



Elim Housing

# Resident Handbook Gypsy & Traveller

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# CONTENTS

Welcome	1
My site	2
Paying your rent	4
What to expect	5
Your feedback	6
Policies & procedures	7
Repairs & Security	8
Maintenance	9
Equalities	12
Moving on	13



# WELCOME

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

Elim’s customers include families and single people living in our properties for rent, young people undertaking apprenticeships or training and clients within our support services and people buying houses that we have developed. We have the same aim for all these relationships: to ensure that the housing and services Elim provide serve as a platform for growth, helping all our customers to achieve their aspirations. In this way, we make our homes truly life changing by ensuring that our service has a positive impact long after a person has left Elim accommodation.



## **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



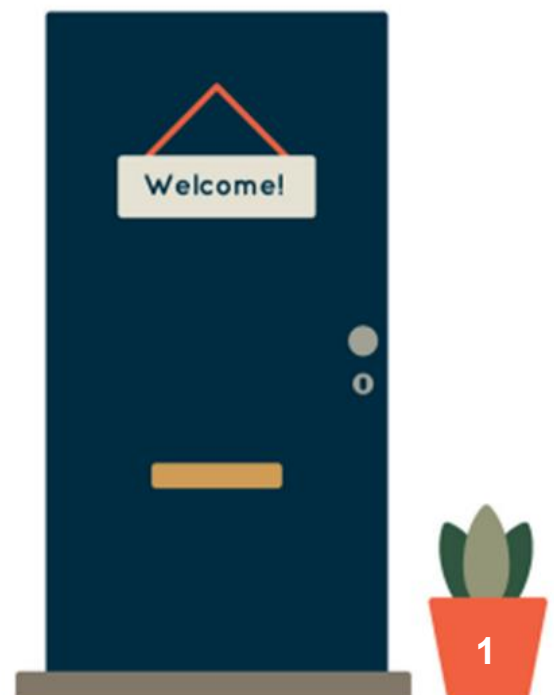
## **Everyone’s view matters**

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 Manager who can be contacted on 01454 411172 or their mobile phone, for any questions or queries you may have.

Alternatively you can speak to our Gypsy and Traveller Services Manager using the same number.

## OFFICE OPENING TIMES

If your site has an office, this will open at scheduled times between Monday and Friday, 9am - 5pm. The exact opening hours will be posted on the site notice board.

Please be aware that your Site Manager 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.
- Living/dining area.
- 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.
- Rotary washing line (permanent pitches only).
- Outdoor water connection that can be used to supply clean water to your mobile home.
- 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.

# 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 electricity, gas, water, fire alarm, maintenance etc. 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 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 411 172.
- Going online at [www.elimhousing.co.uk](http://www.elimhousing.co.uk).
- Setting up a Standing Order.
- By cheque or cash directly to the Site Officer, who will issue you a receipt.

Your Site Officer will be able to advise you on how you can pay and will assist you in setting this up initially.

# 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.

**SERVICE CHARGES** are charged to people living in properties which have shared areas or facilities. Service charge pays for things like: heating, lighting and cleaning of shared areas, fire safety equipment, door systems, and garden maintenance.

**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.

**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.
- Advice on future housing options.
- 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 CANNOT EXPECT FROM US

- Providing general lifts e.g. to friends houses, the shops.
- Giving or lending money to residents.
- Free use of the office telephone. Residents 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.

## WHAT WE EXPECT

Your pitch 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, set out in your pitch agreement.

If at any time you break any part of your agreement or house rules, you will be putting your residency at risk and may lose your accommodation 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 pitch 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

## RESIDENT FORUM

The online resident forum monitors and challenges our standards of services, is involved in decisions which affect residents of complex needs and their affect on a person's life ensures that our services and examines our performance in areas such as Customer Services and Value for Money. Any resident can join the forum.

