate in the regularly held scheme meetings

Frontline staff are allocated to our sheltered schemes and run regular scheme meetings to keep you informed about your home and the facilities on site. To find out when your scheme meetings take place, please contact a Service Officer, or the Portfolio Manager of the scheme.

Apply to become a member of the Resident/Board Scrutiny Panels

Our Resident and Board panels allow residents to play a key part in the way our services are shaped and delivered to you. These panels meet quarterly at our central office.

Attend the annual Residents Conference

Each year we host an annual conference for our residents. This is a great opportunity for updating residents on a larger scale. The conference is a chance for you to meet residents from across our portfolio of homes and staff that you may not normally come in to contact with. The event provides valuable feedback to our team to help continue to develop our services.

Respond to customer satisfaction surveys

Each month we collect your feedback through a customer satisfaction survey. These surveys give us an insight into satisfaction levels and help us to spot issues in the wider community.

Become a Resident Volunteer

There are a wide range of volunteering roles within the C&C community. These roles provide another way for you to get involved in our activities. They can help you to build confidence, develop skills and improve communication with other residents and staff.

Attend our Resident Assembly

The Resident Assembly is a forum made up of many different residents from across our properties. Residents and staff meet to discuss new and innovative ways that our services can be improved. In this group the concept of 'co-production' is fundamental, with staff and residents working together to create improvements to our resident services.

Scrutiny Panel

We have two formal panels that are made up of Board members and Residents and these form an important part of the governance structure.

- Service Scrutiny Panel
- People, Performance and Change Panel.

These panels meet quarterly with organisational support from C&C.

The Panels advise the C&C Board on matters relating to the development, performance and the delivery of the services. The scope of these panels includes:

- The review of performance metrics and reports
- The review of new service developments
- The review of resident led service reviews
- The review of people and organisational development, culture and change issues
- Resident Panel members also act as the Final stage Complaints hearing Panel, in line with C&C's complaints process.

We have a Resident Engagement Strategy and Policy to ensure that residents throughout our community can be involved in key decision making.

Staff across the organisation are committed to promoting the involvement of residents.

If you would like to contact someone from the Resident Engagement team you can always email us or if you want to speak to

the team via telephone, please call Service

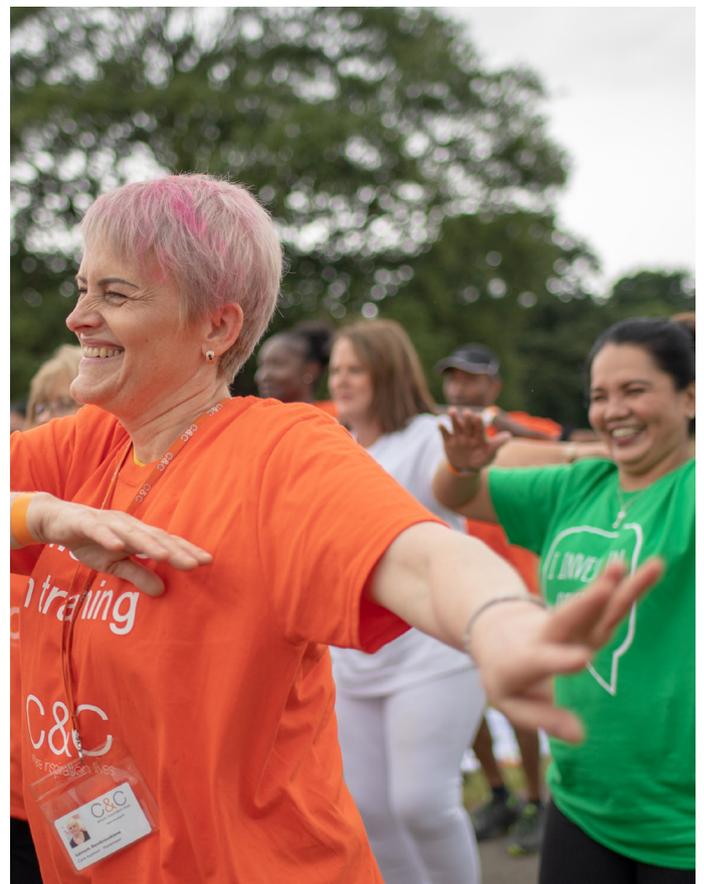
Hub and ask for the Resident Engagement team:

