

1. About us

We own more than 5000 properties in the areas covered by Hambleton, Richmondshire, Selby and East Riding of Yorkshire district councils, Harrogate, Scarborough and Darlington borough councils and Durham County Council. We offer a wide variety of properties, including sheltered and supported accommodation where staff are available to provide reassurance and help.

Our vision

To deliver an individual service which makes a real difference to peoples' lives.

Our mission

Through a committed, enthusiastic and skilled workforce working together, we deliver:

- Homes people want to live in.
- Customer driven services.
- Value for money.
- Wider community investment through partnership working.
- Environmental responsibility.

Our values in delivering services

- Be approachable, accessible, fair and honest.
- Value and respect equally the contribution of all people.
- Involve customers in all aspects of our business.
- Be environmentally responsible.
- Expect the highest standards from our own staff and those acting on our behalf.

Our board of management

A board of management decides our policies. This board is made up of:

- four tenants, elected by our tenants;
- six individual members; and
- two district councillors.

The members of the board receive no payment, except for expenses.

The board meets six times a year and you can look at the minutes of the meetings in any of our offices or on our website at www.broadacres.org.uk.

All tenants are entitled to apply to become a member of the association which means that you can go to and vote at the annual general meeting. A separate leaflet is available at all of our offices which gives you more information about becoming a member of the association.

We are registered with the Tenant Services Authority, an organisation appointed by the Government to oversee housing associations and certain other landlords. (From April 2012 the responsibilities of the Tenant Services Authority will transfer to the Homes and Communities Agency). The Tenant Services Authority sets standards that we should achieve. We also have charitable status, which means that we can only offer our services to certain people.

Customer contract

We aim to provide the highest quality services, but we need your help to do this. Our customer contract sets out what you can expect from us (our service standards) and what we ask of you. We have developed this contract with our customers and staff, and we will monitor how we perform against the standards. We will review the contract every two years so that we can continue to improve.

Our overall commitment

We will:

- provide a range of ways for you to contact us and access our services;
- provide a 24-hour phone and emergency service;
- be polite, honest and treat you fairly and with respect;
- keep our promises and commitments;
- aim to answer 85% of questions without passing you onto anybody else;
- explain if we cannot help you and try to put you in touch with someone who can;
- provide a range of ways for you to be involved in our services or influence them;
- admit when we haven't got things right and try to learn from our mistakes, so we don't make them again; and
- have staff who are well trained and we will expect the highest standards from them and those acting our behalf.

You can help us by:

- letting us know if you need our help and services;
- being polite, honest and respecting our staff (and those acting on our behalf); and
- giving us feedback on our services so that we can continue to improve.

Your satisfaction

We will:

- carry out regular surveys to see if you are satisfied with our services; and
- aim to achieve 95% of you saying that you are fairly or very satisfied with our services (if we use a five point description scale) or a minimum score of 8 (if we use a 10-point number scale).

You can help us by:

- answering any surveys;
- telling us when you have been particularly satisfied with our services; and
- giving us suggestions on how we can improve our services. (We will give you £50 if we use any of your suggestions).

This handbook provides information on many of our standards, or you can ask for a copy of our 'Customer contract' leaflet.

How to contact us

If you need to contact us about any aspect of your home or tenancy, or our services, you can do one of the following.

Phone

0800 587 5291 (free from a landline) or 01609 767900. Our staff are here 24 hours a day. We aim to answer 75% of calls within 20 seconds, and we will tell you the name of the person you are speaking to. Our Customer Service staff will be able to deal with many of your enquiries. If they cannot, they will either put you in touch with someone who can, or will arrange for someone to phone you back by the end of the next working day or call and see you.

Call into one of our offices

Broadacres House Mount View, Standard Way Northallerton , DL6 2YD	Monday to Thursday 8.45am to 5.15pm Friday 8.45am to 4.45pm
The Old Surgery Masonic Lane Thirsk , YO7 1PS	Monday 9.30am to 5.30pm
Woodville College Square Stokesley , TS9 5DN	Friday 9.30am to 5.30pm
32 St Monica's Garth Easingwold , YO6 3GZ	Tuesday 9.30am to 5.30pm

Our staff at reception will wear name badges and they will aim to see you within five minutes. If you need to see a specific member of staff, you should make an appointment as they may not be available when you call in. You can make an appointment to see them at the office or at your home. If you make an appointment we will see you on time or let you know if there is a delay.

We have leaflets and information about our services in our offices.

Write to us

You can write to our head office at:

Freepost RRBZ-TATA-BYHL
Broadacres House
Mount View
Standard Way
Northallerton
North Yorkshire
DL6 2YD.

You do not need to put a stamp on the envelope.

Or, you can post or leave a letter at our offices in Stokesley, Thirsk or Easingwold. We aim to respond to letters within five working days. We may respond by letter or phone, or by calling to see you.

Send us an e-mail to info@broadacres.org.uk

We aim to respond to e-mails within five working days. We may respond by e-mail, letter or phone, or by calling to see you. We will only answer enquiries that are not confidential by e-mail, so please give us your name, address and phone number when you e-mail us.

Visiting our website at www.broadacres.org.uk

You can sign up to our tenant access area, i-Housing, to be able to view your rent balance, request and track repairs and so on.

Visiting you at home

If we visit you at home we will show you identification before we enter your home, if you don't already know us. We will not smoke in your home, and please do not smoke in front of our staff, or someone acting on our behalf.

If we make an appointment we will be on time or let you know if there is a delay. If we don't let you know about a delay, we will pay you compensation. Our leaflet 'Compensation policy' explains this.

2. Moving in

Quality of accommodation

We aim to make sure that the property you are moving into is clean and empty (unless you have asked to keep any items). We will also make sure that no major repairs still need to be done.

Some minor repairs may need to be done soon after you move in. If this is the case, we will have told you what needs to be done.

Also, there may be some programmed work, such as a new kitchen or bathroom suite, that is due to be completed during the first few months of your tenancy. Again, we will let you know if any work is planned.

There are certain things that, if they are needed, you will need to sort out yourself, such as:

- altering doors to suit your floor coverings;
- altering kitchen units to fit your appliances (you must contact us for permission before you remove any units);
- plumbing and drains for any extra appliances; and
- carrying out work to allow hot air out of a tumble dryer (venting).

If, having moved in, you find that other repairs need doing, you should report these to us (see section 4 on repairs).

Energy performance certificate

We must give you a copy of the energy performance certificate for the property that you are moving into. This certificate shows how energy-efficient the property is and gives information on the costs of running a property and how to save money.

Decorations

If the property needs decorating because the existing decoration is damaged or dirty, we will normally provide materials or make arrangements for you to buy materials up to a set value so that you can redecorate as you wish.

Mutual exchange

If you have moved into the property as a result of a mutual exchange with another tenant, you will have accepted the property in its existing state. Any redecoration will be at your own expense. We will, however, do repairs that are our responsibility (see section 4 on repairs).

Keys

You will have been given at least two keys for each lock. At the end of your tenancy, you must return at least the same number of keys. We do not keep any spare keys, so you should arrange to have extra keys cut to suit your family's circumstances.

A small number of properties have special locks and you can only order extra keys through us. We will tell you if this applies to your property.

Furniture

If you need furniture for your new home, or you have furniture that you don't need, there are a number of organisations that recycle furniture, electrical items or white goods (for example fridges and washing machines). There are details of these types of organisations in your area in 'Useful contacts' on page 157.

Insurance

You should make sure that you have contents insurance to cover your furniture and other belongings and also your responsibilities as a tenant, such as your decorations. We insure the structure and our fittings, but not your belongings. If a pipe or water tank bursts and damages your belongings or your decorations, we are not normally responsible.

When choosing an insurance policy, make sure you get cover for all events, for example, fires, floods, frost and other hazards including bursts, broken glass, locks and lost keys.

We have arranged a scheme to provide this cover which allows you to pay for it every two weeks if you want to. We have provided details with this handbook (if you have asked for them), or you can get more information by contacting us. Or, contact an insurance broker or company to get cover.

Moving-in check list

Don't forget to contact the following, where necessary.

Electric and mains gas suppliers

In these days of choice, it may not be obvious which company is supplying electric or mains gas to the property. If the previous tenant has told us, then we will pass that information on to you. If not, you can find out who is supplying the service by ringing the following phone numbers:

Gas: 0870 608 1524

Electricity: 0845 601 3268

You do not have to stay with the same service provider, as you may find you can get your fuel cheaper from a different supplier. There are many services available that compare prices. Make sure that you choose one that is accredited to the Consumer Focus 'confidence code'. You can get more information by visiting the website at www.consumerfocus.org.uk.

The National Housing Federation and uSwitch.com have a service called My Home Energy Switch which compares all UK energy suppliers. You can contact them by phoning 0800 051 5346 or visiting the web site at www.myhomeenergyswitch.org.uk.

You can also get independent advice by phoning Consumer Direct on 0845 404 0506.

If the supply has been disconnected, the companies will need time to re-connect it. Otherwise, you will need to make sure that the meter reading has been recorded so that you do not pay for any of the previous tenant's use.

If you have gas heating we will have temporarily disconnected the supply. You will need to contact our heating contractor (see page 44) to arrange for the heating system to be commissioned (connected). The contractor will also explain how to use the system. We will also give you a certificate to show that a safety check has been carried out.

Liquefied petroleum gas (LPG)

If the property has LPG, the name of the supplier will normally be on the gas tank. The tank belongs to the gas supplier and there may be an existing agreement that is still in force with the supplier. You should contact the supplier to check this.

Oil

If the property has oil, you can shop around for any supplier. In some villages, people arrange their deliveries together to get the oil for a better price. We have an arrangement with two oil suppliers which means that you can pay us for your oil over 12 months by direct debit. Please ask for details.

Water company

If the property has a meter, you will need to make sure that the meter is read. Otherwise, the water company will only need to know the date you moved into the property to work out the water rates for the year. If you want to change to a water meter, you should contact the water company directly. (See page 101 and 'Useful contacts' on page 157).

Local council

The local council will need to know your new address and date of tenancy for Council Tax purposes. If you receive, or think you may be eligible for, Housing Benefit or Council Tax Benefit, you should also contact them to let them know your change in circumstances.

Your local benefit office

If you receive any benefits, make sure that you let them know your new address.

TV licensing

When you move home, if you have a TV licence, it does not automatically move with you. You will need to contact TV licensing.

Phone: 0300 790 6115

Website: www.tvlicensing.co.uk

Write to: TV licensing, Bristol, BS98 1TL.

If you do not contact them, you may be prosecuted for not having a licence.

You can spread the cost of your TV licence using a TV licensing payment card. For more information phone 0300 555 3456.

If you are 75 or over, you do not have to pay for a TV licence. To claim your free licence, you will need to contact TV licensing with your:

- name;
- address;
- date of birth; and
- National Insurance number (or some other form of identity).

Phone 0300 790 6061 for more information.

Your views

Your views are very important to us and we want to continue to improve services. We will ask you to take part in a survey about the process of offering you the property, its condition when you moved in and the information that we have given you. Please spend a few minutes completing it.

If you have moved into a brand new property, we will also ask you for your views about the design and standards of your home. We will write to you about this about six months after you have moved in.

Follow up visit

Your housing officer will arrange to come and see you around six weeks after you have moved into your new home.

If you have any questions about your tenancy, your home or our services, they can answer them. If you need any help before then, please contact us.

3. Your rent

How we set your rent

We set our rents in line with government policy. There are two ways of setting rents:

- Target rents. This takes account of the number of bedrooms in a property, how much the property is worth and the average income levels in the county.
- Market rents. This takes account of rents in the private sector and sets a rent at a percentage of the market rate.

Overall, both ways will result in the rent we charge being less than the 'market rate'. We review the rents each year and we will tell you about any change in the rent for your home. Any changes will take effect in April and we will give you at least four weeks' notice of any change.

Service charges

If you have a tenancy where we provide extra services such as cleaning or meals or facilities such as heating or shared areas, your rent will include a service charge. We review service charges each year and they are based on the costs for the past 12 months. We will tell you about any change, which will take effect in April, and we will send you a schedule showing you how your service charge is worked out.

How to pay your rent

There are various ways for you to pay your rent. Unless you pay your rent direct from your bank account, you will need a payment card. This is a plastic card that we will send you within the first week of the start date of your tenancy. This card includes your unique tenancy reference number that identifies you when you make a payment. Your tenancy reference is a six-digit number on the bottom left-hand side of the card.

Please keep this card safe for when you need to use it. If you do lose it, please contact us to get a new one.

The amount of rent that you first have to pay is shown on your tenancy agreement.

You can pay your rent in the following ways.

By direct debit

We prefer you to pay by direct debit as it costs less for us to process your payment. We process direct debits once a month and will collect them from your bank account on or around the 1st or 15th of each month.

You can get direct debit forms from any of our offices or e-mail finance@broadacres.org.uk. Once you have filled in your direct debit form, please send it to the Finance Department at Broadacres House. We will set up the direct debit and send the original form to your bank so they can process the details.

When a new direct debit is set up or if the amount we will collect changes, we will write to you confirming the monthly amount.

If you have any questions about the amount of the direct debit, you should contact our Finance Department at Broadacres House.

If you do not have a bank account and would like help to open one, see page 29 for more information.

By bank standing order

You can also pay by bank standing order. This is different from direct debits because you make the arrangements with your bank. You decide when the payment will be made and you must tell them if the amount changes. You can get forms from any of our offices and you should then send it to your bank. When setting up a standing order, you must make sure that your bank quotes your tenancy reference number when sending the money to us. If this reference is not quoted, we cannot put the money into your rent account. It is also a good idea to confirm with your Income Officer that you are going to pay using this method. Please allow approximately three working days for any standing order to appear on your rent account.

At a post office or PayPoint outlet

You can pay your rent at any post office, or any shop or garage displaying the 'PayPoint' logo. You must take your plastic rent card so the cashier can process your payment. If you are paying using this method, please allow approximately five working days for us to receive the payment. You can pay by cash, cheque or debit card at the post office. For PayPoint it will depend on the individual outlet. Always check your receipt and keep it in a safe place in case there are any problems.

The internet

You can pay your rent by logging onto www.allpay.net. You will need to have your payment card and your debit card or credit card.

By phone

You can pay your rent by phoning 0844 557 8321. This is [allpay.net](http://www.allpay.net)'s 24-hour payment line. You will need to register your debit card or credit card online before making your first payment.

Barclays Bank

You can pay by cash, cheque debit card or credit card at the Northallerton branch only.

By post

Cheques and postal orders should be made payable to **Broadacres Housing Association Ltd**

You should also write your cheque guarantee card number, expiry date and guaranteed amount on the back of the cheque, together with your rent reference, name and address. You must send your payment to:

The Finance Department
Freepost RRBZ-TATA-BYHL
Broadacres House
Mount View, Standard Way
Northallerton
North Yorkshire DL6 2YD

We will send you a receipt for your payment.

Please note that we cannot accept responsibility for any payment that has gone missing if you sent it through the post or put it through the letterbox of one of our offices.

When is rent due?

Your rent is due each week. This means that you must have paid your rent by Friday (or the last working day if there is a bank holiday at the end of the week). If you pay at a post office or PayPoint outlet, please allow enough time for your payment to reach your account.

If you want to pay at longer intervals, for example, every month, you should make sure that you make payments in advance (that is, pay rent for the following month).

