

**Tower
Hamlets
Homes**

Looking after your new kitchen and bathroom

**A guide to caring for your
newly refurbished home**

 **Phone**
020 7364 5015

 **Email**
contactus@
towerhamletshomes.org.uk

 **Website**
www.towerhamletshomes.org.uk



If you need help, here's how to get in touch

Contact us



Website

www.towerhamletshomes.org.uk

Find answers to your questions, learn about our services, find out what we can do for you and view all of our leaflets.



Phone

020 7364 5015

Text-phone

Call us with the help of BT Text Relay
18001 020 7364 5015



Email

For general enquiries

contactus@towerhamletshomes.org.uk

For rents

rents@towerhamletshomes.org.uk

For service charges

leasehold@towerhamletshomes.org.uk



Write to us

PO Box 66355
London E14 1GU

Every care has been taken to make sure that information contained in this leaflet is correct as at August 2013.

Tower Hamlets Homes manages homes and estates owned by Tower Hamlets Council.

Tower Hamlets Homes is a trading name of Tower Hamlets Homes Limited. Registered in England and Wales.

Repairs Helpline

For when you need to report a repair or ask us about the progress of a repair that has been already reported. Someone is available 24 hours, every day.



Phone

0800 376 1637
(free from landlines)
or 020 7364 5015

Bengali/Sylheti

call between 9am and 5pm
on 0800 376 1638 free from
landlines or 020 7364 5151

আপনি যদি বাংলাভাষায় কোন মেরামতের কথা রিপোর্ট করতে চান তবে সকাল ৯টা থেকে বিকাল ৫টার মধ্যে 0800 376 1638 নম্বরে যা ল্যান্ডলাইন থেকে ফ্রি বা 020 7364 5151 নম্বরে ফোন করুন।



Email

repairs@towerhamletshomes.org.uk
(not for emergency repairs)

Anti-social behaviour

For when you need help or advice on anti-social behaviour



Phone

0800 917 5918
(free from landlines)

Registered Office:
Jack Dash House
2 Lawn House Close
Marsh Wall
London E14 9YQ

Company No. 06249790.
VAT Registration No. 912 4819 30.

Your local Housing Office

1 Rushmead

Bethnal Green
London, E2 6NE

Open

— 9am to 4.30pm Monday to Friday
(except the last Wednesday
of every month 10am to 4.30pm)
— 9am to 12.30pm Saturday
— Closed Bank Holidays

Access

Wheelchair access, hearing loop
in reception area

Idea Store Watney Market

Watney Market
Commercial Road
London, E1 2BR

Open

— 9am to 4.30pm Monday to Friday
(except the last Wednesday
of every month 10am to 4.30pm)
— 9am to 12.30pm Saturday
— Closed Bank Holidays

Access

Wheelchair access, hearing loop
in reception area

542 Roman Road

London, E3 5ES

Open

— 9am to 7pm Monday
— 9am to 5pm Tuesday to Friday
— 9am to 1pm Saturday
— Closed Bank Holidays

Access

Wheelchair access, hearing loop
in reception area

In partnership
with:



Decent homes for all



Thank you for being patient while we have been working in your home. We hope you are pleased with your new kitchen and bathroom.

The works to your home are part of a massive investment by the Government and Tower Hamlets Council in council housing across Tower Hamlets – over £181 million over four years.

This level of investment will not take place again in council housing for a long time, so it is essential that you look after your home.

This guide will help you become familiar with your new fittings and appliances, and give you advice on how to take care of them.

We hope you
enjoy your newly
refurbished home.

Looking after your new kitchen - sinks

Caring for your new kitchen sink

Your sink is made from stainless steel and is easy to care for. It will last a long time if you take care of it.

- Clean dirt and stains by using soapy water or an ammonia-based cleaner.
- Remove watermarks by using damp cloth, and then towel drying.
- To clean your sink more thoroughly, fill the sink with warm (not boiling) water. Add a few drops of a mild general kitchen cleaner and wipe around.

