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INTRODUCTION

This Repairs Handbook has been designed to help you to report repairs. You will find clearly labelled diagrams showing common fixtures and fittings, which should help you describe the fault. The more information you give us, the better the chance of getting the repair fixed first time.

The Handbook also contains information on what we, as your landlords, are responsible for, and what type of things are your own responsibility. There is also a section on repair priorities, and how soon you can expect types of repairs to be completed.

In addition, you will find some helpful tips and advice on a range of common faults, starting on page 23. Maintaining your home to a high standard is important to us, and you can help us by knowing how to fix simple problems.

HOW TO CONTACT US

Call us on **0800 3581401** – this is a freephone number, and is available 24 hours a day. Outside of office hours (9am – 5pm), please report **emergencies only** on this number. See page 3 for types of emergency repairs.

For non-emergency repairs, you can also write to us at Blain House, Bridge Lane, Penrith, Cumbria CA11 8QU. Please describe the repair needed as clearly as possible, and give us some access details, including a contact telephone number if you can. Or you can e-mail us, giving us the same details as above, on enquiry@edenha.org.uk. You can also report a repair in person, by calling in at reception during office hours, or to any of our Officers visiting your estate or locality.

All repair requests will be acknowledged by post, and you will receive a form asking you to make your comments on the work done. Please return these forms in the pre-paid envelopes provided, as your comments help us to monitor the service provided by both ourselves, and our contractors. Where there is an existing Tenants Association, it will help to monitor these repairs for you.

EMERGENCY REPAIRS

Emergency repairs are defined by the Association as the following:

- Any fault which could lead to death or injury of occupants, visitors or public
- Any fault which could seriously endanger the health of occupants, visitors or public
- Any fault which could cause extensive damage to our property or your belongings
- Any fault which could cause serious inconvenience to you and/or your household or other residents.

Examples of emergency repairs:

- Collapsed floors or ceilings
- Blocked WC (when only one in the property)
- Total loss of heating (winter months)
- Total loss of electric power (not caused by utility services)
- Renewal or repair of lock when door cannot be secured
- Burst pipes and tanks (but not weeping/leaking pipes or dripping taps)
- Blocked drains where effluent is overflowing within the property

Emergency works will normally be restricted to the immediate rectification of the fault (“make safe”), or protection of the residents and/or the dwelling, unless the defect can most efficiently be rectified at that time. The current response time for emergency repairs is attendance within 2 hours of telephoned notification, throughout 24 hours.

Outside office hours, you will be able to telephone emergency repair requests directly to our standby service, which will respond appropriately as stated above. Any further work will be ordered and carried out within the appropriate timescale.

You may be recharged when an emergency repair request is made which is clearly not an emergency.

PRIORITY OF REPAIRS

You will appreciate that some repairs are more urgent than others, and for that reason we operate a priority rating system. You will be informed of the priority rating given to your repair when it is reported, and in the receipt we send to you.

Repair requests other than emergencies will be prioritised as either Urgent or Routine, or be programmed as future planned repairs. Current response times, and examples of repair categories are set out below. **When prioritising repairs, account will be taken of the vulnerability of the household and in appropriate circumstances a higher priority may be given.**

A pre-inspection of the repair may be carried out by an Inspector, in cases where the extent and the nature of the work is large, complex, or it is not clear from your request. We aim to have all such pre-inspections undertaken within 7 calendar days. On receipt of an order, the contractor is expected to complete the order within the response time stated, unless a revised period is agreed with you if it becomes apparent that the work cannot be completed within the period.

Category of Repair	Response Time	Example
Urgent	Completion within 7 calendar days	Heavily leaking overflow, leaking WC, faulty locks (where property can be secured)
Routine	Completion within 21 calendar days	Glazing, leaking taps, repairs to doors & windows
Planned	Completion within agreed period, not more than 52 weeks	Fencing

We will review these targets from time to time, in the light of performance and views expressed by you and other tenants.

A proportion of completed repairs will be inspected to ensure the work has been carried out within the time and to a satisfactory standard.

If you have reported a repair to us and feel that there has been an unacceptable delay in dealing with it, you may instigate the Right to Repair.

The Right to Repair

If you have reported an urgent repair to us and the repair is not carried out within the target time stated on the repair receipt sent to you, you can request the use of a second contractor to carry out the repair.

If the repair is not then carried out within the target time stated on the second repair receipt sent to you, you may claim compensation from us. We will pay compensation at the rate of £10 + £2 for every days delay, up to a maximum of £50.

This only applies to repairs up to a value of £250 and classed as urgent by the Association. Compensation will not be paid if you have not allowed reasonable access to your home.

Home Contents Insurance

Eden Housing Association's insurance only covers the structure of your home. It is not our responsibility to replace any personal possessions lost, or damage caused to the decoration to your property through burst pipes, fire or burglary. These misfortunes happen, so do not get caught out by not having a home "contents" policy. Most reputable insurance companies will give you a quote for this kind of insurance, which need not be too expensive. We can offer you favourable terms through the Insurance Brokers that deal with our property insurance. Please contact our office for further details.

