

# Welcome to your new home

This document is important,  
please take the time to read it and  
keep it in a safe place for future  
reference — it will help you get  
the best from your new home.



We're excited to help you settle in and connect with your Community.

This guide covers everything you need to know about your new home. You can also find all this information and more at [placesforpeople.co.uk/my-home](https://placesforpeople.co.uk/my-home)

#### How to contact us

If you can get online, visit [placesforpeople.co.uk](https://placesforpeople.co.uk)

Alternatively, you can phone us on **01772 667 002**

Lines are open Monday to Friday from 8am to 6pm (excluding bank holidays).

#WeAreCommunity

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# 1. Moving in day

- Getting financial help with moving
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We'll contact you to arrange a place and time for you to collect your keys. You'll speak to one of our Colleagues, who'll explain your tenancy and confirm final details, including:

- Sharing contact details.
- Checking you're clear on reporting repairs, working your heating, and rubbish collections.
- Providing details on claiming universal credit, housing benefit and paying your rent.
- Offering advice and/or referring you for a financial health check.
- Sharing how you can get involved in your neighbourhood.

In England, your tenancy will normally be an Assured Tenancy. This legal contract sets out the conditions of your tenancy, your rights and responsibilities as a tenant, and our rights and responsibilities as a landlord. You'll get your keys at this appointment and can move in.

Your home should be in a good state of repair when you move in. We'll tell you if there are any outstanding repairs to be completed when you sign-up. If you find any problems, you can report a repair online at [my.placesforpeople.co.uk](https://my.placesforpeople.co.uk) or by telephone **01772 667 002**.

## → Getting financial help with moving

We know moving home can be costly. Our Money Advice Team may be able to help support you as you settle into your new home. Please contact us on **01772 666 446** or email [money.advice@placesforpeople.co.uk](mailto:money.advice@placesforpeople.co.uk).

## → Connecting your utilities

If known, we'll tell you who your gas and electricity suppliers are at your sign-up appointment. Please take meter readings as soon as you get your keys and contact your supplier to set up an account.

If you have not been told at sign up who your provider is, please see the following information.

### → Gas

You may find that the gas in your new home has been disconnected (capped) for safety reasons after the last Customer left. We will arrange for the gas to be uncapped as soon as possible after sign up. If you don't know your supplier, please visit [www.findmysupplier.energy](https://www.findmysupplier.energy), you will need your meter serial number.

Once you've registered with the energy provider, if you have a meter, and it is in credit, please contact us on **01772 666 091** to arrange for a Colleague or contractor to visit and check everything is working well. We'll also give you advice on how to operate your heating appliances and issue a safety record. Please be aware this appointment booking may take up to 48-hours.

### → Electricity

If your electricity provider hasn't been disclosed, please contact Energi on **0800 195 0101**. Make sure you've got the meter serial number ready when you call. Once you've established who the provider is, you should be able to contact them to set up your account as normal. Please remember to ask your energy provider to provide any credit top up devices you need.

→ **Phone line**

You don't need to ask permission to install a phone line — just go ahead and arrange it. However, you do need our permission to install a satellite dish. You can ask us for permission online or by calling **01772 667 002**.

→ **Insuring possessions**

We're not responsible for any loss or damage to your personal belongings, including from floods, fire, or other incidents. That's why it's important to insure your home's contents.

Insurance can protect you from unexpected costs like theft, fire, and accidental damage. Use comparison websites to find the right coverage and payment options. If you need help or are unable to access a comparison website, contact our Money Advice Team on **01772 666 446** or email **money.advice@placesforpeople.co.uk**.

→ **Pets**

If you have a pet or would like to get one, and didn't discuss this as part of your application or at sign up, you can do this online at **my.placesforpeople.co.uk** or by contacting us on **01772 667 002**. Please contact us to discuss, and for permission for any future pets you may like to add to your household too.

