

Tenant Information Handbook

Since 1974 Combined Facilities Management (CFM) Ltd has been at the forefront of delivering the highest quality property services to our clients through practical, effective and innovative solutions.

Our team of multi-skilled operatives specialise in all-trades property services.



We know from listening to you that tenants want homes and neighbourhoods they can be proud of.

We have designed this handbook as part of our commitment to making sure that our customers get the excellent service they want and deserve.











We've developed it with tenants and staff working together. If you have any suggestions on how it can be improved, please let us know. This handbook is for you to keep and use as often as you need. We will provide regular updates and hope that you find it useful.

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Build • Maintain • Restore

 1	<p>Turn your thermostat down. Reducing your room temperature by 1°C could cut your heating bills by up to 10% and typically saves around £55 per year. If you have a programmer, set your heating and hot water to come on only when required.</p>
 2	<p>Is your water too hot? Your cylinder thermostat should be set at 60°C/140°F.</p>
 3	<p>Close your curtains at dusk to stop heat escaping through the windows and check for draughts around windows and doors.</p>
 4	<p>Always turn off the lights when you leave a room.</p>
 5	<p>Don't leave appliances on standby and remember not to leave laptops and mobile phones on charge unnecessarily.</p>
 6	<p>If possible, fill up the washing machine, tumble dryer or dishwasher: one full load uses less energy than two half loads.</p>
 7	<p>Only boil as much water as you need (but remember to cover the elements if you're using an electric kettle).</p>
 8	<p>A dripping hot water tap wastes energy and in one week wastes enough hot water to fill half a bath, so fix leaking taps and make sure they are fully turned off!</p>
 9	<p>Use energy saving light bulbs. They last up to 10 times longer than ordinary bulbs, and using one can save you around £40 over the lifetime of the bulb. This saving could be around £65 if you're replacing a high wattage incandescent bulb, or one used for more than a few hours a day.</p>
 10	<p>Do a home energy check. Just answer some simple questions about your home, there may be some very simple ways to save money and energy every day. www.energysavingtrust.org.uk/homeenergycheck</p>

Energy Proof Your Home



In the event of a burst pipe in your home the quickest way to limit any damage is to turn off the water at the stopcock.

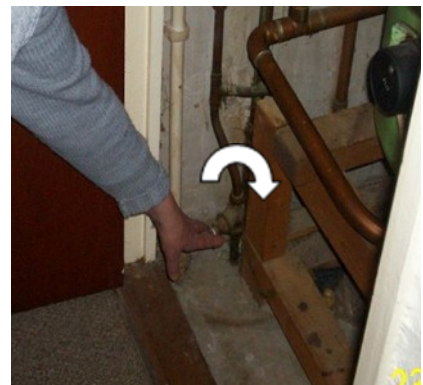
The stopcock shuts off the mains water coming into your home and these can be found usually under the kitchen sink which is shown in the picture on the right.



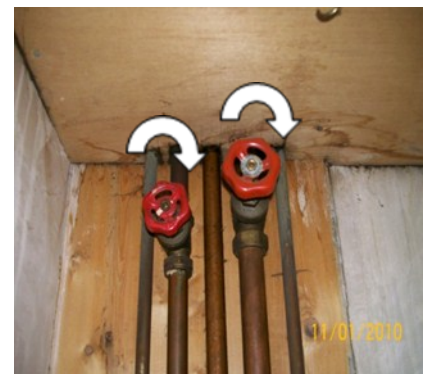
They can also be found at low level in your hot press or in the rear hallway of your home.

The stopcock should be easily turned off by hand

Having turned off the mains, if the water is still coming through the ceiling from the roof space the water storage tank must be drained, this can be done by turning on the hot and cold taps on the bath and basin, by flushing your toilet or by running the hot tap in the kitchen.



To turn off the hot and cold water supply to your bathroom turn off the two red headed gate valves which are located higher up in your hot press.



If you do have a leak always seek help from a qualified plumber to fix the problem. If water is leaking near any electrical socket or light do not attempt to use them and stay well away.

DISCLAIMER

The Information contained in this document is general advice DO NOT tamper with electricity or gas supplies. Always seek advice from a professional before carrying out any work. CFM or NIHE will not accept any liability for the information in this booklet being incorrectly interpreted

If your **lights, sockets or heating** stop working a trip switch may have fused. This is very easily fixed by simply resetting the trip.

