



Salford City Council
Landlord Accreditation Scheme
Tenant Handbook



Renting with confidence IN Salford

Welcome!



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Foreword

Dear tenant/prospective tenant,

I would like to take this opportunity to introduce myself. I am Councillor Peter Connor, Salford City Council's Lead Member for Housing Services, and Councillor for Kersal ward and a member of Charlestown and Lower Kersal New Deal for Communities Partnership Board.

I offer my congratulations on becoming a tenant of a property owned by a registered member of the Landlord Accreditation Scheme within Salford. Your landlord has joined a scheme, which demonstrates a commitment to managing your property and your tenancy to an agreed standard.

You can be assured that you are renting a property where the landlord has given a commitment to quality in all aspects of their service and that they are working with Salford City Council to continually improve their service.

If you are not already a tenant of a property owned by a registered member of the Landlord Accreditation Scheme but are considering renting a property in Salford, this handbook can help you. It will enable you to make an informed decision as to the suitability of a property and will highlight the benefits of becoming a tenant of an accredited landlord.

The Landlord Accreditation Scheme is overseen by Salford City Council's Landlord Accreditation team which provides advice and support to both tenants and landlords on a variety of issues relating to housing in Salford. This can include information on energy improvements, burglary reduction initiatives and anti-social behaviour measures.

If you would like more information on any issues relating to the Landlord Accreditation Scheme please contact the Salford City Council's Landlord Accreditation team on 0161 793 3270 or e-mail landlord.accreditation@salford.gov.uk



Cllr Peter Connor
Lead Member for Housing

What is the Landlord Accreditation Scheme?

The Landlord Accreditation Scheme (LAS) seeks to address and improve property standards and management arrangements relating to private rented property across the whole of Salford. The scheme is voluntary and works in partnership with landlords in the private rented sector, helping to create a better working relationship and offering advice and support on a wide variety of subjects relating to housing within Salford.

The scheme covers properties across the whole of Salford, providing advice and information for private landlords and managing agents. The scheme's aim is to improve the image of Salford and ensure tenants have access to quality housing. The scheme offers assistance to landlords, helping them to gain access to information and resources which will help them improve their service.

In order for a property to become accredited the landlords must sign up to the Code of Standards, which address property condition and management arrangements. A copy of the tenancy agreement issued by the landlord and a current gas safety certificate are also required, and finally a member of the Landlord Accreditation team will carry out a visual property assessment. A certificate is issued for the property and window stickers are used for identification of the standards being met. This gives both the landlord and tenant/s confidence that the property and management arrangements meet the required standard.

If you are unsure as to whether your property or the property you are viewing is accredited, please ask the landlord to view the accreditation certificate for the property. All accredited properties will have a certificate of membership.

Salford's Landlord Accreditation Scheme is now a well-established scheme and continues to support and work with landlords in a drive to constantly improve the private rented sector across Salford. To find out how the scheme is raising the standards of private rented accommodation across Salford and is continuing to provide unparalleled levels of support to accredited landlords, please contact the Landlord Accreditation team on 0161 793 3270 or email landlord.accreditation@salford.gov.uk.

Where do you live in Salford?

Charlestown and Kersal

A short bus journey (approximately five to ten minutes) away from Salford Shopping City, this area is close to the back of the Salford University campus. There are a variety of local shops, doctors' surgeries and dentists as well as local schools, football pitches, areas for walks and other leisure facilities. There are a variety of low-rise flats and houses within this area.

Eccles and Monton

Eccles has a bustling town centre with a leisure centre, swimming pool, parks, pubs, shopping and market area, post office, banks and a library. With its own bus station and the Metrolink tram system, access to Salford Quays and Manchester City Centre could not be easier. The Trafford Centre is located close by with a wide variety of retail shopping outlets, multi-screen cinema and restaurants. The area also benefits from a Morrisons supermarket, and West One Designer outlet.

Around Eccles there are a number of areas of council-owned homes, which are all close to amenities in Eccles town centre or Monton, where there are also shops, pubs and restaurants.

