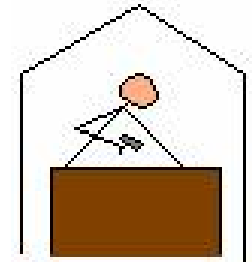


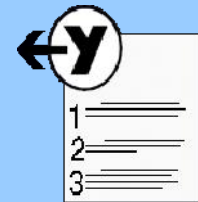


Working for a more valued future for all.

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An Introduction to the Consortium Maintenance Team



Introduction

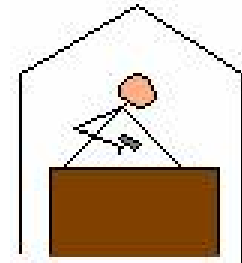
What is the Consortium Maintenance Team?

The Consortium Maintenance Team is a team that helps you to live successfully in your own home.

You have a landlord who owns your home and makes sure that it is safe and well looked after.

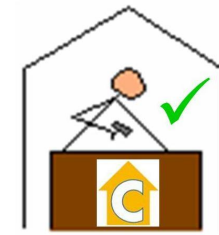
There is a Management Agreement between the Consortium and your Landlord which asks the Consortium to do some of the things that have to be done to make sure that your house stays safe and well looked after.

The Consortium Maintenance Team does these jobs for you as tenants.



What does the Consortium Maintenance Team do for tenants?

The Team makes sure that your home and the things provided by your landlord are well looked after and safe to use.



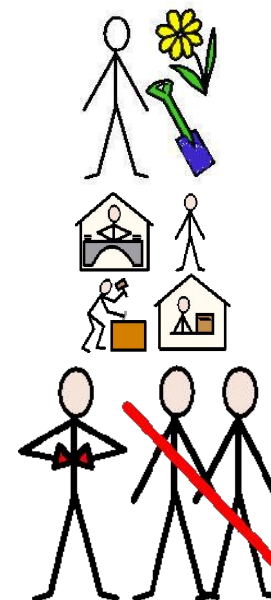
The Team will make sure that the inside of your house is decorated up to a good standard; they will re-decorate your house every 5 years.



The team will help you to look after your garden by making sure that it is safe and helping to cut the grass and hedges if necessary.

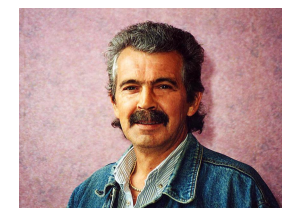
Some tenants have also become part of the Team and are learning new skills by working alongside staff within tenant's homes and in the Team's workshop.

The Team is committed to helping tenants to stay as independent as they can and to enjoy their rights and responsibilities as tenants. The Team want tenants to take as much control as possible in requesting repairs and decoration with support of their support staff.



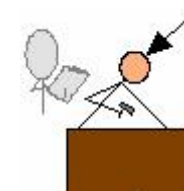
Who is in the Consortium Maintenance Team?

The Team is led by Dave Philips, he is the Maintenance Manager. You can contact Dave by e-mail at Dave.Philips@communitylives.co.uk.



You can phone him at the Consortium Workshop on 01792 480539.

Dave is supported by a team of staff who decorate or repair tenant's homes, they also provide support to tenants who are part of the team.



Providing repairs and Maintenance for your home

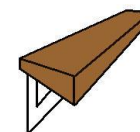
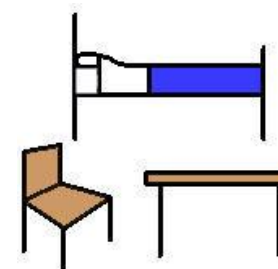
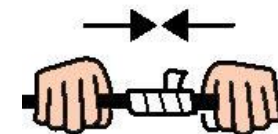
What repairs do the Consortium Maintenance Team provide to tenants?

The Maintenance Team are usually responsible for any repairs inside your home, they will repair:

- ◆ Broken Windows and doors
- ◆ Broken furniture that the landlord has provided as part of your tenancy will be repaired or replaced. These can include fixed items like kitchens or movable things like beds and tables.
You can find a list of the furniture that your landlord has provided attached to your Tenancy Agreement, ask your Support Staff or Housing Support Coordinator to help you if need help to find this 'Inventory' list.
- ◆ The Team will also put up shelves and curtain rails and other items when asked by tenants.

Your Landlord is responsible for repairs with the building and fixed services provided with it.

- They are responsible for toilets, bathrooms, plumbing and your hot water system.
- They are also responsible for the electrical system in your house.



- The landlord is responsible for any serious damage to the walls, floors and ceilings.

If you have any repairs that you need doing please speak to your Support Staff or Housing Support Coordinator. They will help you to contact the Consortium Maintenance Team or your landlord.



You might want to take pictures of the thing that is wrong with your house and send them to the Consortium Maintenance Team or your landlord.

