

Repairs Handbook



Contents

Introduction	2
How to use this handbook	4
What we are responsible for	8
What you are responsible for	11
How to report a repair	14
Keeping safe in your home	17
Advice on how to protect your home	18
Other types of works	19
Complaints, Comments and Compliments	23
Repairs Fault Finder	24
Handy Hints	34
Useful Information	44
Notes	50

Introduction

Welcome to the North Lanarkshire Council's Tenants Repairs Handbook.

I am delighted to say that this, our first specific repairs handbook, has been fully developed in conjunction with North Lanarkshire Federation of Tenants and Residents Association, to ensure it suits the needs of both the tenants and the Council.

It contains lots of information in relation to the Repairs Service and explains what the Council is responsible for as your landlord and also the responsibilities you have as one of our tenants.

The handbook provides useful information, contact details, advice on keeping safe in your home and has a handy repairs fault finder which you might find helpful should you have to report a repair, so please keep it in a safe place for future use.

I hope that you will take some time to have a look through this handbook and that you find it helpful and easy to use.

Mary Castles
Executive Director of Housing & Social Work Services

Housing Convener

Welcome to the North Lanarkshire Council Tenants Repairs Handbook.

It gives me great pleasure, as your Convener to introduce the handbook which provides information on the Repairs Service which operates within North Lanarkshire Council and advice on how to look after your home.

We always place tenant participation at the heart of the service and the handbook has been developed in consultation with the North Lanarkshire Tenants and Residents Federation.

We recognise the valuable role our tenants play in helping to shape our services and we will continue to build on the good partnership working we have established.

Councillor Sam Love
Convener of Housing and Social Work Committee
North Lanarkshire Council

North Lanarkshire Federation of Tenants and Residents Association

North Lanarkshire Federation of Tenants' and Residents were pleased to be part of the repairs handbook working group with North Lanarkshire Council and partners.

Our representatives were Owen Toal and Donald Brown who; supported by the Tenant's & Residents' Participation Project, worked tirelessly on your behalf to produce this handbook, which we hope will be a great benefit to the tenants of North Lanarkshire. Members from our local groups also contributed at our focus group session on the handbook.

The repairs handbook has been designed to provide information on the provision of the Repairs and Maintenance service from North Lanarkshire Council and their partners involved in the delivery of the repairs service.

As Chairperson of North Lanarkshire Federation I would like to commend and thank all those who contributed to the Handbook, and I hope it will be of great benefit to all tenants.

Anne McGhee,
Chairperson North Lanarkshire
Tenants & Residents Federation

How to use this handbook

This handbook will give you information on the services we provide. It will also give you information on:

- What we are responsible for
- What you are responsible for
- How to report a repair
- Keeping safe in your home
- Advice on how to protect your home
- Other types of work that may be carried out
- Complaints, Comments and Compliments
- Frequently Asked Questions
- Repairs Fault Finder
- Useful phone numbers

Please take time to read this handbook and keep it safe. It does not take the place of our staff who can offer you advice and support on most housing matters. Our staff will be happy to help with any problems you have. There is a selection of phone numbers at the back of this handbook which you may find useful.

If you need this information in another language or format, please contact us to discuss your needs.

Development Section Housing and Social Work Services

North Lanarkshire Council
4th Floor Dalziel Building
7 Scott Street
Motherwell
ML1 1SX

Phone: 01698 274139

Fax: 01698 403005

Scottish Social Housing Regulator and the Scottish Social Housing Charter

The Housing (Scotland) Act 2010 establishes the Scottish Housing Regulator as an independent regulator directly accountable to the Scottish Parliament.

The Scottish Social Housing Charter sets the outcomes and standards that will help to improve the quality and value of the services that social landlords provide and support the Scottish Government's long-term aim of creating a safer and stronger Scotland.

North Lanarkshire Council are responsible for meeting the standards and outcomes set out in the Charter. We are accountable to our tenants and other customers for how well we do. We will also ensure that our performance management and reporting systems show how well we are achieving the outcomes and standards; identify any areas where we need to improve; and enable us to report to our tenants and other customers and the Scottish Housing Regulator.

Charter Outcomes and standards -

1: Equalities

- Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

2: Communication

- Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

3: Participation

- Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

Housing quality and maintenance

4: Quality of housing

- Tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair.

5: Repairs, maintenance and improvements

- Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

Neighbourhood and community

6: Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

- Tenants and other customers live in well-maintained neighbourhoods where they feel safe.

Access to housing and support

7, 8 and 9: Housing options

Social landlords work together to ensure that:

- People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them
- Tenants and people on housing lists can review their housing options.

Social landlords ensure that:

- People at risk of losing their homes get advice on preventing homelessness.

10: Access to social housing

- People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.

11: Tenancy sustainment

- Tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

12: Homeless people

- Homeless people get prompt and easy access to help and advice; are provided with suitable, good-quality temporary or emergency accommodation when this is needed; and are offered continuing support to help them get and keep the home they are entitled to.

13: Value for money

- Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

14 and 15: Rents and service charges

- A balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and other customers can afford them
- Tenants get clear information on how rent and other money is spent, including any details of individual items of expenditure above thresholds agreed between landlords and tenants.

Other customers

16: Gypsies/Travellers

Local councils and social landlords with responsibility for managing sites for Gypsies/Travellers should manage the sites so that:

- Sites are well maintained and managed.

This outcome applies only to those councils and other social landlords that are responsible for managing these sites.

What we are responsible for

Set up in NLC

As your landlord we are responsible for making sure your house is protected from wind and water. We will also carry out certain types of repairs if they are needed.

North Lanarkshire Council operate a 24 hour a day, 7 day a week Housing Repairs and Maintenance Services to all Council tenants which is delivered by 3 main Service Providers covering the following areas:

- General Repairs and Maintenance
- Heating Repairs and Servicing
- uPVC Windows and Doors

The 'Right to Repair' scheme

This scheme gives you the right to get another contractor in and claim compensation from us if we do not carry out certain repairs within set time limits. We will let you know during communications with you which jobs are covered by this scheme, and the time limits for them. We will also give you the contact details for another contractor. Ask our staff for more details about this scheme.

For information, the timescales contained within the legislation are shown in the following table.

Right to Repair “qualifying repair”	Timescale: (Maximum period in working days from date immediately following the date of notification of qualifying repair or inspection)
Blocked flue to open fire or boiler	1
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house	1
Blocked sink, bath or drain	1
Loss of electric power	1
Partial loss of electric power	3
Insecure external window, door or lock	1
Unsafe access path or step	1
Significant leaks or flooding from water or heating pipes, tanks, cisterns	1
Loss or partial loss of gas supply	1
Loss or partial loss of space or water heating where no alternative heating is available	1
Toilet not flushing where there is no other toilet in the house	1
Unsafe power or lighting socket or electrical fitting	1
Loss of water supply	1
Partial loss of water supply	3
Loose or detached banister or handrail	3 (dependent on vulnerability of tenant)
Unsafe timber flooring or stair treads	3
Mechanical extractor fan in internal kitchen or bathroom not working	7

Right to Compensation for Improvements

If you have made improvements to your home, such as installing a fitted kitchen or a new bathroom, you may be entitled to compensation for this when your tenancy ends or you move home. Please be aware that you should seek permission before you carry out alterations to your home. For more information, please contact your Local Housing Office or First Stop Shop.

Heating systems

Electric

If your home has an electric heating system and you have any problems, you can contact our Customer Contact Centre (see useful numbers for contact information). Please note this call is not free if you phone from a mobile phone. If we find the problem is to do with the mains supply, we will contact Scottish Power.

While we are in your home carrying out a check on your electric heating, we will carry out a survey and check on your smoke alarms to ensure they are in good working order.

