

Housing and Property Services

# A How To Guide **reporting day to day issues and problems**

If you, or somebody you know, would like the information contained in this document in large print, Braille, tape/CD or in another language please contact Wealden District Council on 01323 443322 or [info@wealden.gov.uk](mailto:info@wealden.gov.uk) quoting Ref: DP4077.09.16

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This guide has been put together to provide information for tenants and residents of WDC estates on **‘How To’ report day to day issues and problems**. The guide also provides information on support and advice services.

There is also a more detailed A-Z directory of support and advice services available on request:

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[www.wealden.gov.uk/support-services](http://www.wealden.gov.uk/support-services)



[housingpolicy@wealden.gov.uk](mailto:housingpolicy@wealden.gov.uk)



01323 443384

# Contents:

Page

Managing your tenancy 1

Roads, highways, pavements, footpaths  
and rights of way 3

Reporting Fraud 4

Benefits and Managing your Money 5

How to pay your rent 7

Environmental Issues 9

Support and advice 13

Reporting repairs and finding a tradesperson 16

Neighbourhood issues including  
Antisocial Behaviour (ASB) 17

Compliments or Complaints 20

# Managing your tenancy:

## ➔ How to make Changes to your tenancy

There may be changes that you wish to make to your tenancy, for example if you have married, or if one of the joint tenants has vacated the property. Please contact your housing officer to discuss the proposed change.

@ [housing@wealden.gov.uk](mailto:housing@wealden.gov.uk)

📞 01323 443322

## ➔ How to end your tenancy

Your tenancy agreement requires that you provide the Council with 4 weeks written notice that you wish to vacate the property. The written notice is to be posted or delivered to:

✉ Council Offices, Vicarage Lane, Hailsham, BN27 2AX

## ➔ How to tell the Council about the death of a tenant

If a tenant has passed away, the remaining tenant, occupant or a relative should notify the Housing Services Team as soon as possible. This can be done either in writing, or by telephone, and advice will be given according to individual circumstances. Council Tax and Housing Benefit (if Housing Benefit was being claimed) will also need to be informed.

📄 [www.wealden.gov.uk/benefitsandcounciltax](http://www.wealden.gov.uk/benefitsandcounciltax)

@ [benefits@wealden.gov.uk](mailto:benefits@wealden.gov.uk)

📞 01323 443322

## ➔ How to transfer or exchange your property

If you wish to move to another property because your existing property may be too large or too small for your

needs, you may register for a transfer by completing a Housing Application Form. You can find the form on our website or contact the Housing Options team to request one.

- 📄 [www.wealden.gov.uk](http://www.wealden.gov.uk) - search 'housing application form'
- @ [housing.options@wealden.gov.uk](mailto:housing.options@wealden.gov.uk)
- ☎ 01323 443322

You will receive a “banding” based upon the needs of your household. If you are downsizing you may be eligible for financial incentives to move to a smaller home and help with removal costs.

You may also carry out an exchange with another Council or Housing Association tenant, providing you meet certain criteria and get permission from both landlords first.

Wealden District Council is a member of Exchange Locata, a direct online social housing exchange service for tenants and landlords.

- 📄 [www.exchangelocata.org.uk](http://www.exchangelocata.org.uk)

## ➔ How to move to a Retirement Living Court

Moving into a Retirement Living Court will provide you with the background support to enable you to continue living independently, with the reassurance of a Retirement Living Manager as a point of contact.

The Council has many attractive and modern Retirement Living Courts across Wealden District. If you are interested in moving into Retirement Living, contact our Housing Options Team for more information:

- 📄 [www.wealden.gov.uk](http://www.wealden.gov.uk) - search for retirement living'
- @ [housing.options@wealden.gov.uk](mailto:housing.options@wealden.gov.uk)
- ☎ 01323 443322

## Issues with roads, highways, pavements, footpaths and rights of way:

### ➔ How to report pot-holes in the road and other roadside issues:

Pot holes on most roads are dealt with by East Sussex County Council, but some roads are owned by Wealden District Council or another public body. **You can report an issue and use the online fault reporting system on the website below to pinpoint the problem on a map and your message will be sent direct to the appropriate authority.**