Higher Broughton

Higher Broughton is situated five minutes away from Manchester City Centre. Over recent years, investment has modernised and improved both housing and the local environment. There are two major supermarkets, a leisure centre, health centre and library. The Manchester Evening News Arena is within walking distance and Higher Broughton itself is ideally situated for motorway connections.

Irlam and Cadishead

On the southwest edge of Salford, this area has its own clear identity with local shopping facilities, including a new Tesco superstore, schools and other services such as a local library and Fit City Leisure Centre. The area is easily accessible from the M60 ring road and is close to parts of Trafford and Warrington.

Little Hulton

Little Hulton is located between Walkden and Bolton. It benefits from being a short bus journey from the extensive shopping and leisure facilities in the Walkden area and has its own shopping parade located at the District Centre. Much of the housing has benefited from extensive investment, including the provision of driveways, as well as new kitchens and bathrooms.

Lower Broughton and Blackfriars

Blackfriars is ideally located on the doorstep of Manchester City Centre, with all the leisure and shopping facilities that this provides.

Lower Broughton adjoins Blackfriars and has its own shopping facilities at Mocha Parade and is a short bus journey into Manchester City Centre.

Ordsall

The Ordsall area is located close to Salford Quays, Manchester City Centre and Salford Shopping City. There is a retail park within walking distance with a large supermarket and Boots and other major retailers. There are also local shops and a health centre. Old Trafford football and cricket grounds are close, as is Salford Quays with its restaurants and pubs, the Lowry Centre, multi-screen Cinema and new Designer Outlet for the ultimate leisure experience. There are bus routes through this area and on nearby Regent Road and Trafford Road. The Metrolink tram system also runs nearby.

Salford Precinct

This area is around Salford Shopping City, which has a number of major retailers including Tesco, Currys and Woolworths. There is also a market and bingo hall adjoining the shopping centre. There is a library and modern recreational centres with outside pitches. This area is also within walking distance of Salford University, the Crescent train station and a bus station. There is secure parking and excellent motorway links.

Pendleton and Irlam o' th' Heights

This area is close to Salford Shopping City. There are local schools, libraries and recreational centres within easy reach. Parts of this area are also convenient for Salford University.

Seedley and Langworthy

Seedley is well located for all local amenities including shops, schools and access is available to all public transport routes. It is also close to Salford Shopping City. The area is currently undergoing an urban renewal programme, which will bring additional services into the area over the coming years.

Swinton and Clifton

Located centrally within Salford, Swinton is conveniently placed for easy access to both Bolton and Manchester centres with excellent bus and train links. Swinton offers a wide range of local shopping and large retail and food stores including Matalan, B&Q and Morrisons. A market is open at Swinton shopping centre from Tuesday - Saturday. Swinton also has many other facilities including a leisure centre with swimming pool, bowling alley and Clifton Country Park. An excellent network of schools ranging from nursery to high school level serve this area.

Walkden

Walkden is located off the A6 between Little Hulton and Swinton. It is approximately eight miles from Manchester City Centre and near the motorway network. The town centre has a large shopping area including Tesco and the Ellesmere Centre. There are many leisure facilities, including walks, pubs and restaurants.

Weaste and Seedley

Located between Eccles and Pendleton this area benefits from its close proximity to the Metrolink tram system, Buile Hill Park and Salford Reds Rugby ground. Weaste is adjacent to the edge of Salford Quays.

What difference does Landlord Licensing make?

What is Landlord Licensing?

The introduction of Landlord Licensing in April 2006 has enabled local authorities across the country to raise the standard of accommodation for people living in Houses in Multiple Occupation (HMO's) and address issues of property management. Salford City Council are also committed to Selective Licensing which is expected to come into force from late summer 2006.

Landlord Licensing will mean that landlords of certain types of properties and in certain areas, will need to apply for a licence from Salford City Council in order to continue their business. This will include all larger types of dwellings, known as Houses in Multiple Occupation (HMO's) and other properties in areas chosen by Salford City Council, subject to approval from the government.

What is a House in Multiple Occupation (HMO)?

Houses in Multiple Occupations are properties that are three or more storeys and have five or more occupants who make up two or more households, e.g. a property that provides bedsit accommodation, will be subject to mandatory licensing.

