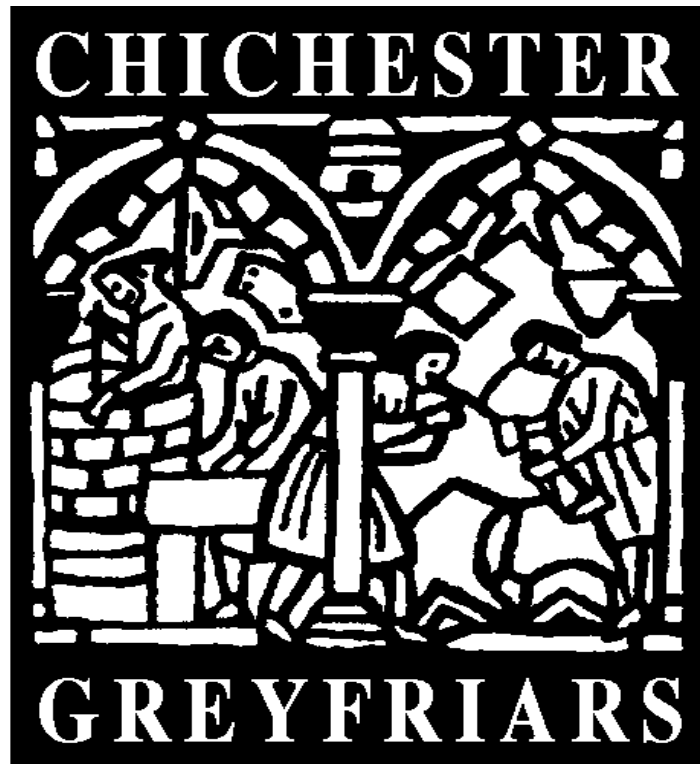


**CHICHESTER GREYFRIARS HOUSING ASSOCIATION
LIMITED
(a charity)**

RESIDENTS HANDBOOK



**A Housing Association working to support the
needs of older people**

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ABOUT YOUR ASSURED TENANCY AGREEMENT

When you become a tenant you will be asked to sign an agreement which makes you an assured tenant which means you have the right to remain in your own home for as long as you choose. Chichester Greyfriars Housing Association, your landlord, will not interfere or interrupt that unless:

You stop using your flat as your main residence;

A court has given us possession of the property (the court can only give possession in certain circumstances set out in your tenancy agreement);

We need to inspect the condition of the property, to carry out repairs or complete a health and safety inspection - for example service the stairlift or boiler.

JOINT TENANCIES

Whenever two people are being housed the Association will offer a joint tenancy which means that:

Each joint tenant is equally responsible for meeting all of the obligations contained in the Tenancy Agreement even if one joint tenant vacates the Property.

Either or both joint tenants may apply to the Local Authority for Housing Benefit.

If one joint tenant dies the tenancy transfers to the remaining joint tenant and is not counted as a succession of tenancy.

If the relationship breaks down neither joint tenant may evict the other subject to any rights they may have in domestic or matrimonial proceedings. The Housing Manager should be contacted immediately for advice.

SUCCESSION

As an assured tenant, should you die, the tenancy will not automatically pass to your spouse or any close relative who has been living with you unless they are party to a joint tenancy. However, the Association will consider cases for succession sympathetically as they arise.

PARTING WITH POSSESSION

You must not part with the possession of the property to a third party either by sub-letting the whole of the property or by handing over the Tenancy Agreement. Should you do so the tenancy immediately ceases to be an assured tenancy and the Association will be able to regain possession of the property. Under these circumstances neither you nor the person you have allowed to occupy the property will be permitted to remain.

SUBLETTING AND LODGERS

As an assured tenant, should you wish to take in lodgers or sublet part of the property, you must apply in writing to the Housing Manager. The Association has not agreed to the automatic rights of assured tenants to sublet and take in lodgers. Nevertheless, each application will be given sympathetic consideration.

If consent to your taking in lodgers or sub-tenants is given then the Association ask that you provide them with certain information regarding each of your sub-tenants or lodgers. Should you fail to do this, the Association will be able to take action against you.

Neither your sub-tenant nor lodger has any rights of security under the 1985 Housing Act. They will be looking to you as their landlord and any contract is between the two of you and not the Association. You are responsible for ensuring that your lodger or sub-tenant understands the conditions upon which you hold the tenancy and observes them otherwise consent may be withdrawn and they may be asked to leave. Please note that if you are in receipt of Housing Benefit, this may be reduced because you have a lodger.

OVERCROWDING

You must not permit overcrowding of the property. The permitted number of occupants for your property is stated in your Tenancy Agreement. If you exceed this number the Association is able to take action to regain possession of your property.

VARIATION

The Association is permitted to vary the terms of your tenancy but only under one of the following conditions:

By Agreement with you

In respect of rent as detailed in your Tenancy Agreement

By serving you with a Notice of Variation. Before serving you with a Notice, the Association will serve you with a preliminary notice detailing the changes to be made and outlining their effect upon your tenancy. You will be given an opportunity to comment upon these changes within a reasonable period of time and the Association will consider your comments before a Notice of Variation is issued.

TERMINATION

If you wish to terminate your tenancy you, your next of kin or executors must give the Association one calendar month's notice in writing. Keys must be returned to the office by 12 noon on the day you leave unless a prior arrangement has been made with the Association. If you don't do this you may be charged rent until the keys are returned.

In the case of death of a tenant one calendar month's notice in writing will be required unless the flat can be re-let within this period of time in which case rent will only be due up until the date of re-letting.

