



Havebury
Homes



Useful contact information

Should you need to contact us for any reason, after you have purchased your home, you will find all the useful contact information here.



Information for shared owners

Congratulations on the purchase of your **new home**.

Please contact us if you need us once you've moved in. In this booklet, we've put together some useful information in case you need it.

For rent/service charge queries

If you have a question about anything to do with the rent you pay to us or any service charges, you can:

- send an email to **myaccount@havebury.com**
- call us on **0300 3300 900** choosing options 3, 2 and 3 or by entering extension number 7315 when prompted.

You can also use **myHavebury** to check your account balance and make a payment 24/7.

Snagging issues or problems

If you have any snagging issues or problems within your home within the first 12 months, you can:

- email **repairs@havebury.com**
- Call us on **0300 3300 900** and choose options 2 and 2 for new repairs and options 2 and 3 for existing repairs. You can also enter **extension number 7800** when prompted to contact the Repairs team.

You can also use **myHavebury** to report any repair to us in that 12-month period.

As you are the homeowner, you will be responsible for the upkeep and repairs to the property. However, if you have any immediate issues when you move in, please let us know, as these may fall within the defect period.

For neighbourhood issues

This could include things like fly-tipping, anti-social behaviour or grass-cutting.

You can email **myarea@havebury.com** or call up on **0300 3300 900**, choosing options 3 and 1, or enter extension number 7333 when prompted.

You can also report issues of fly-tipping and grounds maintenance via the **myHavebury app**.

Queries about your lease

If you want to contact us about increasing your share, selling your home or need any further information about your lease, you can email **homeownership@havebury.com** or you can call the Home Ownership team on **0300 3300 900** and enter extension number **7302** when prompted.

Making improvements and alterations

There may be some cases where you will need to ask us for permission to make improvements or alterations to your home, for example, if you would like to lay laminate flooring or put a shed in the garden.

You can do this on our website **www.havebury.com/permission**.

Glossary of terms

Snagging List - a list of issues or 'snags', like cracked paint or missing door handles.

Defect period - a set period of time after a house has been completed during which a contractor has the right to return to the site to remedy.

We know how excited you are to move into your home and fill it with your own personal belongings.

No matter how careful you are, there is always a risk that your belongings could be broken, damaged or stolen, so home contents insurance can help provide peace of mind should the worst happen.

It's essential to note that although we have building insurance, we do not cover your personal contents/belongings.

For this reason, we strongly recommend that you consider taking out a home contents insurance policy.

You can find out more about our content insurance partner on [our website](#), which offers very low-cost and comprehensive cover.



myHavebury makes accessing our services easier than ever before.

myHavebury is accessible 24 hours a day, seven days a week.

It allows you to manage your tenancy at the click of a button, whether you're in the comfort of your own home or on the go.



Scan the QR code to download the app on an Android device.



Access myHavebury on your desktop device:
my.havebury.com



Scan the QR code to download the app on an Apple device.



If you have any queries, email appsupport@havebury.com.

Have you signed up to 'The Place'?

By using 'The Place' on our website, you can tell us how you're feeling, how you think we are doing, and much more. We want you to use the page as the hub for your feedback.

Since this time last year, tenants who have signed up to 'The Place' has increased by 50%.

Visit www.havebury.com/the-place to sign up.



Shared ownership

Would you like a copy in large print, on audio or a translation?

To receive this information in large print, on audio or a translation, please call **0300 3300 900**.

Współwłasność. Czy potrzebujesz egzemplarza o większym rozmiarze, na nośniku audio lub tłumaczenia? Aby otrzymać tę informację na egzemplarzu o większym rozmiarze, na nośniku audio lub tłumaczenia, zadzwoń: 0300 3300 900

долевой собственности. Вам нужна копия большого формата, на аудионосителе или перевод? Чтобы получить эту информацию, распечатанную в большом формате, на аудионосителе или ее перевод, звоните: 0300 3300 900

propriedade compartilhada. Precisa deste documento num formato de impressão maior, em áudio ou traduzido? Ligue para o 0300 3300 900 se quiser receber esta informação num formato de impressão maior, em áudio ou traduzido.

Respect. Engage. Fair

Havebury Housing Partnership

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Bury St Edmunds
Suffolk IP33 3SP

Web: www.havebury.com
Twitter: @Havebury
Facebook: Havebury Housing
Instagram: @havebury

Telephone: 0300 3300 900 and enter extension number 7302 when prompted.
Email: homeownership@havebury.com