



## Welcome to Council Housing Management Service

We hope that your experience since the service moved in-house back into the Council has been positive so far. As we continue settling into the new arrangements, your views are extremely important to us.

## We want to hear from you...

If you have any questions, concerns, or feedback, we would like to hear from you. Your comments help us understand what is working well and where we can improve.



**Telephone:**  
0300 123 7724



**Online form:**

[https://my.cheshirewestandchester.gov.uk/service/Council\\_Housing\\_Management\\_Service\\_Enquiry](https://my.cheshirewestandchester.gov.uk/service/Council_Housing_Management_Service_Enquiry)



**MyTenancy App**



<https://www.cheshirewestandchester.gov.uk/residents/housing/council-housing/paying-your-rent/mytenancy>



**Out of Hours:**  
0300 123 7724



**Website:**

[www.cheshirewestandchester.gov.uk](http://www.cheshirewestandchester.gov.uk)



**Post:**

Council Housing Management Service,  
Cheshire West & Chester Council, The Portal,  
Wellington Road, Ellesmere Port, CH65 0BA.

## Annual Rent Statements Update for Tenants

We would like to inform tenants that Annual Rent Statements will be issued slightly later than usual this year.

These statements provide a summary of the rent charged and payments received over the last financial year. They may be required for your personal records or for benefit-related purposes.

We apologise for any inconvenience this delay may cause. If you need a rent statement in the meantime, please contact the Council Housing Management Service using our usual contact details.

## Getting to Know You

To make sure housing services reflect the needs of our tenants and leaseholders, we ask for your help in keeping us up to date with your household details, communication preferences, and any support needs.

**By providing this information, you help us to:**

- Deliver fairer services
- Communicate with you in the way that suits you best
- Identify any additional support you or your household may need
- Plan and improve services for the future

We will be in touch later this year to learn a little more about you and your household. All information you provide will be kept secure and confidential.

**Thank you for helping us improve our services.**



# MyTenancy+ app

The new MyTenancy+ app is the quickest and easiest way to manage your tenancy, anytime and anywhere.

You can use it online or through our mobile app to access services 24/7.

## With MyTenancy+, you can:

- Check rent statements and manage your rent account
- Report and track repairs
- Make tenancy changes, including adding people or giving notice
- Report neighbourhood issues
- Update your personal details
- Share feedback and suggestions
- Getting started is simple. You'll need:
  - An email address you use regularly
  - Your tenancy reference number (shown on our letters)



The app is available from the App Store or Google Play. Find out more:



[www.cheshirewestandchester.gov.uk/residents/housing/council-housing/paying-your-rent/mytenancy](http://www.cheshirewestandchester.gov.uk/residents/housing/council-housing/paying-your-rent/mytenancy)



## Live Well Cheshire West



Live Well Cheshire West provides the latest news, support, and advice to help you look after your mental health, physical health, and overall wellbeing. You can also stay up to date by exploring our most recent news articles and updates.

[www.livewell.cheshirewestandchester.gov.uk](http://www.livewell.cheshirewestandchester.gov.uk)



## Keeping You Safe

Your safety is our top priority. That's why we carry out a gas safety check every 12 months in your home. This annual inspection ensures that all gas pipes and appliances in your home are working safely and efficiently.

We'll contact you to arrange an appointment and work with you to choose a time that suits you.

Gas safety checks are not only important for your wellbeing they are also a legal requirement. As your landlord, we must make sure your home is safe and properly maintained.



**Love  
your  
streets**

Our **Love Your Streets** campaign celebrates neighbourhood pride and encourages residents to play an active role in keeping their communities looking their best. Our dedicated Your Streets Officers work closely with local volunteer groups and schools, supporting litter picks and a wide range of community clean-up activities across the borough.

We'd love you to get involved. Whether you're already part of a local group and would like to share your details, or you're just starting out on your volunteering journey, the Your Streets team is here to help. For more information and advice on how to get involved, please get in touch.

To make it easier for everyone to take part, we offer a fantastic free-to-use tool bank. This includes litter picking equipment, spades, forks

and high-visibility clothing, with over 250 toolkits issued to volunteers each year. Designed to support both individuals and groups, our tool bank removes the need to purchase your own equipment and makes it simple to get started.

We provide a wide range of tools but if you need something not listed, our Your Streets Officers will do their best to help.

Email: [yourstreets@cheshirewestandchester.gov.uk](mailto:yourstreets@cheshirewestandchester.gov.uk)

or visit: [https://my.cheshirewestandchester.gov.uk/service/Get\\_involved\\_with\\_Your\\_Streets](https://my.cheshirewestandchester.gov.uk/service/Get_involved_with_Your_Streets)



## Neighbourhood Walk and Talk

We're heading out into your neighbourhood – and we'd love you to join us! Come along and say hello to your Housing Officer, have a chat, ask questions, share any concerns, or simply take part in a neighbourhood walk and inspection.

It's a friendly, informal way to have your say and help keep your area looking its best.

Check our website to find out when the next Neighbourhood Walk and Talk is happening near you.

**We look forward to meeting with you!**

## Communal Area Management Policy

We have introduced a Communal Area Management Policy. This is to help keep shared spaces like communal areas, hallways, stairwells, and entrances safe and free from hazards.

Under the Building Safety Act 2022, we are required by law to ensure communal areas are kept clear. This means items like prams, bikes, scooters, furniture, and other belongings should not be left in shared spaces.

Housing Officers will continue regular inspections, and guidance will be shared with all residents soon.

**We appreciate your support in keeping your building safe and accessible for everyone.**



# Tenant and Leaseholder Board Member Opportunity

We are looking for tenants and leaseholders to join the Council Housing Management Board, working with us to improve homes and communities:



[www.cheshirewestandchester.gov.uk/residents/housing/council-housing/ensuring-we-deliver-what-matters-to-you/council-housing-management-board](http://www.cheshirewestandchester.gov.uk/residents/housing/council-housing/ensuring-we-deliver-what-matters-to-you/council-housing-management-board)

We're looking for enthusiastic individuals who want to make a difference and represent residents.

## What you'll gain:

- Full training and support
- The chance to influence the services you use
- £250 annual shopping vouchers
- Free laptop and help with internet costs
- Carers and travel expenses covered
- Valuable experience for your CV

Would you like to help shape housing services in Cheshire West and Chester?

## Interested?

Register your interest today by contacting [housing.involvement@cheshirewestandchester.gov.uk](mailto:housing.involvement@cheshirewestandchester.gov.uk)



# Waste and Recycling

Are you managing your waste correctly?

Do you have the correct containers and know what goes in them and when they are collected?



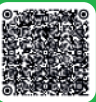
Please see below for some useful links and information



**General information** on containers and collection days



You can get a free food caddy to recycle your food waste weekly. Order at [www.cheshirewestandchester.gov.uk/orderbin](http://www.cheshirewestandchester.gov.uk/orderbin) or call us on **0300 123 7026**.



We offer a chargeable garden waste collection service, emptying garden waste bins fortnightly until 11 December for £55 per bin. You can opt-in and subscribe at: [cheshirewestandchester.gov.uk/gardenbin](http://cheshirewestandchester.gov.uk/gardenbin)

If you need to dispose of larger items, such as white goods and furniture, find out more about our chargeable service for domestic households or our **Household Waste Recycling Centres**:



**Bulky items collection**



**Find a recycling centre**



You can sign up and subscribe for email updates about the Council's Waste and Recycling service: <https://public.govdelivery.com/accounts/UKCHESHIREWESTANDCHESTER/subscriber/new>