📱 [www.eastsussexhighways.com](http://www.eastsussexhighways.com)

@ [customer@eastsussexhighways.com](mailto:customer@eastsussexhighways.com)

☎ 0345 60 80 193

📱 [www.wealden.gov.uk](http://www.wealden.gov.uk) – search ‘street care’

@ [info@wealden.gov.uk](mailto:info@wealden.gov.uk)

☎ 01323 443322

### ➔ How to report issues with signs, street lights, traffic lights, pavements/paths grass verges, trees or hedges, footpaths and rights of way:

Depending upon ownership, grass verges, hedges and trees are dealt with by either East Sussex County Council or Wealden District Council.

**The best way to report an issue is to use the online fault reporting system on the website below to pinpoint the problem on a map and your message will be sent direct to the appropriate authority.**

📱 [www.eastsussexhighways.com](http://www.eastsussexhighways.com)

@ [customer@eastsussexhighways.com](mailto:customer@eastsussexhighways.com)

☎ 0345 60 80 193

- 📄 [www.wealden.gov.uk](http://www.wealden.gov.uk) – search ‘street care’
- @ [info@wealden.gov.uk](mailto:info@wealden.gov.uk)
- ☎ 01232 443322

### ➔ **How to report dangerous driving, speeding, anti-social parking or abandoned cars:**

Operation Crackdown is a partnership between Sussex Police and a number of other agencies in East and West Sussex. You can report all types of dangerous or inconsiderate driving such as speeding, using a mobile phone at the wheel and unlicensed or uninsured drivers. You can also report dangerous or unsafe vehicles as well as abandoned cars.

- 📄 [www.operationcrackdown.org](http://www.operationcrackdown.org)
- ☎ 01243 642222

**If you know or suspect that someone is driving having drunk alcohol or taken drugs call the Police immediately using 999.**

## Reporting Fraud:

### ➔ **How to report benefit fraud:**

To report any suspected benefit fraud use the online reporting form:

- 📄 [www.wealden.gov.uk](http://www.wealden.gov.uk) – search ‘report fraud’
- @ [benefitsfraud@wealden.gov.uk](mailto:benefitsfraud@wealden.gov.uk)
- ☎ 0800 318849

### ➔ **How to report housing fraud:**

To report any suspected housing fraud e.g. subletting or the tenant not living at the property.

- 📄 [www.wealden.gov.uk](http://www.wealden.gov.uk) – search ‘report fraud’
- @ [reportfraud@wealden.gov.uk](mailto:reportfraud@wealden.gov.uk)
- ☎ 0800 0853278

# Benefits and Managing your Money:

## ➔ Try the online Benefits Calculator

🔗 [www.wealden.gov.uk](http://www.wealden.gov.uk) - search 'benefits calculator'

## ➔ How to find out if you are claiming the correct benefits:

For free, confidential, quality assured expert benefits advice:

🔗 [www.citizensadvice.org.uk/](http://www.citizensadvice.org.uk/)

@ [info@harcuk.com](mailto:info@harcuk.com)

☎ Citizens Advice Bureau (CAB) 03444 111 444

😊 In person - CAB offices in Uckfield or Crowborough.

## ➔ How to find advice on debt and managing your money:

If you need advice on debt or managing your money the Citizens Advice Bureau can help. More information about the CAB and other organisations which offer debt advice and support can be found online:

🔗 [www.wealden.gov.uk](http://www.wealden.gov.uk) – search 'debt advice'

☎ Citizens Advice Bureau (CAB) 03444 111 444

😊 In person - CAB offices in Uckfield or Crowborough.

The East Sussex Credit Union also offers a range of savings accounts and loans, as well as advice on how to manage your money:

🔗 [www.eastsussexcu.org.uk](http://www.eastsussexcu.org.uk)

@ [info@eastsussexcu.org.uk](mailto:info@eastsussexcu.org.uk)

☎ 01273 234858

The Money Saving Expert has advice on ways to save money on everything from utilities, phone, broadband, TV and mobile contracts through to car insurance and

holidays. There are also deals and vouchers for things like day trips or eating out.



