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0845 057 0080

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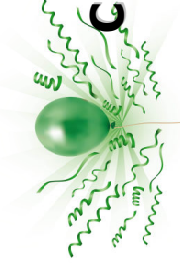
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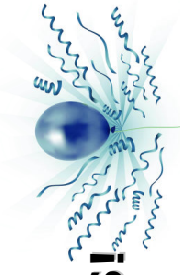
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CONGRATULATIONS!



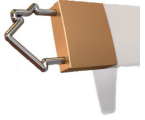
You are now the owner of your home having completed the purchase under the Right to Buy process.

As a freeholder, you have different rights and responsibilities than those that applied when you were a tenant.

The differences are setout in this guide for your information.

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Insurance

When you were a tenant, the external structure of your home was insured by your Landlord, South Lakeland District Council. You may have had your own contents insurance.

As a freeholder, you will need to arrange buildings insurance too. This may have been offered by your mortgage lender when you took out your mortgage - if not you will find a large selection of companies that will be able to advise you in the Yellow Pages.



Repairs

As a tenant of the Council you could report any type of repair to us at South Lakes Housing. The repair would then have been carried out free of charge (unless the damage was deliberate).

As a freeholder, you must now arrange for your own repairs and maintenance to be carried out.

Again, there are many contractors to choose from in the Yellow Pages.



Gas Maintenance

For your own safety, all gas appliances within your property *must* be serviced on an annual basis. As a tenant of South Lakeland District Council, they would arrange and pay for the gas service to be carried out annually.

As a freeholder, it is your responsibility to arrange for an annual gas service to be carried out for the safety of yourself and your family.



Estate Management

Regardless of whether you are a tenant, leaseholder or freeholder on an estate managed by South Lakes Housing, you have the right to report any instances of 'anti-social behaviour' to the housing officer for your estate.

If the person causing the problem is a tenant or leaseholder, we will take action to improve matters.

With all anti-social behaviour complaints, we will ask if you have discussed the problem with your neighbour. Making your neighbour aware of your concerns in a reasonable way can usually sort out problem quickly. We can refer cases to an independent mediation service to try to solve problems between neighbours. This will involve talking about the issue and coming to an agreement. This can be arranged through a Housing Officer for your estate and can be very successful.

It is important to remember that once you make the complaint official to us, it can sometimes make the problem worse before it gets better. We will try to keep your complaint confidential wherever possible, but very often this is not possible because of the nature of the complaint.





This will obviously depend on the circumstances, but other legal action is available to deal with:

- Dog problems
- Noise
- Litter
- Filthy homes and gardens of ones with vermin (rats & so on)
- Children who are not being supervised
- Abandoned vehicles
- Commercial repairs of vehicles in domestic premises
- Malicious phone calls

We cannot take action ourselves in all of the cases shown above, but we will work closely with other agencies who can take these actions to help sort out the problem.

For further information on this, please contact your estate Housing Officer at South Lakes Housing on **0845 057 0080**.

Staying Involved

What meetings can I attend?

Many of the estates in South Lakeland have a residents association. You can generally obtain information about this from the Housing Officer responsible for your estate.

Other meetings you may wish to attend include:

- Area Discussion Groups
- Stakeholder Conferences





Useful Household Tips

Water Services

If you have any problems with your water service:

- Make sure you know where to turn off your water supply at the mains and turn the water off immediately if you have a burst pipe
- If a pipe has burst within the boundary of your property (and is not under the foundation of the property, a rocky or pond) you can contact Leakline who will investigate and repair the pipe for *free*.

Leakline 0800 330 003

Smell of gas

If you smell gas in your property:

- Open doors and windows to get rid of the gas
- Check to see if the gas has been left on unit
- Turn off the gas at the meter
- Don't use anything electrical, such as door bells, switches or even your phone
- Don't smoke or light a flame
- From a phone outside of your home call:

National Grid – 0800 111 999

S M E L L G A S ?
National Gas Emergency Service
0800 111 999*
call free, 24hrs a day, 365 days a year
Minicom **0800 371787**

*All calls will be recorded and may be monitored



Doorstep sellers & Unwanted Callers

Unfortunately, some people who knock on doors offering to sell goods and services are not what they seem to be.

In the worst cases, they are thieves who will trick their way into homes and steal cash and valuables. Others may offer to carry out some kind of work, but this often turns out to be unnecessary, over priced and of poor quality.

It is usually impossible to trace these traders if there is a problem with the work they have done.

If someone knocks on your door:

- Use the door chain
- Ask for identification and examine it carefully
- Ring to check it is genuine if you have any doubts (no genuine caller will object
- Never keep large amounts of cash in the house
- Keep purses, bags and wallets out of sight and away from the door
- Say "no" politely but firmly

You have the right to cancel in certain circumstances when you buy goods or services at the door.

If you are worried about something you have bought following a visit to your home, contact Trading Standards for advice on **08454 040 506**.

Junk mail and unwanted phone calls

Are you fed up with junk mail or people ringing you trying to sell you things?

To reduce junk mail call:

Mailing Preference Service – 0845 703 4599

www.mpsonline.org.uk

To reduce unwanted phone sales calls:

Telephone Preference Service – 0845 070 0707

www.tpsonline.org.uk





Useful Contact Telephone Numbers

Age Concern	0800 00 99 66	web@ace.org.uk
National Grid (gas emergencies)	0800 111 999	0800 371 787 (minicom / textphone)
		For deaf, hearing or speech impairment, please send a text message: Text: Where you are Why you need help To: 07786 208 999
Police – Cumbria	0845 33 00 247	
Water (supplies and problems)	0845 746 2200	0808 143 0295 (minicom)
Leak Line	0800 33 00 33	0808 143 0295 (minicom)
Westmorland General Hospital (main switchboard)	01539 732288	
Furness General Hospital (main switchboard)	01229 870870	

Royal Lancaster Infirmary	01524 65944	
Citizens Advice Bureau	0870 126 4061	
Child Support Agency	08457 133 133	08457 138 924 (textphone)
Domestic Violence National Helpline	0808 2000 247	
Childline	0800 11 11 11	0800 400 222 (textphone)
Cumbria County Council	01228 606060	information@cumbria cc.gov.uk
Cumbria Highways (For street lighting and road repairs)	0845 609 6609	www.cumbriahighways.org.uk
National Debtline	0808 808 4000	www.nationaldebtline.co.uk
Consumer Credit Counselling Service	0800 138 1111	www.ccs.co.uk
Community Legal Services	0845 345 4345	www.clsdirect.co.uk