→ **Tell People you've moved**

Now that you've moved, it's important to let People know of this change. Some for personal reasons, and others for legal purposes. Some People you should tell include:

- Friends and family.
- Electricity, gas, and water supplier.
- Council tax department.
- Bank.
- Department of Work and Pensions (DWP).
- Contact Royal Mail to redirect mail to your new address.



## 2. Home Quality Promise

→ Our health checklist

→ Our promise to you

→ Your promise to us

**At Places for People, we understand how important it is to feel proud of the place you call home. That's why, as part of our Home Quality Promise, we'll conduct a thorough property health check to ensure it meets our core standards for safety, compliance, security, and cleanliness.**

### → Our health checklist

As part of our health check, we do a thorough inspection of the home and conduct the following work to ensure everything is in full working order before you move in.

### ✓ Gas and safety checks

Safety and security are our top priorities at Places for People, that's why we will carry out the relevant electrical and gas safety checks to ensure your new home is compliant.

### ✓ Decorating your home

As a Customer, you're free to decorate your home to suit your style once you move in. However, we understand that not everyone has the time, ability, or resources to do so right away. That's why we ensure your home is clean and in good decorative condition, so there's no need to make any changes immediately or at all. We will remove any graffiti on the walls before you move in.

Customers moving into a new build home will need to decorate without wallpaper until after the agreed defects period is complete so that any expected plaster cracks are visible and easy to repair.

### ✓ Bathroom

Entering your bathroom, you will be met with a clean bathroom suite that will be matching and in good working order. A slip-resistant floor covering will be provided. You will also have a supply of hot and cold water, with all pipework in working order.

### ✓ Kitchen

Your kitchen will have a suitable number of matching drawers and cupboards appropriate to the size of your home. All units, worktops, drawers, and sinks will be safe, clean, and will all be in good working order. In addition, there will be space for a cooker, connected to either an electrical or gas supply.

You will also have a supply of hot and cold water, with all pipework in working order.

### ✓ Doors

External doors will open and close freely, be safe, and secure, and have a working lock mechanism. They'll also be wind and weather tight. Internal doors and frames will be in working order.

### ✓ Windows and glass

All broken or failed glass will be replaced.

### ✓ Garden

Gardens will be cleared of rubbish and any garden shrubs, grass or hedges will be cut back to be left in a manageable condition.

We'll remove any garden sheds or other structures that are in poor condition. You will be responsible for the maintenance of any structures that we leave. We'll repair any fencing that falls under our responsibility if it poses a health and safety risk.

### ✓ Outdoor

We will ensure the external elements of your home are inspected, roofs will be watertight and free from defects, and gutter/drainage services will be free-flowing and where appropriate fitted with suitable covers.

➔ **Our promise to you**

We will ensure your home meets our Home Quality Promise to you and is ready for you to move in. A member of our team will walk you around the home and will support you with:

- ➔ Reading the utility meters before you move in.
- ➔ Show you the location of the main stop tap and make sure it is in good working order.
- ➔ Inform you of any planned major works.
- ➔ Explain the Lifeline/alarm system where present.

➔ **Your promise to us**

- ➔ Allow us reasonable access to ensure we can complete any agreed work on moving in and any future compliance checks.
- ➔ To look after your new home and return it in good condition free from any belongings and rubbish.
- ➔ To keep your garden (where you have one) in good condition throughout your tenancy, meaning free from rubbish and not overgrown.

We're excited to welcome you to the Places for People Community and look forward to helping you settle into your new home. You can find out more about our Home Quality Promise and the work we do to make sure you are proud to move into your home by visiting our website [www.placesforpeople.co.uk/home-quality-promise](http://www.placesforpeople.co.uk/home-quality-promise)



### 3. A guide to your tenancy

- Pay your rent the easy way
- Security
- Transfer or exchange your home
- Lodgers
- Improvements
- Succession
- Your promise to us
- Our promise to you

#### → Pay your rent the easy way

The easiest way to pay your rent is by Direct Debit, as once it's set up, payments are taken automatically. If you prefer to make a manual payment every week or month, you have the option to pay through your online account or over the phone.

