



making a difference

HAFOD HOUSING ASSOCIATION LOOKING AFTER YOUR HOME



FEBRUARY 2010

ABOUT THIS BOOKLET

This booklet provides you with information on ways to look after your home. It includes:

- What to do in an Emergency
- How to Report a Repair
- Tips and Advice on Looking After Your Home

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WHERE EVERYTHING IS

Outlined below is useful information about some of the features in your new home – for future reference, please make a note of where the features are located in your home. If you are unable to locate any of the features listed below, please contact the Maintenance Team on **029 2067 5800**



WATER METER
My meter is located

.....

If your home currently does not have a water meter and you would like one to be fitted, please contact Welsh Water (Dwr Cymru) 0800 0520 145



FUSE BOX / ELECTRICITY CONSUMER UNIT

My Fuse Box / Electricity Consumer Unit is located

.....



ELECTRICITY METER
My Electric Meter is located

.....



STOPCOCK / STOP TAP
My Stop Tap is located

.....



GAS METER
My Gas Meter is located

.....



CENTRAL HEATING CONTROLS
My Central Heating Controls are located

.....



WATER AND PLUMBING



In the event of a leak you should switch off your water supply using the Stop Tap (see Page 3 for location) then turn on all taps to drain water from the system. Telephone the Plumbing and Heating contractor straight away.

CLEARING A SINK OR BATH BLOCKAGE

Bale out most of the water using a suitable container. Hold a rag firmly over the overflow opening and place a plunger over the drain hole. Pump the plunger up and down rapidly. Plungers can be obtained from most DIY shops. Alternatively waste pipe blockage clearing products can be used to remove the blockage. These methods must be tried prior to contacting a plumbing and heating contractor.

IF MORE THAN ONE FITTING IS BLOCKED

The problem may be in the soil stack or main drain. This will need to be cleared by one of our contractors. Blockages are usually caused by the build-up of fat, tea-leaves, hair etc.



It is advisable to clean wastes with hot water and waste pipe cleaning product at least once a month.

CLEARING BLOCKAGES

If the toilet pan is already full, remove some of the water into a suitable container using a jug or bowl. Push the toilet brush or plunger to the bottom of the pan and pump up and down vigorously about 10 times. This creates a vacuum and pressure which may shift the blockage. Check by flushing the toilet to see whether the blockage has gone. You may need to repeat the process several times before the toilet flushes normally. **DO NOT** use plungers with a metal disk, as these may chip or crack the toilet bowl. If WC remains blocked after trying the above method, please contact the Maintenance Team.

AVOIDING BLOCKAGES

Air fresheners that attach to the rim of the toilet pan should be fastened securely to ensure they do not fall in and cause a blockage. Blockages are often caused by unusual objects: nappies, toys, sanitary towels, air fresheners etc. If such a blockage occurs as a result of one or several of these objects becoming lodged, you will be charged for clearing the blockage.

WHAT TO DO IF YOU HAVE PROBLEMS WITH... YOUR WATER SUPPLY

NO SUPPLY TO THE PROPERTY

The main water feed stop tap into the property may be closed. Check and open fully. (See page 3 for location in your property). The water authority may have turned off the mains supply for repair work. Ask your neighbours if they are also experiencing this problem, if so consult water authority – Tel: **0800 052 0130**. A fault may have occurred in the external water meter. Contact water authority to check its operation.



Stop Tap located under the kitchen sink in most houses

LEAKS

System leak - evidence of water on the ceiling etc

Switch off the main water supply into the property by closing the main water feed stop tap, which is noted on page 3. Turn on all taps to drain water from the system to reduce potential damage. Contact the plumbing and heating contractor immediately.

PRESSURE DROPS IN THE WATER SUPPLY

Cold water supply pressure falls

The main cold water feed stop tap may not be open fully. Check and, if necessary, open fully. A blockage is highly unlikely to occur in the main cold water feed. If this is the case, we advise you to contact the plumbing and heating contractors.

INSURANCE

CONTENTS INSURANCE

You are strongly advised to take out an up to date policy. Sadly it is a fact that many tenants who do not have insurance cover, experience considerable loss if they are the victims of fire or flood damage. Even smoke damage from a simple chip pan fire can be extensive as well as having a dramatic effect on fabrics, furnishings etc.



CONTROLLING YOUR HEATING

HOW TO SET A DIGITAL TIMER

Check the clock is showing the correct time. If not, put the timer switch to 'clock' and adjust the time using the 'forward' and 'reverse' buttons. Reset the timer switch to 'auto'. Set the 'heating' and 'hot water' switches to come on once, twice or stay on all the time, as you require. During freezing spells, keep the heating on all the time and turn the thermostat/s down during the night and if you are out all day.

HOW TO SET A CLOCK TIMER

Turn the clock until it is showing the correct time. Decide when you want the heating to come on and go off and set the pins or arrows for those times (see section for how to change pins and arrows). Set the timer switch to 'timer' or 'auto' as appropriate to the unit. During freezing spells, keep the heating on all the time, and turn the thermostat/s down during the night and if you are out all day.



