

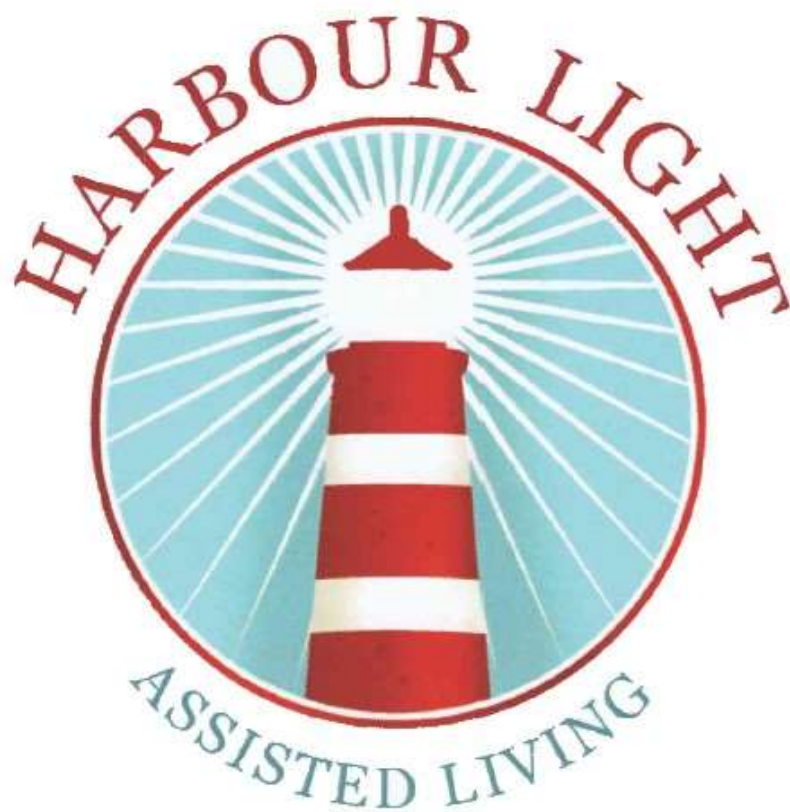
HANDBOOK

for Tenants



Harbour Light Assisted Living
0151 909 5919





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USEFUL INFORMATION

Please make a note of telephone numbers and locations of items you may need in the event of an emergency or repair.

ITEM	LOCATION
Stop cock	
Fuse board	
Electricity Meter	
Gas Meter	
TELEPHONE NUMBER	COMPANY
105	SP Energy Network (for loss of electricity in your area)
0800 111 999	National Grid Gas Emergency Service (for gas emergencies)
0345 672 3723	United Utilities (water emergencies)
0800 980 6050	United Utilities (for water billing enquiries)

Who are Harbour Light?

Harbour Light is a Housing Association and your landlord. We are a 'Registered Provider' of social housing, mainly based in the North West of England.

We have a vision to provide a socially inclusive safe harbour for individuals with specific housing needs, and who require support to allow them to live independently in their own homes.

Our regulator is the Homes and Communities Agency, our registration number is 4791.

What do we do?

We pride ourselves on our properties all being of a high standard so that you can live in a clean, safe and comfortable environment.

What this handbook is about?