E: getinvolved@ccht.org.uk

T: 020 7922 5300

Measuring the impact of Engagement

We want to be sure that the contribution that residents provide is acknowledged and recognised by capturing and reporting on all engagement. This might take place locally, or through one of our panels or forums. The results of engagement are published annually on C&C's website and in resident newsletters.



Arts and events

We have a long standing history of providing a diverse programme of activities across our housing schemes.

Our Arts and Events programme is designed to enable residents to enjoy a range of creative, therapeutic and stimulating social activities that help to improve health and wellbeing, reduce social isolation and encourage residents to stay fit and well for as long as possible. These activities include dance and fitness classes, arts and crafts, music workshops, tea clubs, quiz nights, alternative therapies and much more.

We also work in partnership with leading arts organisations – providing opportunities for residents to attend concerts, performances and exhibitions at key institutions across London – and experienced facilitators to provide the best possible experience for residents.

We issue a monthly What's On calendar that lists all the activities, events and outings that are available for residents to get involved in. This is available in hard copy format (posters and printouts) and via digital channels including email, the screens at your scheme and C&C's website.

If you have any suggestions for future resident activities or events, or if you would like to receive a copy of the latest What's On calendar, please tell us, or email us at:

E: getinvolved@ccht.org.uk



Volunteering

Our resident volunteers make an incredible difference to the wonderful projects, programmes and activities that take place every year.

Whether you have a few hours to spare or plenty of time on your hands, our volunteer programme will give you the opportunity to gain confidence, do something you love and most of all meet new people!

You may be helping to run an existing resident initiative or one of our partner programmes, or may even want to befriend a resident at one of our care homes.

Befriending in care

We have four outstanding Care homes at C&C that cater to varying types of needs.

Through our Volunteers program, Befriending in care offers friendship and support to our care residents. Spending time with residents might involve chatting, playing a board game, enjoying music or simply having some drinks together. We try and match the volunteers with care home residents with similar interests and hobbies.

Our resident volunteers will be trained and will have the support of our dedicated care home staff.

If this is something you are interested to know more about please contact us now.

Becoming a volunteer

We are always looking for enthusiastic volunteers who have a range of skills and interests, and who want to make a difference to the lives of others.

If you want to get involved, email us to hear about our current volunteer roles or visit our website for more information.

E: getinvolved@ccht.org.uk

Website: www.ccht.org.uk





Resident newsletter

Our residents' service newsletter is sent out to residents by email as well as being published on our website

This is your way of keeping updated with your services as well as what's going on in your local community. If you're not receiving our newsletter by email and would like to, please let us know via:

E: getinvolved@ccht.org.uk

Social media

We share our latest news, events, jobs and much more on social media. Why not follow, like or subscribe to us to keep up-to-date:

Twitter

Follow our @Central_Cecil Twitter channel to see all the latest news, jobs, highlights from our events and other updates.

twitter.com/Central_Cecil

Facebook

Like us on Facebook to get up-to-the-minute information on events, news and inspiring success stories.

facebook.com/Central.Cecil

YouTube

Subscribe to our YouTube channel to watch videos on the progress of our new Dora development, learn about our Fit Future Strategy and more.

youtube.com/user/centralandcecil1

Resident photos and stories

We encourage you to make the most of what our community has to offer. If you are involved with our programme of activities or you have put on something on yourself, we would love you to share your photos and stories capturing the event with us.

You can email these directly to us to share, or you can share them with us via social media.

