

Essential information for new arrivals in Derbyshire

accommodation



In Derbyshire, there are people from different backgrounds, ages, cultures and religions, who we hope feel they belong to one community. The information provided outlines the key elements of living in a cohesive community, as well as how to engage with various services to make the most for your life in Derbyshire.

The Derbyshire Constabulary's Community Safety Team at Force Headquarters has made every effort to ensure the information provided from its own and partner organisations, is accurate at the time of publication. The information may change over time and is for guidance purposes only.

Readers are therefore encouraged to obtain copies of the other leaflets designed to help new arrivals settle into their life within Derbyshire through accessing services available.

Accommodation

You can look for accommodation within Derbyshire through looking in your local newspapers, advert cards placed in shop windows or supermarkets. They are also displayed in estate agencies windows and on their online websites. You can also look online at www.findaproperty.co.uk and www.rightmove.co.uk, which lists all agencies' properties within Derbyshire.

Types of accommodation

There are various types of accommodation that you can apply for within Derbyshire. There is private renting, renting through housing associations, lodging, shared accommodation, council houses, living with family/friends and owning a property outright through a mortgage or own funding.

Tenancy agreement

This sets out the terms, responsibilities and rights of both the tenant and landlord. It gives the security that as long as you do not break the terms of the tenancy agreement you may live in that property. The agreement will contain information on the length of the agreement,

the rent payable, an inventory and a list of the things which are and aren't allowed in the property. If you have obtained a property through a private landlord, there may be no tenancy agreement in place, and as such the tenant should ask for a written statement containing the length of the fixed term of stay, the amount of rent payable and the dates on which it is due and when the tenancy began.

The landlord is usually responsible for any repairs and general maintenance of the property to ensure the property is safe and healthy for tenants to live, e.g. adequate heating, electricity and gas supplies and no fall or trip hazards. A deposit is usually required to cover for any damage in the property or any unpaid rent. You may wish to buy household contents insurance to insure your possessions against theft or damage.

Bills

There are a number of different services you need to pay for if you have your own accommodation in the United Kingdom (UK). If you pay rent, it would be worth you finding out from the landlord if any bills are included in the rent. Costs associated with all types of accommodation will include water, gas and/or electricity, Council Tax, telephone, television licence and Internet.

The water out of the cold tap is safe to drink, unless there is a sign that says otherwise. If you have a water meter you will pay for the amount you use; where there is none you will pay a fixed amount called 'water rate.' There are several companies who supply gas and electricity, which you can choose for yourself. You can compare their prices through price comparison companies such as USwitch, which can be contacted on 0800 704 7961 or visit www.uswitch.com.

To find out which company supplies gas to your home, telephone the M Number enquiry line on 0870 608 1524. To find out which company supplies your electricity, telephone 0845 603 0618. You may not use a landline in your house and use a mobile phone instead. There are several commercial companies who offer mobile phone packages. It is advised you check and compare the prices

before you sign any contracts with one of these companies. Your Council tax should be paid through one of the eight borough and district councils (listed within the 'Useful contacts' section).

The United Kingdom (UK) Government encourages people to save water and energy. You can find out about greener living, how to save energy and reduce your energy bills at www.direct.gov.uk/en/environmentandgreenerliving and www.energysavingtrust.org.uk.

Homelessness

If you are not able to pay your bills, you may face eviction or your house may be repossessed. The local councils are able to support you through this process to avoid you becoming homeless. If you do become homeless, each council has a 'Homelessness' department who offer advice and support and are contactable through the councils general number located at the end of this leaflet.

Trusted Traders

When you need work carrying out in your home for general maintenance and repairs, you should first check your tenancy agreement as to who's responsibility this is. If the landlord allows you to arrange for the work to be carried out, it is advised you should check whether the company are registered as a 'Trusted Trader' who you can contact through Call Derbyshire.

Tel 0845 6058 058 email: trustedtrader@derbyshire.gov.uk

Community living

Once you have obtained some suitable form of accommodation, it is important to bear in mind the following information in relation to living within your communities:

Rubbish

Your local Councils can tell you which bins to use for different types of rubbish and when these should be put out for collection. They will also supply all necessary bins and recycling bags. Local councils will

collect different types of rubbish within the eight boroughs. If your local authority area does not collect a certain type of rubbish, then you should take this directly to a Local Management waste site to dispose of correctly.

Remember to:

- leave bins/bags out by 6:30 am on the day of collection only; they should not be left out at any other time
- put bins/bags on the edge of your property or at another agreed collection point
- keep bin lids closed – there must be nothing sticking out of its sides
- take bins back in as soon as possible, and no later than midday the next day

Noise

People can complain to the local council about noise disturbances and other nuisances in their neighbourhood, including anti-social behaviour. Noise can be accepted at certain times of the day and in certain places, e.g. in public places such as a local park.

Property

Should be maintained and looked after, including overgrown bushes and broken fences. This is especially important where this is part of your tenancy agreement.

Footpaths

These should be kept clear as they are often used as an access point for local residents. Footpaths should also be free from litter and dog fouling; if you are caught littering you may have to pay a fine for this.