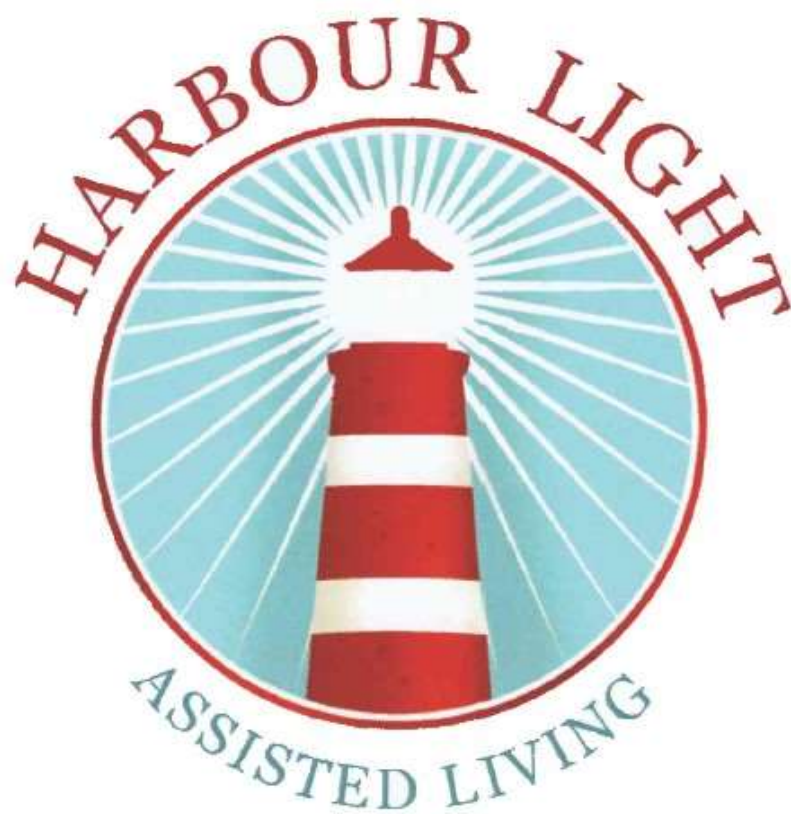
We have produced this handbook to provide you with information on how to deal with issues at your property.

We have detailed how to report repairs, how we deal with repairs and what you must do to assist in making repairs.

We have provided a section for you to record useful details about the property you live in so that you have important information close at hand if an emergency occurs at the property.

There is also a separate section to record any repairs to the property. We hope it will be useful to you.

Please also let us know if we can improve the quality of the information given to you in this book. We would welcome your feedback.



EMERGENCY TELEPHONE NUMBER

How to report an emergency repair by telephone

Please report only Emergency Repairs by telephone all other repairs should be reported with details by email.

The information below will help you to respond quickly in an emergency or if you need to report a repair.



**REPORT AN
EMERGENCY
REPAIR BY
TELEPHONE
0151 909 5919**

THIS IS A 24 HOUR NUMBER

Please have the following information to hand when You call to report a repair:

- Your name
- The property address
- As much information about the repair as possible
- When we can access the property

We advise you or your support staff to keep a record of your call.

If the call is outside of office hours (Monday to Friday 9.00am to 5.00pm) there will be a recorded message. The message will give you a mobile telephone number for the Maintenance Operative who is on call. Write the number down and then call the number.

The on-call Maintenance Operative will assess the situation and decide on the necessary action to take. If it is not deemed to be an Emergency Call Out, the information will be passed to the office and a visit scheduled.

EMERGENCY GAS LEAK PROCEDURE

What to do

What do I do if I smell gas?

Carry out the following or immediately inform your support provider who will assist you:

- Do not turn electric light switches on or off
- Turn off the gas mains stop tap located by your meter
- Turn off all sources of ignition i.e. gas cooker
- Open all doors and windows
- Phone the National Grid on 0800 111 999 (Freephone)
- Get a job number from the National Grid
- Telephone Harbour Light to report the gas leak



EMAIL ADDRESS

How to report a repair by email

You can report any repair by email at repairs@harbourlight.org.uk

Please include the following information:

- Your name
- The property address
- As much information about the repair as possible
- When we can access the property

We advise you to keep a record of your email.



REPAIR AND MAINTENANCE

Types of repair

EMERGENCY REPAIRS

We aim to assess the problem and start repairs within 24-48 hours.

This category includes:

- Gas leaks
- Water leaks where the supply cannot be isolated
- Total loss of mains water or electricity (unless it is a general fault with the supplier)
- Electrical check after leaks and flooding
- Flooding / burst pipes
- Blocked toilet (where it is the only toilet in the property)
- Making secure after a fire or break-in (boarding up)
- Serious electrical faults
- Loss of heating (winter)
- Loss of hot water
- Anything potentially dangerous or life threatening

URGENT REPAIRS

We aim to assess the problem and start repairs within five working days.

This category includes:

- Plumbing faults - blocked waste pipes, overflow problems, shower, toilet cistern
- Urgent isolated electrical faults
- Entry phones
- Faulty appliances

REPAIR AND MAINTENANCE

Types of repair continued

ESSENTIAL REPAIRS

We aim to complete repairs within 20 working days.

