

*your
guide
to*

Keeping your home
happy after your

**PROPERTY
M.O.T**



Now you've had your property M.O.T, this leaflet is about how to keep your home at its best.



Electricity

Do

- ✓ Unplug appliances when not in used
- ✓ Keep appliances clean and check for a British or European safety mark
- ✓ Use correct conversion plugs
- ✓ Keep appliances and plugs away from water
- ✓ Check wires and plugs for loose or bare wires

Don't

- ✗ Tamper with meters
- ✗ Overload plug sockets
- ✗ Use the wrong fuses in plugs
- ✗ Touch wet fittings or exposed wires

Gas safety – smell gas? Act now

Do

- ✓ Turn off your gas supply
- ✓ Phone the National Grid (GAS) immediately on **0800 111999**
- ✓ Open windows and doors to let in fresh air
- ✓ Leave the building

Don't

- ✗ Smoke, use a lighter or switch anything electrical on or off
- ✗ Seal off or obstruct vents in walls and doors

i As a landlord, we are required to complete an annual gas safety check on each property every year. It is vitally important that we gain access to complete this safety check each year, so we can ensure you are safe in your home.

Water

Do

- ✔ Know where your stopcock is
- ✔ Turn your stopcock off and on now and again so it doesn't seize up
- ✔ If you are going away, turn off the water supply at the stopcock

Don't

- ✘ Force the stopcock if it is difficult to turn – contact Paragon repairs
- ✘ Try to thaw pipes with boiling water or a flame as this can cause them to burst

Stop blockages before they start

Do

- ✔ Keep a strainer in your kitchen sink and bath to stop food and hair going down the drain
- ✔ Scrape plates thoroughly before washing them
- ✔ Collect cooled used cooking oil and fat into a container and discard it in the bin (don't pour down the drain)
- ✔ Keep drains clear with hot water and soda crystals

Don't

- ✘ Put food, oil or fat in the sink
- ✘ Let foreign objects such as hair grips or cotton buds go down the bathroom sink or bath.
- ✘ Put items such as nappies, sanitary towels, baby wipes or cotton wool in the toilet

i If there is a blockage to a bathroom sink and bath at the same time, it could be that there is an external blockage – report this to Paragon repairs

Communal areas – keep shared spaces tidy

Do

- ✔ Keep communal areas clean, clear of rubbish
- ✔ Put all rubbish in bin bags and dispose of them in chutes, containers or communal bin areas

Don't

- ✘ Keep personal belongings and rubbish in communal areas
- ✘ Block staircases, corridors, balconies or lifts
- ✘ Store any vehicles powered by petrol, diesel or paraffin in shared hallways

i Please note that Paragon tenancy services officers come round to inspect estates and all communal areas, and will remove items that are left in communal areas.

Condensation – keep mould at bay

Do

- ✓ Wipe away condensation as it occurs, to prevent black mould forming on ceilings and furniture
- ✓ Maintain a constant balance of warmth and ventilation in your home
- ✓ Cover pots and pans when cooking
- ✓ Vent tumble driers outside
- ✓ Use extractor fans if you have them

i For more information about preventing condensation, visit www.paragonchg.co.uk, and type condensation into the website search bar.

Don't

- ✗ Dry washing indoors – dry things outdoors if you can, or in the bathroom
- ✗ Keep windows shut – let some air in the house when you can
- ✗ Shut any trickle vents – these are a small opens in some window that allows ventilation

Love your garden

Do

- ✓ Keep the garden tidy and free from rubbish
- ✓ Cut the grass regularly in summer
- ✓ Keep hedges around the garden maintained
- ✓ Make sure trees and hedges aren't obstructing footpaths

Don't

- ✗ Erect a shed, garage or greenhouse without permission
- ✗ Remove or replace hedges, fences, walls or trees without permission
- ✗ Store rubbish, furniture or appliances in the garden

i Do you need some help with your overgrown, unmanageable garden? If you do, why not contact your tenancy services officer and ask them about Paragon's garden amnesty. Alternatively, visit www.paragonchg.co.uk and type 'garden' into the website search bar

Getting your questions answered:

Sometimes it's difficult to know who to contact when you have questions about your property. For questions about:

Repairs

Did you know you can report a repair through the Paragon website? Repairs reported this way are responded to just as quickly as by calling us, and you can even upload a picture of the problem. Just visit www.paragonchg.co.uk

How we prioritise repairs

We have information on the website regarding how we prioritise repairs, simply visit www.paragonchg.co.uk and type 'repairs' in the website search bar.

Fire safety

We have a dedicated fire safety team. If you have any questions related to fire safety, please call us on 0300 123 2221 or email firesafetyteam@paragonchg.co.uk

Trees, gardens, grounds maintenance and cleaning

There is useful information about all of these things on the Paragon website www.paragonchg.co.uk. Alternatively, contact tenancy services on 0300 123 2221.

Planned improvements to homes

Paragon have a programme of planned improvements to homes which include kitchen, bathroom, boiler and window replacements. For more information about these planned work, please call 01932 235 869.



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Your needs

If you would like to receive this information in large print, or translated over the telephone, please call us.

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