

Section Two - Maintaining your property

Reporting repairs

Please help to maintain your property to a high standard, by reporting repairs as soon as possible.

You can report repairs:

By telephone



Please call 01823 356333 during normal office hours:

Monday - Thursday 8.30am - 5.00pm

Friday 8.30am - 4.30pm

We will do our best to answer your call quickly.

You may experience a delay during busy periods.

For example, Monday mornings, in bad weather or after

a bank holiday. You may be asked to leave a voicemail message with your name, address and telephone number.

We will ring you back as soon as we have someone available.

On the internet



Log on to our repairs website at:

<https://www.tauntondeane.gov.uk>

By email



Email us at: housing.maintenance@tauntondeane.gov.uk.

Please give us your name, address, telephone number and rent reference number. Please include as much detail as possible about the repair.

In writing



Our address is:

Housing Repairs,

Taunton Deane Borough Council,

The Deane House, Belvedere Road, Taunton TA1 1HE

www.tauntondeane.gov.uk

Please give us your name, address, telephone number and rent reference number. Please include as much detail as possible about the repair.

In person - at



- The Deane House, Belvedere Road, Taunton
- Wellington Community Office, 30 Fore Street, Wellington



- Priorswood Resource Centre, 13-14 Priorswood Place, Taunton
- Wiveliscombe Community Office, 3 The Square, Wiveliscombe (1st Wednesday of each month 11am-1pm)

Out-of-hours emergencies

If you need to report an emergency repair outside normal office hours please call 01823 351411

Please note this service is only available for real emergencies. For example, major water or roof leak, major loss of power or insecure property. You should report any other repairs during normal office hours or by using our web based reporting system.

If you have a gas, electric or water emergency, please contact:

- For **gas** telephone: 0800 111999
- For **electric** telephone: 0800 096 9000
(please contact your supplier if not EDF)
- For **water** (Wessex Water) telephone: 0345 600 4 600
(please contact your supplier if not Wessex Water)

We can normally raise a works order when you report a repair. However, sometimes we will need to inspect the repair before we raise an order.

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If you are out when we call to inspect we will leave a card. To arrange a convenient appointment for access to your property please call the Repairs Office on 01823 356333. If, after one further unsuccessful visit, you fail to make an appointment we will cancel your works order.

Appointments

We will offer you an appointment for repairs that need access inside your home. If needed, we can arrange morning, afternoon or school run appointments but cannot agree an exact time. During severe weather we may suspend our appointment system.

If an appointment is made and you are not at home when the contractor calls we may charge you. If you have made an appointment and you have to go out you must let us know. We need 24 hours notice.

Repair time scales

If you smell gas and think there is a leak please contact the National Gas Emergency number 0800 111 999. For all other repairs, our Repairs Assistants will diagnose the problem and allocate its priority. It will either be an emergency or a routine repair.

Emergency repairs

We will offer you an emergency repair within 24 hours if your repair is deemed an emergency. An emergency repair is where there is a risk to life or very serious damage to your home, for example, a burst water pipe.

Routine repairs

We will offer you an appointment within 28 working days. A routine repair is not an emergency, for example, a dripping tap.

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Our responsibilities

As well as the duties explained in Section Four, we are also responsible for:

- External decorating.
We currently carry out pre painting repairs and decorations to the outside of your property every 5 years.

If you wish to carry out external painting, for example, outside doors you will need our written permission from the Asset Manager, AssetSurveyors@tauntondeane.gov.uk before starting. Please note that certain types of doors cannot be painted.

- Individual garages and blocks of garages, together with forecourts, access roads and some shared footpaths.
- External stores and sheds provided by us.
- Fences, but only where they exist as boundaries with either the road, a public footpath, a communal garage area, a divisional fence between a council property and a private property (when we are responsible for the boundary), or an adjoining open field. We are not responsible for the fencing between tenanted properties.
- We insure the structure of the property, including any fixtures and fittings we provided. We do not insure your contents and personal possessions. We strongly advise you to insure these yourself.