Gas and solid fuel heating systems

Under the current Gas Legislation, we must ensure we maintain your gas or solid fuel heating system when needed and service

it at least once a year. Your responsibilities are to ensure you allow us access to your property to allow the annual checks to be carried out. This helps to ensure you and your family's safety and that of your neighbours.

You must allow our tradesperson into your home to service your heating system. We will try, at least twice, to arrange an appointment with you. If you do not agree to an appointment with us we may have to force entry into your home to allow us to meet our legal duty to service your gas boiler.

If you have any problems, you should contact our Heating Service Provider, **Saltire, on 0845 606 1555**.

Gas Safety

If you smell gas, you should do the following:

- Phone Scotia Gas Networks immediately on **0800 111 999**
- Check if the gas supply to any appliance has been left on (for example, a cooker ring or gas fire), or if the pilot light has gone out
- Switch off any gas appliances and the mains gas supply
- Open doors and windows to let the gas out
- Keep people away from the affected area
- Do not switch on any electrical appliances or turn lights on or off in case they spark
- Do not smoke or use matches or naked flames

What you are responsible for

What repairs am I responsible for?

We will carry out most repairs to your home, but we do expect you to mend some items. If anything gets broken, you may have to pay for it to be repaired. You will also have to pay for new locks if you lose the keys to your home or they are stolen.

We also expect you to repair and maintain:

- Elements in electric fires
- Individual appliance fuses
- Fitted cupboards in bedrooms
- Internal facings
- Garages built by you
- All keys for your property (including garages, front, back and patio doors)
- The decoration inside your home
- Inside doors, decorative wooden door edges and handles
- Cooker connections and pipes
- Electric and Gas cookers
- Any shower you have put in
- Driveways
- Rotary clothes lines; and
- Your own TV aerial / satellite dish

Whilst the list identifies some of the repairs you are responsible for, it is not exhaustive. If you are in any doubt, please contact us for advice using the numbers at the back of this handbook

Laminate flooring

Laminate flooring can cause problems when we need to carry out repairs in your home. It is easy to pull up carpets if we need to get to the floorboards, but laminate flooring is normally nailed or glued to the floor and the skirting board. Not all laminate flooring can be used again after it has been taken up.

If your repair requires laminate flooring to be removed, you must arrange for this to be taken up before we inspect or carry out repairs which affect it. If you don't and we have to take it up for you, you will have to pay the costs.

We will not be responsible for any damage to your laminate flooring (or any other floor coverings) should we be required to remove these to carry out your repair.

You should also consider whether laminate flooring is appropriate for your home as it could be noisy for your neighbours.

Paying for rechargeable repairs

You will be asked to pay for any repairs that have been caused by damage or misuse of your home by you, your family or friends. However, please be aware that we will never ask you for any money when we call to carry out the repairs. If you suspect a bogus caller, refer to guidance on page 17 of this booklet on keeping safe in your home.

Asbestos

This section addresses concerns and questions about asbestos in the home.

Asbestos fibres are strong and resistant to heat and chemicals they were previously used in the manufacture of a large number of building, fireproofing and insulation materials.

Where is asbestos found?

It is not always easy to tell whether a product contains asbestos as modern asbestos free materials often look similar - remember it is usually older products that contain asbestos. Loft or cavity wall insulation does not contain asbestos.

The types of asbestos materials that may be found in homes are described below:

- **Asbestos Insulating Board (AIB)** - this is found in materials such as ducts, infill panels, ceiling tiles, wall linings, bath panels and partitions
- **Lagging** - asbestos lagging is very rarely found in homes, especially those constructed after the mid 1970's
- **Asbestos-cement products** - this has been commonly used as roofing and cladding for garages and sheds and also in guttering and drainpipes
- **Other building materials and products** - asbestos has been widely used in a variety of other materials, for example, in decorative coatings such as textured paints and plasters (e.g. Artex). Plastic floor tiles, composite flooring, cushion flooring, roofing felts, tapes, ropes and fire blankets can also contain asbestos
- **Heating appliances and domestic equipment** - asbestos was used in some warm air heating systems, electric storage heaters (up to 1976) and in flameless catalytic heaters (up to 1988) and some early 'coal effect' gas fires. It has also historically been used in domestic equipment, such as oven gloves and ironing boards, seals on cooker doors and fire blankets

REMEMBER

- Avoid disturbing or damaging asbestos materials in good condition. **DO NOT** attempt work involving asbestos materials - if in doubt then **SEEK ADVICE**.
- If you have damaged or deteriorating asbestos materials in your home then **SEEK ADVICE**.

Remember, asbestos containing products can look very similar to those not containing asbestos - If you are unsure of an area in your home or suspect asbestos is present, please contact us immediately using the contact numbers at the back of this booklet.

North Lanarkshire Federation of Tenants and Residents Association

North Lanarkshire Federation is one of the Scotland's largest and youngest Federations promoting tenants rights. It works tirelessly to enhance the voice of North Lanarkshire Council's tenants and their neighbours to have a meaningful impact into housing and related services. The Federation covers the whole of North Lanarkshire and supports local groups and works to develop services in North Lanarkshire.

If you would like more information about the Federation or if you would like to get involved, please visit **www.northlanarkshirefederation.org.uk** or call **01236 435 844**.

There may also be a tenants group in your area, to find out more contact your local housing office or the Federation to find out more

How to report a repair

If you notice a repair that needs doing, you can report it in a number of ways.

Repairs can be reported:

- By calling our Customer Contact Centre - **0800 678 1166**
- On-line through the Councils Website at **www.northlanarkshire.gov.uk**
- By visiting your First Stop Shop and using the direct phone line

Out with office hours, emergency repairs can also be reported to the Customer Contact Centre on the same number as above.

When you report a repair, the staff will ask you about the repair and give you any help they can at the time. They may also try to make an appointment for some types of routine work inside your home to be done, or tell you when the work should be completed.

It is useful to have a pen or pencil ready to note down the date and time of any appointments being made.

It is important to tell them:

- your name and address
- a contact telephone number
- when we can visit you to inspect the repair (if required)
- a detailed description of the repair that is needed (there is a fault finding guide at the back of this handbook to help you identify the repair required)
- if you wish for a password of your choice to be used when reporting a repair to ensure your security when a tradesperson attends your home

What happens next?

Our staff use a fault finding system to prioritise your repair. If your repair appears complex or requires measurement, an appointment may be made. Should an appointment be required prior to a repair being carried out, we will attempt to arrange a time and date to suit you for our Officer to come to inspect it and take some measurements, but there are many repairs that we can pass immediately to our contractors.

Service	Our standard
Carrying out emergency repairs	<p>We will attend to emergency repairs within 3 hours of being reported.</p> <p>In an emergency, there are certain things you can do to avoid any more damage or danger however if you are unsure, the Customer Contact Centre may be able to provide you with advice</p> <p>Remember - If an emergency happens in your home out of office hours, you can phone our 24-hour repairs service on 0800 678 1166.</p>
Carrying out urgent repairs	<p>We will carry out urgent repairs within 3 working days of being reported. The timescale from being reported to completion: 8 working days allowed. This includes</p> <p>3 working days for inspection, (if an inspection is required), 2 working days to be processed and issued to service provider, 3 working days for service provider to complete</p>
Carrying out routine repairs	<p>We will carry out routine repairs within 20 working days of being reported. The timescale from being reported to completion: 25 working days allowed. This includes 3 working days for inspection if required, 2 working days to be processed and issued to service provider, 20 working days for service provider to complete</p>
Carrying out uPVC door renewal including manufacture of door	<p>We will carry out uPVC door renewal including manufacture of door within 40 working days of being reported. The timescale from being reported to completion:</p> <p>45 working days allowed. This includes: 3 working days for inspection if required, 2 working days to be processed and issued to service provider, 20 working days for the door to be manufactured and 20 working days for service provider to complete</p>

What happens if you miss an appointment?

