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## Housing – frequently asked questions

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June 2021

### FAQs

Here in the Housing Department we receive various questions from people living in government accommodation. Hopefully all your questions will be answered below, but if your question does not appear on the list, then please contact the Housing Officer on [housing@pwd.gov.fk](mailto:housing@pwd.gov.fk)

#### How can I pay my rent?

Paying your rent is the most important part of your tenancy, so we want to make paying it as easy as possible. If you are employed by the Falkland Islands Government, whether you are a contract officer or a resident, your rent will be deducted directly from your wages or salary. If you are not employed by the Falkland Islands Government you must set up a standing order at Standard Chartered bank to pay your rent monthly.

#### Am I able to make alterations to my accommodation?

If you would like to make your own improvements or alterations to your home, please write to us first to gain permission, detailing your proposals and including any plans if appropriate. Please see your tenant's handbook for more information about making alterations to your home.

#### Can I have a pet if I live in government accommodation?

A pet that is well behaved and properly cared for can be a great addition to a family home. We are happy for you to keep an animal as long as your property is suitable and the animal doesn't disturb your neighbours. If you wish to have a pet in your home, you will need to apply in writing so we can give you permission and set up a pet contract with you. We do not allow our customers to keep dogs in flats.

Animals you can keep in government accommodation are:

- Domestic cats and dogs
- Small domestic animals such as rabbits, hamsters and guinea pigs
- Small birds including chickens
- Fish
- Guide dogs (under the Disability Discrimination Act 2005)

Animals you can't keep in government accommodation are:

- Certain types of venomous snake, spiders, primates and monkeys
- Any type of bird of prey such as kestrel, owl, or buzzard
- Pit Bull Terrier
- Japanese Tosa
- Fila Brasileiro
- Dogo Argentino

## **If something in my accommodation breaks and needs to be repaired what should I do?**

We aim to complete emergency repairs as quickly as possible, depending on how severe the problem is. Some problems that may need an emergency repair include:

- Any circumstance where there is an immediate structural or serious services failure and/or danger to people's safety
- Major bursts and leaks where flooding is likely to occur, including those requiring attention within 24 hours
- Emergency repairs to damaged glass where security and/or safety is involved, especially in communal areas, and where a crime reference number is provided
- Blocked toilet (if there is only one in the property)
- Electrical failure to the whole house or dangerous electrics
- Blocked drains

You can report a fault/repair by calling our maintenance co-ordinator on 27185 or emailing [worksmanager@pwd.gov.fk](mailto:worksmanager@pwd.gov.fk)

Our repairs team is available from Monday to Friday, 8am to 4.30pm. Outside of these hours an emergency service operates. For gas, water leaks and no heating out of hours call 55193. For

Non-emergency repairs will be booked at the earliest convenient timeslot. Examples of non-emergency repairs are:

- General roof repairs, faulty taps, blocked and leaking gutters and rainwater pipes
- Routine carpentry repairs
- Defective plaster and plasterboard
- Floor tiles in wet floor areas

When you contact us, we will advise you if there is anything you can do to resolve the issue and then book the repair at the earliest opportunity. You can help us by letting us know as soon as a repair is required, rather than calling with multiple repairs, and by knowing when you'll be at home so we can arrange an appointment. In all cases please refer to your tenant's handbook.

## **Will there be planned work happening to my accommodation?**

We carry out planned work and improvements to our properties to make sure they are well maintained. These include renewing kitchens, bathrooms, heating systems and electrical wiring throughout the house.

Other work we do to improve and maintain your home, on a planned basis, includes:

- External wall repairs
- Window and door replacement
- Roof replacement
- Boiler renewal
- Environmental improvements

We cannot always tell individual customers when such improvement works will take place, but we will give you adequate notice before work is due to start. We will try to keep disruption to your home life minimal.