E: getinvolved@ccht.org.uk

5. Your home

Subcategory

Your tenancy or licence

Estate management

Safeguarding

Outside your home

“Our homes are
more than just a
place to live...”

Your tenancy or licence

Depending on the type of property you live in, you will have been issued with a written agreement that outlines the terms of your occupation. This may be either a licence or a tenancy.

As a licence or tenancy holder, you are responsible for ensuring that you adhere to the terms of your occupation.

Breaches of licence or tenancy put your occupation at risk of termination. Often this may be because you have missed your rent payments or been responsible for anti-social behaviour. If at any point you feel that you may have put your licence or tenancy at risk, it is much better to let us know straight away as the earlier we know about it, the more likely we are to be able to help you get back on track.

The Service Hub, or local scheme staff are always available to help and will always try to resolve any issues with you in a positive way and will focus first on helping you to maintain your licence or tenancy.

Licence

If you have a licence, you are given permission to occupy the property. You will be liable to pay a weekly rent; however, you may have to share facilities with other households and be in receipt of assistance from scheme staff. Licences are most common in supported type accommodation.

Tenancy

You are likely to be a tenancy holder if you occupy a property type under:

- General needs
- Sheltered
- 55 London
- C&C Innovations Ltd.

Depending on your tenancy, you will have a weekly or monthly rent charge. Your tenancy agreement will outline the terms of your occupation, which you are responsible for fulfilling.

Joint tenants

If you moved into your property with a partner, you may be a joint tenant. If this is the case, you are both equally responsible for maintaining the tenancy. This includes paying the rent and reporting repairs.

Should your relationship break down, you will remain jointly and severally liable until such time as your tenancy ends.

You should inform us as soon as possible if your relationship breaks down, however you may also wish to seek independent legal advice to discuss your rights and future housing options.

We will always try to support you in reaching the best housing outcome, however we are unable to favour one tenant over the other and must remain impartial at all times.

Succession

A person living with you may be able to succeed to your tenancy in the event of your death. However, there is a strict criteria which will depend on:

- The type of tenancy you hold
- The date in which your tenancy commences
- The individual's relationship to you and how long this individual has lived in the property.

For more information on your rights: england.shelter.org.uk/legal/security_of_tenure/succession

If you are not entitled to succeed the tenancy, we will try to support you in resolving your housing situation.

Assignment

In some cases, it is possible to assign your tenancy to another person. Again, there are strict requirements about how this is possible. An individual can assign a tenancy to another if they would have qualified for succession. In most cases, you will require our permission to assign a tenancy. Please be aware that permission will not be given if any of the following apply:

- You have rent arrears
- We have commenced court proceedings against you to recover the property
- The property has been adapted to meet the specific needs of an individual who is no longer living at the property, and the successor does not have these needs.

For more information on your rights: england.shelter.org.uk/legal/security_of_tenure/assignment

Your responsibilities during your occupancy

As a C&C resident, you will be responsible for keeping to the full terms and conditions of your licence or tenancy.

We expect you to keep your home clean, tidy and in good condition, this includes decorating your home interiors and reporting any repairs in a timely manner.

If you, your family or visitors cause damage deliberately, recklessly or through neglect, we will ask you to meet the cost of reinstatement.

You are also responsible for being a good neighbour and respecting other residents in your building and neighbourhood.

Home insurance

We are responsible for insuring your building and the communal areas. We are not responsible for insuring the contents of your property; therefore, it is strongly recommended that you make insurance arrangements as soon as you move in.

We suggest that all tenants insure their carpets, furniture, electrical appliances and all your other personal belongings.