#### → Please note

You must always pay your rent in advance, and you can pay weekly or monthly. This means you may need to make a manual payment covering the period until your first direct debit payment.

This means that if you're waiting for Housing Benefit or Universal Credit, you should pay the rent yourself. You must ask your Council to pay your Housing Benefit to us. If you get Universal Credit you must ask for this too.

#### → Don't forget to check the legals

And whilst you live in your home, you have the right to:

#### → Security

We promise not to enter your home without your permission or without a court order. We don't keep any spare keys.

#### → Transfer or exchange your home

You are able to apply for a transfer or exchange your home provided you have managed your home in line with your tenancy agreement, have no outstanding rent arrears or an agreement surrounding a pre-existing payment plan, and your home is in good condition. Further details are available on our website or by calling us.

#### → Lodgers

You may have a lodger in your home, but you must ask us first. You can request this through the enquiry form on your online account or by calling us.

#### → Improvements

Once you've lived in your home for over 12-months, you can make improvements like upgrading your kitchen units or installing a new shower. You must get written permission from us first through your online account or by calling us.

#### → Succession

If you have a joint tenant, spouse or partner, or other People living with you, they may be able to, with our agreement, continue the tenancy if you pass away. We will help them to do this if needed.

## → Our promise to you

To ensure our homes are safe and a great place to live in, we will do the following:

### → Repairs

We will make repairs to internal walls, floors, ceilings, external gutters and drainpipes. You can report a repair in minutes through your online account or by calling **01772 667 002**.

### → Information

We will provide you with information on our Policies and Procedures if requested. You can request these on your online account or by calling **01772 667 002**.

### → Services

We will keep the shared areas of your building and estate clean and tidy. We will maintain any lifts and shared doors.

### → Rent

Your rent and the service charge should only be changed once a year (we will let you know if this changes).

If you need more information, please refer to your tenancy agreement, go to your online account or call our Customer Contact Centre on **01772 667 002**.

## → Your promise to us

### → You promise to:

- Pay your weekly / monthly rent and other charges in advance.
- Pay for your other bills separately — such as gas, electricity and water.
- Keep your home and garden clean and tidy.
- Regularly check your smoke detector. We recommend testing it once a week.
- Be aware of the fire safety rules for your building.
- Let us know if your home needs a repair through your online account or by calling us.
- Live in the property as your only home.
- Allow us to come into your home with a pre-agreed appointment.
- Allow us to service your gas boiler once a year.
- Tell us if you will be away from your home for more than a month.
- Keep your vehicles taxed, repaired and insured.
- Give us at least four weeks' written notice when you wish to end your tenancy and leave your home.
- Clear and clean your home of all belongings and return your keys to us when moving out.

### → You will need to get permission via your online account or calling us if you want to:

- Keep pets.
- Run a business in your home.
- Swap your home by mutual exchange.
- Make improvements.
- Park caravans, trailers or other large vehicles at your home or on your street.

### → We ask you to promise not to:

- Cause a nuisance or use violent or threatening behaviour to your neighbours or others.
- Overcrowd or damage your home.
- Smoke in any communal area belonging to us.
- Keep your personal things in our communal areas e.g. corridors (as these could also be fire escapes).
- Carry out vehicle repairs in the car park or on your drive.
- Store items in your home which have hazardous warnings.



## 4. Managing your home with us

- [Manage your home online](#)
- [Reporting a repair](#)
- [Emergency repairs](#)
- [Financial support](#)

### → Manage your home online

Taking care of your home has never been simpler. You can use your online account to manage your home 24-hours a day, using a device that suits you. What you can do with your online account:

- Manage your tenancy.
- Make a payment.
- Check balance and statements.
- Report incidents and repairs.
- Book repair appointment slots.
- Request alterations to your home.

Register for your account at [placesforpeople.co.uk/my-home](https://placesforpeople.co.uk/my-home) using your payment reference number.

### → Reporting a repair

You can check which routine repairs are our responsibility and which are yours to solve through your online account.

The easiest way to report and book a routine appointment is online through your online account.

