

You are invited to a

LANDLORD INFORMATION EVENING
11 NOVEMBER 2010 17.30-20.00

We would like to invite you to our landlord information evening on 11th November. Please come along to see us anytime between 5.30pm and 8pm.

Tea, coffee, soft drinks and light refreshments will be available if you are visiting directly from work. We will have information tables with representatives from:

- Next Step - Rent guarantee Scheme
- Housing Options
- The fire Service
- Recycling
- Warm Front
- Gas Safe
- Housing Benefits

■ **Next Step - Do you have a property to rent?**

Nextstep was established in 1998 operating within Reigate and Redhill YMCA and has worked in partnership with Reigate and Banstead Borough Council since 2003. Since the partnership began, we have successfully assisted in housing over 400 households and have provided tenants for more than 200 landlords. The service we provide is free to both landlords and tenants.

Following a referral from the Reigate and Banstead Housing Options Team, we undertake a detailed interview and assessment of clients housing need. We look closely at their ability to budget, offer support and advice and undertake references. Clients are only accepted on to the Scheme once we are satisfied that they will make suitable tenants. We keep in frequent contact with both the tenants and the landlords and also visit the property on a regular basis to ensure that it is being looked after in accordance with the tenancy agreement and your requirements.

■ **Housing Options**

Our Housing Options team will be available to speak to you regarding tenant referrals and tenancy advice.

■ **The Fire Service**

A representative will be available to explain the regulations surrounding their Home Safety Visits Programme and your responsibility as a landlord under the Fire Safety Order.

■ **Recycling**

We have an active recycling department within the authority, and a representative will be on hand to give advice and also ensure that your properties are equipped with the necessary recycling facilities to help keep the properties clear of rubbish!

■ **Warm Front**

The Warm Front Scheme provides a package of insulation and/or heating measures up to a maximum value of £3,500 (or £6,000 where oil, low carbon or renewable technologies are recommended.) There are conditions to receive the grants, but these are available to your tenants in certain circumstances and could improve the value of your properties.

■ **Gas Safe**

Gas Safe replaced the Corgi Register in April 2009. We will have up to date information available to you to confirm your responsibilities for houses fitted with a Gas boiler or heater.

■ **Housing Benefits**

We will be available to give you up to date information regarding the forthcoming changes to the Benefit Legislation and to answer any queries that you may have. Please note, as this will be an open meeting, only general queries should be asked.

If you are able to confirm attendance, please contact -
Louise Stone - louise.stone@reigate-banstead.gov.uk or
Philippa Ibbotson - philippa.ibbotson@reigate-banstead.gov.uk

However, if you are unable to commit at this stage, please don't worry simply turn up on the evening.

■ **Questionnaire**

We would like to ensure that we consistently deliver the service that you want. Please can you spare some time to complete the enclosed questionnaire and return to us? Alternatively, please bring it with you to the information evening. Thank you.

■ **Contacting us by e-mail**

If you would like to contact us by e-mail with a query about a benefit claim, you can e-mail benefits.enquiries@reigate-banstead.gov.uk. Your e-mail will be forwarded to the relevant officer to reply to you.

If you have any queries or concerns regarding our service, or would like to set up regular liaison, please contact Louise Stone - telephone 01737 276491, e-mail louise.stone@reigate-banstead.gov.uk or alternatively, you can write to us at the Town Hall, Castlefield Road, Reigate, Surrey, RH2 0SH.