What does Selective Licensing mean?

In areas where Salford City Council has identified that there are problems, which have happened partly because of poor tenancy management by private landlords, they can introduce the licensing of all privately rented properties in that area. The council cannot introduce Selective Licensing without approval from the government and there are requirements, which must be met, in order for the council to be able to introduce licensing.

What standards will a landlord have to meet to obtain a licence?

- The owner and any manager of the property must pass a "fit and proper person" test. This involves Salford City Council looking at any convictions which a landlord may have and their past history of being a landlord.
- The property must be well managed. The landlord must deal fairly with tenants and comply with the laws on renting out property.
- The landlord (or their nominated managing agent) must be willing to take action when informed of any anti-social behaviour by their tenants.

What should I do if I am a private tenant?

It is in your interest to find out if your landlord is required to have a licence and if so, if they have obtained one. You can do this by either:

- contacting the Landlord Licencing team with details of the property and the landlord if known, on 0161 793 3344 or by e-mail at landlord.licensing@salford.gov.uk;
- checking the up to date list of licensed landlords which is available on Salford City Council's website and is also available to view at the Civic Centre in Swinton.

Tenancy checklist

When moving into a property don't be afraid to ask questions and **remember not to sign the tenancy agreement** until you are satisfied that you understand all aspects of the tenancy.

We have prepared a checklist, which you may want to use when looking at the property upon moving in. You should use the information gathered to make an informed decision as to the suitability of the property. If you have any concerns please contact the Landlord Accreditation team on 0161 793 3270.

Is the property accredited?

Yes No

Exterior

Does the property look in good condition?

Yes No

Is the roof in good condition?

Yes No

Is the paintwork clean? Any blemishes/marks?

Yes No

Is the property secure? Are there sufficient window and door locks? Is there a burglar alarm?

Yes No

Is there rubbish in the garden or yard?

Yes No

Notes

Interior

Does the property have hot/cold water?

Yes No

Is there sufficient heating and is it working?

Yes No

Is it reasonably clean/tidy/dry?

Yes No

Have you checked for signs of problems?
(Rotting/wiring/damp)

Yes No

Is there a fire escape route?

Yes No

Is it furnished? If so, is there an inventory?

Yes No

Does the property have a smoke alarm?

Yes No

Tenancy agreement

Is the landlord insured? e.g. buildings insurance

Yes No

Have you checked the tenancy agreement?

Yes No

Who is responsible for repairs?

Who is responsible for decoration?

Who is responsible for paying the bills? (council tax, electric, gas, water rates)

Does the landlord keep a set of keys?

Yes No

Have you seen a copy of the gas safety certificate?

Yes No

Notes

Safety regulations

Gas safety

Landlords are required under the Gas Safety (Installation and Use) Regulations 1998 to make sure that all gas installations such as fires, boilers and flues are professionally installed and are serviced annually by a CORGI registered engineer. If you are a tenant of an accredited property your landlord will have a gas safety certificate, as it is a requirement of the Landlord Accreditation Scheme.

Carbon monoxide

You will not be able to smell or taste carbon monoxide. Danger signs on the appliances might include:

- a yellow or orange flame instead of blue;
- scorch marks on any part of the appliance;
- brown or black discoloration of burners;
- cracked, damaged or blocked flues through which gas could escape;
- pilot lights that frequently go out;
- excessive condensation.

If you are worried that a gas appliance is unsafe:

- Stop using it.
- Turn off the gas supply.
- Ventilate the room.
- Contact your landlord.

Electrical safety

It is the landlord's responsibility to maintain installations for electricity supplies including electrical sockets and wiring. Never overload sockets with additional plugs or adapters as this may cause the circuit to blow.

Fire safety

It is recommended that smoke detectors are fitted to the property and are checked to be in full working order on a regular basis. A smoke detector saves lives and it is recommended that they are checked on a weekly basis. Other fire precautions may include:

- Fire doors.
- Fire blankets/extinguishers.
- A planned clear escape route.

Furniture regulations

There are special regulations regarding furniture that is supplied by your landlord. All furniture supplied by the landlord must have a permanent label affixed to it, this is often on the underside of the furniture. For more information, please contact the Landlord Accreditation team on 0161 793 3270 or email landlord.accreditation@salford.gov.uk.