This category includes:

- Loss of heating (summer)
- Minor plumbing faults
- Minor electrical faults
- Roof leaks
- Replacement components
- Easing sticking doors/windows

We advise that you have a secondary form of heating such as a fan heater, as it may take several days for parts to be delivered if your boiler breaks.

ROUTINE REPAIRS

We aim to complete repairs within 30 working days.

This category includes:

- Kitchen units
- Doorbells
- Aids and adaptations
- Tiling
- Minor joinery repairs
- Fencing, walls, outbuildings

REPAIR AND MAINTENANCE

Types of repair

Report a Repair

When you report a repair to Harbour Light, we will;

- Try to diagnose simple repairs straight away
- Offer an appointment. We may inspect external repair requests without you being present
- Offer an appointment outside normal working hours if applicable
- Provide you with a target date for completed work
- Advise you if you are responsible for the repair or cost of the repair
- Notify you in writing of the appointment and target completion date
- Make an appointment to undertake annual gas safety checks

When Harbour Light visit your home to carry out repairs we will;

- Provide proof of identity at the door
- Attend an appointment when it has been made
- Exercise due care with your property and belongings
- Leave your property clean and tidy
- Warn you of any likely noise and keep it to a minimum
- Ensure work is to a high standard
- Assist you in moving furniture
- Keep you informed about the progress of works
- Leave a calling card if you are not in with relevant contact numbers
- Only use pre-approved sub-contractors
- Offer fair treatment to all service users

Feedback and/or Complaints

Harbour Light will always try to provide the best service we can. Please let us know if we have not met your standards by contacting us on 0151 909 5919.

If you are still not happy please complete a feedback form from our office.

You can call 0151 909 5919 or write to 71 Linacre Road, Litherland, 121 8NP.

REPAIR AND MAINTENANCE

When to report a repair and who is responsible

Before you report a repair:

Before you report a repair please make sure you have checked for basic problems such as:

- 1) If the electricity has gone off - is there credit on the meters?
- 2) If the lights have gone out - do the light bulbs need replacing?
- 3) If an appliance will not work - is it both plugged in and switched on?
- 4) If the heating has gone off - is there credit on the meter and are the radiators switched on?

You can call Harbour Light concerning many matters, some of which are listed below:

- Property repairs, internal and external
- White goods repairs
- Appliances and furnishing repairs
- Rechargeable repairs
- Rent and service charges
- Gas servicing
- Window cleaning and garden maintenance
- Environmental improvements
- Letting vacancies
- Tenancy termination
- Tenancy involvement
- Review visits
- Anti-social behaviour
- Complaints, compliments and comments

REPAIR AND MAINTENANCE

White Goods

Repairs to white goods are not necessarily classed as an emergency.

If a repair is needed to an item of white goods you should contact us and have the following details to hand:

- Full details of the repair needed
- Property address
- Telephone number
- Access arrangements
- Make and model number of the product

We will organize for a contractor to visit the property and assess the repair. We will then be in a position to estimate how long the repair will take depending on the availability of parts and manufacturers' guarantees.

We will contact you to arrange a suitable time to access the property once we have the full details and/or schedule of the repair.

As part of our Green policy and to aid sustainability we always try to repair before replacing an item. We, therefore, won't replace an item for cosmetic reasons only.

As part of the repair process you must:

- be available at the property for appointments to allow access for the engineers
- co-operate with any engineers that visit
- ensure that there is credit on your meters so appliances can be tested

If you repeatedly fail to allow access for appointments you will be liable for the cost of the contractors failed Call Out fees.



REPAIR AND MAINTENANCE

White goods continued

If a replacement part is needed we will let you know how long it will be before it arrives and when we can do the repair

If an item is deemed beyond repair by a contractor, they will report to Harbour Light and it will be assessed for replacement. The decision to replace will depend on:

- Whether there is enough money in the annual budget for the property
- The history of the goods
- How long it has been since the last replacement

White goods eligible for replacement:

- Fridge
- Freezer
- Cooker Gas or Electric
- Hob Gas or Electric
- Extractor Hood
- Washing Machine
- Tumble Dryer
- Dishwasher



REPAIR AND MAINTENANCE

White goods continued

White goods care routine:

It is your responsibility to use the white goods in the property appropriately and safely. The operating manuals should be read carefully and adhered to. Support staff will assist where necessary.

