

Repairs Handbook for Tenants

মেরামতের হ্যান্ডবুক

維修手冊

समारकामो आगत उपयोगी पुस्तिका

Informacje dla lokatora dotyczące napraw

"مرمتوں کے متعلق کتابچہ"



Delivering Excellent Services ✓

About this book

This book provides you with information about the repairs service to tenants of Gloucester City Homes. The service is provided to you by our repairs partner, Lovell Respond, who are contracted to carry out work to a standard agreed with us.

Before you ring us about a repair

- Please look at the appropriate section on pages 15 to 44 to see what details we need to know about your repair problem. By giving us as much information as possible, you can help us get your repair problem fixed quickly.
- Decide when someone can be at home while the repair is being carried out. This must be a responsible adult.

When you are ready

- Please contact us. See **How to contact us** on page 3.
- Have the book with you when you talk to us.
- Let us know if you have any special needs, for example if you are hard of hearing or may have difficulties getting to the door when someone comes to your home.

Getting ready for your appointment

When work is going to be done in your home, please make sure you are ready for us. For more advice on what to do, see **When work is going to be done in your home** on page 6.

If you would like any part of this book explained, translated or provided in another format such as **large print**, tape, CD or Braille, please contact us. See **How to contact us** on page 3.

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Emergencies - what to do

Gas (smell, leak or fumes)

- **Call National Grid (Gas) on 0800 119999. Use a phone outside your home** (even using a mobile inside could spark an explosion).
- Turn off the gas and open windows. Turn the handle at the meter to the flat (horizontal) position.
- Don't smoke or switch anything electrical on or off until the problem is fixed.

Smoke, fumes or your smoke detector alarm sounds

- If you can smell or see smoke, call **999** immediately.
- If there is no sign of smoke or fire, check whether the alarm has been set off by something else.

Electricity (fittings or appliances sparking, flickering, giving off shocks or no electricity at all)

- Turn the mains switch on the consumer unit (fuse box) to OFF.
- If you have a power cut, call the emergency number given in the phone book or on your electricity bill.
Write the number down here

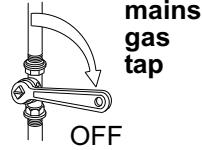
Water (burst pipe, flooding or no water at all)

- To stop flooding, turn the mains stoptap to the right (clockwise ↻) or press the surestop switch (if there is one). For further information, please see **Cold weather** on page 55.
- If you need to shut off the supply of water to a fitting, such as a toilet or basin, you can use the service valve on the pipe leading to it (if there is one fitted).
- If you have no water supply at all coming into the property, phone your local water company. You will find the number in the phone book or on your latest water bill.
Write the number down here

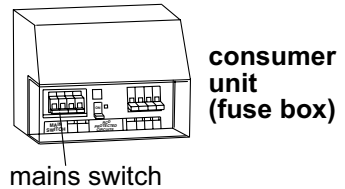
Where is it in your home?

It is good idea to fill in the boxes below to show where these items are in your home. This information could be very important if there is a problem in your home, particularly if it is an emergency.

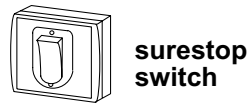
- **Gas meter**



- **Consumer unit (fuse box)**



- **Mains water stoptap or surestop switch**



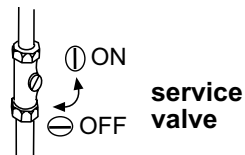
- **Service valves**

1

2

3

4



How to contact us

Your repairs service is carried out on behalf of Gloucester City Homes by Lovell Respond, our repairs partner.

To report a repair:

- **phone our freephone number** **0800 408 2000**
 - Select option 1.
 - You can also call our landline number **01452 530626**.
This will be cheaper for mobile users.
 - You can report a repair 24 hours a day, 7 days a week.
Please remember that at weekends, on public holidays and after 5.30pm on weekdays Lovell Respond will only send out a repair engineer to your home if it is an emergency (unless you already have an appointment for a repair to be completed in the evening or on a Saturday morning).
- **e-mail**.....**customer.services@gloscityhomes.co.uk**
(please do not use e-mail for emergency repairs)
- **on-line** **www.gloscityhomes.co.uk**
(please do not use on-line reporting for emergency repairs)
- **Fax**..... **01452 396599**
(please do not use fax for emergency repairs)
- **Text**..... **0778 148 2656**
(please do not use text for emergency repairs)
- **GCHTV**..... on the Looking Local Service on
Sky, Virgin Media, Nintendo Wii and
mobile phone (Quickcode 42488)
(please do not use GCHTV for emergency repairs)
- **write to us** Customer Services Team
Gloucester City Homes, Southgate House
Southgate Street, Gloucester GL1 1UB
(please do not write to us for emergency repairs)

To make a suggestion or a specific complaint:

Please contact us using any of the contact methods.

Please remember

- If our phone lines are busy one of our customer advisors will answer your call as soon as possible, or you could leave us a message and we will call you back. Mondays are particularly busy.
- If you are calling about a repair you have already reported, please let us know the job number given over the phone and on your appointment letter.
- Your phone call to us may be recorded for training or quality control purposes.

Warning - check identity cards!

Before you let anyone into your home to carry out a repair, inspection or gas service, you should check their identity card carefully or you can ask to see their works order to check that it instructs them to do the repair or servicing you are expecting. If you are at all unsure, ask them to stay outside and phone us.

Home contents insurance

We strongly advise you to take out home contents insurance. This will cover you against damage to your personal belongings, carpets, furniture and other household items and decorations, including fire or flood damage. It would also cover certain items stolen in a break-in.

Our Customer Services Team can give you details of a good basic insurance scheme which we feel is suitable for you, and which you can pay for at the same time as your rent. Of course, you can also look for some other scheme you might prefer. Make sure it covers broken glass and locks in doors and windows.

Reporting repairs

Before you call

- Look up the problem in one of the sections on pages 15 to 44.
- Have a pen ready to write down your job number and the date of any appointment we make.

When you contact us

Let us know:

- your name, postcode and address, and contact phone number(s) and email address (if you have one);
- details of the item that needs repairing; and
- if you have any special needs, for example if you are hard of hearing, will take time getting to your door or you want us to avoid the school run.

The repair is recorded

We will tell you how soon we will respond and put the details of your repair onto the computer system.

We will assess the repair

We will place an order, **or** we will arrange for a member of staff to visit your home to look at what needs to be done.

We will arrange the repair

- For all repairs except emergencies we will agree an appointment with you on a specific day. It will be Monday to Friday 8am - 12pm, 12pm - 4pm, or 4pm - 8pm. Saturday appointments are available from 8am - 12pm. Within these appointment times we can meet special needs such as avoiding school run times. Please tell us when you report your repair if you need us to do this.
- For all repairs except emergencies we send you confirmation which gives:
 - details of the repair;
 - an appointment date if we have agreed one with you;
 - a job number.

When you report a repair

- In a small number of cases we may need to visit your home before ordering any repairs so we can assess exactly what work needs to be done. We will agree an appointment date with you.
- If it is an emergency, you must stay in your home until a repair engineer arrives.
- If you exaggerate the urgency of the problem to get a quicker (emergency) response, we may charge you for the call-out fee.
- At weekends, on public holidays and after 5.30pm on weekdays we will only send out a repair engineer if it is an emergency (unless you already have an appointment for a repair to be completed in the evening or on a Saturday morning).

When work is going to be done in your home

- We will tell you if you need to move or protect any furniture, or if you need to lift any floor covering (carpets, laminate). You should do this before the repair engineer arrives, but let us know if you are having difficulties arranging this. If repair engineers agree to help you, Lovell Respond, our repairs partner, accepts no responsibility for any damage that happens while doing this.
- Repair engineers need you to be in the home while they work, so they can discuss with you any problems that arise. We insist that repair engineers must not work in homes where the only person(s) at home are under 16 years old.
- You need to make sure that the repair engineers can get on with their work safely. For example, keep any pets out of the way, keep your children under control and do not smoke in rooms where they are working. Repair engineers can refuse to work if they feel that their health or safety, or yours, is at risk.
- In very bad weather we will always make things safe but repair engineers may not be able to carry out a full repair. This is for their own safety.

Our service

Our responsibilities

Inside your home.

We maintain the structure of your home and are responsible for repairs to water and gas pipes, wiring, heating systems, drainage, power and light fittings, and any items originally provided by Gloucester City Council but not items that are your responsibility. See **What you must do** on page 9.

Outside your home.

We repair and maintain the outside parts of the property you live in, such as gutters and roof tiles.

In the private part of your garden we are responsible for any fences, walls, or brick outbuildings originally provided by Gloucester City Council, and for the main path that leads to your front or back door.

Responsibility for gas safety

- We are responsible for carrying out an annual gas safety check in every property we own that has a gas supply.
- You must allow us into your home to carry out these checks. This is for your safety. If you do not allow us in we will take court action to allow us to enter your home.
- You must make sure that air vents do not become blocked.

Communal or shared areas

We maintain any open area around your home, any communal areas and facilities that are owned by Gloucester City Council and any garages we provide.

Q What repairs and maintenance is Gloucester City Homes responsible for?

We are responsible for the outside of your property, the main structure and any fittings and appliances we have provided. We are also responsible for maintenance of communal areas of blocks of flats and maisonettes we own. See **Our responsibilities** on page 7.



We must, by law, carry out an annual service of any gas appliance that we are responsible for. Also, we must carry out a safety check on all gas pipework even if it leads to your own appliance. This is done by a specialist gas contractor. If you don't allow us into your home to service your gas appliances, we may take legal proceedings against you. This could result in you losing your home.

Q What if I can't carry out my responsibilities?

You are responsible for taking care of the inside of your home and for certain repairs. See **What you must do** on page 9. However, if you are vulnerable, elderly, infirm or disabled and have no-one to help you we may be able to help you or put you in touch with other organisations that can help.

Q Do I have to pay for any repairs?

If damage was caused by you, someone in your home or police forced entry, we expect you to arrange to get it repaired or pay us to repair it for you. See **Damage and charging** on page 9.

Q Can I claim for damage to my belongings?

If damage was caused by repair engineers doing work for us you need to contact our Customer Services Team explaining the problem. See **How to contact us** on page 3 for the address. You should take out home contents insurance to help you pay for any other damage, for example accidents. See **Home contents insurance** on page 4.

What you must do

Your general responsibilities are:

- to allow repair engineers into your home to carry out repairs, annual safety checks and inspections;
- to decorate the inside of your home to a reasonable standard, including filling minor cracks or holes in walls;
- to let us know as soon as you notice a repair is needed and to take action to prevent it getting worse;
- to fit, repair and maintain any fixture or appliance you own;
- to take action to prevent and control condensation. See **Condensation** on page 49;
- to take steps to prevent blockages in wastepipes or drains;
- to take action to prevent pipes from freezing or bursting. See **Cold weather** on page 55; and
- to arrange for the repair of any damage caused by you, a member of your household, or a visitor.

Damage and charging

If you, or anyone in your home, cause damage to your home, we expect you to arrange to get it repaired or to pay us to repair it for you. If you do not carry out the repair and we have to do the repair to make sure you and your family are safe, you will have to pay for the cost of the repair.

If damage is caused by a break-in or vandalism, we will carry out work to make your home safe. We will not charge you for the work if you can give us a police crime report number (not an incident number).

