



# Welcome to Karbon Homes

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At Karbon we manage, build and look after homes for people across the North. And then we go further, we give them the foundations they need to thrive.

**karbon**  
homes



Our footprint covers the North East of England and Yorkshire, with over 32,000 homes across diverse communities, all facing different opportunities and challenges.

Some customers just need an affordable home, or a way onto the property ladder. Others might need a bit more – financial advice, community services, supported accommodation or even training that can lead to a new job.

Whatever people need to feel more secure, confident and happy with where they're at, we'll work hard to provide it.

## How to contact us

When you become a Karbon customer, you'll be able to reach us in the following ways:

- **The 'MyKarbon' customer portal online at:**  
**[www.karbonhomes.co.uk/mykarbon](http://www.karbonhomes.co.uk/mykarbon)**

From 17 June, you'll be able to set up an account on our free customer portal. It's really quick and easy to do. The portal allows you to report and manage repairs, make payments, check your account balance and keep your details up to date. To set up your account, you'll need your customer account number, which you can find in the enclosed letter, and your home address, email address and date of birth.

- **You can call us free on: 0808 164 0111**

Our Customer Relationship Team is available Monday to Friday, between 8am and 6pm, for repairs, payments and general enquiries. You can also check your account balance and make a payment anytime, without even speaking to an advisor.





- **Out-of-hours service**

6pm – 8am weekdays, plus weekends and bank holidays.

The out-of-hours service allows you to make automated payments or report urgent repairs and other emergencies. Your call will be automatically diverted to our out-of-hours provider. Use the same freephone number: **0808 164 0111**.

- **Email us at: [info@karbonhomes.co.uk](mailto:info@karbonhomes.co.uk)**

Our email is perfect for cancelling appointments or for less urgent enquiries.

- **Access our services online**

Website: [www.karbonhomes.co.uk](http://www.karbonhomes.co.uk)

Social media: @KarbonHomes

- **Visit us**

Information about visiting us in-person can be found at:

**[www.karbonhomes.co.uk/contact-us](http://www.karbonhomes.co.uk/contact-us)**.

- **Post - write to us at:**

Karbon Homes, Number Five, Gosforth Park Avenue, Gosforth Business Park, Newcastle upon Tyne, NE12 8EG

- **Leasehold Management Team**

We also have a specialist Leasehold Management Team with a wealth of experience in managing many types of leasehold properties. Each customer will be allocated a Leaseholder Officer who will look after the day-to-day management and administration of the property. The team can be reached at **[leasehold@karbonhomes.co.uk](mailto:leasehold@karbonhomes.co.uk)**

# Paying for services

Any services you currently pay for will continue to be payable to Leazes Homes. This includes any monies that you owe. You can continue to pay in the same way as you do now, with Karbon processing these payments on behalf of Leazes Homes.



## Paying by Direct Debit

You'll receive a letter from our direct debit provider, Allpay, to inform you that your Direct Debit is being transferred from Your Homes Newcastle to Karbon Homes (it'll show as Allpay on your bank statement). Your Direct Debit will continue to be collected as normal and you don't need to take any action.

For a short period, you may still notice Your Homes Newcastle on your bank details for transactions and payments. This will transfer to Allpay. You may see two Direct Debits on your online banking – please be assured that we **will not** take two payments, this is just due to the changeover. In the meantime, we ask that you please don't cancel any direct debit payments in response to this.

## Paying your rent by swipe card or barcode

If you use a Post Office, PayPoint or PayZone outlet, you can continue to do so until you receive a new payment card from us. Once you receive your new Leazes Homes payment card, please destroy your old card or barcode. We'll tell you more about where you can pay in the letter that accompanies the payment card.

## Standing Orders

If you pay by Standing Order, payments should be made to Leazes Homes (details below). You'll need to update your reference number on your Standing Order with your bank or building society – this is your customer account number, which you'll find in the enclosed letter.

Leazes Homes Ltd  
Sort code: 60-15-08  
Account Number: 63559595

## **MyKarbon**

You can make payments via our online customer portal, MyKarbon. You can find more information about registering within the previous 'how to contact us' section.

## **Housing Benefit**

If you're in receipt of Housing Benefit, payments will automatically be transferred to us, so you do not need to do anything.

## **Universal Credit (UC)**

If you are in receipt of UC, you only need to make a change if YHN was listed as your landlord on you UC account. If it's listed as Leazes, there's no further action you need to take. You can check this by logging into your account on [www.gov.uk](http://www.gov.uk) or calling UC on 0800 328 5644.



# Repairing and maintaining your home



We're committed to providing high-quality homes and services, and we have a large, dedicated team of repairs and maintenance colleagues to look after your home. We also use a range of subcontractors, usually when it's a more specialist repair. All of our teams and subcontractors carry ID.

When you report a repair, we'll assess your request and always try to prioritise the most urgent matters, and those affecting our most vulnerable customers.

## **Already logged a repair?**

These will be passed onto us, and we'll be in touch after 17 June to arrange a convenient appointment time. From Monday 17 June, if you need to report a new repair or report a new incident anti-social behaviour, please contact us.



## Keeping your home and community safe



We hope you enjoy living in your home and community free from any issues or unacceptable behaviour. We ask everyone to be a good neighbour, but we know problems can occur.

Nuisance and anti-social behaviour (ASB) are any behaviour which causes (or is likely to cause) fear, alarm or distress. We consider this to be unacceptable and a breach of tenancy conditions.

Our dedicated Community Safety Team works in conjunction with housing officers and the police to prevent and stop ASB in our communities.

## More than just housing services

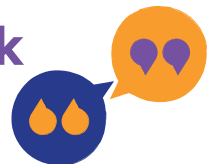


In the last five years, our Money Matters Team has supported Karbon customers to gain £26 million in benefits and other monies they were entitled to.

This is a free, personalised and confidential service. One of our advisers will check you're not missing out on any benefits, support you with changes in Universal Credit, see if you could save money on bills and advice dealing with debt\*.

Visit our website or contact us to find out more.

## We appreciate your feedback



We work hard to give our customers a brilliant service and we may ask for your feedback. This may be over the telephone or by completing a short survey.

If you feel like our service hasn't been up to scratch, please let us know. Complaints must be raised within 12 months of an incident or issue arising. This is so we can make things right as quickly as possible.

\*We can provide help and advice to people who are at risk of losing essential services or are facing imminent action from bailiffs or who need advice with urgent issues like council tax debt. We partner with the Money Adviser Network for customers who need help to arrange repayment plans and other debt solutions for problem non-priority debt.

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We've made a digital version of this leaflet available on our website. We've created a plain text version to support those using accessibility tools such as translation, audio, changes to the size of text, ruler and screen mask.

We also aim to make our information and services more accessible by using plain English in our communication and offering sign language and language interpreters where required. If you would like this document in an alternative format or have any questions relating to this guide, please email: **[inclusion@karbonhomes.co.uk](mailto:inclusion@karbonhomes.co.uk)**.