## COMMENTS, COMPLIMENTS AND 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.

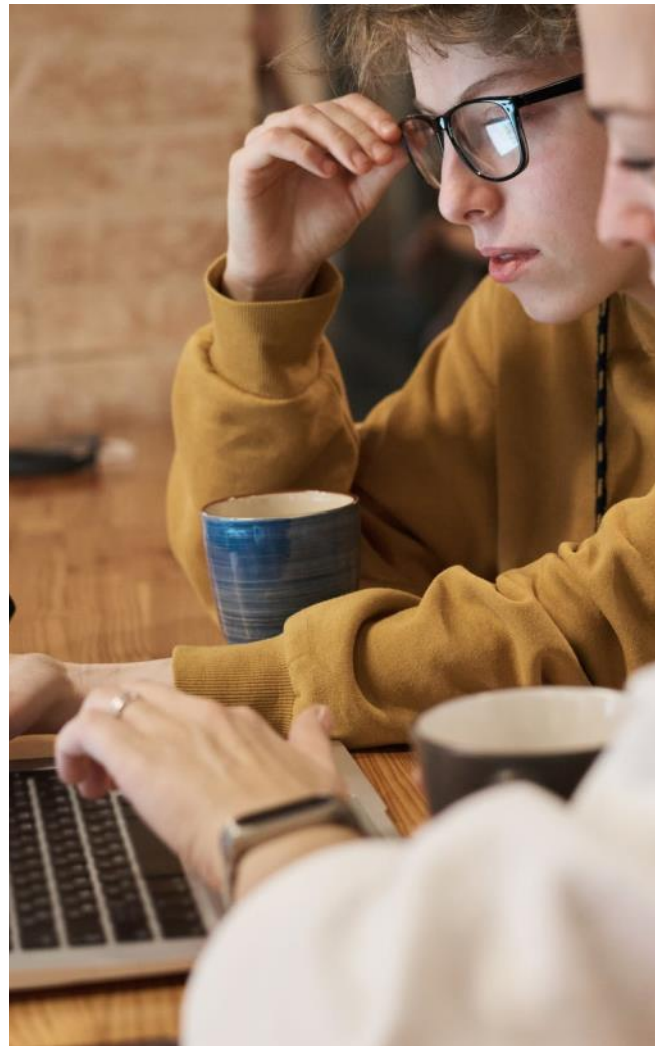
If you would like to make a comment, compliment or complaint please contact us through our website, by phone or by letter.

**Telephone: 01454 411 172**

**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

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All operational policies are available to residents of Elim Housing Association. If you would like a copy of any policy, please speak to a member of the staff team. Such policies include:

- Compliments & Comments Policy.
- Allocations Policy.
- Equality and Diversity Policy.
- Rents and Service Charge Policy.

In addition, you can also obtain information from Elim about:

- Service Charges.
- Repairs and Maintenance.
- Dealing with Anti-Social Behaviour.
- Customer Service Standards.



# REPAIRS & SECURITY

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## REPORT A REPAIR

**During staff office hours:** Report it to a member of staff on site or call us on 01454 411 172. 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 residents 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.

**Urgent Repairs** - are faults that will affect the comfort and safety of our residents 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, including CCTV. You can also raise any concerns with your site manager. 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.

# MAINTENANCE



## REPORTING REPAIRS

If your repair is not urgent, please contact our Head Office on 01454 411172 between 9:00am and 17:15pm Monday to Friday.

If you have an urgent repair outside our office hours, please contact 0808 169 2910.

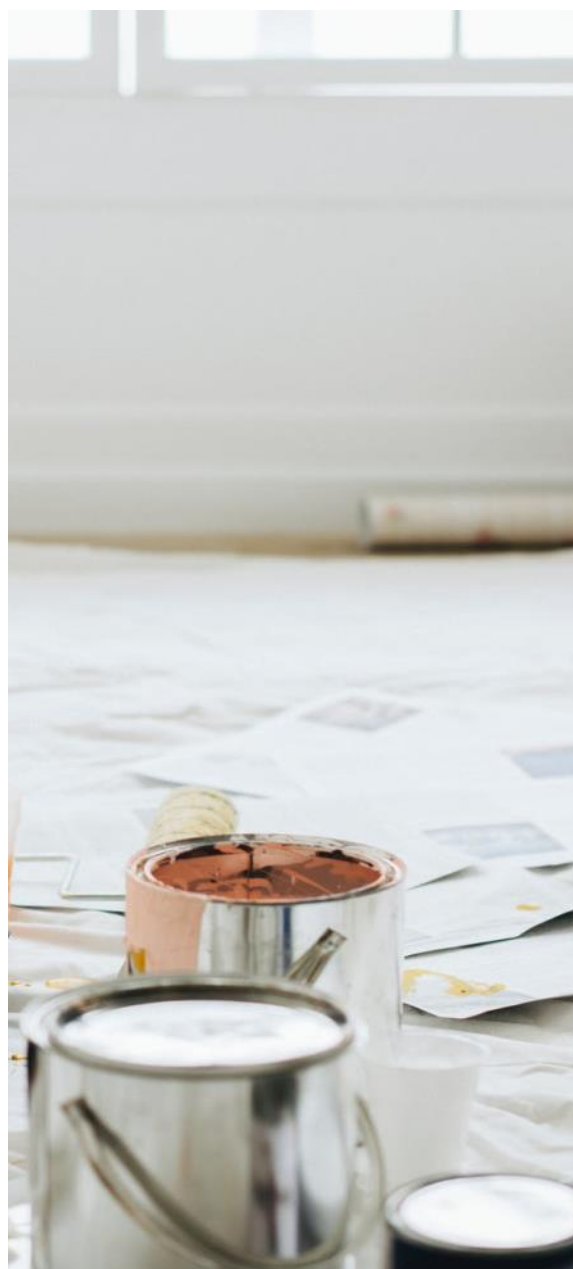
All repairs reported to us are important, but we need to deal with them in order of priority. In an emergency, don't report your repair in writing or online. Call us straight away on 01454 411172 (during office hours) or 0808 169 2910 (outside of office hours).