Changes you make to your home

You can carry out changes to your home if you get our written permission. This includes additions such as gas or electrical fittings, and laminate flooring. You will be responsible for any repairs to these changes and for removing and re-installing them if we need to carry out a repair. You must ensure that the work is done by a qualified professional.

Tasks you must do

You are expected to do these yourself, or arrange and pay to get them done:

- replacing door locks or keys when keys are lost or broken, or you get locked out;
- replacing window keys;
- getting extra keys cut;
- replacing glass in windows or doors, unless you can provide us with a police crime report number;
- fitting bells, latches, knobs, handles or chains to doors or cupboards;
- fitting additional locks to windows and doors;
- replacing locks and latches on internal doors and cupboards;
- adjusting doors, particularly when you have fitted carpets or laminate flooring;
- fitting curtain rails, pelmets, picture rails and coat hooks;
- replacing light bulbs, fluorescent tubes and starters;
- resetting trip switches;
- replacing TV aerials and sockets (unless communal aerials);
- testing and cleaning smoke detectors and replacing batteries in battery-operated detectors. See **Smoke detectors** on page 53;
- trying to clear blocked basins, sinks, baths and toilets. See **Dealing with blockages** on page 45;
- replacing toilet seats;
- replacing plugs and chains on baths, basins and sinks;
- descaling shower heads;
- fitting wastes and pipework for washing machines and dishwashers and vents for tumble driers;
- replacing clothes lines and posts (except in communal areas);
- maintaining general garden paths (not the main one that leads to your front or back door) and any other garden features;
- keeping gully grids clear of leaves and rubbish; and
- getting chimneys swept if used for open fires.

Response times

When you report a repair to us we will discuss the nature of the problem. We will then tell you what response time category we have placed it in. The response times are measured from the time and date you report the problem to us.

- **Emergency. We aim to respond within 2 hours and make the situation safe within 4 hours.** For repairs that remove immediate danger to people, avoid flooding or major damage to the property, make the property secure, or restore total loss of heating in winter. If we need to do any follow-up work we will let you know when we will do this.
You can call us about emergencies at any time of day or night but if you call us out and we find it is not a genuine emergency we may charge you for the call-out fee.
- **Urgent. We will complete the repair within 5 working days (by appointment).** For work to restore full or partial failure of sanitation, water or electrical supply, or heating systems, and any other urgent work to prevent immediate damage to the property, to overcome serious inconvenience to the tenant or where there is a possible health, safety or security risk.
- **Routine. We will complete within 20 working days (by appointment).** For work where the fault or failure does not cause immediate inconvenience or present a danger to occupants or the public, but should not wait for a planned programme of work.

Inspections. If we need to inspect before repair work can be completed, we will make an appointment with you when you report the repair to us.

Q How long will it take?

When you report a repair, a customer advisor will assess the problem and put it into a response time category. In some cases, we may need to visit to decide exactly what work needs to be done. See **Emergency, Urgent, Routine** and **Inspections** on page 11.



For emergency repairs, a repair engineer will call at your home as soon as possible, but always within 2 hours. For urgent and routine repairs we may agree an appointment time on a specific day when the work will be done.

Q What if the work is not done on time?

If a repair engineer does not come within the response time or keep to a specific appointment time agreed with you, please contact us (see **How to contact us** on page 3) and Lovell Respond, our repairs partner, will follow it up immediately.

Under the Right to Repair regulations, you have a right to have certain repairs done within set time limits. These are repairs which could affect your health or safety. They are called **qualifying repairs**. Our repairs partner will make sure that these repairs are done within the time limits. If you want to find out more about the Right to Repair, contact us and we will send you a leaflet.

Q What if I can only be in at certain times?

If you cannot be in during our normal appointment times you could arrange for a friend or neighbour to wait in for you. This should not be anyone under 16 years old. If you cannot keep to an agreed appointment, please contact us immediately to agree another date. See **How to contact us** on page 3. If no one is in when the repair engineer comes, he or she will leave a card saying that the repair engineer has been.



Our standards

Our code of behaviour

Our Customer Services Team will deal with your enquiry in line with our general customer services standards. Please see our '**At your service**' leaflet for more information.

Anyone working in your home will:

- treat you with respect and always behave in a professional way;
- introduce themselves and show you photo identification before entering;
- explain what they are going to do and discuss how this will affect you;
- keep you informed about how the work is progressing;
- protect your belongings from damage, dust and paint;
- make sure materials and tools do not cause danger to anyone;
- clear rubbish from your home at the end of each working day;
- take reasonable steps to keep your home safe; and
- make sure electricity, water and gas are connected at the end of the day.

Repair engineers are not allowed to:

- smoke, or play a radio or CD player in or around the home;
- use bad language or behave inappropriately;
- use mobile phones during their work to make or receive private calls;
- use your gas or electricity supply;
- use any equipment belonging to you, including your phone;
- be in your home with children under 16 without a responsible adult being present;
- receive gifts or payment from tenants;
- keep keys to tenants' homes; or
- do private work for a tenant.

Also, they must ask your permission to:

- take their lunch break in your home;
- use your toilet; or
- go into other rooms in your home.

Q What standard of service can I expect?

We will respond to repair problems in an efficient and helpful way. Most repairs are carried out by repair engineers employed directly by our repairs partner. However, some repairs are done by specialist contractors carefully selected by our repairs partner or Gloucester City Homes. These contractors will show you an identity card



before they enter your home to do any work. All repair engineers working in or around your home on behalf of Gloucester City Homes must follow certain rules of behaviour. See **Our code of behaviour** on page 13.

Q Do you check up on the quality of workmanship?

We carry out regular checks to make sure that we are maintaining a good standard of service. This is done by selecting a number of completed repairs on a random basis and carrying out visits to those properties. This ensures we keep an eye on the general level of workmanship. We also carry out regular customer satisfaction surveys.

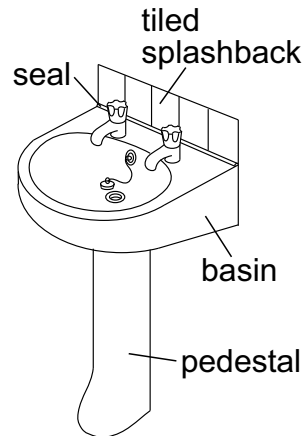
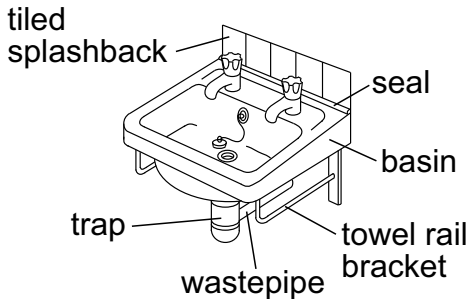
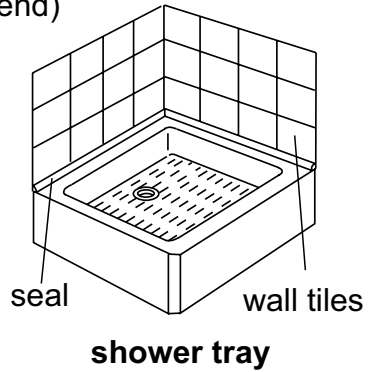
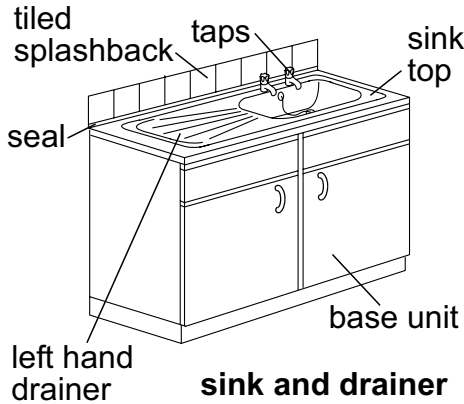
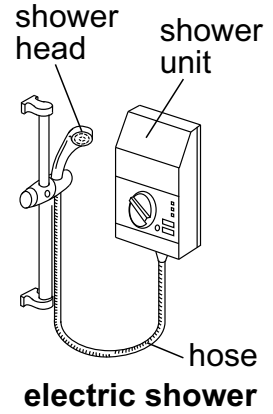
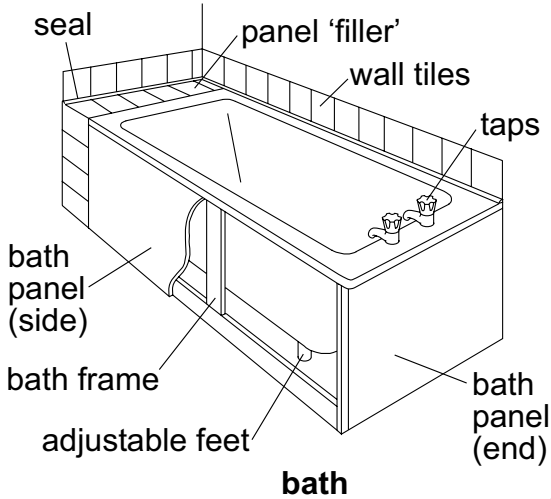
Q How can I comment on your service?

We want to keep improving the service we provide, so we welcome any comments, suggestions or complaints. The repair engineer will give you a '**Your Views Count**' card when your repair is done so that you can tell us if you are happy with our service. If you would like to give us your views at any other time, please contact us.

Q What if I am not satisfied with the quality of work?

contact us (see **How to contact us** on page 3) if the repair was not completed within the time allowed or if you are not satisfied with the work that has been done or the way you have been treated. Lovell Respond, our repairs partner, will try and get the matter sorted out as soon as possible. Most problems are sorted out promptly. However, if you want to take the matter further you need to follow certain recommended steps. Please contact us for a leaflet.

Baths and basins



Your responsibilities

- Cleaning all wastes and drains regularly to prevent blockages.
- Trying to clear blocked baths, basins, sinks. See **Dealing with blockages** on page 45.
- Replacing plugs and chains to baths, basins and sinks.
- Descaling showerheads.
- Repairing any items you have installed yourself, eg shower, extra tiles.