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Your responsibilities

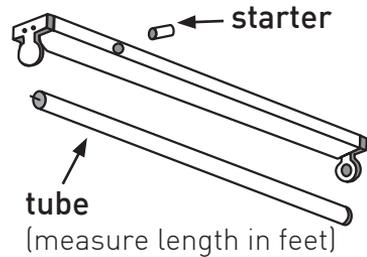
It is your responsibility under the tenancy agreement to look after the internal decorations and those repairs named in your tenancy agreement. Any damage to, or neglect of your property, which is evident during routine visits or at the time you leave, will be reinstated by us and you will be required to pay the full cost of the work. We will not repair installations fitted by you or those left by previous tenants particularly where a mutual exchange has taken place.

As well as the requirements explained in Section Four, you are responsible for the following items.

- All internal decoration.
- Carrying out small repairs such as adjusting cupboard catches, fitting new plugs and chains and filling minor cracks in plaster to walls and ceilings.
- Keeping your garden tidy and free from rubbish.
- Cutting grass, keeping hedges trimmed and trees pruned.
- Letting contractors into your home to carry out essential annual safety inspections.
- Washing machine flexible connections to internal plumbing
- Adjustments to internal doors to allow for tenants carpets
- The fitting of extra 13amp sockets
- The flexible connection plus bayonet connection to gas cooker
- Fluorescent tube or bulb replacement or cooker hood filters
- Sink, bath and basin waste plug and chain
- Satellite and freeview repairs
- TV aerials on houses or bungalows

Changing a fluorescent light

If the light is flickering then it is probably the starter that needs replacing. If the light is very dim then it is most probably the fluorescent tube that needs replacing. Replacing the tube and starter is your responsibility.



To replace the starter - Turn off the light. Press in the starter, then turn it anti-clockwise (a quarter turn) and pull out. You can then take this to most electrical retailers to buy a replacement. Simply replace the starter by pressing it in and turning it clockwise to lock it in place.

To replace the tube - Turn off the light. Unclip the diffuser (cover, if the light has one) and then grip one end of the tube and push towards the other end which will release it from the connectors. Measure the length of the fluorescent tube, make a note of the wattage; you will need to take these details along to your electrical retailer when you buy a replacement. Follow the same instructions to replace the tube.

Changing the bulb in a bathroom light - If you have an enclosed bathroom light (similar to the picture below) then you will need a Phillips screwdriver (crosshead) and a 2D light bulb which you will find in most electrical retailers. It is your responsibility to replace the bathroom light bulb (which is a 28 watt 4 pin 2D lamp).

To replace a bathroom light bulb - Turn off the light. The casing has 3 screws holding it in place, unscrew all 3 and take off the casing. Remove the 2D light bulb and replace with the new bulb (28 watt 4 pin 2D lamp). Simply refix the casing by screwing back in all the screws.



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Code of conduct

Our contractors will:

- Introduce themselves and show you identification. If you have any concerns do not let them in and telephone the Repairs Office for confirmation (telephone 01823 356333).
- Explain what work they intend to undertake.
- Speak to you politely and treat you with respect.
- Take care of your home and belongings.
- Clear any rubbish or mess they may have caused at the end of each working day.

Repair complaints

Please contact the Repairs Office if you are not satisfied with any part of the repairs service. For instance, tell us if:

- The wrong work is carried out
- The job is unfinished
- The work is not up to standard, or
- The contractor damages your property while doing the repair.

If you are not happy with the way the repairs staff have dealt with you personally, we would encourage you to contact a supervisor by ringing the Repairs Office (telephone **01823 356333**). If you are still not satisfied please refer to our complaints procedure.

Charging for repairs

On some occasions we will carry out repairs which are your responsibility. However, we will ask you to pay the full cost of these repairs. We will issue an invoice for any rechargeable works. No direct payment should be made. If you are asked for payment by the contractor or a Council employee please report this immediately to the Repairs Office on **01823 356333**. You will be asked to sign a repair form before work commences.

