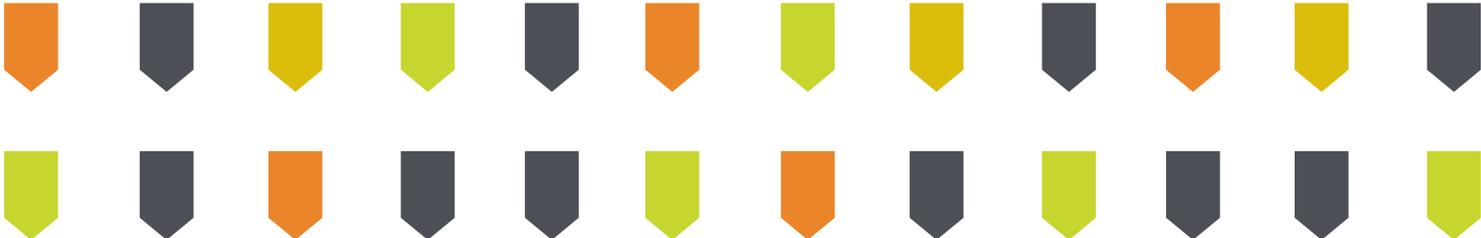


# **Customer Handbook Gypsy & Traveller**

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# WELCOME

**‘Our vision is to meet housing need and deliver homes that change people’s lives.’**

Elim’s customers include families and single people accessing a wide range of services that include Supported and General Needs Accommodation, Gypsy and Traveller sites and Shared Ownership properties.

We aim to provide housing and services that serve as a platform for growth, helping our customers achieve their aspirations.



## **Customers First**

Customers are at the heart of our services and decision making



## **Aspirational & Accountable**

We are ambitious for our customers, staff and stakeholders

We work with integrity, learn from mistakes and do what we say we will



## **Results Driven**

We work hard and deliver great results for our customers and for Elim



## **Everyone’s view matters**

We listen to understand, improve and build our services



## **Supportive**

We tackle challenges head on and inspire each other to achieve our potential



# MY SITE



## About your site

Your site has a Site Officer who can be contacted on 01454 411172 or their mobile phone for any questions or queries you may have.

## Office opening times

If your site has an office, this will open at scheduled times between Monday and Friday, 9am - 5.15pm. The exact opening hours will be posted on the site notice board.

Please be aware that your Site Officer also looks after other Gypsy and Traveller sites, so they may not always be in your site office.

## Getting involved

At Elim we value your feedback and suggestions on how our services could be improved. By getting involved you can contribute to the decisions we make about a number of different issues including how we manage your scheme.

## Your amenity block includes:

- Fitted kitchen and living/dining area in Carrswood, Greenfields Way and Rosemeadow sites.
- Separate utility area.
- Bathroom, OR: An adapted bathroom which is accessible if you have difficulties with mobility.

## Your pitch includes:

- Outdoor electricity socket for external use including supplying electricity to your mobile home.
- External plumbing connection that can be used to drain foul water from your mobile home.
- Outdoor water connection that can be used to supply clean water to your mobile home, if you are on a permanent site.
- An individual consumer unit which contains your fuse box.
- A stop cock and a sure stop button (located inside your kitchen cupboard,) to turn off your water supply, at Carrswood and Greenfields Way.

# PAYING YOUR RENT



## Paying your rent

The total weekly charge for your property is broken down into three amounts:

**Rent:** this is for your accommodation only. If you are entitled to Housing Benefit, or Universal Credit, you can claim part or all of this.

**Eligible Service Charge:** this covers a number of areas such as grounds maintenance, communal site lighting and CCTV if on site. If you are entitled to Housing Benefit or Universal Credit, you may be able to claim part or all of this charge.

**Non-eligible Service Charge:** this is usually a small amount which you must pay every week. This part of your service charge will not be paid by Housing Benefit or Universal Credit under any circumstances.