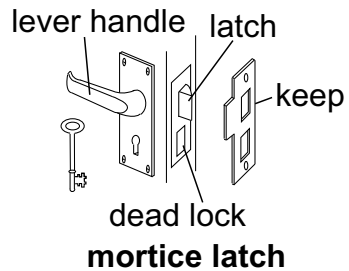
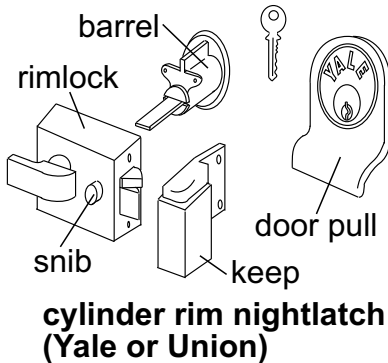
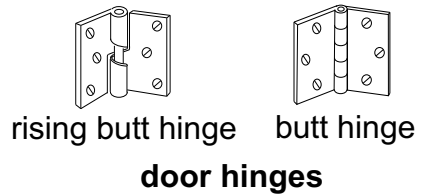
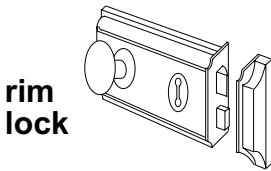
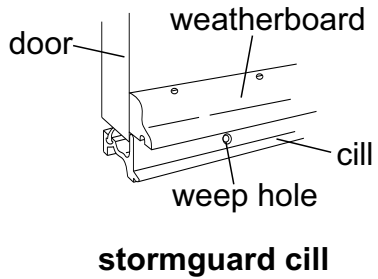
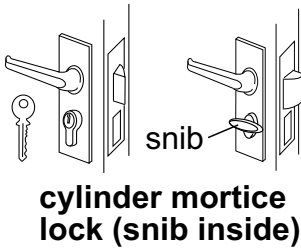
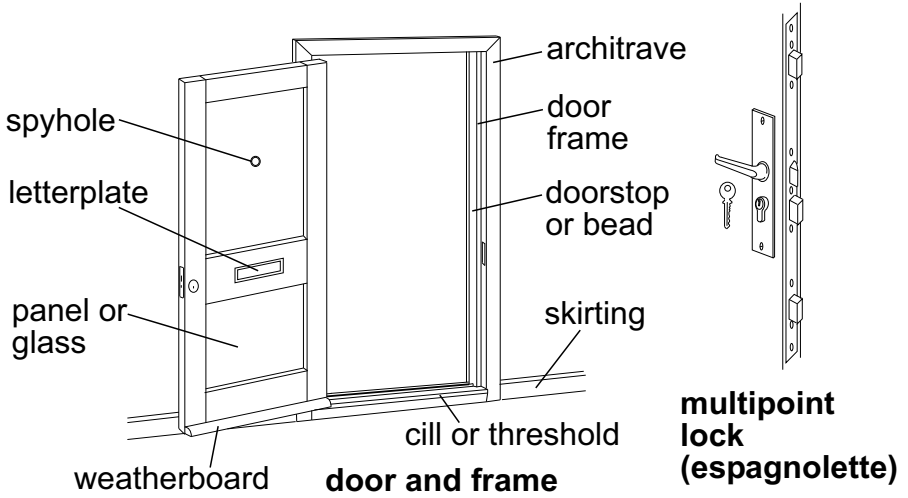
Advice

- For water leaks or tap problems, see **Pipes and taps** on page 35.
- A blocked waste is not an emergency. You must try to clear any blockages yourself before you call us. See **Dealing with blockages** on page 45.
- We will charge you for clearing blockages caused by items such as toys, hair etc.
- If you, a member of your family or a visitor cause damage and we have to repair it, you will have to pay the cost of the repair.
- If we need to replace bathroom fittings which are part of a suite we will try to find a colour match. If we can't find a match we will provide it in white.

We need to know

- **What is the problem, eg:** bathroom fittings loose or broken; wastepipe leaking or blocked; splashback wall tiles cracked or broken?
- **If a panel,** is it the side or the end? Is it made of plastic or hardboard?
- **If a bath or basin,** what is it made of: plastic, ceramic or metal (cast iron)? What colour is it?
- **If tiles,** what shape, size and colour are they?

Doors and locks



Your responsibilities

- Replacing keys or locks when keys are lost or broken, or you get locked out.
- Getting extra keys cut.
- Fitting bells, knobs, handles, latches, chains, or any additional locks.
- Replacing broken glass, unless you give us a police crime report number.
- Adjusting doors, particularly when you have fitted new carpets or laminate flooring.

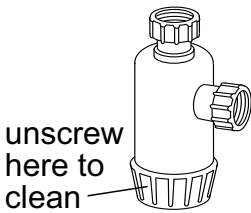
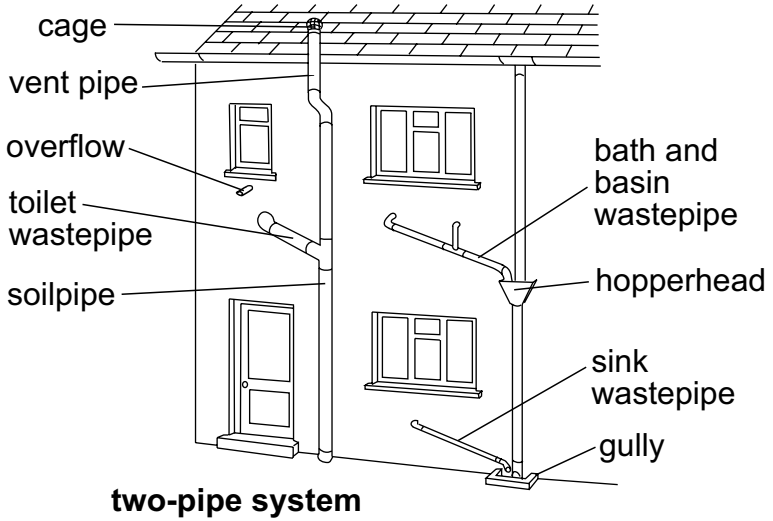
Advice

- If you, a member of your family or a visitor cause damage and we have to repair it, you will have to pay the cost of the repair.
- We will only do emergency repairs to make the property safe and secure. A full repair will be done at a later date.
- If a problem is caused by vandalism or a break-in, you should report it to the police and get a crime report number (not an incident number), otherwise we may charge you for the cost of the repair.

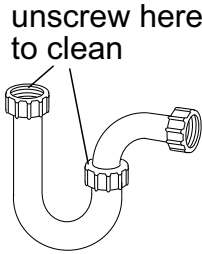
We need to know

- **What is the problem, eg:** lock stiff or not fitting properly into the keep; lock or handle broken; door sticking, not closing properly or damaged?
- **Is the property still secure?**
- **Which door is it:** front, back or side, or a sliding patio door? Is it a communal door? What type of lock or latch has it got?
- **What is it made of:** wood, plastic (pvcu) or metal?
- **What type of lock is it:** mortice, cylinder mortice, cylinder rim nightlatch (Yale or Union), rim lock or multipoint?

Drains and wastes



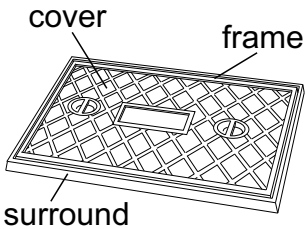
bottle trap



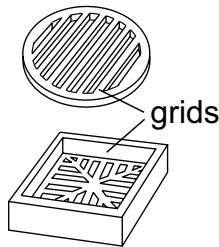
'P' trap



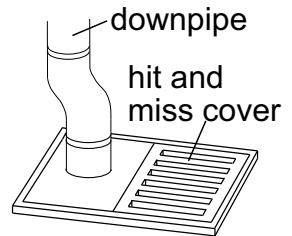
'S' trap



inspection chamber



gully grids



back inlet gully

Your responsibilities

- Trying to clear blocked baths, basins, sinks or toilets.
- Clearing blockages or repairing leaks from your washing machine or dishwasher.
- Keeping gully grids clear of leaves and rubbish.
- Preventing drains from getting blocked by cleaning them regularly.

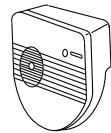
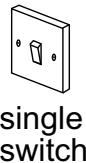
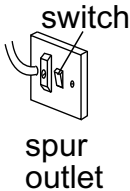
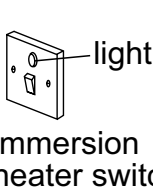
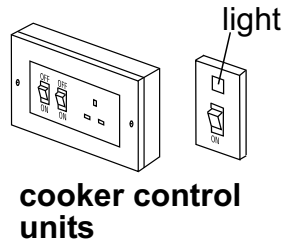
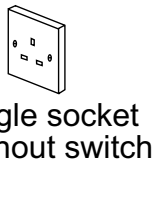
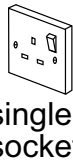
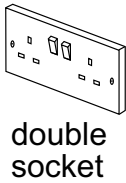
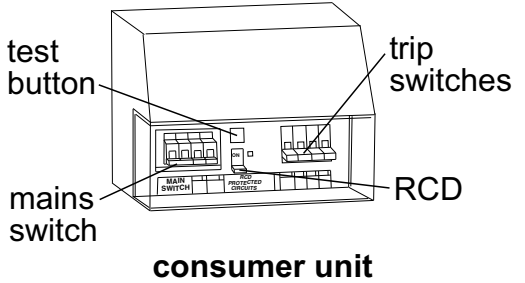
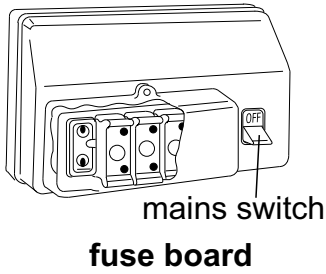
Advice

- A blocked waste is not an emergency. You are expected to try to clear it yourself. See **Dealing with blockages** on page 45. A blocked toilet is not an emergency unless you have no other toilet you can use.
- Keep your wastes and drains clear by flushing them regularly with hot water and using cleaning products you can buy in shops. Always follow the instructions carefully.
- If a blockage is caused by items such as nappies, air fresheners, condoms, tampons etc, we will charge you for the cost of clearing it. You should always try to clear it yourself before calling us. See **Dealing with blockages** on page 45.

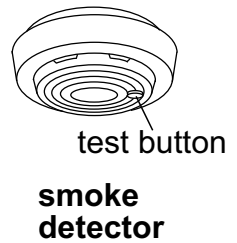
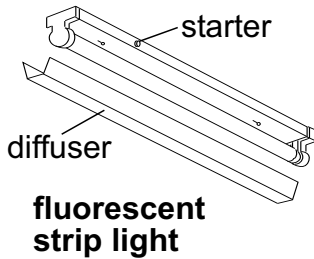
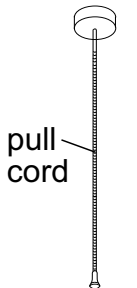
We need to know

- **What is the problem, eg:** wastepipe blocked or leaking; drain smelling or blocked; gully blocked or grid missing?
- **If a wastepipe, which is it:** bath, basin, sink, shower or toilet?
- **If a wastepipe is blocked:** is more than one fitting blocked, or if you live in a block of flats, are any other flats affected?
- **If the drain is blocked,** is it overflowing?
- **If a gully grid,** is it round or square? What is it made of: metal or plastic?

Electrics



switches



Your responsibilities

- Resetting trip switches and, if necessary, turning off the mains supply. See **Resetting a trip switch** on page 47.
- Replacing light bulbs, fluorescent tubes and starters.
- Replacing electrical plugs (not socket outlets) and plug fuses for your own appliances.
- Testing and cleaning your smoke detector and replacing the battery if it is battery-operated. See **Smoke detectors** on page 53.