## RECHARGABLE 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 our residents 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 and will try our upmost to arrange a convenient time with you to carry out the inspection/ service.



# MAINTENANCE

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## **GAS SAFETY**

Annual servicing and safety inspections are required. 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 an hour and a half. Elim are obliged to issue the certificate to you, and to keep a record of the certificate which can be requested by residents at any time. Elim also fit carbon monoxide detectors when the gas appliance is serviced. Servicing and safety checks will take approximately 1.5 hours.

## **RESIDENTS APPLIANCES**

Elim will not service appliances installed or owned by its residents; Residents' cookers and other appliances will be subject to a visual inspection only.

## **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 41172 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.

## **LIQUIFIED PETROLEUM GAS :**

Contact number on bulk storage vessel or meter, for cylinder supplies please see local telephone directory for contact details. Then contact Elim: 01454 41172 or, out of hours service on 0808 169 2910 who will instruct the gas servicing contractor to attend.

# MAINTENANCE

## FIRE SAFETY

Elim has a legal responsibility to carry out a Fire Risk Assessment of communal spaces and includes the flat doors leading off these spaces, every 5 years with 2 yearly reviews. Inspection of fire doors are mandatory, if you reside in a flat or shared house this will take about 10 minutes. Communal areas may have fire detection systems and emergency lighting, these systems are regularly tested and maintained. 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 on soft furniture.
- Keep matches and lighters out of the reach of children.
- Never use extension cords with heating or air conditioning equipment.
- Close your downstairs doors at night before going to bed.

## ELECTRICAL

Testing is legally required every 5 to 10 years and will take about one and a half hours and will require the electricity supply 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 residents on request. Testing takes approximately 1.5 hours.

## 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.

Residents 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's, 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

Applicable to Elim equipment only, Elim supplies some portable electrical appliances to some of its properties and these will require a PAT test every two years. This does not include items like washing machines, fridges and electric heating as these by their nature are not classified as portable and have less risk associated with them. The PAT is to ensure portable equipment is in good condition and safe to use.

# EQUALITIES

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**Elim Housing seeks to follow the principle of equality of opportunity in all its activities and in recognition of this, the Board of Directors has adopted the following policy statement:-**

Elim Housing Association and members of the Group work in a diverse and multi-racial society and they recognise that some groups and individuals are disadvantaged and may be subject to unfair discrimination. The Association believes that such discrimination is not acceptable and will ensure that policies and practices are implemented to provide equal and fair treatment to all the people it deals with in the allocation of housing, provision of services, the recruitment and employment of staff and when working with contractors and consultants.

The Association will comply with the terms of the Sex Discrimination Act 1975 and 1986, the Race Relations Act 1976 (amended 2000), the Disability Discrimination Act 1995 and the Human Rights Act 1998 or any statutory modification thereof. The Association will also comply with the regulatory guidance issued by the Housing Corporation from time to time.

Equality of opportunity is vital in the delivery of a public service and is fundamental in the provision of social housing. Elim Housing acknowledges that the implementation of explicit policies, backed up by monitoring and review is an essential part of the process.

The association's policies and procedures are fully supported by the Board and staff of the association.

This policy statement will be made provided to all job applicants, housing applicants, tenants, employees, agents, contractors and consultants.

Elim Housing aims to operate policies and procedures which meet recognised codes of practice and which ensure that housing is provided to those in greatest need. The association will improve equality of access to housing through encouraging applications from all sections of the community in housing need and through monitoring applicants and those we house. You may be assured that this information is treated as confidential.

# MOVING ON



## PROVIDING NOTICE

If you decide you want to move off your pitch, you need to give us at least our weeks' notice in writing. The four-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 pitch agreement. If you would like to read more about moving on, please visit our website [www.elimhousing.co.uk](http://www.elimhousing.co.uk).

