



# REPAIRS AT HOME

## REPORT A REPAIR

It is important that you report a repair that is our responsibility as soon as you can. This is to give us the opportunity to put it right for you before any damage or further problems can occur.

If you have an outstanding repair that needs to be reported, please contact the Bushbury Hill Repairs Line on:

**0800 328 4090**



# OBTAINING PERMISSION

As detailed in your Tenancy Agreement except for decorating, any improvements or alterations you would like to make to your property require Landlords written Permission. This must be obtained **BEFORE** you start any works.

Here are some examples of things for which permission would be required:

- Putting a shed or any outbuilding in the garden
- Adding a 'lean-to'
- Changing the fire in the living room
- Changing or adding anything to your kitchen or bathroom
- Painting the external render to your property
- Installation of an external tap
- Installation of a water meter
- Fitting of laminate flooring
- A driveway
- Extending an existing driveway
- CCTV

This list is not exhaustive so if you are in any doubt at all please contact your Property Team on **01902 552995 option 7** for advice.

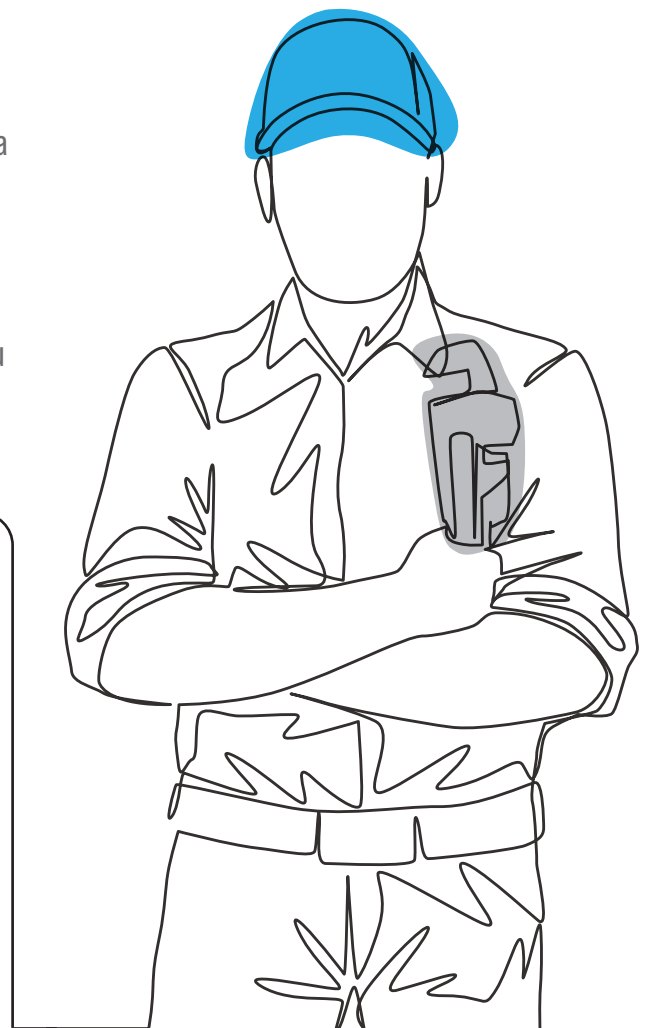
## How may I apply for Landlords Permission?

To make your request you can write to us or it can be done via a form on our website at [www.Bushburyhill.co.uk](http://www.Bushburyhill.co.uk). You may also email us on [info@Bushburyhill.co.uk](mailto:info@Bushburyhill.co.uk).

We will do our best to accommodate your wish to improve your home but if for any reason we refuse we will provide you with a detailed explanation as to why this is the case.

### REMEMBER

You must obtain permission before you start any work. If you go ahead without permission and then are ultimately refused, you will need to return the property to its original condition at your own expense. If we are required to do this for you, we would be obliged to recharge you.