YOUR RENT

The rent charged for your home has been set by the Association. It includes an amount for services which is your contribution to the upkeep and running of the estate e.g. estate lighting, maintenance of stairlifts and garden maintenance and an amount for support which pays for the community alarm system.

CHANGE OF RENT

Your rent will be reviewed once a year, and may be increased or decreased at that time. You will receive at least one month's written notice of the increase or decrease. The notice will specify the Rent, Service and Support charge proposed.

If you do not agree with the revised rent, you may appeal to the Rent Assessment Committee to have a market rent determined. It may be higher than the rent set by the Association.

RENT POLICY

The Association in setting an affordable rent policy intends to increase assured rents at a rate close to inflation or as otherwise directed by legislation.

PAYING RENT

Your rent is a monthly rent and is due for payment on the 15th day of each month. The following methods of paying your rent are available: -

1) Bank Standing Order

If you have a bank or building society account you can arrange to have your rent paid regularly direct to the Association's bank account. The Association will provide forms for you to complete as an instruction to your bank. ***You are recommended to use this method of payment as it is convenient for both resident and Association.***

2) By Post to the Office of the Association

A cheque or postal order payable to **Chichester Greyfriars Housing Association Ltd.** may be sent to: The Forum

Stirling Road
Chichester
West Sussex P019 7DN

3) By Hand at the Office of the Association

If it is convenient, you may pay your rent by cheque, postal order or cash at the office (address above) between 9.30 - 11.30 Monday to Thursday.

Please remember that whatever method of payment you use, it is your responsibility to ensure that the Association receives the payment by the due date each month. Banks do make errors and the Association can only account for a rental payment when it is received.

NON PAYMENT OF RENT

The Association is required to act responsibly in the matter of rent arrears and like Local Authorities or commercial landlords cannot ignore non-payment of rent. It is your responsibility to ensure that your rent is received by the Association on the due date. The Association recognises that circumstances can arise where you may find yourself with genuine financial problems and consequently have trouble meeting your rental payments. Should this occur or should you for the time being need to consider an alternative method of payment of rent you should immediately contact the Housing Manager or Treasurer who will be able to advise you. The Association can only adopt a sympathetic and helpful approach to your problem if it is informed at the earliest possible time and providing you make a sensible arrangement to keep any arrears to an acceptable level during the period of difficulty.

LEGAL PROCEEDINGS FOR NON PAYMENT OF RENT

You should be aware that when rent arrears occur and no communication is received from you the Association has no alternative other than to commence legal proceedings which may ultimately result in your eviction.

This is not intended to alarm you but to ensure that you clearly understand how the Association will act if any rental payments remains unpaid 21 days after the due date.

Legal proceedings will only commence with the approval of the Management Committee.

HOUSING BENEFIT

Depending on your personal circumstances i.e. level of income, amount of rent payable, you may be eligible for a rebate on your rent.

The Housing Manager will be able to give you general advice, but you must make your application to Chichester District Council.

Remember, your entitlement to housing benefit is a right, and if you think you may be eligible you should apply. If you receive housing benefit and your rent, income or family circumstances change, *you* must inform the Chichester District Council Housing Benefit Section as soon as possible.

PEOPLE ON PENSION GUARANTEE CREDIT

So long as you remain entitled to Pension Guarantee Credit, you should be entitled to some housing benefit, but you will have to make a separate claim for housing benefit on a form issued by Chichester District Council.

PEOPLE NOT ON PENSION GUARANTEE CREDIT

If you think you may be entitled to housing benefit you should complete an application form from Chichester District Council. You will need to give details of your income and that of your spouse. You will also be asked for details of investment income. Delay in returning your application form may result in loss of housing benefit.

MANAGEMENT OF YOUR ESTATE

COMMUNAL AREAS

The Association is responsible for arranging for the proper upkeep and maintenance of the common parts, that is the common grassed areas and private parking areas.

RESIDENT REPRESENTATIVES

There are three Residents' Representatives (see cover for details) who may advise or assist with emergencies, particularly out of office hours and at weekends. However, you should use care and discretion when calling upon this service.

PARKING

Residents' shared parking at Royal Close is available in the three private car parks and where available in the lay-bys and on the public roads near flats 22-37.

At St Pancras tenants will be provided with keys to the gates in order to gain access to the private car park.

REFUSE DISPOSAL

You are responsible for your own refuse disposal. Communal bins are provided by Chichester District Council for refuse and recycling and at Royal Close, glass recycling. Please try to ensure all refuse areas are kept clean and tidy to minimise health risks from vermin and pests. All refuse should be properly wrapped in a plastic bag before disposal.

PETS

The pets policy does not generally allow the keeping of pets. However, residents who own a cat or dog or other pet prior to being a resident may be permitted to bring it with them when they first take up their tenancy but not to replace it once the pet has died.

It is explained to each applicant that pets are not permitted at Royal Close or St Pancras except in the above situation. The reasons for this decision are several – small flats are not ideal for dogs and sometimes cats; there are no individual gardens and caring for a pet can be burdensome during times of illness or infirmity.

As a result of this policy we do have a few pets at Royal Close and on the whole animals are supervised and do not cause nuisance by barking or fouling. You must obtain the written consent of the Association before keeping any animal considered liable to cause a nuisance to neighbours. Permission to keep a pet will not be given unless the pet was owned prior to the offer of the tenancy. If your pet becomes a nuisance and complaints are received about it you may be asked to remove it. Do not let your dog run free on the estate and if fouling occurs please clear it up.

STORE ROOM / SHED

At Royal Close a storeroom is available for tenants to store one bicycle or a mobile scooter at their own risk. A key is available from the Maintenance Officer on payment of a non-refundable deposit.

At St Pancras a similar arrangement is available in the shed and again a non-refundable deposit is required for a key.