Or you can request a routine repair through our Customer Contact Centre **01772 667 002** between 8am and 6pm.

### → Emergency repairs

Emergency repairs can be reported 24-hours a day through our Customer Contact Centre **01772 667 002**.

If you would like to know more about what an emergency repair is, you can find more information on our website or by calling us.

### → Financial support

We understand there are times when you might struggle financially, and it can be a worrying and stressful time for you and your family. We want to support you as much as we can during this difficult time.

We can help with budgeting, maximising your income through benefit take up and can point you in the right direction for more specialist help.

Get help and support from Places for People Money Advice Team, phone **01772 666 446** or email [moneyadvice@placesforpeople.co.uk](mailto:moneyadvice@placesforpeople.co.uk).

## 5. Keeping safe in your home

- Fire safety
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### → Fire safety

All Customers should make themselves aware of the correct procedures to follow if a fire should break out in their home or wider building. All our homes have procedures in place regarding what to do in the event of a fire, which must be followed.

You're responsible for making sure you know what the procedure is for the scheme where you live — it is critical that you familiarise yourself with it, and that you create your own emergency plan based on the advice provided.

Any plan you make must be memorised by your whole family, and should include evacuation routes and external meeting places, such as a car park or neighbouring property.

### → Fire doors

Your flat front door is a fire door and helps to protect you in the event of a fire in your home or other parts of the building. Here are some simple checks that you can carry out to ensure your door provides appropriate protection:

#### → Door fully closes

Fire doors must close automatically. To check, open the door halfway and release it. It should close firmly on its own without getting stuck on the floor or in the frame.

#### → Door frame condition

Door frames must be firmly attached to the wall and free from damage.

#### → Seals are in place

Fire doors must be fitted with intumescent strips and smoke seals. Make sure these are in place, well attached inside the groove in the frame or door leaf, continuous around the frame, and free from damage.

#### → Door closer works correctly

Fire doors must have a door closer to ensure they shut automatically. Make sure this is correctly attached and free from damage.

#### → Damage-free door

Check that all parts of the fire door are free from damage which could reduce their effectiveness. Make sure any glass isn't cracked.

### → Smoke alarms

It's important to ensure that there's a working smoke alarm in your home. Please test your smoke alarm regularly, and if it's not working, check the battery. If this does not resolve the issue, please report this as a repair.

### → Insurance

Although we insure the building your home is in, we don't insure the contents of your home. That's why we strongly suggest you insure your belongings through a contents insurance policy that covers accidental damage, fire damage, theft and flooding / escape of water.

### → Our 'Stay Put' policy

Fire and rescue services work with local authorities, developers, management committees and Customers to ensure the fire safety arrangements are safe and appropriate for each block or building. Customers living in some of our tower blocks, or private retirement developments are asked to follow a 'Stay Put' policy. This is displayed on signage within the communal areas.

This policy means that, in the event of a fire, anyone in the flat where the fire has started should make their way out of the building immediately, and those in all other flats should stay put in their flats unless asked to leave by the Fire Service. If you're in a communal area, such as stairwell or corridor, you should leave the building immediately.

It's important to remember that, although it may go against your instincts to stay put during a fire, buildings with a 'Stay Put' policy have been built in such a way as to protect the People inside should a fire break out. All the doors are fire doors, so keep them closed to avoid the fire spreading.

→ **What to do if there’s a fire in your flat or apartment**

If you live in a building that doesn’t have a stay-put policy, the following advice applies:

- If you’re in the room where the fire is, leave straight away and close the door (if safe to do so). You need to get everybody in your home ready to leave and proceed to the assembly point.
- If a fire occurs inside your home, you must not try to put the fire out yourself. Fire spreads extremely quickly and the more time you spend trying to put a fire out, the less time you have to take other steps to protect yourself and your family.
- You must never use the lift during a fire. If you have a balcony, do not use this to exit the building unless it is part of the escape route.