Rent statements

We will send you a rent statement twice a year that shows:

- how much rent we have charged you;
- what you have paid; and
- the balance of your account.

Opening a bank account

We can help you open a basic bank account. With a basic bank account you can:

- have your wages, benefits, State Pension or tax credits paid directly into your bank account;
- pay in cheques for free (but remember you will have to wait a few days before the money is available for you to spend);
- take money out at cash machines with a cash card (this is usually free, but some cash machines may charge you);
- take out money at the post office; and
- pay your bills by direct debit (this means you could pay less for some things, especially gas, electricity or phone bills).

We can give you information from the Financial Services Authority (FSA) about basic bank accounts. Our staff can give you help and advice on the information available. We also have a scheme with Barclays Bank where we can open an account for you without you having to go to the bank.

Do you need help with paying your rent?

You may be entitled to Housing Benefit to help you pay your rent. This is a government scheme run by your local council. You can get application forms from your local council office or from one of our offices. If you have any questions, you should contact the Housing Benefit Section of your local council. We will be happy to help you fill in the forms and provide advice where possible. Many councils have a benefit calculator on their website and this allows you to check whether you are entitled to Housing Benefit. However, even if you are not sure, you should still make a claim as it is difficult to claim benefit for any period in the past.

If you have made a new claim for Housing Benefit or if your entitlement to Housing Benefit changes, you should let us know immediately. If you are waiting for your Housing Benefit claim to be assessed, you should ask for a provisional assessment of your claim to find out how much rent you will have to pay yourself. You may also be able to receive an interim (temporary) payment.

Are you having difficulty paying your rent?

You must pay your rent regularly. If you fall behind with your rent, we will take action to recover the money. This could lead to you:

- having to pay court costs;
- not being able to get credit; or
- being evicted from your home.

We do appreciate that you can face short-term difficulties as a result of sickness, unemployment or other personal problems. If you cannot pay your rent, the first thing you should do is contact us. We will be able to advise you about the possibility of getting benefits or making other arrangements to help you. We can also agree a way for you to pay the money you owe in reasonable instalments.

We can give you extra help if your debts are getting out of hand.

Our self-help guide 'Don't get down about debt', gives you practical information on what you can do yourself. We also have welfare benefits and debt advisors who can:

- help you deal with several debts;
- give you advice on managing your money; and
- help you claim any benefits you might be entitled to.

If you want our help, please contact us or see the 'Useful contacts' on page 157 for details of independent agencies.

Please be careful of agencies that offer to loan you more money to pay off your debt. These types of loans often have very high interest rates.

Our policy and procedure on rent arrears (rent you owe us)

The money we receive from rent pays for services, improvements and repairs. If some tenants do not pay, it affects our ability to provide and improve services. We will take action against tenants who do not pay their rent or do not make an agreement with us.

Our procedure is as follows:

Initial warning – we will send you a letter asking you to contact us to discuss the rent you owe and make an arrangement to pay it back.

Final warning – we will send you another letter and begin legal action. This will usually be a notice to seek possession, which is the first step that could lead to your eviction. However, we may consider other legal action to get back the rent you owe us.

Court hearing – we will usually ask for a postponed possession order. This means that we will not be able to evict you as long as you pay us rent and an amount towards the rent you owe us. In certain cases we may ask for a possession order straight away.

Eviction – if you do not keep to the conditions of the court order, we will apply to the court to end your tenancy. We will ask bailiffs to evict you from your home.

Between every stage of our procedure we will contact you and give you the chance to discuss any problems you are having and make an agreement to pay. If you keep this agreement, we will not take any more action.

What are the consequences of rent arrears (debts)?

- If you do not have a clear rent account, it is unlikely that you will be able to transfer or exchange to another home.
- If you lose your home as a result of rent arrears, you may be seen as having made yourself intentionally homeless and you could find it very hard to find somewhere else to live.
- You may have a county court judgement issued against you. This will affect your credit rating, which could mean that you will be refused a loan, credit card, mortgage or other rented accommodation in the future.
- If we do have to take court action, it is likely that you will have to pay the court fees, which can be very high.

Please do not ignore the problem – come and talk to us.

4. Repairs and improvements

Our repair responsibilities

There are certain types of repairs which we are responsible for carrying out.

We will:

- maintain the structure of your home, including drains and external pipes;
- repair and maintain installations for the supply of water, gas, electricity and sanitation (including basins, sinks, baths and toilets), installations for heating rooms and water, and the lift service;
- repair and keep in good decorative order the shared areas entrances and stairways;
- decorate the outside of your home;
- carry out repairs to broken glass, unless the damage is caused by you or any visitors to your home; and
- carry out reasonable redecoration or compensate you for damage resulting from the repairs.

When we do any of the above, we will take account of the needs of tenants who are elderly or disabled, or who have other special needs.

If you have applied to buy your home, we will continue to maintain the structure and internal services until you complete the purchase.

Your repair responsibilities

You are responsible for keeping your home in a reasonable condition and for insuring the contents of your home. You are also responsible for:

- decorating the inside of your home, including repairing any minor cracks in plaster;
- maintaining the garden, including dustbins and rubbish areas but not including shared areas that we maintain;
- any repairs caused by neglect, deliberate damage to the property or forced entry if you get locked out;
- taking reasonable precautions to prevent damage to the property by fire, frost, burst water pipes or blocked drains;
- trying to clear sink and basin blockages;
- any fittings, appliances supplied or alterations carried out by yourselves (including TV aerials, cookers, plumbing in washing machines and dishwashers), and adapting doors to fit carpets;
- testing, keeping clean and replacing batteries (unless they are in a sealed unit) in smoke alarms and carbon monoxide alarms (see page 61);

- changing domestic fuses, fire bulbs, light bulbs and fluorescent tubes;
- replacing keys and the locks if you lose the key or lock yourself out;
- replacing plugs and chains and other bathroom fittings such as cabinets, mirrors, towel rails and toilet-roll holders;
- replacing hat and coat rails;
- replacing floor coverings;
- washing lines;
- bleeding the radiators (unless you have a combination boiler); and
- sweeping chimneys if you have an open fire or multi-fuel stove. We will sweep the chimney as part of your yearly safety check (see page 49). But, you may need to sweep the chimney more than once a year, depending on how you use it.

If you are under 60 and do not live in accommodation where we provide support, you are also responsible for repairing or replacing:

- inside door handles and latches;
- toilet seats;
- hearth and fireplace tiles;
- fire grates; and
- clothes posts and rotary driers.

We rely on you to report any faults as soon as possible and let contractors into your home to make sure that the repair can be done within our agreed timescales.

Only experienced people should carry out repairs to your home.

- Electrical tradespeople must be registered with the National Inspection Council for Electrical Installation Contracting (NICEIC).
- Gas tradespeople must be registered with the Gas Safe Register.
- Oil tradespeople should be registered with the Oil Firing Technical Association (OFTEC).
- Solid-fuel tradespeople should be registered with the Heating Equipment Testing and Approval Scheme (HETAS). Chimney sweeps may belong to other organisations, but these should be recommended by HETAS.

Reporting a repair

If you need to report a repair, you should:

- give us as much information about the fault as possible (the repair diagnosis section on pages 62 to 93 will help you); and
- tell us your phone number so that we can pass this on to our contractor so that they can easily contact you, to arrange an appointment to carry out the repair.

Repair response times

Some repairs are more urgent than others. We give each repair a priority as shown on the following pages. However, in exceptional circumstances, for example where an elderly or disabled person may be particularly inconvenienced, we may give a repair a higher priority than usual.

Emergency repairs

We aim to be there and solve the problem within 24 hours. We may have to carry out a temporary repair and let you know when we can return to finish the work.

Emergency repairs are faults which could be dangerous or put your health at risk, such as:

- there is no power or lights (and not a general power failure) or there is a socket or fitting that is not safe;
- there is no heating in winter and there is no other form of heating available;
- a toilet not flushing, if only one toilet;
- there is no water supply (and not a general failure);
- there are burst pipes on the hot and cold water supply, but only if you are not able to turn off the stop tap;
- water affecting wiring after a burst;
- drains that are blocked with or leaking sewage, soil stacks or toilets (if only one toilet);

- serious leaks inside the property which you cannot collect in a container such as a bucket or bowl;
- insecure outside windows, doors or locks, if they are a danger to you;
- lifts and fire alarms that are not working; and
- a dangerous structure, such as a wall that might collapse.

If there is an emergency at night or at the weekend, we will only send a contractor out if the problem is so serious that it cannot wait until the next working day. This is because sending out contractors at these times is more expensive. If we do send out a contractor to a fault that is not an emergency, we may charge you the extra cost.

Urgent repairs

We aim to make an appointment to carry out the work within five working days, unless it is more convenient for you to have an appointment outside this timescale.

Urgent repairs are faults which could damage the property or be inconvenient to you, such as:

- electrical repairs;
- loss of hot water;
- blocked sinks or baths or basins or drains;
- loss of heating in the summer or partial loss of heating in the winter;
- leaking waste pipes or overflowing pipes;

- leaking roofs;
- rotten timber floors or stairs;
- loose or detached banisters or handrails;
- door-entry phone systems not working; and
- extractor fans not working (if there is not a window in the room).

Standard or routine repairs

We may have to inspect the fault first. We aim to make an appointment within five working days. We then aim to make an appointment to carry out the work within 15 working days, unless it is more convenient for you to have an appointment outside these timescales. Standard or routine repairs are faults that will not cause serious discomfort or inconvenience or long-term damage to the property, such as:

- general joinery repairs;
- plastering;
- re-glazing cracked panes;
- repairs to windows;
- repairs to kitchen fittings;
- small plumbing repairs such as dripping or leaking taps; and
- repairs to outside walls, bricks and roofs.

Sometimes, if there is very bad weather, we will not be able to carry out repairs in the timescales shown, either because of the amount of work needed or because the weather makes it too dangerous to carry out the work.

In some cases we may add the work to a planned programme. This will make sure that we do the work in the most cost-effective way. We aim to finish this work within 90 days or let you know if it will take longer. The types of work that this might apply to are:

- major work or when a full replacement is needed, for example new kitchen units;
- work that is minor and doesn't affect how you use the fixture, for example misting between the panes of double-glazed units; or
- outside work such as fences, gates and paths, unless there is a danger to you.

Appointments

We will arrange an appointment to carry out an urgent or routine repair inside your home. We can make appointments in the morning or afternoon from Monday to Friday. Depending on the type of work, we may also be able to do the work in the early evening or on a Saturday morning.

If we are not able to keep the appointment we will phone you, if we have a contact number, to let you know.

If you cannot keep the appointment please let our contractor know in good time (if possible the day before) to avoid a wasted journey.

If you are not at home when the contractor calls, they will leave a card. It is then your responsibility to arrange another visit with the contractor, otherwise we will cancel the repair.

Carrying out repairs

Repair contractors

We employ independent contractors to carry out repairs to our properties.

Our current contractors are as follows:

All heating and associated plumbing repairs

R Bland – Phone: 01325 744961

Electrical repairs

Nigel Lightfoot – Phone: 01609 778788

All other general repairs

North area (Northallerton, Stokesley, Bedale, Richmondshire Darlington and County Durham areas).

A&B Joinery – Phone: 01642 221781

South area (Thirsk, Easingwold, Harrogate and Selby areas).

Newlife – Phone: 01845 523252

We also use specialist contractors for certain works such as lifts and alarms.

Each contractor will carry an identification card with a photograph, and you should always ask to see this. All our contractors must follow a code of conduct which includes:

- being on time when a time has been organised to do the work, or letting you know if there is a delay;
- not smoking in your home;

- not playing radios near your home;
- always using dustsheets if the work is likely to cause a mess;
- helping you move furniture, if necessary, to carry out the repair;
- always leaving a card if you are not at home when work has been done to the outside of your home;
- always showing identification cards, if entering your home for the first time;
- being polite and friendly;
- never using bad language;
- always clearing up any rubbish that is left as a result of the work being carried out;
- not using any of your facilities without your permission;
- taking all reasonable steps to make sure that your property and belongings are secure;
- parking their vehicles in a safe and appropriate way;
- making sure that all services are available at the end of each day, and providing temporary facilities, if needed; and
- agreeing a date and time with you for another visit, if the work cannot be finished on the first visit.

Inspecting repairs

It is not always obvious what work is needed when a repair is reported so we may have to visit your home to inspect the repair. If this is the case, we will contact you to arrange a convenient time for us to do so. (All our staff carry identification cards with photographs.)

So we can improve the quality of the repair work we do, we will inspect a number of repairs once the work has been completed. We also phone and leave or send out written questionnaires to some tenants who have had repairs done at their home to check how satisfied they are with the work and the contractor. If you are not satisfied with the quality of the repair or the contractor, it is important that you tell us so that we can try and sort out the situation.

Rechargeable repairs

If we are responsible for repairing an item but damage has been caused by the neglect, fault or carelessness of you, your family or visitors, we will normally charge you for the repairs.

Usually you must pay for the work before it is ordered. You can get details of the cost of rechargeable work by contacting us.

If you report a repair and we later find out that you should have paid for it, we will send you a bill.

If you leave a property and repairs are needed to items which were your responsibility, we will charge you for the work.

Right to repair – compensation

There are some repairs which, if not completed within a target timescale, may mean that you are eligible for compensation. The repairs that are included and the timescales are as follows:

Repair	Timescale
Total loss of electric power (and not a general failure)	24 hours
Partial loss of electric power	5 working days
Unsafe power, lighting socket or electrical fitting	24 hours
Total loss of water supply (and not a general failure)	24 hours
Total (and not a general failure) or partial loss of gas supply	24 hours or five working days
Blocked flue to an open fire or boiler	24 hours or five working days (depending on the problem and time of year)
Total loss of heating	24 hours or five working days (depending on the problem and time of year)
Partial loss of heating	5 working days
Blocked or leaking foul drain, soil stack or toilet pan (if only one toilet)	24 hours
Toilet not flushing 24 hours (if only one toilet)	24 hours
Blocked sink, bath or basin	5 working days

Tap which cannot be turned	5 working days
Leak from water or heating pipe, tank or cistern which you cannot collect in a container such as a bucket or a bowl	24 hours
Leaking roof	5 working days
Insecure outside window, door or lock, if it is a danger to you	24 hours
Loose or detached banister or handrail	5 working days
Rotten timber flooring or stair tread	5 working days
Door-entry phone not working	5 working days
Extractor fan in kitchen or bathroom without a window not working	5 working days

If any of these repairs are not completed within the timescale, you should contact us immediately. You may be entitled to compensation if we fail to complete the work after you have asked us a second time.

If you later want to claim compensation, you should contact us. You will get at least £20 compensation plus £2 for each day that the repair is still not done after the second period. The total compensation we will pay is £50.

We will not pay compensation if:

- you have restricted access to either inspect or carry out the work; or
- the repair costs more than £250.

If you owe us any money, we will take this from any compensation.

Regular maintenance

We carry out certain maintenance work regularly.

- We will check and service gas, oil and solid-fuel heating appliances every 12 months. (See page 57 for more details about gas servicing.) At the same time we will also check your smoke and carbon monoxide alarms (if these have been fitted).
- We paint the outside of the properties, including outhouses and fencing, if needed, every five to seven years.
- We check the shared areas inside the property every three years and we will paint them if needed. If the areas are in good condition, we will check them each year until we paint them again.
- We check the electrical circuits, fittings and electrical heating appliances in accordance with legal requirements. The timescale will vary depending on the circuits in your home.