## Ways you can pay:

- Setting up a Direct Debit.
- Phone us to talk about any of these options or make payment over the phone on 01454 411172.
- Going online at [www.elimhousing.co.uk](http://www.elimhousing.co.uk).
- Setting up a Standing Order.
- By cash directly to the Site Officer, who will issue you a receipt.
- By paying at any pay point with an Allpay card issued by Elim.

# PAYING YOUR RENT

**Housing Benefit** is assessed and paid by the Local Authority. It is your responsibility to complete a claim form and supply the information requested. Even if Housing Benefit have agreed to pay your rent, you have the overall responsibility for making sure that it is paid and you are responsible for resolving any problems.

**Universal Credit** is a single payment for people who are looking for work or on a low income. You will receive one payment each month directly into your bank account, replacing other working age benefits.

As Universal Credit is replacing Housing Benefit, part of the money you receive is for you to pay your rent and any service charges. We will no longer receive this payment directly and you will be responsible for paying your rent when it is due.

**Service Charges** are charged to people living in properties which have shared areas or facilities. Service charge pays for things like: grounds maintenance, communal site lighting and CCTV if on site.

If you are having problems paying your rent, please contact us in the first instance, so we can help you. You can also find our more information on how to pay your rent via our website [www.elimhousing.co.uk](http://www.elimhousing.co.uk)



**Please remember, that if you do not pay your rent or service charges, we may take legal action against you, which could result in you losing your pitch.**

# WHAT TO EXPECT



## What you can expect from us:

- A safe and secure place to live.
- Help and advice on benefit issues where requested.
- Confidentiality: none of the information we hold about you will be shared outside of Elim Housing Association unless you have given us permission to do so, or if we are legally obliged to give it.

## What you can NOT expect from us

- Providing general lifts e.g. to friends houses, the shops.
- Giving or lending money to customers.
- Free use of the office telephone. Customers may use the office telephone for approved support related issues only.
- Being involved in any personal relationship with you.
- Giving character references for you. We may be able to give basic landlord references in supporting you to move on to permanent housing. We are also unable to sign driving licence or passport applications.

## What we expect

Your written agreement is the legal document that you will sign on moving in. It entitles you to live on the pitch provided that you adhere to the conditions of residency.

If at any time you break any part of your agreement or site rules, you will be putting your residency at risk and may lose your pitch with Elim.

We cannot stress enough how important it is to ensure you do not break any of the conditions of your agreement. You will receive a copy of your written agreement when you move in. Please keep this in a safe place and use it to refer to if you are unsure about anything.

# YOUR FEEDBACK

## Comments, compliments & complaints

Elim Housing is committed to delivering high quality services to all its customers. We welcome feedback to help us understand what we are doing well, where we could improve, or if a mistake was made. We use feedback we receive to improve and change our services for you.

If you would like to make a comment, compliment or complaint please contact us through our website, by phone or by letter.

**Telephone: 01454 411172**

**Email: [info@elimhousing.co.uk](mailto:info@elimhousing.co.uk)**

**Website: [www.elimhousing.co.uk](http://www.elimhousing.co.uk)**

At Elim we value your feedback and suggestions on how our services could be improved. By getting involved you can contribute to the decisions we make about a number of different issues including how we manage your home.



# POLICIES & PROCEDURE

All our policies are available to our customers on our website at [www.elimhousing.co.uk](http://www.elimhousing.co.uk).

Elim are committed to ensuring that anyone receiving our services is not discriminated against in terms of disability, race, gender reassignment, marital or civil partnership status, pregnancy or maternity, colour, nationality or ethnic national origin, religion or belief, sex or sexual orientation and age.

We comply with the Equality Act 2010, and our aim is to provide services that treat people fairly and with respect.

Elim has an Equality, Diversity and Inclusion Policy in an easy read version.



# REPAIRS & SECURITY



## Report a repair

**During staff office hours:** Report it to a member of staff on site (Mon-Fri between 9:00am to 5.15pm) or call us on 01454 411172. You can also call your Site Officer on their mobiles.

**Outside of office hours:** You should phone the emergency helpline on 0808 169 2910. If your enquiry is not classed as an emergency, the repair will be reported to our maintenance department the next working day.