Parking

You must park your car safely and legally. You can park in public car parks (indicated by a large blue sign with a white P), which will charge you for how long you park or for how long you intend to park your car. On streets where there are single yellow lines marked on the

road, there are restrictions in place for parking. Where there are two yellow lines, you should not park your car there at all unless you have a permit which states otherwise, i.e. Blue badge for people with severe mobility problems. It is advised you should avoid parking on narrow and busy streets.

Queues

Please join the back of queues in supermarkets, post offices, petrol stations and other such venues where there is a public demand for a service, which requires you to be served on a first-come, first-served basis. It can anger people when you try to jump the queue.

Drinking and smoking in public

Smoking in the UK is now banned from public spaces, with the exception of smoking designated areas. Drinking alcohol is 'frowned' upon when committed in a public space, and can become an offence where committed in an alcohol-free zone or where this becomes an offence under the Public Order Act.

It is acknowledged within Derbyshire, that there are key responsibilities that people living in the UK should undertake, including to: obey and respect the law; treat others with fairness and respect; treat all races equally, behave responsibly, morally and ethically; respect and preserve the environment; work to provide for oneself and family; and pay tax to support the community and its development.

There are also some unwritten rules of behaviour, for example, saying 'please' and 'thank you' and not blocking someone else's driveway with your car. The police also have a role in ensuring that people behave in an acceptable way in public places. Behaving in a way that causes distress or alarm to another person is not acceptable, e.g. urinating or spitting in public.

Neighbourhood Watch (NHW)

To improve community safety in your neighbourhood, you can start a NHW Scheme. NHW schemes are community crime prevention

initiatives that are supported by the Derbyshire Constabulary Safer Neighbourhood Teams but are run by their members. NHW aims and objectives can include:

- Sharing crime prevention advice, improving home, vehicle and personal security.
- Reducing the opportunities for crimes such as burglary and vehicle crime locally.
- Building community spirit and good relations, bringing local people together with common goals: to tackle crime and disorder and to keep an eye on each other's property.
- Helping residents, particularly elderly or vulnerable people feel safe and confident in their homes and their neighbourhood.

NHW is not just about preventing and deterring crime - it is about creating communities who care. It brings local people together and can make a real contribution to improving quality of life in a neighbourhood area. -

Useful contacts

You are advised that you can attend any of the 46 Derbyshire County Council's state public libraries, which have 400 public PC's with free broadband access. These will assist you in accessing some of the information which is provided on the websites listed below.

Problems getting your tenancy deposit back from your landlord; there is a tenancy protection deposit scheme in place within the UK
www.direct.gov.uk/en/homeandcommunity/buyingandsellingyourhome/rentingahome

Severn Trent Water is the provider of the water supply in Derbyshire
Tel: 08457 500 500 www.stwater.co.uk

Further information on gas, electricity and water:
www.gas-guide.org.uk www.electricity-guide.org.uk
www.water-guide.org.uk

Telephone landline in your home will need to be paid for; this will be through your telephone provider, e.g. BT, who will normally provide you with a bill for your monthly or quarterly usage. Tel: 0800 800150
www.bt.com

An internet connection will need to be paid for. This can often be tied in with a telephone provider, e.g. BT. You are best to check the service provided by each and weigh up the costs and benefits before making a decision as to which service provider to use.

Television Licensing can be applied for through www.tvlicensing.co.uk or by visiting a local PayPoint. www.paypoint.co.uk

Framework are a floating support team who offer housing support in Bolsover, Chesterfield and North East Derbyshire for people who are at risk of losing their home.

Tel: 0800 055 6184 email: cap@frameworkha.org

The District and Borough Councils are as follows:

Amber Valley Borough Council

Tel: 01773 570222 www.ambervalley.gov.uk

Bolsover District Council

Tel: 01246 242424 www.bolsover.gov.uk

Chesterfield District Council

Tel: 01246 345345 www.chesterfield.gov.uk

Derbyshire Dales District Council

Tel: 01629 761100 www.derbyshiredales.gov.uk

Erewash Borough Council

Tel: 0845 907 2244 www.erewash.gov.uk

High Peak Borough Council:

Tel: 0845 1297777 www.highpeak.gov.uk

North East Derbyshire District Council

Tel: 01246 231111 www.ne-derbyshire.gov.uk

South Derbyshire District Council

Tel: 01283 595795 www.south-derbys.gov.uk

Further information and advice on dealing with anti-social behaviour
www.saferderbyshire.org.uk

Further information on Citizenship, the UK Border Agency has published a book entitled, 'Life in the UK: A Journey to Citizenship.' This can be purchased at www.tsoshop.co.uk

Information on political elections www.direct.gov.uk/en/employmentcitizensandrights/ukgovernment/politicalpartiesandelections

Some key council services are dealt with by Call Derbyshire
(Derbyshire County Council's contact centre)

Tel: 08456 058058 (weekdays 8am-8pm and Saturdays 9:30am-4pm)
www.derbyshire.gov.uk

If you require this leaflet in Braille, large print or another format,
please write with your request and contact details to:
Force Headquarters Butterley Hall Ripley Derbyshire DE5 3RS
or Tel: 0345 123 3333.

www.derbyshire.police.uk

In producing this and associated leaflets, various partner
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