



# RENTING A HOUSE

## You need:

- A contract.
- A rent book.
- To pay a deposit and ask for a receipt.
- To pay rent and ask for a receipt.

## Your house must be:

- Clean and Safe.

## And have:

- Working electrics.
- Heating and hot water.

If you need help with your house and any repairs then please call: **01709 823198**

## Your landlord must NOT:

- Ask you to leave without 2 months written notice.
- Come into your house without 24 hours written notice.
- Threaten you.
- Harass you.

If you are harassed or threatened phone the police on: **0114 220 2020**. If the landlord asks you to leave then phone Community Protection on: **01709 823198**



# BEING A GOOD NEIGHBOUR

**Rubbish** must go into the correct bin.  
Do NOT leave rubbish on your garden.

## Dog waste

- You must clean up any waste your dog makes.

## Noise

- You must not make lots of noise.

If you do any of the above you are at risk of a fine, prosecution and possible eviction.

If you need any advice on the above then phone Community Protection Unit on: **01709 823198** or visit: Reresby House, Bow Bridge Close, Rotherham S60 1BY





# KEYCHOICES

HELP IN FINDING A HOME TO RENT OR BUY



### How does Keychoices work?

Keychoices letting scheme helps you move to an area of your choice. The scheme offers a range of housing options to rent or buy from a variety of housing providers.

Rotherham MBC, housing associations and private landlords all advertise properties that are available for letting, every Wednesday from 10.30am until the following Tuesday at 4pm.

You can view advertisements at the following locations:

- [www.keychoices.co.uk](http://www.keychoices.co.uk)
- Any 2010 Rotherham Limited Neighbourhood Office.
- **The Keychoices Property Shop,**  
20-21 Old Town Hall, Rotherham.
- In the **Rotherham Advertiser Newspaper** published every Friday.

### Who can apply?

Anyone aged 16 or over can apply. However by law some people subject to immigration control do not qualify for public sector housing.

EU Migrants must satisfy: The Immigration (European Economic Area) Regulations 2006.

### How do I apply?

Everyone seeking accommodation through Keychoices Letting Scheme MUST register an application.

Housing Register application forms are available at:

- Any 2010 Rotherham Limited Neighbourhood office or Rotherham MBC Customer Service Centre.
- Keychoices Property Shop.
- By post to your home address.
- By using electronic registration form at:  
**[www.keychoices.co.uk](http://www.keychoices.co.uk)**

Once your details have been registered we will send you an application number, registration date and category of application by letter or email

### How do I request a property?

You can make a maximum of 3 requests for properties in any one week but only if you meet the requirements of the property advert.

### For further details contact:

KeyChoices Property Shop,  
Howard Street,  
Rotherham S60 1QX

Telephone: **01709 336565**

Email: [keychoices@rotherham.gov.uk](mailto:keychoices@rotherham.gov.uk)





## HOUSING BENEFIT AND COUNCIL TAX BENEFIT

Housing Benefit and Council Tax Benefit is available to people who are on a low income, to help them to pay their rent and council tax.

To get Housing Benefit (HB) or Council Tax Benefit (CTB) you have to make a claim and also keep the Housing Benefit Section informed of any changes in your circumstances.

Broadly speaking, EEA nationals who are economically active (those who are working or treated as working) in the UK can claim HB and CTB. However, this does not exclude other EEA migrants from claiming HB and CTB, but the rules are very complex, so it is advisable to ask for further advice when making a claim.

Some groups of people cannot get HB or CTB no matter how low their income is. These groups include most full time students, and certain migrants.

**We can help you to make a claim and give you further advice on making a claim and possible entitlement.**

HB and CTB are only payable on your normal home, providing you are living there. However, there are some different rules for people who are temporarily absent from their normal home. This sometimes means that HB and CTB can be paid even though the claimant is temporarily absent from their home.

Because some rents can be expensive, there are limitations on how much rent can be met by HB.

There are also deductions for certain people over the age of 18 years who live with the claimant. For example, this can be friends, grown up sons and daughters, and adult relatives who are not joint tenants or boarders.

You can contact us by telephone: **01709 336006**

### **You can contact us in person:**

There are Customer Services Centres in Rotherham, Swinton, Dinnington and Maltby. An advisory service also operates at most District Housing Offices. Telephone the help line for details of opening times.

### **You can write to us:**

Rotherham Metropolitan Borough Council  
Housing and Council Tax Benefit Section,  
Civic Building, Walker Place, Rotherham S65 1UF

To apply for HB and CTB, you must complete a claim form. Someone else can help you to do this, or you can call at any of the Customer Services Centres where an advisor will be able to help you. The Council also offers an interpretation service if you do not speak any English.





# FIRE SAFETY CHECK



## Protect Your Home & Family with a Free Fire Safety Check

South Yorkshire residents can arrange for a home fire safety risk assessment to be carried out by South Yorkshire Fire & Rescue. During a visit the officer will give advice on how to make your home safer, what to do in the event of a fire and what to do if you are trapped by a fire. This advice can be provided in all languages. They will also fit a free smoke alarm if your house is without one and explain how to maintain it correctly.

To arrange your appointment, or for general fire safety advice call: **0114 253 2314** or visit: **[www.syfire.gov.uk](http://www.syfire.gov.uk)**

If you discover a fire in your home:

- Do not investigate, get **everyone** out and stay out. Do not stop or go back.
- Call 999 and ask for the fire service.
- If you are unable to get out, stay together in one room near an open window and wait to be rescued.