The thermostat

HOW TO CONTROL THE TEMPERATURE

To set the thermostat turn the dial so that the arrow or marker is against the temperature setting you want. A comfortable temperature is normally between 18oC and 22oC.

Changing pins on time-clock

Push them in against any time you want the heating to come on. Pull them out against any time when you want the heating to go off.

Changing arrows on time-clock

Slide the 'on' arrows (usually red) around the clock to the times when you want the heating to come on. Slide the 'off' arrows (usually blue) around to the times when you want the heating to go off.



Control panel on boiler

WHAT TO DO IF YOU HAVE PROBLEMS WITH YOUR HEATING

HOT WATER FLOW

No hot water

The boiler may not be working. Refer to 'Boiler' section below. The controls for hot water on the system's programmer may be switched to the 'off' position, preventing the boiler from producing hot water to replenish the system. Switch to 'on'. The timer on the system programmer may be set to run periodically. Reset to suit your lifestyle needs. If you have a combination boiler, the boiler thermostat may be set too low, or be faulty. This will need to be reset by the Association's plumbing and heating contractor. Please contact for an appointment.

BOILER

The boiler does not come on

The boiler may not be switched on at the central control. Engage the 'on' position and look for the indicator light. The room thermostats may be set too low. Reset to a more acceptable level. Is the pilot light on the boiler lit? If not follow instruction on inside of the boiler cover or manufacturers instructions. If you are unable to get the boiler to work, please contact the Association's Plumbing and Heating Contractor.



The electrical power supply switch to the unit may be switched off; the RCD may have tripped; or a fuse may have gone. Check the power is 'on' and replace the fuse in the switch as a precaution (see page 3 for consumer unit location).

RADIATORS

If your radiator feels cold please check that the thermostat on the radiator is set to the correct temperature. Where thermostatic radiator valves are fitted, these may be set too low. Adjust to suit the living environment. If you have checked the thermostat and the radiator is still cold please contact the gas plumbing and heating contractor and report the problem. If your radiator is leaking we advise that you prevent further water damage by means of temporarily catching the water until the contractor can rectify the leak, again please contact the gas plumbing and heating contractor and report the problem. If your radiators have air trapped in them telephone the plumbing and heating contractor.



As many of our central heating boilers operate on sealed systems we advise you NOT to bleed your radiators.

ELECTRICITY

NO POWER AT ALL

If you have a credit meter, please check the following;

- You have credit on the meter.
- If your neighbours are affected.

If the answers to the above are 'yes' please contact your electricity board (under 'Electricity' in phone book) if not, please see below.

FUSE OR TRIP SWITCH

Check your consumer unit or fuse box: it will either have fuses or trip switches. Modern electric circuits are fitted with a circuit breaker fuse system: if a fault develops, a switch is tripped and the circuit is broken. Older ones have fuse holders and when the fuse is blown it must either be replaced, or rewired using special fuse wire of the correct amperage. Only replace a fuse if you are confident you can do it safely and have a replacement of the same amperage. If in doubt contact us. Always remember to switch OFF the mains electricity before taking out a fuse.



RESETTING A TRIP SWITCH

Open the cover on the consumer unit to expose the trip switches. The Consumer Unit is usually next to the electricity meter. Check which switches have tripped to the OFF position and put them back to the ON position.

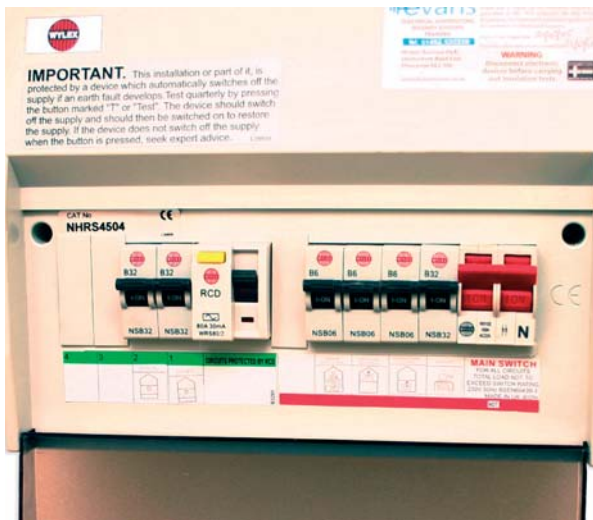
IF TRIPPING OCCURS AGAIN

It is probably being caused by a faulty appliance e.g. cooker, washing machine or non-standard light fitting. You need to identify which circuit is affected and which appliance on that circuit is causing a problem.

WHICH APPLIANCE IS FAULTY?

Go around the house noting which set of lights or sockets are not working. Unplug all appliances on that problem circuit and switch off the immersion heater. Switch the tripped switch to the ON position and plug in the appliances one by one until the trip goes again. Leave that appliance unplugged. If one of our appliances is at fault, report the repair; otherwise fix it your-self by getting a qualified electrician or service engineer.

If the fault is caused by a defective appliance owned by a tenant. All costs incurred by the association in rectifying the defect will be passed onto the tenant in the form of a recharge.



Smoke Detector

WHAT CAUSES IT TO TRIP OR BLOW A FUSE?

