

**Public Information Checks
Essential Requirements for Customer Centre (Cole Street)**

Tenant Inspector: **Date:**

NLH Information Leaflets	
About North Lincolnshire Homes	
Aids and Adaptations	
Anti-social behaviour	
Asbestos	
Buying your home	
Claiming Housing Benefit	
Complaints and customer feedback	
Condensation and mould	
Dealing with harassment	
Decoration Grant Scheme	
Ending your tenancy	
Equality and Diversity	
Finding the right home	
Glossary of terms	
Home safety and security	
How to contact us	
Making alterations to your home	
Moving into your home	
Mutual exchange	
Paying your rent	
Pets	
Planned work to your home	
Reporting repairs	
Sheltered housing	
Starter tenancies	
Support in your home	
Useful contacts	
Working together	
Your neighbourhood	
Your tenancy agreement explained	
Brochures	
Latest Key News	
Pay as you go - Home Contents Insurance booklets	
Are we doing it right leaflets	
Resident Involvement Brochure	
Menu of Options	
Documents (provided when signing up for tenancy)	
Application for Housing Benefit	
Application for Council Tax Benefit	
Signage	
External and internal signs for opening hours and Contact Centre number	
Queue management signs	
Signage for CCTV	
Posters for display purposes (North Lincolnshire Council)	