T: 020 7922 5300

E: contact-us@ccht.org.uk

**Central Office:
Central & Cecil Housing Trust,
266 Waterloo Rd,
London,
SE1 8RQ
United Kingdom**

C&C's access to your home

As your landlord, we will require access to your property at agreed times during the length of your licence or tenancy. Your written agreement outlines the requirement for you to permit all reasonable access. Examples of when C&C may require landlord access are to carry out gas and electrical safety checks, tenancy audits and repairs. As much notice will be given as possible if entry to your property is required and we will always try to agree an appointment time with you. In the event of an emergency (such as a gas leak), we may require immediate access to your property.

All C&C Staff and contractors working on our behalf will carry ID badges. If you have any doubt about who a visitor is, request to see their ID. If you are still not sure, please ask the visitor to wait outside while you contact us to verify their identity. Genuine callers will happily wait whilst you check.

Lodgers in your property

A Lodger is someone who lives with you and pays you rent. You are not permitted to take in a lodger without first being given our written permission. To request permission, you must apply in writing and give your proposed lodger's name, age, working status and any identifiable support needs. This information, combined with the size, type, location of your property and any additional factors, will be taken into consideration whilst finalising an outcome.

Please be aware that if you take in a lodger and are in receipt of housing benefits or universal credit, the rent you charge them will be considered as income. You must notify the relevant authority of any such change. Failure to notify your authority will result in an overpayment that they will look

to recover and may result in rent arrears, which will affect your tenancy.

Absence from your property

Your C&C home must be your only and principal place of residence and if this is not the case, you will be in breach of your agreement and C&C may look to recover the property from you.

If you are going to be absent for more than 28 days at any one time, you must make us aware. We will require an emergency contact that can be reached in the event of an incident involving your home whilst you are away. Any extended absence from your home may also affect your benefit entitlement.

Subletting

You are not permitted to let your property out to any other parties as a whole. As a tenant, you are expected to live in your property as your only and principal home. We complete regular tenancy audits and, if we suspect you are subletting, we will take action to recover the property.

Using your property for business purposes

Whilst we recognise that home working is becoming increasingly popular, you are not permitted to run a business from your C&C property unless permission is given by us in writing. If you need to request this, you will need to send us your request in writing outlining the nature of your business and the working activity this will generate. Consideration will be given to the type of business, the type of tenancy or licence, the scheme you live in and the potential impact your business will have on your neighbours and immediate community.

Transferring your tenancy to a different C&C property

If you decide that you would like to remain a C&C tenant, but move to another property, you may wish to join our transfer register. You will be prioritised for an offer of accommodation through our Allocations Policy.

Alternatively, you may also wish to complete an exchange. This is the swapping of one tenant's social rented property for another tenant's social rented property. This can only be done with C&C's permission as the landlord. If you are considering an exchange, more information is available on our website.

Ending your tenancy

If you wish to leave your property, you must provide us with written notice. A Termination of Tenancy form can be requested from scheme staff or through the Service Hub team. The minimum notice period is normally four weeks; however, this can vary depending on your type of tenancy. If you rent a property through 55 London or C&C Innovations Ltd, your notice period may differ. If you are unsure of how much notice you must provide, please refer to your licence or tenancy agreement or talk to us.

Once you have submitted your Termination of Tenancy, you will be liable to pay your rent until the tenancy comes to an end, at which point you must return the keys to us. You will also be responsible for ensuring the property is cleared of all personal belongings. If you fail to clear the property, we will recharge you for any costs including removing personal belongings.



Estate management

Frontline Housing Team

Some properties have frontline staff on site that can assist residents with queries surrounding the management of their tenancy. Depending on the type of property you live in, there will be an allocated Housing Officer or a full or part time Service Officer. Our portfolio of properties is divided into four patches, each with dedicated Housing staff allocated to them, who are supported by a Portfolio Manager.

We will always encourage residents to contact our Service Hub with any queries in the first instance as they will be more equipped to immediately help. This process also ensures that we can keep a detailed record of enquiries that are made to us. Alternatively, should you wish to speak with a Service Officer and live within a property that has frontline staff you can do so through the scheme or office contact details, these can be found on our website. Our Housing Officers work across our portfolio of properties, because of this, it is always best to contact them via the Service Hub.