- An overloaded circuit
- Too many appliances being used at the same time
- A faulty or misused appliance
- Over filled kettles
- Cooker rings worn out or cracked
- Faulty immersion heaters
- Connection on leads to appliances e.g. hi-fi, TV etc
- Light bulbs blowing

FLUORESCENT TUBE NOT WORKING

If a fluorescent strip light is in use and the tube appears to be in order, check the 'starter' block is firmly in place at the end of the unit. Alternatively, change the starter. The main switch on the main consumer unit (fuse box) may be in the 'off' position. Switch 'on'. If still not working contact The Maintenance Team.

WARNING
Never tamper with the electricity company's fuse and seals.

PLUGS

The socket outlets in your home will take square pin plugs. The plug that you require will have a fuse inside it. We do not supply plugs and you will have to obtain them yourself. To find out the correct type of fuse to fit in a plug, check the rating plate on the appliance. Do not overload plug sockets by using multiple plug adapters.

SMOKE AND CARBON MONOXIDE DETECTORS

What to do if Smoke and Carbon Monoxide detectors do not function when tested

The individual circuit switch within the consumer unit may be in the 'off' position and the reserve batteries flat. Check the individual circuit switch and replace batteries if possible. Dust may have affected the unit's sensor, a gentle vacuuming should overcome the fault. If not there may be a fault with the smoke or Carbon Monoxide detector. Contact The Maintenance Team.



CONDENSATION AND MOULD

WHAT IS CONDENSATION?

Condensation is a type of dampness that is found in all types of properties. It is caused when warm, moist air hits a cold surface. You may be able to see water droplets on these surfaces. It is quite common to get condensation on windows in cold weather but it becomes a problem when the areas affected do not seem to dry out or become covered in mould.

WHERE IS CONDENSATION FOUND?

Condensation is often found on windows, tiles, on cold walls particularly in the corners or behind furniture where there is not much air circulation. It is often found in rooms where there is a lot of moisture, for example the kitchen or bathroom, or in rooms that are not well heated or do not have enough ventilation.



HOW DO YOU KNOW THE DAMPNESS IS CAUSED BY CONDENSATION?

There are a number of causes of dampness. A tidemark a few feet above the ground floor is most likely to be rising damp. Damp patches with definite edges on walls or ceilings may be caused by problems with the outside of the building, letting rainwater in. This type of dampness gets worse in wet weather.

Plumbing problems also cause damp patches. If the dampness gets worse in cold weather, is on cold surfaces with or without mould growing on it, then it is likely to be condensation.





REMEMBER - unless you get rid of the cause of condensation, the mould is likely to come back.

WHAT CAUSES CONDENSATION?

- Not enough heating – If your home is not very warm, the air and the surfaces will be cold.
- Not enough insulation – If your home is not well insulated the surfaces of the walls, ceilings, windows and sometimes the floors may be cold.
- Too much moisture – Moisture will always be created in the home by day to day activities, but large amounts are caused by drying washing indoors, boiling pans without lids, using un-vented tumble dryers or using bottled gas or paraffin heaters.
- The wrong levels of ventilation – You need to get rid of the moist air as it is produced, so you need more ventilation in the kitchen and the bathroom than other rooms. Here are some of the things you can do to help avoid condensation.

Cut down the steam:

- Don't use bottle gas or paraffin heaters – they produce a lot of moisture.
- Don't leave kettles and pans boiling without lids.
- Don't dry washing on radiators.

Let the steam out:

- Use extractor fans if you have them. The running costs are low (about the same as a light bulb) and they are designed to get rid of the moist air as soon as it is produced.

- If you don't have extractor fans, open the bathroom or kitchen windows slightly when having a bath, cooking, showering or drying clothes.
- Do not block ventilators / brick vents.
- Increase Ventilation
- Through ventilation – open a window at the front and rear of your property to allow air to pass through
- Make sure air can circulate in cupboards, wardrobes and behind furniture.
- Open trickle vents on windows (if you have them).
- Do not draught-proof a room where there is condensation or mould.

Keep your home as warm as you can afford: To avoid condensation, low level background heat throughout the day is better than short bursts of heating but this may cause higher bills. Try to keep the chill off unused rooms.

DEALING WITH MOULD

If there is mould growing on a wall or window sill wipe it off using diluted household bleach or an anti-fungal solution (available from hardware and DIY shops). Repair the area with anti-fungal paint.

DECORATING YOUR HOME

WALL FIXINGS

Very light items can be fixed to all kinds of wall by using adhesives to the manufacturer's instructions. But be careful. The adhesion normally has to be to the paint or paper which covers the walls and the bond can be no stronger than the adhesion of the paper or paint to the wall. Pictures (if they are not too large) and other small items can be hung on all types of walls by using steel picture hooks. These are available at most DIY Stores

PICTURES (IF THEY ARE NOT TOO LARGE) AND OTHER SMALL ITEMS CAN BE HUNG ON ALL TYPES OF WALLS BY USING STEEL PICTURE HOOKS. THESE ARE AVAILABLE AT MOST DIY STORES.