## How quickly will repairs be completed?

**Emergency Repairs**— A repair is an emergency if it is a danger to the health & safety of our customers or the public, or where failure to carry out repairs could cause extensive damage to our buildings. For example burst pipes or serious electrical faults. We aim to carry out emergency repairs within 24 hours.

**Urgent Repairs** - are faults that will affect the comfort and safety of our customers or the public. For example a blocked sink, leaking roof or communal light fault and are usually carried out within 5 working days.

**Routine Repairs** - most repairs will be routine repairs. For example broken roof tiles, leaking overflow or carpentry repair. Routine repairs will generally be carried out within 21 working days unless part of planned work.

For more information on repairs please visit our website [www.elimhousing.co.uk](http://www.elimhousing.co.uk).

## Site security

Your site has several security measures for your protection, and some have CCTV. You can also raise any concerns with your Site Officer. Site security varies at each of our sites, if you would like more information please contact your Site Officer who will be able to advise you further.

# REPAIRS & MAINTENANCE

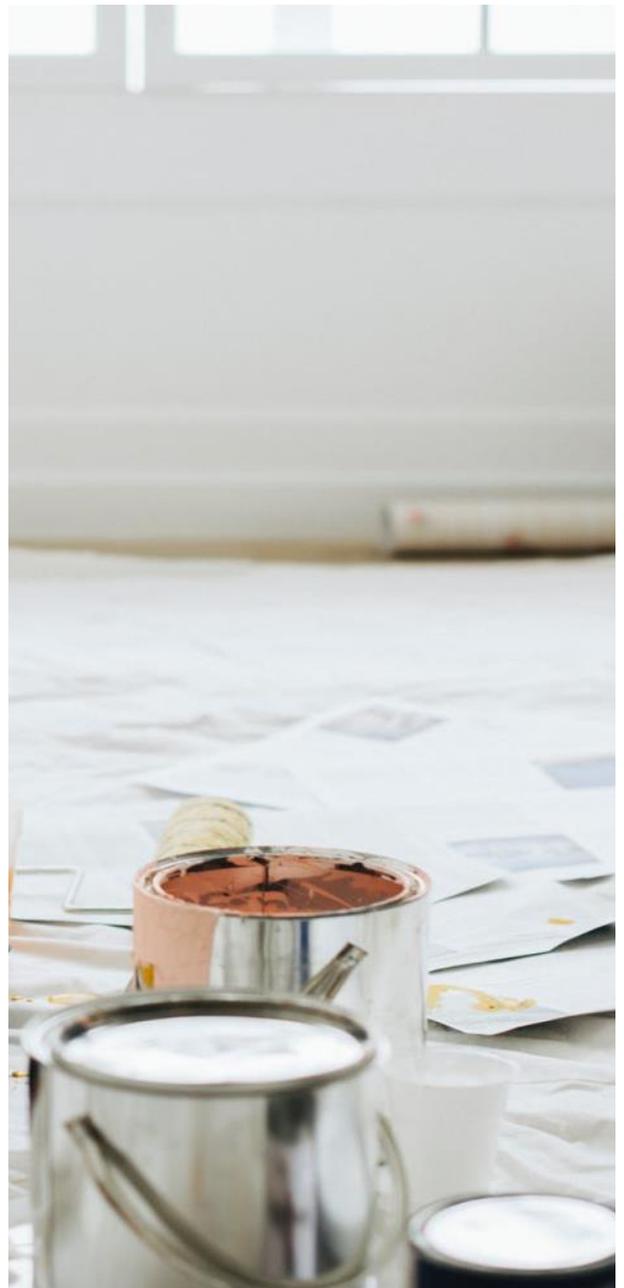


## Rechargeable repairs

You are responsible for repairing damage caused by you, your family or visitors. If you cannot carry out a repair for any reason you should contact Elim to discuss this. We may be able to arrange for the work to be carried out by our contractor but you will be required to pay the full cost of this. For example, attendance of a locksmith after locking yourself out of the property.