Washing Machines:

- Clean and dry the soap dispenser drawer after use or at least once a week
- Do not overload the washing machine
- Unblock the filter every month

Take care when opening and closing the washing machine door. Some of them have timer locks on the door and can break if you try to open them too early.

Tumble Dryers:

- Filters should be cleaned after each use or at least once a week
- Please take care when opening and closing the tumble dryer door

Fridge/Freezers:

- Should be cleaned weekly
- Spills should be cleaned immediately
- Defrost if necessary

Rechargeable repairs

Harbour Light are not responsible for the cost of repair where the goods have been misused or mistreated.

REPAIR AND MAINTENANCE

Appliances and furnishing repairs

If a repair is needed to appliances or furnishings you should contact us and have the following details to hand:

- Full details of the repair needed
- Property address
- Telephone number
- Access arrangements

We will organize for our maintenance staff to visit the property and assess the repair. We will then be in a position to estimate how long the repair will take depending on the availability of parts.

We can only repair appliances that are the property of Harbour Light. If anything is yours or has been given to you then this will be your responsibility to repair or replace it.



Adaptations and/or Improvements

Changes to your property

What is an Adaptation?

An Adaptation is an alteration to your property to assist you living at the property i.e. grab rails, accessible showers.

Requesting an Adaptation

Adaptations may be suggested by an occupational Therapist or a Support Company. However, if you have a request please discuss it in the first instance with your Support Worker at the property. The support Company will decide if an Occupational Therapist assessment or survey is required. This is important as Harbour Light can carry out some minor works but for larger works, a Disabilities Facilities Grant (DFG) may be required. Also, some minor works may require a specialist to advise or fit an item.

What is an Improvement?

An improvement is an alteration to the property which isn't an adaptation or a repair i.e. repaint a wall in a different colour, fitting shelving etc.

You must request permission for carrying out any improvements to your property.

Depending on the requests you may be able to carry out the improvement yourself or we will require professionals to carry out the works. If a contractor is required to carry out the works we will be liable for the costs of the works.

Why do we must ask for Permission?

You may be living at the property for a long or short time and we have to ensure the property is suitable for another person to move into after you leave. An example may be that you wish to paint a room bright blue or red the next person moving in may not like this and therefore a cost will be involved in returning the property to a 'natural' colour scheme.

If you damage the property as a result of your 'improvement' you may be liable for returning the property to the condition it was when you arrived at the property.

REPAIR AND MAINTENANCE

Rechargeable Repairs

What is a rechargeable repair?

A rechargeable repair is where a repair is required because of neglect, wilful damage or misuse. Harbour Light will recharge you or your support provider the cost of carrying out certain repairs as in the examples below:

- Failing to keep an appointment with a repairs contractor
- Putting a hot pan directly onto a kitchen work surface
- Lock damage or loss of key
- Pouring any substances down the sink which then causes it to become blocked
- Throwing anything into a toilet that may cause it to block
- Failing to clean out the filter on the washing machine or tumble dryer
- Failing to de-ice a fridge or freezer
- Failing to check if the appliance is on before reporting it as needing a repair

Once the repair is complete, Harbour Light will forward an invoice to you. This will need to be paid promptly.



REPAIR AND MAINTENANCE

Other Repairs continued

Emergency Lighting

If your property has emergency lighting we will arrange for the system to be tested every six months. Support workers will conduct intermediate tests and record findings. Any faults should be notified to Harbour Light immediately.

Gas Servicing

Harbour Light is responsible for servicing all gas appliances that we have provided in our properties, including central heating boilers and gas fires. We will service these annually.

Gaining access to your property to service gas appliances is a legal requirement for health and safety. If we are not allowed access or appointments are not kept, we will have to take legal action to gain access to the property.

Each property will have a Landlords Gas Safety Certificate. If the certificate is left in your property, you will need to file it somewhere safe and not throw it away. If we hold the certificate, you may request a copy of it at any time.

Light Bulbs

The changing of light bulbs is your responsibility or with the assistance of your support worker. Harbour Light does not provide a light bulb changing service.



REPAIR AND MAINTENANCE

Other Repairs continued

Fire Alarms

If Harbour Light has fitted a fire alarm in the property we will service the equipment annually. Your support worker should test the Fire Alarm regularly to ensure it is in good working order and report any faults immediately to Harbour Light.