To avoid damaging your sink

- Turn on the cold tap when pouring away boiling liquids.
- Do not use scouring pads - these will scratch the stainless steel surface.
- Do not leave bleach standing in your stainless steel sink.
- Do not stand or sit on your sink to reach surfaces or windows above them - it will not support the weight of a person.

Kitchen taps

- If your taps start dripping, this either means that the ceramic disc (washer) may need replacing (if the tap leaks from the spout) or the seat against which the washer seals has become damaged (if the tap leaks from the handle).
- It is your responsibility to change the ceramic disc (washer). You can buy these in any hardware store.
- Never force the handle of a dripping tap to the off position as this will cause expensive damage to the internal parts.

Blockages

Most drainage problems are caused by simple blockages in pipes:

- fats
- oils
- vegetables
- potato skins
- hair
- rice

You can stop your sink from blocking with a drain sieve, which you can buy in most hardware shops.

Kitchen waste pipe

- If your sink is blocked and full of water, try to remove the blockage by using a suction cup plunger to force water through the waste pipe.
- If this does not work, please call Tower Hamlets Homes on 020 7364 5015.

Fat and oil

- Fat quickly hardens once it enters the pipes and can cause expensive and unpleasant blockages.
- Do not pour fat or oil down your plughole. Pour it into an old tin or sturdy container and put in the bin once it has cooled.

Avoid blocking your sink

Don't put rice, fat, oil, potato skins, or vegetable peelings down the drain



Looking after your new kitchen - cupboards, drawers and worktops

Laminate worktops

Your worktop is made from laminate and is easy to care for.

- Clean your worktop using a damp cloth and a mild detergent, then dry with a clean cloth.
- For stubborn stains, use a household kitchen cleaner and leave for a few minutes, then use a soft cloth before wiping dry.
- Use a chopping board rather than cutting directly on your new worktop to avoid scratching the surface and prevent bacteria from spreading.
- Do not put hot objects, such as saucepans which have just been on the hob, directly onto the worktop.

Door and drawer fronts

- Clean your cupboard doors and drawer fronts with a damp cloth and then wipe dry.
- Bring up the shine of your door and drawer handles by buffing with a dry cotton cloth.

Cupboard hinges

- Do not open the doors too far or lean on the doors - this will damage both the hinge and the cupboard where the hinge is fixed.

Looking after your kitchen

Clean your
worktop with a
mild detergent

Use a chopping
board to avoid
scratches and
prevent bacteria
from spreading

Don't put hot
saucepans
directly onto
the worktop

Opening the doors
too far will damage
the hinges



Looking after your new bathroom

Your wash-basin and toilet are made from ceramic and your bath is made from steel. This new bathroom should not need to be replaced for 30 years.

Cleaning your bath, wash-basin and toilet

- Clean your bath, wash-basin and toilet regularly using a non-abrasive cleaner. Rinse with clean water to avoid damaging surfaces.
- Remove limescale by using a limescale cleaner rather than scraping at the limescale.
- Do not flush large items down the toilet, such as disposable nappies or sanitary towels.
- Do not mix bleach with lavatory powders or toilet cleaners –this can cause toxic fumes. Leaving strong cleaners or bleach in your sink and toilet overnight may damage the glazed surface.



Baths and wash-basins

- Clean out the plug hole or drainer regularly to stop blockages. These can be caused by the build up of hair and soap.
- Steel baths are not designed for use with lifts or hoists which are fixed or placed inside the bath –these can damage the surface or the structure of the bath.

Water pressure

If there is sufficient water pressure in your building, and your home has the right type of boiler (a combi-boiler) we may have installed a shower head at a high level. This can be used as a shower.

If the water pressure is not strong enough or you have a boiler that does not heat water directly, we will have installed the shower head in a lower position (see below). This can be used for rinsing but will not function as a shower.