Very heavy pictures and mirrors should not be hung on picture hooks. All walls look solid enough but, before attempting to fix heavy items to them, it is important to find out how they are built. Ask the Maintenance Team or try to find out yourself by tapping to see if it sounds hollow. If it does and your home is of masonry construction, the wall is likely to be dry lined, with plasterboard on masonry. It is possible that walls dividing rooms may be timber framed partitions with plasterboard on vertical timber studs.



Making several trial holes through the plasterboard with a bradawl or very small drill bit will reveal the position of the timber frame or whether there is a masonry wall close behind. Otherwise walls will be of plastered masonry. If in doubt, use a battery operated timber stud detector.

Some models can also detect electric cables and pipe-work. These are available at DIY stores. In timber frame homes all walls will normally be partitions of plasterboard on timber studs. Be careful when nailing or drilling into walls and ceilings to avoid contact with any pipes or electric cables, which may lie beneath the surface.

BE CAREFUL WHEN NAILING OR DRILLING INTO WALLS AND CEILINGS TO AVOID CONTACT WITH ANY PIPES OR ELECTRIC CABLES, WHICH MAY LIE BENEATH THE SURFACE.

PLASTERED MASONRY WALLS

To make a fixing in a plastered masonry wall, drill a hole through the plaster into the masonry, insert a wall plug, then screw through the article to be fixed, into the plug. For further advice on fixings etc, please speak to your local DIY store or contact the Maintenance Team.



DRY LINED WALLS

Fixing to a dry lined wall is done in much the same way as fixing to a solid wall but the fixing device must cross the small cavity behind the plasterboard and penetrate well into the solid wall behind. Suitable proprietary fixing devices are available.

TIMBER STUD PARTITIONS

For heavy weights such as bookshelves you should find the timber frame behind the plasterboard, as explained above, and screw into that. If it is not in a suitable place it may be necessary to spread the load by screwing a piece of wood into and across two studs and fixing into that. Or, if there is no stud where you particularly want a fixing, and the fixing is to carry a relatively light load, then you can fix just to the plasterboard using cavity fixings. These form an anchorage behind the plasterboard facing. Plastic cavity plugs and a wide range of toggle devices are available. For timber framed external walls, choose a cavity fixing which seals the hole drilled in the plasterboard.

SEPARATING WALLS

Walls separating you from your neighbour may be of masonry or timber framed construction. The wall finish may, however, be either solid plaster or plasterboard dry lining. The advice for fixing is the same as for

plastered or dry lined masonry walls. Be aware of the noise your neighbours will hear when you fix to it and try to do the job when they are out. Separating walls in timber framed homes have the normal timber studs, but the plasterboard lining is about 12.5mm (1/2") thick. Heavy items should be fixed through the plasterboard to the vertical timber studs. Light items may be fixed with a plug into the plasterboard layer, taking care not to drill right through.

Cavity fixings may be used if they are long enough and if they seal the drill hole when tightened, e.g. rubber grommet types. Failure to seal any holes in the plasterboard will reduce the sound insulation of the wall, affecting not only yourself but also your neighbour.

FAILURE TO SEAL ANY HOLES IN THE PLASTERBOARD WILL REDUCE THE SOUND INSULATION OF THE WALL, AFFECTING NOT ONLY YOURSELF BUT ALSO YOUR NEIGHBOUR.

DOORS

We recommend you do not use any screw hooks in your doors or you are likely to damage them. Self adhesive hooks however are available in most DIY stores.

CURTAIN TRACKS

In masonry construction, concrete or steel lintels are used to support the wall above window openings. Bearing in mind the difficulties of fixing to certain lintels, some timber batten above the window for fixing curtain track or blinds will have been provided for you. If a batten is not provided, ask the Maintenance Team what type of lintel has been used and what type of fixing is recommended. Alternatively, fix to the masonry beyond the lintel at each side of the opening or above it. Remember, the lintel extends about 150mm (6 inches) beyond the opening and either 150mm (6 inches) or 225mm (9 inches) above it. Another option is to fix the track to the ceiling.

HEAVY WEIGHTS SHOULD NOT BE SUSPENDED FROM THE CEILING.

FLOORS

When laying carpet, perimeter grippers are easily fixed to timber flooring but are not appropriate with concrete screed where double sided tape is easier.

Threshold strips may be needed to hold the edge of a carpet or cover the junction between different floor finishes. They can be screw-fixed directly into timber flooring but need to be screwed into a fixing plug when there is a concrete screed.

ALWAYS CHECK FOR BURIED PIPES AND CABLES WITH A DETECTOR BEFORE DRILLING INTO FLOORS.

WALLS AND CEILINGS

If you live in a new building the Builder will probably have painted the walls with a light paint that lets moisture work itself out during the drying period. Further coats of emulsion and oil-based paints or wallpaper can be

used for later redecoration, after the walls have dried out (this normally takes nine to twelve months). When you redecorate, use a filler to make good any minor gaps and plaster cracks that have arisen from normal drying out and shrinkage. When you redecorate ceilings, 'Artex' and other similar plastic compound finishes should never be sanded or washed – lightly brush them before painting. Then, use one or two coats of emulsion. Never apply water to these ceilings until after this has been done. The texture may be spoilt if you do. If, later on, you want to remove wallpaper from a wall with a plasterboard finish, avoid scraping too rigorously; otherwise the surface may be damaged.

