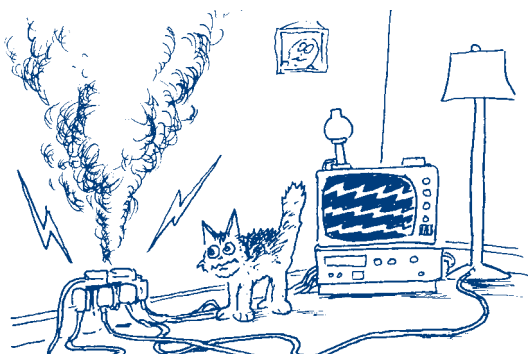




# General Advice

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## Condensation

**What is it?** There is always moisture in the air. If the air gets cold it cannot hold all the moisture and tiny drops of water form. This is condensation.

**How to deal with it.** The only way to stop condensation and the consequent mould growth is to remove as much moisture as possible from the air in your house or to increase the temperature in your home to prevent moisture settling on the cold wall and ceiling surfaces. Once condensation has been stopped then the mould can be cleaned off with a mould eradication solution and it should not re-appear.

### **Useful tips!**

- Some **ventilation** is essential. Even in winter open windows a little for as long as they are misted up.
- If you fit draught stripping, leave a space for a small amount of air to get through.
- Avoid using bottled gas or paraffin heaters as these produce more moisture. Allow extra ventilation if you do use these.
- Keep kitchen and bathroom doors shut, particularly when cooking, washing or bathing.
- Try to avoid drying clothes indoors, particularly on radiators as this increases condensation. If you have to, open a window to allow the air to circulate.
- Tumble dryers should be vented to the outside when in use.
- Kettles and pans should not be allowed to boil away for any longer than necessary.
- Don't overfill cupboards and wardrobes and make sure that some air can circulate by fitting ventilators in doors.
- Use extractor fans where possible.

## Energy Conservation

The Council promotes energy conservation through such measures as waste minimisation, use of energy efficient building materials on Planned Maintenance Scheme and providing advice generally. For details of home insulation grants contact the Housing Renewal Officer at South Lakeland District Council, South Lakeland House, Kendal, telephone (01539) 733333 Ext 7451.

SLH also has a heating and energy efficiency programme which provides highly efficient heating systems and improved insulation to properties (see the **Improvement of Council Homes** leaflet for more details). There are a number of measures you can take **now** to cut down your energy consumption and save money (you will need central heating to carry out some of these):

- Aim for a temperature of 19 degrees Centigrade in rooms normally used (21 for the elderly/young babies).
- By turning down thermostats by just 1 degree Centigrade you can reduce your bills by 10%.
- In very cold weather, set the heating to come on earlier rather than turning it up higher.
- Remember that electric bar fires and fan heaters are particularly costly to run.
- Low energy light bulbs and fluorescent strip lights are much more efficient. For example a low energy light bulb consumes a quarter of the electricity of a normal light bulb but lasts eight times longer.
- Simple draught-proofing can be very effective, for example, door bottom draught excluders and draught strips. Heavy curtains can also be effective.
- Loft insulation is very effective. Six inches (150mm) is the depth you need.
- An insulating jacket for your hot water tank costs only a few pounds and will pay for itself in lower fuel bills in a matter of months.

## Telephone Alarm System

Careline is an alarm system which helps elderly or disabled residents to get assistance when they need it. A special telephone and pendant is used to contact a control centre which is staffed 24 hours a day. The control centre is able to summon help from relatives, friends, or neighbours you nominate if in need of assistance.

SLH provides this service to elderly or disabled tenants living in bungalows and certain designated flats. For more information please contact us on 01539 717717.

Any resident can receive this service through South Lakeland Community Alarms (a registered charity). For information about the cost of this service and other details, please telephone (01539) 735805 or call to see them at 92 Stricklandgate, Kendal.

## Security

SLH strongly recommends that you take additional security measures to protect your home, for example, fitting window locks. The Crime Prevention Officer at your local Police station can give you free advice on what measures to take.

## Neighbourhood Watch

SLH, the Council and the local Police are keen to see the formation of Neighbourhood Watch Schemes on Council Estates in South Lakeland.