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The following are examples:

- Replacement of broken glass in windows and doors where reasonable measures to prevent the damage occurring have not been taken.
- Gaining entry or changing locks because of theft or loss of key.
- Replacement of lavatory seats and sanitary ware.
For example, toilet, bath or basin, where these have been broken by misuse.
- Repairs or renewals resulting from damage caused by negligence or misuse by the behaviour of any person (including children) living in or visiting your home.
- Costs relating to the call out for repair to a communal TV aerial where the fault is not the aerial or the wiring, but is due to failure of equipment in the property. For example; TV set top box, digital box, etc.



Access for essential gas safety inspection

We arrange with an approved Gas Safe engineer to inspect gas appliances each year. It is essential that this safety inspection is carried out. You must let the engineer into your home to carry out the safety check, they will also carry out a service of the appliance.

If you do not let the engineer in your home we will take legal steps to gain entry. **If we have to enter your home by force we will recharge you the cost of repairs.**

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Improvements to your home

You may carry out improvements to your home but you must get permission from the Asset Manager first.

Email AssetSurveyors@tauntondeane.gov.uk

Examples of improvements include:

- Installation of a new bathroom or shower
- Installation of a new kitchen
- Change of doors (internal or external)
- Change or removal of gas fire
- Removal of walls
- Erection of conservatories
- Alterations to lighting and power circuits
- Additions or changes to fencing
- Building of ponds
- Installation of satellite dish (please obtain permission from your Estates Officer)



We will not unreasonably withhold permission.

Please note: You will be responsible for maintaining the improvements you make.

We do not allow the opening up of old open fires or installation of log burners.

Compensation for improvements

If you end your tenancy you may be able to claim compensation for improvements you have made to your home. To qualify, the work must be 'eligible' work completed after 1 April 1994. It must also have been carried out in a competent fashion and must not have caused damage to the structure of your property. As well as the statutory scheme, we will, at our discretion consider applications for compensation for improvements undertaken with our permission before this date. It is important that you keep all your invoices and receipts for the work undertaken.

Where improvements do not meet safety regulations, any associated works we undertake will be deducted from your compensation payment. Compensation is payable only at the end of the tenancy. For further details please contact the Property Manager.

Repairs when you are buying your home

The value of your property is determined from the date your application to purchase is received. As a result, from this date, we will not carry out any improvement works or non urgent repairs. However, any urgent structural repairs or essential works to maintain services, such as water and electricity will be dealt with in the normal manner.

Temporary moves

On those occasions where the proposed work to your home is extensive, we may need to move you into temporary alternative accommodation. If this is the case we will consult fully with you and explain the choices available. The timing of the move will be agreed with you.

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We will do our best to offer you temporary accommodation similar to your existing home. However, if this is not possible we may arrange for the storage of your personal belongings during the work. You will be required to move back to your property, once the works have been completed.

Smoke alarms

We have installed electrically operated smoke alarms in most of our properties. You must not disconnect these appliances because, in the event of a fire, this action may result in a possible danger to your life, serious damage to your personal effects and the property. If a Council installed smoke detector is not working properly, you should report this to Housing Repairs as soon as possible. If your home has not got an electrically operated smoke alarm, contact Housing Repairs so that arrangements can be made to install one.



Electrical alterations

If you are proposing to carry out any electrical alterations you will need written permission from the Electrical Qualifying Supervisor. Any work would need to be carried out by a qualified electrician and official test certificate submitted on completion.

Access to property

You must let contractors into your home to carry out essential annual safety inspections. Remember to ask to see ID before allowing entry.

Home insurance

It is your responsibility to insure the contents of your home. We strongly recommend that you take out suitable home insurance cover. We have details of "pay-as-you-go" insurance at an www.tauntondeane.gov.uk

affordable cost. For more information please contact 01823 219137.

Please note, we only insure the structure of the building and not the contents.

Blocking ventilators and air bricks

Normally gas boilers and some gas fires need additional ventilation to work properly. If you have a ventilation grille or vent built into either your wall, window or door, this must be left open for the appliance to work safely. Blocking these vents could prevent an appliance working correctly and be a serious risk for your safety. It also contravenes gas safety regulations.