We will tell you when we are going to do the work above.

Improvements and adaptations

We have set timescales for when the fittings inside and features outside your home will normally need to be replaced. These are a guide as we will aim to work on properties near each other at the same time because it saves money. When we plan to do work to your home, we will contact you to check whether the outside features need to be replaced and offer you a choice of fittings for inside.

Some examples of the replacement timescales are shown below:

Kitchen fittings	15-17 years
Bathroom fittings	20-23 years
Gas and oil boilers	15 years
Solid-fuel boilers	30 years
Electric storage heaters	20 years
Electric rewiring	40 years
Roofs	60 years
UPVC and hardwood windows and doors	30 years

We will regularly get your views and carry out surveys to check whether the timescales above are appropriate.

Moving out due to major repairs or improvements

When we carry out improvements to properties, we may have to move you out of your home to make sure you are safe. When this happens, we will always give you as much notice as possible and will work closely with you to find suitable alternative accommodation. We will pay for all the necessary costs related to moving and we will help with the administration involved.

Wherever possible, the move will be temporary and you will be able to return to your home when the work is complete. If this is not possible or you specifically want a transfer, we may arrange a permanent move. If it is not possible for you to return to your original home and you have lived there for at least one year, you may be eligible for a home-loss payment.

Adaptations for disabled people

If you have problems moving around or coping in your home we can carry out alterations that may help you.

If the alteration is minor such as:

- an extra handrail on your staircase; or
- grab rails in your bathroom, toilet or beside your front door; or
- new tap handles

then our Home Improvement Agency, Vale and Dale will carry out the work.

If you need larger scale work doing such as:

- a ramp to your front door; or
- a shower instead of your bath; or
- a stairlift

then an occupational therapist will usually need to visit you to carry out an assessment. They may also be able to help you with other equipment. Occupational therapists are usually employed by North Yorkshire County Council or, in other areas, by the local council. We can contact them on your behalf and guide you through the process.

If the alteration is expensive, you may need to apply to your local council for a grant. Depending on your circumstances, you may need to pay for some of the work. We will help you claim the grant and organise the work for you.

In some cases it may be better for you to move to more suitable accommodation and, if so, we will visit you and discuss this with you. Our leaflet 'Adapting your home' gives you more information.

Carrying out your own improvements

You may carry out improvements or alterations to your home. However, you must get our written permission before you start any work. (Your tenancy agreement describes what type of work you need permission for.) Please provide any plans or drawings, where appropriate, and full details of what you want to do. We need to make sure that the work you carry out will not damage your home or affect your neighbours. You will also have to get any approval that is needed under planning or building regulations.

You may get compensation for some improvements if you leave the property (page 53).

Your rent will not increase as a result of any improvement or alterations that you make, but you may be responsible for maintaining the alterations throughout your tenancy or putting the property back to its original condition at the end of your tenancy. We will tell you this when we give you our permission.

If we do not give you permission for a particular improvement or alteration, we will write to you explaining why. You will be breaching your tenancy conditions if you continue with the work after we have refused to approve it.

Compensation for certain improvements

We may pay you compensation for certain improvements you have made to your home.

We only pay compensation after the end of your tenancy, and only for qualifying improvements we have approved in writing before the work was done. Compensation is reduced on a sliding scale over a number of years depending on the type of improvement. If your improvement qualifies for the scheme, we will tell you about this when we give you permission to do the work.

Please contact us if you want to know more about this scheme.

Dampness and condensation

Condensation happens when there is too much moisture in the air. There is always moisture in the air, but people create extra moisture in their homes by:

- cooking, or boiling water;
- taking baths or showers;
- using paraffin or bottled-gas heaters; and
- drying clothes indoors.

Warm moist air condenses and forms water when it cools, for example, when it touches a cool surface. In your home, these are outside walls, mirrors, windows, wall tiles and even clothes. You will also find it where there is little or no movement of air such as the corners of rooms or behind furniture.

If this condensation cannot dry out, it will cause mould to form on walls, in cupboards and on window sills, and mildew to form on clothes, especially leather goods.

There are five things you can do to stop condensation forming:

Produce less moisture by covering pans and turning down the heat once boiling, switching off boiling kettles, drying clothes outside, and not using paraffin or bottled-gas heaters.

Provide ventilation to let the moisture out by opening a bathroom or kitchen window for a while to let the steam escape, or using an extractor fan. (You should keep the bathroom or kitchen doors shut when you are using these rooms and for about 20 minutes afterwards to stop moist air getting into other rooms.) You should also use the window vents or open windows for a while each day to change the air in your house. Do not block air vents or air bricks.

Allow air to circulate. Don't put furniture against the outside walls and leave a gap between the wall and furniture. When you are not using your kitchen and bathroom leave the doors open so that heat can spread evenly throughout your home.

Keep your home warm by at least providing a low background heat (this does not have to significantly increase your heating costs). If you are concerned about your fuel bills, contact your supplier to ask about their budget schemes.

Wipe down surfaces where moisture settles. If any mould has formed, clean it off using diluted bleach (1 part bleach to 4 parts water) or special products that you can get from DIY stores.

New properties take some time to dry out. Heat and ventilation are important to help this process.

Gas safety

Gas servicing

If you have gas heating appliances, it is particularly important that you have these checked. By law, landlords (such as us) must check gas appliances every 12 months. This is because faulty gas appliances can become dangerous and give off carbon monoxide fumes. You cannot see, taste or smell carbon monoxide but it can kill you. (See page 59).

By checking and servicing your heating appliances regularly we can make sure that they are working efficiently. This will reduce your bills and help reduce the damage to the environment.

Our contractor, R Bland, will write and let you know when they will call to carry out the check, which takes about 45 minutes. Please be available at this time or contact them to arrange another appointment. The check usually has to be carried out in daylight.

After they have finished the work, the engineer will leave you a certificate that confirms the check has been carried out.

If there are any problems with your heating appliances or ventilation that cannot be sorted out immediately, the engineer may need to turn off your heating if it isn't safe for you to use. We will provide you with temporary facilities. Do not attempt to connect an appliance that the engineer has disconnected.

It is a condition of your tenancy agreement that you allow access for this work to be carried out. If you do not, we will take legal action to get access. Please do not make this necessary.

Gas escapes

All gas escapes are serious and you should take action. If you smell gas, follow these simple steps.

- **Do not turn any light or socket on or off, or strike any matches.** When you use switches, this can often generate sparks which could be enough to ignite any escaped gas in the air.
- **Do not smoke.**
- **Check to see if any gas appliance is turned on but not lit.**
- **Turn off the main gas supply.** The main lever to turn the gas on and off is next to your gas meter.
- **Open windows and doors.** This will allow any gas to escape which has built up in your home.
- **Phone the gas emergency number on 0800 111 999.**

General gas safety

Using gas as a fuel in the home is normally very safe as long as you take the following precautions:

Always use a registered installer to install and repair your gas cooker or any other gas appliance.

- Do not block any ventilation or flues needed for your gas appliances to work safely.
- Do not fit a ceiling fan in a room with a gas appliance.
- Do not sleep in a room which has a gas appliance.
- Do not paint the casing of your fire or gas boiler.

Carbon monoxide

About 20 people a year die accidentally from carbon monoxide poisoning. Many more suffer from symptoms of carbon monoxide poisoning. Carbon monoxide is produced when carbon-based fuels including gas, oil, wood and coal are not being fully burnt. This usually happens because appliances are badly installed or not maintained properly, or do not have enough ventilation. Carbon monoxide is invisible and has no smell or taste. Even small amounts can lead to serious health problems, including brain damage.

Danger signs on a heating appliance

Your heating appliance may not be safe if you notice the following signs. If you do, please contact us.

- A yellow or orange flame instead of a blue one.
- A pilot light which keeps blowing out.
- Signs of soot or yellow-brown stains around or on appliances.
- More condensation on windows than usual.

Health symptoms of carbon monoxide

Symptoms of carbon monoxide poisoning include things such as:

- feeling tired;
- sudden giddiness when standing up;
- headaches or chest pains;
- feeling sick, diarrhoea or stomach pains;
- sight problems; or
- strange behaviour.

A faulty appliance may be responsible, especially if:

- more than one person in your household suffers symptoms;
- the symptoms improve away from home and get worse when you return; and
- the symptoms are worse when the appliance is being used.

If you suffer from the above symptoms and believe carbon monoxide may be involved, you must get medical advice from your GP or a hospital.

Carbon monoxide alarms

We fit carbon monoxide alarms in those properties where the heating appliances may produce carbon monoxide. If the alarm sounds:

- turn off the main supply;
- open the doors and windows to let fresh air into the room;
- contact us immediately and we will send our engineer to check your appliances; and
- contact your GP if you are experiencing any symptoms.

Testing and cleaning smoke and carbon monoxide alarms

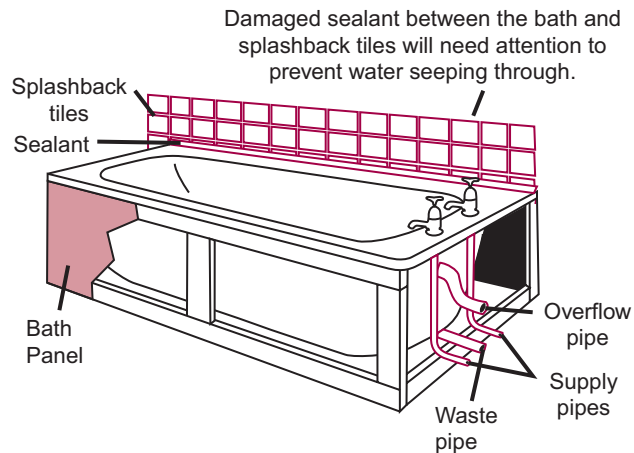
Make sure that your carbon monoxide and smoke alarms are working properly by taking the following steps.

- Test the alarm by pressing the test button. Hold the button for five to 10 seconds until the alarm sounds.
- Clean the outside case by occasionally wiping it with a clean, damp cloth.
- Use a narrow nozzle of a vacuum cleaner to remove fluff from around the alarm and the slots.

Repair diagnosis

The following pages provide information on the fixtures in your home which may need repairing. Please use them to help you tell us exactly what needs repairing and the other details that we ask for.

Baths



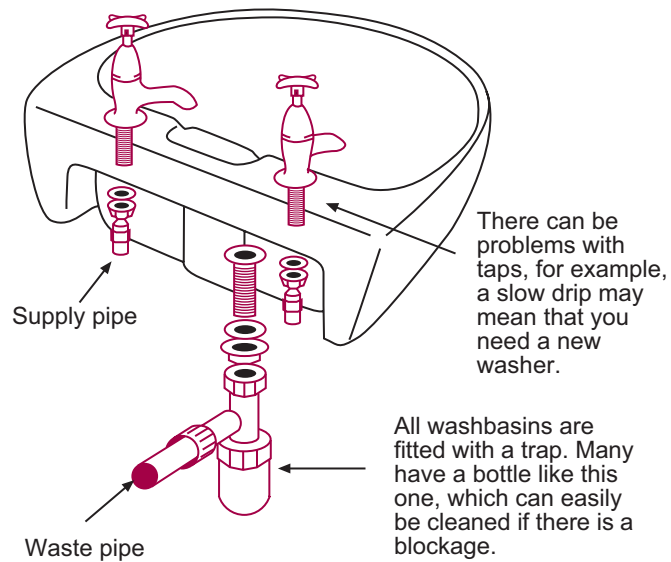
You may notice leaks from the:

- **overflow** if the bath is overfilled;
- **waste pipe** when the bath is emptied; or
- **supply pipes** at any time.

Please tell us the following:

- If there is a problem with an overflow pipe, where does it empty out?
- If there is a leak, which pipe is it on?
- If the leak is on a supply pipe, is it the hot or cold one?
- If the splashback tiles are broken, how many tiles are affected and what is their colour and pattern?
- If the bath panel is damaged, is it the end or side panel, and what colour and material is it?
- Has the leak caused any damage in your home?
- If the bath is blocked, have you tried clearing it? To try clearing it, bale out most of the water. Hold a rag over the overflow opening (between the taps) and place a plunger over the plug hole. Pump the plunger up and down rapidly. You can get plungers from most DIY shops.

Sink and washbasins

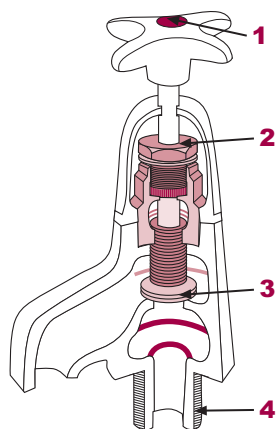


If you haven't been able to clear the blockage with a plunger (see Baths), you should try cleaning the trap. To clean a bottle trap, unscrew the base by hand and clean it out. Before unscrewing it, make sure that both taps are off and that you put a bucket or similar container underneath to catch the water. When replacing the base, make sure it is tightly fitted.

Please tell us the following:

- Is the problem with the sink (in the kitchen) or a washbasin (in the toilet or bathroom)?
- What exactly is the problem (for example, a blockage, leak, crack and so on)?
- If there is a leak on a supply pipe, is it the hot or cold one?
- If the sink is blocked, have you tried to clear it?
- How was the sink damaged?

Taps



The tap head or handle (1) might be loose, perhaps because the retaining screw (2) is missing.

Sometimes, a tap will not turn off properly because of a worn washer (3).

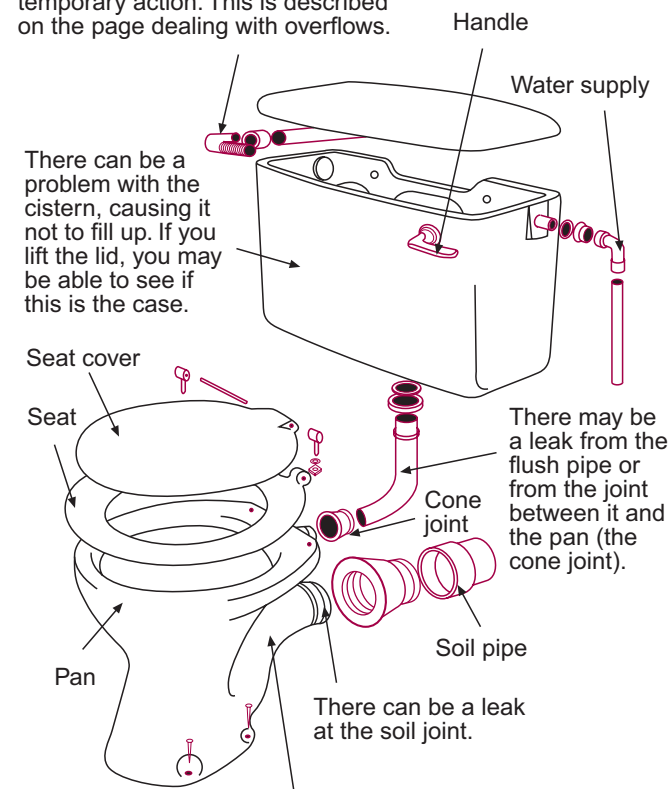
A tap can also be loose or leaking at the base (4).