Repairs

Repairs to the property are both the landlord and the tenants responsibility. The list below outlines the main responsibilities of both the landlord and the tenant (subject to the tenancy agreement):

Landlords responsibilities:

- The structure and exterior of the house.
- Installations for gas, water and electricity supplies.
- Sanitation and heating.

Tenants responsibilities:

- To report repairs promptly and preferably in writing.
- To avoid damaging the property and repairing any item they have damaged.
- To protect the property whilst they are away from the property.
- Minor maintenance, for example replacing bulbs, fuses and unblocking sinks.
- Cleaning fixtures and fittings.

Looking after your property

Basic security measures

Doors and windows

Remember to remove keys from locked windows and to keep them in a safe place out of sight. You must, however, ensure all family members know the location of the keys in case of a fire.

Lighting

When you go out, make the property look like it is occupied. Timer switches can be bought from any DIY store and these will allow you to plug in your lamp and control the times when it comes on.

Burglar alarm

Ask your landlord if there is a burglar alarm fitted to the property. If there is, ask for a demonstration before moving in so you know how to use it.

Garden security

Garden tools are often used to assist burglars breaking into homes. Ladders, garden spades and forks are particularly helpful to thieves. Wheelie bins can also be used to climb over fences or carry away stolen items. Lock them away!

Marking your property

A good way to recognise personal property, if stolen, is to mark the item with a ultra-violet (UV) pen which can then only be identified using a UV lamp. It is suggested that the best way to mark the item is to write your postcode and house number on the property so that it can then be traced.

Smoke alarm

Ensure it is in full working order at all times and never remove the batteries unless they need replacing.

Energy efficiency tips

To save energy and keep warm in your property follow these no cost and low costs tips:

No cost

- Turn lights off when they are not needed.
- Close doors in unused rooms.
- Close curtains at night to retain heat.
- Clean windows regularly to make the most of daylight.
- Turn electrical appliances off at the plug, leaving the television on standby wastes energy and money.
- Make sure when cooking, the pan fits the ring correctly.
- Only fill the kettle with as much water as is required (making sure the element is covered).
- Don't put hot food in the fridge or leave the fridge door open.

Low cost

- Use energy saving light bulbs.
- Radiator foil is a good way of reflecting heat to the centre of the room.

Condensation

It is important to distinguish the difference between damp caused by condensation and damp caused by other factors such as rising damp, rainwater, plumbing problems or poor drainage.

The main differences are:

- Damp caused by condensation tends to get worse in cold weather whilst other types of damp tend to get worse in wet weather.
- Condensation tends to form patches of mould with blurred soft edges rather than a stain mark.
- Condensation can occur where the air and/or surfaces are cold and where the moisture content of the air is high.

The water formed by condensation can be damaging to your property and health so always make the landlord/managing agent aware at the earliest opportunity. Ensure you wipe away any condensation with a cloth.

How to reduce condensation to a minimum:

- In the bathroom always keep the door shut during use. After use keep the door shut and window open to let steam out.
- If you dry clothes on a radiator think about ventilation. In most cases you can get rid of damp air simply by opening a window.
- In the kitchen use saucepan lids to cut down the amount of steam escaping into the air.
- Cook with the door closed and window open.
- Dry clothes outside if possible.

Damp

Water can get into your home from rain or snow, or by ground water rising up through the walls or floors. There are a variety of ways on how to cure damp in your property:

Improve the barrier between the ground and your property:

- Clear away any soil from the walls.
- Contact your landlord if you suspect that repairs are needed to existing damp proof course.

Improve ventilation by:

- cleaning air bricks to ensure that there are no blockages;
- opening windows when cooking or washing clothes.

Deposits, rent and bills

Deposits

A landlord will normally ask for a deposit, typically one months rent in advance, when the tenancy begins. Remember to get a receipt off the landlord when you pay your deposit. Both you and the landlord should make sure that the tenancy agreement states:

- how much the deposit is;
- who looks after the deposit;
- when money can be deducted from it (i.e. damage to property or unpaid rent);
- when and how (cheque/cash) the money will be paid back.

