

Planned Maintenance Guide for 2013

Your print out and keep guide

Adaptations to help you in your home

If you are disabled or suffer from a medical condition which makes using certain installations in your home difficult and awkward, we can carry out adaptations or provide equipment to help you.

This could include fitting easy to operate lever taps, handrails and grab rails. We may also be able to fit showers and ramps depending upon the suitability of your home. If you feel you could benefit from any of these please do contact your housing officer to discuss. These are generally quite easy to install and can be done quite quickly.

If you need larger adaptations such as a specially designed bathroom or kitchen, these are normally installed by the local authority under a disabled facilities grant. In the first instance you would need to contact the occupational therapy department at your local authority. They will visit you to carry out an assessment. Requests for these adaptations

are very popular and you may find that there is a waiting period before you can be visited. In this case you could consider requesting minor adaptations from us to help make things easier while you are waiting.

If you have been assessed by an occupational therapist as needing specialist adaptations but the waiting list is extremely long and your quality of life is suffering because of this please do contact us. We will work in partnership with your occupational therapist to provide help to you and in some cases we may be able to contribute to the cost of the works. We will also be able to discuss the possibility of moving to more suitable accommodation.

Every year we carry out planned maintenance to our homes. This includes decorating the external and internal communal areas of some properties and upgrades to windows, doors, boilers, bathrooms, kitchens to other properties.

If your home is included on the list for cyclical decorating you will already have received a letter from us to let you know we would be inspecting the area in order to prepare our specification of works. Don't worry if you did not

get a chance to meet with us then, there will be another opportunity when the contractor is appointed and work starts and we will write to you again before this happens. Generally, because most of the work is outdoors we carry out

cyclical decorating during the summer months to take advantage of the better weather.

While works are on-going we also offer you the opportunity to have our technical officer visit you in your home to take a look at any repairs you would like to report. We call this our home MOT. We can carry out repairs you have identified and some things you may not have noticed and which may deteriorate and become repair needs later on in the year. This means you get all works carried out during one appointment.

Here is the programme for 2013. If you have any queries regarding this programme please get in touch by:-

Email:
Mairead@innisfree.org.uk
 Phone: 020 7692 1243
 Text: 07917 854 872

Every year we also carry out a programme of improvement works to our properties. This programme is put together using the information from our latest stock condition survey and the knowledge of staff and includes works such as the replacement of kitchens, bathrooms, windows and boilers. These works are mostly carried out in the latter part of the year. We will be in contact with you if your home is included in this year's programme.

In addition to these works the Board also decided to spend extra money on energy efficiency measures in our homes this year in order to try to help tenants be able to reduce your household energy bills. Some of these works may include installing gas central heating in properties reliant on electrical heating but this may not be an option for all non-gas properties because of layout and design so we are also exploring other forms of energy saving measures.

Planned Works Programme 2013-14

Cyclical Decorating	Units	Borough
121 - 143 Brook Road	12	Brent
83-95 Cambridge Close	13	Brent
17-28 Harrington Close	7	Brent
80 Anson Road	1	Brent
66-73 Warren Way	8	Brent
1-7 Lir House	7	Camden
45/47/49 Lowfield Road	9	Camden
46 Hillfield Road	3	Camden
108 Mansfield Road	2	Camden
1-6 Kenmare Court	6	Haringey
1-6 Ferndale Road	6	Haringey
15 Frinton Road	1	Harrington
61 Sheringham Road	1	Harrington
5 Vale Grove	1	Ealing
5 Maldon Road	1	Ealing
95 Tivoli Road	1	Lambeth

Problems with your freeview signal?

New 4G mobile networks are being tested in various areas of London at the moment. These tests may cause problems with freeview reception. Symptoms might include a loss of sound, pixelated images or loss of channels on Freeview, BT Vision, Top Up Tv and YouView.

at800 is the organisation responsible for addressing the issue. If they think there may be a problem in your area they will write to you direct. If you do have a problem please contact them on 0333 31 31 800. A leaflet with further information is available on our website: www.innisfree.org.uk

Gas safety and Carbon Monoxide (CO) poisoning

Every year about 20 people in the UK die from carbon monoxide poisoning. Many others also suffer ill health. When gas does not burn properly excess carbon monoxide is produced. You can't see it, taste it or smell it but it can kill quickly and with no warning.

Innisfree carry out an annual gas safety test and service to gas appliances we supply to ensure they are working safely – this is a legal responsibility we take very seriously. It is important for your safety that you allow us access to carry out this test.