Where a tradesperson attends your property and cannot gain access to carry out the repair (normal routine or urgent repairs) (please note this excludes heating service events), a 1st “no access” card will be put through your door to advise that a tradesperson has called. This card will normally include details of the proposed new (2nd and final) appointment date. If this date is not suitable, you can rearrange using the number provided on the card.

When a 2nd appointment is made and the tradesperson still cannot gain access, a 2nd ‘no access’ card will be put through your door advising you that your repair will now be cancelled.

If your repair is an emergency and you do not provide us with access to carry this out, the emergency repair may be cancelled immediately and you may be liable for the cost of this premium call out.

Helping us to improve the service

When we have completed the repair, you may be asked to complete a questionnaire asking if you are satisfied with both the service you received from us and our Service Provider(s). Please take the time to fill this in as it helps us to continually improve the service we provide.

Situations when normal arrangements may change

Where we are experiencing severe weather, for example storm force winds or severe frost, normal services may be disrupted or suspended to allow us to deal with the emergency situations.

The North Lanarkshire Council website (www.northlanarkshire.gov.uk) will be kept up to date with details of the emergency circumstances. If you phone the Customer Contact Centre, during such an event, you may also hear a message explaining the current situation.

If you are affected by the emergency, you can report this through the Customer Contact Centre but please be aware that only priority jobs will be dealt with during these times.

Keeping safe in your home

All Council employees and Service Provider(s) involved with carrying out inspections and repairs should always display an Identification (ID) card.

Always ensure you ask to see this card before you let them in. The card will detail; the company name, the person's name and a photograph. Also if you have agreed a security password to be used prior to a person entering your home, please ensure you ask the person for this.

If they can't show you a card or you have any other reason to be suspicious, do not let them in.

Doorstep Crime Initiative

The Doorstep Crime Initiative was launched on 4 August 2010 by the Bogus Callers Task Force, in partnership with North Lanarkshire Council and Strathclyde Police for North Lanarkshire Council tenants and homeowners.

Part of the Doorstep Crime Initiative is the Bogus Caller Scheme which has been developed in partnership with the Council's Community Alarm Service and Strathclyde Police safety service.

The scheme has been set up to give both older and vulnerable Council tenants and homeowners - who have been the victims of bogus caller crime - the means to alert the police to bogus callers. It involves using an alarm unit installed in the home which connects to the alarm service call centre.

If you would like to report a suspected incident of Doorstep Crime, please contact your local police or Trading Standards office. Contact can also be made in confidence to Crimestoppers on 0800 555 111.

Advice on how to protect your home

Here are some tips on coping with things like condensation and frost.

Condensation

The following tips should help you reduce condensation in your home:

- Keep all your rooms warm by using your heating system effectively and efficiently as much as you can afford (your heating tradesperson can give you advice if required)
- Ensure there is adequate ventilation in your home by:
 - Allowing fresh air into your home by opening windows a little
 - Using extractor fans if they are fitted, this is especially important after using your bath or shower.
- Reduce the amount of moisture produced by:
 - Drying clothes outside when possible
 - Making sure tumble dryers are vented outside
 - Opening your kitchen window when you cook and keep all your other doors closed to stop steam spreading through the house
- Do not use Calor gas fires or paraffin heaters as these can cause condensation

Frost protection

To try to prevent burst pipes, it is important to ensure there is heating throughout your house. In very cold weather, frost can penetrate into water pipes and cause the water to freeze and expand. This can cause burst pipes. If your pipes burst, you should:

- Turn off the water supply at the stopvalve
- Turn on all the taps and drain your water system
- Switch off the electricity at the mains if the water has come into contact with electrical wires or fittings; and
- Switch off water heaters or the central-heating system (If it is solid fuel heating, put out the fire.)

Other types of works

Planned repairs

As your landlord, we carry out a continuous programme of repairs to maintain our housing. This usually means that we will paint the outside of your home (including any outside woodwork, gutters and downpipes) approximately every five years.

Capital works

We also, make improvements to your home through the Councils Capital Programme. The Capital Programme is an annual plan which details all the improvement and major repairs work to the Councils houses.

These works include replacement kitchens, bathrooms, heating upgrades, electrical rewiring, re-rendering, roof replacement works and various other types of work.

Works undertaken via this programme are carried out to a higher standard than that required by the Government. This is known as the “North Lanarkshire Standard”. This North Lanarkshire Standard also prioritises minimising disruption for tenants by combining programmes wherever possible which may result in, for example kitchen replacement / rewiring works or roofing / rendering work being undertaken

simultaneously. Within a block of flats, if it is proposed to carry out common works, e.g. roof replacement, agreement will generally be required from any owners with shared responsibilities before any work can proceed.

Equipment and Adaptations for Independent Living

If you or a member of your household are struggling to manage everyday activities because of a long term health condition, or disability or you are just finding things difficult as you get older there are things that can help.

There are a range of products or simple pieces of equipment and/or minor adaptations that can be made to your home which can make everyday activities easier and/or safer.

Check out the councils Making Life Easier service (www.makinglifeeasier.gov.uk) where you can get information, advice, specific products and minor adaptations provided free of charge by the Council.

If you want more information or assistance to use this service contact our Disability Information Officers on
Tel: 01698 274418/274584,
Mobile/SMS: 07939 283323 or
email: makinglifeeasier@northlan.gov.uk

Alternatively, you can contact your local office and discuss a referral for an assessment of your needs.

Empty house repairs (minimum letting standard)

As a tenant of North Lanarkshire Council you can expect to move into a home which is clean, wind and water tight with fixtures and fittings working as they should. We have set ourselves a minimum letting standard that you can expect from your new home and this standard is set out below.

Although we aim to complete all the necessary repairs before you move in, we may have to carry out some less urgent repairs afterwards. This is to make sure that we are maximising the occupancy of our properties. Work undertaken during the period the house is empty is to ensure the property is habitable. Normally major upgrading works will be carried out within an agreed programme. However, if it is appropriate to do so certain major works may be progressed during the time the house is empty.

Inside your home

- We will ensure that your home will be empty, clean and ready for you to move in to (including common/service areas)
- Internal doors, walls, skirtings and facings will be in an acceptable condition and ready for you to decorate. If the decoration in the property is in a poor condition, an

allowance may be available on a room by room basis to help with the costs of decorating

- Floors and staircases will be safe, free from holes and missing floorboards

Safety

- The electric and, if present, gas supplies in the property will be checked and appropriately certified
- Smoke and carbon monoxide detectors will be present and tested
- All locks in the property will be checked and repaired if necessary
- Mechanical ventilation will be provided if there are any historical issues with condensation

Kitchens and Bathrooms

- The kitchen will have space for a cooker and a fridge
- The kitchen will have 6 electrical sockets
- The kitchen layout will be safe e.g. worktop either side of the cooker
- There will be adequate kitchen storage
- Both the kitchen and the bathroom will be in a good and usable condition

Energy Efficiency

- The heating system will be efficient and in good working order
- The property will have an Energy Performance Certificate

Outside your home

- The roof structure and roof tiles will be in a good condition, including ridge tiles
- Chimneys will be safe and re-pointed as necessary
- All guttering and down pipes will be in good working order
- Gullies and drains, including waste outlets, will be clean and free from obstruction
- The walls of the property will be in good condition with any repairs carried out as necessary
- Windows and doors will be in good condition and will operate without difficulty. Any broken glazing will be replaced
- Footpaths, boundary fences, walls and gates will be in good condition. Any repair or replacement identified will be progressed as part of the Council's programmed works
- Common areas will be safe and in good condition
- For flats there will be a communal drying area available

- There will be adequate lighting outside flats, whether from street lighting or lighting fitted to the common building
- Access decks and balustrades will be safe and in good condition
- Balconies and verandas will be safe and in good condition
- Common windows and roof lights will be in good usable condition
- If a door entry system is fitted, this will be in good usable condition

Tower blocks in North Lanarkshire

There are various checks which are carried out in the many tower blocks throughout North Lanarkshire Council. These include regular checks and maintenance on:

- Lifts
- Laundries
- Pumps
- Main extractor fans
- Refuge chutes
- Stair and close/landing lighting
- Safety equipment
- Communal landings

uPVC windows

Below is some operating and maintenance advice from our uPVC door and window contractor.

