



WELCOME BOOKLET



Telephone: 01274 583763

Web: bradfordflowerfundhomes.org.uk Email: admin.office@bffh.co.uk



Bradford Flower Fund Homes

Blooming Brilliant

Congratulations

You are now a tenant of Bradford Flower Fund Homes. We want to wish you a warm welcome to our charity and hope you find this information booklet useful.



Contents of this Booklet

Section One:

Moving Home

You will find useful tips and a complete checklist on what to do when moving into one of our properties.

Section Two:

Repairs and Maintenance

All you need to know on reporting issues and how long this will take.

Section Three:

Keeping Safe

The important stuff! This section provides information on what to do in an emergency and other safety tips.

Section Four:

On Site

Policies and information to help you settle right in.



Section One - Moving Home

Moving home can be a stressful time so we have put together this checklist which you may find useful ...

- Always take an electric and gas reading when moving into your property and keep it safe for your new supplier.
- You will need to arrange your own Contents Insurance should you wish to have this.
- You will need a TV Licence for your new address if you are planning to watch or record live TV. Free for over 75's on pension credit.
- Arrange to have your broadband fitted if you plan to have it in your new home.
- Contact the office on 01274 583763 when you are ready for your gas or electric oven and washing machine to be fitted.
- Remember to complete and return the emergency contact form we gave you at your signing up meeting.
- If your property has a key safe, write your 4 digit number here~
- Note the location of your water stop tap, gas and electric meter in case of emergency.



Section Two - Repairs & Maintenance

All repairs should be reported to the office in the first instance:

OFFICE – 01274 583763

We are open Monday to Friday from 9.30am until 12.30pm. If we don't answer please leave us a message.

We are not a 'walk in' office and so we appreciate our tenants respecting this and reporting all issues by phone or online.

When a repair is requested, we will advise you how long it will take to make the repair.



In an Emergency

If you have an emergency and the office is not open don't worry – we still have you covered!

The back page of this booklet contains our list of emergency contacts. This includes gas, electric, Yorkshire water and our contactors.

If your problem cannot wait until the next working day (for example a burst water pipe), then please ring the relevant contractor (for example a plumber) to assist.

If you are unable to contact one of our trusted contractors, then we accept that you must ring any tradesman to help and we will cover the cost.

Meet Michael - Our Maintenance Man

We aim to complete all maintenance requests at the earliest opportunity.

Our Service Levels are:

- ▶ Emergency – Same day call out
- ▶ High Priority – One working day
- ▶ Medium Priority – Seven working days
- ▶ Low Priority – 28 working days
- ▶ Maintenance – no time frame

What to Report ?

Emergency Repairs Include:

- ▶ Total loss of water, electric or gas supply
- ▶ Unsafe power/electric supply
- ▶ Serious roof leak
- ▶ Major structural failure
- ▶ Burst water pipes
- ▶ Gas or Carbon Monoxide Leaks
- ▶ Outbreak of Fire
- ▶ **Always contact the emergency services in the first instance when necessary**

High Priority Repairs Include:

- ▶ Total loss of heating in winter months
- ▶ Taps that cannot be turned off and are running at full flow
- ▶ Insecure property due to broken door/lock (does not include loss of keys)
- ▶ Total loss of hot water (for vulnerable tenants)
- ▶ Repairing or replacing smoke alarms and fire alarms
- ▶ Blocked Toilets/Drains



What to Report ?

Medium Priority Repairs Include:

- ▶ Repairing leaks to basins, sinks and toilets
- ▶ Investigating blocked basins, sinks and showers
- ▶ Repairing leaks to heating pipes and radiators
- ▶ Repairs to boiler or electric fire
- ▶ Essential electric items such as consumer units, light fittings (not bulbs) and extractor fans
- ▶ TV Aerial



Low Priority Repairs Include:

- ▶ Repairing or replacing taps, basins, sinks, tap washers and shower parts
- ▶ Replacing sealant to sinks
- ▶ Kitchen units, worktops and internal doors that are considered wear and tear
- ▶ Repairs to major wall and ceiling plaster defects, bathroom tiles and splash backs
- ▶ Roofs, gutters, soffits and fascia defects
- ▶ Outside lights to the property



What to Report ?