If we contact you to make a gas servicing appointment:-

Allow us into your home to complete this check

Have credit on your meter when we arrive

Call us if you can't keep an appointment and we will be happy to re-arrange it for you.

We can offer early morning, late evening and Saturday morning appointments

If you are concerned about the safety of any gas appliance turn it off and don't use it until it is checked.

If you suspect a gas leak, call the Gas Emergency Freephone: 0800 111 999

If you have any other questions or want to know when your next gas service is due, please call us on 020 7625 1818 or send a text to 07917 854872 and we will call you back.

We also supply each home with a carbon monoxide alarm and check this during your gas safety inspection. If your alarm goes off you should:-

- Turn off any gas appliances (boiler, gas fire, cooker) and advise them not to turn these back on until our gas engineer attends.
- Open windows and doors to allow any CO present to escape
- Evacuate the property and do not return until the alarm has stopped (this can take up to 10 minutes depending on the level of CO present)
- Contact us so we can arrange for our gas engineer to visit as soon as possible

Out of hours Emergency – what can you do?

Innisfree offer an Out of Hours emergency call service. If you do have an emergency please call 0800 678 3313. They will ask you your name and address and some details about the emergency you are experiencing. From the details you give they will be able to arrange for a contractor to attend to make safe or give you advice on what other action you can take. You will still need to contact our office and let us know what is wrong so we can complete a full repair.

The following are considered to be examples of an emergency repair:

- Burst water pipes,
- Burst water tank or boiler,
- No lights throughout the home,
- No electrical power throughout the home,
- No cold water,
- A blocked drain affecting the whole property,
- A blocked toilet (if there is only one toilet in the home),
- Water leaking through the roof or through a ceiling,
- No heating (throughout winter months October to March),
- Boarding up windows or doors to make the home secure,
- Door locks if unable to secure the property.

Emergency repairs will be attended to within 24 hours

Below is some advice on what to do if you have an emergency situation

I think I may have a Gas leak, what should I do?

- Turn off the gas supply;
- Open the doors and windows;
- Do not use matches or naked flames;
- Do not turn light switches on or off;
- Turn off your cooker, boiler and fire;
- Contact the Gas emergency service on 0800 111 999
- Contact our office as soon as possible

I have found a burst Water pipe, what should I do?

- Turn off the water supply at the stopcock (usually near to the sink or toilet), and turn off your central-heating system and water-heating equipment;
- Turn on all taps to empty water from the system
- Contact our office as soon as possible

If a Fire starts in my home, what should I do?

- Put your safety and the safety of anybody else in the property first;
- Get out as quickly as possible, closing the doors behind you;
- Once you are out, phone the fire brigade on 999;
- Do not go back into the property until the fire brigade has said it is safe to do so;
- Contact our office as soon as possible.



190 Iverson Road, London NW6 2HL
Tel: 020 7625 1818 · Fax: 020 7328 9943

Fire Risk Assessments (FRAs)

We are currently updating our fire risk assessments for the shared areas of blocks of flats. We appointed a company called Nulogic to do this on our behalf.

The Regulatory Reform (Fire Safety) Order 2005 places a responsibility on us to ensure we take reasonable steps to reduce risk from fire.

Trained fire assessors inspect all common areas and advise on any possible risks and the actions we can take to reduce these risks, such as making sure shared hallways are free from obstructions.

Once we have received all the completed assessments we will draw up an action plan for each block. This helps us to ensure your homes are safe places to live.

We do not need to do an FRA in each individual home as they are not covered by this Order but we do ensure homes are fitted with fire alarms. If you do not have an alarm fitted or you think your existing alarm is not working please do contact us.

New way to report repairs

As from June 3rd we are changing the way you can report repairs. If you call our main office number 020 7625 1818 you will be offered the option of speaking to our maintenance team – option 1. This will take you through to Mary Swift, our customer support officer. Mary will take day to day repair requests, raise orders and organise our contractors. Devon Stewart will be available to carry out property inspections (if we need more information to diagnose what repairs are needed) and deal with any major works or technical queries. You can also contact both Mary and Devon directly by phone or email:-

Mary Swift

Customer Support Officer
DDI: 020 7692 1042
Email: mary@innisfree.org.uk

Devon Stewart

Technical Officer
DDI 020 7692 1044
Email: devon@innisfree.org.uk