

CROSS KEYS Homes

You'll be at home with us

Caring for your home

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If you have any difficulty understanding this document we can arrange for it to be explained to you by an interpreter. Please call us on: **01733 385116**.

You will need to tell us your address and the language you speak.

اذا ان لديكم اية صعوبات في فهم هذا الدليل نستطيع اتخاذ الترتيبات اللازمة ل يتم شرحه لكم بواسطة مترجم الرجاء الاتصال بنا علي الرقم ٠١٧٣٣ ٣٨٥١١٦ .

و عليكم بإطلاعنا علي عنوانكم و اللغة التي تتكلمون بها.

اگر در فهمیدن این متن مشکلی دارید می توانیم ترتیبی بدهیم که یک نفر مترجم شفاهی آنرا برای شما توضیح دهد. لطفاً با ما در شماره تلفن **01733 385116** تماس بگیرید.

شما می بایست آدرس محل و زندگی و زبانی را که صحبت می کنید به ما بگوئید.

نه گهر بو تیگه یشتنی نه نامیلک هیه ههر جوره ناسته نگیکت هدی هه نهوا ده توانین کارینکی وا بکهین موته رجیٹک ناوهرؤ کی نه نامیلک هیه ت بو شی بکاته وه. تکایه بدم ژماره ته له فونه **01733 385116** پیوه ندیمان پی بکه.

پیویسته ناو نیشانی خو تمان پی بدهیت و پیشمان بلیت به چ زمانیک قسه ده کیت.

اس دستاویز کو سمجھنے میں اگر آپ کو کسی دشواری کا سامنا ہو تو ہم ایک ترجمان کے ذریعہ آپ کے لئے اس کی وضاحت کا انتظام کر سکتے ہیں۔ برائے مہربانی ہمیں **01733 385116** پر ٹیلیفون کریں۔

آپ کو ہمیں آپ کا پتہ اور جو زبان آپ بولتے ہیں بتانا ہوگا۔

Se tem alguma dificuldade em compreender este folheto poderemos arranjar um interprete para lhe explicar este folheto. Por favor telefone para **01733 385116**.

Tera que nos informar a sua morada e o idioma que fala.



If you require an audio or large print version of this leaflet or assistance with a language or Braille translation, call: **01733 385116** or email: translation@crosskeyshomes.co.uk

This is a free service.

Caring for your home and surrounding areas - useful advice and information

Crime prevention

You can help protect your home against thieves by taking a few precautions:

- Always lock your doors and windows when you go out
- Never leave valuables lying around, especially if they can be seen through a window
- Never leave keys in a secret hiding place - thieves can usually find them
- When you go out at night, leave a light on and draw the curtains
- Do not leave notes on the door saying you are out
- Cancel milk and papers when you are away and ask trusted neighbours to keep an eye on your home
- If you have a controlled entry system (in flats), make sure the main entrance to the block is shut at all times and ask callers to tell you who they are before letting them in
- Thieves may try and get into your home by pretending to be officials or workmen. Never let a stranger in unless you are sure who they are
- Fit a door chain and use it when answering the door. Ask to see an identity card. All authorised contractors and Cross Keys Homes' staff will have these available. If a caller does not have one, ask them to come back later and check with their organisation in the meantime

Decorations

You are responsible for decorating the inside of your home and keeping it to a reasonable standard. Please do not paint the walls of your rooms with gloss paint, artex or textured paint as it makes redecoration very difficult and we will ask you to repair this damage at the end of your tenancy (you may be charged if we incurred any costs for this).

Door entry systems

If you live in a block of flats and the communal door entry system is not working please report it to our repairs' centre.

You should make sure that the doors are locked behind you and they are not wedged open at any time.

You must not allow unwelcome visitors in or open the door to anyone who says that they are visiting another person living in the block, unless we have authorised them to do so and they can provide identification.