Use a non-abrasive detergent to clean

Do not flush large items

A low level showerhead will not function as a shower

Clean out the plughole regularly to prevent blockages

Looking after your bathroom

Looking after your floor and tiles



Flooring

The flooring in your new kitchen and bathroom is made from vinyl.

- Sweep, mop or vacuum the floor to remove dust and loose dirt.
- Clean your floor regularly using water and a mild detergent or a general floor cleaner.
- Do not use scouring pads, wax or polish, hard abrasive cleaners or white spirit to clean the floor as using these may make the floor slippery.
- Wipe clinging dirt (such as footmarks) with a damp cloth - do not pour water directly onto the floor.
- Do not use furniture/ household polish on floor coverings as they will make the floor dangerously slippery.

Ceramic wall tiles

Glazed tiles should be treated very carefully as they can easily be scratched.

- Clean your tiles regularly using a soft cloth or sponge with a mild detergent and water.
- Do not use scouring powder or other abrasives as they can scratch the glazed finish of the tiles.
- If you notice a build up of mould on the grouting, this could be because your extractor fan is not working. Clean the mould off using a mould and mildew remover.

Looking after your new floor and tiles

Sweep, mop or vacuum regularly

Do not use scouring pads or harsh cleaners - these will damage the surface

Clean mould with a mould and mildew remover

Condensation and ventilation

Condensation

- Condensation is steam or water vapour which turns into water on cold surfaces.
- It can damage clothes, bedding, floor coverings, decorations, and even the home itself if mould grows on walls and ceilings.
- Homes are less likely to suffer condensation problems if they are heated and constantly ventilated. Some ventilation is needed to remove the moisture which is produced all of the time, mostly just by breathing.
- We may install an extractor fan in your kitchen and bathroom. Your contractor will give you an instruction manual.

Ventilation

- Mould in your home can lead to lung problems and damage your health.
- The easiest way to ventilate your home is to open a window.
- Some extractor fans can be set to start automatically when the air becomes steamy and some run constantly.
- Cover your cooking pans to reduce the amount of moisture in the kitchen.
- Putting washing on radiators also releases moisture into the air – try to hang your washing out elsewhere.
- Close your kitchen and bathroom doors to stop moisture reaching other rooms – bedrooms are often colder and more likely to get condensation.

Heat and ventilate your home properly to reduce condensation

Open a window to let air circulate

Try not to dry washing on radiators

Cover your pans to reduce moisture



Your new boiler - heating and hot water

We may have installed a new boiler as part of the work in your home. A boiler that is regularly serviced will last up to 10 years. If you have had a new boiler installed, you will have been given a detailed instruction manual.

After the works to your home have been completed, you may notice more condensation and moisture than usual in your home. Ventilate your home thoroughly to let the moisture escape (see page 9 for more details).

- Always leave your new boiler switched on. The switch can be found on the wall next to your new boiler.
- Set your room thermostat between 18-22°C – this will provide a comfortable temperature for you and your family.
- Adjust the TRV (thermostatic radiator valve) controls on your radiators to set a comfortable temperature in each room.
- Set your new boiler's programmer for when you want the heating to come on and switch off. Your contractor will set this when they install the new boiler and will also supply instructions on how to set this.

What to do if your heating and hot water is not working

There are a number of steps you can take to check your new boiler is working:

For both heating and hot water

- If you have a pre-paid meter, check that there is enough credit on the meter.
- Check that your new boiler electricity switch is 'on'. The switch can be found on the wall next to the boiler.
- Check that your new boiler programmer is set to 'on' or 'run'.

Heating

- Turn the room thermostat up (this is the small numbered dial generally found on the wall in your hall or lounge).
- Make sure your the radiator TRV control is turned up to a high setting.

Hot water

- Your water is heated directly by your new boiler.
- Turn the hot tap on and let it run for about 1 minute. Your water should run hot.

If you think your new boiler is still not working and you do not have any heating or hot water, please contact us on 020 7364 5015, telling us that you have carried out these steps.

Your new boiler will be serviced annually by Tower Hamlets Homes. It is essential that you allow access for this service.