Maintenance Works Include:

- ▶ Requests for upgrades. These are completed on a priority basis
- ▶ Washing lines
- ▶ Key Safes
- ▶ Streetlights (where not the responsibility of the council)
- ▶ Meter Readings if inaccessible for tenants



Communal Spaces Include:

- ▶ Chair Lift maintenance
- ▶ Door Entry Systems
- ▶ Security and General Lighting
- ▶ Fire Alarms
- ▶ Firefighting Equipment
- ▶ CCTV – where fitted
- ▶ Communal TV aerials
- ▶ Meter Readings if inaccessible for tenants



Pest Control:

- ▶ We can help you with infestations such as mice and rats
- ▶ Bees (note bees are protected and so there is often little we can do to help)
- ▶ We are not able to help with wasps (including wasp nests)
- ▶ We are not able to help with Ants (please ensure your property is clean and does not welcome unwanted guests)
- ▶ Please do not leave food out for the birds. This often attracts rodents



What is the tenant responsible for?

- Unblocking sinks with plunger and drain unblocker
- Replacing broken toilet seats
- Doorbells
- Calling emergency number in case of gas leak
- Minor wall and ceiling plaster defects
- Painting, decorating and cleaning
- All white goods
- Replacing lightbulbs
- Keeping gutters clean in between our annual visits
- Changing batteries in thermostats
- Additional electric sockets (with our permission)
- Window Cleaners
- Door hooks/slide bolts
- Door changes to accommodate carpets
- Curtain poles, mirrors, shelves, blinds and curtains
- Adhering to all fire safety instructions



Meet Brian - Our Garden Maintenance Man

At Bradford Flower Fund Homes we maintain the gardens so that you don't have too. This includes:

- ▶ All grassed areas to be cut every 14 days during the growing season
- ▶ Schedule of works for bushes, shrubs, hedges and rose gardens
- ▶ Paths and driveways treated with moss and weedkillers to control algae growth
- ▶ Paths and roadways swept clean of debris and general litter
- ▶ Clearing of leaves (particularly during Autumn fall)
- ▶ Garden waste collected by tenants will be moved off site
- ▶ Gutters cleaned twice a year
- ▶ Snow clearing from footpaths to allow access to property



We understand tenants enjoy being in the garden. We don't want to stop you enjoying your garden area and so here are a list of do's and don'ts to help you get the best of your space:

Please do:

- ▶ Put small table and chairs in the garden. Please avoid blocking paths
- ▶ Use pots and planters around your bungalow
- ▶ Maintain the rose beds at the front/rear of your bungalow. If you are not green fingered please don't worry, the gardeners will keep his tidy for you

Please don't:

- ▶ Remove turf from the grassed areas to create borders
- ▶ Erect storage items such as sheds
- ▶ Remove or change works done by the gardeners in communal areas such as borders and rose beds



Damp, Mould and Condensation

We know it is worrying when you discover damp in your property, but don't worry, we are here to help.

Condensation in the home is caused by too much moisture in the air from doing day to day activities such as boiling kettles, showering, drying clothes inside, and boiling pans.

You may see condensation on windows in the morning which is all normal, especially during the winter months. Over time, if this moisture cannot escape, it will start to form mould spots on the walls. This is often confused with damp.

To help our tenants understand the differences between damp and mould and to know what can be done to eradicate this, we have put together a handy brochure which you can request from the office.



Section Three - Keeping Safe

Fire Alarms in Bungalows

Our Responsibility:

All bungalows come fitted with a mains wired Fire Alarm (and a battery back-up). These alarms have an expiry date for which we are aware and will arrange to update these when the time is right.