Helpful notes

You can help to reduce the number of repairs in your home by:

- Turning stop taps periodically. Stop taps should be opened fully and then turned back one turn. This will help prevent them seizing up.
- Running heating pumps for short periods during the summer
- Oiling locks, latches and hinges to doors and windows with a thin oil or Vaseline type product.
- Securing open doors and windows to prevent breakage of glass and damage to woodwork.
- Wiping down windows to remove condensation.
- Wiping down pipework in winter to remove condensation.
- Testing smoke alarms periodically.

If you have PVCu (plastic) windows, please wipe over the frame to remove dirt and marks which will build up each year. Please use a dilute solution of washing-up liquid, but do not use steel wool or **other abrasive cleaners.**

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Roof space

Personal belongings should not be stored in the roof space.

How to control condensation in your home

If your home appears to be damp or you find patches of mould on the walls, furnishings or your clothes, this may be caused by condensation, as a result of living conditions and not as a consequence of a defect of the property. Condensation happens when warm moist air meets cold air or a cold surface, creating small droplets of water. Washing, cooking and bathing will all cause condensation in cold weather.

You can reduce condensation by:

Reducing moisture:

- Put lids on pans when cooking
- Do not use paraffin or portable bottled-gas heaters as they add moisture to the air
- Avoid drying your washing indoors whenever possible
- Ensure your tumble-dryer is vented to the outside

Ventilation:

- Open windows a little, especially when you are cooking or washing
- Use extractor fans or vents where fitted
- Where possible, position wardrobes and furniture against internal walls
- Don't block up any air vents
- Open vents or windows for a short period of time after you bath or shower
- Remember to close your windows when you go out

Insulation and heating:

- Your property will have adequate insulation and draft proofing. However if you wish to add your own additional insulation and draft proofing please write to the Assets Team.
- Avoid cold areas in your home. It is better to heat the whole home to a lower temperature rather than one room to a very high temperature
- You can also wash down affected surfaces with special solutions and you can buy special paints which help prevent mould growth. These are available from hardware stores

For more advice or a copy of our leaflet “How to control condensation in your home”, please contact your Estates Officer or visit our website.

Location of stop taps, fuse boxes, etc

It is important to know where the stop taps, fuse boxes and gas valves (where applicable) are in your home. If a problem occurs, you can then isolate the defect and help to make it safe until a repair is carried out. Please note the location of each installation in your home.

Contact Housing Repairs if you have difficulty finding any of the following:

- Water stop tap
- Water meter (where appropriate)
- Electric fuse box
- Gas meter and valve (where appropriate)
- Hot water cylinder isolator valve
- Hot water boiler



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Guidance notes for gas central heating & hot water

Using your central heating system efficiently means that you can get the best out of the system for the least cost. To do this you need to know how to work the heating controls. Your heating system will have some or all of the following controls.

Boiler thermostat:

Found on the boiler itself.

Controls the temperature of the hot water flowing around the pipes to the radiators.

Correct settings: 'High' in the winter and 'low' in the summer

Room thermostat:

Found in the hallway or living room.

It controls the temperature of all the home based on the room it is in.

Correct settings: 21°C for pensioners and families with young children. Between 18-21°C for everyone else.

Note - turning up the room thermostat will not heat the room up faster, it will make the room hotter.

Cylinder thermostat:

Found on the hot water tank.

Controls the temperature of the hot water coming out of the taps.

Correct settings: 60°C or 140°F

Radiator thermostat:

Found on the radiator itself.

Allows you to have different temperatures in each room.

Correct settings: Start off at a middle setting and turn down a notch if too warm and up a notch if too cool.

If the radiators go cool, and you are warm, this is normal and means the thermostat is doing its job.

Programmer:

Controls the times you want the heating and hot water to switch on and off. Make sure you set it to suit your lifestyle rather than it ruling your life! Set it to come on half an hour before you get up or come in, and switch off half an hour before you go out or go to bed.

For more information on your gas central heating system please contact the Repairs Office on 01823 356333.

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Guidance notes for electrical storage heaters & hot water

Using your electric heating system efficiently means that you can get the best out of the system for the least cost. To do this you need to know how to work the heating controls.