We will consider compensating tenants, in some circumstances, for damage to their belongings, due to negligence of a contractor appointed by us (unless the contractor fully compensates the tenant direct), or through a defect in the dwelling caused by the negligence or delay by us in attending to a repair which has been previously reported.

Rechargeable Repairs

We are not responsible for repairs which are your responsibility. In addition, we are not responsible for repairs when the damage is caused by you, any member of your household or any visitor to your home.

If you request us to do a repair which is either your responsibility or has been caused by your wilful damage or negligence, you will be informed of this at the time of reporting. You can organise for any such work to be done yourself, although this must be to our standards. Advice on this can be obtained from our offices.

If you wish us to carry out the work, you will be given a fixed price for the work which includes VAT and administration costs. Once the work has been completed, a bill will be sent to you and you will be given details on how to pay.

Remember that when you leave your home, someone else will move in. You are responsible for ensuring that all your personal belongings, furniture and any rubbish are removed before you leave. In addition the property must meet our minimum standard of decoration. If you fail to leave the property and all the Association's fixtures and fittings clean and in a good lettable condition, you will be recharged for the costs of cleaning, clearance, any works done to rectify damage and any decoration which may be required. Don't forget to clear outhouses, sheds and loft spaces as well.

If any damage is caused by vandalism or burglary, you should always get an incident number from the Police. We will not recharge you if you can provide us with this number.

Right to Buy/Right to Acquire

If you have a current Right to Buy/Right to Acquire application, repairs will be **limited to essential repairs only** to the structure and exterior of the property.

Who is responsible?

This section outlines the relevant rights and responsibilities of each party.

Us	You
Non adopted drains, rainwater gutters, pipework and gullies	
External fabric of dwellings, including roofs, walls, doors & windows	Cracked/broken glass to doors & windows caused by negligence, misuse or wilful damage
Internal structure, including plasterwork	Surface defects and minor cracks in plasterwork
Chimneys, chimney stacks & flues	Items such as furniture, electrical appliances or garden sheds accepted as part of a mutual exchange
Garages within the curtilage	Garages built by the current tenant
Footpaths, steps, ramps and handrails within curtilage where they form the principal means of access to the dwelling	Footpaths, steps, ramps and handrails within the curtilage where they do not form the principal means of access
Boundary walls, fences and gates, and party fences	Where a party fence bounds property not owned by the Association, we will usually only contribute 50% of the cost
External painting	All internal decoration
Solid fuel bunker where solid fuel is principal means of heating, and outhouses	Damage to fire bars, ash pans, fire stools and frets, enclosed solid fuel fire glass and grates, caused by negligence, misuse or wilful damage or incorrect use of fuel
Trees and large shrubs within curtilage of the dwelling	Maintenance of gardens in a tidy and weed free condition, and to maintain the good visual amenities of the neighbourhood

Us	You
Installations for the supply of water, electricity and gas (where available) and sanitation	Light bulbs, fluorescent tubes and starters, and provision of electric plugs for your own equipment, including fuses
Sanitary ware and fittings	Plugs and chains for sinks, wash basins and baths. Toilet chains and pulls
Electrical fittings and wiring	Telephone, television and radio aeriels, satellite dishes and cable installations, including associated wiring and fittings, unless provided by us
Fitted water and space heating appliances including open fires	Your own electrical, gas and water fittings
Kitchen units and sink where provided or adopted by us	Regular testing of battery operated smoke alarms, where provided by us, and replacing batteries
Internal joinery items, fixtures and fittings provided or adopted by us	Infestation by insects or vermin
Showers where provided or adopted by us	Regular cleaning of shower heads to prevent build up of residue

In addition, you are responsible for any work necessary because of the fault, neglect or misuse of you or your household, or where equipment or alterations were fitted or carried out by you (or under your discretion).

You are responsible for reporting repairs as soon as they become apparent. You are also responsible to be present for any internal repair appointment in order to give the contractor access, or to make suitable arrangements with the contractor for access, or give at least one working days notice to the contractor to make an alternative appointment.

You must also make reasonable steps to prevent frost damage. See page 23 for more advice on this.

As your landlord, we have a legal responsibility to carry out a full safety check of your gas boilers and fires once a year. This service is free of charge for all tenants. **YOUR SAFETY IS OUR PRIORITY – PLEASE HELP US TO HELP KEEP YOU AND YOUR HOME SAFE BY ALLOWING ACCESS FOR THIS IMPORTANT SAFETY CHECK TO BE CARRIED OUT.**

In addition, we also carry out annual servicing to any solid fuel or oil fired appliances – again, it is important that you keep any appointment made and do not light your fire on that day until the service has been completed. Dependent on the type of fuel being used, you may have to carry out additional flue cleaning. We will not be responsible for any costs incurred following failure to do so.

When things go wrong

Eden Housing Association strives to provide an excellent repairs service, but sometimes things do go wrong. If you have reported a repair and you feel there has been an unacceptable delay in dealing with it, you may instigate the Right to Repair (see page 5 for further details).