Your new uPVC windows and doors have been manufactured using quality components throughout and should enhance the quality and appearance of your home, while also contributing to lower heating costs

Like all mechanical components, however they require a little care and maintenance in order to provide a lifetime of trouble free operation. We would ask therefore that you follow these simple guidelines for cleaning and maintenance.

Do

- Operate the window or door using only the handle(s) fitted
- Open the handles and push the sash forward until it locates the safety restrictor, located within the frame
- Release the safety restrictor for further ventilation
- Trickle ventilation may be obtained with the window in the closed position through use of the ventilator location at the top of the window

- Clean all PVC surfaces with well diluted domestic washing up liquid or domestic soap and lukewarm water
- Alternatively use only specialist PVC cleaner
- Lubricate all moving parts, i.e. locks, hinges and handles at least twice per year using a light oil or silicon lubricant
- Clean all glazing units with a non abrasive cloth or paper towelling using either water or a domestic glass cleaning agent

Don't

- Use solvent based cleaners such as cellulose thinners or acetone, on any of the PVC surfaces
- Use abrasive agents
- Attempt to clean dry surfaces with dry cloths
- Force any mechanical or moving part into an open or closed position or subject any window or door to undue leverage or weight
- Remove or tamper with any safety restrictions on the window frame

Complaints, Comments and Compliments

We welcome feedback from all our customers and service users.

The complaints, comments and compliments we receive are a valuable source of information to help us to:

- Develop and improve our services
- Put things right when they have gone wrong

We are committed to providing high quality services and although we do our best to make sure that these are delivered to a high standard, occasionally things can go wrong.

Complaints, comments and compliments can be made in the following ways:

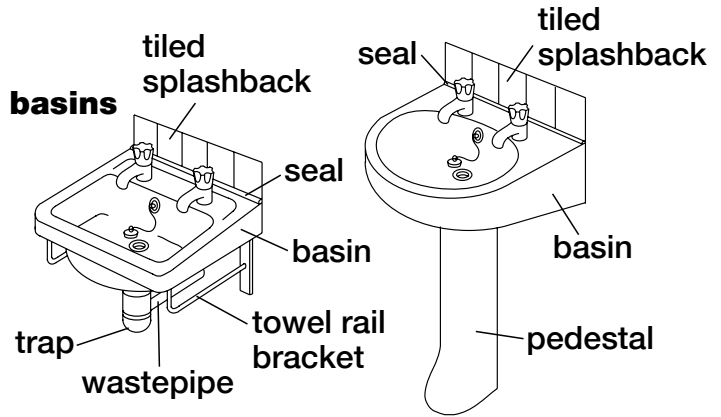
- By completing a complaints, comments and compliments form available at first stop shops and other council offices
- By completing the form online at www.northlanarkshire.gov.uk
- By phoning Customer Contact Centre on 01698 403200
- By contacting the service direct

Repairs Fault Finder

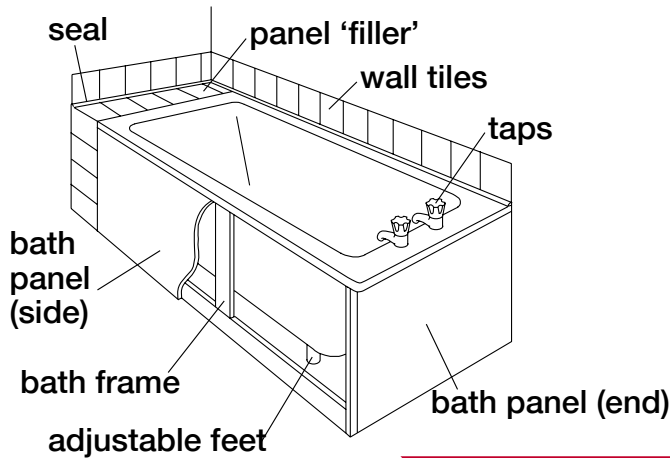
This repairs fault finder will help you to report your repair and help us identify the problem you have.

All you need to do is use the illustrations to identify where the fault is occurring then contact the Customer Contact Centre using the phone number at the back of this handbook.