Electricity

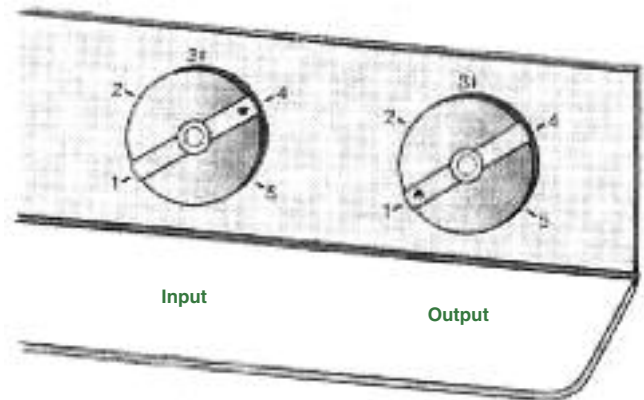
Electric storage heaters

These charge up during the night when electricity is cheaper and then heat is released during the day.

Most storage heaters have two controls: one to an input (sometimes called 'charge' or 'auto' set control) and one to an output (sometimes called 'boost' or 'room temperature').

Input - controls how much heat is stored and how much electricity is used. The lowest setting is suitable for spring or early autumn or in a cool summer. To stop the heater storing any heat, switch it off at the wall.

Output - controls how quickly heat leaves the heater. On its highest setting, the stored heat is used up faster. Some storage heaters have an automatic output control. This means the thermostat controls how quickly the heat is released.



Storage heater control unit

What to do if you have a problem

Lights not working but socket outlets are okay:

- Check lighting fuse or circuit breaker in the consumer unit (fuse box)
- Replace blown fuse or reset circuit breaker
- If the fuse blows or circuit breaker trips again call repairs

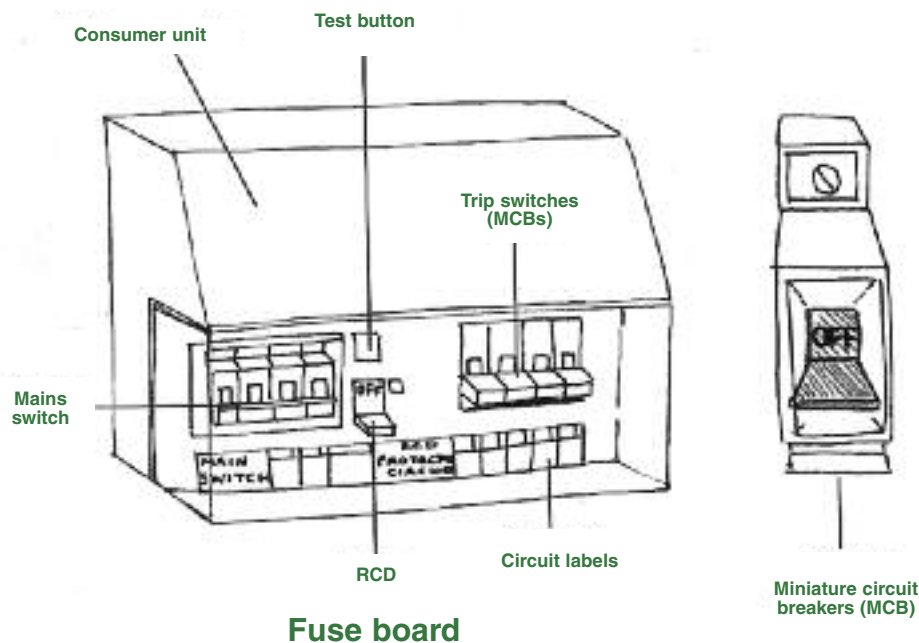
Please note circuit breakers are sensitive devices and a bulb blowing can result in the circuit breaker for that circuit tripping. When replacing fuses, always switch off the main switch first and switch it on when the fuse has been refitted.

Socket outlets are not working but lights are okay:

- Check the ring main fuse or circuit breaker in the consumer unit (these are normally found in your hallway)
- Replace blown fuse or reset circuit breaker
- If problem persists unplug all appliances (kettle, toaster, fridge freezer, television etc)
- Repair the fuse or reset the circuit breaker again
- Plug in and switch on appliances individually until electrical failure occurs again. This will identify the faulty appliance
- Unplug the faulty appliance again and reset the circuit breaker
- Do not use the faulty appliance
- If after carrying out the above the problem still exists then call repairs

If lights and sockets are not working:

- Check with your neighbours to see if theirs are working
- Check sufficient funds in meter (if applicable)
- If neighbours have no electrical power either then the problem is likely to be a power failure and you should contact the company who supplies your electricity. The telephone number will be on your latest electricity bill



Garages and parking

Garages

Some of our properties have a garage attached to them. If you have a garage, you should use this responsibly. Do not use it to store any rubbish or dangerous substances or let anyone else do this.

