



Rockingham
Forest
Housing
Association

Maintenance Advice Leaflet

Visit us at: www.rfha.org.uk

REPAIRS ONLINE: repairs@rfha.org.uk

REPAIRS HOTLINE : 01933 411400

OUT OF HOURS: 01732 781 997

When moving in

When moving in we recommend that you carry out the following checks and report any problems to our offices;-

- Locate the fuse board & stop tap
- Make sure you know how to light the boiler. If not contact RFHA
- Ensure you understand how the gas and electric cards work and who the suppliers are
- Get spare keys cut and give a set to family or friends in case of lock out
- Try to avoid damaging walls when putting furniture etc in the rooms
- Make sure you know the Out of Hours repairs reporting number
- Make sure you have a copy of the Residents' Handbook
- Remember to report all repairs

Helpful hints

- All bare wood should be primed before being painted
- Airvents are not to be covered over
- No woodchip wallpaper to be used
- Avoid using extension leads or double adaptors
- If you have an ant infestation, rodent problem or wasp nest contact Environmental Health on 01832 742000
- Don't leave the keys in the lock on the inside of the doors as the door probably has a deadlock system

- Do not paint the outer casing of your boiler as it is a fire hazard
- Do not paint any uPVC doors, sills or window frames
- Oil door locks twice a year
- If you are nailing down carpets or floor boarding make sure you don't hit any pipes, you will be recharged
- Keep window keys in a safe place
Use rawlplugs where necessary
- Ventilate all rooms to avoid condensation and wipe off any moisture on windows
- Do not alter electrics or gas fittings
- Do not drill into windows or doors to hang blinds
- Make sure you get permission before changing light fittings so you know it is safe
- Use your central heating boiler to heat your hot water in the summer as it is a cheaper method than electric
- Keep your kitchen gully clear to avoid drains smelling
- Do not keep rubbish in the gardens as this encourages vermin

Your responsibility

- Any damage caused to the property during a domestic incident
- Bleeding central heating radiators
- Replacing fluorescent tubes and starters
- Everything that grows in the garden
- Any accidental damage caused
- Decoration

- Health & Hygiene of the property
- All fixtures and fittings ie Carpets & Curtains
- Lost keys or being locked out of your house

G A S

The Association will arrange an annual gas check you **MUST** have an up to date certificate annually

Please cancel any appointments that are made which are not convenient. It costs the Association money when an Engineer calls and you are not in

It is your responsibility to have the gas appliances you have installed checked and serviced every year

Gas cookers must be installed by a CORGI engineer

Gas cookers must have chains fitted

Ask permission before

- Removing fire surrounds and hearths
- Fitting a gas fire or shower
- Laying a patio or putting up a shed
- Fitting a new kitchen or bathroom
- Creating a parking area in the front garden
- Erecting a TV aerial or satellite dish
- Removing internal walls
- Building a lean-to or conservatory

If in doubt, ASK.

Ending your tenancy

– Please take your belongings with you

When you decide to end your tenancy with us, please remember to take all your personal belongings with you.

By taking your personal belongings you will avoid a recharge. And will be eligible for the £200 End of Tenancy Reward.

Other jobs to get the £200 EOT reward

- Remove all hooks and nails from the walls and fill the holes with Polyfiller or similar, sand to a smooth finish and paint with matching colour where possible
- Thoroughly clean the house, especially the kitchen and bathroom suite
- If you are advised, or choose, to remove any carpets, make sure that the underlay and fastening (grippers etc) are removed as well
- Mow the lawn and leave the garden tidy
- Do not leave any electrical or gas appliances at the property
- Hand in all spare keys including any given to friends or family

Visit the Energy Savings Trust
at: www.est.org.uk or Direct Gov
at: www.actonconco2.direct.gov.uk
for more energy saving ideas

Think Green

Think Environment

Be Energy Efficient

Save Money

- Use energy efficient light bulbs
- Keep your heating between 18-20°C
- The temperature of your hot water does not have to be more than 60°C
- Turn electrical good off, not just to standby
- If you don't have loft or cavity wall insulation ask us for them
- Close windows, but keep trickle vents open
- Buy local produce
- Recycle your rubbish
- Report leaks, dripping taps and running overflows
- Hang your washing outside
- Car share when travelling to offices or use public transport. It is cheaper and there are no parking problems
- Prepayment energy meters charge up to 30% more for the energy you use than non card meters
- If you are not using a room turn the thermostatic radiator valve down to 1 or *



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