Please tell us the following.

- Where is the tap (for example, bath, sink or washbasin)?
- Is it the hot- or cold-water tap (or a mixer tap)?
- What is the exact problem (for example, loose tap head, dripping tap and so on)?
- You should find out where the stop valve is in case you need to turn it off.

Toilets

Sometimes a cistern will overflow. If it does, you can sometimes take temporary action. This is described on the page dealing with overflows.



There can be a problem with the cistern, causing it not to fill up. If you lift the lid, you may be able to see if this is the case.

There may be a leak from the flush pipe or from the joint between it and the pan (the cone joint).

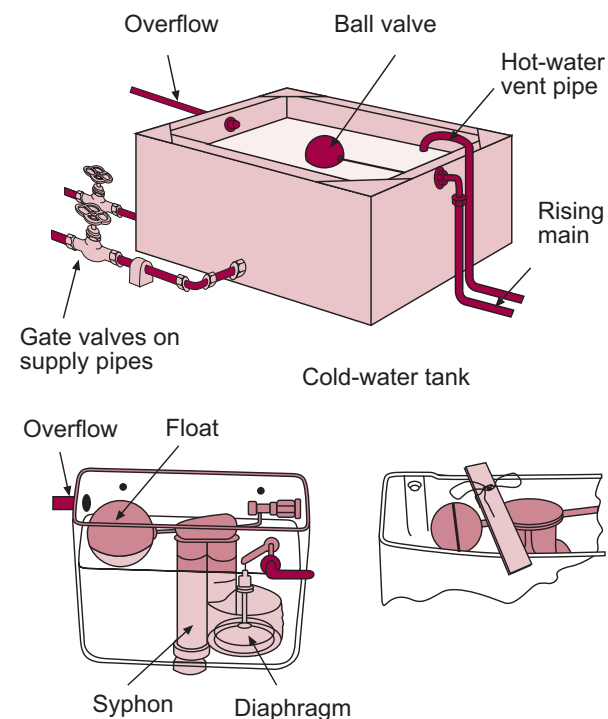
There can be a leak at the soil joint.

A toilet that will not empty when it is flushed is possibly blocked in the pan outlet.

Please tell us the following:

- Is the pan cracked or broken?
- Are any pipes or joints leaking? If so, where?
- Does the toilet only leak when it is flushed?
- If the toilet will not flush, are there any broken parts which you have noticed from looking inside the cistern? (You can use a bucket of cold water to flush until the problem is fixed.)
- Has the water supply been turned off?
- How was the toilet damaged?
- Do you have a second toilet in your home?

Overflows



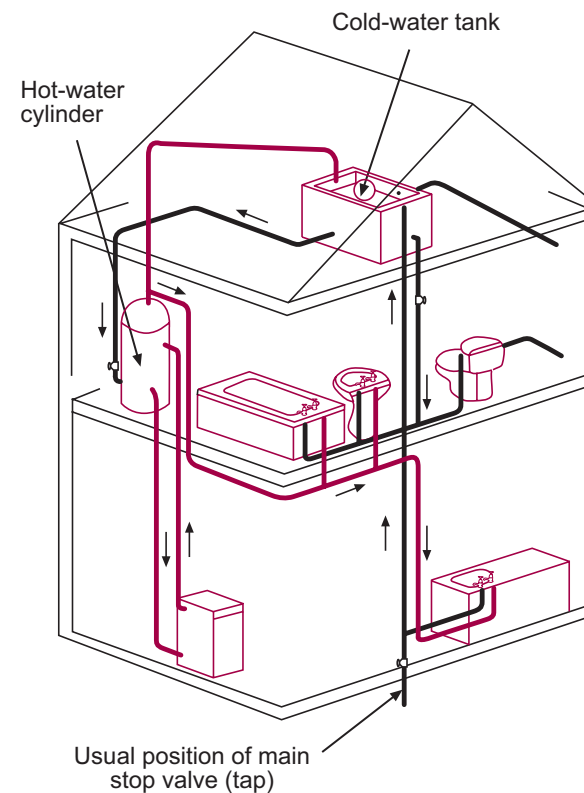
You can take temporary action while waiting for your overflow to be repaired by tying the float in the up position. This will close the ball valve and shut off the water supply to the cistern. Or, if you have a service valve fitted on the supply pipe to the ball valve, this will shut off the water to the cistern.

Please tell us the following:

- Which overflow is causing the problem (for example, from the toilet, cold-water tank and so on)?
- Where does the overflow go (for example, outside)?
- Is the overflow running continuously or not?

Water services

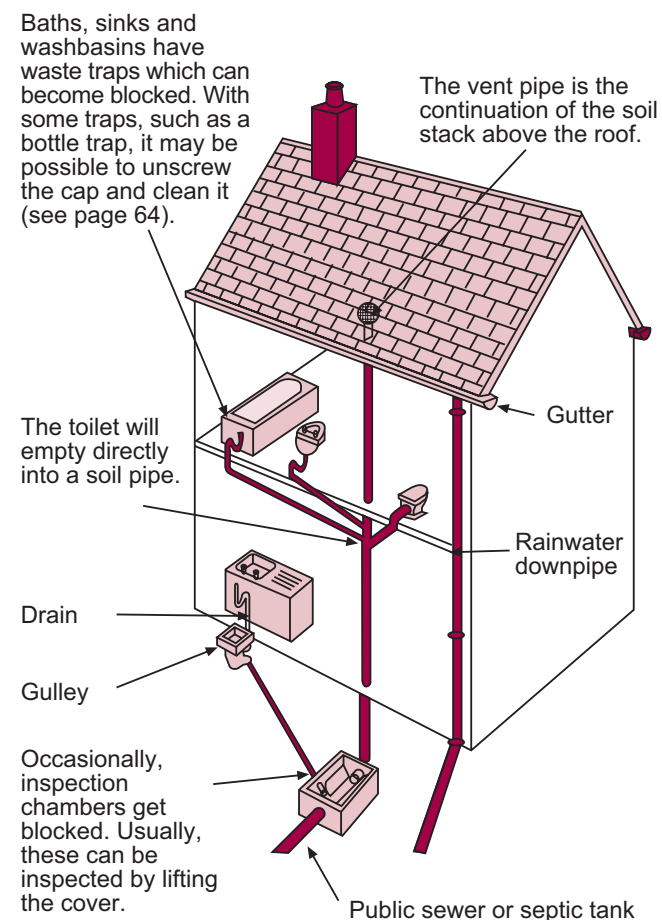
You may need to turn off your main stop valve (tap). You should know where it is and you should test it twice a year. To do this, shut it off first and then open it fully. Then close it slightly by turning it back towards off by half a turn.



Please tell us the following:

- If you have a leak, can you see where it is and which item of equipment is affected?
- How serious is the leak and is it the hot or cold supply or the waste?
- Are your electrics affected?
- Has your water supply been shut off? If it has, you may need to turn off your heating appliances.

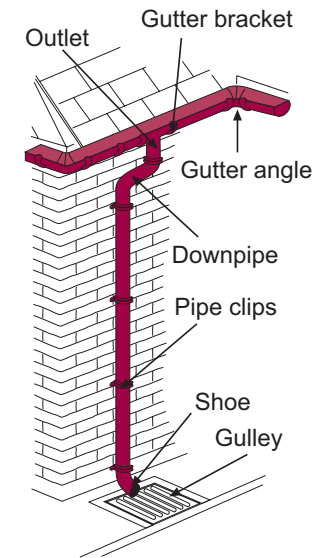
Drains



Please tell us the following:

- Do you have a problem with soiled water backing up, perhaps in your toilet?
- Is the waste trap to your bath, sink or washbasin blocked? If so, have you tried to clear it?
- Is there any flooding from an inspection chamber?
- Is there any damage to your home?

Gutters and rainwater pipes

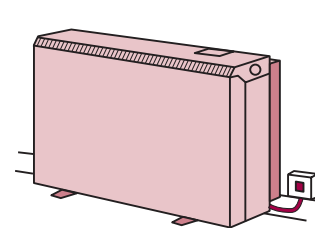


- The gutter and gutter outlet may become blocked by leaves.
- The gutter is supported by gutter brackets and downpipes are secured by pipe clips. They may become broken or not secured properly.
- Rainwater pipes can leak at seal and joints, particularly on a gutter angle.
- Rainwater comes out of the shoe of the downpipe into a gully, where leaves and other rubbish may cause blockages.

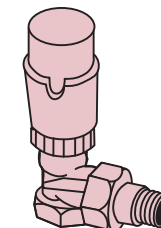
Please tell us the following:

- Is the gutter blocked? If so, can you see where?
- Do you know what material the damaged part is made of (for example, cast iron or plastic)?
- Is there a leak on either the gutter or rainwater pipe? If so, where is it (for example, on a joint)?

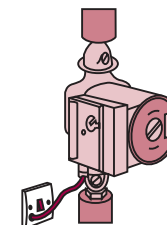
Heating system



Storage heater



Thermostatic valve



Central-heating pump

Please tell us the following:

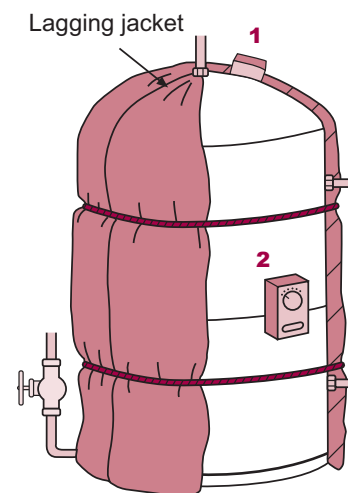
With central-heating problems

- What type of heating system do you have (mains gas, liquefied petroleum gas (LPG), oil, electric, solid fuel or a heat pump)?
- Have you tried to bleed the radiators? (Please note that you shouldn't do this if you have a combination boiler. Please see page 103.)
- Does your heating system also provide hot water? If so, are you without both services?
- Have you checked the thermostat, timer or fuses?
- Have you got sufficient fuel or credit on your meters?
- In winter, if you have a condensing boiler, have you checked whether the condensate pipe is frozen? (please see page 105).

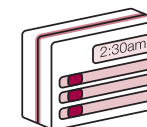
With all heating problems

- Do you have any other form of heating (or, if that is also affected), another way of people getting hot water?
- Are there any people with medical needs, or very young or elderly people, in the household?

Water heaters



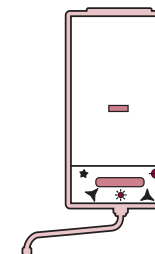
There will often be a temperature control switch (1) at the top of the immersion heater. Or a cylinder thermostat (2) might be fixed to the outside of the cylinder.



If an immersion heater is fitted, there may be a power switch nearby and perhaps a timer.

It is common for hot water to be fed to the cylinder from a boiler either independent of, or part of a central-heating system.

You may have other types of heaters in your home, such as a gas-fired instantaneous water heater.

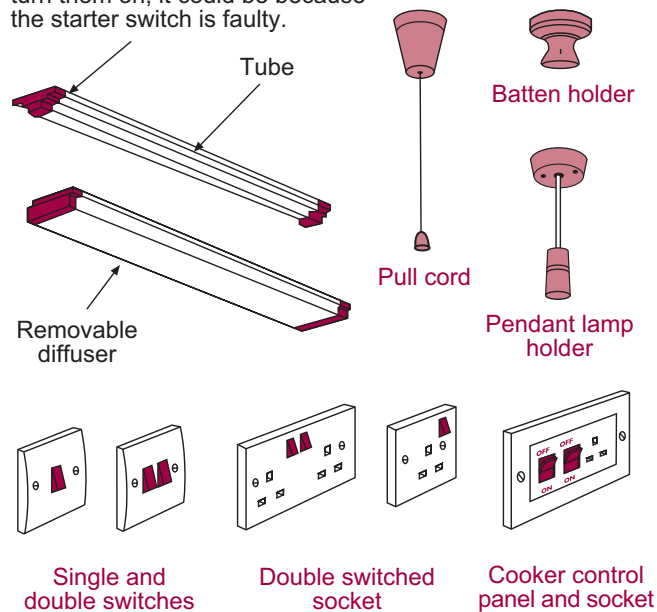


Please tell us the following:

- What type of heating system do you have?
- Do you have hot water at any time or not at all?
- Is the water cylinder hot, even when hot water is not coming through the taps?
- Are there other ways to heat water in your home?
- Do you have other problems with your water supply?

Electrical fittings

Fluorescent lights normally last for a long time. If they flicker when you turn them on, it could be because the starter switch is faulty.

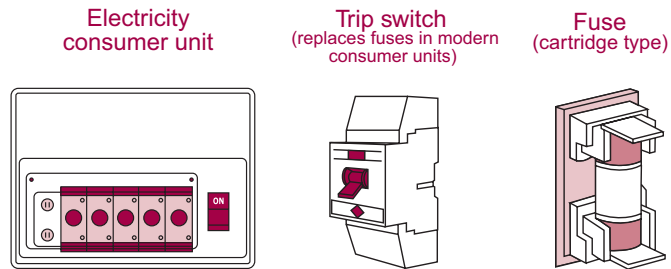


Please tell us the following:

- What is the problem (for example, sockets or lights not working, lights flickering, a broken switch and so on)?
- If the lights do not work, have you checked the bulb?
- Does the problem only affect one room? If so, which one?
- Were you using a particular appliance at the time of the power failure? If so, have you checked the plug fuse?
- Have you checked your fuses? Remember, it is your responsibility to replace fuses (see page 83).

Please remember that you should always take care with electrical equipment and fittings. You should report any problems, such as flickering lights and overheating sockets.

Loss of electric light or power



Fuse or trip switch

Check your consumer unit or fuse box - it will either have fuses or trip switches (see diagrams). Modern electric circuits are fitted with a circuit-breaker fuse system. This means that if a fault develops, a switch is tripped and the circuit is broken. Older circuits have fuse holders and when the fuse is blown you must replace it. Only replace a fuse if you are confident that you can do it safely and have a suitable replacement fuse. If you are in doubt, contact us or a qualified electrician.

Setting 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. For more details, please see any handbook that you have been given.

If tripping happens again

It is probably being caused by a faulty appliance. 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 sets of lights or sockets are not working. Unplug all the 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, get it fixed yourself by a qualified electrician or service engineer.

Replacing a fuse

If a fuse has blown, you will need to find out the cause by checking what is not working. You should replace the cartridge with one of the same rating. Do not fit a fuse with a higher rating.

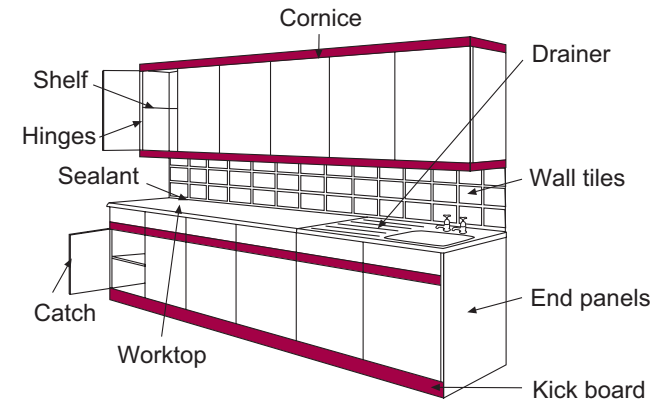
What causes an electric circuit to trip or blow a fuse?