You may want to build a garage. In this case, you will need to obtain a minor improvements' form. If we give you permission you may also need planning permission.

Gardens

You are responsible for keeping your garden tidy and free from rubbish. If you do not keep your garden in a satisfactory condition, we may carry out the necessary work and charge you the full cost. Or, we may take court action in a severe case.

Please note: do not plant Leylandi or other large and/or fast growing trees as these can cause damage to the property and are very costly to keep trimmed and/or have removed.

Heating controls

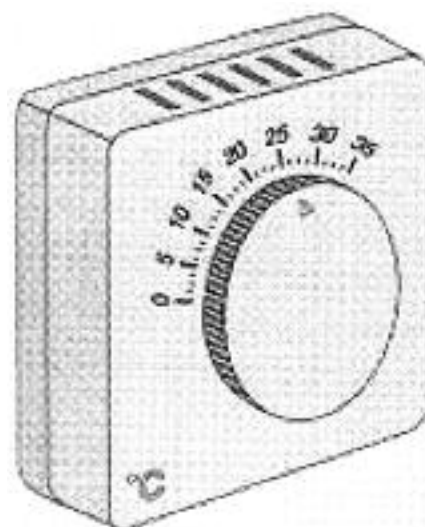
If you have an older central heating system you may find that only some of the following advice applies to you.

How can I control the temperature in my home?

You can control the temperature by using the room thermostat. This is usually in the hall or living room and reacts to the temperature of the air around it. You should set the room thermostat to between 18°C and 21°C. When this temperature is reached, the thermostat will switch off the central heating. It will switch it on again when the temperature falls below this.

To save energy you should set the temperature as low as is comfortably possible. By turning your room thermostat down by 1°C you could save up to 10 per cent on your fuel bill each year.

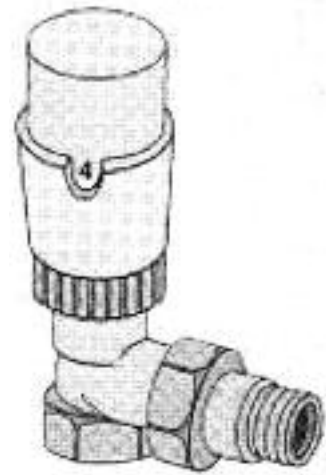
You can control the temperature in individual rooms by using the controls on your radiators. These radiator controls are also called thermostatic radiator valves.



Room thermostat

Radiator valves work by opening or closing the valve allowing water to flow in. You can use the controls to keep your bedrooms at a lower temperature than your living room.

If you do not have radiator controls, you can still turn a radiator off by closing the ordinary valve.



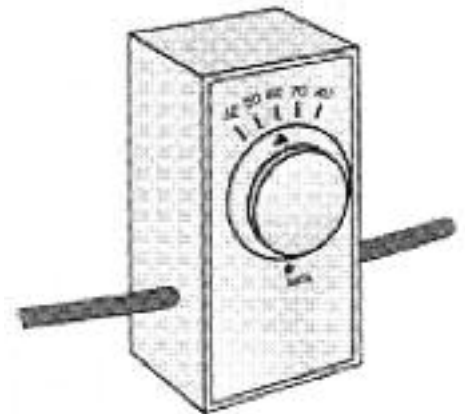
Radiator valve

How can I control the hot water in my home?

A hot water thermostat is fitted to your hot water tank or cylinder (if you have one). This stops the water heating up more than you want. Some homes don't have a separate water tank because the boiler produces instant hot water and the thermostat is fitted to the boiler.

If your water is too hot, you can make it cooler by lowering the setting on the thermostat.

You should set the hot water thermostat between 55 and 60°C.