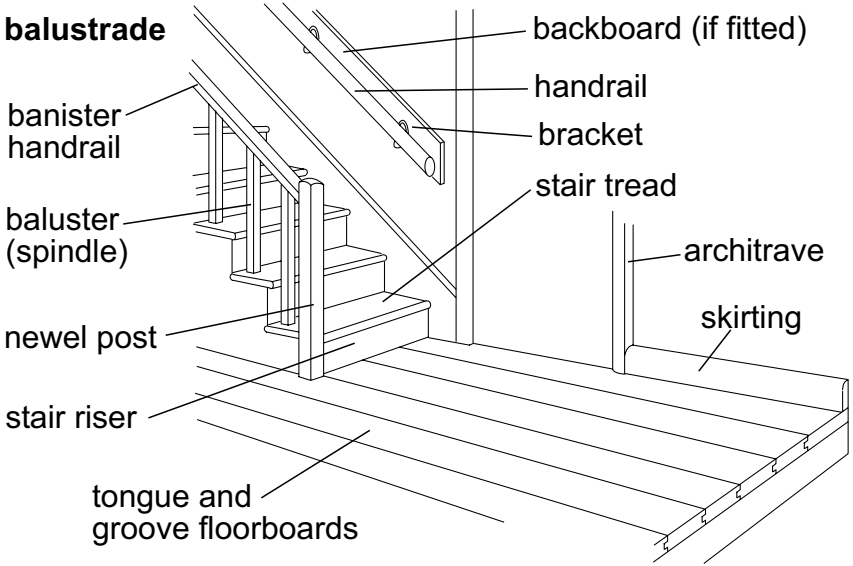
Advice

- **Do not touch** bare wires and **do not touch** sockets or switches with wet hands. Also, if water is leaking onto electrical fittings or a fitting is dangerous, **do not use or touch** any switches connected to it. Phone our freephone number immediately.
- Make sure that you know where the trip switches are located in your home and understand how to reset them. See **Resetting a trip switch** on page 47.
- If you caused any damage or you call us out when you have not fed your meter, we will charge you for calling out a repair engineer and for the cost of any repair work carried out.

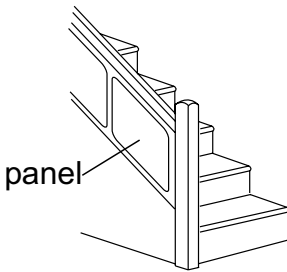
We need to know

- **What is the problem, eg:** no lights or power in part of, or throughout the property; light or light switch not working; socket loose or broken?
- **What type of fitting or socket is it?**
- **Are other homes in your block or nearby buildings affected?**
- **Are there any other connected problems?**

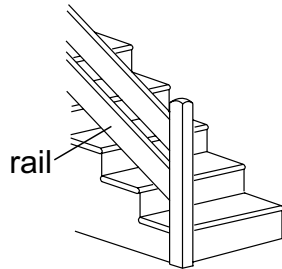
Floors and stairs



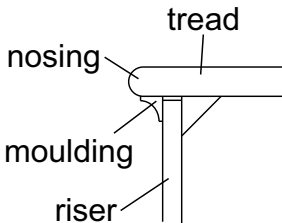
stairs and wooden floor



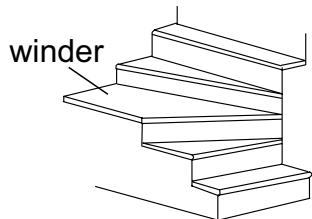
panel style



ranch style



step details



Your responsibilities

- Repairing any floor covering, vinyl tiles, sheeting, carpets or laminate you have put in.

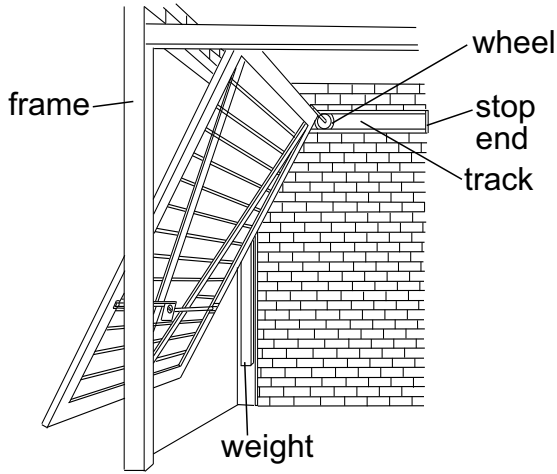
Advice

- We will not accept responsibility for damage to your carpets or other floor coverings, unless it is caused by neglect by repair engineers. If Lovell Respond, our repairs partner, tells you that you need to lift your floor covering (including laminate flooring), you should do this before the repair engineers arrive. If they agree to help you, Lovell Respond accepts no responsibility for any damage that happens while doing this.
- If you lay carpets these should ideally be tacked down not glued. This makes it easier for you to lift them for repairs without damaging them.
- If we have to replace floor tiles, we will try to match the colour but this is often not possible.
- If you, a member of your family or a visitor cause damage and we have to repair it, you will have to pay the cost of the repair.

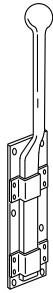
We need to know

- **What is the problem, eg:** floorboard or skirting loose or damaged; tread or riser broken; handrail loose or broken; floor covering lifting or damaged?
- **What type of floor covering is it, eg:** quarry tiles, plastic tiles or sheeting, or non-slip flooring for disability? **Is it in a communal area?**
- **What is the floor made of:** floorboards, chipboard or concrete?
- **How many boards, panels or tiles are affected?**
- **If stair nosing, is it on communal stairs? If so, is it metal or plastic?**

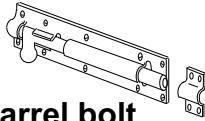
Garages



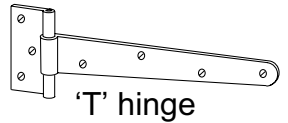
up-and-over garage door



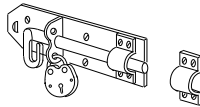
monkey tail bolt



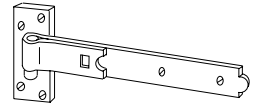
barrel bolt



'T' hinge



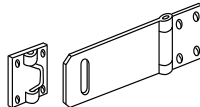
pad bolt



hook and band hinge



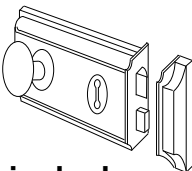
henderson lock



hasp and staple



butt hinge



rim lock



cylinder lock

hinges

Your responsibilities

- Replacing keys or locks to garages when keys are lost or broken.

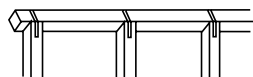
Advice

- If a problem is caused by vandalism or a break-in, you should report it to the police and get a crime report number (not an incident number), otherwise we will charge you for the repair.
- If you, a member of your family or a visitor cause damage and we have to repair it, you will have to pay the cost of the repair.
- If your garage is separate from your home, you need to explain how we can find it and get in.
- If a garage cannot be locked, you are responsible for the security of anything left inside.

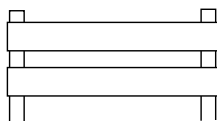
We need to know

- **What is the problem, eg:** garage door jammed; frame damaged; roof damaged?
- **If a garage, what type of door is it, eg:** up-and-over (metal) or side-hung (wooden)? **Is the car stuck inside?**
- **If a garage roof, what type is it, eg:** corrugated or flat?

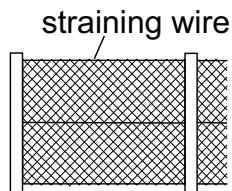
Gardens



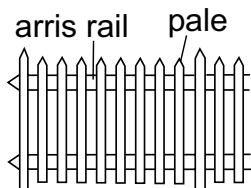
**trip rail
(bird mouth)**



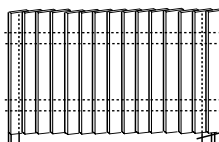
**post and rails
(ranch)**



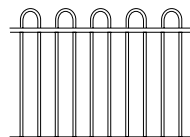
chain link



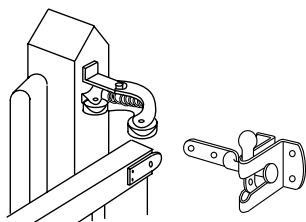
**palisade or
paling**



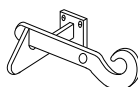
**close boarding
(feather-edged)**



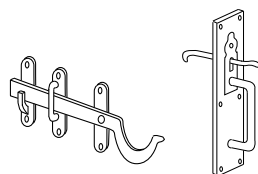
bowtop



automatic latch

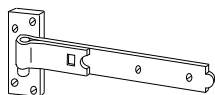


sneck

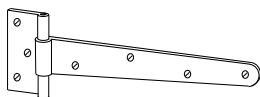


hand latch

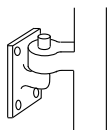
gate catches



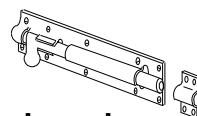
hook and band hinge



'T' hinge



hook hinge



**barrel
bolt**

hinges

Your responsibilities

- Replacing keys or locks to shed doors when keys are lost or broken.
- Maintaining general garden paths (not the main one that leads from the road to your front or back door) and other general garden features, such as patios, ponds or ornamental walls.
- Repairing and replacing timber built sheds or stores.
- Replacing clothes lines and posts unless in a communal area.

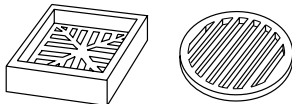
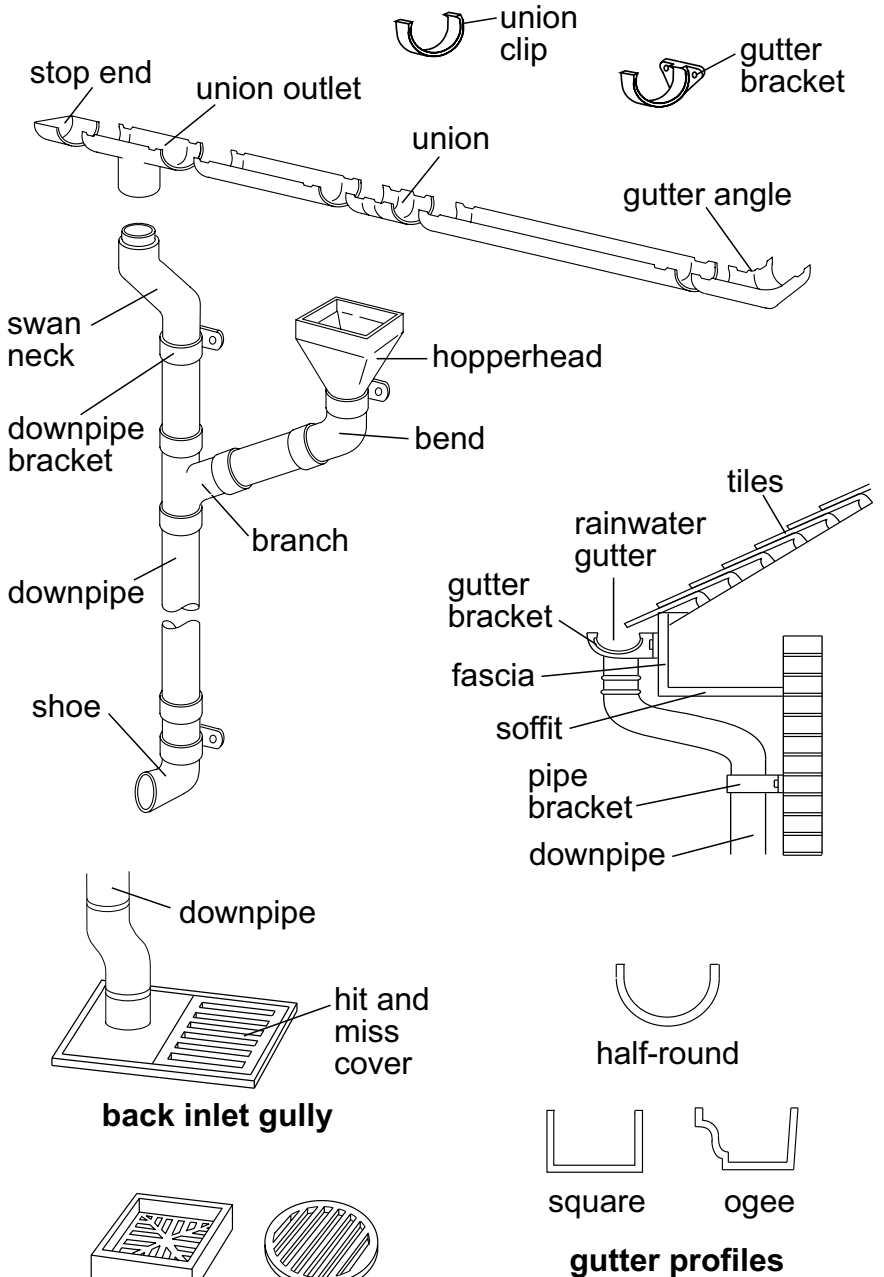
Advice

- If a problem is caused by vandalism or a break-in, you should report it to the police and get a crime report number (not an incident number), otherwise we will charge you for the repair.
- Do not grow shrubs or climbing plants near or against house walls. These can damage brickwork and cause damp problems.
- If you, a member of your family or a visitor cause damage and we have to repair it, you will have to pay the cost of the repair.