- An overloaded circuit
- Too many appliances being used at the same time
- A faulty or misused appliance
- Overfilled kettles
- Unclean toasters
- Worn-out or cracked cooker rings
- Faulty immersion heaters
- Faulty connections on leads to appliances, for example, a hi-fi, TV and so on
- Light bulbs blowing

Warning

- Never tamper with the electricity company's fuse and seals.
- Never take any action unless you are confident you can do it safely.

Cupboards

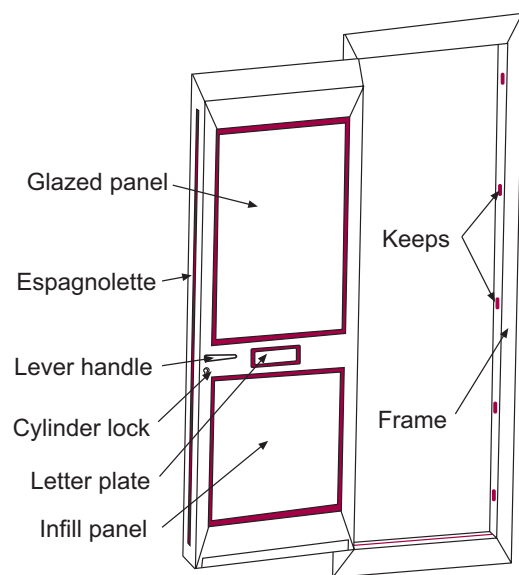


For ease of reference, we have shown typical units. There are various styles and sizes, such as tall larder cupboards, but they nearly all share the same parts shown here.

Please tell us the following:

- Which item needs repairing?
- Which room is the unit or cupboard in?
- In your opinion, does the item need repairing or replacing?
- What is the colour of the broken part?
- If handles are broken, what type are they?
- What caused the damage?

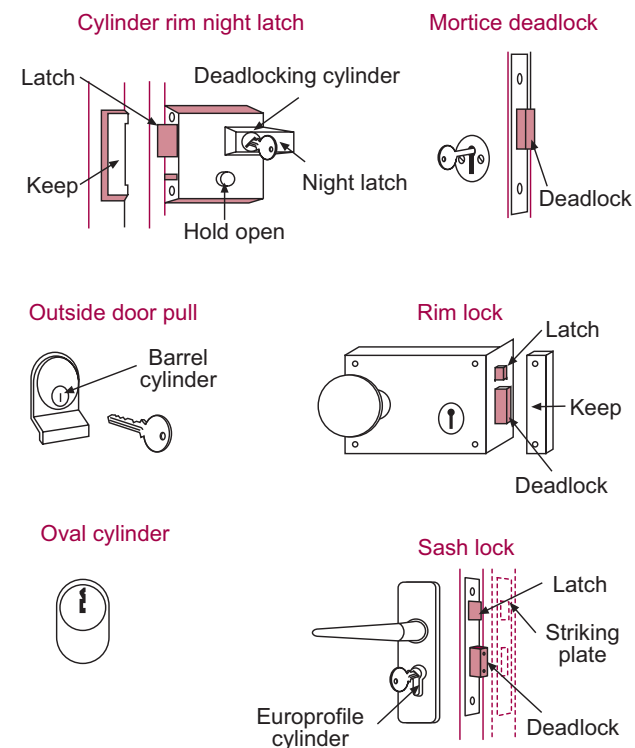
Doors



Please tell us the following:

- Which door is affected (inside or outside)?
- Have you got a security system?
- Was the damage the result of a forced entry?
- Is your home insecure?
- Is there any damage to the frame, locks or fittings?
- If a glazed panel is broken, what type of glass is it (frosted or clear, double or single glazed) and how was it broken?

Locks

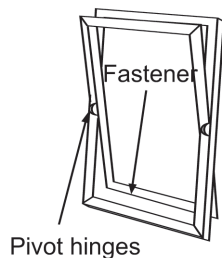


Please tell us the following:

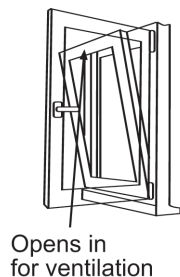
- Which lock is affected and is there a second lock to the door?
- What type of lock is it (this may be shown on the key)?
- Has the door been forced open?
- If the lock needs fixing, what is the door made of (for example, wood, UPVC or metal)?
- Do you have a security problem?

Windows

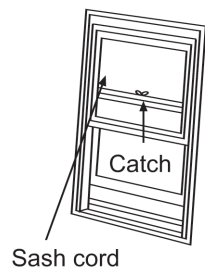
Pivot window



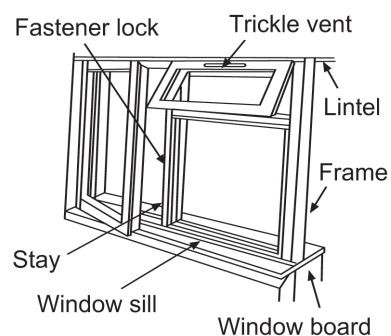
Tilt and turn



Sash window



Casement window



If the glass is broken

- Is the window single or double glazed?
- Is it clear or frosted glass?
- What caused the damage?

If there is a problem with the window

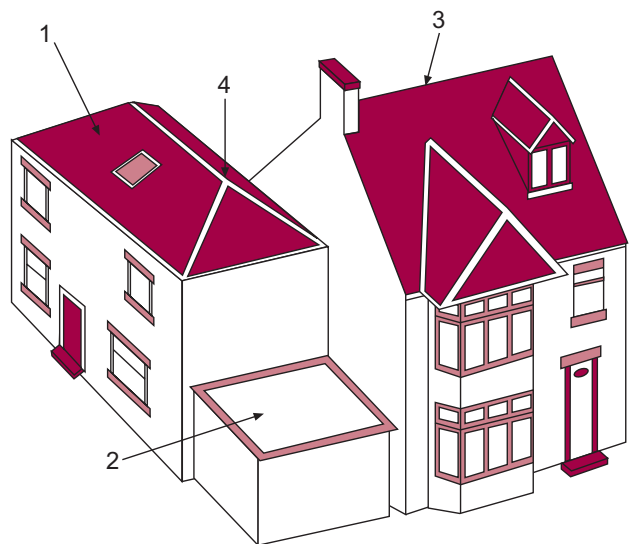
- What type of window is it and what is it made of (for example, wood or UPVC)?
- Which floor is it on and which room is it in?
- Are there any apparent problems, such as visible cracks in the sealing between the frame and brickwork, loose or missing putty, rot in the frame, missing or broken stays or fasteners, or sash cords which do not work?
- If a tiled sill is damaged, how many tiles are broken or missing and what type are they?
- If you have a problem closing the window, has it recently been painted or does it show signs of being out of shape?
- Is your home insecure?

Roofs

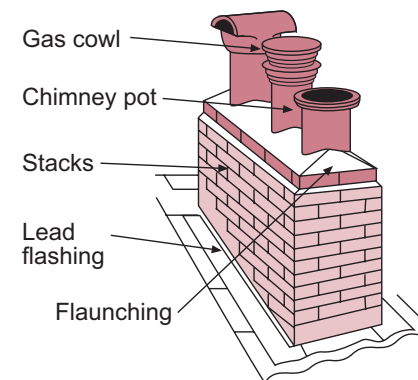
Your roof will be pitched **(1)** or flat **(2)**.

The roof covering will be either tiles or slates, some of which may be loose or missing.

Ridge tiles **(3)** or hip tiles **(4)** can also become dislodged.



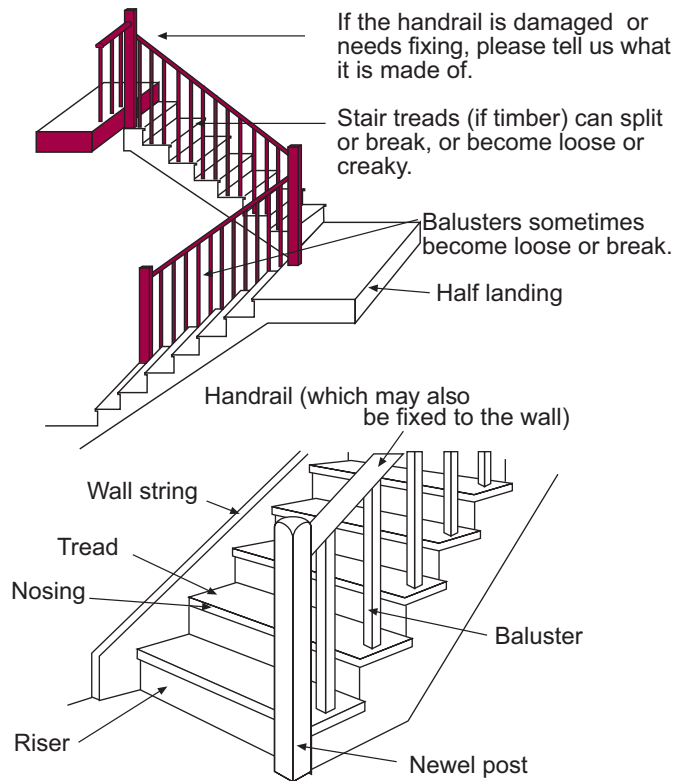
If you have a chimney, you may be able to see obvious problems with it, such as damage to the chimney pot.



Please tell us the following:

- Do you have a pitched or flat roof?
- How many storeys high is the roof?
- Are any tiles or slates missing? If so, can you see how many and where?
- Is water coming through the ceiling? If so, in which rooms and is it happening all the time?
- Are your electrics affected? If they are, switch the power off at the mains as soon as possible, remembering to take care.
- Does anyone live above you? If so, when will they be in?

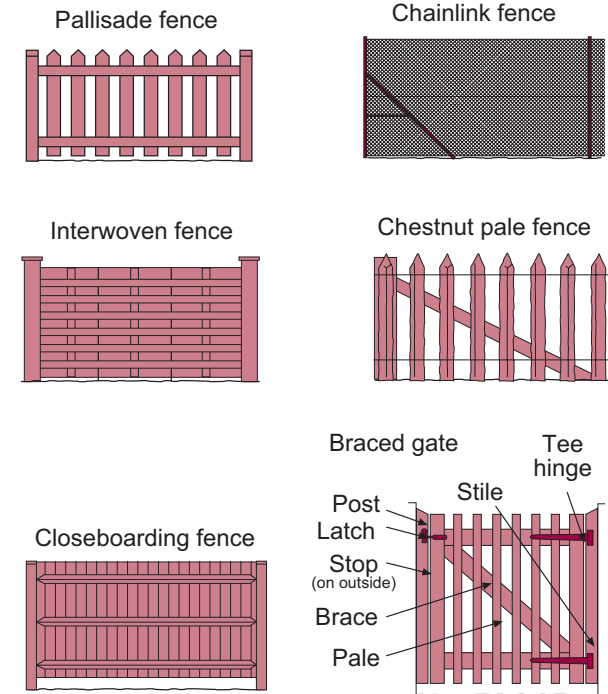
Staircases



Please tell us the following:

- What the damaged part is made of (for example, wood, metal or concrete).

Fences and gates



We also install metal fences and gates.

Please tell us the following:

- Is the fence metal or timber?
- If a latch or lock is broken, can you describe it?
- If your fence or gate is broken, what type is it and where is it?
- Is there a danger to passers-by or any other type of risk?

Asbestos

Many people worry about asbestos but, undisturbed, asbestos poses no problems. Most people are exposed to low amounts of asbestos in the atmosphere with no ill effects. However, care should be taken to prevent the release of fibres as this may cause damage to your health.

What is asbestos?

Asbestos is a mineral that has been used in a range of building materials to make them more rigid and fire resistant. It has also been used in household products such as ironing boards and oven gloves.

Asbestos was used as a building material between the 1950s and mid-1980s. Any property built or refurbished during this time may contain asbestos.

If your property was built after 1999, it is not likely to contain asbestos.

Some of the areas in your home where you may find asbestos include:

- eaves (the part of a roof that meets or overhangs the walls of a building), gutters and rainwater pipes;
- garage and shed roofs;
- linings for walls, ceilings and doors;
- insulation panels in some storage heaters;
- bath panels;

- central heating flues;
- loose asbestos packing between floors and in partition walls; and
- floor tiles.

Artex decorative coverings

Artex applied before the mid-1970s may contain asbestos. Artex, usually used to decorate ceilings, was applied then brought to a textured finish using a brush or roller. Do not sand, drill, cut or knock bits off Artex as this could release asbestos fibres, which may be dangerous. If the Artex is damaged, contact us and we will arrange to repair it.

What are we doing about asbestos?

We have surveyed the communal areas of our properties. If any asbestos has been identified then, where it is of low risk, the materials will be managed on site and we will carry out regular re-inspections to ensure that the risk remains low. If we are concerned about the future management of asbestos, we will arrange for it to be removed by specialist contractors to eliminate the need for costly re-inspections.

When we propose carrying out improvements to your home, such as replacing the kitchen or bathroom, we may need to carry out a survey on the area which will be affected by these works and we will contact you about this. If we find any asbestos in poor condition we will arrange to remove it. If it is in good condition, and will not be disturbed by the work, we will not remove it because it is not a danger. We will tell you if this is the case.

What should I do if I suspect there is asbestos in my home?

- Do not try to remove it.
- Do not sand, drill or saw the material.
- Contact us for advice.

Do's and don'ts

- Don't panic if you think that you have asbestos in your home – it is not a problem if it is not disturbed.
- Do treat asbestos with respect.
- Don't disturb materials that you think may contain asbestos.
- Do contact us if you think that you have a problem with asbestos in your home.

Energy efficiency in your home

Heating

Using your heating controls effectively will make sure that you keep warm, save energy and keep your bills as low as possible. We have a number of different heating systems installed. If possible, we will give you an instruction leaflet for your system. Here is some general information to help you get the best results from your system.

Heating with radiators (gas or oil)

Getting the timing right – the timer or programmer will allow you to set the heating to come on and off automatically at different times. Some models switch the central heating and hot water off at the same time, others allow hot water and heating to come on and off at different times.

When setting the timer, check that the clock is telling the right time. You will need to remember to reset it when the clocks change and after a power cut.

We recommend you set your system to come on 30 minutes to an hour before you want the house to be warm, and off 30 minutes to an hour before you want it off completely.

Setting temperatures – you may have four controls on your heating system that set the temperature as follows.

Boiler control thermostat

This controls the temperature of the water going round the radiators and the heating coil in the hot-water tank. It stops the boiler from overheating.

Hot-water cylinder thermostat

Some central heating systems will have a hot-water cylinder and some of these are fitted with a thermostat. This controls the temperature of the hot water that comes out of your taps. If you find your hot water is too warm, you can lower the temperature by turning down the thermostat. We recommend you set the thermostat at about 60° C.

Room thermostat

A room thermostat reacts to the temperature of the air around it. It is usually in the hall or living room. We recommend that you set the thermostat between 18 and 21° C (64 to 70°F). If you are too warm, reducing the thermostat by 1° C can cut up to 10% off your heating bill.

Thermostatic radiator valves (TRVs)

TRVs allow you to keep different rooms at different temperatures as they switch individual radiators on and off. They usually have a valve marked 1 to 5. The higher the number the warmer the room will get before the radiator switches off. Be careful not to cover the valve with long curtains or furniture as it will not work effectively.