Rent

Rent is usually paid in regular weekly or monthly instalments and it is usually also paid in advance. You can choose to pay by several methods but it is advised that you setup a standing order to make regular payments if you have a bank account. If you cannot pay by standing order try to pay by cheque or get a receipt so that a payment is recorded.

Rent books

It is recommended that landlords provide a rent book for every tenancy and that it is kept up to date. Landlords are legally obliged to provide a rent book if the rent is to be paid weekly. A rent book can be used as record of payments and to resolve any dispute.

Utility bills

Depending on the tenancy agreement you may be expected to pay other bills while you are living in the property for example, most tenants have to budget for council tax, electricity, gas and water rates, television licence and telephone bills. You may also have to pay connection charges for some utility services or pay a small deposit as security against non-payment of bills. Take readings from meters and inform the relevant companies when you move in.

Changing gas and electricity supplier

There are many energy companies in the region offering competitively priced rates for gas and electricity but one of the main problems is trying to find the cheapest in your area.

To compare different rates there are a number of websites that will calculate which gas and electricity suppliers offer you the cheapest deal. Those listed below have signed up to energywatch's Voluntary Code of Practice for companies providing price comparison services to consumers (energywatch are an independent watchdog for gas and electricity consumers). They are:

www.buy.co.uk
Tel: 0845 601 2856

www.saveonyourbills.co.uk
Tel: 0845 331 2034

www.uswitch.com
Tel: 0800 093 0607

Warm Front Scheme

You could receive a grant of up to £2,700 to make your home warmer and healthier.

What is the Warm Front Scheme?

The Warm Front Scheme is a government funded scheme, which provides grants to make your home warmer, healthier and more energy-efficient. Each year they help over 100,000 people across England to make their home warmer.

Do I qualify for a grant?

If you own your home or rent it from a private landlord and are also receiving one or more of the following benefits, you could receive a grant of up to £2,700:

- Working Tax Credit
(with an income of less than £15,050 and which must include a disability element).
- Child Tax Credit
(with an income of less than £15,050).
- Attendance Allowance.
- Disability Living Allowance.
- Income Support
(which must include a disability premium).
- Housing Benefit
(which must include a disability premium).
- Council Tax Benefit
(which must include a disability premium).
- War Disablement Pension
(which must include a mobility supplement or Constant Attendance Allowance).
- Industrial Injuries Disablement Benefit
(which must include Constant Attendance Allowance).

You can also claim if you are 60 years old or over, or have a child under 16 years old, or are pregnant, or have a maternity certificate MAT B1 and are also receiving one or more of the following:

- Income Support.
- Housing Benefit.
- Council Tax Benefit.
- Income-based Jobseeker's Allowance.
- Pension Credit.

How do I apply?

To find out if you qualify for a Warm Front grant, please call one of the advisors free on: **0800 316 2814** (Lines are open Monday to Friday from 8am to 6pm).

Anti-social behaviour

Our vision for Salford is to build safer, stronger and confident communities. Tackling anti-social behaviour is fundamental to this commitment and to the creation of sustainable communities.

In 2004, to reflect their role in tackling anti-social behaviour, some housing providers in Salford worked together to develop an anti-social behaviour protocol that was both consistent and effective. This included a statement of principles and aims that will benefit our communities in Salford. It will encourage all landlords across all tenures to work together to ensure that Salford realises its potential as a modern, thriving city at the heart of the northwest.

How does Salford City Council tackle anti-social behaviour?

Salford City Council through the Together Campaign has put tackling anti-social behaviour at the heart of partnership working through its neighbourhood management of each of the eight community committee areas.

Community committees support the local neighbourhood and make decisions about the priorities for the neighbourhood - be it young people hanging out on street corners; litter on the streets or improving a local park. Salford City Council and other organisations then focus our work on these priorities.

The eight community committees in Salford are each made up of active residents, who are supported by a Neighbourhood Management team that consists of members of staff from Salford City Council, Greater Manchester Police and other organisations when necessary.

