



# Winter Newsletter 2017

## For Your Fire Safety

If you live in a property with a communal area you will have noticed that the areas have recently had a formal risk assessment which was carried out on our behalf by RRS—fire risk consultancy. Carrying out the assessment is important to help keep you safe should a fire occur. In the communal blocks we have identified the evacuation plan for customers and have given you instructions on what to do if you suspect there may be a fire.

All customers should follow the guidance from the Fire and Rescue Services if they suspect that there is a fire in their home or the fire alarms in communal blocks/ flats are sounded. This is :

- LEAVE THE BUILDING IMMEDIATELY
- CALL THE FIRE BRIGADE OUT – DIAL 999 AND ASK FOR FIRE SERVICE AND PROVIDE YOUR ADDRESS
- DO NOT RE ENTER YOUR HOME UNTIL THE FIRE SERVICE TELL YOU THAT IT IS SAFE TO DO SO.

If you are in a block of flats you have been advised where your Assembly point is - PLEASE GO THERE WHEN YOU HEAR THE ALARM SOUND.



## Carbon Monoxide Detectors

Everyone should have had installed a detector secured to a wall by our gas contractors, SURE. If you haven't got one or it is not secured, then please let us know by contacting the office or via the website contact form.

## Christmas Opening



The office will be *closed* for Christmas:-

**Friday 22 December @ 5pm**  
until

**Tuesday 2 January @ 9am**

During the festive break the office will be operating an **emergency only service**.

Please note that any repairs reported will only involve a "make safe" arrangement and any further works required to your repair will be completed in the New Year.

## Make Sure you have the number !



If you have a gas repair then you must contact our **gas contractor, Sure on 0151 728 5760.**

In winter it is important that you put your heating on and if there are long spells of very cold weather then it is economical to have your heating on low and constant, rather than putting it on for short periods of time at a higher level. Keeping it low and on constant will use less energy to heat the room.

## Property Surveys 2018

As part of the work we are doing to manage and maintain your home we are arranging for a survey to be carried out on the main elements of your home. The survey will assist the Association in making future long term investment decisions and is also a good way to gather detailed knowledge on all our properties. We are hoping to carry out his survey in January 2018 and if your property is included will be in touch shortly!!



## Preventing mould and condensation in your home



When the winter period arrives everyone wants to put the heating on and close their windows to keep the warm air in.

Doing this prevents air flow into your home and when there is no ventilation and lots of moisture in the atmosphere through activities such as cooking, showering and drying clothes, mould spores breed.

An average four person household generates between 5 and 10 litres of moisture in a 24 hour period and this can increase by 10 to 20 litres if washing and drying laundry takes place.

To prevent the build up of mould you should always ensure that you ventilate your home by opening trickle vents on the windows if you have them or by opening your windows a little to allow wet air out.

When cooking reduce steam by covering pans and if you have an extractor fan using this during cooking.

Never dry clothes on radiators and if you have a dryer ensure this is properly ventilated outside if required.

Always keep your bathroom door shut when bathing or showering and use the extractor fan and open windows to ventilate when bathing.

You should also maintain reasonable temperatures during the winter months to reduce the effects of condensation. Constant low level heating is more beneficial than intermittent heating on at only particular times of the day.

If you have mould in your home you should treat it straight away to stop it from spreading. You can do this by wiping the affected area with a fungicidal wash and check the area frequently.

Ensure air has room to circulate in your home by keeping rooms clutter free and moving large items of furniture away from walls.



## Universal Credit.

More and more customers of working age are moving onto Universal Credit. If you are affected by the changes and require support to access your on line account, then please call into our office or contact us and we will be happy to help.



## Welcome back !

In December Frances will be returning to her role as Housing Officer.



She will initially be returning on a part time basis in December and will return in January 2018 4 days a week. She will not be working Wednesdays.

## Rent Payments

Please ensure that you continue to pay rent as normal over the Christmas period. If you wish to pay by Standing Order or Allpay. Please contact a member of staff who will help you get this set up.

## Finally....Merry Christmas and a Happy New Year!

All the staff and Board members would like to wish all our customers a happy and peaceful Christmas time and wish you all the very best for the New Year.