Neighbourhood Watch allows you and your neighbours to form a partnership with the Police against crime. The main aims are as follows:

- To reduce opportunities for crime and make it more difficult for criminals to act.
- To build up a community spirit so that neighbours can work together to everyone's benefit.
- To ensure the Police are informed of any suspicious incidents in the neighbourhood.

Being a member has many practical advantages, for example, you can feel secure knowing that your neighbours are always keeping an eye on your home. You may also get lower insurance premiums from some insurance companies.

If you and your neighbours would like to start up a Neighbourhood Watch, the Crime Prevention Officer at your local Police station will help and advise you on how to get started. If you simply wish to find out more, you can pick up a leaflet from all Police stations and SLH offices.

## Crimestoppers

Are you afraid of passing on information to the Police? Have you considered Crimestoppers? Crimestoppers is a way of talking to the Police informally without telling them who you are. Phone free anytime on 0800 555 111. For more details pick up a leaflet from any housing office.

## Insurance

The Council does not take out insurance policies to cover the contents and internal decorations of its houses, this is **your** responsibility. You are strongly urged to take out an insurance policy to cover these items.

Please remember that in an event such as a fire, or a flood from a neighbouring flat, the Council is not responsible for replacing any of your personal effects that may be damaged. ***Don't take the risk of not being insured!***

## Keys

Please make sure you have a spare key for all your door locks as SLH do not keep a supply of spare keys should you lose any. SLH is **not** responsible for replacing lost keys or renewing locks should you get locked out or broken into (except sheltered housing tenants).

## Safety in the Home

In Britain 100 people die every week in accidents in the home, and there are 3 million accidents in the home every year.

The Department of Health has, therefore, produced a leaflet giving handy tips to prevent accidents in the home entitled "Safe as houses", a copy of this is available at all Council housing offices, or you can obtain a copy by writing to:

**Department of Health, PO Box 410, Wetherby LS23 7LN**

## Welfare Benefits

The Benefits Agency was established in 1991 as an Executive Agency within the Department of Social Security. Its role is the efficient administration and payment of social security benefits. There are 420 local security offices where you can get information about benefits and how to claim them. Your local offices are:

Kentmere House, 1 Blackhall Road, **Kendal** (01539) 795000  
Phoenix House, Stephen Street, **Barrow** (01229) 842700

You can also get advice from any Citizens Advice Bureau.

## Running a Business from your Home

You must not run any kind of business from your home without SLH's written permission. No objection will be made if you simply wish to use your address for business correspondence only.

In some cases you may also need to obtain permission from the Planning or Environmental Health departments of the Council. If you are in any doubt contact your local housing office.

## Animals

**You** (or anyone living with you) **must not** keep any animal that we decide is unsuitable for your home or garden. If you are in any doubt at all contact your local housing officer for advice. All wild animals are considered to be unsuitable.

**You** (or anyone living with you) **must not** keep a dog in a flat or a maisonette with a shared entrance.

**You** (or anyone living with you) **must not** keep a pet that is prohibited by the Dangerous Dogs Act 1991, or by any other law.

**You are responsible** for the behaviour of any pets owned by you or anyone living with you.

**You must** take all reasonable steps to supervise and keep such pets under control.

**You must** take all reasonable steps to prevent such pets causing nuisance, annoyance or damage to other people. You must ensure that your pets do not foul or cause damage to the house, your neighbour's property, anything belonging to the Council or anything we are responsible for, such as communal areas.

## **Sub-letting/lodgers**

As a Council tenant you have the right to sub-let part of your home, this includes the right to take in lodgers. However, if you wish to do so you must first get SLH's written permission. Please put your request, in writing, to your local housing office.

You must not sub-let the whole of the property, SLH will not give permission for this. You must also not assign the tenancy without the written consent of SLH. This means that you cannot pass on your tenancy to another person without first getting SLH's permission. For further information contact your local housing office.

## **Garages**

SLH has a number of garages, at various sites within the District, available for rent. For information about the location of these sites and availability, please contact your local housing office.

Please note, if you do rent a garage from SLH this should only be used for parking a motor vehicle and should not be used for any other purpose.

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