Your fuse box should look like this.

All the trips are up so everything should be working.



This picture shows one of the trips down.

This means that it is not working.

Simply push it back up to reset. If it does not stay up or trips again get assistance from a qualified electrician.



If you don't feel totally happy to reset an electric trip, don't do so.

! NEVER ATTEMPT TO RESET A TRIP WITH WET HANDS !



SMOKE ALARMS

Smoke alarms hopefully will be the first indication that a fire may be occurring in your home. These are very easy to maintain and should be fitted in every home.

Once a week test each smoke alarm by pressing the test button until the alarm sounds.

Once a year change the battery unless a ten year battery is fitted.

Twice a year gently vacuum the unit using a soft dusting brush attachment to remove any dust from the sensors.

After a maximum 10 years it is best to have the whole alarm replaced or serviced.

IN THE EVENT OF A FIRE

If a fire occurs in your home you may have to get out in dark and difficult conditions. Escaping from a fire will be easier if you have already planned your escape route and know where to go:

- Involve everyone in your home.
- The normal way out is the preferred choice.
- Keep your escape route clear of obstructions.
- Protect your escape route by closing all doors into it, especially at night.
- Practice using the agreed plan.
- Select a safe meeting place outside.
- Wake your neighbors as they maybe at risk too.
- Make everyone aware how to call the Fire Service.



Your Central Heating System

Your Central Heating system will be oil or gas fired. These types of modern heating systems generally will run trouble free for many years but occasionally some problems may occur. We have listed below some helpful tips if your heating is not working.

General Checks

- Are the radiator valves turned on?
- Are the room thermostats turned down low or off?
- Is the thermostat at the hot water cylinder turned down or off?
- Is there electric getting to your boiler. Are there lights on the boiler?

If you use heating oil

- Visually check your tank for heating oil.
- Are the shut-off valves in the open or on position?

If you use gas

- Check if your gas meter is in credit
- Are the shut-off valves in the open or on position?

If you have no hot water, check that your heating control panel is set to heat the water, to set this use the manufacturer's instructions supplied.



BASIC TIPS FOR HOME SECURITY

- When you go out, always lock the door and close the windows - even if you are just going out for a short time.
- Window locks, especially on older windows, will help stop people getting in (and remember— a burglar is less likely to break in if they have to smash a window).
- If you have deadlocks, use them. They make it harder for a thief to get out again. But don't leave the key near the door, or in an obvious place.
- Don't leave spare keys outside, or in a garage or shed, and put car keys or garage keys out of sight in the house.
- Use timers for lights and radios if you need to be away from home overnight. They will create the impression that someone is in.
- Visible burglar alarms, good lighting, and carefully directed and limited security lighting can act as deterrents. But make sure that lights don't disturb your neighbors, and that alarms turn off after 20 minutes.
- Fences at the back of the house may make this area more secure, but walls and solid fencing may let a thief break in without being seen. A good compromise is chain-link fencing, or trellises with prickly shrubs.
- Fitting a 'spy hole' allows you to see who is at the door. Having a door chain means you can open the door a little way to talk to them.

TENANTS

- If you rent your house or flat, your landlord has some responsibility towards its security. If your home is not secure, ask the landlord if they will make necessary improvements.
- If you live in social housing, or in a block of rented flats, forming a tenants' association might make security easier.
- Always ask for identification before letting a stranger into your home.



Make sure that any improvements you make don't stop you from getting out of your house as quickly as possible if there is a fire.

Northern Ireland Electricity	0345 643 643
Water Service (NI) Leakline	0345 440 088
BT (Belfast)	028 9032 7327
Housing Executive Repairs	03448 920 901
Housing Benefit Enquiries	03448 920 902
Housing Executive General Enquiries	03448 920 900
Environment & Heritage Service 24hr	0800 807 060
Firmus Gas	0800 002 001
Phoenix Natural Gas	0800 002 001
Police (Non Emergency)	0845 600 8000
Crime Stoppers	08000 555 111
Confidential Telephone	0800 666 999
Newtownabbey Council	028 9034 0000
Ballymoney Council	028 2766 0200
Ballycastle Council	028 2076 2225
Limavady Council	028 7772 2226
Magherafelt Council	028 7939 7979
Cookstown Council	028 8696 2205
Omagh Council	028 8224 5321