However, if you wish to express your dissatisfaction about the standard of service or lack of action, taken by us, you have the right to make a complaint using the Association's approved procedure. A copy of our complaints procedure is available from our offices.



IMPROVING YOUR HOME

Before carrying out any improvement or alteration to your home, you **must obtain written permission from us**. This is to ensure the work will:

- Not damage your home
- Not have an effect on your neighbours
- **Not break any planning or building regulations**

This includes aerials and satellite dishes, garden sheds and cat flaps. You should allow us to inspect and approve any proposals during and after works to ensure that the works are safe and of a satisfactory standard. This is particularly important in the case of any electrical, gas or structural works. It is your responsibility to ensure that all statutory consents are obtained, and that works to electrical and heating installations are respectively carried out by NICEIC and CORGI registered operatives.

We also have an obligation to provide our tenants with a Right to Compensation for Tenants Improvements, subject to gaining our written consent prior to commencement. This Right to Compensation applies to the following improvements carried out by the tenant:

- Bath or shower, wash-hand basin and toilet
- Kitchen sink and work surfaces for preparing food
- Storage cupboards in kitchen or bathroom
- Central heating, hot water boilers and other types of heating
- Thermostatic radiator valves
- Pipe, water tank or cylinder insulation
- Loft and cavity wall insulation
- Draft proofing of external doors and windows
- Double glazing or other window replacement or secondary glazing
- Rewiring, or the provision of power, lighting or other electrical fittings (including smoke detectors)
- Security measures (excluding burglar alarms)

We will review this list from time to time. Full details of this scheme can be obtained from our offices.



SAFETY IN THE HOME

Fire precautions:

- Check your battery operated smoke alarms once a month, and replace the battery if necessary
- Have a fire plan – know how to escape safely
- Don't drink alcohol and fry – don't leave chip pans unattended
- Put out all cigarettes safely – don't throw them into bins
- In the event of fire – **GET OUT, CALL THE FIRE BRIGADE AND STAY OUT**

If you smell gas:

- Open doors and windows
- Turn the gas off at the meter
- Don't smoke or use naked flames
- Don't use electrical switches
- Call TRANSCO on 0800 111999
- **Call us as soon as you can afterwards**

DO NOT BLOCK UP OR CLOSE VENTS

Electrical safety:

- Unplug appliances when you are not using them
- Do not overload sockets – only use one appliance at a time in each socket
- Make sure you use the correct size fuse in plugs
- If electrics are affected by water leakage **DO NOT TOUCH**, and turn off electricity supply at the consumer unit main switch and contact us immediately.

Who's at the door?

All Association staff and contractors carry photo-identity cards. For your own safety and security, **ALWAYS** ask to see identity cards before allowing anyone into your home, and check them carefully. Association staff should always show their ID without being asked.
No ID – no entry!

SHELTERED HOUSING

Sheltered/grouped flats and elderly persons/special needs accommodation/dwellings – in addition to the list given on pages 7 & 8, in these properties we are also responsible for:

- Communal lighting to staircases and outside spaces
- Unadopted footpaths and footway lighting
- Lifts, door entry systems, alarms and other specialised equipment and fittings provided by us
- Community Alarm services and warden communications systems
- Refrigerators, cookers, washing machines, tumble driers and other appliances provided by us in certain schemes

Community Alarms:

These systems are installed in approximately 300 flats and bungalows. These alarms can be used when a resident finds themselves ill or in distress to call for help, and are not just for the elderly/infirm. If you feel you would benefit from this system, please contact our office on 01768 861400.

Aids and Adaptations:

Aids and adaptations to our properties can be undertaken to allow people to live more comfortably at home. Examples of these are:

- Easier tap fittings
- Handrails
- Ramps
- Lifts to help people in and out the bath

If you feel you need the assistance offered by these kinds of aids, please contact Cumbria Social Services at Friargate, Penrith on **01768 242242**.

An Occupational Therapist will visit you to assess your needs and will request works to be done at your home, possibly by us, if this is felt to be necessary.

PLUMBING:

Leaking basin or bath?

Try to stop the leak from causing damage – if its a serious leak, turn off the stop tap or service valve and turn off your electricity if the leak could affect your electrics

- Where is the leak coming from?
- Is it leaking all the time or just when water is emptied out?
- Is the basin/bath cracked?
- Has the sealant around the basin/bath perished?

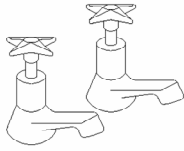
Blocked basin or bath?

Have you tried to clear the blockage?

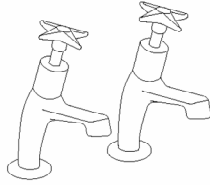
- Is the water draining away slowly or not at all?
- Can you clear the trap under the basin?
- Do you know what is causing the blockage?

Dripping tap?

- Which tap is affected, is it a hot or cold tap?
- What type of tap is it?