Electric storage heaters

Electric storage heaters are basically insulated boxes containing special bricks (that keep heat in) with electric elements running through them. When the elements are switched on, the bricks heat up and the heater is 'charged'. Storage heaters charge up using off-peak or economy 7 electricity overnight, which is much cheaper than standard-rate electricity.

The bricks release the heat slowly throughout the day through flaps at the top of the heater.

Controlling storage heaters

Most storage heaters have two controls.

Input dial – (sometimes called charge or overnight charge) This controls the amount of heat stored in the heater overnight. On its lowest setting it will only store a small amount of heat (suitable for a mild spring or autumn or a cool summer). During the winter, it may be better to have this set to its maximum to make sure it stores enough heat for the next day.

Output dial – (sometimes called room temperature, boost or discharge) This opens and closes the flap at the top of the heater. On its lowest setting, heat will leave the heater slowly and on its highest setting heat escapes faster and so the stored heat will be used up faster. It is usually best to keep this setting as low as possible to make sure there is enough heat left at the end of the day.

Top tips for storage heaters

- Turn down the 'output' control before you go to bed to stop heat being given out when you don't need it.
- If your room is cold, turn up the 'output' control until the room warms up.
- When the room is warm, turn down the 'output' control to save heat for later in the day.
- As the weather gets warmer turn down the 'input' control to store less heat.
- If your home is warm enough in the summer, turn the heaters off at the wall – and back on again when it starts to get colder.
- It costs less to heat your home using storage heaters than by electric fires as they use cheaper electricity.

Tips on saving energy

Here are some more simple everyday things you can do to save energy. They will reduce the energy you use and save you money.

- Use energy-saving light bulbs.
- Don't leave appliances on stand-by or on charge when they do not need to be. Phone chargers still use energy even if your phone is not plugged in.
- Wherever possible, dry your clothes outside. Drying them on a radiator lowers the room temperature, making the boiler work harder, costing you more to heat your home. It also increases condensation.
- If you have cheaper off-peak electricity, try running your washing machine during these off-peak times. But remember your neighbours.
- Try to make sure you have a full load before you use the washing machine. If not use a half-load setting. Consider using a lower temperature – most detergents will work effectively at 30 degrees.
- Only boil as much water in the kettle as you need. When you boil vegetables, use just enough water to keep them covered and always put lids on your pans.
- Switch off all the lights when you leave the room, including strip fluorescent lights.
- Close your curtains at dusk and tuck them behind the radiator to stop heat escaping and reduce draughts. Use sausage-shaped cushions to keep out draughts under doors.

Saving water

Some of the energy-saving tips that will help you to save water:

- A shower uses about 35 litres of water but the average bath uses 80 litres.
- Put the plug in when washing up or preparing vegetables, or use a bowl.
- Turn off the tap when you are brushing your teeth. A family of four could save up to 80 litres of water a day – a whole bath full of water.

Water meters

You may find that you can save money by having a water meter fitted. The water companies (see 'Useful contacts' on page 157) have online calculators that help you work this out.

If you want to fit a water meter you should contact the water company direct. If you decide to go ahead, you should let us know so that we can change our records and also, if needed, check that any damage, for example to paths, has been put right.

Do-it-yourself handy hints

Finding the stopcock or valve

The stopcock or valve is used for turning the cold-water supply to your home on and off.

The water is turned off by turning the handle clockwise and the water is turned on by turning the handle anticlockwise. But be prepared, because the handle is often quite stiff to turn.

Stopcocks and valves are usually:

- under the kitchen sink;
- in the larder; or
- in a ground-floor bathroom.

You should make sure that you know where to find your stopcock and that you can turn it on or off. You should test it twice a year (see page 71).

Remember!

Clockwise **Off**

Anticlockwise **On**

Frost precautions

It is your responsibility to take all reasonable precautions to protect your home from frost damage. Try to keep the house reasonably warm both during the day and at night. Reduce draughts wherever you can around doors and windows, but allow enough ventilation so that condensation is not a problem.

If you go away, turn off the water stopcock and drain both the hot-water and cold-water systems, or leave your heating on. You should also turn off the water supply to any outside taps or to outbuildings with a toilet or sink. If you do not do this, you will have to pay for any damage caused to you or your neighbour's property as a result.

If your pipes are frozen up, you should:

- turn off the stopcock;
- open all the taps to the sink, basin and bath; and
- contact us if you need more advice.

Bleeding a radiator

Do not bleed the radiators if you have a combination boiler.

This type of boiler will have either a pressure gauge or a low-pressure light on the front or underside of the boiler, and you will probably not have a hot-water cylinder as the boiler heats the water instantaneously. If you are in doubt, please contact us.

When to do it

If the top part of the radiator is cold, this is because air is trapped in the system. Bleeding the radiator releases this air and allows hot water to fill the whole system.

Before bleeding your radiator

If the whole radiator is cold, check that the radiator valve is open. If more than one radiator is cold, a plumber will need to check the whole heating system.

Turn off the heating system before you bleed the radiator, otherwise the pump might draw more air into the system.

You will need a special radiator key which you can get from most DIY and hardware shops. You will also need a rag or cloth and a bucket or bowl.

How to bleed your radiator

The bleed valve is the small square nut at the top end of the radiator. Put the key over the valve and hold the cloth around it to catch any water. Gently turn the key anticlockwise until you hear a hiss – this is the air coming out. When water starts to come through, turn the key back clockwise to shut the valve off. Do not unscrew the valve completely as the plug will come right out.

Condensing boilers

Most boilers fitted since 2003 are condensing boilers. These boilers have a condensate pipe (external waste pipe) leading from the boiler to outside the property. During extremely cold weather this may freeze and result in your boiler not working. Before you report a repair you should check this. If it is frozen, and you are able to do so, you should try pouring hot water over the pipe to remove any internal ice. Please take care when doing this, particularly if the water could cause ice to form on a footpath.

5. Your tenancy

Your tenancy agreement and right to stay in the property

The tenancy agreement that you have signed is a legal document that sets out the rules and responsibilities that apply to you and us. This handbook explains many of these. Please contact us if you have any questions about anything in the agreement.

You have certain rights under the Housing Act 1988. These include the right not to be evicted from your home unless we get a possession order from the courts. The courts can only give an order on certain grounds, including if you break the conditions of your tenancy agreement. However, they also include the following.

- A member of the household being convicted of an arrestable offence in or near the property.
- Gaining the tenancy by giving false information.
- Damaging the property, the shared areas or the furniture we have provided.
- The need to demolish or refurbish your property (see page 51).
- If the tenant has died and other members of the household do not have a right to take over the tenancy (see page 111).

- If, as a result of domestic abuse, a member of the household has left the property and will not return.

It is a criminal offence for us to evict you without an order from the court, to harass you, interfere with your possessions or use of facilities in order to force you to leave.

If you are not sure about your legal rights or obligations, particularly if we have asked you to leave, you should go to a citizens advice bureau, housing aid centre, law centre or solicitor. Help with all or part of the cost of legal advice from a solicitor may be available.

The Government produce a booklet called 'Assured and assured shorthold tenancies: a guide for tenants'. This is available from our offices, local councils and citizens advice bureau.

If we do not keep to our other responsibilities, you can use our complaints procedure (see page 155) or the right to repair (see page 47).

Joint tenancies

If you have a joint tenancy, all joint tenants are responsible for making sure that they follow all the conditions of the tenancy agreement. This is particularly important in relation to paying rent as each joint tenant can be held responsible for the whole amount of any rent that is due.

If, in the future, you do not want the joint tenancy to continue, you should contact us for advice on the options that are available.

If you can agree who should continue to be a tenant, it will normally be possible to sign the tenancy over to the other person or people.

If you have a tenancy by yourself and later want to change it to a joint tenancy with someone else, you should contact us. We will allow this in certain circumstances.

You should not just leave the property without contacting us, otherwise you will still be liable for paying the rent and following any other conditions of the tenancy.

Overcrowding

There are laws which say how many people can live in a property before it is overcrowded. This is based on standards which allow other rooms, besides bedrooms, to be used for sleeping. These laws may be changed in the future, but at the moment they say that a home is overcrowded if the number of people sleeping in it is more than the 'permitted number', or two or more of those people are aged 10 or over, are of opposite sex and have to sleep in the same room. This does not include people living together as husband and wife.

The 'permitted number' for your home is on your tenancy agreement, or your housing officer can tell you what it is. When counting the number of people, each child under 10 counts as half a person, and a child under one is not counted at all.

If you allow your property to be overcrowded, you would be committing an offence and you could be fined.

Taking in lodgers and subletting your home

You may allow someone else to live as a lodger in your home. A lodger pays you for the accommodation but lives with the family and does not have a particular part of the property that is just for them. You cannot sublet part or all of your home.

Subletting means someone pays you to live in part of your property which only they can use.

If you have a lodger, you:

- are responsible for making sure that they also follow the tenancy conditions;
- must make sure that your property is not overcrowded as a result of them moving in;
- should tell the local council if you receive Housing Benefit as your entitlement may be affected; and
- are responsible for making arrangements when you want them to leave.

Can someone else take over the tenancy?

If you die, your wife, husband or civil partner can take over your tenancy of the property you live in as long as all of the following apply.

- She or he had been living in the property immediately before your death.
- It is her or his only or main home.
- The tenancy had not been passed on from someone else.

A civil partner is someone who has entered into a formal agreement (known as a 'civil partnership') with a same-sex partner so they have the same legal status as a married couple.

Passing on your tenancy in this way is known as 'succession'. It means that your wife, husband or civil partner will have any rights that you had, for example, the right to buy, and also any responsibilities, for example, to pay outstanding rent.

If you are not married or in a civil partnership, we will offer a new tenancy to your partner or another close member of your family as long as all the following apply.

- She or he had been living with you for at least a year immediately before your death.
- The property is her or his only or main home.
- The tenancy had not been passed on from someone else.

In these circumstances, the tenancy may not be the tenancy of the property you live in. For example, if you live in a bungalow which we normally offer to people aged 65 or over, we will normally ask a younger person to move to different accommodation.

Only one person can be given a tenancy. Members of your family should agree between themselves who this should be. We will decide if they can't agree.

If your tenancy has been passed to you from someone else (including a joint tenancy becoming a single tenancy), we will offer a new tenancy to either your wife, your husband or your partner or other members of your family or a carer as long as all the following apply.

- They had been living with you for at least a year immediately before your death.
- The property is their only or main home.
- They had not been involved in breaking your tenancy agreement, for example, behaving in an antisocial way.
- They meet the financial criteria in our lettings policy.

Again, the new tenancy may not be the tenancy of the property that you live in and we may ask them to move somewhere else. We will only offer one tenancy but it may be a joint tenancy.

If you need more information or advice on this matter, please contact us.

Passing on your tenancy to someone else while you are alive is known as an assignment. You must get our written permission to do this. You can only normally assign your tenancy to someone who would have been entitled to a right of succession if you had died (see page 111). The only exceptions to this are if a court orders an assignment because of a relationship breakdown or if you are exchanging your home with someone else (a mutual exchange).

If you need any help or advice on any of the above, please contact us.

Right to buy

Housing association tenants do not normally have the right to buy. However, some tenants will have a preserved right as a result of being tenants of either Hambleton District Council or Harrogate Borough Council when their properties were transferred to us. To qualify for the right to buy, these tenants must have remained our tenants. The right to buy may also have been passed to someone who has succeeded to a tenancy. If you need any more information about the right to buy please contact us.

Right to acquire

Some tenants may be able to buy their home through the 'right to acquire'. This is a national scheme which applies to some of the properties that we have built or bought since 1 April 1997. Rural areas and properties built with special features are not included in the scheme, so only a limited number of properties in towns would be eligible. To qualify you must also have been a tenant of a housing association or a local authority, or have lived in armed forces accommodation for up to five years (depending on when you first had a tenancy). If you need any more information about the right to acquire, please contact us.

Pets

If you live in a property with its own entrance and garden

You can keep two dogs and two cats. You can also keep birds, rabbits or similar small domestic animals as pets. You do not need to ask our permission to keep these pets.

You will need our permission if you want to put up a structure or container outside, which is larger than a small dog kennel or rabbit hutch, in which to keep your pets.

If you share a garden or live in a building with a shared entrance

You can keep indoor birds or small indoor domestic animals, for example a hamster, without asking our permission.

In all cases

You must make sure that your pets do not cause any nuisance to your neighbours.

If you want to keep more pets than described above, or different kinds of pets, you must get our permission first. If you share a garden or an entrance, we may need to talk to your neighbours about your request.

You must not breed animals without asking our permission as we will consider this to be running a business from your home (see below).

Running a business from home

If you want to run a business from your home, you must get our permission first. You may also need permission from your local council, for example, under planning regulations. We will not give you permission if your business is likely to cause a nuisance to your neighbours.

Antisocial behaviour

Antisocial behaviour is behaviour by one person or group of people that unreasonably interferes with the quality of life of someone else.

Examples of antisocial behaviour include:

- noise (for example, regular loud parties, shouting, noise from televisions and music systems and noise from pets);
- dumping rubbish (fly-tipping);
- nuisance from vehicles (for example, illegal parking);
- graffiti;
- using our properties to sell drugs or for other illegal purposes;
- aggressive and threatening language and behaviour; and
- actual violence against people and damage to property.

Some of the above examples may also be seen as hate crime or harassment. See page 120.

If you experience antisocial behaviour

First of all, try sorting out the problem yourself. Although you may feel that someone is behaving unreasonably, that person may not be aware that their behaviour is affecting anyone else. If you explain politely how it affects you, it may be enough for them to stop causing the nuisance.

If this does not work, or if you feel that you cannot do this, you should contact us. If you have a support worker, you can also tell them about your problem.

It will help if you start to collect evidence of what has happened. For example:

- write down time, dates and details of incidents (you can phone us if you have difficulty writing things down);
- take photographs of any physical proof, if you can; and
- ask your neighbours if they are also affected and, if so, ask them to keep a record too.

We will contact you within the timescales below to make an appointment to discuss your complaint. If the activity is against the law, you should report it to the police first.

Actual violence and harassment – one working day

Noise and criminal activity – five working days

Gardens, pets and vehicles and so on – 10 working days.

If you are complaining about graffiti, rubbish, dogs or vehicles we may pass your complaint to the local council or the police, or you may want to contact them yourself. See section 6 for more information.

Mediation

If your complaint is a disagreement with your neighbour, mediation may help. Mediation is where an independent person discusses the problem with you and everyone else involved, and encourages you to sort out the problem between yourselves. You and the other person involved can meet together with the mediator or the mediator can meet each of you separately. We can refer you to one of the mediation agencies in your area or you can contact them yourself. (See 'Useful contacts' on page 157.) If there is no mediation agency near where you live, your housing officer may be able to mediate for you.

If you cause antisocial behaviour

If we have to contact you because of complaints about antisocial behaviour, we will listen to your point of view before we decide what action to take. If we believe that you are causing a problem, we will give you a warning and give you a chance to change your behaviour. If you do not change your behaviour, we will take more formal action as described on page 122, or use the powers available under antisocial behaviour laws.

More information

We have the following leaflets which give you more information about how we can work together to tackle antisocial behaviour.