[www.moneysavingexpert.com](http://www.moneysavingexpert.com)

## → How to reduce your utility bills:

Utility companies now offer reduced tariffs to people on low incomes/certain benefits. The way each company operates is different so the best way to see if you could qualify for reduce utility bills; gas, electricity, water as well as phone and broadband, is to visit your suppliers website or call them directly.)

**Smart meters** - Smart meters are going to be made available to all households by 2020. There is no legal obligation to have a smart meter but there are many benefits to having one. There is no upfront cost if you want a smart meter, the installation and maintenance is paid for through your energy bills, just like your standard meters. Energy companies will contact you by letter when yours is due to be replaced. They can be used whether you have a prepayment plan or a credit account. One of the main benefits is that your energy consumption is displayed in pounds and pence, this will allow you to see what household activities cost you the most money.

**Big energy switch** – Wealden District Council has partnered up with iChooser to help residents save money on their energy bills. The collective bargaining power of lots of people like you is used by iChooser to get energy companies to compete against each other and under-bid one another to provide you with the cheapest tariff.

Participation is completely free and you are under no obligation to switch. The next energy auction is May 2017.

You can register now:

📱 [www.bigcommunityswitch.ichoosr.com](http://www.bigcommunityswitch.ichoosr.com)

☎ 01323 443322.

You will need your annual fuel statement or recent energy bills to complete the process. Following the next auction, iChooser will then contact you by email or letter detailing your personal offer. If you like the offer, you can accept and switch to your new supplier which will be a fixed price contract for twelve months.

### ➔ **How to purchase cheap furniture or other household goods or donate these items:**

Furniture Now! A local charity has low cost, new, refurbished and second hand furniture, washing machines and lots more household goods for sale in their Eastbourne, Lewes and Hailsham shops. They also provide a delivery service. They offer special lower prices for those on benefits. They will also collect any items that you want to donate.

📱 [www.nowcharity.org.uk](http://www.nowcharity.org.uk)

@ [hello@nowcharity.org.uk](mailto:hello@nowcharity.org.uk)

☎ 01323 846899

😊 In person - The Hailsham store is located in North Street

## How to pay your rent



### **Direct Debt**

This is the preferred and easiest method of paying your rent.

If you have a bank account you can set up a direct debit by contacting us for a form to complete. Paying by Direct Debit means that if your rent

changes, for example, as a result of a benefit change we will let you know what the new amount will be and automatically adjust the amount we take from your bank.



### **Standing Order**

A standing order is an agreement between you and your bank where you agree to pay a set amount of money on a specific date to someone. Unlike a direct debit if there is a change in the amount of rent you need to pay you will need to contact your bank to update your payment amount.



### **Pay Point**

These can be found in many local stores and shops.



### **By Telephone**

Monday to Friday 8.30 - 5.00

☎ 01323 443322

Automated 24hr payment line:

☎ 01323 443188



### **Online**

☎ [www.wealden.gov.uk/payrent](http://www.wealden.gov.uk/payrent)

You will need your rent account number shown on your rent statement. There is no change for a debit card but credit cards will incur a 2% charge.

**If you are experiencing difficulties paying your rent please contact the rents team straight away before you fall into arrears.**

@ [rents@wealden.gov.uk](mailto:rents@wealden.gov.uk)

☎ 01323 443322

Make sure you are claiming all the benefits your are entitled to.

