



If you need more help, or information about the Services we provide please contact us :

Tenant Complaints : (properties occupied by a single family/person)	01274 433531
Houses in Multiple Occupation :	01274 437107
Other Private Property Complaints :	01274 433531
Empty Properties :	01274 434742
Adaptations/Health & Safety Assistance :	01274 434520
Home Appreciation Loans :	01274 434520
Group Repair Schemes :	01274 434520
Community Warmth :	0800 6940418
Landlord's Forum & Accreditation :	01274 437148

Not all the services we provide have been included in this leaflet, for information regarding other **private** housing issues or for specific leaflets which cover the services we provide in detail, please contact
01274 437148.

**Specific Housing standards are laid down in National Legislation*

Other Useful Contacts

Bradford & Calderdale Staying Put H.I.A :	01422 247203
National Grid (gas leaks/unsafe appliances) :	0800 111 999
Pest Control :	01274 433926
Environmental Health/Protection (general enquiries) :	01274 434366
The Rent Service :	0113 2439 438
The Key House Project (Tenancy Advice) : Bradford	01274 728205
Keighley	01535 211311
Warm Front (grants for heating & insulation) :	0800 316 2805

www.bradford.gov.uk/housing

**Department of Regeneration,
Housing Service, 1st Floor, Jacobs Well,
Bradford, BD1 5RW.**








PSH 26

Need help for your home?

*One of our responsibilities is to
make sure that privately owned
and rented accommodation
is of an acceptable
standard**

In Privately Rented Homes (let by private landlords)

We can help tenants by making sure that the landlord carries out his/her obligations with regard to Housing defects which may affect the health and safety of the occupants including:

-  Damp or mould growth from excess cold or housing defects
-  Inadequate heating, ventilation, lighting or security
-  Overcrowding
-  Inappropriate kitchen or bathroom facilities
-  Unsafe gas and electrical installations or fixed appliances
-  Structural instability and defects
-  Hazards associated with falls, burns & scalds

(We **DON'T** deal with Tenancy Issues such as reclaiming bonds etc., for this contact 'The Key House Project' or if rents are thought to be too high, The Rent Service can help.)

Houses in Multiple Occupation (HMOs)

Extra standards apply for tenanted “bedsits” or shared houses as the risk of death or injury, particularly from fire, is about six times greater. These cover:

-  ***fire precautions, kitchen & bathroom facilities, minimum room sizes and extra management responsibilities.***

Properties which are 3 storeys or more and have 5 or more people living there forming 2 or more households must be licensed by the Local Authority.

Advice for landlords

We also help landlords, by giving advice directly or through Bradford's Landlords Forum and the newsletter “Let's Talk”. Responsible landlords with well managed properties can join the accreditation scheme, Best^{BD}Homes, which provides benefits and discounts for local goods and services.

In all Private Properties (rented or owner-occupied)

Investigation of **overcrowding** or **nuisance** (from the property, not the occupants) eg. leaking gutters and filthy or infested properties.

Empty properties




We can help with empty private houses by making sure that they are secure and don't cause unnecessary nuisance to adjacent occupiers. Work is also being done to reduce the number of empty private homes within the district.

Disabled Facilities and Adaptations

Alterations to homes, through a Disabled Facilities Grant, which can help a disabled person to be independent or a carer to manage more easily.

Community Warmth Scheme

We have teamed up with Npower to help the district's residents save on their energy bills and keep warmer. All properties are entitled to **free**...

-  installation of cavity wall insulation (where technically possible);
-  loft insulation for residents aged 60 or over (in suitable homes);
-  and a technical energy efficiency survey for the property which helps assess for handyman services, heating and a host of partner services.

Housing Renewal

The Home Appreciation Loan... (for owner/occupiers only)

...Is a secured loan that allows owners to make repairs, or in some cases improvements, to make a home warm, safe or dry with decent modern facilities through Assistance with Health and Safety Works / Additional Health. There are no monthly repayments and the loan does not become repayable until ownership of the house is transferred or the owner dies.

Owner occupiers over the age of 65 can access help through the Anchor Staying Put Agency.

Area Renewal Schemes...

...Facelift Schemes are carried out by the Council to externally renovate blocks of properties.