- 'A summary of our policy and procedures' This leaflet provides information on our policies and procedures relating to antisocial behaviour.
- 'What should I do?' This leaflet gives advice about the action you can take and what will happen when you contact us.
- 'Action to stop anti-social behaviour' This leaflet gives details about the formal action that we can take.
- 'Being a witness' This leaflet explains how you can help us stop antisocial behaviour and what we will do to support you.

Noise

Local councils have powers to deal with noise if it is a nuisance. We will work with them, if we feel that they can achieve a more effective solution.

Harassment and hate crime

What is harassment?

Harassment is an offence committed against a person or property to intimidate people and make them feel uncomfortable. Examples of harassment include:

- calling people names;
- making threats to people's homes;
- abusive letters or graffiti;
- arson or attempted arson; and
- physical attacks.

What is hate crime?

Hate crime is a more specific type of harassment. Hate crime is a criminal offence committed against a person or property because of their:

- ethnic background;
- nationality;
- religion;
- sex;
- sexuality; or
- disability.

We will not accept any incidents of harassment or hate crime that involve our tenants, employees, contractors or agents. We are committed to taking quick and effective action to protect the victim, stop abuse and prevent more incidents in the future.

If you experience harassment

If you feel that you are being harassed, you should contact us. If you have a support worker you can also tell them about your problem.

We also encourage you to report all incidents of harassment to the police. The harassment you are experiencing may be a criminal act (such as racial harassment) and, if so, the police have powers to deal with this. These powers may be effective by themselves or they may be used along with action that we can take.

If you commit harassment you could:

- face legal action and be evicted;
- have to pay a fine; or
- go to prison.

Our leaflet 'Are you a victim of harassment or hate crime?' explains the action we can take and the help we will provide.

Domestic abuse

If you or your children suffer abuse from a member of your family, please contact us. We can give you advice and take action to make sure you have somewhere safe to stay and discuss your options.

See 'Useful contacts' on page 157 for details of agencies that can provide advice or support.

If you are abusing someone who lives with you, you are at risk of losing your home.

Action we can take if you break your tenancy agreement

If you break any of the conditions of your tenancy we will contact you to allow you a chance to give your point of view and put things right. If you do not do this, we may have to take the following legal action.

Injunction

Our tenancy agreement is a contract between you and us. If you break the tenancy agreement, we can apply to the court for an order (an injunction) for you to keep to the tenancy agreement, for example to stop you causing a nuisance. If you do not keep to the conditions of the injunction, you may be fined or sent to prison.

Demotion order

We can apply for a demotion order. If the court grants a demotion order, we can change an assured tenancy to an assured shorthold tenancy. This is a less secure form of tenancy that means that you will lose certain rights, for example the right to buy. If you break your tenancy agreement again (for example by not paying your rent), we can ask the court to give us possession of the property. The court cannot refuse our request. However, if you do not break your tenancy again for 12 months after the demotion order is given, the tenancy will go back to an assured tenancy.

Eviction

We can ask the court for a possession order. This means that you will lose your home.

6. The area around your home

Shared areas in blocks of flats

If you live in a block of flats with a shared entrance that leads to other flats, you must help to keep the entrance and staircase clean (unless we have told you that we will clean it). You should contact the tenants of the other flats and agree a cleaning rota.

If you live in a sheltered or supported scheme with shared areas, we will keep these areas clean.

You should also make sure that you do not leave any rubbish or anything which may be a fire hazard in the shared areas.

Gardens

If you have your own garden, you must keep it tidy. The garden may be fenced or it may be open-plan. If you live in a flat, make sure that you know if any area is your responsibility. If you are not sure, please check with us.

Untidy and overgrown gardens can spoil the appearance of an estate or may even become a health hazard. We will regularly inspect our estates and contact tenants who don't maintain their gardens. If you then fail to take action, we may do the work and charge you for it.

If you live in sheltered accommodation, we will maintain any open-plan gardens. If you have a fenced garden, it is your responsibility to maintain it. If you have difficulty doing so, our Handyperson scheme may be able to help you (see page 149).

If you have a large mature tree in your garden, we will carry out any necessary pruning. (See the section on 'Shared landscaped areas' for our standards of maintenance.) You should let us know if work needs to be carried out.

If you want to make any changes to your garden, for example, putting up or removing a fence, you should get our permission first. In open-plan areas, you may not be able to put up fencing because of planning regulations.

If you have the use of a shared garden, along with the other tenants of the neighbouring properties, we will maintain this area (see the section 'Shared landscaped areas' for our standards of maintenance). However, please contact us if you want to take care of part of the gardens yourself. If it can be arranged without disturbing other tenants or affecting the maintenance of the rest of the area, we will be happy for you to do this.

Shared landscaped areas

On estates there will be other areas of grass, shrubs, flowers, hedges and trees. Some of these belong to, and are maintained by, us. Other areas are the responsibility of local councils or the county council. If they are our responsibility, we will do the following.

- Cut the grass every two weeks between April and October (if the weather allows us to). We do not normally pick up the grass cuttings because of the cost and the problem of getting rid of them. We have made this decision after consulting our tenants.
- Cut the hedges twice a year.
- Regularly maintain shrubs and flowerbeds during the growing season and carry out winter maintenance.
- Prune trees where necessary to prevent damage to structures, blocked gutters and extreme nuisance, and to keep them healthy. We will not cut trees down unless they are dead or dangerous. Many trees have preservation orders on them which restricts what we can do.

We use independent contractors to carry out the above work.

Allotments

If you are a keen gardener we have some allotments which you are able to rent for a small amount. We currently have allotment plots in East Cowton, Thirsk, Sowerby, Easingwold, Topcliffe and Husthwaite. Please contact us if you want to go on the waiting list.

Footpaths and roads

Most of the footpaths and roads are the responsibility of the county council. However, some areas are our responsibility, particularly roads into garage areas and footpaths across shared grassed areas. If they are our responsibility, we will regularly check them and carry out the maintenance that is needed. If, however, you notice any areas that are becoming dangerous, please let us know.

Snow and ice

In most areas Broadacres is not responsible for taking any action, even if the roads or footpaths belong to us. If they have been in public use for more than 20 years they will have become a public right of way and Broadacres does not have any legal responsibility to clear snow or spread salt.

Where we have extra-care, sheltered or supported schemes (blocks of apartments) we will try and make sure that a path is cleared and treated from the main entrance to the car park and / or the public footpath.

Where we have a large number of vulnerable residents, such as a site of bungalows, and the area belongs to us we will work in partnership with North Yorkshire County Council (there are no such areas outside North Yorkshire) and provide a salt bin on the site. The council will fill the bin in accordance with their policy. The salt will be available for you and other volunteers to spread.

Car parking

Car parking can be a problem on many of our estates which were built in a time when fewer people owned cars. We have an annual environmental improvement programme which includes providing more parking spaces, either within front gardens or shared areas. However, we do have a long waiting list for this type of work and have to prioritise any requests.

In shared parking areas, it is not normally possible to reserve spaces for individual properties. However, if you are disabled and need access to your vehicle, you should contact us and we will see what we can do.

If you are parking in a shared parking area or on the road, you should make sure that you consider your neighbours when parking and don't take up space with caravans or vehicles that are not being used. If untaxed vehicles or caravans are left in these areas, we will remove them and charge the owners for doing so.

You should not leave your vehicle on any area that is not provided for parking (or a road). If you damage a grassed area, we will charge you for putting it right.

You should not park your vehicle in your garden without a proper base for the car and a crossing over the footpath.

The police can deal with cars that are illegally parked and your local council can deal with cars that are parked on footpaths.

Garages

There are garages available to rent on some estates. Please contact us to check if there are any available.

Rubbish

The local council is responsible for collecting household rubbish. Different councils have different arrangements, but most now have wheelie bins which they will provide. Many councils have recycling arrangements where they will collect paper, glass, metal, plastic and so on separately from the side of the kerb. Some also collect garden waste. If you are not sure how or when your rubbish is collected, contact your council. (See 'Useful contacts' on page 157).

If you have larger items to get rid of, for example furniture, your local council may have special arrangements (you may have to pay for some of these). Or, you can contact one of the organisations that recycle furniture, electrical appliances or white goods (such as fridges and washing machines). (See 'Useful contacts' on page 157).

Please help us keep the area tidy by getting rid of all your rubbish thoughtfully. If you see someone dumping rubbish, or you are aware of areas where rubbish has been left, please let us or your local council know so that we can take action.

Abandoned vehicles

Local councils are responsible for removing abandoned vehicles from the highway or nearby areas. Many councils have an online reporting system. (See 'Useful contacts' on page 157.) Before a vehicle can be removed a notice must be displayed on the vehicle for up to 15 days.

Vandalism and graffiti

Fortunately, vandalism on our estates is limited. If you see vandalism, please report it to us so that we can try and identify the culprit and also put things right. If you see any offensive graffiti, please also report this and we will arrange for it to be removed urgently. If it is racist or aimed at a specific person we will remove it within 24 hours.

Dogs

Dogs can be a problem on estates. If they belong to our tenants and are allowed to roam, we will take action under the tenancy agreement (see the section on pets). However, it is often not possible to identify who the dog belongs to. Many local councils have dog warden services that can remove stray dogs. (See 'Useful contacts' on page 157).

Mice, rats, wasps and other pests

If you have a problem with mice, rats, wasps or other pests, either in your own home or in a shared area nearby, contact your local council's Environmental Health Department for advice and help. (See 'Useful contacts' on page 157).

They will usually not charge you to get rid of mice and rats, but they may charge you for treating other pests in your home.

There are some precautions you can take to prevent pests or you can treat them yourself.

The following information may help:

Ants

To get rid of ants you must kill the queen ant in the nest. The only insecticide available for this is Nippon Ant Killer. This is a liquid or powder that is sold at most garden centres, large chemists and hardware shops. Apply the Nippon Ant Killer onto a hard surface near the ant 'runs' or where the ants are most active.

If you are treating an ant problem in your house, it is important to try and find the point that the ants come into the room. This may be some way from the area where you first noticed them. Ants follow a narrow trail to food and you can often see them walking one behind another along skirting boards or the bottom of walls. Try and find this trail and follow it back as far as you can. You should carry out the treatment as close to the ant nest as possible.

Do not disturb or kill any ants which are feeding on the Nippon Ant Killer. Repeat the treatment whenever ants appear to be looking for food. It may take a week or more to be effective.

During the late summer and winter this treatment may not be effective. You may then have to use an insecticide powder or spray to kill the ants. Insect powders that are effective contain bendiocarb (you will have to read the small print on the label to find out which products contain this). You can use products that contain bendiocarb inside and outside, and you should apply this to places where the ants might be entering the property.

Earwigs

The best way to avoid a plague of earwigs is to not let them have suitable living conditions close to the house, such as plants and compost heaps. Blocking places where they may get in may get rid of the problem in the home.

If not, there are a number of insecticides available such as powders, sprays and gels. Make sure you read the label carefully to check that it treats earwigs and, if possible, it continues to kill the earwigs a few days after being applied.

Booklice

Booklice are common but harmless insects which can survive in dry powdery foods such as flour. They prefer dark areas that are warm and damp, such as kitchen cupboards. You should make sure your cupboards are always free from condensation and damp (see page 55) and store vulnerable food like flour in covered containers.

If you find any insects, do not use an insecticide because you may contaminate your food. The best way to get rid of the insects is to remove and throw away all of the food that has been affected. Clean the cupboard using a dry cloth, or by vacuuming it. Empty everything from the cupboard into a dustbin outside. Make sure the cupboard is completely dry before you put anymore food in it. You can do this by using something that blows warm air, such as a hairdryer.

Take care when you store and use insecticides, and always follow the manufacturer's instructions. Do not place them where children or animals can come into contact with them and wash your hands immediately after you use them.

Estate inspections

We will regularly inspect our estates to make sure that:

- we are keeping to our standards;
- you are keeping to your tenancy agreement; and
- other problems are passed onto the relevant agencies.

We would like you to help us to do this by being a local monitor. See page 139 for more details.

7. Consultation and involvement

We want as many people as possible to get involved so we can make sure that the feedback that we get represents our tenants.

We value and encourage you to get involved at any level, from a short survey over the phone to a full-day meeting or training session. It can be a one-off or you could get involved regularly.

By getting involved you can:

- have a say in decisions that affect your housing service;
- make your area a better place to live;
- develop your own skills, experience and knowledge, which you can use elsewhere;
- give us your views about the services you receive;
- help us better understand your needs; and
- help us to provide better quality services.

You do not have to pay for anything, we just want your time. We will pay the reasonable costs of travelling and other costs that you may have, for example childcare. If you need support to get involved, we can help you.

The following pages describe briefly some of the ways you can get involved, how we can provide you with information and how you can find out more.

Each year we will consider what impact you getting involved has had and will give you feedback in our newsletter and our annual report.

Tenants' newsletter

We publish, with our tenants' editorial panel, a newsletter called 'Viewpoint' four times a year. This will give you:

- details about services and new schemes;
- feedback on surveys that we have carried out;
- information on our service performance;
- details of events, such as gardening competitions; and
- other information about tenants or staff which you may be interested in.

We are always interested in ideas for future articles and what you think about the newsletter.

Annual report

We produce an annual report that specifically provides information on our performance and how we are meeting our regulator's standards. We will publish this report on our website and also provide a copy, on request.

Surveys

We regularly carry out surveys by post or phone. We realise that we all get surveys regularly and don't always have the time, or sometimes we cannot be bothered, to fill them in. We do take account of your views so please answer them if you can.

Individual choices

If we are carrying out major work or improvements, we can often offer you a choice of fittings, for example, kitchen units. We will contact you individually to discuss what you need.

Tenants' associations

Tenants' associations are where groups of tenants on an estate, in a village or scheme, get together to represent their neighbourhood. These groups are an effective way for tenants to express their views. If you are interested in setting up a tenants' association, we can provide financial help and other help to get you started. Contact us for more advice.

Local monitors

You can volunteer to be more involved in your neighbourhood by monitoring our landscape contractors and telling us if there are problems, such as rubbish or abandoned vehicles.

Mystery shopping

Our mystery shoppers visit our offices or phone us up with a question to check how we deal with it. You will need to go to a training session to learn how to be a mystery shopper.

Tenants' sounding board

This is a group of tenants who have agreed that we can get their opinions on a range of issues, for example a possible change to a policy or service. We will send you some information to read and a postal survey about three or four times a year.

Readers' panel

This is a small group of tenants who review Broadacres' publications and information to make sure that they are written in plain language and can be easily understood. We will normally post the information to you and receive your comments by post. You may need to go on a training session to learn how to do this effectively.

Tenants' liaison group

This is a group of tenants who meet with us every three months to give their views on a wide range of issues about our services.

Performance and improvement panel

This is a more formal panel which has a direct relationship to our board of management. The panel will be involved in reviewing our services, agreeing and monitoring any local standards and in producing the annual report. Unlike the other groups there is a selection process to become a member of the group and vacancies will be advertised.

Tenant board members

Four of our board members are tenants. Each year, one or two of them have to stand down and be re-elected if they want to continue to be a board member. When an election is due, we will make this known and ask for nominations. If more than one tenant is nominated, we will hold a ballot.

Becoming involved

If you would like to be more involved in our services, please contact us. Our leaflet 'Your guide to getting involved' gives you more information or you can contact our community development co-ordinator.