WOODWORK

New woodwork absorbs a lot of paint or stain so the first paint of a home may not give as good a finish as later repainting. If carrying out painting yourself, always remember to prepare the surface properly. Never paint on wet wood.

IRONMONGERY

Try not to paint hinges on doors and windows. This prevents them working efficiently. This is particularly important when rising butt hinges are fitted as self-closing devices on fire resistant doors. It is a good idea to remove face-fixed ironmongery such as lever-handles and doorplates when re-painting, and replace them when the paint is dry. Use an aerosol release spray to ease stiff hinges. Its use will also stop 'squeaks'.



ADVICE – If you are in doubt please ask the Maintenance Team for advice.



ASBESTOS INFORMATION

ASBESTOS

There are materials containing asbestos in many buildings and homes in the UK and there will be asbestos in a number of properties owned by Hafod Housing Association. We can tell you if your property contains asbestos.

WHAT IS ASBESTOS?

Asbestos is a naturally occurring mineral that has been used in a range of building materials to make them more rigid. However due to the health risks associated with asbestos, there are now laws regulating its use in the UK and it is no longer used in the building of homes.

Asbestos containing materials that are in good condition (undamaged or sealed) are not likely to carry any risk.

WHERE YOU CAN FIND ASBESTOS

- Eaves, gutters, roof coverings
- Gutters and down pipes
- Floor tiles and floor adhesive
- Textured Coatings (Artex)
- Gaskets and seals around domestic boilers

WHAT ARE WE DOING ABOUT IT?

We have carried out extensive surveys of our properties and communal areas and have knowledge of where asbestos can be found.

This information is contained within our asbestos register. We don't remove asbestos materials as a matter of course as it poses no risk if left in good condition.

WHAT SHOULD YOU DO IF YOU SUSPECT THERE IS ASBESTOS PRESENT?

Don't try to remove the asbestos and do not sand, drill or saw the material. You can contact our office for advice or the Health and Safety executive on **0845 3450055** or visit their website at www.hse.gov.uk/asbestos

If you have any queries regarding asbestos, please contact the Maintenance Team.

PEST CONTROL

PEST CONTROL

You are responsible for the removal of pest infestations from your property such as fleas, mice, cockroaches, ants etc unless there is evidence that the pests have arisen because the Association has failed or neglected to do something.

You should contact your Local Authority to remove pests. Many Local Authorities may provide either a free or low cost service.

We are however responsible for removing pests from a communal area and will arrange to do so within seven days of the infestation being reported.

We will also repair any holes through roof coverings, eaves, walls etc which allow pests such as mice, rats, birds and squirrels to enter a property to prevent further problems occurring.



If you find bats in your property you must not remove them as they are a protected species under the Wildlife and Countryside Act 1981. You can however contact us for advice.

You can help reduce the problem of unwanted pests by

- Cleaning your bin regularly
- Wrapping up your rubbish
- Putting your rubbish out on the correct day
- Not placing your rubbish in the rear garden and allow it to build up.
- Regularly using flea powder or spray on pests
- Not feeding birds left over foodstuffs.

ENERGY EFFICIENCY ADVICE

ENERGY EFFICIENCY

Practicing energy efficiency saves you money and helps the planet, by reducing the amount of harmful emissions released into the atmosphere. Below are listed a number of ways to increase energy efficiency within your home.

- Switch off lights and appliances when not needed. Do not leave on standby as this can use an enormous 50% of it's normal consumption
- Avoid leaving mobile phone chargers on for longer than needed
- Don't fill the kettle with more water than you need
- Your room thermostat should be between 18 and 22 degrees C. Turning down your thermostat by 1 degree C could cut your heating bills by 10%
- Keeping your freezer full will make the appliance more efficient and help save money on your energy bills
- By installing an A rated condensing boiler this can save you approximately 20% on your heating bills. You can contact us to find out when we plan to replace your old gas boiler
- Use energy saving light bulbs wherever possible. A bulb giving off 100w of light only uses 20w of electricity.
- The hot water cylinder thermostat should be no higher than 60°C for bathing and washing.
- Wherever possible try to buy household appliances with an energy saving logo. Also ask for the EU label-appliances are rated A to G depending on their energy efficiency. Always aim for the A rated appliance if at all possible.

CONSIDER CHANGING YOUR FUEL SUPPLIER

This can be done via the internet using sites such as:

- Energy Watch www.energywatch.org.uk
- Uswitch www.uswitch.com

These are energy websites and are for your information. We take no responsibility for any inaccuracies that may be contained within them.

WHAT WE CAN DO

As part of our Affordable Warmth Policy, we are committed to improving our properties to the standards laid down in the Welsh Housing Quality Standard.

Some of the work we have and will be undertaking is:

- Increasing the levels of insulation in the roof space
- Installing cavity wall insulation
- Installing double glazed windows and new composite doors
- Replacing old gas boilers with SEDBUK rated A combination gas boilers
- Providing residents with advice on energy efficiency via our Hafods Own magazine and our maintenance booklet.