Neighbours, disagreements and anti-social behaviour

We expect all of our tenants to behave with respect for others, to be a good neighbour and to be part of a thriving and supportive community. Occasionally something goes wrong and neighbours can either inadvertently or deliberately upset each other.

Should you experience any issues with your neighbours, we always recommend

that you try to resolve these amicably by talking with them directly and calmly about what has caused you concern. Sometimes people are unaware that they are causing distress to someone else and appreciate the opportunity to put this right in a friendly way.

If you are unable to resolve your concerns amicably, you may then wish to seek further support from your local C&C office staff or the Service Hub team. We will take steps to contact both parties involved and work with you both to try and resolve the situation.

Anti-social behaviour is always taken seriously, and we will pursue action where this is needed. We employ a dedicated Anti-Social Behaviour Officer for specialist advice and all scheme staff are trained to support both victims and perpetrators of anti-social behaviour.

Anti-social behaviour is not limited to the behaviour of the tenants towards one another, it may also be directed towards staff, other representatives of C&C and visitors to C&C properties. If you are the cause of anti-social behaviour this may impact your tenancy and could result in C&C terminating your licence or tenancy.

Safeguarding

As your landlord, if we have any concerns over your safety or daily living needs, we may look to make a referral to your Local Authority's adult care team. This may subsequently prompt them to contact you to see if there is any support available to you. We will always let you know if we feel that this is necessary. We will work closely with your local authority in these scenarios. Equally, you can make a referral to them if you have a concern over a friend or neighbour.

To make a Safeguarding referral, you can contact the Service Hub, who can take the details of your concern and report this on your behalf. Alternatively, you can contact the Adult Social Services department of the Local Authority for the area that you live in for the area you live in e.g. Camden. All referrals will be treated in confidence.

Domestic abuse

If you experience or know of another resident who is experiencing domestic abuse and require help or support, there are several local and national services that can assist you. These organisations may be able to provide advice on local support services, how to remain safe within your home, obtaining an injunction or how to find a refuge for safety. These services are confidential and operated by trained staff.

For more information or support:

National Domestic Violence Helpline

T: 0808 2000 247

W: www.nationaldomesticviolencehelpline.org.uk

Women's Aid

T: 0808 2000 247

W: www.womensaid.org.uk

National Centre for Domestic Violence

T: 0800 970 2070

W: www.ncdv.org.uk

Outside your home

Car Parks

Our car parks, at relevant properties, may use barriers, permits or open parking. All of our car parks work on a 'first come, first served' basis. For specific arrangements, please speak directly to our frontline staff on site.

Vehicles must hold a valid MOT and must be taxed and insured to avoid removal. C&C accepts no liability for any damage caused using these facilities. Please ensure you are not blocking access to pathways, roads, fire exits or other vehicles.

Grounds maintenance / gardening

Gardens are places of joy and comfort. Many schemes have shared outside communal areas and gardens, which are maintained by contractors. Residents pay through their service charge for this service that includes cutting of grass and trimming of trees and shrubs.

We support tenants to get involved in gardening for their scheme's communal gardens. Gardening groups provide exercise, fresh air and friendship and are a valuable part of the community.

If your property has its own garden, you are responsible for its ongoing maintenance. If you do not keep the grounds in good condition you will be recharged for the costs of any work undertaken.

Pets

Pets can be a great source of love and companionship for residents. If you are thinking about getting a pet, it must be suitable for your size/type of home. You will need to request permission from us. You can do this in writing, outlining the type of animal that you would like to have. We support tenants to have a pet wherever possible, and will only refuse if we feel that the pet is too big for the home, that their care needs may not be met, or if they will cause a disturbance to neighbours.

Mobility scooters

Mobility scooters are a great way of getting around and helping you to live an independent life. Before buying or leasing your mobility scooter speak to your local Housing team.