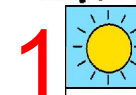
How long does it take the Consortium Maintenance Team to do the repair?

If the thing that is broken makes your home unsafe for you, this means that this repair is **urgent**.

- ◆ The Consortium Maintenance Team will make your home safe within **1 day** of the team being told about it.

If the repair that is required is **routine**, this means that the thing that is broken does not make your home unsafe.

- ◆ The Consortium Maintenance Team will fix this problem in **5 days** of the team being told about it. Although requests that tenants make for additional things like putting up new shelves may take up to 4 weeks depending on the amount of things the team have to do at that time.



What will these repairs cost tenants?

Tenants pay for this work as part of their Rent.

Tenants pay a Service Charge as part of their rent for 'Internal Decorations and Repairs'. This charge is **£13.46** per week per tenant, between April 2007 and March 2008. Most tenants pay this charge with the Housing Benefit that they claim for their rent.



Tenants may be charged for a repair if they have deliberately damaged their home and its fixtures. However this will only happen with the agreement of the Tenant's Social Worker and other supporters.



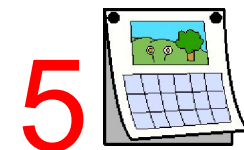
Painting and decorating your home

What Painting and Decorating will the Consortium Maintenance Team do?

The Team will redecorate your home at least once every 5 years where it is agreed that the Consortium will do this. We will do this where the landlord has made this part of the tenancy agreement.

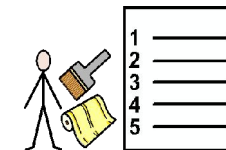


If you are unsure of this ask your Housing Support Coordinator to tell you whether the Consortium has been asked to decorate your home.



The Consortium has drawn up a plan for the next 5 years which lists when each property will be redecorated.

You can ask the Maintenance Manager to tell you when your house is due to be decorated next. He may change the plan if tenants need this, or new tenants move



What will this re-decoration cost tenants?

Tenants pay for this painting and decorating as part of their Rent.

Tenants pay a Service Charge as part of their rent for 'Internal Decorations and Repairs'. This charge is **£13.46** per week per tenant, between April 2007 and March 2008.

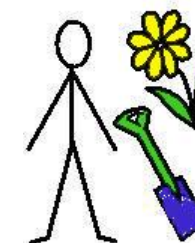


Most tenants pay this charge with the Housing Benefit that they claim for their rent.

Helping you to look after your garden

If you have a garden you must look after it, your Landlord must also make sure that it is safe for you.

The Consortium Maintenance Team will help you to make sure that your garden is safe and not becoming over grown.



The Team will make sure that any lawns will be mowed and garden hedges trimmed **at least 4 times** per year.



The team may also repair damaged fences and sheds if needed.

Unsafe paving or patio slabs will also be repaired.

Trees that are dangerous or annoying neighbours will also be cut back if agreed.

Any things that are unsafe within gardens will be made safe within **1 day** of the team being told about it.



What will this gardening cost tenants?

Tenants pay for this gardening as part of their Rent if they have a garden.

Tenants pay a Service Charge as part of their rent for 'Garden Maintenance'. This charge is **£2.16** per week per tenant, between April 2007 and March 2008.

Most tenants pay this charge with the Housing Benefit that they claim for their rent.

The Maintenance Team has a plan for when lawns will be cut and hedges trimmed.

If tenants feel that their garden is becoming over grown or unsafe they can contact the Maintenance Manager and arrange for the team to do the work.



Tenants can also ask the team to do additional work in the garden such as laying patios, creating flower beds and paths.

Tenants will have to pay for this work to be done, if tenants want extra work to be done they should contact the Maintenance Manager who will tell them how much it will cost.

Tenants getting involved at the Consortium workshop?

A number of tenants work together with staff as part of the Consortium Maintenance Team. These tenants can be men or women.

These tenants visit tenant's homes to help with the maintenance work; they get involved in painting, carpentry as well as gardening jobs.

The tenants receive expenses for their 'Permitted Work'.

They also get hands on experience and training from experienced staff to help them gain the skills to be able to reach full working potential.

For some tenants this has led them to receive qualifications in the form of World of Work certificates issued by W.I.S.E. (Welsh Initiative for Supported Employment).



Over the years that this team has been working together, tenants have got a sense of pride in their work. They can see how other people appreciate the work they do.

They also get the feeling of being part of a working team that work very well together.

To find out more about being part of the Workshop Team please contact your Social Worker or the Consortium Maintenance Manager.



We hope that you have found this guide to the Consortium Maintenance Team interesting and useful. If you have any comments about it please pass these on to Dave Philips by e-mail at Dave.Philips@communitylives.co.uk.



You can phone him at the Consortium Workshop on 01792 480539.