Your Responsibility:

Please test your alarm every two weeks to ensure it is operational. If you are unable to do this, please ask a family member to help. It is vitally important that you exit the property quickly in the event of a fire. Please ensure escape routes are kept clear inside and outside of the bungalow.

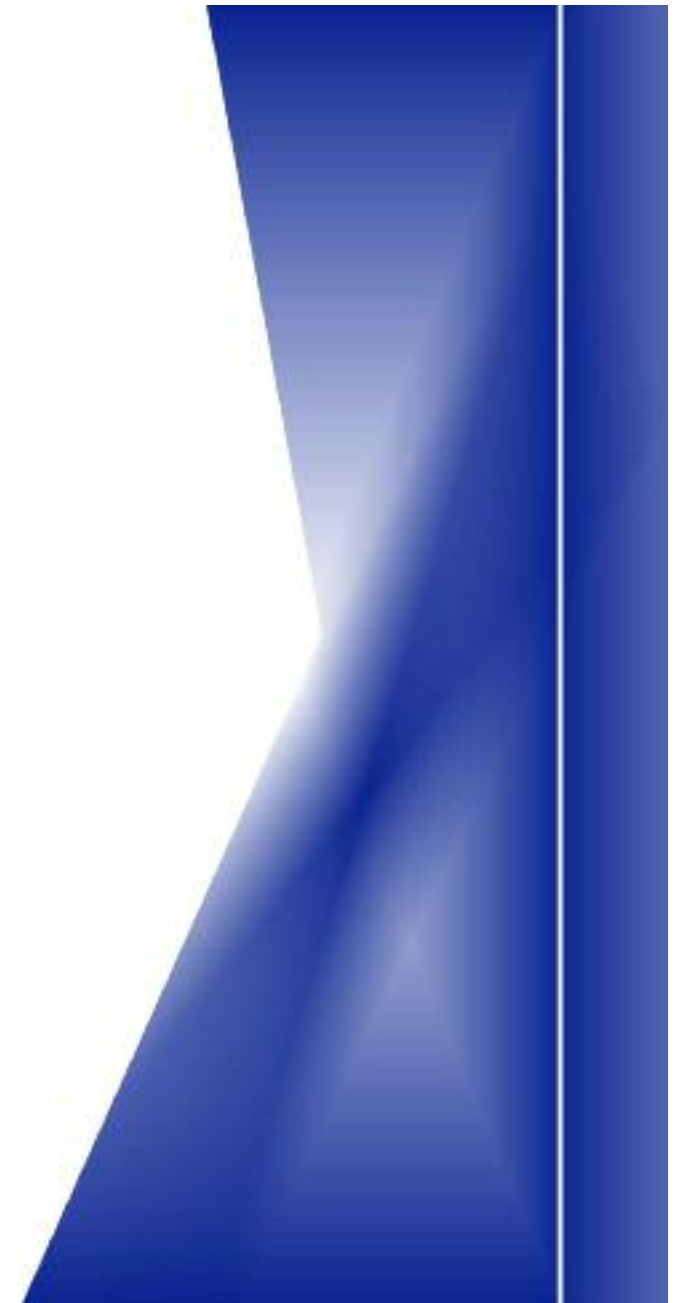
Fire Alarms in Flats

Our Responsibility:

The building is fitted with a shared alarm system which means if a fire alarm is activated within any flat of the building, the sounders will be activated in all the flats. We have a strict maintenance programme to ensure this alarm system is operational and you do not need to do any testing of this alarm.

Your Responsibility:

Ensure you are familiar with what to do if the fire alarm is sounded and what to do if you discover a fire. As part of your welcome pack we will give you an information booklet explaining the above. Please keep this safe and remind yourself of the procedure from time to time. We will conduct a Fire Drill Test every 6 months.



Carbon Monoxide Detectors

Our Responsibility:

All bungalows come fitted with either a battery powered or mains wired Carbon Monoxide Detector. These alarms have an expiry date for which we are aware and will arrange to update these when the time is right.