## Environmental Issues:

### ➔ How to dispose of large items from your home that you no longer need:

Wealden District Council provides a service for the removal of large bulky items. There is a minimum charge of £52.00 for up to 3 items with additional items charged at £10.50. To find out more:

- 📄 [www.wealden.gov.uk](http://www.wealden.gov.uk) – search for ‘bulky items’
- @ [info@wealden.gov.uk](mailto:info@wealden.gov.uk)
- ☎ 01323 443322

### ➔ How to report litter:

The Council is responsible for keeping highways, lay-bys, bus shelters, subways, council car and coach parks and recycling centers clean from litter. Litter includes items such as crisp packets, cigarettes, bags, drinks cans etc. that have been dropped in a public place. It does not include items such as apples, leaves, twigs or any other bio-degradable matter. To report litter use the online reporting form:

- 📄 [www.wealden.gov.uk](http://www.wealden.gov.uk) – search ‘report litter’
- @ [info@wealden.gov.uk](mailto:info@wealden.gov.uk)
- ☎ 01323 443322

### ➔ How to report graffiti:

If you witness someone in the act of graffiti call the police non-emergency number. The police are also keen that all recent graffiti is also reported to them.

- 📄 [www.report.police.uk/](http://www.report.police.uk/)
- ☎ 101

**Private property** – property owners are responsible for removal of graffiti, but Council cleansing departments can offer advice.

**For graffiti on council property** – Wealden District Council will remove graffiti:

- 🖱 [www.wealden.gov.uk](http://www.wealden.gov.uk) – search ‘graffiti’
- @ [info@wealden.gov.uk](mailto:info@wealden.gov.uk)
- 📞 01323 443322

### ➔ **How to report dumping rubbish/fly tipping:**

You can report rubbish that has been dumped in the Wealden area online:

- 🖱 [www.wealden.gov.uk](http://www.wealden.gov.uk) – search ‘fly tipping’
- @ [streetscene@wealden.gov.uk](mailto:streetscene@wealden.gov.uk)
- 📞 01323 443322

### ➔ **How to report a missed bin (refuse, green waste or recycling):**

A missed bin must be reported to the Council by 5pm the day after the scheduled collection day. If the missed bin was not reported before this deadline, we are unable to arrange collection. You will need to wait until your next scheduled collection, or take the waste and/or recycling to a Household Waste Recycling Site:

- 🖱 [www.wealden.gov.uk](http://www.wealden.gov.uk)
- @ [info@wealden.gov.uk](mailto:info@wealden.gov.uk)
- 📞 01323 443322

### ➔ **How to report dead animals which need removing from public areas:**

Wealden District Council is responsible for collecting dead animal carcasses from highways, lay-bys, bus shelters, subways, council car parks, coach parks and

Recycling Sites. For dead animals found elsewhere e.g. parks please report to your Parish Council.

- 📞 [www.wealden.gov.uk](http://www.wealden.gov.uk) – search for ‘dead animals’
- @ [info@wealden.gov.uk](mailto:info@wealden.gov.uk)
- 📞 01323 443322

### ➔ How to report a lost or found dog:

Lost and found dogs are dealt with by Animal Wardens on behalf of Wealden District Council.

- 📞 [www.animalwardens.co.uk](http://www.animalwardens.co.uk)
- 📞 01424 490034

### ➔ How to report dangerous dogs:

If you are attacked by or encounter a dangerous dog or a dog which is considered to be out of control in a public place, contact the Police with all the relevant details.

- 📞 [www.wealden.gov.uk](http://www.wealden.gov.uk) – search for ‘dangerous dogs’
- @ [contact.centre@sussex.pnn.police.uk](mailto:contact.centre@sussex.pnn.police.uk)
- 📞 101 or 999 in an emergency

If the dangerous dog incident happens on private property then you should contact the Public Health team with all the relevant details:

- @ [publichealth@wealden.gov.uk](mailto:publichealth@wealden.gov.uk)
- 📞 01323 443322

### ➔ How to get rid of pests

The Council will carry out a range of rodent and insect infestation treatments for Wealden District residents for a charge. This includes treatments for rats, mice, wasps, fleas, bed bugs, cockroaches and lice in domestic premises.