We need to know

- **What is the problem, eg:** fence loose or broken; gate sticking; gate catch missing; path uneven or cracked?
- **If a fence, what type is it, eg:** wooden boarding, chain link, wire strand? **How much is affected?**
- **If a gate or post, what type is it, eg:** wooden, metal or concrete (posts only)?
- **If a path, what is it made of, eg:** slabs, concrete, tarmac, blocks?

Gutters



gully grids

Your responsibilities

- Keeping gully grids clear of leaves and rubbish.

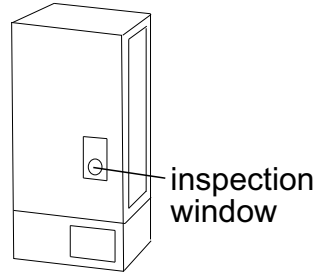
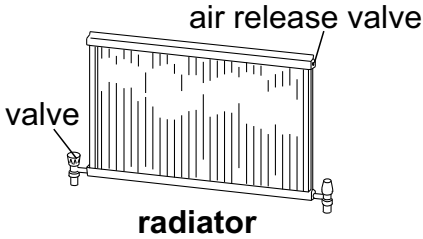
Advice

- We need to put up scaffolding for most types of gutter repair.
- In bad weather conditions repair engineers cannot work at height, eg on ladders, scaffolding or on the roof. This is for their own safety.
- If you, a member of your family or a visitor cause damage and we have to repair it, you will have to pay the cost of the repair.

We need to know

- **What is the problem, eg:** gutter or downpipe loose, leaking or blocked; bracket, joint or shoe loose or broken?
- **Which gutter or downpipe is it:** front, back or side?
- **What shape is it:** half-round, square or ogee? **What colour is it?**
- **If a gully grid:** is it round or square? **What is it made of:** metal or plastic?
- **How many storeys high is the building?**
- **Are there any other connected problems?**
- **What is the gutter or downpipe made of:** metal, plastic, concrete or other material?

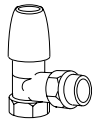
Heating



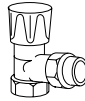
**wall-mounted
central heating
boiler**



**thermostatic
valve**

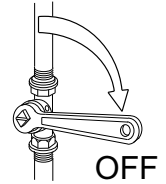


**lockshield
valve**

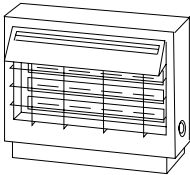


**wheelhead
valve**

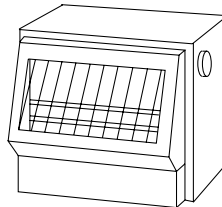
radiator valves



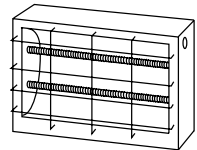
**mains
gas tap**



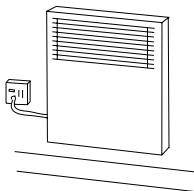
gas fire



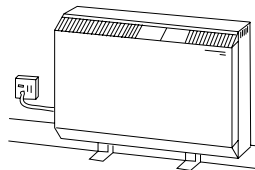
solid fuel closed fire



**wall electric
bar fire**



convector heater



electric storage heater

Your responsibilities

- If you smell gas contact National Grid (Gas) immediately on **0800 111999**. Do not use a phone inside your home, not even a mobile; it could spark an explosion. See **Emergencies - what to do** on page 1.
- Getting your own appliances repaired and serviced by qualified engineers.
- Keeping your home properly heated and ventilated to prevent condensation and to prevent pipes from bursting during cold weather. See **Cold weather** on page 55.

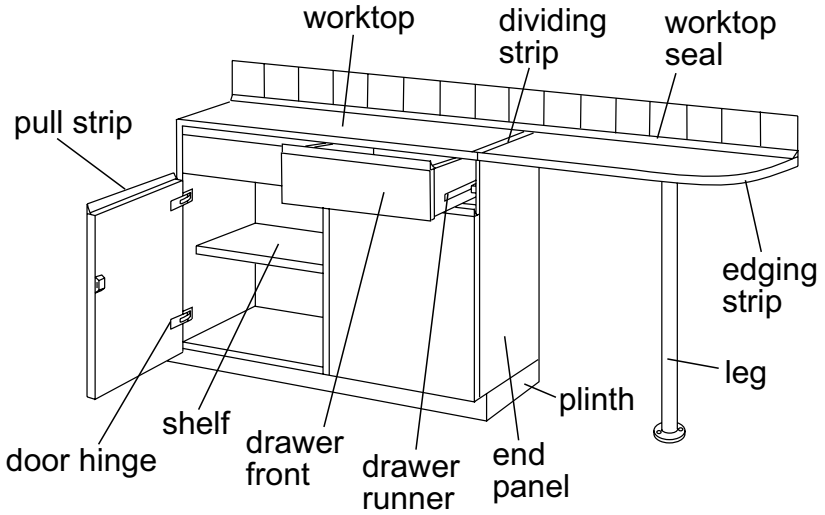
Advice

- We respond to heating breakdowns on the day you call. If the heating is not working by the end of the day we will provide you with a temporary heater.
- You should make sure that your gas supply has not been disconnected because you have failed to pay your bill or feed the meter.
- If a radiator is leaking or loose because you have been doing redecoration work, you may be charged for the cost of the repair.

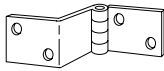
We need to know

- **What is the problem, eg:** central heating not working; no hot water; radiator leaking or not getting warm; fire or heater not working?
- **What type of system is it:** gas or electric? Is it a wall-mounted boiler, separate gas fire, storage heater, convector heater or solid fuel closed fire (with or without a back boiler)?
- **Have you any other form of heating or hot water heating eg:** an electric immersion heater, warm air (gas or electric)?
- **If a radiator:** is it warm at the bottom and cold at the top?

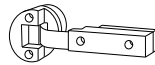
Internal fittings



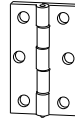
base unit and worktop



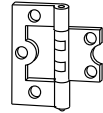
cranked hinge



concealed hinge

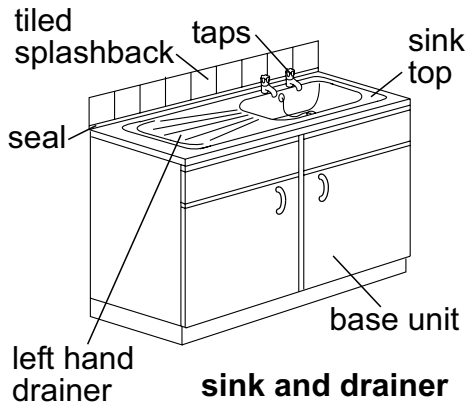


butt hinge



flush hinge

hinges



sink and drainer

Your responsibilities

- Installing washing machines, dishwashers or tumble driers including the wastes, supply pipes and vents if not already provided. See **Advice** below.
- Clearing any blockages in your washing machine or dishwasher.
- Replacing any knobs and handles on kitchen cupboards.
- Repairing any extra kitchen units you have installed.

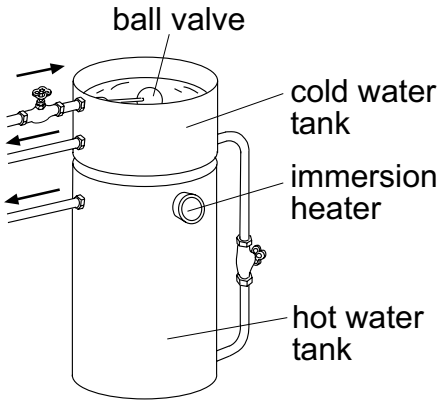
Advice

- If you, a member of your family or a visitor cause damage and we have to repair it, you will have to pay the cost of the repair.
- If we have to replace kitchen units or parts of a unit, such as the worktop, drawer or door, we will try to match the colour, but this is often not possible.
- If you want to install a washing machine, dishwasher or tumble drier, and there are no water supply, waste or vent connections fitted, you must get our permission to get these fitted. You are then responsible for getting them fitted and for any repairs. You are also responsible for clearing any blockages from these appliances.

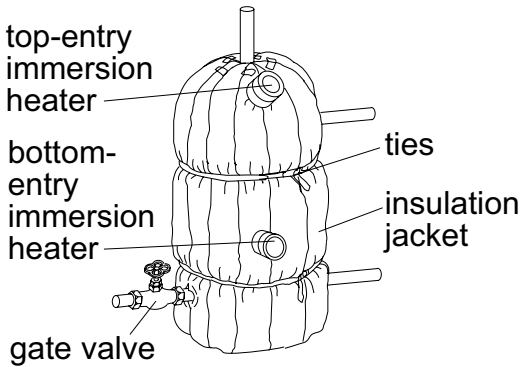
We need to know

- **What is the problem, eg:** wall or floor unit loose or damaged; wall tiles damaged; worktop loose or broken; cupboard door or drawer damaged; cupboard hinge or catch broken?
- **What type of unit is it:** wall or floor? Is it a tall unit or a corner unit? Is it a single or a double unit?
- **If wall tiles, what shape, size and colour are they?**
- **Are there any other connected problems?**

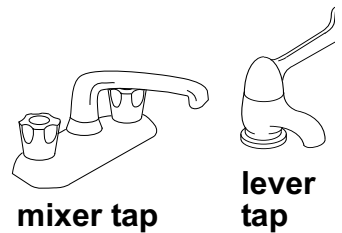
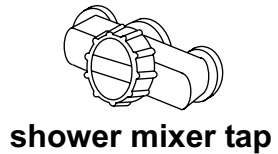
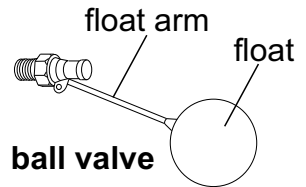
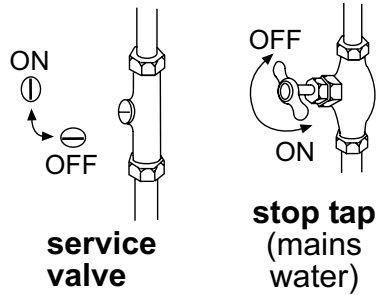
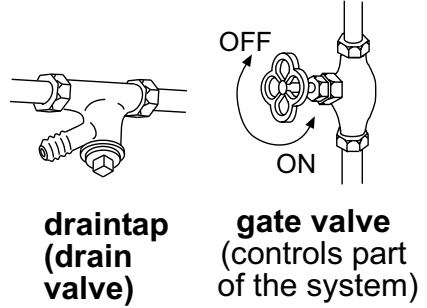
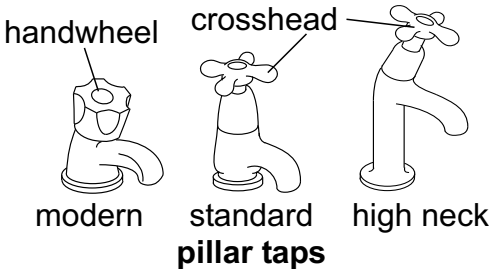
Pipes and taps



combination tank



hot water cylinder with jacket



Your responsibilities

- Taking steps to prevent pipes from freezing or bursting during cold weather, particularly if you are away from home. See **Advice** below.
- Turning off your water supply at the stop tap if a water pipe has burst, and then turning on all taps to allow remaining water to flow out.
- Fitting supply pipework for washing machines and dishwashers (if not already provided).