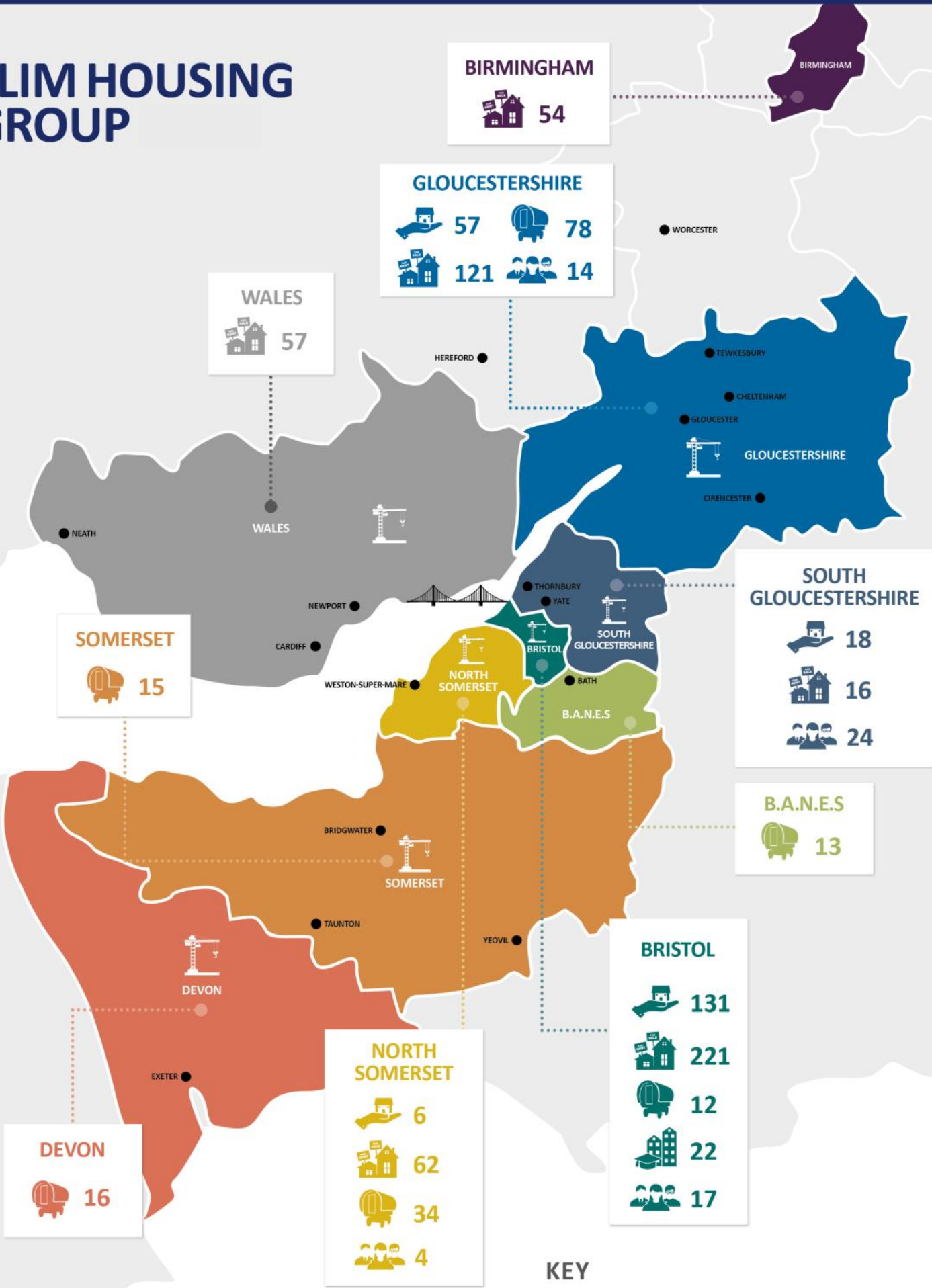
## WHAT DO I NEED TO DO BEFORE I MOVE OUT?

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 tenancy 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

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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)

Lisa Rogers (Gypsy & Traveller Service Manager)  
Tel. 07837 688498

Louise Collett- (Site Officer-) -Tel. 07384 252456

Michelle Smith (Site Officer) Tel. 07384 252456

Jamie Lee-(Site Officer) -Tel. 07969 071707

**Our 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 5.15pm  
from Monday to Friday.  
We are not open on bank holidays.**