Hot water

If you have a storage heater your hot water will be supplied by an immersion heater.

What is a storage heater?

Storage heaters are designed to 'charge up' with cheap rate (Economy 7) electricity overnight, usually between midnight and 7 am. They give off heat slowly during the rest of the day. Economy 7 electricity is much cheaper than the cost of daytime electricity which makes storage heaters a more cost-effective way to heat your home compared with using electric fires during the day.

How to turn them on

Switch on the storage heater first using the wall switch next to the heater. Nothing happens until the heater charges up overnight. You should start to feel heat the following morning. It can take a couple of nights to get up to maximum heat.

How to control them

There are 2 control dial knobs found under a flap on the top of the heater know as the input and output control.

The input control

This is sometimes known as the auto-set control, and can have a groove on it and is more easily turned with a coin.

The input controls the amount of electricity which flows into the heater during the overnight charge period. This will affect the amount of heat which can be given out by the heater during the following day.

The input dial is normally numbered 1 - 6.

This is only a relative scale, not a precise control. To begin with set input control about halfway, normally marked no. 3 on the dial. Through 'trial and error' you will begin to gauge what the right settings are for you. Please note, no immediate change will occur to the storage heater temperature until the next overnight charge period occurs.

The output control

This is sometimes known as the room temperature or boost control. You adjust this control, at any time to regulate the flow of heat coming out from your heater. You can adjust this control through the day with immediate effect.

The output controls a flap inside the top of the heater behind the grill. When the output control is set to number 6 it is fully open, and heat flows out more quickly. When the control is set to number 1 the flap is shut and heat flows out more slowly. Keep the output control to the closed position to begin with. If you feel you need to boost the room temperature in the evening, then open output control to maximum.

Remember to turn the output control to minimum before you go to bed, which will reduce heat loss in the middle of the night (during the charge period).

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Operate heaters on a seasonal basis

Run your storage heaters on a seasonal basis rather than trying to predict the weather daily. Start with 1 or 2 heaters on in the autumn on a low setting and gradually increase the settings as the winter arrives. Gradually lower the settings as the winter turns to spring.

Additional instant electric fire

You may find it useful to have an electric heater such as a fan heater for focal point fire. This can be useful to provide short bursts of heat.

Other types of storage heaters

Combination heaters are less common. These have a built-in booster which you can switch on at any time like an ordinary electric fire. Please note, if you switch on the booster heater during the day, it will be using more expensive daytime electricity.

You can identify a combination heater as it will have 2 wall switches next to it, as opposed to the normal 1 wall switch and it may have an extra dial control knob on the side.

For more information on your electric heating system please contact the Repairs Office on 01823 356333.

Operating & Maintenance Manual for Heating

Advice Note: The outdoor unit must be kept clear of leaves, snow etc. A soft hand brush can be used for this. The casing can be cleaned with a mild detergent solution & soft cloth or sponge. Do not place items on, in front or around the unit.

Some useful hints to help you get the best from your system

Radiators

- 1) The system works at a LOW TEMPERATURE (45°C) it will take several hours for the room to reach the desired temperature when the heating is first switched on.
- 2) It is most efficient to run the heating for longer periods. Leaving doors & windows open wide will cool the house quickly & take the Heat Pump a long time to re-heat the house. Keep the heat in.
- 3) The radiators have a Thermostatic Radiator Valve (TRV) these sense the room temperature & control the radiator accordingly; they are designed to give you fuel savings & room comfort.
- 4) Set the desired Room temperature by turning the hand wheel, (1 =cool, 5=hot)
- 5) When the Room, has reached the desired temperature (set by you) the radiator will cool down or even go cold, (even if others are hot) this is the TRV doing its job.
- 6) The TRV is constantly sensing the room temperature. Do not cover it with furniture or curtains.
- 7) During summer months when the heating is not required "OPEN" the thermostatic valve to (5) Maximum setting to ensure a trouble free start in the winter.

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Room Thermostat

The room thermostat is located in the living room.