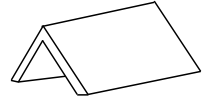
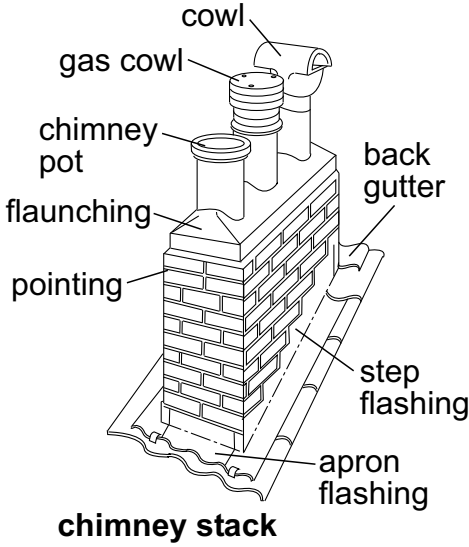
Advice

- You should know where the stop tap is in order to turn the water off in an emergency. It is normally under the kitchen sink or in the downstairs toilet.
- If water is leaking onto electrical fittings, do not touch them and isolate the circuit at the consumer unit. See **Resetting a trip switch** on page 47.
- If damage is caused by water leaking, you may be able to make an insurance claim on your own contents insurance. See **Home contents insurance** on page 4.
- If you are away from home during cold weather, for example, if you go on holiday or into hospital, you should leave your heating on all the time on a low setting. This will prevent water freezing in pipes.

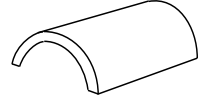
We need to know

- **What is the problem, eg:** no water, pipe leaking or burst; overflow running or broken; tap dripping or faulty?
- **If water is leaking into your property:** is it coming from the flat above? What is the address? **Are there any other connected problems?**
- **If no water:** do your neighbours have water or not?

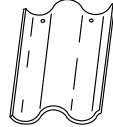
Roofs and chimneys



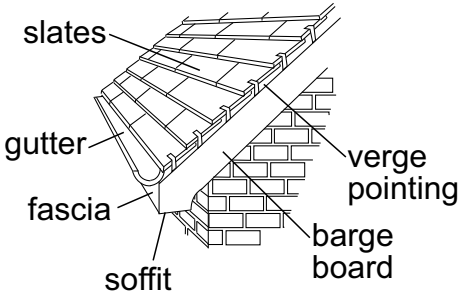
angle ridge tile or metal ridging



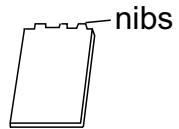
half round ridge tile



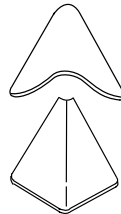
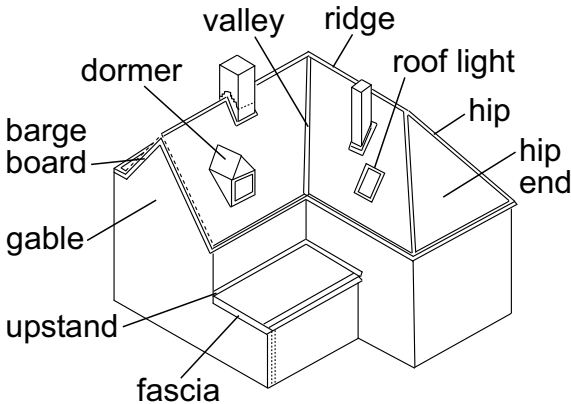
interlocking tile



natural slate



plain tile



hip tiles

Your responsibilities

- Looking after any aerial or satellite dish you put up. See **Advice** below.
- Getting your chimney swept if it is used for an open fire (burning wood or coal).

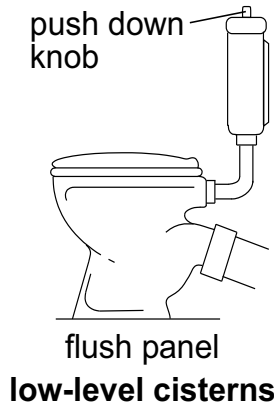
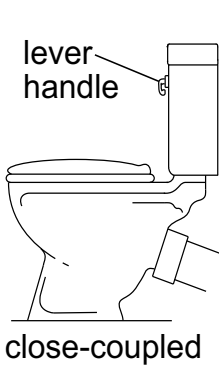
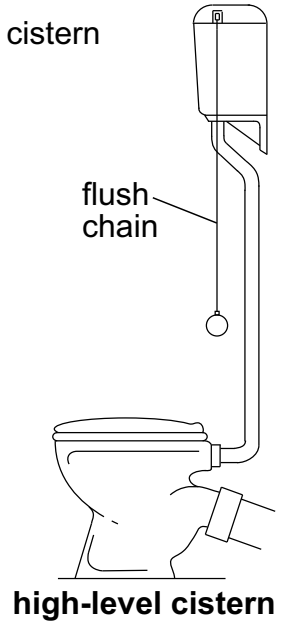
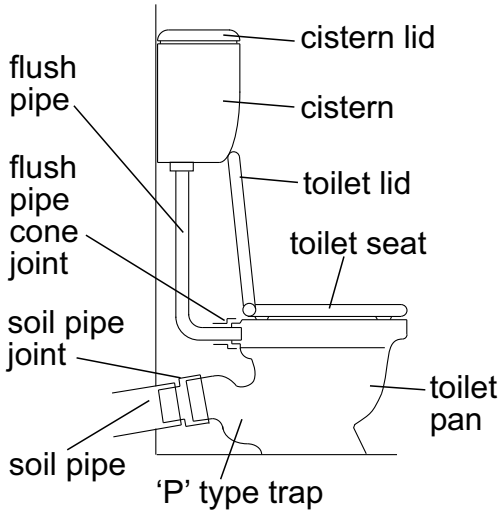
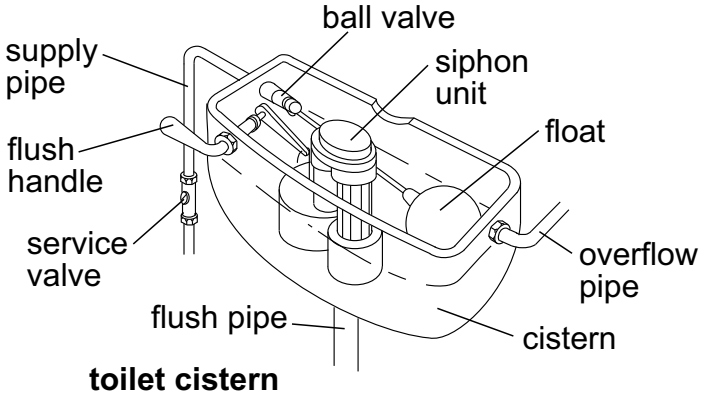
Advice

- We need to put up scaffolding for most types of roof repair.
- In bad weather conditions repair engineers cannot work at height: on ladders, scaffolding or on the roof.
- Do not use electrical fittings if they are wet because the roof is leaking. Do not use any switches connected to them. Contact us immediately.
- If you want to put up a satellite dish on your house or communal building you must contact us to ask for permission. see **How to contact us** on page 3.
- We will tell you if an aerial or satellite dish needs to be taken down before repair work. You need to arrange this. Repair engineers may agree to take down an aerial (not a satellite dish) but will not put it back.

We need to know

- **What is the problem, eg:** roof leaking; tiles or slates loose or broken; chimney pot or cowl fallen or loose; chimney stack crumbling?
- **What type of roof covering is it, eg:** slate, tiles, corrugated sheeting, flat felting or asphalt?
- **If tiles, what type are they, eg:** flat, ridge, interlocking or hip?
- **How many storeys high is the property?**
- **Is the roof leaking?**
- **Is the chimney shared with another property? What is the address?**

Toilets



Your responsibilities

- Repairing or replacing toilet seats.
- Trying to clear blocked toilets. See **Dealing with blockages** on page 45.

Advice

- A blocked toilet is **not** an emergency unless you have no other toilet you can use.
- If a blockage is caused by items such as nappies, air fresheners, condoms, tampons etc, we will charge you for the cost of clearing it.
- We recommend you clean and clear your toilet regularly using cleaning products you can buy at shops. Always follow instructions carefully.
- If you, a member of your family or a visitor cause damage and we have to repair it, you will have to pay the cost of the repair.
- If we need to replace a toilet which is part of an existing suite, we will try to find a colour match. If we can't find a match we will provide it in white.

We need to know

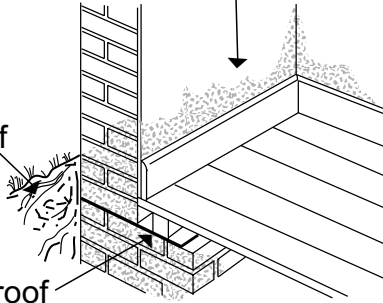
- **What is the problem, eg:** toilet blocked; overflow running; cistern leaking; seat broken; pan cracked or leaking; flush handle or chain broken?
- **What type of cistern is it:** high-level or low-level? If low-level, is it a flush panel, close-coupled or standard type?
- **What type of handle is it:** lever handle, push down knob or chain?
- **What colour is the suite?**
- **If a toilet is blocked in a block of flats,** are any other flats affected?