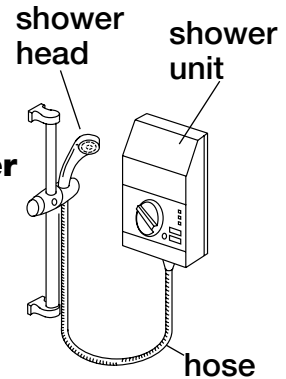
Wash-hand basins



Bath



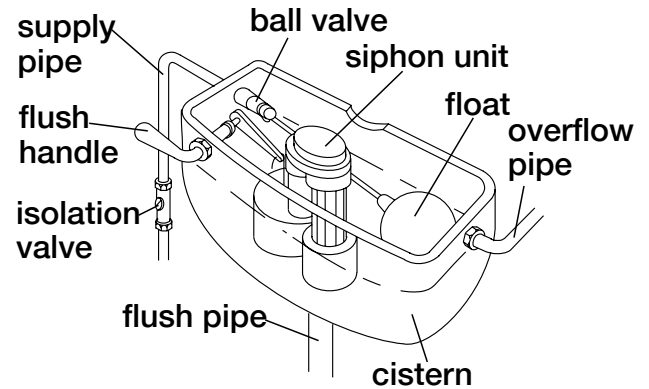
Electric shower

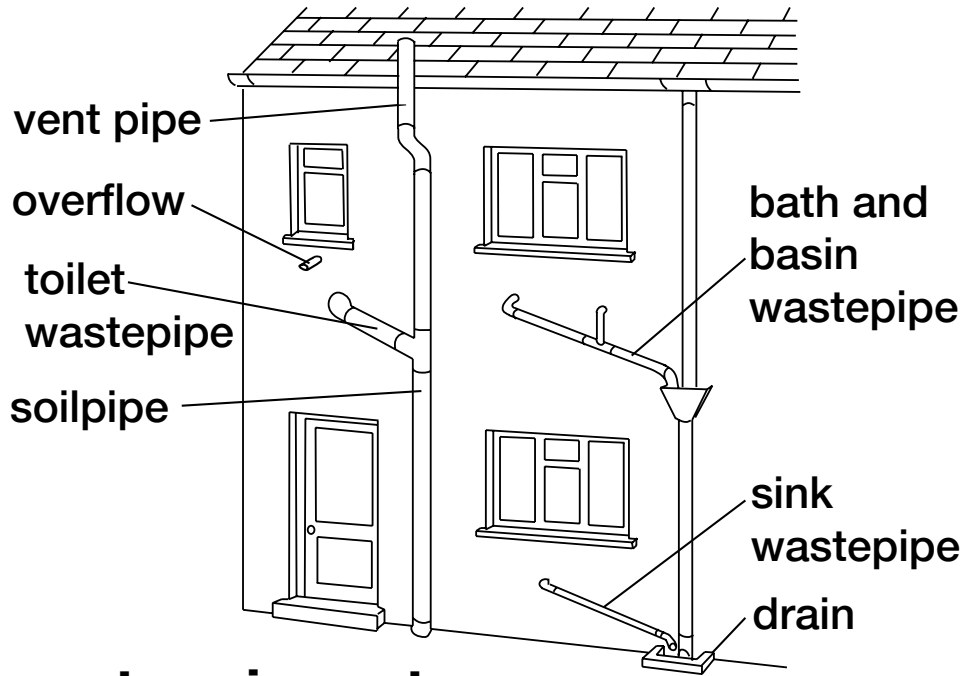


Low-level cisterns

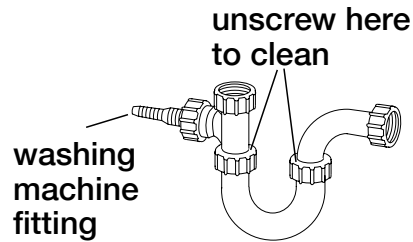


Toilet cistern





two-pipe system



**combination trap
(for washing machine)**



bottle trap



'S' trap

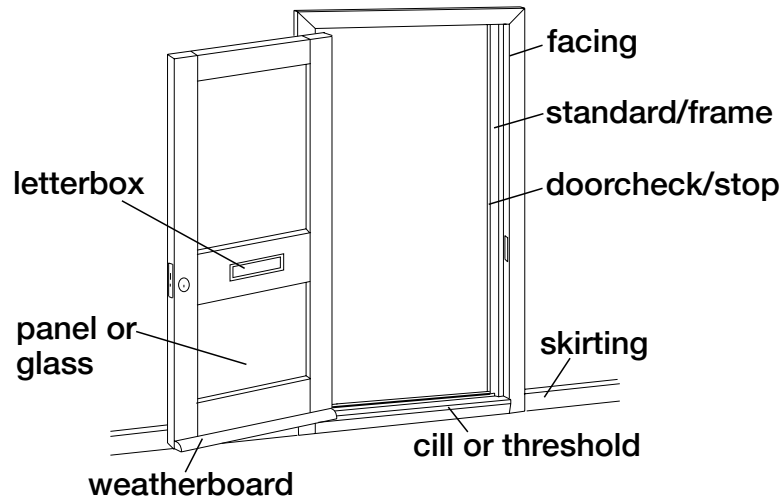


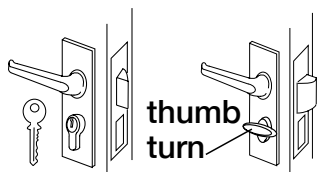
U-bend trap



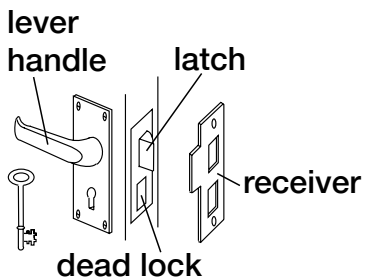
bottle trap

timber door and frame

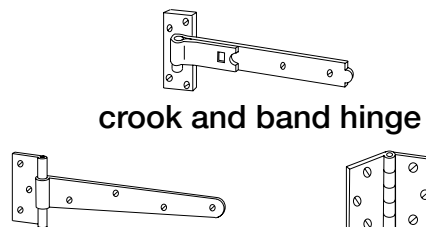




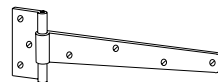
cylinder mortice lock



mortice lock



crook and band hinge

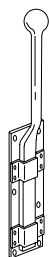


'T' hinge

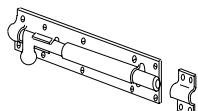


butt hinge

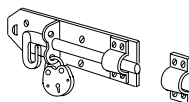
hinges



monkey tail bolt



barrel bolt



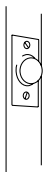
pad bolt



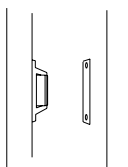
'D' handle



roller catch



ball catch

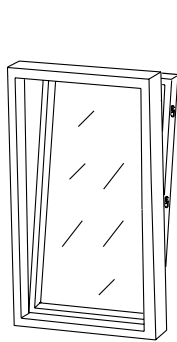
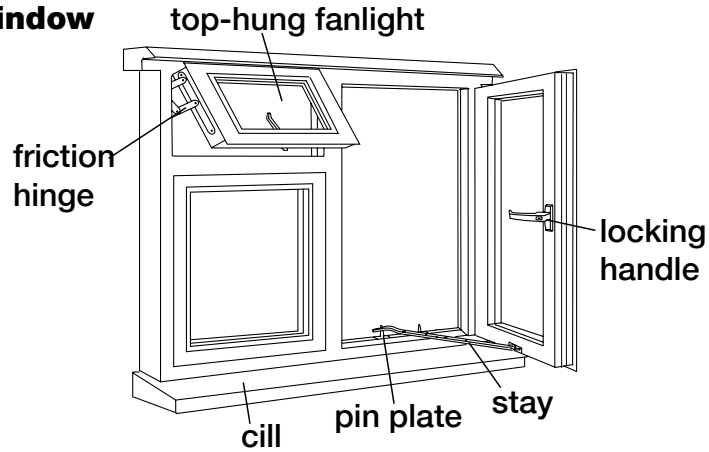


magnetic catch

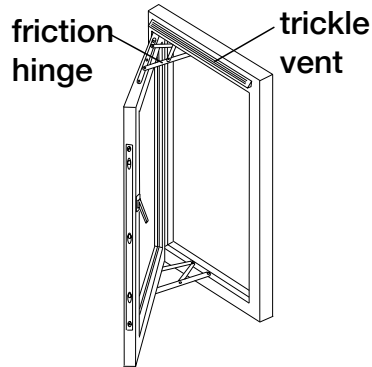


UPVC multi-point lock (espagnolette)

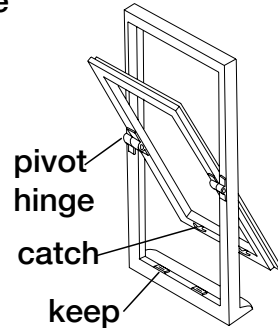
casement window



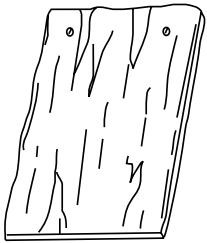
tilt and turn



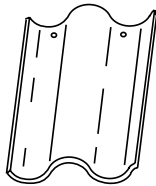
casement window



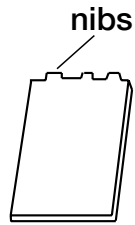
pivot window



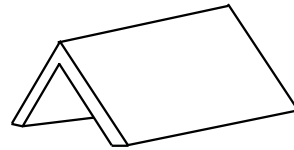
**natural
slate**



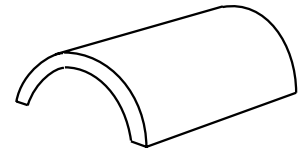
**interlocking
tile**



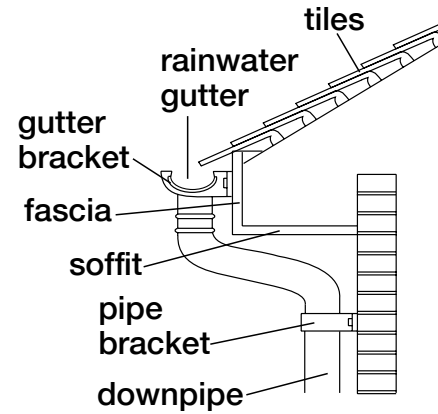
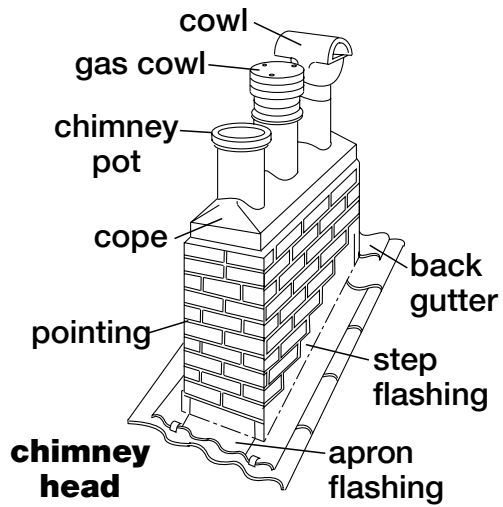
plain tile