- 1) It is recommended to **keep the temperature of the house** at a constant level, not to let it get cold. This is the most efficient way to heat your home.
- 2) The room thermostat will keep the room at the temperature set by you. When the room is at that temperature the radiators will cool down until the room temperature drops down.
- 3) If the temperature outside at the outdoor unit is above 20°C the heating will not come on. This can be caused by direct sun on the outdoor unit.
- 4) In the summer months turn the Room Thermostat to 16°C to stop the heating from running.

The recommended room temperatures are: -

- Living & Dining rooms 21 °c.
- A bathroom 22°c.
- A bedroom or toilet 18°C.
- This is only a guide; **you** must set the room thermostat to **your** comfort level.

For further advice please call 01823 338292 during office hours.

How to use the Room Thermostat (see diagram on next page)

- The current room temperature is displayed in the view window
- To adjust the temperature press ▲ or ▼
- The required room temperature is then displayed
- Press ▲ to **increase** room temperature
- Press ▼ to **decrease** room temperature
- To display the temperature of the hot water press the hot water display button



What to do if your heating stops working

1. Is there a display on the Daikin Altherma controller?
If not: - Call 01823 356333
2. Look at room thermostat - is the green light on? Look at the current temperature, press ▲, is the temperature above the current room temperature?
3. Is there an 'i' in the display?
If it is there will be a fault code displayed i.e. (7H)
Call 01823 356333 (with fault code if possible).

If your hot water stops working

Check the green light is on after pressing the hot water display button. Check the temperature of the hot water - it should be above 40°C, if not call 01823 356333.

The Daikin Outdoor Unit

The outdoor unit may have water dripping from it when it is working. A plume of steam may come from the unit in cold weather. Frost will develop on the outdoor unit in cold weather.

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Operating & maintenance Manual for your Air Source Heat Pump



How a HI-LINE LV® fan convector works

Hot water from your central heating system passes through the heat exchanger transferring its heat to the aluminium fins. Cooler air is drawn in by the fan and heated as it passes through the heat exchanger before being expelled gently back into the room. Fan convectors use around 25% less energy than a radiator to heat up a room, give a more even temperature spread and achieve the required temperature in much less time.

This heater includes a low temperature cut out thermostat that prevents the fan from operating until the central heating system water passing through the heat exchanger reaches 38°C. This prevents HI-LINE LV® circulating cooler air at start up.

Ensure your central heating system is on, the heat output switch set to normal. **I** Providing the water temperature in the system is more than 38°C and the thermostat/s controlling your central heating system is calling for heat your heater will switch on. If you require a faster warm up move the heat output switch to boost **II**. moving the heat output switch to **O** will turn off the heater.

Getting the best deal

You should check the cost of the electricity tariff you are paying. You could be paying anything from 12p to 20p a kilowatt.

If you use 10,000 kilowatt hours a year at 20p it will cost you £2000.

If you use 10,000 kilowatt hours a year at 12p it will cost you £1200.

**You could save of £800 a year for the same amount of electricity
Ask your electricity supplier to give you the best flat rate tariff**

Disclaimer - This is a representation of possible costs, usage and possible savings. It is in no way a prediction or estimation of any household usage

www.tauntondeane.gov.uk

Dear new Tenant

We hope that you are finding that your new

has greatly improved your daily life.

It is important that you keep the maintenance pack with the warranty and any other documentation and instructions from the manufacturer. The pack provides some general guidance for looking after the equipment or installation.

This pack does not provide information on repairing your equipment, should a breakdown or fault occur. You will have a manufacturer's guarantee so in the event of a problem you need to contact the company who completed the works for them to arrange a repair or advice. When your guarantee has expired you will be able to call the Taunton Deane Borough Council repairs line (01823 356333) and they will send out a qualified person to carry out the repairs.

Any damage or disrepair caused by you may not be repaired without being charged for the repair.

In the Grant conditions that you have signed you have agreed to keep the equipment in safe working condition (clause 30) it is important that you look after the equipment, so it can, in turn, look after you.