If you are interested in finding out more about community committees, or you are thinking of becoming a member of a community committee, please contact your local nuisance

link officer on 0161 793 3300.

What is the Together Campaign?

Together is a national campaign to prioritise and tackle anti-social behaviour and put the needs of the community first. Salford has been chosen to be one of the fifty action areas involved - demonstrating our commitment to working with local communities to deal with anti-social behaviour.

A national reporting phone line has been set up and is available to all Salford residents - 'It's your call': 0845 605 2222.

What services do Salford City Council provide for you?

New Prospect Housing Ltd (NPHL) is the organisation responsible for managing Salford City Council's housing stock and acts as a first point of contact for reports of anti-social behaviour committed by or against their tenants. NPHL also has specialist anti-social behaviour (ASB) officers within the Community Safety Unit to deal with the more complex cases and those requiring legal action.

In addition Salford City Council has a specialist team of Nuisance Link workers to act as a first point of contact for people suffering from anti-social behaviour, who also work with specialist ASB officers. Salford City Council also has a dedicated Crime and Disorder Legal team to deal with Anti-Social Behaviour Orders (ASBO's).

Contact numbers

If you have any issues relating to anti-social behaviour in Salford, please call one of the following numbers:

Together Action Area hotline 0845 605 2222

Crime Stoppers 0800 555 111

Greater Manchester Police 0161 872 5050

Rubbish and recycling

When will my wheelie bin be emptied?

Tuesday	Wednesday	Thursday	Friday
Little Hulton	Langworthy	Claremont	Pendlebury
Walkden North	Ordsall	Weaste/Seedley	Swinton North
Walkden South	Blackfriars	Eccles	Swinton South
Cadishead	Broughton	Barton	Worsley/Boothstown
Irlam	Kersal	Winton	
	Pendleton		

Salford City Council collects domestic refuse on Tuesday to Friday each week. This arrangement avoids the necessity to make alternative arrangements to cover bank holiday weekends.

Refuse collections are not normally affected by Bank Holidays unless previously notified by stickers on domestic bins, adverts in local newspapers and via the website at www.salford.gov.uk/rubbish

You've missed my bin! What should I do?

Please call 0161 909 6500 as soon as possible. If practicable to do so, a message will be sent to the collection vehicle and it will return to collect your refuse. Where this is not possible alternative arrangements will be made.

I've forgotten to put my bin out! What should I do?

Please call 0161 909 6500 as soon as possible. Again, where practicable to do so, we will endeavour to get your forgotten bin emptied the same day.

Kerbside recycling scheme

Salford City Council operates a free kerbside collection service for your recyclable materials. We will provide you with a free container to help you reduce what you produce - this will be collected on your normal refuse collection day.

What can I recycle?

Yes please!

Clean tins and cans
Textiles
Plastic bottles
Glass bottles
Newspapers
Cardboard
Plastic carrier bags

No thanks!

Grass
Broken glass
Raw fruit
Raw vegetables
Kitchen waste
Plastic bin sacks

How can you help?

Each household is provided with a free container for recyclable goods. Residents in both high and low-rise flats within Salford also have local recycling facilities available, including the ability to recycle plastic carrier bags.

To find out where your nearest recycling point please contact 0161 909 6500.

Salford Safe Deposit Scheme

Have you found a place to live but can't afford the rent in advance or deposit?

Maybe we can help!

Good quality private rented accommodation is available throughout Salford. We want to help more individuals and families to take up private rented tenancies, which are managed by landlords who are members of Salford's Landlord Accreditation Scheme.

The aim of our Safe Deposit Scheme is to help provide assistance to people who can't afford to pay cash deposits. By granting non-cash deposits in the form of a written bond guarantee, we can provide home seekers with access to private rented accommodation in Salford with landlords whose properties meet the standards of the Landlord Accreditation Scheme, a scheme that landlords sign up to agreeing to operate according to our good practice code of standards.

We want you to be able to take on a tenancy you can afford to maintain and support will be provided as required. We want the Safe Deposit Scheme to help everyone to be seen as responsible tenants, in this way landlords will be encouraged to make more properties available to low income households.

Will I qualify for the scheme?