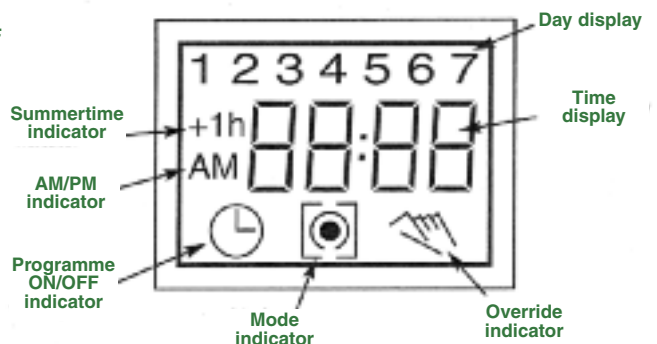
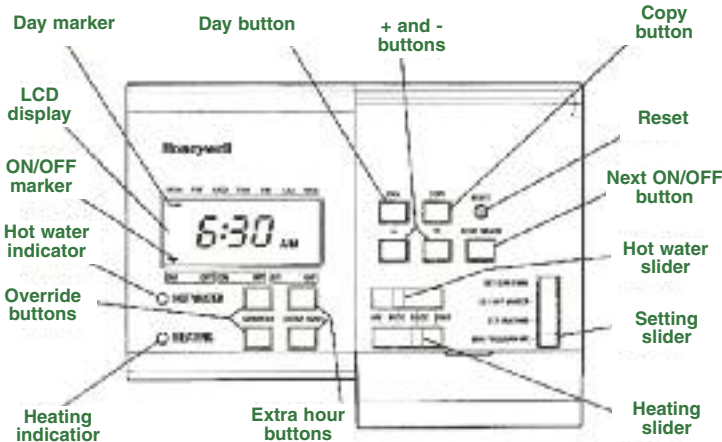
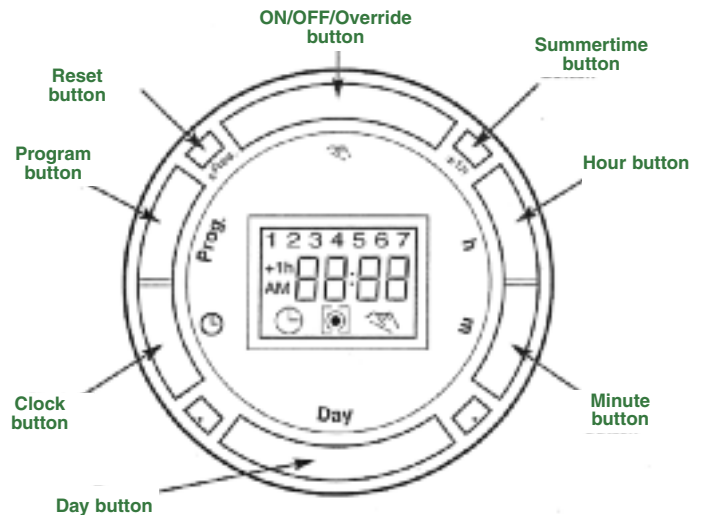


Thermostat

How can I control the timing of my heating?

If you have central heating a timer or programmer allows you to set your heating and hot water to go on and off when you want. Some only allow you to switch your water and heating systems on and off twice a day. Others allow you to set up three different daily on/off periods for every day of the week.

You should read the timer or programmer instructions carefully. If you are still not sure what to do contact our repairs' centre for advice.



If display remains blank after switch on - press reset

Heating programmers

Insurance

You are responsible for insuring your furniture, belongings and decorations against theft, fire, vandalism, burst pipes and other household risks.

We have a 'pay as you go' scheme which offers all our residents special low cost rates.

To find out more please see our separate My Home contents insurance leaflet.

Keys and fobs

Make sure you have a spare key to your home as Cross Keys Homes do not keep spare keys for individual homes. You are responsible for looking after your own keys and will be asked to pay for any replacement or changes of locks should you lose them.

We do keep spare communal door keys (eg for block entrance doors to flats), extra keys and fobs which may be purchased from us. Contact your area office if one is required.

Pest control

If you have an infestation of any of the following pests we can arrange for Peterborough City Council to treat these for free:

- ants
- wasps
- bees
- earwigs
- fleas
- hornets
- silverfish
- woodlice

To report an infestation please contact our repairs' centre, who will liaise with the council.

