

## Housing contact information

### **I want to apply for housing:**

-Birmingham Choice website [www.birminghamchoice.co.uk](http://www.birminghamchoice.co.uk)

-You will need your NI number. If unable to proceed/NI number not in use contact the housing options, contact centre on 0121 303 7410

### **I am homeless:**

-Contact the BCC Homeless Team (to do a homeless application) on 0121 303 7410

### **I am in rent arrears and I want to apply for housing:**

-For a current BCC tenancy call Rents Team 0121 675 2006 to set up a repayment plan

-If the arrears are from a previous BCC tenancy call Former Tenancy Rent Team on 0121 303 3173 to set up a repayment plan

-If the arrears are from a TA property call TA Finance on 0121 675 5535

-If its from a Private tenancy, then evidence is needed to show that a repayment plan is being adhered to. This could be a bank statement.

### **I am having trouble with my landlord:**

-BCC has a team that can support tenants with rogue landlords, longstanding repairs issues, environmental issues.

-Call the Private Tenancy Unit on 0121 303 5070

### **My BCC property is in disrepair with rats or mice**

-All repairs need to be reported to 0121 216 3330. If it is a health and safety risk (Front door lock broken etc) then an urgent repair can be requested, and they will aim to get it done within 2 hours



-Call Pest Control on 0121 303 6007

-For Environmental Health call 0121 303 1112

### **Antisocial behaviour:**

-If BCC property this must be reported to the ASB team 0121 464 4700 or online:

[https://www.birmingham.gov.uk/info/20095/antisocial\\_behaviour\\_and\\_neighbour\\_disputes/565/antisocial\\_behaviour/3](https://www.birmingham.gov.uk/info/20095/antisocial_behaviour_and_neighbour_disputes/565/antisocial_behaviour/3)

### **I am having problems with my neighbour:**

-If either are BCC tenants call 0121 303 1111 to report it or online at:

[https://www.birmingham.gov.uk/info/20095/antisocial\\_behaviour\\_and\\_neighbour\\_disputes/565/antisocial\\_behaviour/3](https://www.birmingham.gov.uk/info/20095/antisocial_behaviour_and_neighbour_disputes/565/antisocial_behaviour/3)

-If private tenant, call the Private Tenancy Unit on 0121 303 5070

-If a criminal offense has taken place call WMP on 101 or 999 in an emergency

-If it is a Housing Association tenancy this is a list of providers:

[https://www.birmingham.gov.uk/info/50113/advice\\_and\\_support/1223/housing\\_associations\\_advice](https://www.birmingham.gov.uk/info/50113/advice_and_support/1223/housing_associations_advice)

### **Support from Shelter**

Shelter in Birmingham have an advice and guidance service and legal team for those entitled to legal aid . the legal team may be able to help with housing issues or challenging a council homelessness decision

[https://england.shelter.org.uk/get\\_help/local\\_services/birmingham\\_gateway\\_house](https://england.shelter.org.uk/get_help/local_services/birmingham_gateway_house)

Call 03301 755 121 between 9am-5pm, Monday to Friday

