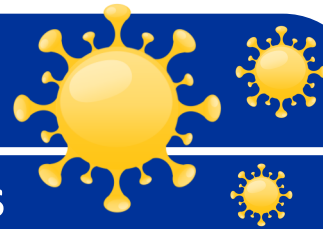


HOUSING SERVICE



Latest information on our Services

Following the continued closure of the Town Hall to the public due to the coronavirus, here's the latest information on our services:

Routine Repairs


We are pleased to announce from the beginning of January you will be able to start reporting routine repairs again. In order to avoid unnecessary visits to your home to assess repairs, when you contact us (depending on the nature of the repair) we may ask you to send us a photo or video of it using our Eviid mobile phone application. We will then review your repair and decide on a suitable course of action.

Routine repairs will be prioritised using a health and safety risk assessment to ensure you and your family remain safe.


More details will be given about this when you contact us to report the repair in January.

Emergency Repairs

Here are the numbers you need to report emergency repairs:



Emergency Council Housing Repairs Service



Type of Repair	Office hours *	Out-of-office hours emergencies
Non-gas repairs	(01229) 876578	(01229) 833311
Gas only repairs	0800 031 6578	(01229) 833311

*OFFICE HOURS: Mon –Thurs 8:30am-5pm (4.30pm on Friday)

Classification of Emergency Repairs

Response within 2 Hours*

- Severe Flooding
- Total Power Failure
- Insecure Property



Response within 24 Hours

- Follow on work from*
- Unsafe power or lighting socket
- Total loss of water supply
- Partial loss of gas supply
- Blocked flue to fire/boiler
- Total loss of heating/hot water (up to May)
- Major blockages to drains/soil pipes - tel United Utilities: 0845 746 2200
- WC not working (if only one in the property)
- Major leak from heating/water system
- Insecure window or door lock
- Temp. boarding of windows & doors
- Faulty smoke alarms

*Office hours for telephone enquiries Mon to Thurs 8:30am - 5pm (4:30pm Friday)

Tel: (01229) 876578 or 876371 | Email: housing@barrowbc.gov.uk

Homelessness Enquiries



If you are homeless, or think you may be at risk of becoming homeless in the next 56 days, please contact our Homelessness Team as soon as possible for advice and assistance.

- During office hours: Tel (01229) 876599
- Out-of-office hours (emergencies only) Tel (01229) 833311

For further information and advice visit:
<https://www.barrowbc.gov.uk/residents/council-housing/homelessness/>

Vulnerable/Self-isolating tenants

Our number one priority is the safety and well-being of our tenants - and never more so at this time.

If you have any worries yourself or if you're self-isolating, or have concerns about an elderly or vulnerable neighbour, please contact Jo Hughes direct on (01229) 876534 or email: jhughes@barrowbc.gov.uk and she'll make contact.



Struggling to pay your rent? We're here to help ...

We understand at the moment there will be many people struggling financially and worrying about paying their rent. If this is you - due to loss of earnings or redundancy - then please contact us for help and support.

If you're in receipt of Universal Credit and receive the housing element then please continue to pay your rent.

We have officers working from home who can speak to you today. So don't sit at home worrying, pick up the phone and call a member of our Rents Team on (01229) 876345 or 876469 or 876397 for a sympathetic ear and expert guidance and advice. Alternatively, email: housing@barrowbc.gov.uk

Home Payments

You can pay rent using your phone via the Council's 24 hour automated payments line: 0845 603 1510 or you can pay online <https://www.barrowbc.gov.uk/the-council/financial-services/payments/>



Direct Debit

If you want to set up a direct debit, please call (01229) 876478 or email housing@barrowbc.gov.uk

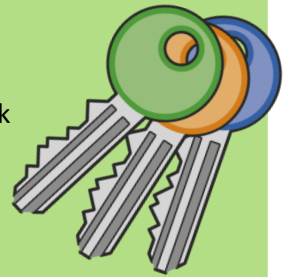
Lettings

We are continuing to sign up new tenancies in compliance with Covid-19 secure arrangements.

All vacant properties are advertised weekly on Cumbria Choice and our Facebook page (Barrow Borough Council Housing Department).

For any queries regarding your Choice-Based Lettings Account:

- Log into your CBL account as you would to bid:
 1. Select 'My Messages' from the left hand menu
 2. Scroll down and select 'Click here to contact us'
 3. Type message in the box
 4. Click 'Submit'
- Tel. (01229) 876554
- email: housing@barrowbc.gov.uk



**FOR OTHER HOUSING SERVICE
ENQUIRIES TEL. (01229) 876578**

**FOR ALL THE VERY LATEST
INFORMATION, PLEASE FOLLOW US:**



**Thanks for your understanding
during this difficult time.**

Please take care and stay safe.

Janice Sharp

Assistant Director - Housing
Barrow Borough Council Housing Service

Do you need help claiming Universal Credit?

**citizens
advice** Barrow

Telephone advice is available from Barrow Citizens Advice every weekday between 9am and 4pm. Call 0344 488 9624 or from 9 November call new free local advice line on 0808 2787 817.

The drop in face to face service is limited to Tuesday and Thursday mornings and is only for those who are unable to use a phone or email to make contact.

Anyone needing to email can do so via the Barrow Citizens Advice website:

***Office hours for telephone enquiries Mon to Thurs 8:30am - 5pm (4:30pm Friday)
Tel: (01229) 876578 or 876371 | Email: housing@barrowbc.gov.uk**