ADAPTATIONS

ADAPTATIONS

Due to age or illness some of us need adaptations to enable us to live comfortably and safely in our homes. Adaptations are looked at on a case by case basis. Most of the work that we carry out relate to mobility issues, such as installing hand rails/grab rails, walk-in showers and ramps.

If you feel you could benefit from such adaptations you should contact either your GP or the Social Services / Community Care departments of your local Council. They will refer you to an Occupational Therapist (OT) who will visit your home and assess what works need to be carried out.

Their recommendations will be sent to our Repairs Team. We will assess the works required and if the works are minor in nature, such as, handrails, lever taps, bath rails etc. We will carry out the work, subject to a referral from an Occupational Therapist.



If the works are major, such as, level access showers, ramps, stair lifts etc. We will need to apply for a Physical Adaptation Grant from the Welsh Assembly Government. Your case will be passed to our Development Department who will apply for funding and be responsible for organising the work once funding is received.

For further advice about adaptations please telephone the Maintenance Team on **029 2067 5800**.

REPORTING REPAIRS

HOW DO I REPORT A REPAIR?

If you have a general repair you can contact our Maintenance Team on **029 2067 5800** between the hours of 8:00am and 5:00pm. You can also email us on **enquiries@hafod.org.uk**

Hafod Housing Association

1st Floor St Hilary Court
Cophorne Way
Cardiff
CF5 6ES

For emergencies outside of office hours, you can call **01633 381 111**.

Alternatively you can register with 'seemydata' to report repairs on line and also view your rent account. Contact us on **029 2067 5800** for a protected password.

When reporting a repair please have the following information to help our Customer Service Advisers deal with your repair effectively:

- Your name, address and current telephone number
- As much about the repair as possible
- Times when someone will be able to allow us access

Our experienced team of advisers will provide you with a reference number for your repair, how long it will take to carry out the repair and if you are likely to be recharged for the work should the repair be caused by you or your visitors.

You will be offered an appointment over the phone by our Customer Service Advisers or our Contractors.

Written confirmation of the repair will be sent to you detailing the works required, the date the job should be completed by and the name of the contractor who will carry out the work.

You will also be sent a satisfaction slip to be returned in a freepost envelope this will enable us to monitor how we and our contractors are performing. And you will be entered into a free prize draw.

It may be necessary for one of our Maintenance Officers to visit your home and assess the full extent of the repairs required. We will arrange a mutually convenient time and date with you and we will endeavour to complete the repair within the specified time scales.

GAS CENTRAL HEATING AND PLUMBING REPAIRS

All gas central heating and plumbing repairs can be reported directly to our contractor (See page 23 for details)

ELECTRIC HEATING

If you have a problem with your Economy 7 heating system please contact our Maintenance Team on **029 2067 5800**.

REPAIR TIMESCALES

After you have reported your repair you should receive confirmation of all non-urgent works orders by post, confirming:

- A. The name of the contractor undertaking the work.
- B. The target completion date.
- C. Description of works.

REPAIR TYPES AND PRIORITY TIMESCALES

All repairs are categorised into priority timescales depending on the nature of the problem and the urgency of work required. Below are a few frequent maintenance problems and their priority timescales.

Emergency Jobs - 24 Hours.

- Window / door locks. (totally un-lockable or insecure)
- Gas Leak please contact Transco - Tel 0800 111 999
- Unstable brickwork
- No electrical power (you are advised to go through the checks listed on pages 8 and 9)
- Serious water leak
- No heating (winter only)
- Severe roof leak
- Roof collapse
- Blocked foul drain

Urgent Jobs - 7 Days.

- Faulty door lock / keys (if only 1 out of 2 is functioning)
- Faulty electrical fittings
- Minor roof damage
- Jammed windows and doors



Non-Urgent Jobs - 28 Days.

- Minor kitchen repairs
- Leaking and damaged gutters
- Garage door repair
- Floor tiling and wall tiles
- Damp
- Replacement fencing
- Minor internal joinery
- Water penetration through doors and windows
- Blocked surface drains

GAS CENTRAL HEATING AND PLUMBING REPAIRS

We employ gas plumbing and central heating contractors to resolve your repairs who will respond directly to your complaint. If you have a gas central heating and plumbing problem please contact the gas plumbing and central heating contractor.

CRIME AND VANDALISM

Any break-in or vandalism must be reported to the police immediately. A relevant crime number must be obtained and passed on to us before any repair work will be undertaken. However we will temporarily secure the property in instances where a crime number cannot be obtained the same day.

EMERGENCIES

If you have an emergency repair which needs to be dealt with outside normal operational hours (between 8:00am and 5:00pm). You can contact our designated out of hours service on **01633 381111**. Emergency repairs can be major plumbing leaks, gas leaks and security issues. Should you still require help during office hours please contact us and supply as much information as possible. This will help us to determine how we can best assist in resolving the situation. We will contact the relevant contractor and arrange a suitable repair. In the event that an emergency should occur outside normal office working hours, contact the our office number who will then contact an out of hours contractor to deal with the problem.