## Health & Safety

The safety of our customers is paramount and on occasions we will require access to your home to carry out safety checks & servicing to ensure your safety. When we require access to your property, we will telephone or write to you and inform you of the need for access. We will try our utmost to arrange a convenient time with you to carry out the inspection/ service.



# REPAIRS & MAINTENANCE

## Gas safety

Annual servicing and safety inspections are required on all our site and pitches. All Elim gas appliances that are fitted in Elim properties are regularly serviced and have a Landlord Annual Safety Inspection (CP12) carried out within 10 to 12 months of the previous servicing date. This will take approximately 1 ½ hours. Elim are obliged to issue the certificate to you, and to keep a record of the certificate which can be requested by customers at any time. Elim also fit carbon monoxide detectors when the gas appliance is serviced. Servicing and safety checks take around 1 ½ hours.

## Residents appliances

Elim will not service or be responsible for any appliances installed or owned by its customers.

## Emergency gas safety procedure:

If the you smell gas, immediately follow the procedure below:

- Turn off the gas supply if it is safe to do so.
- Extinguish all naked flames / do not smoke.
- Get to fresh air immediately - open all doors and windows to ventilate the area.
- Contact the relevant National Gas Emergency Tel. 0800 111 999
- Call Elim's Maintenance Team Tel. 01454 411172 during office hours, or our Out of Hours number Tel. 0808 169 2910.
- If you are feeling unwell visit your GP or hospital immediately.
- If the attending emergency operative identifies any concern with any gas appliances, follow the advice given concerning use of the equipment and where advised contact a Gas Safe registered engineer to fix the appliance.
- Do not turn the gas supply on again until it has been checked by a Gas Safe registered engineer.

## Liquefied petroleum gas :

Contact the number on the bulk storage vessel or meter, for cylinder supplies please see local telephone directory for contact details. Then contact Elim on 01454 411172 or, Out of Hours service on 0808 169 2910 who will instruct a gas servicing contractor to attend.

# REPAIRS & MAINTENANCE

## Fire safety

Elim has a legal responsibility to carry out a Fire Risk Assessment of all our sites every 5 years with 2 yearly reviews. What you can do to reduce fire risk in your home;

- Do not overload electrical outlets. Cords should not be frayed or damaged.
- Make sure any equipment connected to the mains is in good condition.
- Make sure that combustibles like drying clothing, are not too close to heaters.
- Never smoke in bed or near soft furniture.
- Keep matches and lighters out of the reach of children.
- Never use extension cords with heating or air conditioning equipment.
- Close your doors at night before going to bed.

## Electrical

Testing is legally required every 5 to 10 years and will take about 1 ½ hours. The electricity supply will need to be switched off for about 20 minutes whilst any faults are corrected. Elim retain a copy of the Electrical Installation Condition Report which is available to customers on request.

## Asbestos

5 yearly Asbestos Management Surveys are required, as well as review every 2 years. This may not apply to your property; you will be notified if your property is affected. The Asbestos Management Survey review will take about 15 minutes.

If Asbestos is found, we have a duty of care to inform you of the locations and type in your property, as well as anyone else who this may affect.

Please note, Asbestos that is left undisturbed, present no health risk but if damaged can release fibres. Painting of surfaces but not rubbing them down is allowable, as is putting drawing pins in these materials.

Customers are not permitted to carry out alterations that may disturb Asbestos and if there is any concern about the condition of asbestos, you should contact us as soon as possible.

## Water management (Legionella)

Elim regularly test and clean communal systems and monitor water temperatures using an approved water management contractor. Access may be required occasionally to take a sample. To reduce the risk of Legionella, you can ensure that shower heads are cleaned regularly. If your home is unoccupied for more than 1 week, upon return, run all taps and shower head in a bucket of water for 3 minutes, flush your toilet, and keep cisterns covered.

## PAT testing (Elim equipment only)

Elim supplies some portable electrical appliances to some of its properties and these will require a PAT test every 2 years. This does not include items like washing machines, fridges and electric heating. The PAT is to ensure portable equipment is in good condition and safe to use.