Section Two - Appendix 1 - Aids and Adaptations

Cleaning and caring for your new bathroom

General hygiene

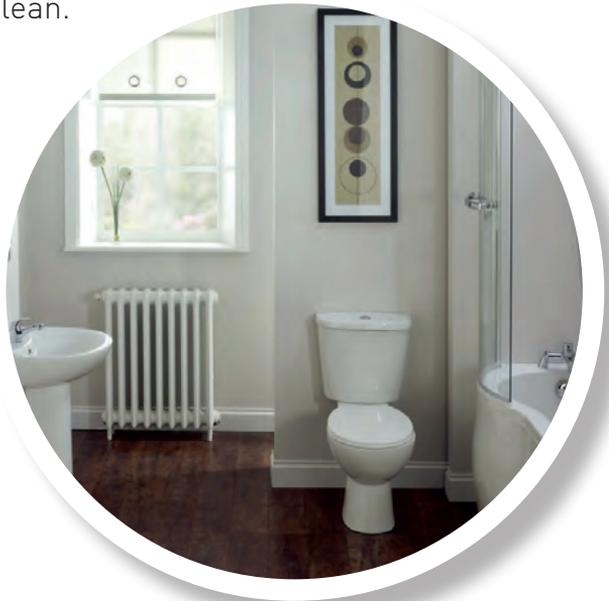
It is important that you take measures to clean your bathroom, to help maintain your hygiene and reduce the health risks posed to you and your family. Bathroom cleaning products are ideal for ridding your sink and bath of general dirt.

Ceramic tiles are effectively stain proof and are easier to wipe clean than other surfaces.

Do not use abrasive cleaners or sponges to clean your bath, shower doors or any other part of your bathroom or they may cause damage to the surfaces.

After using the shower there may be soap residue left on the door and tiles, wiping them down with a squeegee after every use will help prevent soap build up and keep the door and tiles clean.

Remember to check the plug holes in your shower, bath and sink. Make sure they do not become blocked as this could cause flooding and unpleasant odours.



Level access shower tray and non slip floor

We hope that you'll find your new level access shower of great benefit to you. Here are a few suggestions that will help you to keep the equipment clean and functioning properly.

- It is advisable to ensure the shower tray is cleaned soon after use. Hot soapy water or a general bathroom cleaner should be used and then the tray should be wiped.
- Remember to include the seals in your cleaning routine.
- Abrasive cleaners should not be used.
- Ensure that you regularly clear up any dust and dirt; regularly wash the floor, **taking care when wet**. Rinse the floor with clean water to finish.
- Remember to wipe down any grabrails you have in your bathroom and do take care using them when wet.



Section Two - Appendix 1 - Aids and Adaptations

Cleaning & Maintenance of your new thermostatically controlled shower

Your shower has a high quality finish and should be treated with care to preserve it. The finish will wear if not cleaned correctly. The safest way to clean your product is to wipe with a soft damp (not wet) cloth. Any stains can be removed using washing up liquid.

The shower head should be kept clean particularly in hard water areas to maintain an even flow of water.

If you haven't used your shower for a while, germs can develop in shower heads. To overcome this let the shower run on full power on a hot setting for a minute or two to flush any germs away. Always remember to reset the temperature before using.

Be careful as bathroom cleaning products (powders and liquids) can damage the surface of your fitting, even non-scratch cleaners.

Never use abrasive detergents or disinfectants or those containing alcohol, hydrochloric or phosphoric acid.



You may find that you have had a new extractor fan fitted, along with your bath or shower, listed below is some useful information regarding the cleaning and maintenance of it.



How to clean your extractor fan

Always ensure you turn on your extractor fan before you use the shower, as it is essential to keep your bathroom well ventilated to beat humidity and condensation.

The extractor fan will need regular cleaning to ensure peak performance. The fan must be switched off before you start. You could use a vacuum cleaner or a damp (not wet) cloth over the grill to remove the worst of any dust and dirt. A clean extractor fan will mean that the flow of air will be greatly improved, steam and smells are sucked out quicker and it can reduce the noise levels emitted by the unit.



Cleaning your down-flow heater

WARNING: Before undertaking cleaning the appliance immediately disconnect the electricity supply by switching off at the switch.