INTERCOM DOORBELLS

All flats at St. Pancras and first floor flats at Royal Close have intercom doorbells. This allows you to find out who is calling before opening the door automatically from upstairs in your flat. It is very important to know the identity of the caller before doing so.

SMOKE ALARMS

Each flat has a smoke alarm which is wired into the mains and has a battery back-up should the power fail. Please test the alarm weekly by pressing the test/hush button on the alarm cover for up to 20 seconds. Regularly check that the green light is on. The red light on the cover should flash approximately once per minute. Keep your smoke alarm clean – don't let dust and cobwebs build up, as this can cause false alarms.

STAIRLIFTS

Each first floor flat has the facility of a stairlift for the use of tenants and their visitors. When you move in you will be shown how the stairlift works. The stairlifts are inspected annually both by our insurance company engineers and under a service contract.

CARE MUST BE TAKEN WHEN USING THE STAIRLIFT SO THAT ARMS AND FEET ARE NOT CAUGHT WHILST IN TRANSIT.

ENSURE THE SEAT CONNECTS WITH THE CHARGING POINTS BOTH AT THE TOP AND BOTTOM OF THE STAIRS ON EACH JOURNEY.

CHICHESTER CARELINE

Each flat has an alarm system which offers a caring service 24 hours a day, every day of the year. If you need help, for whatever reasons, you simply press the button on the main telephone on the remote pendant. The telephone then automatically dials through to the control centre where trained staff are ready to deal with an emergency and call for urgent assistance to your address, give practical advice, or simply offer a friendly word.

Please use the pendant and make regular test calls to the control centre each month during the afternoon when they are less busy.

In order to respond quickly, when you move in you will be visited by a member of staff from the Chichester Community Careline and asked for certain personal details. All of this information is stored on the computer and remains strictly confidential, known only to you, the Association and the Careline staff. It is important that any changes in your details are notified in writing to the Careline Manager at: Community Careline, Florence Road, Chichester, West Sussex PO19 7QU

AT THE END OF YOUR TENANCY

Royal Close:- Please ensure all FOUR front door keys are returned when you vacate your flat and that the following are left in the flat - the keys to window locks, stairlift, patio door, electricity meter cupboard and the rotary washing line.

St Pancras:- Please ensure all FOUR flat door keys are returned together with keys to the front and rear entrance doors. Also please leave in the flat keys to the landing cupboard and electricity meter cupboard.

COMMUNICATION; PARTICIPATION; CONSULTATION; COMPLAINTS

COMMUNICATION

The Association believes that the basis of good Housing Management is good Communication.

You are urged to contact the Association as quickly as possible if you have any problems regarding your tenancy.

To help you contact the right person to deal with your problems see below: -

- 1) Problems of a general nature, complaints, suggestions, advice HOUSING MANAGER
- 2) Problems of rent arrears, rent payments, financial problems or queries TREASURER
- 3) Problems and suggestions about repairs or maintenance MAINTENANCE OFFICER

The Housing Manager and Treasurer may be contacted by phone, in person or by letter at:

Chichester Greyfriars Housing Association Ltd.

The Forum

Stirling Road

Chichester P019 7DN

Telephone: 01243 531482

9.30 - 11.30 Monday to Thursday

The Housing Manager and Treasurer do not work on the same days so please enquire if you wish to see a particular member of staff.

The Maintenance Officer may be contacted on 01243 785219 from 8.30 a.m.- 4.30 p.m. Monday-Friday or a message left on his answering machine.

Emergency calls may be made at any time out of hours to Careline using your community alarm call button.

If you have a problem or complaint which you feel cannot go through our usual channels of communication or you have specific complaints against members of the Association's staff you should contact either the Chairman or the Vice Chairman. Correspondence should be marked 'In Confidence' and sent to the office of the Association.

PARTICIPATION

Active encouragement is given by the Association to its residents to assist in the general running and upkeep of its estates.

SUMMER MEETINGS

You are invited to an annual meeting during which there is an opportunity to raise any matters with the Management Board and officers about the management of the estate, rent policy, future plans and so forth. In addition there is usually a guest speaker on a topic of interest and a chance to meet other tenants during refreshments.

RESIDENTS' REPRESENTATIVES

There are three resident members on the board which illustrates the association's commitment to a participation management style. If you would like to become a Resident Representative then please ask the Housing Manager for details.

RESIDENTS ASSOCIATIONS

Chichester Greyfriars Housing Association believes that all residents should have the opportunity to deal with the Association and to put their point of view on an individual basis. The Association considers that residents' associations are not necessarily the best vehicle by which this can be achieved as it believes that when there is a problem it can be resolved more speedily by individuals themselves dealing directly with the staff.

However, where residents wish to form themselves into a residents' association, Chichester Greyfriars Housing Association will encourage and co-operate with them provided that they represent a substantial majority of the tenants. The Tenants' Association must recognise that there is a legal contract between individual tenants and Chichester Greyfriars Housing Association.

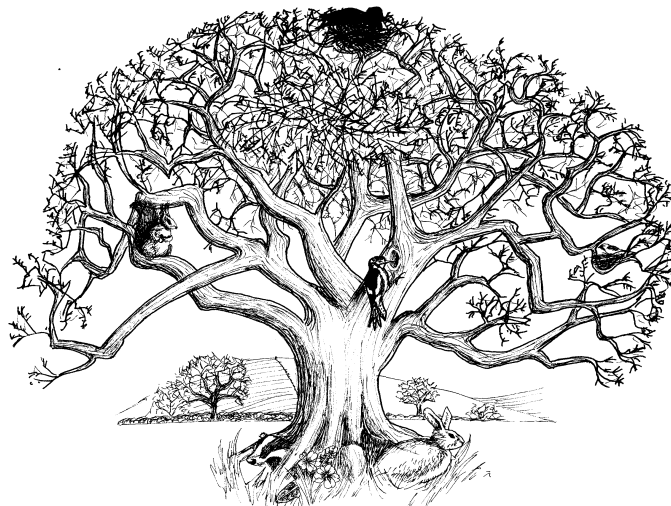
CONSULTATION

Chichester Greyfriars Housing Association will consult with its tenants when it proposes to make changes in housing management practice which will either substantially affect the tenants or the estate on which they live. Details of the Consultation Policy are available from the office.