If you have an infestation of mice or rats you are responsible for the payment of these treatments. To arrange this please contact Peterborough City Council direct on: **01733 747474** or email: environmentalhealth@peterborough.gov.uk.

Rubbish

The council is responsible for collecting rubbish and emptying wheelie bins every week. They will let you know if the collection day changes because of a Bank Holiday. If they do not empty your bin, you should report it to the council's waste helpline on: **01733 747474**.

Make sure you put all materials that can be recycled in the green wheelie bin.

Some of our sheltered schemes provide shared recycling facilities. Please speak to your scheme manager about this service.

You can also contact the council if you have bulky items you need to get rid of (for example a fridge or a sofa), or if you want to recycle bottles, cardboard or clothes.

For information about these services, please contact the council's waste management section.

Satellite dishes and TV aerials

You must always get our advice before you put up a satellite dish or a television or radio aerial. This is because some may need planning permission, and where you put the dish or aerial is important. If you live in a block of flats, we may not allow you to put up a dish if it is above a certain height.

If you are over the age of 60, you may qualify for a TV licence at a reduced fee. Please speak with your scheme manager when you move in about this.

Sinks, toilets and drains

Remember not to pour cooking oil or tea leaves, rice, peas or any food particles down your sink as they can block the drain. Never put anything down your toilet which might block it, such as disposable nappies, sanitary towels, baby wipes or plastic bags. It is difficult and expensive to clear blockages and you will be charged if blockages are caused by you or a member of your household.

Keep all gratings over yard drains free from leaves and waste as this will help prevent blockages and flooding. It is a good idea to pour household soda down all drains regularly as it will remove grease which if left may lead to blockages.

Solid-fuel appliances

To make sure your solid-fuel appliance is safe please follow these few simple steps:

- Clean the throat plate at least once a month to prevent a build up of ash. The throat plate is often known as the damper and is at the bottom of the flue within the solid-fuel appliance. It redirects the flue flow into the chimney to allow excess heat to be redirected to the back boiler
- Have the chimney swept at least twice a year
- Make sure that the metal fire slide is not covered over or sealed in place. This slide provides access for servicing and repairs
- Follow the recommendations from the Coal Advisory Service on the type of fuel you use
- Allow ashes to cool before you empty them into a dustbin

Tips for living in a flat

Lighting

If the shared lighting fails in the entrance halls, stairways or landings please let us know immediately so that we can arrange a repair. Do not assume that someone else has already told us

Storage

Your home and any other storage facilities provided with your home are designed only to store normal household belongings. You should not store:

- Dangerous substances, such as petrol in your flat
- Vehicles or bicycles in shared areas

Cleaning

The estate rangers' team carry out a cleaning service in certain blocks. If you live in one of these blocks, a charge for this service will be included in your weekly payments.

If the service is not provided, you must keep your landing outside your flat clean. All residents must share the responsibility for cleaning the shared stairways, entrances and landings that are not used by just one household.

You must not leave rubbish or cause an obstruction of any kind in the shared stairways, entrances or landings.

Rubbish chutes

Do not put large or bulky waste down the rubbish chute. This can cause blockages and the smell can cause a nuisance to everyone in the block. Make sure you wrap any rubbish, particularly food, in a polythene bag before you put it in the chute.

Shared areas

Some of our properties have shared areas such as hallways, drying areas, grassed open areas and gardens. These are for everyone living in the block to use. We are responsible for maintaining these areas. However, you must respect the fact that other people use them and should not do anything that would cause damage or affect the health and safety of other residents.

Floors and carpets

Please do not use carpet tacks or nail fixing rods directly on to floor tiles as you are likely to damage them and possibly the damp proof membrane.

Tiled floors should be cleaned regularly. Do not use soda, caustic materials or harsh scouring compounds on the tiles as they may damage them.

If you wish to install laminate flooring written approval must be obtained from Cross Keys Homes. Please see separate leaflet.

**NATIONAL
HOUSING
FEDERATION**
member

 **business for neighbourhoods**


CUSTOMER SERVICE EXCELLENCE


HOUSING
CORPORATION

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