FIRE

- Dial 999. Get everyone out of the property and if possible closing the doors and windows behind you.
- Warn your neighbours if any of them might be in danger.



Smoke Detector

GAS

- Open the doors and windows to get rid of the gas.
- Check to see if the gas has been left on unlit, or a pilot has gone out. If so turn the appliance off and do not try to relight it until all smell of gas has been cleared from the property.
- If the leak cannot be stopped by turning off an appliance, or you are uncertain whether it has been stopped, turn the main gas supply off at the meter and phone the gas emergency service immediately - **TRANSCO 0800 111 999**.
- Do not turn any electrical switches on or off.
- Do not use door bells.
- Do not smoke.
- Do not use matches or naked flames.

BURST OR LEAKING PIPE

- Turn the water off at the mains.
- If electrics are affected, turn off the electricity at the consumer unit.
- Call our gas central heating and plumbing contractor directly
- If possible try to contain any dripping or flowing water to minimise possible damage. For example by placing a large bowl under the leaking pipe and emptying it periodically.



LOSS OF ELECTRICITY

- If neighbours are also affected, call your electricity company (see under electricity in the Phone Book).
- If the problem persists after following the advice, call our repairs service.

EMERGENCY WORKS

Some emergency examples are set out below:

- Total loss of heat during winter.
- Plumbing leak that requires the entire water supply to be shut off.
- Total loss of water - provided all checks in this booklet have been carried out.
- Total blockage of sewerage system.
- Total loss of electricity provided all checks in this booklet have been carried out or there is not a widespread power-cut.
- Roof leak that is causing damage to surrounding materials.
- A security issue, such as an inaccessible door or window that cannot be made secure.

Note:

Please note that we will never endanger someone by asking them to climb onto a roof in adverse weather conditions. Please do what you can to protect your belongings until the roof can be repaired safely.



Any non-emergency calls made that are attended to and reported not to be an emergency will be recharged to yourself.

RE-CHARGEABLE REPAIRS

Did you know, we end up charging over £100,000 each year to tenants who damage our properties? This works out on average as £35 per tenant each year. These repairs use valuable funds we could spend on other

priorities and take up staff time. To help you avoid being liable for rechargeable repairs, and to help us, here are simple Do's and Don'ts

DO

- Remember you are responsible for the actions of your family, guests and visitors
- Report any criminal damage to the Police as well as to us and request a crime number
- Carry out repairs which fall to you (internal decorating, missing keys etc)
- Leave your home in a tidy and clean condition if you leave
- Report any problems you see on your estate (we will keep this confidential)
- Have funds in advance to pay for works which are your responsibility but which you have asked us to carry out e.g. lost keys

DON'T

- Report any unnecessary repairs or abuse Hafod's repair system
- Put nappies, food etc down the sink or toilet
- Let rubbish build up in your garden or home
- Carry out any alterations or improvements without our permission
- Use faulty electrical appliances which cause the electricity to 'trip'

REMEMBER

if we need to recharge you:

- The debt will be held in a separate account to your rent account
- We can take you to court for any unpaid recharges
- You will be barred from our transfer list
- We reserve the right not to carry out improvements to your home such as Kitchen and Bathroom renewals.



IMPROVING YOUR HOME

- You have the right to improve your home. This covers a variety of possible works and ideas, provided the work which you intend to carry out is not likely to have an adverse effect on the building. We cannot reasonably refuse a request from you to improve your home, but don't start any work until you have written permission from us.
- In some cases you may be asked to put back the property to the original condition it was in before the improvement works were carried out.
- Please put any requests to carry out improvement works to your home in writing, to the Maintenance Team, detailing the works you propose to carry out including plans and sketches. Your request will be considered and responded to within 7 days.
- If you carry out any 'improvement works' to your home without permission the Association reserves the right to charge you for putting the alterations back to the original condition it was in before the improvement works were carried out. This could result in legal action being taken against you.
- Our maintenance staff can give you advice on how to proceed with the works as well as advising you on items such as planning permission and building regulation approval. A word of caution, you will be responsible for making good any work not carried out properly. Under certain circumstances, you may qualify for compensation for some of the original cost of your improvements when you leave.

PLUMBING AND HEATING CONTRACTORS

The Association has enclosed an adhesive label (see below) with details of your Central Heating and Plumbing Contractor. If we change our contractor we will send you a new adhesive label with details of the new Central Heating and Plumbing Contractor to stick on top of the label.

This is a 24 hour service but you are reminded that after office hours should be used for Emergencies only.

WHO IS RESPONSIBLE FOR REPAIRS?

HAFOD HOUSING'S RESPONSIBILITY

We are responsible for repairing the structure and exterior of your home, its main services and the communal areas in blocks of flats.