Yes, if you:

- are aged over 18 years;
- are homeless or going to become homeless;
- are a low wage earner or in receipt of housing benefits or local housing allowance;
- are a Salford resident or anyone who needs to move to the city to start work or care for a relative or be cared for by a relative;
- have a distinct housing need, for example if you have been evicted or you have a disability.

How to apply

Housing Advice and Support Services
Crompton House
100 Chorley Road
Swinton
M27 6ES

Tel: 0161 793 2020

Fax: 0161 793 3736

Or e-mail: housingadvice@salford.gov.uk

Salford Property Shop

Salford Property Shop is a website promoting homes to rent across the city of Salford, ranging from bungalows to large family houses to one bedroom furnished flats. Spanning an area of approximately 40 square miles, you can find properties bordering Manchester City Centre or close to Bolton or Warrington.

Many landlords advertise their accredited properties when they become available through Salford Property Shop, both on the web and in the shop. Look out for the Landlord Accreditation Scheme logo.

To find your new home please visit www.salfordpropertyshop.com, or telephone 0808 100 2347, or in person at the Salford Property Shop at 45 Hankinson Way, Salford Shopping City, Pendleton, Salford M6 5JA.

Useful Contacts

The main switchboard telephone number for Salford City Council is 0161 794 4711.

Anti-social behaviour
0161 793 2444

Benefits (council property)
0161 909 6506

Benefits (private sector)
0161 909 6504

Building control
0161 779 4985

Burglary reduction
0161 793 3100

Community safety
0161 793 3576

Council tax
0161 909 6502

Education and leisure
0161 788 0123

Environmental services
0161 909 6500

Housing advice service
0161 922 8748

Housing services
0161 909 6513

Housing rent
0161 909 6512

Housing repairs
0161 909 6511

Landlord Accreditation team
0161 793 3150

Planning
0161 793 3772

Salford Property Shop
0808 100 2347

Use this page and the next to add any other useful contact details relating to your home (i.e. insurance company, utilities etc) or for your own notes.

Notes and useful contact details:

Notes and useful contact details:

This document can be provided in large print, audio, electronic and Braille formats. Please contact the Equalities Team at Salford City Council, telephone number 0161 793 3536

إذا احتجت للمساعدة في فهم هذه النشرة , برجاء الاتصال بفريق المساواة في مجلس سالفورد ,
هاتف رقم 0161 793 3536

এই পুস্তিকাটি বোঝার জন্য যদি আপনার সাহায্যের প্রয়োজন হয় তাহলে সেলফোর্টে কাউন্সিলের ইকুয়ালিটি টিমের সঙ্গে যোগাযোগ করুন টেলিফোন নম্বর 0161 793 3536

如果您有關於本宣傳頁的任何問題，請聯繫 Salford 理事會的 Equalities 團隊，電話號碼為 0161 793 3536

જો આ લીફલેટ સમજવા માટે તમને મદદની જરૂરત હોય, કૃપા કરી ઇકુવાલિટીજ ટીમ સર્વિસ ડાઉસિલનો ટેલિફોન નમ્બર 0161 793 3536 પર સંપર્ક કરો.

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਲੀਫਲੈਟ ਨੂੰ ਸਮਝਣ ਵਿਚ ਸਹਾਇਤਾ ਦੀ ਜ਼ਰੂਰਤ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਲਫੋਰਡ ਕੌਂਸਲ (Salford council) ਵਿਚ ਇਕੁਅਲਿਟੀ ਟੀਮ (Equalities Team) ਨਾਲ ਫੋਨ ਨੰਬਰ 0161 793 3536 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

اگر آپ کو اس لیف لیٹ کے سمجھنے میں مدد کی ضرورت ہو تو براہ کرم اکیویٹی ٹیم کو سلفورڈ کونسل سے اس ٹیلی فون نمبر 0161 793 3536 پر رابطہ قائم کر سکتے ہیں۔

Salford City Council

**Landlord Accreditation Scheme
Housing and Planning**

Civic Centre
Chorley Road
Swinton
M27 5BW

Telephone: 0161 793 3270

email: landlord.accreditation@salford.gov.uk

www.salford.gov.uk/landlord-accreditation