→ **When you’re safely out of the building, call the Fire Service immediately by dialling 999**

If it’s safe to do so, inform other residents. There will be fire alarm points on all floors in blocks of flats and these just need a gentle push to activate the alarm. It’s important to still call **999**, so that the emergency services know it isn’t a drill or a mistake.

The Fire Service should always be called to a fire, even if it only seems small. When you’re put through to the operator, ask for the fire service. When transferred, you should tell them the address where the fire is happening.

**Do not end the call until the operator tells you to, as they may require further details regarding the fire and/ or your present situation.**

→ **If you don’t live in a flat**

Unlike Customers living in flats, you should immediately leave a house if a fire occurs. The difference is that flats have fire safety doors that provide protection in the event of a fire: houses do not.

If you’re in a room where a fire has developed, leave straight away and, if safe to do so, close any doors as you go to delay the fire spreading. Again, make sure you have a plan in place in case of a fire in your home.

→ **What not to do in the event of a fire**

- Don’t attempt to fight the fire or go back into the building.
- Don’t attempt to escape through areas affected by smoke; if corridors are affected, stay in your flat, close all doors, and get as far away from the smoke as possible.
- Don’t put yourself or anyone else in danger, and never re-enter the building.
- Don’t store items of any description in communal areas, walkways or stairwells that could hinder your escape.

→ **Use your instincts**

Above all, always remember to use your own instincts. And remember: always check you have a working smoke alarm, know your escape plan in the event of a fire, and make sure all members of your family understand the plan — including evacuation routes, and outside meeting places.

Further fire safety guidance is available from **GOV.UK**.

→ **Escape of water**

Whether it’s a burst pipe or a leak in your home, if water has escaped and caused damage, we call this ‘escape of water’ — and it’s important to know what to do if it happens.

→ **What is escape of water?**

Escape of water is the insurance term used to describe a water leak within your home. It’s not the same as flooding which is often from extreme weather or another external event.

→ **What are the five most common causes of escape of water**

- Household appliance leaks, for example washing machines.
- Sinks and bath drains.
- Frozen pipes.
- Radiator or boiler leaks.
- Rainwater gutters.

→ **How can escape of water damage affect me?**

Escape of water can damage your personal belongings and your home, so we strongly recommend you have suitable contents insurance. If the damage to your home is significant, you may need to move into temporary accommodation whilst repairs are done. Check whether the repair is your responsibility or our responsibility.

→ **How can I protect my home from escape of water damage?**

→ **Household appliance leaks**

- Make sure your household appliances, such as washing machines or dishwashers, are fitted by a competent person, e.g., a plumber as per the manufacturer’s instructions.
- Check your appliances for any blockages and make sure you clear out any filters regularly.

→ **Sinks and bath drains**

- Look out for signs of mould or wear and tear in the tile grout, and make sure sealant is maintained and replaced when needed.
- Do not pour cooking fat or oil down your kitchen sink or drains; they will begin to run slowly and eventually block up — causing water to overflow.

→ **Frozen pipes**

- When the outdoor temperature is below freezing (0° C), try to keep your heating on frost protection to prevent the water in your pipes from freezing.
- Smart water detectors can help prevent a small leak becoming larger. It’s worth checking with your utility company if these could be provided (sometimes free of charge).

→ **Radiator / boiler leaks**

- If you need to regularly top up a gas combination boiler, you may have a leak. Please report this to us by calling our Customer Contact Centre on **01772 667 002**.
- Check all radiators for obvious leaks. Look out for small rusting patches, water on the pipes, or dampness on the floor.

→ **Rainwater gutters**

- Ensure all external gutters and down pipes are clear of grass and leaves.

→ **Stop taps**

- Ensure you know where to find your stop tap in your home. This is usually under your sink, but may also be under the stairs or in a downstairs toilet.
- Every six months, make sure you turn your stop tap off and on to help prevent it from seizing.
- There is often a small valve called a ballofix. This has a slot for a screwdriver, and by turning the slot a quarter turn, you can isolate the supply to the basin, sink, bath, and toilet cistern. This isolates to one appliance, allowing you to still get water to all other parts of your home.