COMPLAINTS

Tenants should contact the Housing Manager or the Treasurer of the Association in writing if they have any query or complaint about the association or the service it provides or they wish to inspect their records. A copy of the Complaints Procedure is available from the office.

INDEPENDENT HOUSING OMBUDSMAN SCHEME



Housing Associations are expected to sort out complaints about the service it provides under their own complaints procedure policy. However, where this procedure has been used and the complainant is still not satisfied, tenants and applicants have recourse to the Independent Housing Ombudsman contact The Independent Housing Ombudsman Ltd, 81 Aldwych, London WC2B 4HN. Tel. 020 7421 3800 Fax 020 7831 1942
Lo-call Tel. 0845 7125 973

The Association is registered under the above scheme which we are required to do by law.

REPAIRS TO YOUR HOME

REQUESTING A REPAIR

If you need a repair, please telephone the Maintenance Officer on 01243 785219 or write to the office at The Forum, Stirling Road, Chichester, West Sussex P019 7DN.

When requesting a repair, please give your name, address and telephone number, the nature of the repair and, most importantly, when you will be at home or what arrangements you will make for access to your home. Contractors require notice to attend your home normally between the hours of 9.00 a.m. and 4.30 p.m. Monday to Friday to carry out works, or at any other times in an emergency.

The Maintenance Officer has two electric fires available for use in an emergency should you be without heating. Please contact him if required.

On no account should you instruct a builder/contractor to carry out a repair or works yourself. All instructions must come from the Association so that proper account is made of expenditure and works are controlled. If you request a repair directly to the contractor then you will be liable to pay the account yourself (except for 'right to repair' below).

HOW LONG WILL REPAIRS TAKE?

The Association will always endeavour to commence works within the time limits stated.

Priority Codes	Starting Times
Emergency Repairs	Within 24 hours
1 Urgent Repairs	Within 5 working days
2 Essential Repairs	Within 28 working days
3 Routine Repairs	Within 6 months

The time limits given will run from the date of notification on the Maintenance Officer's records. The Association cannot be held responsible for delays caused by conditions beyond its control, i.e. exceptional weather conditions, spare parts not being available, industrial action, reasonable access on your part.

N.B. If an emergency occurs out of office hours or at a weekend please contact Careline using your call button.

DISSATISFACTION OR DELAY

If you are dissatisfied with the way maintenance work has been carried out, or delays in works being started please contact the Maintenance Officer or the Housing Manager.

RIGHT TO REPAIR SCHEME

As landlord, the Association is responsible for most repairs to your home. The 'right to repair' scheme covers urgent qualifying repairs up to the value of £250, which affect your health, safety or security if not carried out within a short period of time. E.g. – total or partial loss of electric power, heating or water supply; unsafe electrical fittings; blocked foul drain or toilet; leak from a water or heating pipe, tank or cistern, insecure external window, door or lock.

If we fail to carry out small urgent repairs costing less than £250 within prescribed time limit you are entitled to claim compensation. However, compensation will not be paid during times of severe weather conditions or other exceptional circumstances beyond our control or that of our contractor. Or if you fail to keep the appointment made for the contractor to carry out the repair.

WHAT REPAIRS ARE THE ASSOCIATION RESPONSIBLE FOR?

1. Repairs to the external structure of the property.
2. Maintenance of Common areas.
3. Drainage systems.
4. Gas, water and electricity services.
5. Annual servicing of gas boiler.
6. Repairs to gas/electric heating systems.
7. Repair to water heating appliances.
8. Replacement of fixtures & fittings which in the opinion of the Association have reached the end of their useful life. i.e. kitchen units, worktops, baths, basins, wc pans.
9. Repair/replacement of extractor fans.
10. Entry phone and communal TV aerial systems.
11. Redecoration to the exterior and communal areas.
12. Servicing and repair to stairlifts and smoke alarms.

WHAT THE ASSOCIATION ARE NOT RESPONSIBLE FOR:

1. Internal redecoration to your home.
2. Cookers.
3. Replacing light bulbs or fuses in your home.
4. Replacing lost or stolen door keys.
5. Repair of any gas or electrical appliance fitted by you.
6. Curtain battens and rails
7. Damage caused to the Association's premises, fixtures and fittings by you, your family, or other occupants of the premises.
8. Sinks, basins, baths or wc's blocked by your waste. (In these cases, the Association will, if required, arrange for the blockage to be cleared, but you may be required to pay the Association for all costs incurred.)

The foregoing is not an exhaustive list of all the responsibilities of the Association or the tenant, but is intended to indicate the main responsibilities of both parties. If you are in doubt as to where responsibility lies, please contact the Maintenance Officer.

Remember: You may have to pay Chichester Greyfriars Housing Association Limited for any repair necessary to your home as a result of damage caused by negligence or malicious damage.

