



Your home

There really is no place like home. We're here to support you by providing a number of services to ensure that your housing needs are fulfilled.

Housing help

Housing services are provided by the council and its partners.

We are responsible for the housing needs of the borough and for securing investment to improve housing. We run housing services for vulnerable people such as those who are homeless, or need help to live independently. We also help to resolve disputes between neighbours and can support people who are being harassed in their own homes.

We work in partnership with Homes For You, the service which enables you to choose your own council or housing association property. We work with housing associations and Bolton at Home, through Bolton Community Homes, to improve standards in housing.

Bolton at Home is responsible for the management of approximately 18,500 council owned properties and their neighbourhoods. They carry out day to day repairs and improve the standard of homes. Bolton at Home also carries out work on private sector properties in targeted regeneration areas, and can also help to resolve disputes and anti-social behaviour.

Your council tax and rent

Your council tax helps to pay for the services the council provides, but it's only a quarter of the council's budget. Business rates and a grant from the government make up the rest of the budget.

There is one council tax bill for each home. You may qualify for a discount, an exemption or council tax benefit to help you pay your bill. We can advise you about what is available, how to claim and what information you need to provide.



If you rent your home from the council (through Bolton at Home) from a housing association or other social landlord, or from a private landlord then you may also qualify for help from the council to pay your rent.

Home improvements

If you are thinking of extending or altering your home you may need to get planning permission before starting work. We can let you know what alterations to your home need permission and how to go about getting it.

Our pest control and drains services are available at very competitive rates to help you with a range of pest and drainage problems.

Do your bit

Your waste is collected every week in the grey bins. Waste that can be recycled such as glass and plastic bottles; paper, or garden waste – is collected using the green box or burgundy bin, white bag and green bins. You can also use your local recycling collection point or household waste recycling centre. We will also collect bulky household waste such as beds, cookers and fridges for a small fee.

We can also help you save energy in your home with information and advice about grants, insulation and energy saving measures.

For more information on any council service please contact;

Telephone 01204 333333

Minicom service, telephone 01204 331926

Email bolton@bolton.gov.uk

www.bolton.gov.uk/yourservices

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Please call 01204 334117 or email communications&marketingagency@bolton.gov.uk