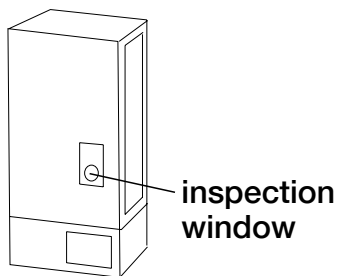


**angle ridge tile
or metal ridging**



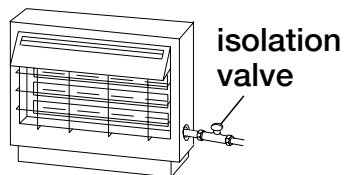
**half round
ridge tile**





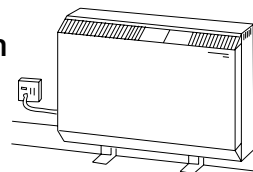
inspection window

**wall-mounted
central heating boiler
/combi boiler**

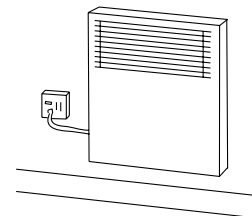


isolation valve

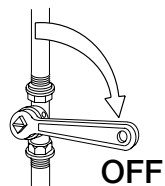
gas fire



electric storage heater

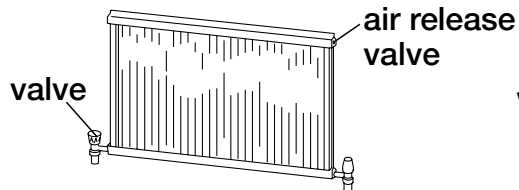


convector heater



OFF

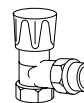
mains gas tap



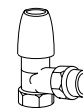
air release valve

valve

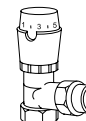
radiator



**wheelhead
valve**



**lockshield
valve**



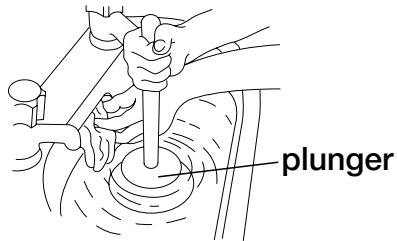
**thermostatic
valve**

radiator valves

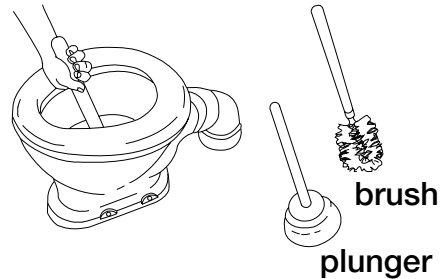
Handy hints: clearing a blocked waste

The following section of this handbook provides a series of Handy Hints on areas such as clearing a blocked waste, condensation, resetting a trip switch, adjusting heating controls and information regarding your smoke detector. We hope you find this information useful.

unblocking a basin or sink



unblocking a toilet



Handy hints: clearing a blocked waste

General advice

- Blockages in basins and sinks are usually caused by the build-up of waste in the trap: fat, tea leaves, hair, cooking oil and so on
- Always follow the instructions carefully. Never use more than one product - particularly with bleach. Do not use caustic soda as it destroys plastic fittings
- The trap under the bath, basin or sink always holds some water. This stops air or foul smells coming up the drain but waste can build up and become stuck in it
- If more than one fitting (bath, basin or sink) is blocked, the blockage may be in the soil stack or main drain. This will need to be cleared. Please contact the Council
- Blockages in toilets are usually caused by inappropriate objects; nappies, toys, toilet fresheners and so on. You must not use toilets as rubbish or waste disposers

What to do

You need:

- bowl or bucket
- jug or cup to be used as a scoop
- wet rag or dishcloth

- plunger - for the toilet you can use a toilet brush or mop
- protective gloves

To unblock a bath, basin or sink:

- scoop out most of the water
- hold the rag tightly over the overflow opening
- place the plunger over the plug hole and pump it up and down rapidly

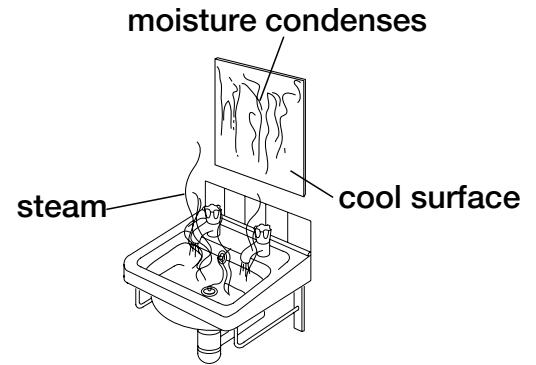
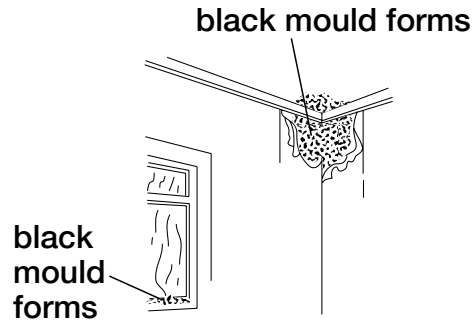
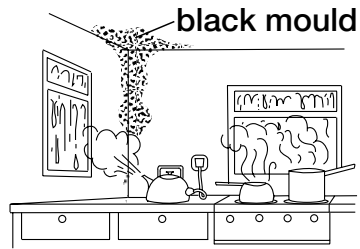
To unblock a toilet:

- if the pan is already full, remove some of the water into a bucket using some form of scoop, for example a jug or cup
- push the brush or plunger to the bottom of the pan
- pump it up and down vigorously about 10 times. This creates a vacuum and pressure, which may shift the blockage
- flush the toilet to see whether the blockage has gone

You may need to repeat this process several times before the toilet flushes normally. If there is no improvement, you should contact us using the phone numbers at the back of this handbook.

Thoroughly wash your hands and all equipment after you have finished.

Handy hints: condensation



Handy hints: condensation

What is condensation?

- Condensation can occur in any home but you can take steps to prevent it
- It starts as moisture that is produced by cooking, bathing, washing clothes or drying them indoors on radiators
- This moist air condenses on cool surfaces such as walls, mirrors, wall tiles and windows, and even some clothes (for example leather)
- When the moist air is warm it rises and often ends up on ceilings and in upstairs rooms and then forms mould

If mould forms:

- wipe the mould off immediately with water.
Do not use washing up liquid
- apply a recommended product available from a hardware or DIY store. Always follow the instructions carefully. Do not use bleach

Control excess moisture:

- close kitchen and bathroom doors to prevent steam going into other colder rooms
- open kitchen and bathroom windows when cooking or washing so that steam can escape, or use an extractor

fan if you have one fitted. Leave these on for a while (up to 20 minutes) after you have finished cooking or washing

- open some windows in other rooms for a while each day and open any trickle vents fitted in your window frames. This allows a change of air
- wipe down surfaces where moisture settles to prevent mould forming
- do not block air vents and allow air to circulate around furniture and in cupboards
- do not use bottled gas heaters - the gas produces a lot of moisture.

