

Managing your home:

Gas checks and heating system

We look after the central heating systems, water systems, boilers, fireplaces and radiators in your home.

Like all landlords, we have a legal duty to carry out a safety check every year on the gas appliances in your home. This service ensures that the appliances are completely safe for you and your family. They also ensure that they are working properly which can help you manage your gas bills.

You are responsible for:

- Preventing your pipes from freezing in the cold weather
- Maintaining heaters and cookers by using qualified engineers
- Preventing condensation and mould by regularly letting in fresh air
- Arranging your own gas and electric supplier when you move into the property
- Bleeding radiators and re-pressurising boiler to 1.5 bar if you can
- Portable or electric heaters that you have bought yourself

Before you contact us please check the following:

- There is credit on the gas/electric meter if using a pay-as-you-go meter
- Your meter displays are showing the 'on' symbol
- Your boiler is on
- Any thermostat controls and timers are on and working correctly

- The pressure gauge on the boiler is at 1.5 bar
- Note down any error messages on the boiler

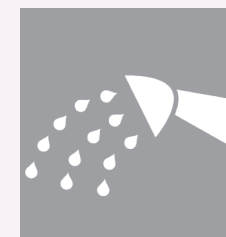
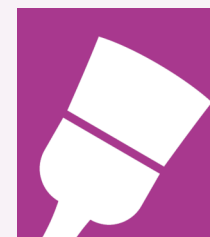
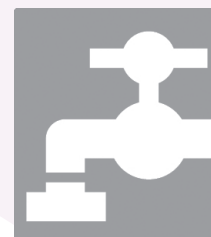
If the fault is found to be that there is no credit on the meter or a supply issue, you will be recharged.

If you think you can smell gas, phone National Grid on 0800 111 999 or call Midland Heart and we will report it for you.

Damp, mould and condensation

You are responsible for reducing the impact of condensation in your home, which if left, can cause mould to grow. We appreciate having damp or mould in your home can be unpleasant and inconvenient. This may be caused by unknown issues which we may not be aware of so you must inform us of this.

We want to help you to tackle any damp or mould issues you might be experiencing. Please visit midlandheart.org.uk and search the word 'damp' to watch a short video.



Fire safety

Your safety is our highest priority. We do everything we reasonably can to help prevent fires and make sure you remain safe if there is a fire.

It's really important that you keep your escape routes clear so that you and your family can escape quickly and easily in an emergency. You should never put any rubbish or unwanted belongings in corridors, under stairs or in any part of the building other than dedicated bin areas. Doing this puts lives at risk.

If smoke detectors in your home start to beep for no apparent reason, the battery may need replacing. This is your responsibility – we will not repair battery smoke detectors. If you think a smoke detector in a communal area is faulty, please let us know.

For more information and to download a handy fire safety leaflet, visit midlandheart.org.uk/firesafety.

Home improvement permissions

You can do some home improvements without our permission. Visit midlandheart.org.uk and search for 'home improvement' to see whether the improvement you want to make requires permission or not.

You will need to pay for any improvements to your home and you will be responsible for repairing any damage caused to the property during the improvement work, including any future maintenance and repairs to the improvement.

Aids and adaptations in your home

We know that your independence is important and we do everything we can to help our less able customers to stay in their own homes for as long as possible.

There are a range of services and simple adaptations such as grab rails, stair lifts and ramps that we can offer, and we'll work closely with you to find the options that suit you.

To make sure we adapt your home to meet your individual needs, you'll need to contact your local council so they can arrange for an Occupational Therapist to assess your situation.

If you're unsure of who to contact you can speak to us first on **0345 60 20 540** or email aidsandadaptations@midlandheart.org.uk and we will confirm the details for you.

Search for '**adaptations**' on our website to find more information or to request an adaptation.

Repair timescales. To arrange for a repair please email us on hubrepairs@midlandheart.org.uk



Emergency – You can call us any time of the day to report an emergency repair. Once a call has been made we will attend within 24 hours.



Non - emergency – 28 Days
Usually we'll give you a time slot from 8am to 8pm, Monday to Friday.

Note: Information contained in this factsheet is correct at the time of publication. Please check details before use. October 2018