➔ What do I do if I have an escape of water?

If you have escape of water in your home, such as a water leak, please take reasonable action to stop any further damage to your home. If you don't take action, this may affect your insurance claim and you may need to pay a contribution.

➔ We recommend you:

- Switch off the water supply using the stop tap.
- Switch off the appliance causing the leak if possible, or avoid using it.
- Move your personal items from the affected area if possible.
- Place a container to catch the leak if possible.
- Soak up the leak with towels or mop if possible.
- Please call our Customer Contact Centre immediately on **01772 667 002** to report this as an emergency repair. The line is open 24-hours a day, 365-days a year. If needed, we'll then send someone to help you as soon as possible to stop the leak, or the damage caused.

➔ Please note

We'll only send someone if you can't control the escape of water in the first instance. There will be no charge for this if it's covered as part of our responsibility to you. If you own the appliance or ignore the problem, you could be held liable for the cost of the repair. You can check on the website if the repair is your responsibility.

If your home has any escape of water, please move your personal items from the affected area to avoid damage if possible. As a housing provider, **we do not insure your personal items** and we strongly recommend you have suitable contents insurance.

➔ Gas and carbon monoxide safety

Gas appliances need to be serviced regularly to ensure they're working properly and efficiently. If they're not serviced regularly, there's a risk that they could emit carbon monoxide gas. It has no smell, so it's very difficult to detect and can be fatal.

➔ Gas safety checks

We'll make an appointment for you each year and send you a notification by post. It's important that you keep this appointment or contact us to rearrange.

➔ Gas leaks

If you can smell gas:

- Turn off the gas supply. The main gas on/off lever can be found next to your gas meter.
- Open windows and doors. This will allow any gas which has built up in your home to disperse.
- Do not turn lights or sockets on or off or light any matches. It can often generate sparks which could be enough to ignite any escaped gas in the air.
- Ring the Gas Emergency Helpline on **0800 111 999**.

➔ Carbon monoxide

Carbon monoxide (CO) is a highly poisonous substance produced by the incomplete combustion of gas and Liquid Petroleum Gas (LPG).

This can happen when a gas appliance has been incorrectly fitted, badly repaired, or poorly maintained. It can also occur if flues, chimneys, or vents are blocked.

Oil and solid fuels such as coal, wood, petrol, and oil can also produce carbon monoxide.

Carbon monoxide is invisible, odourless, and tasteless, but it can kill quickly and with no warning. Unsafe gas appliances produce this highly poisonous gas. It can cause death as well as serious long-term health problems, including brain damage.

➔ What is carbon monoxide poisoning?

Carbon monoxide poisoning occurs when you breathe in the gas, even if it's just a small amount. When you breathe in carbon monoxide, it gets into your bloodstream and prevents your red blood cells from carrying oxygen. Without oxygen, your body tissue and cells die.

Levels that do not kill can cause serious harm to health when breathed in over a long period of time. Long-term effects of carbon monoxide poisoning include paralysis and brain damage. Such long-term effects occur because many People are unaware of unsafe gas appliances and subsequent gas leaks.

Symptoms of carbon monoxide poisoning are similar to many illnesses, including food poisoning, flu and simply being tired. Because of this, many People ignore the signs. There are six main symptoms to look out for:

- Headaches.
- Dizziness.
- Nausea.
- Breathlessness.
- Collapse.
- Loss of consciousness.

If your symptoms only occur when at home, they disappear when you leave your home, or other People in your household are experiencing symptoms (including your pets) and they appear at a similar time, this could also point to carbon monoxide poisoning. If you suspect carbon monoxide poisoning:

- Get fresh air immediately. Open doors and windows, turn off gas appliances, and leave the house.
- See your doctor immediately or go to the hospital — tell them that you suspect carbon monoxide poisoning. They can do a blood or breath test to check.
- If you think there is immediate danger, call the Gas Emergency Helpline on **0800 111 999**.