Walls and ceilings

Inside

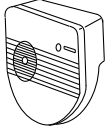
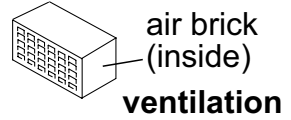
a possible cause of dampness is earth mounded over the damp proof course

rising damp is usually shown by a 'water' mark to a height of 600-900 millimetres

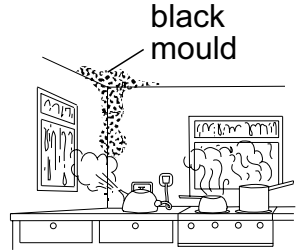


damp proof course

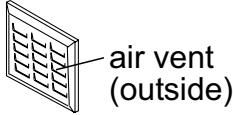
damp and mould



extractor fan

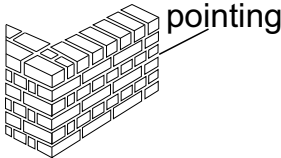


condensation

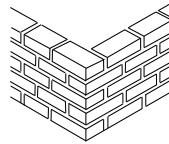


Outside

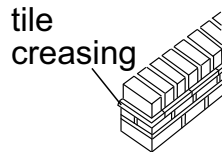
ventilation



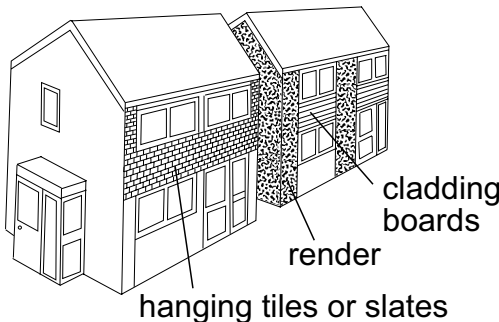
full brick wall



half brick wall



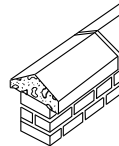
brick on edge coping



hanging tiles or slates

cladding boards

render



precast concrete coping

boundary walls

Your responsibilities

- Decorating walls and ceilings inside your home to a reasonable standard.
- Filling minor cracks and holes in walls and ceilings.
- Preventing and controlling the build up of moisture to prevent damp and mould appearing on the walls or ceiling. See **Condensation** on page 49.
- Keeping air vents clear and using extractor fans (where provided).
- Fitting curtain rails, pelmets, picture rails and coat hooks.

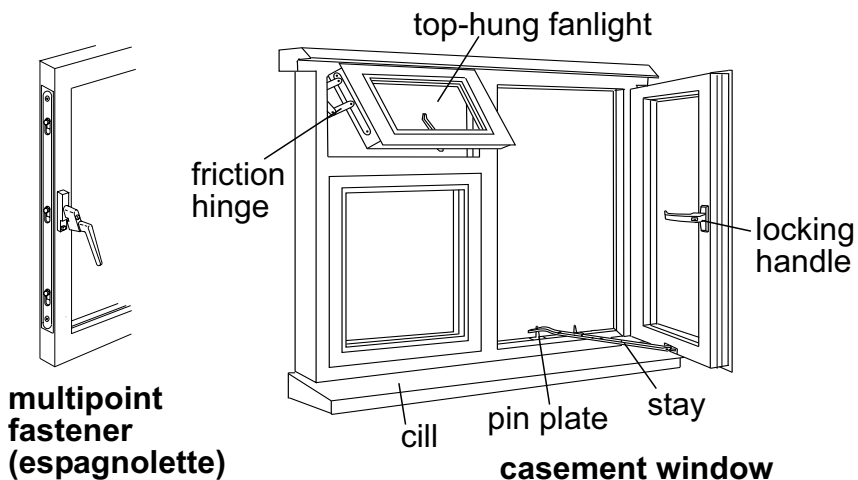
Advice

- If you, a member of your family or a visitor cause damage and we have to repair it, you will have to pay the cost of the repair. If damage is caused by water leaking, you may be able to claim on your contents insurance.
- Do not grow shrubs or climbing plants near or against house walls. These can damage brickwork and cause damp problems.
- If you want to put up a satellite dish on your house or communal building (high-rise or block of flats) you must contact us to ask for permission. see **How to contact us** on page 3.

We need to know

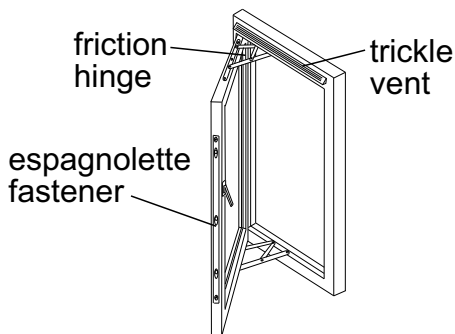
- **What is the problem, eg:** wall plaster loose or crumbling; ceiling plaster bulging; condensation or mould on walls or ceiling?
- **Is there any damage caused by water leaking?**
- **If outside, what type of wall surface is it:** render (pebbledash or smooth), pvcu boards, timberboards or hanging tiles or slates?
- **If wall tiles (inside),** what shape, size and colour are they?
- **If a wall, what is it made of:** brick or concrete blocks?

Windows

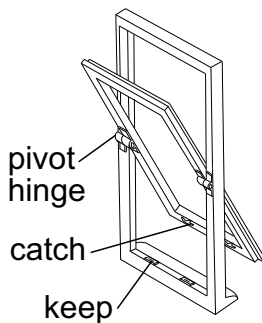


multipoint fastener (espagnolette)

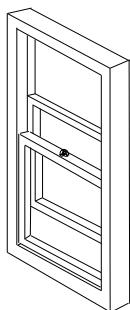
casement window



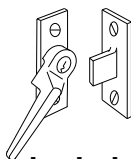
pvcu casement window



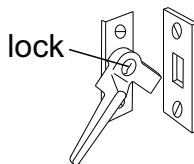
pivot window



metal sliding sash



lockable pvcu handle



casement fastener



sash fastener

Your responsibilities

- Replacing broken or cracked glass if you do not provide a police crime report number.
- Replacing keys to window locks.
- Fitting additional window locks.
- Cleaning window trickle vents.
- Keeping window trickle vents clear and using them.

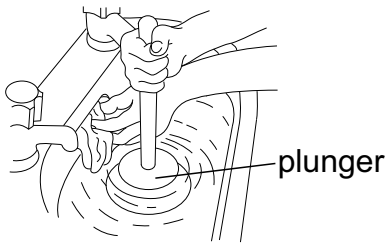
Advice

- If a problem is caused by vandalism or a break-in, you should report it to the police and get a crime report number (not an incident number), otherwise we will charge you for the cost of the repair.
- If you, a member of your family or a visitor cause damage and we have to repair it, you will have to pay the cost of the repair.

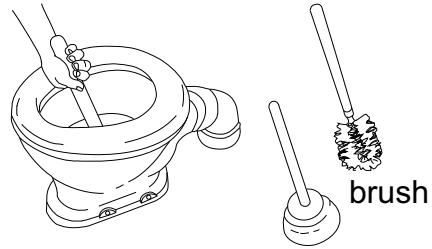
We need to know

- **What is the problem, eg:** glass cracked or broken; frame loose or jammed; stay or fastener broken?
- **What type of frame is it:** wooden, plastic (pvcu) or metal?
- **What style of window is it:** casement, pivot or sliding sash type?
- **What type of glass is it, eg:** plain, obscure, or wired? Is it double glazed?
- **Are there any other connected problems?**
- **If a fastener, what type is it?**

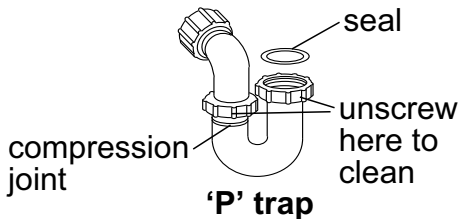
Dealing with blockages: how to unblock a bath, basin, shower, sink or toilet



unblocking a basin or sink



unblocking a toilet



'P' trap



bottle trap

General advice

- Blockages in basins and sinks are usually caused by the build-up of waste in the trap: fat, tea leaves, hair etc. It is advisable to clear wastepipes and traps at least once a month with a cleaning product you can buy at shops. Always follow the instructions carefully. **Do not** use caustic soda as it destroys modern plastic fittings.
- The trap always holds some water which stops air or foul smells coming up the drain. However, waste can build up and become stuck in it.
- If more than one fitting (bath, basin or sink) is blocked, the blockage may be in the soil stack or main drain. Phone our freephone number.
- Blockages in toilets are usually caused by unusual objects: nappies, toys or toilet fresheners. You must not use toilets as bins or waste disposers.

What to do

You need:

- bowl or bucket;
- jug or cup to be used as a scoop;
- wet rag or dishcloth;
- plunger - for the toilet you can use a toilet brush or mop; and
- protective gloves.

To unblock a bath, basin or sink:

- scoop out most of the water;
- hold the rag tightly over the overflow opening; and
- place the plunger over the plug hole and pump up and down rapidly.

To unblock a toilet:

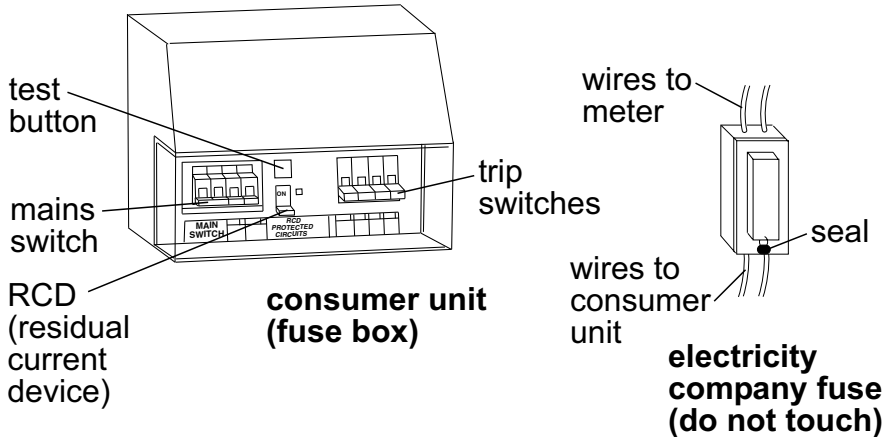
- if the pan is already full, remove some of the water into a bucket using some form of scoop, eg a jug or cup;
- push the brush or plunger to the bottom of the pan;
- pump it up and down vigorously about 10 times. This creates a vacuum and pressure, which may shift the blockage; and
- flush the toilet to see whether the blockage has gone.

You may need to repeat this process several times before the toilet flushes normally. If there is no improvement after a couple of attempts, you should phone our freephone number.

Thoroughly wash your hands and all equipment after you have finished.

Resetting a trip switch: how to put the electricity back on when it has 'tripped' off

If your lights or power go off, it means your trip switches are working properly. You can find out what caused the problem and sort it out quite easily.



General advice

- Modern electric circuits are fitted with circuit breakers called trip switches. If a fault develops, a switch is tripped and the circuit is broken.
- All of the fuses or trip switches are located in the consumer unit. Some consumer units have buttons rather than switches. The consumer unit may be next to the electricity meter (unless the meter is in an outside cupboard).
- A trip switch or button usually operates because:
 - there are too many appliances on a circuit and it is overloaded;
 - an appliance is faulty or has been misused, such as a kettle has been over-filled or a toaster not cleaned;
 - water has leaked into a circuit or spilt onto a plug;
 - a light bulb has blown; or
 - an immersion heater is faulty.