**STANDARD
PILLAR TAP**

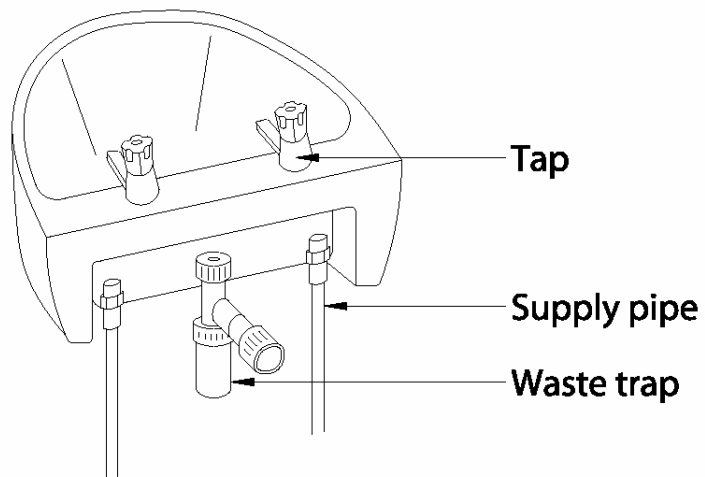


**HIGH NECK
PILLAR TAP**



**MODERN
PILLAR TAP**

WASH HAND BASIN



WC leaking?

Try to stop the leak from causing damage – if a serious leak turn off the stop tap or service valve and turn off your electricity if the leak could affect your electrics

- Where is the leak coming from? (eg: the flush pipe? Supply pipe?)
- Is it leaking all the time, or just when flushed?
- Is it the only WC in the property?

WC not flushing?

- Has the water supply been turned off? Check if there is still water coming from a tap
- Is the cistern filling up? Lift the cistern lid and try moving the float
- Is there a problem with the handle or chain?
- Do you have to “pump” the handle to get it to flush?
- Is it the only WC in the property?

Blocked WC?

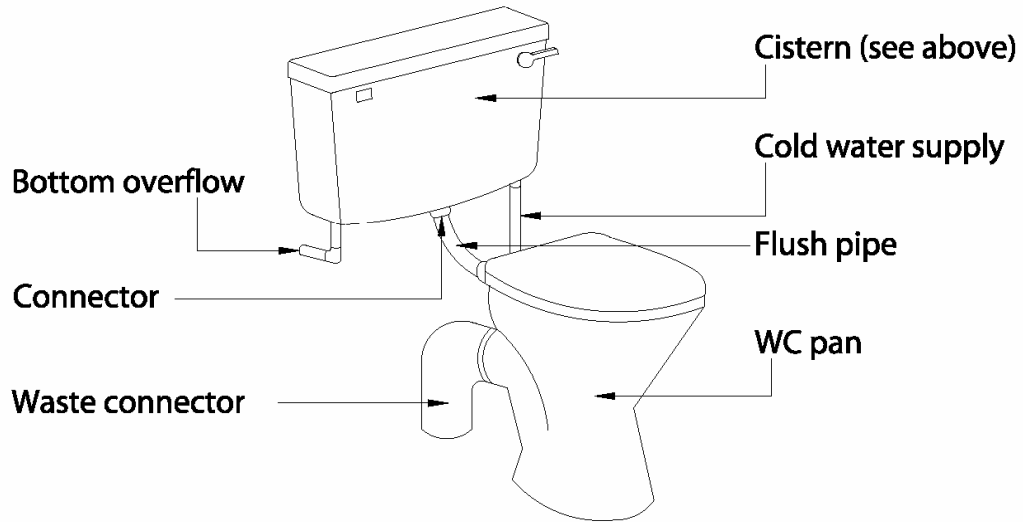
Have you tried to clear the blockage?

- Is the water reaching the top of the pan?
- Is the water draining away slowly or not at all?
- Do you know what is causing the blockage?

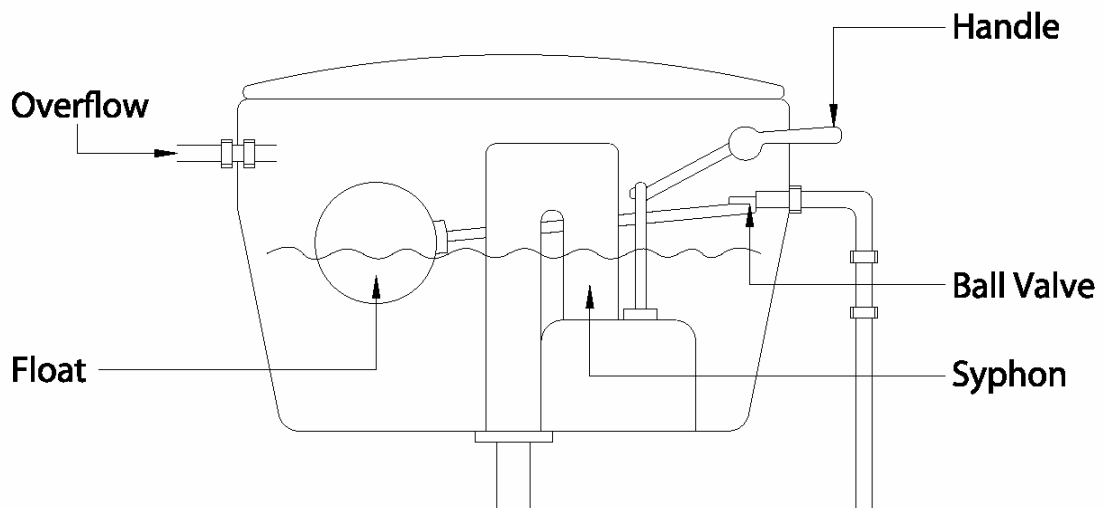
Overflow running?