Fire Blankets and Fire Extinguishers

Where Harbour Light has provided a property with a fire blanket and fire extinguisher in the kitchen, we will arrange for them to be serviced annually.

If you or your support company has purchased fire fighting equipment it is the owner's responsibility to maintain it.

Water Leaks

For minor leaks, please let support staff or Harbour Light know and use a pan or bucket to catch the water until our maintenance team arrives. Your support staff should know the location of the mains stop tap so for serious water leaks they can turn off the water supply and minimize damage.

REPAIR AND MAINTENANCE

Other Repairs continued

Internal Decoration

Internal decoration is carried out as and when required subject to funds being available.

Harbour Light staff will look at the condition of internal decoration at the half-yearly annual review of the property. Any need for redecoration should be reported to Harbour Light.

Which areas are communal?

Communal areas may include:

- Lounge
- Dining Room
- Utility Room
- Hall, Stairs and Landing
- Kitchen
- Bathroom



When are internal decorations carried out?

Internal decoration is carried out as and when required subject to funds being available. Harbour Light staff will look at the condition of internal decoration at the half-yearly review of the property. Any need for redecoration should be reported to Harbour Light.

REPAIR AND MAINTENANCE

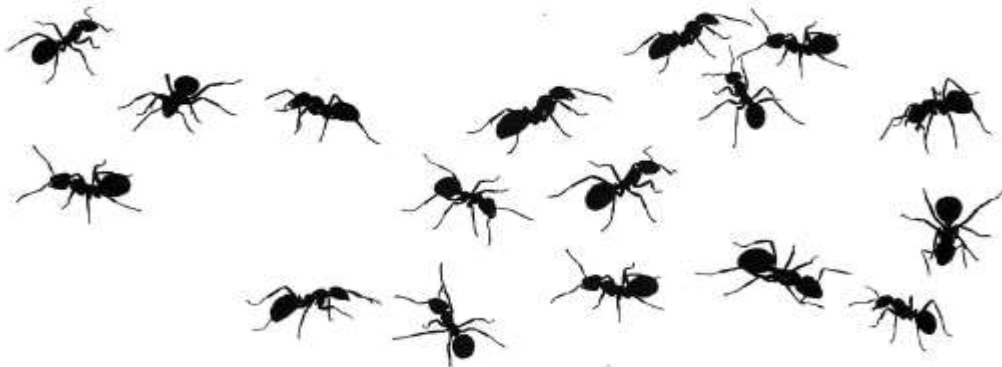
Other Repairs continued

Pest Control

Harbour Light does not collect money as part of the service charges for dealing with Pest Control. It is your responsibility to deal with this as a tenant, with the assistance of your support worker if needed. Often the local authority Environmental Health Department can assist.

Ants

Removal of any ants in the property is your responsibility as a tenant with the assistance of your support provider.



Wasps and Bees

If there is a wasp or bees nest you need to contact your local Environmental Health Department. The cost of this will be your responsibility as the tenant.

Vermin (e.g. rats, mice, squirrels etc.)

If you have a problem with vermin you need to contact your local Environmental Health Department. The cost of this will be your responsibility as the tenant.

REPAIR AND MAINTENANCE

Other Repairs continued

What am I responsible for as a tenant?

- You should co-operate with both Harbour Light and your support staff
- You should treat support staff fairly and with respect
- You should treat other tenants and people living in the neighbourhood with respect
- You should keep your property clean and tidy, and look after any furniture and any other appliances provided by Harbour Light
- You should not cause excessive noise
- It is your responsibility to arrange insurance for any of your possessions or property as Harbour Light does not insure your possessions
- When Harbour Light assists with any housing benefit applications you should help with providing any information that is needed for your claim
- You should promptly pay the costs of any utilities such as gas, water and electricity
- When you leave, you should take all of your belongings with you and leave the property clean and tidy. If you leave any belongings in the property, they will be stored for 28 days before being disposed of and you will be charged for their storage.

The above are only a few examples of your responsibilities as a tenant. For more details on what you can and cannot do in a Harbour Light property, please look at your tenancy agreement. Your support provider will be able to help guide you through this. If you have any questions Harbour Light will assist if the Support Provider is unable to.

We hope that as a tenant of Harbour Light that you are comfortable in your home and that you feel safe in your new property. We look forward to meeting you again soon!