Your Responsibility:

Understand what and where your Carbon Monoxide Detector is. Please test your Carbon Monoxide Alarm every two weeks to ensure it is operational. If you are unable to do this, please ask a family member to help.

If the alarm sounds – exit the building. If you are able to do so quickly, open windows as you pass them to ventilate and turn off fuel burning appliances. Contact Emergency Services or the gas emergency helpline – 0800 111 999.

Risk Assessments

It is our policy at Bradford Flower Fund Homes to promote independent living and we do not offer a care or warden service.

You are expected to maintain a safe environment at your property and it is your responsibility to report any issues to the Flower Fund that could pose a risk or threat to your wellbeing.

The Bradford Flower Fund will not carry out an individual risk assessment of each property but will ensure it meets all Landlord responsibilities.

We will however conduct an Annual Risk Assessment to ensure our grounds are safe. All risks will be dealt with appropriately.

If you discover any hazards (such as trips on paving slabs) please report to the office so are able to take action – 01274 583763.



Testing the Property



Gas Testing - We will arrange to gas test your bungalow once a year.



Electric Testing - Each property will receive an electric test at least once every five years.



Property Survey - The property has been subjected to an independent survey prior to your tenancy to ensure there are no structural or damp issues.



Property Inspection - We will inspect your property at least once every two years to identify any upgrades or repairs that need to be made.

Safe and Sound

Safe and Sound is part of Bradford Council's Adult Social Care Department. The service focuses on a person's care, which supports you to stay safe and independent in your own home. It provides peace of mind for you and those who care about you. It offers help 24 hours a day 365 days a year, giving you independence and freedom in your own home, whilst safe in the knowledge that if there is an accident or if you have a fall, help is available.

The service is provided by Bradford Council and paid for by Bradford Flower Fund Homes.



Pets

The Flower Fund operates a strictly 'No Pets' policy.

As tempting as it maybe to inherit a pooch companion or feline friend, please understand this rule is for the benefit of all our tenants and getting a pet would be a breach of your tenancy agreement.



Section Four - On Site

Parking – There are NO allocated parking spaces. Please ask visitors to use site car parks where possible.

Landlord Areas – Please do not store personal items in the landlord areas. This includes attics, cellars, garages, shared hallways and landings.

Outdoor Taps – We do not allow outdoor taps.

Washing Lines – These are provided either at the rear of your bungalow or in a communal area. Please ask if you are unsure which to use.

Bins - General and Recycle bins are provided either at the property or in a communal area. Please ask if you are unsure.



Emergency Contact Numbers

Yorkshire Water = 0800 573 553

Electric Emergency = 105

Gas Emergency = 0800 111 999

Flower Fund Contractors

Plumbing

Chris Mullhaney 07952 294694

Oliver Booth – 07899 990095

Electrics

Martin Harrison 07787 811674

James Meredith 07966 026014

Drains

Drainbusters 07801 886112

Doors/windows

John Mellor 07733 334897



Flower Bank

Kings Road
Bradford
West Yorkshire
BD2 1NP

Flower Court

Leeds Road
Eccleshill, Bradford
West Yorkshire
BD2 3EW

Flower Croft

Gaisby Lane
Shipley
West Yorkshire
BD18 1BB

Flower Garth

Harrogate Road
Bradford
West Yorkshire
BD10 0QB

Flower Haven

Haworth Road
Bradford
West Yorkshire
BD9 6LW

Flower Hill

Highgate,
Heaton, Bradford
West Yorkshire
BD9 5QW & 5QY

Flower Mount

Station Road,
Baildon, Shipley
West Yorkshire
BD17 6SB

Highfield House

Albert Street
Keighley
West Yorkshire
BD21 2AT

Flower Croft

Exley Head
Keighley
West Yorkshire
BD21 1RT

Flower Meadows

Kings Drive
Wrose
West Yorkshire
BD2 1PX



Milner Court

Dallam Road
Saltaire, Shipley
West Yorkshire
BD18 4NG





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