- 📞 [www.wealden.gov.uk](http://www.wealden.gov.uk) – search for ‘pests’
- @ [info@wealden.gov.uk](mailto:info@wealden.gov.uk)
- 📞 01323 443557

The Council does not provide a service for removing bees, however local beekeepers are often willing to collect a swarm. For advice on swarms or to find a local beekeeper:

📞 [www.bbka.org.uk](http://www.bbka.org.uk)

☎ 0871 811 2282 or 0871 811 2337

### ➔ How to report animal welfare issues

If you have any concerns over the welfare of any animal you can report it to Wealden District Council:

📞 [www.wealden.gov.uk](http://www.wealden.gov.uk) – search for ‘animal welfare’

@ [info@wealden.gov.uk](mailto:info@wealden.gov.uk)

☎ 01323 443322

### ➔ How to report a wild animal that needs rescuing/ treatment

Wildlife Rescue and Animal Service provide a rescue service for wildlife casualties:

📞 [www.wildlifeambulance.org](http://www.wildlifeambulance.org)

☎ 07815 078234 (24 Hrs)

### ➔ How to deal with dog fouling

The Council has made it an offence under the Dogs (Fouling of Land) Act 1996 not to clear up **immediately** after your dog has fouled. If you are witnessed failing to clear up your dog’s waste, you will be offered a Fixed Penalty Notice. Similar to a speeding ticket, you have the option to accept this Notice and pay the fixed penalty of £50 within 14 days, or alternatively face prosecution in the Magistrates’ Court. The maximum penalty upon conviction is currently £1,000. Registered blind people are exempt.

The Council can supply a range of signs to encourage people to clean up dog mess. The best way to discuss the need for signs where you live is to speak to the Parish Council or your local residents group.

### ➔ To report dog fouling:

- 📄 [www.wealden.gov.uk](http://www.wealden.gov.uk) – search for ‘dog fouling’
- @ [streetscene@wealden.gov.uk](mailto:streetscene@wealden.gov.uk)
- ☎ 01323 443322

### ➔ How to report a dog bin that is overflowing

Wealden District Council provide, maintain and empty most of the dog bins on a weekly basis on public highways or footpaths within the District . To report a bin the needs emptying:

- 📄 [www.eastsussexhighways.com](http://www.eastsussexhighways.com)
- @ [customer@eastsussexhighways.com](mailto:customer@eastsussexhighways.com)
- ☎ 0345 60 80 193

### ➔ How to ask for more dog bins in your area

If an additional dog bin is required where you live then you need to contact your local Town or Parish Council.

The contact details for all Town and Parish councils can be found at:

- 📄 [www.council.wealden.gov.uk.mgparishcouncildetails](http://www.council.wealden.gov.uk.mgparishcouncildetails).

## Support and advice.

### ➔ How to get support with volunteering, training or employment:

Wealden District Council works with a number of local charities who can help you:

**Now!** – provide free training courses and workshops

in Hailsham and Eastbourne to those aged 19+ and unemployed or claiming Employment Support Allowance. For more information or if you would like to volunteer with the charity:

📞 [www.nowcharity.org.uk](http://www.nowcharity.org.uk)  
@ [hello@nowcharity.org.uk](mailto:hello@nowcharity.org.uk)  
☎ 01273 487377

**People Matter** – provide information, advice, guidance and practical help such as help with CV's to jobseekers to anyone aged 19+ (or 18 and receiving benefits) They run a drop in session from the Council offices in Vicarage Lane Hailsham every Monday between 9.30 am and 4pm. For more information or to book an appointment:

📞 [www.people-matter.org.uk](http://www.people-matter.org.uk)  
@ [reception@people-matter.org.uk](mailto:reception@people-matter.org.uk)  
☎ 01323 431289

**Sussex Community Development Association (SCDA)** – provide employment advice and support in Hailsham and Uckfield.

📞 [www.sussexcommunity.org.uk](http://www.sussexcommunity.org.uk)  
@ [enquiries@sussexcommunity.org.uk](mailto:enquiries@sussexcommunity.org.uk)  
☎ 01273 517250

## ➔ How to find out about free training courses available locally:

Wealden District Council run a project called Street Learning which works with a number of local training providers to offer a range of free courses locally.