**If your
heating
isn't
working**

Check the
boiler is
switched on

Check the
programmer
is set to 'on'
or 'run'

If it's still
not working,
call us on
020 7364 5015

Turn your
thermostat
up and make
sure the TRV
is turned up

Your electric circuits

Fuse boxes (consumer units) and circuit breakers

Your electric circuits are controlled from a fuse box (consumer unit) which contains the circuit breakers. Your fuse box (consumer unit) is usually located in your hall or kitchen. A circuit breaker will 'trip' to protect your circuits and can be caused by a fault on one of the circuits or an appliance, or if a light-bulb blows.

Each of the circuits in your property is on a separate circuit breaker. For example, lighting will be on one circuit, electric sockets will be on another and so on.

Your fuse box (consumer unit)



Power cuts

In the event of a power cut, please call UK Power Networks on 0800 028 0247 (24 hours).

Future electrical work

If you are carrying out any electrical work in the future, please remember to switch off the main switch and keep circuits clearly labeled.

If a circuit breaker has tripped

1. Look at your fuse box (consumer unit). The tripped circuit breaker can be easily identified as the one showing "OFF". To restore the power, push the switch on the circuit breaker to the "ON" position.
2. If it trips again, switch off all appliances and lights, re-set the circuit breaker to "ON" and then switch the lights and appliances back on one by one.
3. If the circuit breaker trips again as you switch an appliance back on, check this appliance in another socket.
4. If the circuit breaker still trips, this means that the appliance is faulty and is causing the problem.
5. If the fault is with the lights or electric sockets in your home, please report it to Tower Hamlets Homes.
6. If the fault is with a normal domestic appliance, you are responsible for getting it repaired.

DIY and decorating

Do-it-yourself

You are allowed to carry out DIY (Do-it-yourself) in your home as long as you do not alter its structure.

- Please contact Tower Hamlets Homes to discuss your plans before you start work on any improvements in your home – this is set out in your tenancy agreement.
- When drilling or nailing into floors, walls or ceilings, take care to avoid electric cables or pipes under the surface.
- Do not drill or nail above or below any socket outlet switch as you may hit live wires.
- Make sure you have the right type of fixings when hanging objects on partition walls. These walls are designed to hold lightweight items only.
- If in doubt, ask in your local DIY store for advice.



Decorating your kitchen and bathroom

We have painted your kitchen and bathroom in the colours chosen by you before the works began.

If you want to re-decorate these rooms after the work is complete, you must wait 12 months before carrying out any work. This allows for the defects period to expire (see page 14).



Smoke alarms

Smoke alarms

We may have fitted one or more smoke alarms in your home. The alarms are connected, so if one detects smoke, all alarms will sound.

Your contractor will provide you with instructions for your smoke alarms when they fit them. You must keep them in good working order.

- Test your smoke alarms weekly
 - press the test button for between 5 - 10 seconds, until they sound.
- Check the mains power light is on regularly.
- Check the back-up battery at least once a year by switching off the mains supply and pressing the test button.
- Clean the covers of your alarms regularly to remove dust, insects and cobwebs using your vacuum cleaner, then wiping with a damp cloth.
- Smoke alarms can last up to 10 years, but this depends on where and how the alarms have been located, installed and maintained.
- The sensor chamber or electronics can become contaminated, even with regular cleaning. This can cause the alarm to sound - if this happens your alarms will need servicing or repairing.

Smoke alarms will make a loud high-pitched noise if they detect any smoke

Test your smoke alarms weekly

Vacuum your smoke alarms regularly to clean dust and dirt

Do not paint your smoke alarms





What to do if something goes wrong

What to do in an emergency

- If you have an emergency relating to Decent Homes work, please contact Tower Hamlets Homes on 020 7364 5015.
- Calls are diverted to the out of hours service after 5pm on weekdays, on weekends and bank holidays.
- Please tell us your name, address and describe the emergency carefully when you call, so we can make sure the right workman is sent out.