Mobility scooter safety tips

- Make sure you know how all the controls on your scooter work
- If you go out shopping be careful not to overload your mobility scooter so that it tips over
- When driving on a pavement, pedestrians have the right of way
- Make sure that your mobility scooter is well maintained
- Keep your battery charged and in good condition
- Insurance is essential. Some insurers offer public liability which protects the safety of those around you.

Fire Risk

In addition to causing an obstruction, the storage of mobility scooters within communal corridors does create a fire risk.

6. Safety

Subcategory

Property safety

“You can help keep
your home and
scheme safe...”

Property safety

We are absolutely committed to making sure that your home is safe. We work with specialist consultants to make sure your home is safe at all times and maintain thorough records of safety certification and checks. Money is allocated every year to maintaining our properties to the highest safety standard.

You can help keep your home and scheme safe by follow this guidance.

Fire safety

- Make yourself aware of the evacuation instructions in case of fire
- Keep escape routes clear at all times
- Do not keep items in communal hallways that might obstruct an escape route
- If your smoke alarm wakes you, or you are woken by the sound of what you think is a fire, wake all members of your household and follow the instructions for evacuation
- Call the fire brigade by dialling 999 and stay out of your home until the fire brigade tells you it is safe to return
- If you live in one of C&C's sheltered schemes, specific arrangements will exist, and your scheme manager will be able to advise what to do if there is a fire.

For further information on fire safety in your home please refer to the London Fire Brigade ['Home fire safety guide'](#).

Electrical safety

- Do not overload a socket and only use one plug per socket
- If a fuse blows, replace it with the correct fuse
- Switch off and unplug all electrical appliances when you are not using them
- If you have an electrical fault that you think might be dangerous, switch off the electricity at the mains (the switch is either next to the fuse box or next to the meter) then call us for help
- Allow access to contractors when electrical testing is required.

Gas safety

- If you smell gas, turn off the gas supply at the mains next to the gas meter and open all windows and then call National Grid immediately on **0800 111 999**
- Do not smoke or strike matches
- Do not turn electrical switches on or off

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E: contact-us@ccht.org.uk

Service Hub
Central & Cecil Housing Trust,
266 Waterloo Rd,
London,
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United Kingdom

Translation service

If you wish to have this handbook in a different language, please send your request to our Service Hub Team at the address

- Cecil House, 266 Waterloo Road, London SE1 8RQ
- or send an email with your name and address to Contact-us@ccht.org.uk

Kung nais mong magkaroon ng kopya ng handbook na ito sa (ilagay ang wika), pakipadala ang iyong kahilingan sa aming Service Hub Team sa sumusunod na address

- Cecil House, 266 Waterloo Road, London SE1 8RQ
- o magpadala ng email na nakasaad ang iyong pangalan at address sa Contact-us@ccht.org.uk

Se si desidera ricevere una copia di questo manuale in (inserire lingua), inviare una richiesta al Service Hub Team al seguente indirizzo

- Cecil House, 266 Waterloo Road, London SE1 8RQ
- o inviare una e-mail con il proprio nome e indirizzo a Contact-us@ccht.org.uk

إذا كنت ترغب في الحصول على نسخة من هذا الكتيب باللغة (أدخل إحدى اللغات)، فتفضل بإرسال طلبك إلى فريق مركز الخدمة الخاص بنا على العنوان التالي

- Cecil House, 266 Waterloo Road, London SE1 8RQ
- أو أرسل بريدًا إلكترونيًا مذكورًا فيه اسمك وعنوانك إلى Contact-us@ccht.org.uk

Notes

C&C

LONDON HOMES
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www.ccht.org.uk



@Central.Cecil



@Central_Cecil

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266 Waterloo Rd
London
SE1 8RQ
United Kingdom

Tel: 020 7922 5300
Email: Contact-us@ccht.org.uk
www.ccht.org.uk