PRIORITY REPAIRS

EMERGENCY WORKS - IMMEDIATE ACTION/OR WITHIN 24 HOURS

Serious fire
Gas leaks
Flooding by burst or storm
No lighting/power
Serious water leaks, i.e. those which cannot be contained without loss of service.
Glazing repairs where security or danger is involved

Dangerous structures
Serious electrical faults
Blocked drainage systems
No heating/hot water (gas or electric)

PRIORITY ONE URGENT REPAIRS Maximum period for work starting 5 working days

Replacing broken toilet pan.
Faulty locks to entrance doors
Failure of communal aerial system
Replacement of faulty electrical switches

PRIORITY TWO ESSENTIAL REPAIRS Maximum period for work starting 1 month.

Repairing minor plumbing leaks, i.e. drip leaks from sink traps, overflows discharging into the open, drip leaks on heating systems
Replacing cracked sanitary ware, i.e. basins, sinks, wc cisterns
Repair of electric night storage heaters
Repair of roofing faults causing leaks
Glazing repairs not covered by Priority One Repairs

PRIORITY THREE ROUTINE REPAIRS Maximum period for starting 6 months.

Joinery repair/replacements doors/windows
Repairs to guttering and down pipes
Replacement of baths (subject to condition)
Replacement internal door furniture, handles/locks/Hinges
Roof repairs not covered by Priority Two
Minor repairs to floors

N.B. In some cases the Priority Coding will not apply, e.g.- replacement of joinery components will be carried out in conjunction with the Association's annual redecoration programmes; repairs to external boundary walls and fences will be carried out at the Association's discretion, subject to condition and availability of funding.

ALTERATIONS TO PROPERTY

RIGHT TO CARRY OUT IMPROVEMENTS

You have a 'right to carry out improvements' to your home subject to our written consent. We will not unreasonably withhold our permission but we can grant permission subject to conditions, for example where planning permission is necessary. Improvements are defined as alteration or additions to the landlords fixtures and fittings such as – external decorations, aerials, services, heating, kitchens and bathrooms.

You have a statutory right to compensation for certain qualifying improvements carried out to your home. Compensation, less depreciation, will only be paid at the end of the tenancy. See the Housing Manager for more details about how and when to claim and how the compensation is worked out.

Consent to any of the above is subject to the work being carried out to a professional standard and in some instances the resident agreeing that additional fixtures must be left upon the termination of the tenancy. Where structural alterations are being considered the resident will be required to obtain approval under the Building Regulations from the Local Authority.

Where it is found that work has been carried out without permission from the Association, it will normally be required that such work be reinstated to the original condition at the expense of the tenant.

Where tenants wish to carry out any external alteration to the dwelling, planning consent will normally be required and the Local Authority should be consulted. In such instances the Association will carefully consider what effect such an alteration will have on the whole of the estate before giving permission.

SKY+ and SKY HD AERIAL POLICY

If you wish to have Sky+ or Sky HD an additional aerial cable needs to be installed in your flat. This can be arranged by the Maintenance Officer and is subject to residents paying the cost (about £92) themselves.

EXTERNAL DECORATIONS

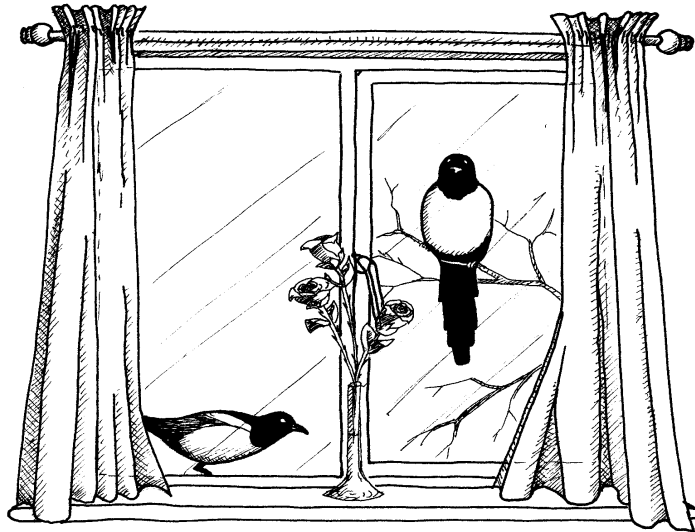
The Association will decorate the outside of your home, at regular intervals normally every 4 years and at their discretion. (See also alterations to property).

INTERNAL DECORATIONS

You are responsible for decorating the inside of your home, which should be carried out at regular intervals in accordance with the obligation in your Tenancy Agreement to maintain the Property in good order. Periodically the Association will arrange to inspect the internal decorations and if you have any difficulties in meeting this obligation the Maintenance Officer will advise you of any help available.

On vacation of the flat at the end of a tenancy the decorations must be in good order or a charge may be payable to reinstate them.

INSURANCE



The Association is responsible for insuring the "Structure" of the building, but it is your responsibility to insure the "Contents" of your home. Please remember that Contents should include items like Television and Videos on rental agreements, and if your insurers feel that you are under-insured, they may only meet part of any claim.

Your Tenancy Agreement makes you responsible for the internal decorative condition of your home. Equally you should insure against Third Party Liability to cover injury to visitors or their property whilst visiting your home and damage to your neighbours property, goods or decorations. You could be liable if your washing machine, for instance, overflowed and damaged adjoining properties.

You are, therefore, most strongly advised to take out a Comprehensive Contents Policy to cover a realistic value of your Contents plus Tenant Liabilities and Third Party Liability as above.

If your Contents or Decorations are damaged as a result of water penetration, etc., your first approach for redress must be to your Contents Insurers.

Your Contents Insurers may wish to involve our Buildings Insurers, but should you, or they, try to claim on our Insurers, neglect or negligence on our part has to be proved by you, and you will appreciate this can be very difficult.