# A GUIDE TO CONDENSATION

## What is it?

You can't see it but there is always some moisture in the air. Warm air holds much more moisture than cold air. As soon as warm air hits a cold surface it cools down creating the droplets of water. The mist on the bedroom window in the morning or the steam that fogs up the bathroom mirror, this is all condensation. This section serves to explain what you can do to reduce it and the problems it causes.

## How does condensation damage my home?

Condensation appears mainly in cold weather and is found on the coldest surfaces or in places where there is little or no movement of air. You will find it in the corners of rooms perhaps behind furniture and near windows. It can appear on north facing walls which are colder because they don't get the sun. The dampness caused by condensation can cause mould to grow on walls, fabric and furniture which if neglected could eventually lead to rotting. It can also cause paint to blister and wallpaper to peel off.

## Why is it worse these days?

Modernising of homes with insulation, draught proofing and sealed window units have made it easier to keep our homes warm and stop heat escaping. These improvements though also stop moisture escaping.

## How can I get rid of it?

**Make less moisture** – Wipe water from your windows and sills with a cloth but don't then dry the cloth over a heater as the water will evaporate back into the air!

Don't dry washing in your home, put lids on saucepans while cooking, vent your tumble drier outside if it's not a condensing drier.

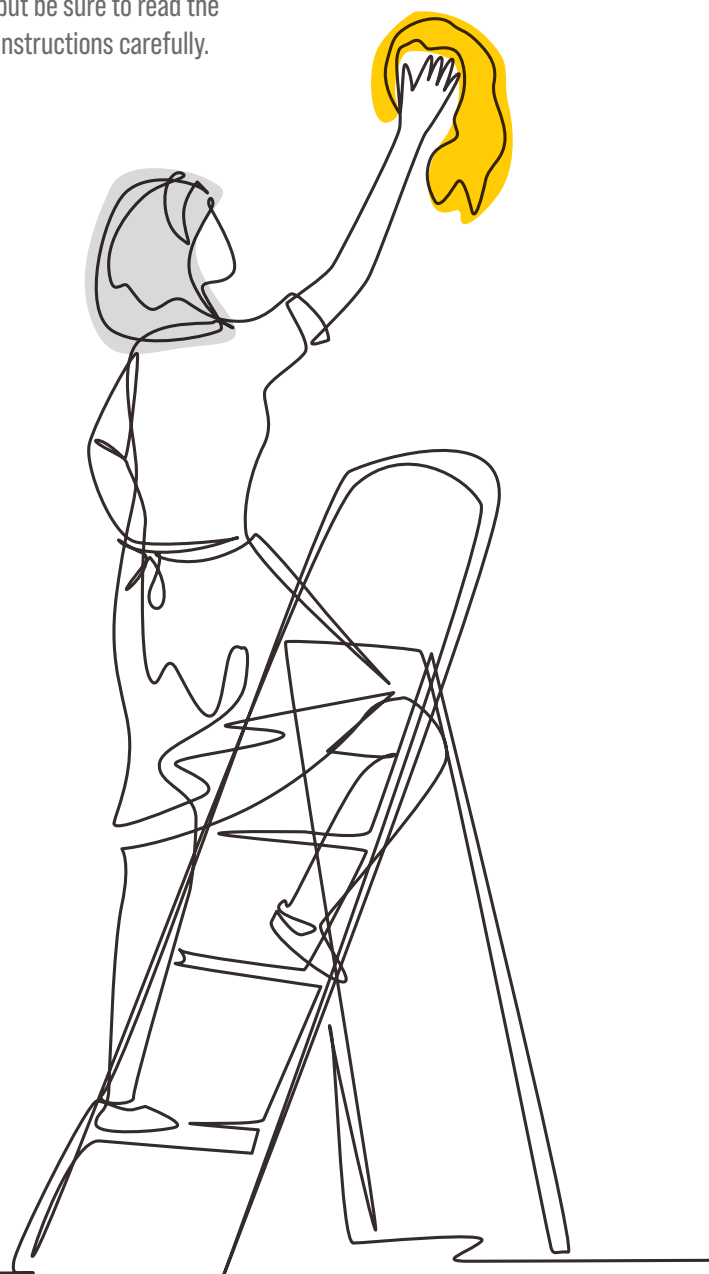
**Increase the ventilation** – Use the trickle vents in the windows (if you try them and find them not working report this as a repair to the BHEMB Repairs Line on 0800 328 4090).