Produce less moisture:

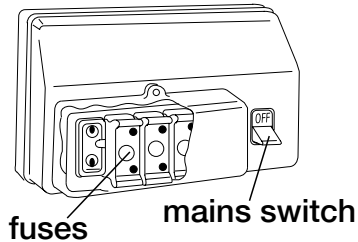
- dry clothes outdoors whenever possible, otherwise use well ventilated rooms
- cover pans when cooking
- vent any tumble driers to the outside
- cover fish tanks
- remember that houseplants and pets also produce moisture.

Keep your house warm:

- take steps to prevent heat loss
- maintain low background heat when the weather is cold or wet. This doesn't necessarily cost more than switching it on and off.

Handy hints: resetting a trip switch

fuse board (older)



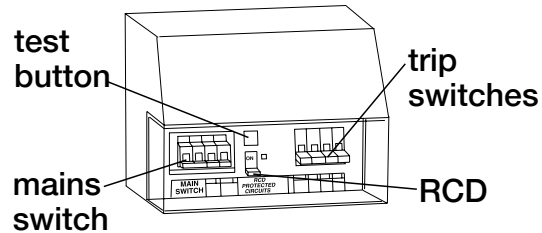
If your lights or power go off, it means your trip switches are working properly. You can find out what caused the problem and you may be able to resolve the problem yourself.

(This advice only applies to modern consumer units. If you have an older 'fuse board' type with rewirable fuses or cartridges, **do not touch** it and contact us immediately.)

General advice

- Make sure your hands are dry when you touch electrical fittings.

consumer unit (modern)



- Modern electric circuits are fitted with circuit breakers called trip switches. If a fault develops, a switch is tripped and the circuit is broken. You will find all of the trip switches (or fuses) in the consumer unit. Some consumer units have buttons rather than switches. The consumer unit may be near your front or back door, or next to the electricity meter (unless this is outside).
- If one of your electrical appliances is faulty, leave it unplugged and get a qualified electrician or service engineer to check it.

- A trip switch or button usually operates because:
 - there are too many appliances on a circuit and it has been overloaded
 - an appliance is faulty or has been misused, such as a kettle has been over-filled, a toaster not cleaned or an iron is broken
 - water has leaked into a circuit or spilt onto a plug
 - a light bulb has blown
 - an immersion heater is faulty

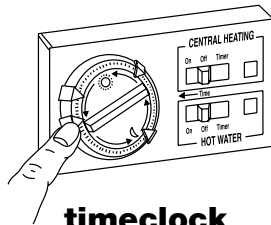
To reset a trip:

- open the cover on the consumer unit to expose the trip switches/buttons
- check which switches or buttons have tripped to the OFF position and which rooms (circuit) have been affected
- put these switches or buttons back to the ON position

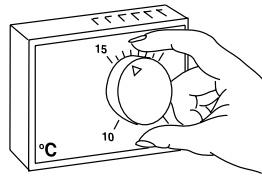
If the trip goes again. It is probably being caused by a faulty appliance or light. You need to identify which circuit is being affected and which appliance on that circuit is causing the problem:

- check all the rooms and note which set of lights or sockets is not working
- unplug all appliances on that problem circuit, and switch off the immersion heater if it is on that circuit
- switch the 'tripped' switch to the ON position (press in if it is a button)
- plug in the appliances or switch on each light one at a time until the trip goes again. The last one you switched on is where the fault is
- do not use adaptors or multiplug extensions when testing appliances.

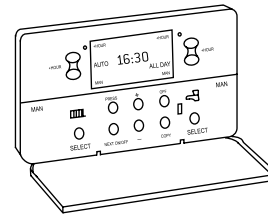
Handy hints: adjusting heating controls



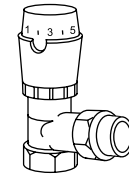
**timeclock
programmer**



**room
thermostat**



**digital
programmer**



**thermostatic
valve**

Handy hints: adjusting heating controls

General Advice

- A timeclock or digital programmer automatically turns the heating and hot water on and off at the times you set. You can set them to come on once, twice or stay on all the time, as you require. You have three switches:
 1. **AUTO** - which turns the heating and hot water on or off at the times you set
 2. **ON** - which you can use to manually override the set starting time, and
 3. **OFF** - which you can use to manually override the set finishing time
- Set the heating to go off during the night and when the home is empty during the day
- During extreme cold weather, to help prevent burst pipes, keep some background heat on all the time
- A room thermostat controls the heating to keep the room at a set temperature. Turn the dial so that the arrow or marker points to the temperature you want. A comfortable and economic temperature is between 18°C and 20°C.

Timeclock programmer

- Check the clock is showing the correct time and adjust if necessary

- Decide when you want the heating and hot water to come on and go off
- Timeclock programmers will have sets of pins or arrows for setting the heating programme

Pins:

- Push them in opposite the times when you want the heating to come on, and
- Pull them out opposite the times when you want the heating to go off

Arrows:

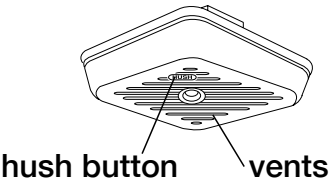
- Slide the “on” arrows (usually red) around to the times you want the heating to come on
- Slide the “off” arrows (usually blue) around to the time you want the heating to go off, and
- Check that the programmer is switched to “timer” (or auto) to activate the times you have set

Digital Programmer

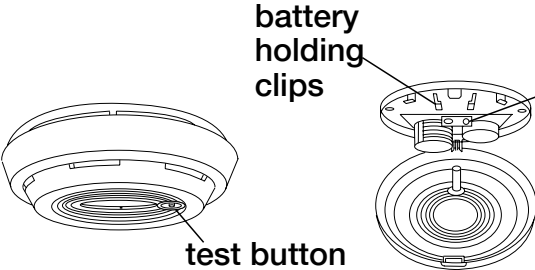
- Check the clock is showing the correct time. If not, put the timer switch to “clock” and adjust the time using the “forward” and “reverse” buttons
- Set the switch to “on” and “off” in turn adjusting the times when you want the heating to come on and go off
- Reset the timer switch to “auto” and double check that the settings on the display are as you have set

Handy hints: about your smoke detector

Aico type detector



BRK type detector



9 volt battery

battery connections



Handy hints: about your smoke detector

You can clean your smoke detector by using the nozzle of your vacuum cleaner to remove any dust from the vents.

If the alarm goes off

- Take your family to where it is easy to escape in case there is a fire
- Check all rooms for signs of smoke
- Feel around each door before opening it. If there is any sign of heat, smoke or noise, don't open the door

If a fire has broken out:

- do not attempt to tackle it yourself. Smoke and fumes can kill in minutes
- get everyone out of the house and call the fire service (999) unless you live in a scheme where there is a 'stay put' procedure
- don't go back for any reason

If there is no sign of smoke or fire

Something may have caused it to go off by mistake. For example:

- a heater or clothes drier is too near it
- someone smokes a cigarette or pipe near it or an aerosol spray is used near it
- there are excessive cooking fumes or steam, roasting meat, burnt toast

- the back-up battery (if any) is low.

If you can't find out why it has gone off, contact us.

Never disconnect the battery.

To reset the alarm:

- if it has a HUSH button, press the button. The alarm will stop for 10 seconds, but it then beeps every 40 seconds. If the problem does not clear after 10 minutes the alarm will continue
- if there is no HUSH button, turn off the electricity supply at the consumer unit for at least 15 minutes. Then switch the electricity back on

To test your alarm:

- press and hold the test button for a few seconds. The alarm should sound
- if the alarm does not sound, try cleaning it and test again
- if the alarm still does not sound when tested after cleaning, contact us

To change the battery:

- open the detector by gently taking off the cover
- unclip the battery from its connections and retaining clips
- clip a new 9 volt battery firmly into place. Check that the + and - signs on the battery match up with the + and - signs on the detector
- close the detector and press the test button to check that it works properly

Useful information

We provide a wide range of services. The names, addresses and phone numbers of their headquarters are listed below.