If you have no Contents Insurance your chances of redress from our Insurers are virtually nil, unless you can prove neglect or negligence on our part.

Your decorations and possessions have been bought with your own money, and you are strongly advised: to protect them with adequate Insurance.

The National Housing Federation **My Home** Contents Insurance Scheme offers an affordable insurance policy where premiums can be paid fortnightly by cash as well as by direct debit. For information telephone 0845 337 2463.

The Association does not advocate this or any scheme, you would be advised to obtain at least two quotes for insurance.

SAFETY AND SECURITY

ELECTRICAL SAFETY

Follow these simple rules for electrical safety:-

- 1 Switch off appliances not in use and remove plug from the socket especially at night
- 2 Only use good quality plugs that conform to British Standard 1363 or 1363A
- 3 Ensure plugs are wired correctly and that the clamp grips the outer sheath, not just the leads.
- 4 Never run an electrical appliance from a light fitting.
- 5 Use short, undamaged flexes and check condition regularly. Do not run them under carpets or rugs as the protective covering can be damaged.
- 6 The law requires you to use a qualified electrician.

GAS SAFETY

If you smell gas you should:-

- 1 Put out cigarettes. Do not use matches or naked flames.
- 2 Avoid using electrical switches.
- 3 Open doors and windows to get rid of the gas.
- 4 Check to see if a tap has been left on accidentally or if a gas or pilot light has blown out.
- 5 If you think there is a gas leak, turn off the whole supply at the meter and call TRANSCO – 0800 111 999

TELEPHONE NUMBER IS IN THE TELEPHONE DIRECTORY OR SEE BACK COVER

FIRE

The Association's properties comply with the regulations for safety at the time of construction. Where fire precautions have been installed these are not to be interfered with. At St Pancras you should take care not to wedge open fire doors or remove door closures and ensure escape routes in case of fire are not blocked i.e. doorways, stairways and hallways.

To minimise the risk of a fire starting in your home:

Do not hang decorations around light fittings.

Do not air clothes over or around convector heaters or cookers.

Do buy a fire extinguisher or a fire blanket (a 51bs dry powder extinguisher is recommended for home use).

Do make sure that radiant fires are guarded especially when elderly people or children are in the room or the room is left empty.

Do make sure cigarettes and matches are out before emptying ashtrays.

Do close doors and windows at night to prevent the spread of fire.

Do buy flame-proof clothes and furnishings whenever possible.

Do keep all matches and lighters away from children.

If a chip pan catches fire:-

- 1 Turn off the heat.
- 2 Cover the pan with a damp cloth or lid to smother flames
- 3 Do not move the pan and do not try to put the flames out with water as you may be seriously injured. Call Careline for the Fire Brigade or dial 999

If someone's clothes catch fire:-

- 1 Lay the person on the floor, roll them in a rug, curtain or cover to put the flames out.
- 2 Call Careline for an ambulance or dial 999.

If your home catches fire: -

- 1 Close the door of the room where the fire started.
- 2 Make sure everyone leaves.
- 3 Call Careline for the Fire Brigade or dial 999

ACCIDENTS IN THE HOME

FALLS

Sixty percent of deaths from accidents in the home are the result of falls. You can guard against this type of accident by following a few simple rules:-

1. Do not polish under carpets or rugs.
2. Make sure stairs and landings are kept clear and that they are well lit
3. Wipe up any liquids spilt on the kitchen floor immediately.
4. Repair or cover any holes in your carpets or lino to avoid tripping
5. Make sure your stair carpets are securely fixed.

POISONING

The second major cause of death in the home is poisoning. To avoid this:-

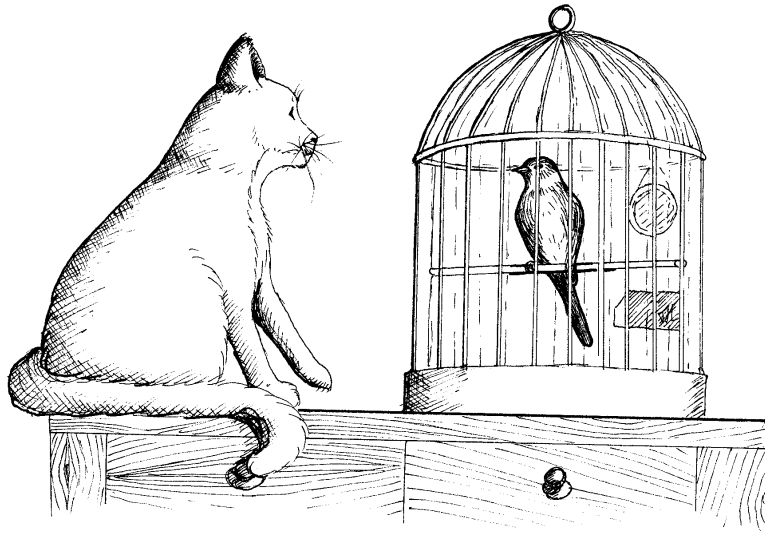
1. Keep all medicines in a locked cabinet.
2. Keep all house & garden chemicals e.g. Bleach, weed killer out of reach of children.
3. Do not store household or garden chemicals in soft drink bottles or any container that would confuse someone about the contents.
4. Return unused medicines to the chemist or flush them down the toilet

FROST PRECAUTIONS

1. Normally, all of the Association's water tanks and pipes are lagged. Where this is apparently not so please inform the Association.
2. During severe cold conditions, keep a low heat circulating throughout the home.
3. Check that all stop cocks are accessible and in working order.

If you are leaving the Property vacant for several weeks, for example while in hospital or on holiday, please inform the Association so that the Maintenance Officer can keep an eye on the property.