📞 [wealden.gov.uk/streetlearning](http://wealden.gov.uk/streetlearning)  
@ [streetlearning@wealden.gov.uk](mailto:streetlearning@wealden.gov.uk)  
☎ 01323 443322

## ➔ How to find out about support services available locally:

See our detailed support directory which highlights all the services available locally to support people with general support needs as well as those with specific support needs due to alcohol or drugs misuse etc.

📄 [www.wealden.gov.uk/supportservices](http://www.wealden.gov.uk/supportservices)

@ [housingpolicy@wealden.gov.uk](mailto:housingpolicy@wealden.gov.uk)

📞 01323 443384

## ➔ How to get support with Housing issues:

If you need help to live independently or to maintain your tenancy there are services available locally to help you. You can speak to your Housing Officer, contact the agency yourself or ask a friend or family member to do so on your behalf.

**STEPS** - free service provided across East Sussex by Eastbourne Homes through Supporting People funding. It is for people aged 65 or over and need support to retain or regain independent living skills.

📄 [www.eastbournehomes.org.uk/my-home/steps/](http://www.eastbournehomes.org.uk/my-home/steps/)

@ [referrals@stepswest.co.uk](mailto:referrals@stepswest.co.uk)

📞 01323 436414

**Homeworks** – is a free service provided across East Sussex by Southdown Housing through Supporting People funding. It is for people aged between 16 and 64 (single people, couples or families) who are at risk of losing their home or or potentially becoming homeless or who need support to live independently.

📄 [southdownhousing.org/housing-support](http://southdownhousing.org/housing-support)

@ [referrals@home-works.org.uk](mailto:referrals@home-works.org.uk)

📞 01273 898700

**Meals in your home** - Previously known as 'Meals on Wheels'. This service can provide a prepared main meal and dessert, delivered directly to your door. They are available to vulnerable people after an assessment. To find out if you are eligible:

- 📞 [eastsussex.gov.uk](http://eastsussex.gov.uk) – search for 'meals in your home'
- ☎ 0345 6080191

## Reporting repairs and finding a tradesperson

### ➔ How to find a tradesperson in your area

Before starting any work to your property please ensure you have any necessary permission from your Housing Officer:

- @ [housing@wealden.gov.uk](mailto:housing@wealden.gov.uk)
- ☎ 01323 443322

To find a tradesperson e.g. plumber or electrician etc. for any improvement works there are two main services:

**East Sussex County Council** - operate a Buy with Confidence scheme, where trades and businesses are vetted by Trading Standards.

- 📞 [www.buywithconfidence.gov.uk](http://www.buywithconfidence.gov.uk)

**CheckATrade** - is a directory of recommended and trusted tradesmen who have been vetted and monitored and meet a set of agreed standards of trading.

- 📞 [www.checkatrade.com](http://www.checkatrade.com)
- @ [contact@checkatrade.com](mailto:contact@checkatrade.com)
- ☎ 0333 0146 190

## ➔ How to report a repair to your Council property or communal area

If a repair is needed to your Council property or a communal area complete the online form.

If you live in one of our Retirement Living Courts, you can also report the repair to the Court Manager.

🔗 [www.wealden.gov.uk](http://www.wealden.gov.uk) – search for ‘report repairs’

@ [repairs@wealden.gov.uk](mailto:repairs@wealden.gov.uk)

☎ 01323 443375 (24 hour repairs line)

Out of hours emergencies only:

☎ 01323 410051

## Neighbourhood and Community issues including Antisocial Behaviour (ASB)

### ➔ How to report noise issues:

If you are a Council tenant and are having problems with noisy neighbours, you can report this directly to your Housing Officer:

@ [housing@wealden.gov.uk](mailto:housing@wealden.gov.uk)

☎ 01323 443322

You can also report noise issues to the Public Health Team

🔗 [www.wealden.gov.uk](http://www.wealden.gov.uk) – search ‘report noise’

@ [pubic.health@rother.gov.uk](mailto:pubic.health@rother.gov.uk)

☎ 01323 443322

### ➔ How to report nuisance bonfires:

There are several Household Waste Recycling Sites or ‘tips’ across the District, all garden waste and other household items can be safely disposed of and in many cases fully recycled. It is far better for the environment

to take garden waste and other items to the 'tip' rather than burn them on a bonfire. For more information about the Household Waste Recycling Sites:

- 📞 [www.eastsussex.gov.uk](http://www.eastsussex.gov.uk) – search 'household waste recycling'
- ☎ 0345 60 80 194

It is still perfectly legal to have a bonfire at home, but you must ensure it doesn't cause nuisance to your neighbours. A bonfire for a few hours is not usually enough to be a nuisance, however, if a neighbour's home is engulfed in dense smoke the bonfire must be put out soon as possible. Merely being able to see a bonfire is not enough for the Council to act on, the smoke or fire must actually affect you at home before we will consider action. For more information:

- 📞 [www.wealden.gov.uk](http://www.wealden.gov.uk) – search 'report a bonfire'
- @ [pollution@rother.gov.uk](mailto:pollution@rother.gov.uk)
- ☎ 01323 443321

### ➔ How to report antisocial behaviour:

If you are a council tenant and are having issues with antisocial behaviour you can contact your Housing Officer:

- 📞 [www.wealden.gov.uk](http://www.wealden.gov.uk) – search for 'antisocial behaviour'
- @ [housing@wealden.gov.uk](mailto:housing@wealden.gov.uk)
- ☎ 01323 443322

**If you or someone else is experiencing threats of violence or you fear for your/their safety immediately call the police on 999.**

### ➔ How to deal with neighbour disputes or problems with family members (Mediation):

Mediation is a form of dispute resolution where two or more

people involved are helped to find their own resolutions to conflicts. Mediation can help with disputes between neighbours, within families, in school, at work or between people doing business with each other. The mediation process is entirely voluntary. Mediation Plus our local service is delivered by trained and accredited mediators:

📞 [www.mediation-plus.org.uk](http://www.mediation-plus.org.uk)

@ [info@mediationplus.co.uk](mailto:info@mediationplus.co.uk)

📞 01323 442781

### ➔ **How to report a concern over an adult:**

If you are concerned that you or someone you know about may be being abused, neglected or exploited please contact Adult Social Care:

📞 0345 6080191 (**call 999 in an emergency**)

### ➔ **How to report a concern over a child or teenager:**

If you are worried about a child or teenager who might be at risk of harm or be in danger contact the Single Point of Advice team at East Sussex County Council:

📞 01323 464222 (**call 999 in an emergency**)

### ➔ **How to keep up to date with what's happening near you:**

For updates from Sussex Police and to keep up to date with what is happening in your area, for example witness appeals, crime updates, crime prevention advice and news you can subscribe online to receive information:

📞 [www.intheknow.community](http://www.intheknow.community)

## ➔ How to find out if there is Community Group in your area:

To find out if there is a Residents or Community Association in your area, or if you are interested in setting up a new group, you can contact the Wealden District Council Tenant Involvement Team, who will be able to provide information and support.

- 🖱 [www.wealden.gov.uk](http://www.wealden.gov.uk) – search ‘Community Group in my area’
- @ [tenant.invovement@wealden.gov.uk](mailto:tenant.invovement@wealden.gov.uk)
- 📞 01323 443511

## ➔ How to request an Estate Walk-about for your area:

Contact your Housing Officer or Estate Warden

- @ [housing@wealden.gov.uk](mailto:housing@wealden.gov.uk)
- 📞 01323 443322

## How to pay a compliment or make a complaint.

### ➔ If you are pleased with the service you have received either from a member of staff or one of our partner contractors please let us know.

- 🖱 [www.wealden.gov.uk](http://www.wealden.gov.uk) - search ‘compliment’
- @ [housing@wealden.gov.uk](mailto:housing@wealden.gov.uk)
- 📞 01323 443322

### ➔ If you want to make a complaint the Council has a complaints procedure.

- 🖱 [www.wealden.gov.uk](http://www.wealden.gov.uk) - search ‘complaint’
- @ [housing@wealden.gov.uk](mailto:housing@wealden.gov.uk)
- 📞 01323 443322