It also helps to keep kitchen and bathroom doors shut for about 20 minutes after they have been used to stop the moisture getting into other rooms. When not in use leave the doors open so heat can spread evenly through your home.

**Allow air to circulate** – Don't put furniture against outside walls. Inside walls (walls between rooms) are warmer and therefore less prone to condensation. Leave a gap between the wall and the furniture so air can circulate.

**Keep your home warm** – When moisture condenses on your walls it makes them colder, this causes you to lose heat and increases the risk of mould growing. It then takes more energy to heat your home to a comfortable temperature which then costs more.

**Remove mould as soon as you find it** – You **MUST** remove mould as soon as you find it to stop it spreading and damaging your home. There are various products on the market that will help with this but be sure to read the instructions carefully.



# OUR AIM

To deliver high quality customer service and provide high standard homes for our tenants.



HERE'S WHAT OUR TENANTS THINK OF THEIR REPAIRS SERVICE!

replaced everything tradesman brilliant  
logged lovely Pleased job Completed  
booked aware **HAPPY** advised  
tenant excellent service friendly Trade attended  
resolved leak visit working FAULT CALL  
great work QUICKLY

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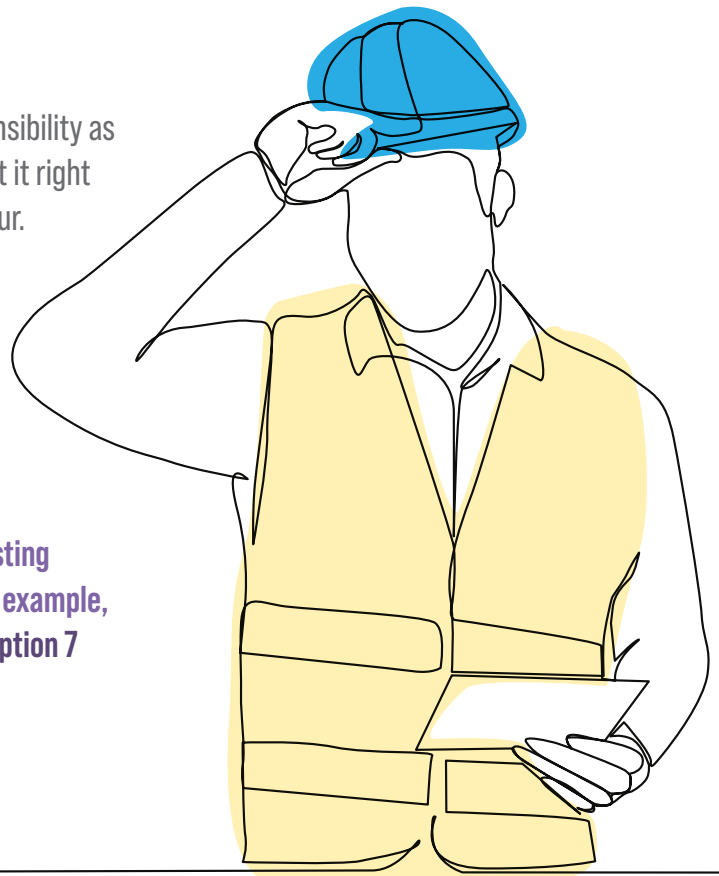
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If you require any further information regarding requesting landlords' permission or dealing with condensation for example, please contact your Property Team on: 01902 552995 Option 7

Further information can be obtained on our website [www.bushburyhill.co.uk](http://www.bushburyhill.co.uk)



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