Defects

What to do if something goes wrong after the work is completed:

- Sometimes things break or go wrong with your new kitchen and bathroom once the work has been finished in your home.
- It may be that the fittings or work carried out as part of Decent Homes are not up to the high standard we expect. If there is a fault, this is called a 'defect' repair and your contractor is liable to repair this for 12 months.
- Please report any 'defect' repairs to Tower Hamlets Homes. We will then ask your contractor to carry out any necessary repairs.
- Your contractor is not liable for any damage to the kitchen, caused deliberately or accidentally.

12 months after works have been completed

- After the 12-month liability period (following the satisfactory completion of any defects), Tower Hamlets Homes will become responsible for repairs to your new kitchen and bathroom.
- Please contact Tower Hamlets Homes through your normal repairs reporting procedure.

If properly looked after, your new kitchen and bathroom should last for many years.

Gas leaks - If you smell gas:

- Call 0800 111 999 immediately - 24 hour emergency line. There is no charge for this service.
- Open windows and doors to let air in, make sure all gas appliances are turned off and turn the gas off at the mains, if possible.
- Do not switch lights on or off and avoid using other electrical switches and appliances - this could cause an explosion.
- Turn the gas off at the emergency shut off valve, which can be found by your gas meter. Do not tamper with any other part of the gas installation.
- Do not smoke, light a match or any other naked flame.
- Do not try and investigate the problem or attempt to fix a leak or faulty appliance.
- Leave the building.
- Inform your neighbours if you suspect a major leak.





Translations and accessibility

This booklet gives information about how to care for your new kitchen and bathroom and the Decent Homes work that has taken place in your flat.

We can also provide information in a format that meets your needs, including translated into your language, or in large print, audio or electronic formats. We can also offer a meeting with a member of staff and interpreter.

If you need help to understand the information provided or you would like to request a different format, or if you have any questions, please contact us.

Bengali

আপনার ফ্লাটে যে নতুন কিচেন ও বাথরুম লাগানো হয়েছে এবং ডিসেন্ট হোমসের ব্যানারে যে কাজ করা হয়েছে আপনি কিভাবে তার যত্ন করবেন এই বুকলেটে তা বলা হয়েছে।

এ ছাড়াও আমরা এই তথ্য আপনার প্রয়োজন অনুযায়ী অনুবাদকৃত, বড় প্রিন্ট, অডিও অথবা ইলেক্ট্রনিক ফরম্যাটে প্রদান করতে পারি। আমরা একজন কর্মচারী ও ইন্টারপ্রিটারের সাথে আপনার সাক্ষাতেরও ব্যবস্থা করতে পারি।

এই বুকলেটের তথ্য বুঝতে আপনার যদি কোন সমস্যা হয় কিংবা অন্য কোন ফরম্যাটে আপনি এই বুকলেটটি পেতে চান অথবা আপনার যদি কোন প্রশ্ন থাকে তাহলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।

Somali

Warqaddani waxay ku siinaysaa macluumaad ku saabsan sida loo daryeelo madbakhaaga cusub iyo xammaamka iyo shaqadii guryaha habboon (Decent Homes) ee falaatkaaga laga qabtay.

Waxa kale oo aannu ku siin karnaa macluumaad daboolaa baahidaada, oo ay ku jiraan in luqaddaada laguugu tarjumo luqaddaada, ama lagu daabaco farta waawayn ama lagu duubo cajelad maqal ah ama qaab elegtarooni ah. Waxa kale oo aannu kuu samayn karnaa inaad la kulanto qof shaqaale ah iyo turjubaan.

Haddii aad u baahato taageero ku saabsan fahamka macluumaadka lagu soo diray ama aad u baahantahay isagoo ah qaab kale, ama aad hayso su'aalo nagala soo xidhiidh.

Tower Hamlets Homes



Phone
020 7364 5015



Email
contactus
@towerhamletshomes.org.uk



Website
www.towerhamletshomes.org.uk