SECURITY



KEYS

You are responsible for your own keys and if you lose them and the lock has to be forced you may be charged for a new lock. It is suggested that you leave a key with you neighbour.

TO DETER BURGLARS

1. Make sure you have closed all windows and locked doors whenever you go out.
2. At night make sure ground floor windows are closed.
3. Do not leave keys under a mat or on a string when you are out.
4. Do not leave notes for callers outside when you are out.
5. If you go away for a few days do not forget to cancel regular deliveries such as milk or newspapers. In case anything happens when you are away and you need to be contacted leave your address with the police or your neighbours.
6. Before you allow callers into your home you should ask them to prove their identity and use the door chain. Representatives from the Gas or Electricity Boards carry identity cards. Ask to see the identity cards and look at them carefully. If in doubt call the police.
7. Royal Close is a 'NO COLD CALLING ZONE' Please report all incidents to Sussex Police on 0845 60 70 999

You will understand that the above advice is not exhaustive and the Association does not accept liability for any accidents or breaches of security that may occur.

ELECTRICITY, GAS AND WATER SERVICES

You are responsible for ensuring that the electricity, gas, water, sewerage, council tax and telephone services are registered in your name and supplies are connected when you move into the Property. A phone call to the relevant supplier may be all that is needed. Payment for these services is your responsibility and not that of the Association.

You should ensure that electricity and gas meters are read when you move in and when you vacate the Property and the information is passed to your supplier. Please inform the Maintenance Officer which company will be supplying your gas and electricity.

ELECTRICITY (SEE NOTES ABOUT ELECTRICITY SAFETY)

Your electricity supplier will need at least 48 hours notice to connect a supply so contact them as soon as you know you are moving. You are responsible for all charges. The main switch for your electricity supply is usually situated in a cupboard or the hallway with a meter and fuse box.

Fuses

The main fuse box has trip fuses and RCB for power and lighting. Sometimes a blown light bulb can trip the fuse switch causing loss of power. Putting the switch in the fuse box up again may restore the power. If you have any questions please contact the Maintenance Office.

Plugs

If in doubt about the plug type or fuse rating please contact an electrician.

GAS

Royal Close only

Your gas supplier will need at least 48 hours notice to connect a supply so contact them as soon as you know you are moving. You are responsible for all charges.

Ventilation

To work safely and efficiently gas appliances need fresh air. This fresh air supply is often provided by vents in the wall, window or door and they must not be blocked.

Gas Stop Valve

When you move in make sure you find out where your stop valve is as you may need to turn it off in an emergency, it is usually adjacent to the gas meter in the bin cupboard.

Removing Cookers

This should be carried out professionally, it is essential that you cap off the supply pipe properly using the correct fitting and turn off the gas supply.

WATER SUPPLY

Water Metres If you would like to change to a water meter, free of charge, contact Portsmouth Water on 023 9249 9666. You can revert back to an unmeasured charge within 12 months of installation. Chichester Greyfriars has given its permission to Portsmouth Water to carry out the change to all of its properties if residents so wish.

Stopcock Make sure you know where the stopcock for turning off the main water supply is. If you cannot find the stopcock see the Maintenance Officer. Periodic testing of the stopcock should ensure its smooth operation.

Washing Machines If you remove a washing machine, make sure that the pipe work is properly capped off and the water supply shut down.

Overflows The toilet cistern has overflow pipes to prevent flooding. If there is an overflow and you cannot stop it yourself you should contact the Maintenance Officer.

Frozen pipes If any of your pipes freeze. -

1. Shut off the boiler
2. Turn off the main supply

If a pipe bursts contact the Maintenance Officer or call Careline out of hours.

HEATING AND HOT WATER

YOU WILL BE GIVEN INSTRUCTIONS ABOUT WORKING THE HEATING AND HOT WATER SYSTEM. KNOWING HOW TO CONTROL THE SYSTEM AND USE IT ECONOMICALLY WILL HELP YOU TO KEEP YOUR FUEL BILLS DOWN. IF YOU DO NOT UNDERSTAND THE SYSTEM, ASK THE MAINTENANCE OFFICER. PLEASE DO NOT TURN THE PILOT LIGHT OFF AT ANY TIME.



CONDENSATION

If your home is damp or you find patches of mould on the walls, your furnishings or clothes this may be caused by condensation. You can get rid of mould by washing down affected surfaces with a bleach-type solution.

What is Condensation?

Air can only hold a certain amount of water vapour, generally the warmer it is the more it can hold, until it reaches saturation point. If it cools down on a cold surface such as a mirror, window or wall, the vapour will turn into droplets of water (condensation). The warmer you keep your home the less likely you are to get condensation provided you have ventilation as well.

What to do about Condensation?

Heating and Ventilation

Try to leave some background heat on through the day during cold weather. Most dwellings take a long time to warm up and it may cost you more if you try to heat your home up quickly at the end of the day. If you cannot afford to spend more on fuel ask your Gas or Electricity supplier about their budget schemes which help to spread the cost. Adequate ventilation will reduce condensation. In winter open windows slightly if they are misted up. If you fit draught proofing strips leave a space for a small amount of air to get through.

Drying Clothes

Drying clothes on radiators will increase condensation unless you open a window to allow the air to circulate. If you have a tumble drier without a vent to the outside you will need to increase the ventilation in the room when you use it.

Doors

When you are cooking or bathing, keep kitchen and bathroom doors shut. If you do not, water vapour will spread through your home and may cause condensation in other rooms.

Kettles and Pans

Do not allow kettles and pans to boil for any longer than is necessary.

Cupboards and Wardrobes

Do not overfill cupboards and wardrobes. Always make sure that some air circulates freely by fitting ventilators in doors and leaving a space at the back of the shelves.

