

## Looking after your home

We aim to provide you with a safe, energy efficient and comfortable home.

It is in your interest and ours to deal with repairs quickly and efficiently.

For full details about all aspects of our repairs service, please refer to the **Repairs** section.



### **What standard can I expect from PHP?**

The Government has set a standard that all Council homes are required to meet and maintain by 2010. This is the *Decent Homes* standard and it states that all Council homes should:

- ★ be fit to live in
- ★ be in a reasonable state of repair
- ★ have a modern kitchen and bathroom
- ★ have effective heating and insulation

We are committed to making sure that all our properties meet this standard. This means that many PHP properties that did not meet the *Decent Homes* standard, will have been fitted with a new kitchen and/or bathroom.

We have a programme of work to ensure that all our properties have good heating systems, with sufficient insulation to keep the heat in. We have also fitted new front doors to most of our properties.

If you would like to find out if your home is listed for any of these works, please call our HelpDesk on 0800 652 3900.

### **Gas servicing**

If you have gas appliances in your home that have been provided by PHP, you must provide access for the annual gas service to be completed.

When your annual gas safety check is due, we will write to you **TWO WEEKS** in advance, and give you the time and date when the gas engineer will visit.

If the appointment we give you is not convenient, you can contact our contractor to re-arrange another appointment.

It is a legal requirement that all gas appliances are checked regularly to ensure they are safe for use and to ensure the safety of you and your family.

Therefore, if we cannot gain access to your home to complete the gas servicing, we will take **legal action** to gain access.

We DO NOT service any appliances, including cookers, that you have installed. It is your responsibility to ensure all appliances not owned and supplied by PHP are regularly checked for safety.

For more information on gas servicing, please refer to the **Repairs** section.

### **What does the cleaning and caretaking service do?**

PHP provides a cleaning and caretaking service to help keep communal areas and estates clean and tidy.

Keeping the communal areas and estates clean and tidy is a joint responsibility between PHP and you.

We arrange for our caretakers to clean the ground floor and lifts in the high-rise flats every day. They also check the landings and rubbish chutes each day, and spot clean where necessary.

Once a week, our contractors sweep and mop all the landings and stairwells of the high-rise flats. They also regularly clean the communal areas of all our buildings.

Our caretakers patrol our estates to remove and dispose of any dumped rubbish or fly-tipping.

Part of our Caretakers' role is to identify, where possible, who is responsible for dumping rubbish and report their findings to the relevant Housing Officer or Sheltered Housing Officer.

Once reported, we will take action against the perpetrator under the conditions of the *tenancy agreement*.

## HAVING DIFFICULTY WITH JOBS AROUND THE HOUSE?

Our *HandyPerson Service* can provide you with practical help around the home.

The service helps with jobs that you may be finding difficult, particularly if you are elderly or have a disability, and have no family member available to assist you.

The *HandyPerson Service* can help with things like:

- ★ fitting battery operated smoke alarms
- ★ fitting handrails
- ★ fitting curtain rails and hanging curtains
- ★ hanging pictures
- ★ moving furniture around the house
- ★ fitting shelves
- ★ replacing light bulbs and plugs

Call 0800 652 3900

**What if I, or a member of my family, need special adaptations because of a disability?**

If you, or a member of your family, have a disability that restricts your quality of life or your ability to live independently, we can provide support that will allow you to remain in your home.



Alternatively, if your current home is unsuitable, we can assist you to move to a more suitable property that will better suit your needs.

We can help you do this by providing minor adaptations, such as grab rails, banisters, lever taps or other smaller adaptations to your home.

If your needs are more severe, you may require a major adaptation, such as a ramp or level access shower.

If you are living in a property that is too big for your needs we can also pay for, and support you, to move to a smaller, more suitable property. You may also be entitled to transfer incentive money if you agree to move to a smaller home. See page 9 of the **Moving home** section.

Adaptations are carried out after you have been assessed by an *Occupational Therapist* from Social Services.

If the *Occupational Therapist* tells us that you need major adaptations to make life easier for you, then your name will be placed on a waiting list for the work to be carried out.

If you think that you would benefit from an assessment from an *Occupational Therapist*, please call the Social Services HelpDesk on 01202 633868.

### **How long will I have to wait if I need an adaptation?**

If you need a smaller adaptation to your home (such as grab rails or lever taps), we will complete these within 10 working days of the referral from the *Occupational Therapist*.

If you require a larger adaptation, the *Occupational Therapist* will prioritise you in line with their *needs categories*, and your name will be placed on a waiting list in date order.

We will strive to carry out any major work within 12 months.

If you would like any more information about adaptations, and how to go about getting one, please contact our Disabled Adaptations Co-ordinator:



**01202 264424**

or speak to your Housing Officer  
or Sheltered Housing Officer



**[adaptations.php@poole.gov.uk](mailto:adaptations.php@poole.gov.uk)**

# Disability Information Team (DIT)



## **A resident-led service for you.**

Providing information and help to  
PHP residents with disabilities  
on how to access services.

**Tuesday 10:00am to 12:30pm**

**Thursday 10:00am to 12:30pm**

**Resident Resource Centre at Beech House**

**Call 01202 679948**

## **Who does the decorating?**

It is your responsibility to keep the inside of your home in a good state of decoration.

We will give you decoration vouchers if we think that the rooms in your home need decorating when you move in. You can use these at a local DIY store.



If you are moving into a sheltered property and it needs decorating, we will normally do this for you.

If you are elderly or registered disabled and find it difficult to decorate your home by yourself, please speak to your Housing Officer or Sheltered Housing Officer or Tenancy Support Officer about what help or support may be available from other services and agencies.

We will maintain the paintwork on the outside of your home and have a programme to paint and maintain the outside of our properties every seven years.

This includes painting rendered walls, painted or varnished woodwork (such as windows and fascias) and pipes/guttering.

While painting your property we also check that your windows open and shut properly.

We also paint some gates, railings and garage doors. All painting work is usually carried out between April and September.

### **What other cyclical work will PHP do?**

In the autumn and winter we will clear guttering that is prone to blocking from leaves and other debris and we will paint communal areas in sheltered schemes and blocks of flats.

We also have an obligation to ensure that all our lifts are maintained to current legislative standards.

### **Who is responsible for keeping my home secure?**

You are responsible for keeping your home secure.

If you lose your keys or lock yourself out, we may help you to get into your home and change the locks if you and your family are in danger. However, we may charge you for this service.

If you live in sheltered accommodation your Sheltered Housing Officer has a key that fits all the properties in the scheme where you live.

This is for your safety, in case you have an accident or are taken ill and are unable to get to the door yourself.

This means that you cannot change the locks yourself. Please contact us and we will do it for you. There may be a charge for this service.

### **Burglary & Vandalism**

If your home has been damaged as a result of vandalism, burglary or by someone not invited to your home, we will normally carry out any repairs needed as a result of this.

**You must report the incident to the Police and let us know the *Police Crime Report Number*.**

If you do not report the incident to the Police and do not provide us with the *Police Crime Report Number* you will be charged for the cost of carrying out any repairs.