

Housing Advice and Support in Colchester

Links to some of the services available in Colchester. Please visit websites or contact the services for more information including timeframes and eligibility.

Housing conditions and repairs

(such as inadequate heating and hot water, significant damp and mould, electrical safety, etc)

Tenants

Colchester City Council Private Sector Housing Team: For private rented or housing association tenants

Tenant should first ask the landlord/letting agent to resolve the issue. (See guidance on link below.) If unsuccessful, the tenant or an advocate can log complaint using the online form, scroll down to 'submit a complaint.'

www.colchester.gov.uk/private-sector-housing/guidance-for-tenants/

Phone: 01206 282581 option 6



Colchester Borough Homes (CBH): CBH tenants including sheltered housing Resident / advocate can log complaint using online form available:

cbhomes.org.uk/you-and-your-home/repairs-improvements/repairs/

Phone: 01206 282514



Home Owners

Colchester City Council Grants and Loans team: If homeowner receives certain benefits and is unable to afford repairs that cause a serious housing hazard, they may be eligible for a home repair loan to pay for the works:

cbclive.microsoftcrmporals.com/home-adaptations-and-repairs/home-repair-loan/

Email: grantsandloans.support@colchester.gov.uk

Phone: 01206 506362



Energy Efficiency

(eg insulation, draught exclusion, heating system upgrades and grants)

Colchester City Council Energy Efficiency and Grants:

www.colchester.gov.uk/cost-of-living-support/energy-bills/energy-efficiency-grants/

Email: energyefficienthomes@colchester.gov.uk



Home Adaptations

Essex County Council Occupational Therapy (OT): Refer for OT Assessment to identify what adaptations are required:

www.essex.gov.uk/adult-social-care-and-health/help-live-home/adapt-your-home-work-you/how-get-occupational-therapy

Phone: 0345 603 7630



Minor Adaptations (eg grab rails, bath chairs, steps and ramps)

After your assessment, any free minor adaptations will be arranged by the OT.

Major Adaptations (eg stair lifts, structural and bathroom changes)

Colchester City Council Healthy Homes Team: for home owners, and tenants in private rented or social housing properties

If resident is unable to afford repairs, OT will refer to:

www.colchester.gov.uk/home-adaptations-and-repairs/

Phone: 01206 506362

Colchester Borough Homes (CBH): CBH tenants including sheltered housing Submit a request eg ramped access, stairlift:

cbhomes.org.uk/you-and-your-home/repairs-improvements/adaptations-2/

Phone: 01206 282971



Other support

Applying for housing and help with homelessness

cbhomes.org.uk/find-a-home/



Housing Benefit and Council Tax Support:

www.colchester.gov.uk/housing-benefit-local-council-tax-support/



Eviction: england.shelter.org.uk/housing_advice/eviction

Legal Advice: www.essex.ac.uk/departments/law/essex-law-clinic

Colchester Citizens Advice: colchestercitizensadvice.org.uk

Home Exchange: cbhomes.org.uk/you-and-your-home/exchange-your-home/

Smoke alarms and fire safety visits essex-fire.gov.uk/book-home-safety-visit

Adult Social Care: www.essex.gov.uk/adult-social-care-and-health

Who is your landlord? england.shelter.org.uk/housing_advice/private_renting/how_to_find_your_landlord