General advice (continued)

- If one of your electrical appliances is faulty, leave it unplugged and get a qualified electrician or service engineer to check it.
- If a wall or ceiling light is faulty, keep it switched off (put some tape over the switch) and contact us.
- **Make sure your hands are dry when you touch electrical fittings.**
- **Never touch the electricity company's fuse and seals.**

To reset a trip:

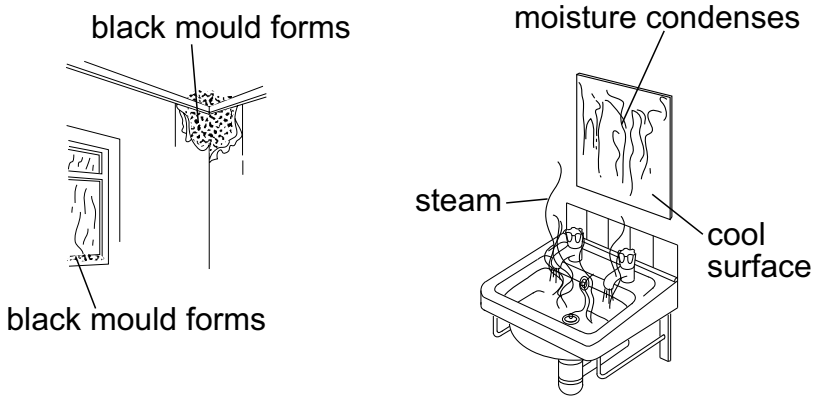
This advice only applies to modern consumer units. If you have an older 'fuse board' type with rewirable cartridges, do not touch it and contact us immediately.

- open the cover on the consumer unit to expose the trip switches or buttons;
- check which switches or buttons have tripped to the OFF position and which rooms (circuit) have been affected; and
- put these switches or buttons back to the ON position.

If the trip goes again. It is probably being caused by a faulty appliance or light. You need to identify which circuit is being affected and which appliance on that circuit is causing the problem:

- check all the rooms and note which set of lights or sockets is not working;
- unplug all appliances on that problem circuit, and switch off the immersion heater;
- switch the 'tripped' switch to the ON position (press in if it is a button); and
- plug in the appliances or switch on each light one at a time until the trip goes again. Do not use adaptors when testing appliances.

Condensation: how to prevent and control it



What is condensation?

- It starts as moisture that is produced by washing or drying clothes indoors on radiators, or cooking.
- This moist air condenses on cool surfaces such as walls, mirrors, wall tiles and windows, and even some clothes.
- When the moist air is warm it rises and often ends up on ceilings and in upstairs rooms and then forms mould.

If mould forms:

- wipe the mould off immediately with water. Do **not** use washing up liquid; and
- apply a recommended product available from a hardware or DIY store. Always follow the instructions carefully.

Preventing condensation

Condensation can occur in any home. You can take steps to prevent it.

Control excess moisture:

- close kitchen and bathroom doors to prevent steam going into other colder rooms;
- open kitchen and bathroom windows when cooking or washing so that steam can escape, or use an extractor fan if you have one fitted;
- open some windows in other rooms for a while each day to allow a change of air;
- do not use bottled gas heaters - the gas produces a lot of moisture;
- wipe down surfaces where moisture settles to prevent mould forming; and
- do not block air vents.

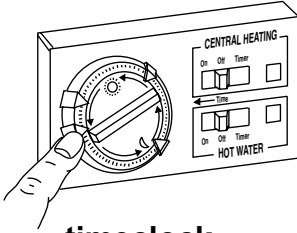
Produce less moisture:

- dry clothes outdoors whenever possible, otherwise use well ventilated rooms;
- cover pans when cooking; and
- vent any tumble driers to the outside.

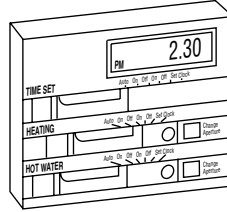
Keep your house warm:

- take steps to prevent heat loss; and
- maintain low background heat. This doesn't necessarily cost more.

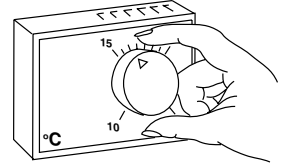
Heating controls: how to adjust your heating and hot water temperature



**timeclock
programmer**



**digital
programmer**



**room
thermostat**

General advice

- A timeclock or digital programmer automatically turns the heating and hot water on and off at the times you set. You can set them to come on once, twice or stay on all the time, as you require. You have three switches:
 - AUTO, which turns the heating and hot water on or off at the times you set;
 - ON, which you can use to manually override the set starting time; and
 - OFF, which you can use to manually override the set finishing time.
- Set the heating to go off during the night and when the home is empty during the day.
- During freezing spells, keep some background heat on all the time.
- A room thermostat controls the heating to keep the room at a set temperature. Turn the dial so that the arrow or marker points to the temperature you want. A comfortable and economic temperature is between 18°C and 20°C.

Timeclock programmer

- Check the clock is showing the correct time and adjust if necessary.
- Decide when you want the heating and hot water to come on and go off.
- Timeclock programmers will have sets of pins or arrows for setting the heating programme.

Pins:

- push them in opposite the times when you want the heating to come on; and
- pull them out opposite the times when you want the heating to go off.

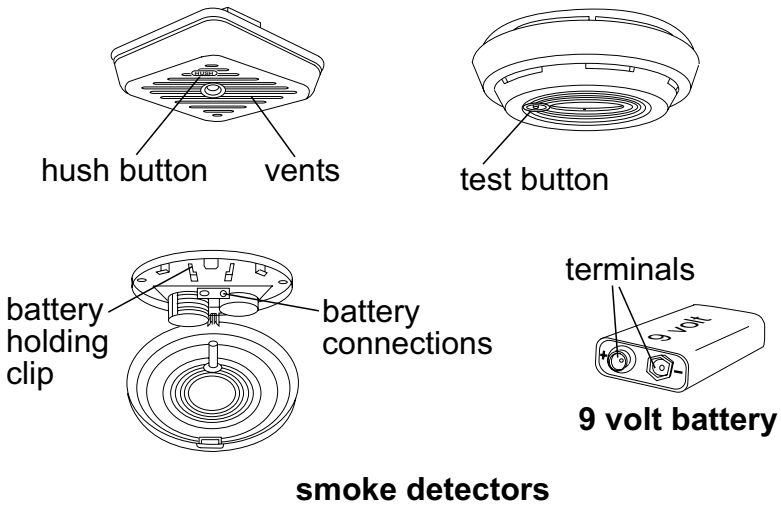
Arrows:

- slide the 'on' arrows (usually red) around to the times you want the heating to come on;
- slide the 'off' arrows (usually blue) around to the times you want the heating to go off; and
- check that the programmer is switched to 'timer' (or 'auto') to activate the times you have set.

Digital programmer

- Check the clock is showing the correct time. If not, put the timer switch to 'clock' and adjust the time using the 'forward' and 'reverse' buttons.
- Set the switch to 'on' and 'off' in turn adjusting the times when you want the heating to come on and go off.
- Reset the timer switch to 'auto' and double check that the settings on display are as you have set.

Smoke detectors: how to test them and what to do when the alarm goes off



If the alarm goes off

- Take your family to where it is easy to escape in case there is a fire.
- Check all rooms for signs of smoke.
- Feel around each door before opening it. If there is any sign of heat, smoke or noise, **don't open the door**.

If a fire has broken out:

- **do not attempt to tackle it yourself.** Smoke and fumes can kill in minutes;
- **get everyone out** of the house and **call** the Fire Service (999); and
- **don't go back** for any reason.

A smoke detector may operate in error if:

- a heater or clothes drier is too near it;
- someone smokes a cigarette or pipe near it or an aerosol spray is used near it;
- there are excessive cooking fumes or steam, eg: roasting meat or burnt toast;
- there are strong draughts from nearby doors or windows; or
- the back-up battery (if any) is low.

To reset the alarm

- If it has a HUSH button, press the button. The alarm will stop for 10 seconds, but it then beeps every 40 seconds. If the problem does not clear after 10 minutes the alarm will continue.
- If there is no HUSH button, turn off the electricity supply at the consumer unit for at least 15 minutes. Then switch the electricity back on.

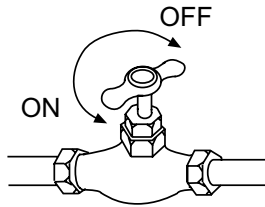
To test your alarm (only if it is battery-operated)

- Press and hold the test button for a few seconds. The alarm should sound.
- If the alarm does not sound, try cleaning it and test again.
- If the alarm still does not sound when tested after cleaning, replace the battery. If it still doesn't work you will need to replace the whole detector.

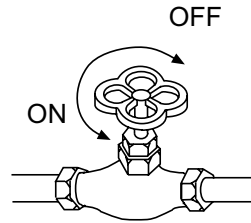
To change the battery (only if it is battery-operated)

- Open the detector by gently taking off the cover.
- Unclip the battery from its connections and retaining clips.
- Clip the new 9 volt battery firmly into place. Make sure it is put in the same way as the one you removed. The + and - signs on the battery must match up with the + and - signs on the detector.
- Close the detector and press the test button to check that it works properly.

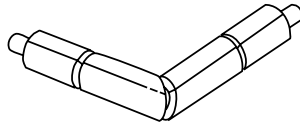
Cold weather: how to deal with frozen or burst pipes



stop tap



gate valve



lagging

General advice

- Check that pipes and tanks in your roof space are lagged. If they are not lagged, please contact us. We will arrange for it to be done.
- If you are going away for some weeks during the winter contact us for advice on how to prevent a freeze up. If you can, it is a good idea to leave the heating on all the time on a very low heat.
- In very cold weather, keep your heating on all the time on a very low heat. You may want to open the loft hatch to allow heat into the loft. This will help prevent pipes from freezing.
- Know where your stop tap is. It is where the water pipe enters the house, usually under the kitchen sink. Once a year you need to check that you can still turn it.
- Know where the gate valves for the hot and cold water tanks are. They are usually by the hot water and cold water tanks.

What to do

Frozen pipes

- Turn off the water at the main stop tap.
- It is probably best to leave the pipes frozen but you may try to thaw them using hot water bottles. **Do not** use electrical equipment such as a hair drier or a blowlamp.
- If the hot water system is frozen, turn off any water heaters.

Burst pipes

- Turn off the water at the main stop tap.
- Turn off any water heaters, and then turn on all taps to drain water from the system. This may take about 15 minutes.
- When the water stops running, turn all taps off.
- If electrics are getting wet, **do not touch. Do not switch anything on or off.**

This book has been developed by tenants and staff from Gloucester City Homes and Lovell Respond working together.

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact us.

আপনি যদি এই ডকুমেন্টের কোন অংশের ব্যাখ্যা, অনুবাদ অথবা বড় অক্ষর, Bengali
অডিও অথবা ব্রেইলের মত অন্য কোন ফরম্যাটে চান তাহলে দয়া করে
আমাদের সাথে যোগাযোগ করুন।

如果您希望我們解釋、翻譯本文檔，或提供大字體、音頻或盲文等 Chinese
其他版本，敬請聯繫我們。

જો આપને આ પુસ્તકમાંના કોઈપણ ભાગની સ્પષ્ટીકરણ જોઈતી હોય Gujarati
અથવા આ પુસ્તક અન્ય ભાષામાં અથવા રૂપમાં જોઈતી હોય, દાખલા
તરીકે, મોટા અક્ષરોમાં, ઓડીયો પર અથવા બ્રેઇલમાં, તો કૃપા કરી અમારા
સાથે સંપર્ક કરો.

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