While the heater will heat your bathroom, it also attracts particles of dust and dirt that are in the air. It will need regular cleaning to ensure peak performance. The outside of the heater can be cleaned when switched off, by wiping it over with a soft damp (not wet) cloth and then left to dry. As with other bathroom equipment, do not use abrasive cleaning powders or furniture polish as this can damage the surface finish.

If you have not used the heater for some time then it is likely that dust will have built up inside. You may detect a burning smell when you switch it on, this smell will disappear once the heater has run for a while. If it does persist or gets worse then turn off the heater straight away and call an electrician.

Section Two - Appendix 1 - Aids and Adaptations

How to clean your Stairlifts & Through Floor lifts

Stairlifts should be cleaned once or twice a week using a cloth or feather duster. Do not use water or cleaning solvents as this may damage the equipment.

Straight Stairlifts with aluminium track rails can be wiped over with a damp (not wet) cloth then buff dry with a clean dry fabric.

Curved Stair lift track rails should never be cleaned with any sort of solvent agents or house polish.

Please keep the path of your stair lift clear. It is easy to get things caught as the lift moves up and down the stairs that can cause the stairlift to break down. Some stair lifts have built-in safety sensors that will detect obstructions on the stairs. The sensors will respond by automatically stopping the stair lift so any obstruction can be safely removed.

The seat chair carriage can be cleaned using house polish, spray the polish onto the cleaning cloth then rub and buff to a shine. Never spray the polish directly onto the chair carriage.

Other important points to remember

- Do not unplug your stairlift, even when you are away from home for a few weeks. These appliances use very little energy and unplugging them can cause the batteries to run down. This can mean the equipment is not ready for use when you need it and it could also cause permanent damage to the batteries.



- To make sure the stairlift batteries are recharged, you should always leave your stair lift at the end of its track, either at the top or the bottom of the stairs, where the charging points are.
- If you always return your stairlift to the end of its track, it will always be fully charged and ready to use.
- The stairlift will have a 1 year or 6 month guarantee with the installation company. Once this has expired the stair lift will be added to the Taunton Deane Borough Council stairlift maintenance contract and will be serviced once a year. If there are any technical problems you can call the repair line 01823 356333 and an engineer will come out to inspect and repair the stair lift.
- Please only call the repair line if there is a genuine problem.

Any questions you have on using the stair lift, please refer to the literature provided.

When the stairlift is no longer required please call the Private Sector to consult with the appropriate welfare authority (Adult Social Care), who will arrange for the stairlift to be removed from the property. The lift is put into the recycling scheme for someone else to use who will benefit from it.

The Through Floor Lift has a wipe clean surface for easy cleaning. Simply use a damp (not wet) cloth, you can also run the vacuum cleaner or mop across the floor of the lift.

Ensure that nothing is obstructing the ascent or descent of the lift. Make sure no person or animal is standing below or above the lift before using it.



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Ceiling hoists

It is important that the hoist is maintained regularly to keep it in good working order. As the user you need to make sure that daily checks are completed as recommended by the manufacturer. In your home a Carer, Health Worker or you should complete this.



It is your responsibility to make sure faults are reported and repaired. It is recommended to keep a note of where to report faults. It is advisable to keep a written record of all servicing and repairs to the equipment.

It is recommended in the British Standard for hoists that they should be serviced by a competent tradesperson every 12 months.

If you have to use your hoist on your own, it is important that if something happens to you or the hoist, you know how to use the emergency lowering device or the alarm (if your model is fitted with one). If not, make sure you have a telephone nearby so you can call for help.

For cleaning the hoist refer to the manufacturer's instructions.

Kitchen worktops

The new Rise & Fall worktop surface has an easy clean finish, so you can just use a damp (not wet) cloth or kitchen cleaner. If the worktop has a hob built into it, then this too can be cleaned using a damp (not wet) cloth or kitchen cleaner. Make sure that the hob is turned off before cleaning.



Grabrails

Remember to wipe down any grabrails you have on the outside of your property and take care using them when they are wet.