# Community

## Being a good neighbour

Everyone is entitled to the peaceful enjoyment of their property. Quiet or peaceful enjoyment means that you can live normally in the property without suffering any unnecessary interruptions.

You should expect your neighbours to respect your privacy and comfort, and you should respect theirs. Always remember to be tolerant of others and think about whether your expectations of them are fair.

### You can be a good neighbour by:

- Keeping your garden and pitch tidy
- Putting your rubbish out on the right day
- Keeping the noise down
- Not leaving items in communal areas
- Not fly-tipping

## If your behaviour has been unacceptable

If your behavior, or that of any of your household members or visitors, is found to have caused a nuisance to another person you may be found to be in breach of your written agreement. If this is the case we will review the evidence and take appropriate action against you. This could put your pitch at risk.

## Reporting anti-social behavior

We have high expectations of all of our customers and will deal quickly and firmly with any issues, but we don't get involved in 'tit for tat' arguments. We want you to get on with your neighbours and if needs be, make an effort to sort out any differences you may have with them – a calm and reasonable chat will often help sort things out – without the need to get others involved.

However, if you have tried this or you do not feel able to, please get in contact with your Site Officer or a member of the Customer Service Team on 01454 411172.

Our service will give you honest advice about what we can and can't do to put a stop to such behavior.

You should tell us immediately if you or your neighbour are suffering from any anti-social behavior.

You can report ASB by letter, email, in person to your Site Officer or by telephone.



# MOVING ON



## Providing Notice

If you decide you want to move off your pitch, you need to give us at least 4 weeks' notice in writing. The 4 week period will always start from a Monday.

We will let you know when the keys need to be returned to us and how much rent you need to pay to the end of your written agreement. If you would like to read more about moving on, please visit our website [www.elimhousing.co.uk](http://www.elimhousing.co.uk).

## What do I need to do before I move out?

There are a number of things you need to do before you move:

- Leave the outbuildings and pitch empty, clean and in good condition.
- Carry out any repairs or redecoration that needs doing. If you don't carry out the work, we might charge you for the cost of getting it done, and if you're transferring to another one of our pitches, we could stop the move.
- Return all door keys to your Site Officer by midday on the Monday after your pitch agreement ends. Please leave all remaining keys – including the gas card and electric key if you have them, for the pitch, with the Site Officer.
- Let us know your new address.
- Continue to pay rent until your written agreement has ended. Make sure your rent account is clear and that any other debt you have with us is paid off.



# ELIM HOUSING GROUP



## KEY

-  SUPPORTED ACCOMMODATION
-  HOMES FOR RENT OR SHARED OWNERSHIP
-  GYPSY & TRAVELLER ACCOMMODATION
-  STUDENT ACCOMMODATION
-  STAFF
-  DEVELOPMENT OR GROWTH ACTIVITY UNDERWAY

# CONTACT US



Elim Housing Association

Units 3 & 4 Pinkers Court

Briarlands Office Park

Gloucester Road

Rudgeway

Bristol

BS35 3QH

Telephone: 01454 411 172

Email: [info@elimhousing.co.uk](mailto:info@elimhousing.co.uk)

Website: [www.elimhousing.co.uk](http://www.elimhousing.co.uk)

**Our Customer Handbooks are available large print and in other languages upon request. Please contact us on 01454 411 172 or email [info@elimhousing.co.uk](mailto:info@elimhousing.co.uk) if you would like to request these formats.**

Nasze Podręczniki są dostępne na żądanie w dużym druku oraz w innych językach. Skontaktuj się z nami pod numerem 01454 411 172 lub napisz [info@elimhousing.co.uk](mailto:info@elimhousing.co.uk), jeśli chcesz zamówić te formaty.

Nos manuels sont disponibles en gros caractères et dans d'autres langues sur demande. Veuillez nous contacter au 01454 411 172 ou envoyer un courriel à [info@elimhousing.co.uk](mailto:info@elimhousing.co.uk) si vous souhaitez demander ces formats.

**Our Head Office is open between 9.00am and 5.00pm  
from Monday to Friday.  
We are not open on bank holidays.**