

## Extra information for tenants in multi-storey blocks



Crystal  
Mark  
19405

Clarity approved by  
Plain English Campaign



## Caretakers

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Part of your service charge goes towards us providing a caretaking service. There will be a caretaker in the block between 8am and midnight, seven days a week. If you need to get in touch with the caretaker outside these hours, there is a callout number next to the caretaker rota on the ground-floor noticeboard of each block.

The caretaker's role is to clean and maintain the shared areas in and around the blocks, and to provide a general maintenance service to all residents. Please refer to the 'Caretaking Service Standard' on ground-floor noticeboards for more details.

The Supervising Caretaker manages the team of caretakers and will try to introduce the team to all new tenants moving into the blocks. You can contact the Supervising Caretaker direct through the Project Office.

To help our caretaking team, all tenants should keep the shared areas, including the landings, bin rooms, stairwells, lifts and ground floors, clean and free of rubbish.

## Lifts

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All blocks have two lifts. One lift stops at odd-numbered floors and then the 14th floor, and one lift stops at even-numbered floors then the 14th floor. The lifts do not go up to the 15th floor. If a lift breaks down or there is another emergency relating to a lift, report this to the caretakers or press the emergency-call button on the lift panel.

## Security

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It is important to keep the blocks secure. So make sure that the main entrance doors close behind you when you go in or out of the block. Do not let anyone you do not know into the block. Only let in your visitors.

Take extra care not to lose your front door keys and door-entry fobs. We do not hold spare keys and fobs for you so you would have to pay for any replacements (currently £5 for a fob and £50 for a new lock and key).

## Getting rid of rubbish

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You can get rid of normal household waste by using the bin chute. There is a bin chute on each landing. Please put all your rubbish in bags before putting it down the bin chute. All residents are responsible for making sure that the chute room on their landing is kept clean and tidy.

You should not put large items down the bin chute as this could cause a blockage. You should put large items in the bin room on the ground floor. The ground-floor bin room is only open at certain times. The caretakers can give you more information.

## Television

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All multi-storey flats have an aerial socket in the living room. This gives you access to Freeview channels (you may need a set-top box), digital radio, Sky and Sky Plus channels (if you get the equipment you need and pay any charges). You cannot put your own aerials on the outside of blocks.

## Heating

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Your flat is heated by a warm-air heating system, controlled by a thermostat on your living room wall and an on/off switch in the heating cupboard in your kitchen or living room.

By law, each year we must, and you must let us, service the heating system. If we send you a letter or card about servicing your heating, contact us as soon as possible to arrange a convenient appointment for us to visit your home. If you do not contact us we could take court action against you, and this could lead to us evicting you.

## Electricity supply

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Each flat has its own electric meter in the hallway. You can change your electricity supplier and meter if you want. We are not responsible in any way for your meter.

## Craigs Community Centre

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The community centre is managed by a Community Centre Co-ordinator (see the Multis office for more information). The co-ordinator's role is to give you access to the various community groups who use the centre, as well as providing a cleaning and maintenance service.

## Washing machines and leaks

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To prevent leaks within the blocks, we can install your washing machine for you. We are not responsible for maintaining washing machines, only our water and wastewater pipes it is connected to. You must get our permission in writing before you install any water appliance or equipment such as a shower, water meter and so on.

If you discover or suspect there is a water leak, report it to the caretaker immediately.

We provide a washing machine and a drier for multi-storey tenants to use. The laundry room is in the Craigs Community Centre. The cost of using each machine is £1. You can get tokens for the machines from the Craigs Community Centre Coordinator (see above for details).

## Fire safety

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The blocks are built in a way that aims to reduce the risk of fire and smoke spreading. All doors are fitted to fire-protection standards and all on-site staff are fully trained to deal with fire emergencies.

### **If there is a fire inside your flat:**

- leave the block immediately by the stairs (do not use the lifts) and close all doors behind you to stop the fire spreading;
- do not waste time trying to save personal possessions;
- dial 999 for the fire brigade, and give the location of the building and the fire; and
- contact a caretaker who is on duty.

### **If the fire is not in your flat:**

- stay put and close all windows; and
- wait for further instructions from the fire brigade or caretaking staff.

You should take the following simple precautions to reduce the risk of fire in or near your home.

- Do not put furniture or other items outside your flat or on the landings. This can be a fire risk and could block your escape. If you need to get rid of furniture or other bulky

items such as appliances, contact a caretaker.

- Do not throw cigarette ends down the bin chutes.
- Do not smoke in shared areas or in the lifts. This is against the law as well as being a fire risk.
- Chip pans are still a major cause of fires in homes. We recommend you use a deep-fat fryer and never leave it without anyone keeping their eye on it.
- Do not remove or damage any safety device in or around the block, including firefighting equipment and door closers. These could save your life.
- Please report any issues or damage to the building to the caretakers or the Project Team on 0151 449 1788.
- Make sure all your electrical equipment is properly serviced and fitted with the correct plugs and fuses.

## Noise and antisocial behaviour

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Noise travels easily within the blocks. It is important to consider your neighbours and keep any noise (TV, music, banging doors) to a minimum within your flat. This is particularly the case late at night, when the block is quieter and noise can be heard further away. Being considerate towards your neighbours will avoid any unnecessary disputes.

Our Multis team and our Anti-Social Behaviour Officer will investigate all complaints about noise. If you are causing a noise nuisance and the problem continues, you will have broken your tenancy agreement and this could lead to you being evicted.

## Dogs

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**You are not allowed to have a dog in your flat.** In multi-storey accommodation, dogs can cause a nuisance to neighbours because of barking and dog mess. Also, a multi-storey flat is not ideal for

an animal which needs regular exercise. You are allowed to keep other suitable animals such as tropical fish or a small caged bird. If we find out that you have a dog without our permission, we will take action against you and this may result in you being evicted.

## Balconies

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Many tenants use their balcony as a small garden and useful outdoor space. You must never block the balcony's drainpipe and never throw any items from the balcony. This is extremely dangerous and can cause severe injuries to people and damage to property on the ground.

## Parking

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Residents and visitors can park their vehicles in the parking spaces around each block. You cannot reserve a space. You must not park in areas crossed through in yellow as these are for emergency vehicles only. You also cannot park in front of ground-floor garages. If you park in these areas your vehicle could be clamped and towed away.

## Windows

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You are responsible for cleaning your flat's windows. All windows (except living room windows) can be tilted over to help you clean the inside and outside.

## Residents' associations

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Both Cliffs and Craigs have active residents' associations, which are fully involved in managing their blocks. New tenants are always welcome to join these groups. You can get more information from the Multis office.

Villages Housing Association,  
16 The Croft,  
Stockbridge Village,  
Knowsley,  
Merseyside,  
L28 1NR

Tel: 0151 480 1313  
Fax: 0151 480 5189

Villages Housing Association,  
2 Fircroft Road  
Fitton Hill  
Oldham  
OL8 2QN

Tel: 0161 633 4060  
Fax: 0161 628 5920

Email: [info@villages.org.uk](mailto:info@villages.org.uk)  
Website: [www.villages.org.uk](http://www.villages.org.uk)