- Is it the WC overflow or a storage tank overflow? (from outside, the WC overflow pipe will be the lower one)
- How fast is the water running?

TOILET



CISTERN

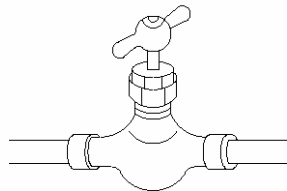


Leaking or burst pipe?

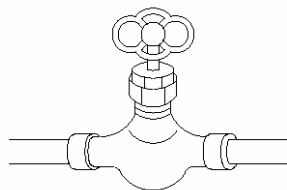
Try to stop the leak from causing damage – if a serious leak turn off the stop tap or service valve and turn off your electricity supply if the leak could affect any electrics

- Is the leak outside or inside the property?

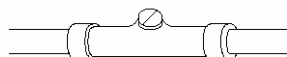
STOP TAP



GATE VALVE



SERVICE VALVE



ELECTRICAL:

No power?

- Are both the lights and the sockets affected?
- Are your neighbours or the street lights affected?
- If on a pre-payment meter, do you have credit?

No lights/no sockets?

- Have you checked the trip switch?
- Have you checked any appliances which may be plugged in? (see Handy Hints)

Faulty light?

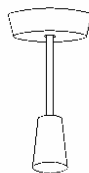
- Have you changed the bulb?
- What type of light fitting is it?

Smoke alarm beeping?

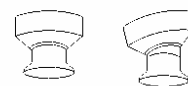
- Have you changed the batteries?
- Is it connected to the Careline service?



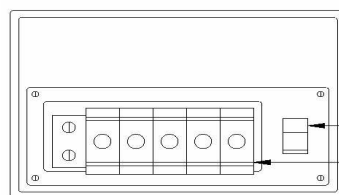
CEILING PULL
SWITCH



PENDANT LAMP
HOLDER



BATTEN LAMP
HOLDERS



Main on / off switch
Fuses or trip switches

ELECTRICITY
CONSUMER UNIT

HEATING:

No heating?

- What type of heating do you have?
- If on a pre-payment meter, do you have credit?
- Is your hot water also affected?
- Have you checked the boiler thermostat/ room thermostats?
- If gas, can you relight the pilot light?
- Have you checked the timer?

Electric storage heating faulty?

- How many heaters are affected?
- Have you checked the heater is on at the socket?
- Have you checked the thermostat?

Only one radiator faulty?

- Is the radiator valve turned on?
- Have you tried to bleed the radiator? (see Handy Hints)

EXTERNAL:

Front/back door won't shut?

- Is the door sticking or is the lock faulty?
- If the lock is faulty, what type of lock is it?
- Can you make the property secure?

Broken glass in window or door?

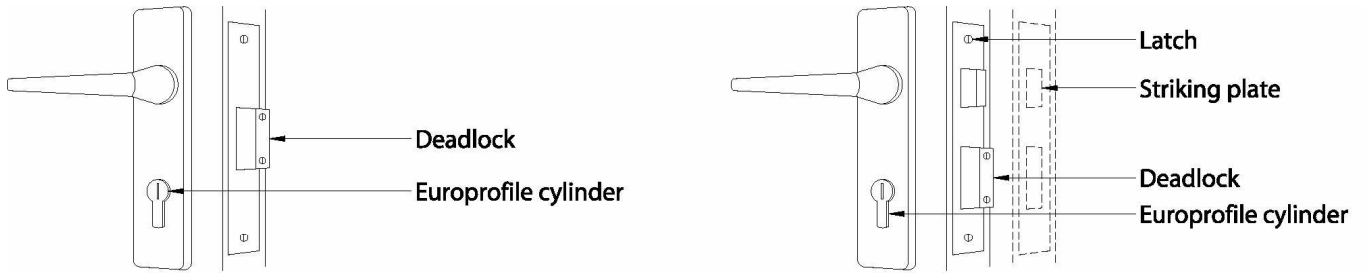
- How was the damage caused?
- Can you make the property secure?
- What type of glass is required? (eg: double glazed, frosted etc)
- Roughly what size of glass is required?

Blocked gullies/ drains?

- Which gully or drain is affected?
- What is causing the blockage?
- Is there any effluent escaping?

