

## Offices and Contacts

London Office:  The Market Building 195 High Street Brentford Middlesex TW8 8LB  Tel: 020 8568 4112 Fax: 020 8568 4037 E-mail: <a href="mailto:homes@coophomes.coop">homes@coophomes.coop</a>	West Region:  The Meeting Room Rowdell Drive Hartland Road, Reading Berks RG2 8DW  Tel: 0118 987 5985 Fax: 0118 987 6679 E-mail: <a href="mailto:kathy@coophomes.coop">kathy@coophomes.coop</a>
East Region:  East Management Office Stow Lodge, Union Road Onehouse, Stowmarket Suffolk IP14 3EQ  Tel: 01449 677428 Fax: 01449 677431 E-mail: <a href="mailto:moya@coophomes.coop">moya@coophomes.coop</a>	Orts Road, Reading:  3a Mandela Court Orts Road Reading Berks RG1 3JG  Tel: 0118 950 5613 Fax: 0118 958 2287 E-mail: <a href="mailto:orts@coophomes.coop">orts@coophomes.coop</a>

## Holiday Opening Arrangements

Co-op Homes' offices will be closed from 3:00pm on Monday 24 December 2007 to Tuesday 1 January 2008. Our offices will reopen on Wednesday 2 January 2008.

If you need to report any repairs over the holiday period, please contact our out of hours repairs service on **0845 059 7717**.

Please note emergency repairs **only** will be carried out over this period where the problem will be made safe within 24 hours. Any required follow up works or other repair issues will be dealt with following the reopening of our offices on Wednesday 2 January 2008.

We at Co-op Homes wish all our customers a safe, secure and enjoyable Christmas and a Happy New Year.



## **Co-Op Homes Christmas Newsletter**

**We'd welcome your involvement to improve the service you receive**

We told you about the launch of Co-op Homes' Customer Reference Panel (CRP) in October's edition of Word on the Street. In the New Year, we will expand the membership of the Panel beyond our permanent residents to include the residents of our primary co-ops and Co-op Homes' short-life properties.

The Panel is an exciting opportunity to shape and comment on the services you receive and on our publications for residents. In January, the Panel will focus on repairs; Co-op Homes' cyclical repairs programme, estate services, and the draft Tenants' Survey. We'll also provide you with information on the performance of DW Contractors, Co-op Homes' maintenance partner. We'll consult you on our cyclical repairs programme and priorities and also report on the progress of our Estate Improvement Programme.

The Panel will meet on Tuesday 22 January 2008 (London Region). A further meeting will be held for our West Region residents on a date to be arranged. We will meet your pocket expenses and upon request arrange transport for you. You will also receive shopping vouchers to the value of £20.00.

If you would like to join the Panel or discuss the other ways you can become involved in shaping our services, please contact Carl Rudd, Co-op Development Officer, on 020 8232 6872 or e-mail [carl@coophomes.coop](mailto:carl@coophomes.coop)



## Paying Your Rent Over The Festive Period

We realise for some of our customers Christmas can be a difficult time with so many demands being made upon your money. It can be tricky to keep on top of your outgoings and it's tempting to let your priorities slip.

Please remember to budget for your rent payments over the Christmas and New Year period.

Your rent can be paid by Standing Order or with an Allpay card which you can use for telephone and online payments or at any Post Office, Payzone or E-pay point. In an emergency you can pay by cash or cheque at our offices. We are also introducing Direct Debit payments in 2008.

If you expect any problems with the payment of your rent over this period, please contact your Housing Officer on 020 8568 4112 and they will be happy to discuss this with you. In addition to this, we can provide office appointments or can arrange to visit you at your home. We also have advice leaflets available on managing your income.