Northline

Here is a full list of our customer contact centre numbers.

Environmental:	01698 403110
Bookings:	01698 403120 (to buy tickets for events at venues across North Lanarkshire)
Telephone payments:	01698 403130
General enquiries:	01698 403200
Antisocial behaviour:	0300 123 1382

Our specialist staff can deal with your enquiries quickly and professionally. Northline is open longer than normal office hours. The opening hours are:

- 8am to 6pm Monday to Friday;
- 9am to 12 noon on Saturdays; and
- 10am to 3pm on public holidays
(not Christmas Day, Boxing Day and New Year's Day).

At other times, you can leave a message on our telephone system and our staff will deal with your request on the next working day.

This is a list of organisations and their phone numbers which you may find useful.

Scotia Gas Networks (gas) emergencies

Phone: 0800 111 999

Gas and solid-fuel central-heating faults
(24-hour service) tenants only

Phone: 0845 606 1555

Scottish Power emergencies

Phone: 0845 27 27 999

Scottish Water

Phone: 0845 600 8855

Street Lighting

Phone: 01698 403110

Social work standby service - for social work emergencies
out-of-office hours

Phone: 0800 121 4114

Homeless out-of-hours service

Phone: 0800 953 2424 (Or call at your local police station)

Council repairs service

Phone: 0800 678 1166

Antisocial behaviour enquiries (24 hour service)

Phone: 0300 123 1382 (out of hours)

Asbestos Control Team

Phone: 01236 616310

Energy Unit, North Lanarkshire Council

Phone: 01698 504048

Recycling, North Lanarkshire Council

Phone: 01698 302777

North Lanarkshire Federation of Tenants
and Residents Associations (NLF)

Phone: 01236 435844

TV Licensing

Phone: 0870 241 6468

Monkland's Women's Aid

Phone: 01236 432061

Women's Aid Cumbernauld

Phone: 01236 730992

Women's Aid Motherwell

Phone: 01698 321000

Shelter's Glasgow Housing Aid Centre

Phone: 0844 893 5560

Shelterline (24-hour free housing-advice line)

Phone: 0808 800 4444

Living in Lanarkshire

The Lanarkshire Brand Team

PEDS

Fleming House

2 Tryst Road,

Cumbernauld

G67 1JW

Website: www.lanarkshire.com

Provides advice and information for businesses, visitors and residents.

For information and advice on stopping smoking

Smokeline: 0800 84 84 84

Quit: 0800 00 22 00

Lanarkshire Alcohol and Drug Action Team

Phone: 01236 707752

Support and Advice for Independent Living

Phone: 01698 338899

Crimestoppers

Phone: 0800 555 111

First stop shops and neighbourhood offices.

We deliver the housing service from the following offices.

First stop shops

Opening hours: 8.45am to 4.45pm,

Monday to Thursday, 8.45am to 4.15pm on Fridays

Airdrie:

10 Bank St, Airdrie, ML6 6AF

Phone: 01236 758035

Fax: 01698 403069

E-mail: Airdriehousing@northlan.gov.uk

Bellshill:

26 Motherwell Road, Bellshill, ML4 1RE

Phone: 01698 332386

Fax: 01698 332349

E-mail: Bellshillhousing@northlan.gov.uk

Coatbridge:

Buchanan Centre, 126-130 Main St, Coatbridge, ML5 3BJ

Phone: 01236 856400

Fax: 01236 420757

E-mail: Coatbridgehousing@northlan.gov.uk

Cumbernauld:

2-4 Forth Walk, Town Centre, Cumbernauld, G67 1BT

Phone: 01236 616481

Fax: 01236 618170

E-mail: Cumbernauldhousing@northlan.gov.uk

Kilsyth:

9 Parkfoot Street, Kilsyth, G65 9AA

Phone: 01236 616481

Fax: 01236 824593

E-mail: Kilsythhousing@northlan.gov.uk

Moodiesburn:

17 Blackwoods Crescent, Moodiesburn, G69 0EN

Phone: 01236 638881

Fax: 01698 403049

E-mail: Moodiesburnhousing@northlan.gov.uk

Motherwell:

69-71 Merry Street, Motherwell, ML1 1JJ

Phone: 01698 332262

Fax: 01698 403046

E-mail: Motherwellhousing@northlan.gov.uk

Shotts:

162-164 Station Road, Shotts, ML7 4AW

Phone: 01501 824753

Fax: 01698 403036

E-mail: Shottshousing@northlan.gov.uk

Viewpark:

135 Burnhead Street, Viewpark, G71 5DD

Phone: 01698 332386

Fax: 01698 345320

E-mail: Viewparkhousing@northlan.gov.uk

Wishaw:

236 Main Street, Wishaw, ML2 7ND

Phone: 01698 302901

Fax: 01698 403066

E-mail: Wishawhousing@northlan.gov.uk

Neighbourhood offices

Opening hours: 10am to 1pm and from 2pm to 4pm,
Monday to Friday

Craigneuk:

46 Laurel Drive, Craigneuk, ML2 7RD

Phone: 01698 403688

Fax: 01698 403051

E-mail: Craigneukhousing@northlan.gov.uk

Forgewood:

97-107 Kylemore Crescent, Motherwell, ML1 3XA

Phone: 01698 403727

Fax: 01698 259391

E-mail: Forgewoodhousing@northlan.gov.uk

Gowkthrapple:

70 Smith Avenue, Gowkthrapple, ML2 0LD

Phone: 01698 403573

Fax: 01698 403059

E-mail: Gowkthrapplehousing@northlan.gov.uk

Harthill:

22 Victoria Street, Harthill, ML7 5QE

Phone: 01698 403599

Fax: 01698 403037

E-mail: Harthillhousing@northlan.gov.uk

Holytown:

14 Spruce Way, Holytown, ML1 4PB

Phone: 01698 403603

Fax: 01698 403052

E-mail: Holytownhousing@northlan.gov.uk

Newmains:

Main Street, Newmains, ML2 9AT

Phone: 01698 403655

Fax: 01698 403035

E-mail: Newmainshousing@northlan.gov.uk

Woodside Street:

50 Woodside Street, Coatbridge, ML5 5NJ

Phone: 01236 638920

Fax: 01236 607171

E-mail: Woodsidehousing@northlan.gov.uk

Other useful numbers

Social Work Locality Offices

Airdrie Social Work

Coats House, Gartlea Road, Airdrie, ML6 9JA

Phone: 01236 757000

Main contact: Kate Rocks

Bellshill Social Work

303 Main Street, Bellshill, ML4 1AW

Phone: 01698 346666

Main contact: Susan Gallagher

Coatbridge Social Work

122 Bank Street, Coatbridge, ML5 1ET

Phone: 01236 622100

Main contact: Raymond Taylor

Cumbernauld Social Work

Bron Chambers, Bron Way, North Carbrain Road,
Cumbernauld, G67 1DZ

Phone: 01236 638700

Main contact: Jane Johnstone

Motherwell Social Work

Scott House, 73/77 Merry Street, Motherwell, ML1 1JE

Phone: 01698 332100

Main contact: Margaret French

Wishaw Social Work

Kings Building, King Street, Wishaw, ML2 8BS

Phone: 01698 348200

Main contact: Alison Gordon

Merrystone Support Base

10 Blairhill Street, Coatbridge, ML5 1PG

Phone: 01236 622400

Main contact: Jim McCreanor

Notes

It may be useful for you to note down where the following items are in your home. This may be helpful if you need to report a repair.

Item	Location in your home
Gas Lever	
Central Heating Boiler	
Hot water cylinder	
Fuse box	
Stop valve	

Notes

Please use this page to make any notes which may be useful.

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Tenants' and Residents' Participation Project

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