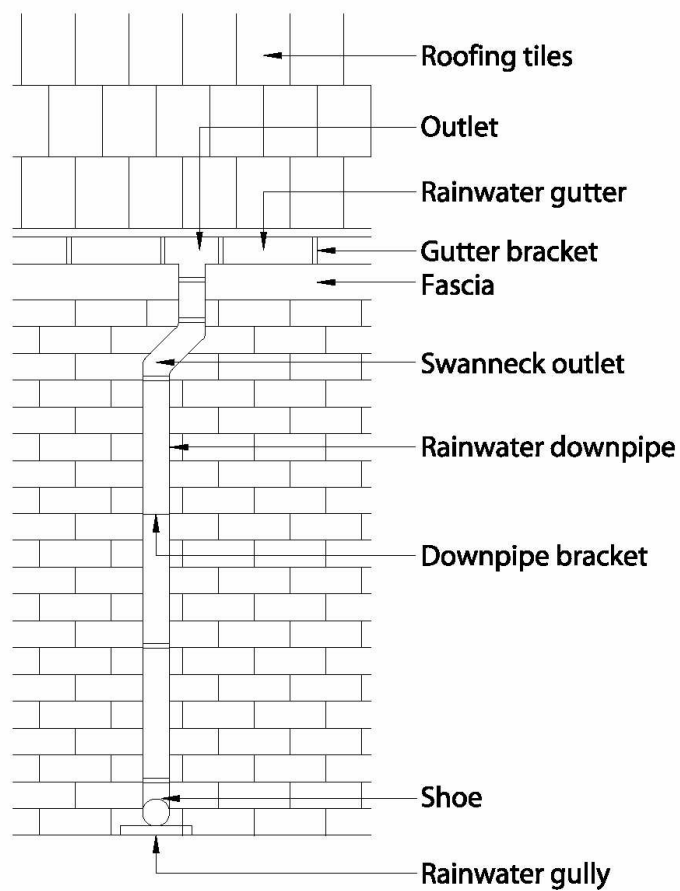
Leaking/blocked gutters?

- Which gutters are affected?
- What are the gutters made from?
- If it is leaking, can you see where it is leaking from? (eg: joint, downpipe etc)



MORTICE DEADLOCK

SASH LOCK



TYPICAL GUTTER AND DOWNPIPE

Washing line broken?

- Is it a rotary drier or a washing line?
- Is it the lines or the poles which are faulty?
- If poles, what are they made of and how many are affected?

Paths damaged?

- Is it your main access path?
- Is it paving or tarmac?

Fence damaged?

- Which fence is affected?
- How did the damage occur?
- What type of fence is it?
- Is it the posts or panels which are affected?





HANDY HINTS - Protection against frost damage:

Severe frosts can result in serious damage to your home and your possessions. If water freezes in pipes, it then expands causing them to burst, and then leaks when they thaw out. Most burst pipes can be avoided by taking the following precautions in a cold spell:

- Keep your home as warm as you reasonably can throughout the day and night. It is better to keep the heating on a low temperature all the time during severe frosts, than to keep it on for short periods at high temperatures.
- If possible, check your water pipes and tanks in the roof space or in exposed places are fully lagged. If not, contact our Repairs Desk and we will arrange for this to be done.
- Do not allow taps to drip, and keep plugs in the plugholes in the sink or basin/bath. Slow drips or runs of water quickly freeze in outside waste pipes.
- In very cold weather, regularly run cold water through your taps as it brings less cold water in from external underground pipes and helps prevent freezing.
- Find out where your mains water stop tap is, and make sure it works. If you can't find it, or it doesn't work, let us know and we will arrange a visit/repair.
- If you leave your home empty in the winter, leave the heating on at a low temperature twenty four hours a day, and get someone to check on your property while you're away.
- If you turn the water off while you are away (via the stop tap), drain the water from your pipes. On your return, make sure that water runs through all the taps, etc before turning on the heating.
- If you do have a freeze up, contact our Repairs Desk straight away. A plumber will be asked to call as an emergency. Do not light boilers or fires with back boilers as this may cause an explosion if they are frozen. **Do not use blow lamps to**

thaw pipes, or force taps/valves that are frozen. Pipes, taps and valves may be gently thawed with a fan heater or hair dryer **(but not near water)**.

Remember you have a responsibility to take care of your home. If damage is caused through negligence, you may be recharged. You should also make sure that you have house contents insurance.

If you are leaving your property empty for over a week during the winter months, contact our Repairs Desk and we will arrange to have the property drained down for you, free of charge.



HANDY HINTS - Plumbing:

Leaking or burst pipes:

- If you have a leaking pipe, place a dish or bowl underneath. Wrap newspapers or towels around to absorb the water. Try and pull back carpets to prevent damage.
- If the pipe is burst, turn off the water at your stop tap. Turn on all the taps to drain the water from your system. Try to do your best to make a temporary repair until a plumber can get to you. Remember to turn off any heating appliance to the water.

Isolating the leak:

- Some appliances such as WCs and supply pipes to taps may have their own service valve or gate valve. If you turn this off, the supply to that appliance only will be isolated, leaving you with water supply to the rest of the property.
- If the ceilings begin to bulge, place a bucket underneath and pierce a small hole to let the water escape – this will prevent the ceiling collapsing.
- If water has affected your electrics – **DO NOT TOUCH** and inform us straight away. Turn your electric off at the mains.