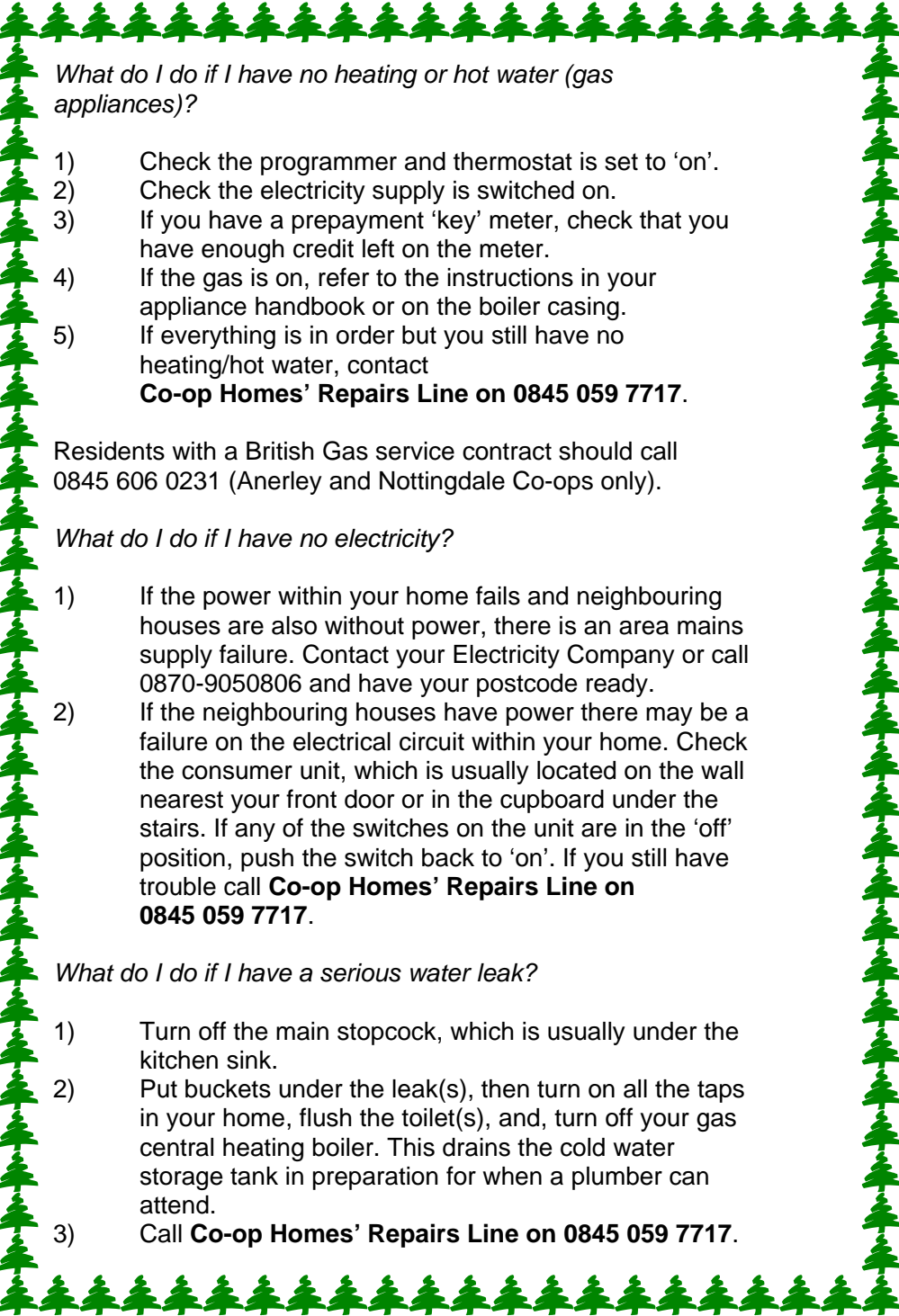
If you have experienced problems paying your rent, please make one of your New Year's Resolutions to stay in control of your finances.

## Reporting Repairs

Before your call our Repairs Line, please refer to the following guidance:

*What do I do if I smell gas?*

- 1) Extinguish all naked flames.
- 2) Call National Grid Gas on **0800 111 999**.
- 3) Switch the gas supply off at the meter.
- 4) Do not switch on lights; and; disconnect all appliances.
- 5) Open all windows to ventilate your home.



*What do I do if I have no heating or hot water (gas appliances)?*

- 1) Check the programmer and thermostat is set to 'on'.
- 2) Check the electricity supply is switched on.
- 3) If you have a prepayment 'key' meter, check that you have enough credit left on the meter.
- 4) If the gas is on, refer to the instructions in your appliance handbook or on the boiler casing.
- 5) If everything is in order but you still have no heating/hot water, contact **Co-op Homes' Repairs Line on 0845 059 7717**.

Residents with a British Gas service contract should call 0845 606 0231 (Anerley and Nottingdale Co-ops only).

*What do I do if I have no electricity?*

- 1) If the power within your home fails and neighbouring houses are also without power, there is an area mains supply failure. Contact your Electricity Company or call 0870-9050806 and have your postcode ready.
- 2) If the neighbouring houses have power there may be a failure on the electrical circuit within your home. Check the consumer unit, which is usually located on the wall nearest your front door or in the cupboard under the stairs. If any of the switches on the unit are in the 'off' position, push the switch back to 'on'. If you still have trouble call **Co-op Homes' Repairs Line on 0845 059 7717**.

*What do I do if I have a serious water leak?*

- 1) Turn off the main stopcock, which is usually under the kitchen sink.
- 2) Put buckets under the leak(s), then turn on all the taps in your home, flush the toilet(s), and, turn off your gas central heating boiler. This drains the cold water storage tank in preparation for when a plumber can attend.
- 3) Call **Co-op Homes' Repairs Line on 0845 059 7717**.