OUR RESPONSIBILITIES

For example we will repair:

- Windows and external doors
- Plumbing
- Heating systems
- Kitchen units
- Internal walls
- Floors
- Roofs and gutters
- External walls

YOUR RESPONSIBILITY

- Damage by a member of your household or visitor
- Replacing lost keys
- Curtain tracks
- Toilet seats
- Plugs and chains to sinks and baths
- Broken glass: unless a crime number is presented
- Electric light bulbs
- Minor cracks to plasterwork
- Cutting grass to rear gardens
- Electric / Gas Meters



PLANNED MAINTENANCE

As part of our Asset Management Strategy we are committed to undertaking planned improvements to your home and where we carry out such work we will aim to comply with the requirements laid down in the Welsh Housing Quality Standard (WHQS) document (July 2008). The WHQS was introduced in 2002 and is the minimum standard that all Councils and RSL's in Wales must meet by 2012.

We also carry out a rolling programme of stock condition surveys where we aim to survey 20% of our stock each year. We then use these surveys to assess work priorities and put together our financial business plans. Each year we will publish our Planned programme on the website and in our quarterly publication Hafod's Own.

SERVICE STANDARDS

REPAIRS AND MAINTENANCE



STANDARD

We will respond to your repair or maintenance request within an agreed timescale and will aim to complete the repair in one visit, or will keep you informed as to when this will work will be completed.

HOW WE WILL WORK TO ACHIEVE THIS

We will:

- Respond to emergency, urgent and non-urgent repairs within the following timescales:
 - Emergency: 24 Hours
 - Urgent: 7 Days
 - Non-Urgent: 28 days
- Let you know the category of your repair.
- Provide a dedicated maintenance team to manage all aspects of the repair and maintenance of your homes.
- Log all repair requests when reported and provide you with a job reference number.
- Offer to inspect the nature of a repair if not easily identified when reported or is a Health and Safety issue.
- Carry out an annual gas inspection to all appropriate properties.
- Survey all of our properties so we know where asbestos can be found and put this information into our data system.
- Provide asbestos awareness training to our staff and contractors and make asbestos risk assessments available to them.
- Publicise information on asbestos on our web-site and in our 'Looking After Your Home' booklet.
- Make sure your home benefits from maximum energy efficiency in accordance with our affordable warmth strategy.
- Make sure our emergency repairs service is available every day of the year.
- Give at least 24 hours notice if we need to come into your home apart from in an emergency.
- Make sure contractors representing the Association are polite and they will carry suitable identification in accordance with the Association's Code of Conduct.
- Make contractors aware of any specific requirements, such as mobility issues in order to allow extra time to answer the door.
- Inform you when developing annual improvement programmes and will consult you on the Welsh Housing Quality Standard and its priorities.
- We will take all reasonable steps to make sure your home is left in as good a condition as it was before the works were carried out.

PLANNED AND CYCLICAL MAINTENANCE

STANDARD

We will prepare, deliver and communicate our planned and cyclical maintenance programme which will guide major works and redecoration to our properties and allow for consultation with you.

WORK WE WILL DO TO MEET THE STANDARD

We will:

- Prioritise the programme of future planned maintenance works taking account of:
 - Health and safety considerations
 - Existing conditions
 - Legislation
 - The Association's commitment to meet the Welsh Housing Quality Standard by 2012
 - Representations from the TPWG and Maintenance Sub Group
 - Available resources including finance.
- Prepare a five-year provisional planned maintenance programme to use as a guide for future planned maintenance works and programming considerations.
- Publicise the annual programme of planned maintenance through an article in Hafod's Own and on our website.



- Notify you by letter, of the scope of works and contractor's/sub-contractor's details, a minimum of 1 month prior to the provisional start date.
- Provide you with written advice relating to the proposed works, explaining the process and other considerations.
- Hold consultation/presentation meetings for large scale works that are likely to cause disruption to you or where you have a (Minimum of 6 weeks prior to the provisional start date).
- Obtain your choice confirmations 4 weeks prior to work commencement.
- Offer you a choice of colours and finishes from a range of options for kitchens (Minimum of 4 weeks prior to the provisional start date).
- Provide you with an illustration of the new design for kitchen replacement works. (Minimum of 2 weeks prior to works commencing).



- Make sure all our contractors carry proof of identity and behave in a professional manner in accordance with the Association's Code of Conduct.
- Make sure that the materials used are of a good quality and manufactured to the relevant British Standard/European Standard.
- Assist where practical and work with Local Authorities to provide adaptations.
- Make sure that at the end of each working day you will be provided with electricity, water, heating each night during the period of works and that at all times you will have access to a w.c. facility.
- Make sure that our contractor cleans away the debris arising out of their work at the end of the working day and upon completion of the work.
- Pay an allowance towards the cost of redecoration or carry out redecoration work where these have been unreasonably disturbed by the works in accordance with the association's compensation policy and procedure.
- Redecorate communal internal areas and external areas every 6 years.
- Publicise the annual cyclical programme of redecoration through an article in Hafod's Own and on our website.
- Consult with you and obtain your choice confirmations four weeks prior to the commencement of work.
- Notify you by letter of the scope of works and contractor's/sub-contractor's details (a minimum of two weeks prior to the provisional start date).
- Make sure our contractors notify you of the start date (a minimum of one week prior to work commencing).
- Wash PVC windows and doors and clear guttering as part of the cyclical painting programme.

This document is available in other languages
as well as in alternative formats on request



making a difference

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Hafod Housing Association

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