Clearing a blocked sink:

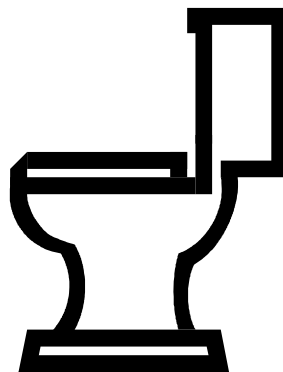
- Blocked sinks are usually caused by a build up of waste such as fat, tea leaves or hair. To prevent build ups, you should clear waste pipes and traps regularly using an appropriate product from a DIY store or supermarket, and always dispose of waste properly. Frequent abuse may result in a recharge.
- If you have a blocked sink, bale out the excess water using a jug. Hold a rag or dishcloth firmly over the overflow opening, and place a plunger over the plug hole. Quickly pump the plunger up and down – this should shift the blockage. Place a jug or basin under the waste trap, and unscrew the waste.

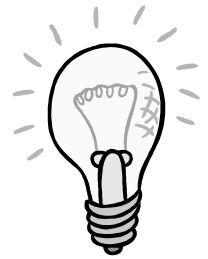
Clean the waste out thoroughly, and replace it, making sure you screw it back on tightly. Run some water through to flush it out and to check you have refitted the waste trap correctly.

- If more than one sink or bath is blocked, there may be a problem in the soil stack or main drain. If this happens, let us know so that a plumber can attend.
- In winter, long lengths of external wastes can freeze up. If this happens, remove the build up of snow and defrost by pouring hot water over the pipe.

Unblocking a toilet:

- Remove excess water from the pan using a jug or bowl. Place the plunger, mop or toilet brush at the bottom of the pan, and quickly pump it up and down to create pressure. Flush the toilet to check if the blockage has gone – you may need to repeat this process a few times to remove the blockage.
- Blockages are usually caused by things such as nappies, toilet fresheners or toys falling into the toilet. You may be recharged if we attend and find that the blockage was caused by such an object. Some sanitary towels should **NOT** be flushed down the WC.
- If your cistern is not filling up with water due to a faulty ball-valve, you can flush the toilet using a bucket of water in the short term.





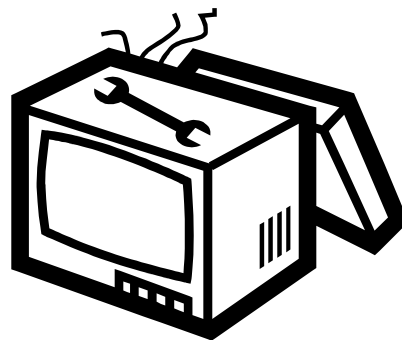
HANDY HINTS – Electrical:

No power at all:

- If you have no power to any of the sockets or lighting, check your consumer unit. Check which switches have tripped to the **off** position, and put them back to **on**.
- If you have a card meter, check you have not run out of credit.
- Are your neighbours affected or are your street lights off? If so, contact your electricity board.

Partial power:

- If your sockets are not working but the lighting is, or vice versa, you may have a faulty appliance. Unplug all appliances, and switch the tripped switch **on** in your consumer unit, or replace the fuse wire. Plug in your appliances **one at a time** until the switch trips again, or fuse blows. It is likely that it is the appliance which is faulty. Remember, you are responsible for your own electrical appliances.
- Make sure that appliances have the correct fuse.
- If a single light is not working, check if any of the trip switches have activated, and reset it. A bulb may have blown, or it may be a fault with the light fitting. Try changing the bulb or fluorescent tube before you report the repair.



HANDY HINTS – Heating:

Central Heating boiler:

- If your boiler is run by gas, check the pilot light is on. If not, try to relight it. If it is electric, check the power is still on and the meter is in credit.
- Check the boiler and room thermostats are set correctly (usually between 18 C and 20 C is comfortable).
- Check the clock or digital timer is set correctly for your needs.

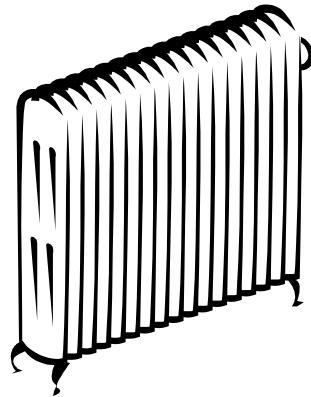
Storage Heaters:

- Storage heaters use electricity supplied at a cheaper rate to store heat in special heat-retaining bricks. Heat is then gradually released throughout the day.
- Most storage heaters have two controls; the input control is used to control how warm the heater gets and the boost control is used to control the amount of heat given out later in the day.
- If one of your storage heaters is not heating up correctly, check that it is switched on at the socket. Check the two controls are set according to your needs.

