

Frequently Asked Questions



Q. What way would you suggest is easiest for me to pay my rent to Granta?

A. The simplest way is to set up a Direct Debit, where the rent is paid from your bank account regularly, thus you don't have to remember to pay. To arrange this just contact your Housing Officer on 01223 576756.

Q. My income has recently diminished, and I am worried that I may not be able to afford my rent. Can you help?

A. You may be entitled to Housing Benefit. You will need to complete a claim form which you can obtain from your local authority benefits office. It is important that forms are completed and submitted as soon as possible, as claims are not normally back-dated. For any further help, please contact your Housing Officer on 01223 576756 who may be able to make an initial calculation to see if you are entitled to benefit payments.

Q. My property is now too large / too small for my needs. What can I do?

A. Speak with your Housing Officer on 01223 576756 who can arrange for you to complete a transfer application and we can then see if we can arrange a move to more suitable housing. Alternatively your Housing Officer may be able to advise you about the possibility of arranging a mutual exchange of homes with another tenant.

Q. Unfortunately I cannot always get to a phone in your normal office hours to report any repairs, and a letter will take time to get to your offices. What can I do?

A. The Granta website (www.grantahousing.org.uk) allows you to report your non-emergency repairs 24 hours a day. Out of Hours Emergency repairs can be reported by calling the Emergency Repairs Service on **0845 757 3842**.

Q. I'm unhappy about the service I am receiving from Granta. Have you a way of recording an official complaint?

A. We are always concerned to hear that any resident has concerns about our service, but we understand that no matter how hard we try, sometimes mistakes occur. Please complete our Complaints and Appeals Form. You can request a form from our offices (01223 576756) or download one from the Granta website - www.grantahousing.org.uk .

Q. The landscape contractors are not doing a very good job - can you sort this out?

A. Please contact your Housing Officer on 01223 576756 giving full details of your concerns. Your Housing Officer will raise this with the contractors and ensure that the work done is in accordance with the specification they have been given.

Q. I've had a Notice of Seeking Possession and I'm scared - I don't want to lose my home. What can I do?

A. Contact your Housing Officer immediately on 01223 576756, because if the arrears increase even more, you could end up going to Court. If you make an arrangement to repay the arrears and keep to this arrangement (so that the arrears reduce), no further action will be taken against you.

Q. I'm having problems with my neighbours playing loud music in the early hours of the morning. What can you do?

A. Contact your Housing Officer immediately on 01223 576756, who can advise you of the action we can take and the information we need from you.

Q. I'm on the transfer list. Can you tell me when I can expect to be moved?

A. It's unfortunately impossible to predict when you will be offered another property, but if you speak to your Housing Officer on 01223 576756, they can advise you of any suitable vacancies which may be available and the points total you have.

Q. Can you tell me where you have properties and what type of properties they are?

A. Our Housing Officers can send you a sheet showing where we have properties and what type of properties we have. You can also get this information from our website at www.grantahousing.org.uk .