

GARAGES

Information on renting garages,
including frequently asked questions.

The Wrekin
Housing Group

Introduction

Are you short of space? Do you need somewhere for your car or some extra storage?

We have 161 garage sites across Telford and the surrounding areas, each one housing blocks of three or more garages.

You don't have to rent one of our homes to be able to rent a garage!

What is the cost of renting?

Due to demands on certain areas prices do vary. Within each area there will be sites of low, medium and high demand. Charges are based on a weekly rent and those who are not Wrekin Housing Trust tenants are required to pay VAT.

Please contact the Customer Contact Centre on 01952 217100 to get the current weekly rent.

What service does the Group provide?

- Maintain a waiting list for each garage site.
- An efficient and prompt garage allocation and lettings procedure.
- Priority given to people with mobility problems by offering a garage close to their home wherever possible.
- Pre-allocate vacant garages whilst repairs are in progress.
- Issue all new garage tenants with a set of garage tenancy conditions at the time of offer.
- Have garages inspected within 10 days by trained and qualified staff.
- Involve you in all matters concerning your garage tenancy.
- Maintain garage areas at least to their current standard and improve the environment and security wherever possible.
- Investigate any garage access problems, reporting to you on the proposed action within five working days.
- Encourage you to report abandoned garages, vandalism and theft from garages belonging to the Group.
- Confirm in writing receipt of your notice of termination of five working days. We will then give you details of your responsibilities and where and when to hand in the keys.

How do I report a repair for the garage?

Please contact the repairs line on 01952 217217.

Our Customer Contact Centre is open from 8am to 8pm, Monday to Sunday.

Is there an out-of-hours service available?

The Group offers an out of hours repair service in circumstances where only the following situations occur:

- You are unable to gain access to the garage to retrieve your vehicle.
- Valuable items are stored inside the garage door will not close or lock securely.
- The garage is in major disrepair following an incident that is considered to be a health and safety issue for the user or the general public.

Please contact 01952 217217.

How soon could I collect the keys?

Once you have completed an application form, we would hope to contact you with an offer and appointment date within one working week from when we receive the form.

We operate a waiting list so in some instances there may be a wait for a specific number or high demand area. If a garage is not available in your chosen area, you will be offered an alternative with a view to transfer to another garage in your chosen location when one becomes available.

How do I apply?

Telephone general enquiries on 01952 217100 or email us at enquiries@wrekin.com.

Fill in the subject as “Garages Application Request” and remember to let us know your name and address. If you would like an application form sent to your address, we can post one first class. Once completed, signed and dated, the form can be handed in at reception, or sent directly to; The Wrekin Housing Group, Old Park Offices, Colliers Way TF3 4AW.

We ask you on the form to give us three areas of choice, but we always try to offer a garage tenancy closest to your home address or 'first choice' area. You are welcome to specify particular garage numbers you are interested in renting and we will consider this first where possible.

How do I pay?

Our preferred methods of payments are via:

- Payment card (issued by The Wrekin Housing Group on request) at your local Post Office.
- Standing order (mandate sent out by us and returned directly to your bank).
- Direct Debit (if you prefer we can send it out to you).
- Please return directly to Unit 1 Inchcape, Trench Road, Donnington, Telford TF2 8AA.
- Payment over the phone via debit or credit card - please phone 01952 217111 for use of this method. Simply quote our sort code 20-85-46 and the account no. 10748366.
- You will need to quote your garage tenancy reference number to ensure payment reaches our account promptly; this can be found on your swipe card or rent statement and always starts with the letters "GA".
- Or you can call or email general enquiries and we will be happy to tell you your garage tenancy reference number.