Radiators:

- If a radiator is not heating up, check the valve is turned on. If it is heating up at the bottom but not at the top, it may need bleeding.
- To bleed a radiator, you will need a special key (available from DIY or hardware stores). Turn off the heating system, and place a bowl or bucket underneath the radiator.
- Put the key over the bleed valve (small square nut at top of radiator), and hold a cloth round it.

- Slowly turn the key anti-clockwise – you will hear a hiss as the air escapes - **do not** unscrew the valve completely
- When water starts to escape, turn the key back in a clockwise direction to close the valve. This will have released the air from the radiator, and it should heat up completely once the heating is switched back on.
- **Do not** bleed radiators if you have a Combination boiler (this type of boiler has a low pressure light or gauge, and you will probably not have a hot water cylinder)
- If more than one radiator is affected, let us know so that a plumber can attend.



HANDY HINTS – Condensation:

Condensation happens when moist air comes into contact with a cool surface, such as outside walls, windows or wall tiles. If this condensation doesn't dry out, it can result in mould on walls, cupboards and window sills. Where condensation does occur, wipe down the surfaces where moisture forms to prevent mould.

There are 3 things which help prevent condensation; produce less moisture, ventilation and heating.

Producing less moisture:

- Cover pans with lids when cooking
- Don't leave kettles boiling
- Dry clothes outside whenever possible, or in a well ventilated room.
- Don't use paraffin or bottled gas heaters

Ventilation:

- Use extractor fans where fitted, or open a window when cooking or in the bathroom
- Open windows for part of the day to let air circulate around your house
- Don't cover or block ventilation bricks or grilles, and leave trickle ventilators on windows open at all times
- Leave an air gap between external walls and furniture
- Do not completely fill cupboards and wardrobes, always leave a ventilation space

Heating:

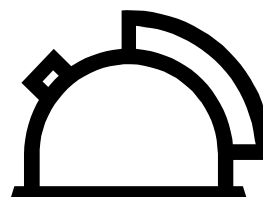
- Keep your home warm - a low background heat will help in all rooms
- It is not economical to leave an unused room un-heated, as this will develop condensation

HANDY HINTS - Energy Efficiency:



Useful **NO COST** energy saving measures in the home:

- Only use appliances which you really need – and don't leave TVs or videos on standby
- Turn down your heating thermostat down by 1C – you will hardly notice the difference and could save up to about £10 a year
- Try to keep furniture away from radiators, and close your curtains at dusk to keep the heat in
- Use the right pan size for the food when cooking, cut food into smaller pieces and put the lids on – this helps the food to cook more quickly
- When defrosting food, or just warming things up, use microwave ovens wherever possible as they use a lot less electricity than conventional ovens
- Remember to turn off lights – try an energy saving light bulb, which uses a quarter of the electricity used by normal bulbs
- Regular defrost your freezer, and try to keep packed full. You could even use scrunched up paper to fill it to avoid wasting energy. Check the seals on the doors of your fridge/freezer to make sure no warm air is getting in
- Avoid leaving your fridge door open for long periods
- Always try to have full loads for your washing machine, and use a 40C wash – this will save up to three quarters of the cost of the hottest cycle. Or use economy or half load options where available
- The sun, when it shines, is the cheapest source of heat available! Open internal doors of any rooms which get the sun most to let the warm air travel through your home



TENANT PARTICIPATION:

Eden Housing Association is fully committed to tenant participation. There are a number of ways in which you can tell us what you think, and your opinions really do count. Tenant feedback is a vital part of ensuring our services are tailored to our customers requirements, so please tell us what you think!

You will receive a satisfaction survey with every job acknowledgment letter. Please take a minute to fill these in and return them to us – your views and suggestions are important to us. Sometimes you may receive a telephone call from us, again asking for your opinions on the Repairs Service. Your contribution is very much appreciated.

Tenants Advisory Panel (Repairs & Maintenance)

The Tenants Advisory Panel (TAP) is a small group of tenants and EHA representatives who meet 3 times a year to discuss strategic and policy issues on repairs and maintenance.

Prior to each meeting, a questionnaire is sent out to a wider group of tenants in order to gather opinions and suggestions. A summary of the results is then passed to the TAP for discussion

Examples of issues discussed include grounds maintenance and the possibility of getting repairs done after 5pm. The group provides a valuable forum for discussion and influencing current and future policy on repairs and maintenance. Tenants can get involved by coming along to the meetings, or by joining our database of those willing to complete questionnaires. All information received is treated confidentially. If you would like more information on the Tenants Advisory Panel, or would like to get involved, please contact our offices for more details.

Tenants and Residents Associations

A number of areas in which we have properties have their own Tenant and Residents Association groups, which are funded through Eden Housing Association. These groups meet at least once a month, they provide an ideal opportunity for tenants and residents to get together, get to know each other and act as a common voice in telling us their opinions.

If you would like to know more about the Tenant and Resident group in your area, please contact our offices. We can also help to set up groups if there isn't one in your area at the moment.

Tell us what you think!

You can telephone, or write to us at any time, and let us know your views on the service we provide. We promise that your views will be considered along with others received, and any service improvements we can make as a result of the views expressed will be explored.

