

A guide to your new home



**33 Edmett Way
Maidstone
ME17 3FA**



Welcome

Welcome you to your new home. We hope that you will enjoy many happy years here. This is a quick guide to your new home and will give you the information you need to settle in quickly, but please visit our website or contact us if you have any questions.

About us

The mhs homes group is the largest independent provider of social housing in Kent and has been providing good quality and affordable homes since 1990. Heart of Medway Housing Association is a subsidiary of the mhs homes group and builds all of our new housing developments.

Ways to get in touch

Visit: www.mhs.org.uk

Email: contactus@mhs.org.uk

Find us on Facebook: [mhshomesgroup](https://www.facebook.com/mhshomesgroup)

Follow us on Twitter: [@mhshomes](https://twitter.com/mhshomes)

Call: 01634 565333

Write to: mhs homes, Broadside, Leviathan Way,
Chatham, Kent, ME4 4LL

We are open:

Monday to Friday 8:00am - 6pm

Saturday 8:30 am – 2.30pm



Setting up accounts

As soon as you move in, you should arrange for your utilities to be transferred in to your name. You will need your full address, meter serial number and meter reading when you call them. We have provided a list at the back of this booklet which lists the meter numbers which relate to your house.

If you need advice, Ofgem has information on their website: www.ofgem.gov.uk.

Your electricity and gas is supplied by Scottish Power

Your water is provided by Southern Water

Your electric and gas meters are located outside your front door

Your stopcock is located under the kitchen sink

The gas shut off valve is located with your gas meter.



Maintaining your home

Defects and repairs

Although your home is built to a very high standard, sometimes problems do occur. A defect is a problem that occurs due to a problem during the build process, including electrical and plumbing faults.

The defects period runs for 1 year from the date which we took handover of the homes from the builder, which was 23rd March 2016. During this first year Taylor Wimpey is liable to put right any problems arising from materials or their workmanship. At the end of this year we will arrange with you to inspect your property with them so that we can rectify any last problems. After this 1 year period you then become responsible for all maintenance and repairs. Remember you do have the benefit of NHBC cover for structural issues which occur for 12 years. ***For any problem you have with your home at any time, please call mhs homes. You should never contact the builder directly, even during the first year.***

Defects and repairs do not cover accidental damage – if you report a defect to us which is deemed to be due to your misuse we will recharge you for this work.

The drying out period

As the home is lived in and heated the building materials shrink, which may cause small cracks to appear. These cracks are not structural defects and usually occur between 12 and 16 months. If they appear, you can fill them with filler, such as Polyfilla and decorate over them from 16 months after the build date.

To help the building to dry out, you should try to maintain an even temperature to warm and dry it gradually.

Condensation

Before the drying out process is complete, condensation is more common.

Condensation occurs when warm, moist air produced by everyday tasks such as cooking and bathing hits a cold surface. Unless the moist air can escape, it stays in your home and causes mould.



To minimise condensation, heat your home evenly, use the extractor fans in your bathroom and kitchen, and open trickle vents above windows.

How to resolve common problems

Many problems around the home are common and can be easily fixed by you. Please try the tips below before you report these common repairs.

Problem	Action
Gas leak	Switch off the gas supply immediately using the isolation valve in the gas meter box outside your front door. Open your windows and doors and do not use any electrical items, including your mobile. Use a neighbour's telephone to call the nationwide gas leak number on 0800 111 999 and report it to us.
Water leak	Turn off the water using the stopcock located under your kitchen sink. Find out where the leak is coming from and use a bucket or similar to catch the water. Report it to us as soon as possible and avoid using electrical appliances if they are wet.
No heating	Check that the boiler is on, the programmer is set, and that individual radiator room thermostats are turned up and are not obstructed by curtains or furniture.
No hot water	Check that the programmer is correctly set and that the boiler is on.
Boiler not working	Check that the fuse box (also known as a consumer unit) is on and that the boiler fuse has not broken. Your fuse box is located in your hallway. Check the manual for further instructions.
Lack of power supply or lighting	Check with nearby properties and street lights to see if the problem is just in your home. If it is, check whether fuse box / consumer unit has switched off and try to turn it back on. If it will not turn on, try unplugging electrical items in your home until you discover which one is causing the problem. If this does not work, please contact us.
Carbon monoxide alarm beeping	Open the doors and windows, turn off any gas appliances and leave the property. Report the problem to us and do not re-enter the property until you have been advised it is safe to do so.
Blocked drains	If you have a blockage, try using a plunger, removing the blockage by hand or use drain unblocker. To prevent blockages, do not pour fats, oil or grease down kitchen sinks and regularly remove hair from baths.

Your rights and responsibilities

Paying rent and service charges

You are responsible for paying your rent and service charges on time.

The rent you pay is based on the size of the share you own – the more you own, the less rent you pay. Your rent is revised each year, usually based on the rate of inflation. Your service charges pay for shared areas of the estate.

If you have problems paying your rent or service charge, please get in touch as soon as possible. We have specialist staff that can help you manage your money.

Insurance

We have arranged cover for the building itself, but you will need to arrange insurance for your contents. The National Housing Federation offers specialist contents insurance. Please visit www.thistlemyhome.co.uk or call 0845 337 2463 to find out more.

Useful home information

Security

Your home is designed to meet the standards of Secured by Design – a police-recognised standard.

Please ensure all windows and doors are locked before you leave the premises and that your garden gate is secured.

Noise

The levels of sound insulation to your property are above the minimum levels required. You will still hear some noise so please be considerate towards your neighbours and let them know if you are planning a noisy activity, such as DIY.



Rubbish and recycling

Your collection day for all waste is Thursday. Collections will be from 7am, so please ensure everything for collection is outside by then.

Food waste – You have been given a black food caddy, which you can use to collect uneaten food. This is collected weekly by Maidstone Council on the same day as your wheelie bins – simply leave it with your other waste and it will be emptied. Your neighbours have also received these bins so it may be sensible to mark yours in some way to ensure you get the same one back.

Waste – You have been given a green wheelie bin which you should use for recycling, and a black one for general waste. These are collected fortnightly, on alternative weeks from the rear car park. The bins should be kept in your rear gardens, but when moved out to the parking area for collection, please be considerate of other people's parking spaces and do not obstruct movement around the area.

Bulky items – Please contact Maidstone council to arrange collection of these, or take them to your local waste disposal centre.

Flytipping - If you see rubbish being dumped please contact us – we will work with the council to remove this and prosecute the offenders.

If we have to remove rubbish you have dumped we will charge this back to you, and the council can fine you up to £10,000.