Extractor Fans

If you have an extractor fan please use it.

POLICIES AND PROCEDURES

The following policies and procedures are available from the office:

Consultation Policy

Complaints Procedure

Equal Opportunities, Harrassment and Race Equality Policy

Lettings Policy

Rent Policy

Transfer Policy

Involvement Policy



Enjoy your new home

Chichester Greyfriars Housing Association Ltd.


PLEASE MAKE A NOTE OF THE FOLLOWING:


Where my main water stopcock is:-

Where my gas stopcock is:-

Where my electric shower isolation switch is:-

Isolating stop valve: using a coin or screw driver

TURN OFF - turn screw to the vertical position 

TURN ON - turn screw to the horizontal position 

CHICHESTER GREYFRIARS HOUSING ASSOCIATION LIMITED

(a charity)

CHAIRMAN	Mr David Siggs	
BOARD OF MANAGEMENT	Mr Ray Brown Mr Pat Combes Mr Guy Clifford Mrs Gill Etherington Mr Vince Foote Mr Peter Hounsome Mrs Jo Cox Mr John Millward Mr Eddie Saunders Mr Mike Wheeler Mrs Pamela Aburrow Mr Ed Robinson Mrs Ellie Parish	(Residents' Representative) (Residents' Representative) (Residents' Representative)
HOUSING MANAGER	Mrs Anna Clare	01243 531482
TREASURER	Mrs Amanda Rodgers	01243 531482
MAINTENANCE OFFICER	Mr Colin Petherick	01234 785219
SOLICITOR	Dobsons 4 Northgate Chichester West Sussex PO19 1BB	
AUDITORS	Jones Avens Piper House 4 Dukes Court Bognor Road Chichester West Sussex PO19 8FX	
REGISTERED OFFICE AND CORRESPONDENCE ADDRESS	The Forum Stirling Road Chichester West Sussex PO19 7DN	01243 531482

Registered with the Financial Services Authority (No 19118 R) under the Industrial and Provident Societies Act 1965 on model rules H11 (Charitable).

Registered with the Tenant Services Authority (No L1306) under the Housing Act 1974.

A member of the National Housing Federation (No 0286)

Inland Revenue (Charity Division) No XN 50152

June 2010

USEFUL TELEPHONE NUMBERS

NATIONAL GAS EMERGENCY SERVICE	Emergency	0800 111 999
SOUTHERN		
ELECTRIC	Emergency	0845 770 8090
PORTSMOUTH WATER PLC	Emergency	023 9247 7999
POLICE	Emergency	999
NO COLD CALLING ZONE		0845 60 70 999
BRITISH GAS	Home Energy	0845 600 0560

SOUTHERN ELECTRIC

**Enquiry
4555**

0845 744

PORTSMOUTH WATER PLC	General Enquiries	023 9249 9888
SOUTHERN WATER (waste water)		0845 272 0845
BT Customer services		0800 800 150
CARELINE	CHICHESTER	01243 778688
ST RICHARD'S HOSPITAL	CHICHESTER	01243 788122
SOCIAL SERVICES	CHICHESTER	01243 752999
THE PENSION SERVICE		0845 60 60 265
CITIZENS ADVICE BUREAU	CHICHESTER	01243 784231
CHICHESTER DISTRICT COUNCIL	CHICHESTER	01243 785166
WEST SUSSEX COUNTY COUNCIL	CHICHESTER	01243 777100
AGE UK		0800 169 29 39
THE SAMARITANS	LO-CALL	08457 90 90 90
MAINTENANCE OFFICER	CHICHESTER	01243 785219

TENANTS HANDBOOK

This handbook together with the Tenancy Agreement is designed to form the basis of the conditions on which the Association manages and lets its properties. In addition it provides useful background information to many aspects of your tenancy. Your legal rights and obligations are set out quite clearly and you are urged to read the handbook and Tenancy Agreement thoroughly and to keep them in a safe place for future reference.

Whilst the handbook and agreement form the basis of a legal contract between the Association and yourself, they do not provide an authoritative interpretation of the law, only the courts can do that. If you have any doubts about your legal rights or obligations you would be well advised to seek guidance from the Citizens Advice Bureau or consult a solicitor.

AVAILABILITY

This handbook contains the details of the Association's policy in respect of rents and service charges; lettings; tenants rights; management services; and repairs, maintenance and improvements as required by the Housing Acts. One copy of the Handbook is issued free of charge to the following:

1. All residents of the Housing Association
2. All statutory authorities with whom the Association deals i.e. Local council, the Housing Corporation.

Further copies are available at a cost of £5.00 from the Association.

THE HISTORY OF THE ASSOCIATION

Chichester Greyfriars Housing Association was founded in 1969 following initiatives by members of the Public Health and Housing Committee of the former Chichester City Council. They had identified a shortfall in the provision of housing for elderly owner occupiers who for various reasons needed a smaller and more easily run home. The former City Council was unable to help this section of the community directly, however, land for the newly formed Association to build on was sought and two sites in the city were located. Twelve one bedroom flats were built at St Pancras and, later, seventy one flats at York Road (49 one bedroom and 22 two bedroom) with funding from the Local Authority and the Department of the Environment. They were let at a fair rent to the elderly from the city.

AIMS OF THE ASSOCIATION

Our primary objective is to manage homes for people aged 60 and over who are in genuine housing need at a reasonable rent within statutory constraints.

The Association appreciates the importance of managing and maintaining its properties efficiently to safeguard the public money invested in them. We work with other housing associations and the local authority to promote and sustain the work of the Association. In addition, responsive management leads to a close relationship with residents which in turn creates a better environment for all.