**Don't assume your gas appliances are safe: get a Gas Safe-registered gas engineer to do a check. This is the only safe way to prevent yourself and those around you from incurring serious illness or death due to carbon monoxide exposure.**

➔ **Spotting the signs of carbon monoxide in your home**

Any one of the following could be a sign that there is carbon monoxide in your home. Get your gas appliances checked to avoid carbon monoxide poisoning.

- The flame on your cooker should be crisp and blue. Lazy yellow or orange flames mean you need to get your cooker checked.
- Soot or yellow / brown staining around or on appliances.
- Pilot lights that frequently blow out.
- Increased condensation inside windows.
- Coal or wood fires burning slowly or going out.
- Fire is difficult to light.
- The room is not properly ventilated.
- The chimney or flue is blocked and smoke enters the room.

➔ **Why should I get a carbon monoxide alarm?**

Because carbon monoxide has no taste, smell or colour, the Gas Safe Register strongly recommends you fit an audible carbon monoxide alarm in your home.

While an alarm will alert you to carbon monoxide in your home, you'll still need to have regular checks conducted by a Gas Safe-registered engineer.

A carbon monoxide alarm looks similar to a smoke alarm and is very easy to fit by following the manufacturer's instructions. This will state the correct position, which will be within a metre of the ceiling and on the opposite side of the appliance. You can purchase a carbon monoxide alarm for under £20 at your local DIY store, supermarket, or energy supplier.

Before purchasing a carbon monoxide alarm, always make sure it's officially approved to the EN 50291 standard. It must have a British or European approval mark on it, such as a Kitemark.



You're particularly at risk from carbon monoxide poisoning while sleeping, as you may not be aware of early carbon monoxide symptoms until it's too late. We don't recommend using the 'black spot' detectors that change colour when carbon monoxide is present. These will not make a sound to wake you up if the poisonous gas is present while you're sleeping.

➔ **What preventative measures can you take against carbon monoxide exposure?**

- Ensure there's always enough fresh air in the room containing your gas appliance and that vents aren't covered.
- Ensure all appliances that are your responsibility are serviced regularly by a Gas Safe-registered engineer.
- If you plan to sleep in a room with a gas appliance in it, contact us for advice.
- Do not use un-flued appliances like paraffin heaters and cabinet heaters.

➔ **Solid fuel safety**

Although there's no legal requirement, once a year we service the open flued appliance and inspect the chimney.

You'll receive a letter arranging an appointment for us to carry out these works.

On the day of the service, you'll be unable to light your fire until the service has been completed.

The service will take approximately two hours, and we make sure to leave your home clean and tidy. We'll use dust sheets to cover furniture and floors.



## 6. Key contacts

- Customer Contact Centre
- Book a repair or report an emergency repair
- Money Advice Team
- Utilities
- Energi

### → Customer Contact Centre

**01772 667 002**

Lines are open Monday to Friday from 8am to 6pm (excluding bank holidays).

### → Book a repair or report an emergency repair

**01772 667 002**

Emergency repairs can be reported 24-hours a day through our Customer Contact Centre.

### → Money Advice Team

**01772 666 446**

Alternatively, you can email  
**[money.advice@placesforpeople.co.uk](mailto:money.advice@placesforpeople.co.uk)**

### → Utilities

**01772 666 091**

Arrange for a Colleague or contractor to check your gas meter. Please be aware this appointment booking may take up to 48-hours.

### → Energi

**0800 195 0101**

Please make sure you've got the meter serial number ready when you call.



## **Because Community Matters.**

At Places for People, we believe Community matters. That's why we offer support through a wide range of local projects.

You could get involved in fitness, training and social activities or find your local food bank or other support available in your area.

You can also check out our website to get involved with one of our Customer Groups, where we're creating ways for Customers to tell us what they think of our services, policies and processes.

### **How to contact us**

If you can get online, visit  
**[placesforpeople.co.uk](https://placesforpeople.co.uk)**

Alternatively, you can  
phone us on **01772 667 002**

Lines are open Monday to Friday from 8am to 6pm  
(excluding bank holidays).