8. Moving on

At some point, your circumstances will change and you may want to move to other accommodation. If you need our help to find more suitable property, we can help in the following ways.

You will normally need to have met your responsibilities as a tenant, for example, paid your rent and looked after and decorated your home, before you will be able to move.

Transfers (a move to another of our properties)

We are a member of North Yorkshire Home Choice. This is a lettings scheme which covers all local authorities, apart from Harrogate, in North Yorkshire. Most housing associations, such as Broadacres, will advertise their vacant properties through the scheme and applicants who are registered with the scheme will be able to bid, (express an interest) in the properties advertised.

The scheme gives priority to tenants who need to move because of:

- overcrowding;
- accommodation being too big;
- health and well being issues; or
- other special circumstances.

In addition, the scheme also gives priority to longer standing tenants who qualify as a 'good neighbour' and want, rather than need, different accommodation. To qualify for 'good neighbour' priority you need to:

- have complied with your tenancy conditions (including having a clear rent account for the past three years);
- have looked after your home so that it can be re-let without any additional work (over and above the relevant safety checks); and
- allow us to show prospective tenants around your home before you move out.

If you want to move to one of our properties which will not be let through the North Yorkshire scheme you should contact us.

If you want to move to or within Harrogate or the East Riding of Yorkshire you should also contact the local council and apply to go on their waiting list.

Our properties in Darlington and County Durham are advertised through the Compass and Keychoice lettings schemes respectively and if you want to move to or within these areas you should also register with that scheme.

Mutual exchanges

This is where you find another tenant to exchange homes with. The tenant could be our tenant, another housing association's tenant or a council tenant. You must have our written permission and that of any other landlord before you move.

We will not be able to give you permission if the person who you want to exchange with does not meet the eligibility conditions of our lettings policy. Details of this are available from us. Also, some properties may have restrictions on who can live in them, for example, there may be a planning condition that says only people with a local connection can be offered the property. The other tenant would need to meet this condition as well.

We may also refuse an exchange if:

- legal action is being taken against either tenant for not meeting the conditions of their tenancy;
- the property will be too large or too small for the new tenant; or
- the property has special services or facilities which the new tenant does not need.

If you are looking for a mutual exchange, you can register your details with North Yorkshire Home Choice. Other tenants will be able to see your details, but you will also be able to search for the type of property and areas that you want.

Our leaflet 'Mutual Exchanges' gives you more information.

Buying a home

We are building new homes that are available for low-cost home ownership. You can get details of the homes available from our website.

Supported accommodation

We have a number of supported housing, sheltered and extra-care schemes, where we offer you more support so you can live independently. If you want more information contact us or visit our website.

Ending your tenancy

If you need to end your tenancy, you must do the following.

Contact us to get a form to end your tenancy. This form is in our leaflet 'How to end your tenancy' which gives you more information about what you need to do.

Give us four full weeks' notice, to end on a Sunday, and provide a new address. The notice period will start on the working day that we receive your written notice. (This notice period does not apply if you are transferring to another of our properties).

Leave your property and garden in a good, clean and tidy condition, having removed all your belongings. If we have to remove anything, clean your property, tidy your garden or carry out repairs and maintenance that were your responsibility, we will charge you.

Return all your keys (at least the same number that you were given) by 10am on the Monday following the day that your tenancy ends (or the next working day if there is a bank holiday at the beginning of the week) and pay your rent up to this date. If you do not return the keys, we will continue to charge you rent until you do so or until we change the locks (we will charge you for this). (If your tenancy ends because you have died and the keys are returned before the end of the four-week notice period, we will only charge rent up to the Sunday after the keys have been returned).

Pay your rent up to the day that your tenancy ends. If for some reason you cannot do this, you must contact us to make arrangements about how you will pay this money.

Tell:

- your local council so they can update their records for your council tax or Housing Benefit (if you get this);
- all the service companies (gas, electricity, water and phone) and read any meters;
- your local benefit office, if you receive any benefits; and
- TV licensing (see page 20).

You should also arrange for your mail to come to your new address.

9. Special services

Handyperson service

You may find our Handyperson service useful if you have difficulty doing some of your household tasks such as:

- putting up curtain rails;
- fitting shelves;
- decorating small areas; or
- changing light bulbs.

We can also cut your grass, trim hedges and prune shrubs.

To qualify for the service you usually need to be:

- 60 or over; or
- disabled; or
- receiving at least one type of welfare benefit; or
- vulnerable in other ways.

We provide a service in Hambleton, Richmondshire and Ryedale and can help refer you to agencies in other areas. There is usually a charge for the service.

If you have any questions about the service, please contact us.

Support services for older people

If you are aged 60 or over and need some support to help you live independently there are services available to help you.

Services range from a basic 24-hour 'call for help' service to those that include regular support visits and telephone calls to check your wellbeing. There is also a range of specialised sensors like smoke detectors and falls detectors that can be linked to summon assistance automatically.

There is a charge for the service but funding may be available if you receive Housing Benefit, Council Tax Benefit or are on a low income and have limited savings.

If you live in Hambleton, then Broadacres can provide you with the service. If you live outside the Hambleton area then we can help you contact other organisations that provide similar services. These services are also available for younger people with a disability. Contact us if you want more information.

Supported schemes

You may live in a supported scheme such as a sheltered scheme or an extra-care scheme, where we provide support as a condition of the tenancy. You will have a separate support agreement and your support worker will give you more details about this service.

Equality and diversity

We are committed to making sure that we treat everyone equally, whatever their sex, sexuality, marital status, responsibilities for dependants, race, colour, nationality, ethnic background, religious or political beliefs, age, class, disability or unrelated criminal convictions that you no longer have to declare (in other words, they are 'spent').

We have policies that will make sure there are equal opportunities in the way we:

- rent or sell our properties;
- provide our housing services;
- employ the staff who provide these services;
- appoint contractors and other agencies to work for us; and
- appoint members of our board of management and how we run it.

If you feel that we have not treated you equally because of your personal circumstances, please contact us or use our complaints procedure (see page 155).

If you feel that we have discriminated against you because of your race, sex or disability, you can make a complaint to the county court. We hope this won't be necessary and that we can sort out any complaint using our complaints procedure.

Confidentiality and personal information

We believe in making sure that any information we hold about you is confidential. We will only ask for information that we need and it will only be available to staff so they can provide services for you. We will only pass your personal details to someone outside Broadacres if you have told us that we can do so, or in certain other circumstances. (See page 153.)

You will have filled in a number of forms and other documents and given us information, when you applied to become our tenant. During your tenancy you will give us more information.

Getting information about you

We will only ask you for personal information so that we can:

- deal with your housing application;
- manage your tenancy;
- provide support services for you;
- make sure that any groups we work with on our services represent all our tenants; and
- develop services to meet the needs of our customers.

You do not have to give us the information. However, if you do not, we may not be able to provide a service for you. We may ask other people or organisations for information about you, for example details about your Housing Benefit application. We will normally only do this if you have given us permission or there are legal or safety reasons why we need the information.

If you leave owing us money we will ask other organisations for information that will help us find you.

Giving information about you to other people and organisations

We will only give your personal details to other people and organisations if we have your permission, except in the following circumstances.

- In line with other agreements to share information with other organisations (for example, local community safety partnerships).
- If there is a clear health and safety risk to you and other people.
- To tackle or prevent fraud or criminal activity.
- In connection with any action we take to make sure you meet your tenancy conditions. This may include passing your details to agencies that collect debt if you do not repay money that you owe us, either during or at the end of your tenancy.

- To allow contractors or other organisations acting on our behalf to provide services for you.
- To allow the local council or other local housing associations to give you information about housing in the area.

To make sure that we do not give information about you to someone else by mistake, we will ask you for a password so that if you phone us we can identify you. If you want someone else to act on your behalf and get information from us, you should write to us and tell us. You will need to give that person your password.

Access to the information we hold about you

You can ask us what information we hold about you and you may be able to have a copy of it. Our leaflet 'Confidentiality policy' explains what to do.

Preventing fraud

We take part in the Audit Commission's National Fraud Initiative. This is a scheme which involves housing associations, local councils, health and other public organisations checking information with each other to prevent and detect fraud. We will share certain information that we hold about your tenancy, in line with the Code of Data Matching Practice. This follows laws on data protection.

Complaints

We aim to provide a high-quality service that meets your needs and expectations. However, we know that we do not always get things right first time. If you are not happy with our service, we want to hear about it so that we can try and sort out your complaint and learn how we can improve our services in the future. Please contact us in any of the ways shown on pages 12 to 14.

It is helpful if, when you contact us, you tell us:

- exactly what you are unhappy about;
- who you have already contacted;
- what you would like to see happen; and
- how we can contact you.

You can ask someone else to contact us on your behalf but we would need you to confirm in writing that you have given your permission before we can give information to anyone else.

If we cannot sort out your complaint immediately, we will contact you within three working days of receiving your complaint to let you know who is dealing with it and, if needed, get more information. We will try and reply to you in full within 10 working days. If we cannot do this, we will let you know.

If we find that we haven't provided the right level of service, we will:

- give you an explanation and apologise to you;
- do what we can to put things right;
- if appropriate, pay you compensation in line with our compensation policy (ask for a copy of our 'Compensation policy' leaflet); and
- if appropriate, review our systems or policies so that we can get it right in the future.

Our leaflet 'Making a complaint' gives you more information about how we deal with complaints.

10. Useful contacts

Local councils

Darlington Borough Council

Phone: 01325 380651 Website: www.darlington.gov.uk

Durham County Council

Phone 0300 123 7070 Website: www.durham.gov.uk

East Riding of Yorkshire Council

Phone: 01482 393939 Website: www.eastriding.gov.uk

Hambleton District Council

Phone: 0845 121 1555 Website: www.hambleton.gov.uk

Harrogate Borough Council

Phone: 01423 500600 Website: www.harrogate.gov.uk

North Yorkshire County Council

Phone: 0845 872 7374 Website: www.northyorks.gov.uk

Richmondshire District Council

Phone: 01748 829100 Website: www.richmondshire.gov.uk

Scarborough Borough Council

Phone: 01723 232323 Website: www.scarborough.gov.uk

Selby Borough Council

Phone: 01757 705101 Website: www.selby.gov.uk

Police

Durham County Council

Phone: 0845 606 0365 Website: www.durham.police.uk

Humberside (East Riding)

Phone: 0845 606 0222 Website: www.humberside.police.uk

North Yorkshire

Phone: 0845 606 0247 Website: www.northyorkshire.police.uk

Water companies

Northumbrian Water

Phone: 0845 733 5566 Website: www.nwl.co.uk

Yorkshire Water

Phone: 0845 124 2424 Website: www.yorkshirewater.com

Adaptions – Occupational Therapists

Darlington Borough Council

01325 346200

Durham County Council

Phone: 0845 850 5010

East Riding of Yorkshire Council

Phone: 01482 393939

North Yorkshire County Council

Phone: 0845 034 9410

Credit Unions

For savings and low cost loans

Hull and East Yorkshire Credit Union

Phone: 01482 778753 Website: www.hullandeycu.co.uk

North Yorkshire Credit Union

Phone: 01904 676633 Website: www.nycu.org.uk

South West Durham Credit Union

Phone: 01388 774130 Website: www.swdcu.co.uk

Advice on benefits and grants

Website: www.entitledto.co.uk. This website helps you check if you are entitled to benefits or tax credits.

Jubilee Debt Advice Centre

Phone: 01609 760950 For tenants in Northallerton, Romanby and Brompton only. An advice worker will visit you in your own home.

Turn 2 us

Phone: 0808 802 2000 Website: www.turn2us.org.uk

An independent charity that helps you check if you are entitled to benefits or grants.

Advice on benefits and debts

Citizens advice bureau

Bridlington	5a Prospect Arcade, Prospect Street, Bridlington	Phone: 01262 605660
Darlington	Bennet House, Horsemarket, Darlington	Phone: 01325 256999
Hambleton	227 High Street, Northallerton	Phone: 01609 770309
Harrogate	Victoria Park House, Victoria Avenue, Harrogate	Phone: 01423 567150
Richmond	23 Newbiggin, Richmond	Phone: 01748 823978
Scarborough	62 Roscoe Street, Scarborough	Phone: 01723 368710
Sedgefield	12 High Street, Spennymoor	Phone: 0870 121 2024
Selby	16 Park Street, Selby	Phone: 0845 120 3718
York	3 Blossom Street, York	Phone: 0870 126 4850

Consumer Credit Counselling Service

Phone: 0800 138 1111 Website: www.cccs.co.uk

National Debt Line

Phone: 0808 808 4000 Website: www.nationaldebtline.co.uk

Payplan

Phone: 0800 917 7823 Website: www.payplan.com

Legal advice

Community legal advice

Phone: 0845 345 4345

Website: www.communitylegaladvice.org.uk

Keyhouse (North Yorkshire only)

Phone: 01845 574010

Phone: 01723 350755 (Scarborough office)

Website: www.keyhouse.co.uk

Mediation services

ARCH (Harrogate area)

Phone: 01423 868782

UNITE (Hambleton area)

Phone: 01642 311633

Website: www.unite-mediation.org

Domestic abuse

Broken Rainbow (helpline for lesbian, gay, bisexual and transgender people)

Phone: 0300 999 5428 open Monday and Thursday 2pm-8pm, Wednesday 10pm-1am. Website: www.broken-rainbow.org.uk

Childline

Phone: 0800 1111 (open 24 hours and free from a landline)
Website: www.childline.org.uk

Victim Support can also give you help and advice.

MALE (Men's Advice Line Enquiries)

Phone: 0808 801 0327 (free from landlines and most mobile phones and open Monday, Tuesday and Wednesday, 10am to 1pm and 2pm to 5pm)

National domestic violence helpline

Phone: 0808 2000 247
(open 24 hours and free from a landline)

Victim Support

Phone: 0845 30 30 900 (national helpline)
Website: www.victimsupport.org.uk

County Durham

Phone: 01388 660 580

East Riding of Yorkshire

Phone: 01482 305 080

North Yorkshire

Phone: 0845 071 0871

Furniture recycling organisations

Basics Plus, Scarborough

Phone: 01723 371335
Website: www.basicsplus.org

Christ Church Furniture Store, Bridlington

Phone: 01262 673268

Essential Needs, Harrogate

Phone: 01423 870040
Website: www.essentialneeds.org.uk

FRADE, Stockton on Tees

Phone: 01642 608791

FRADE, Darlington

Phone: 01325 357379

Kings Church, Darlington Furniture Recycling Scheme

Phone: 01325 469884
Website: www.kingschurchdarlington.org

New Life Christian Centre, Spennymoor

Phone: 01388 812973

Rainbow Centre, Scarborough

Phone: 01723 500663
Website: www.therainbowcentre.org

Richmond and Hambleton Furniture Store, Northallerton

Phone: 07801 591581

Website: www.richmondandhambletonfurniturestore.co.uk**Selby Community Furniture Store, Selby**

Phone: 01757 291444

York Community Furniture Store, York

Phone: 01904 426444

Other organisations

Housing Ombudsman ServicePhone: 0845 712 5973 Website: www.ihos.org.uk**Tenant Services Authority**

Phone: 0845 230 7000

Website: www.tenantservicesauthority.org.uk

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