

# New Home Handbook

Your home and development  
information



**MY  
FUTURE  
LIVING**



**Contact Us: 01823 793420**

Questions about your rental agreement: [tenancy@myfutureliving.co.uk](mailto:tenancy@myfutureliving.co.uk)

Rent or payment query: [accounts@myfutureliving.co.uk](mailto:accounts@myfutureliving.co.uk)

Maintenance repair: Report via the website [www.myfutureliving.co.uk/report](http://www.myfutureliving.co.uk/report) or [maintenance@myfutureliving.co.uk](mailto:maintenance@myfutureliving.co.uk)

General enquiry: [enquiries@myfutureliving.co.uk](mailto:enquiries@myfutureliving.co.uk)

## Welcome

Welcome to your new My Future Living home. We are delighted that you chose to rent in one of our friendly retirement communities. We hope you will be very happy here.

Our aim at all times is to ensure our customers feel safe, secure and confident living in their new home and enjoy the flexibility and freedom that comes with renting in retirement.

We hope this handbook will offer useful information and advice to help you settle in and to use while you live in your home.

Please note this is a general guide for all our developments so if you're unsure of anything or there's a contradiction between anything stated here and your rental agreement, please contact us and we'd be happy to discuss it with you.

Please ensure you read it carefully and keep it somewhere safe to refer to.



### Emergencies

**For out of hours emergencies, use the emergency careline in your apartment for assistance. Use the pull cord, push button or pendant system to contact the emergency contact centre.**

*If you do not have an emergency call system, please follow the emergency procedure as communicated by your On-Site Manager.*

# Your home and development

Fill in the information when you first move in and keep it to hand. Your on-site manager will help if you have any questions or need to know useful telephone numbers and procedures.

It is important that you understand how to turn on and manage the heating, water, gas and any appliances in your property.

## Please ensure you are aware of:

- How the door entry system to the development works
- How to use the emergency call system in your home
- The fire safety and evacuation process
- Where the controls for the hot water are

### Development Details

Name of on-site manager:

On-site manager's telephone:

Fire Assembly Point:

### Your Home

The fuse box is located at:

The electric meter is located at:

The stop tap can be found at:

### If applicable:

The gas meter is located at:

The water meter is located at:

### Meter Readings

It's important to ensure you take meter readings on your move in day to ensure you only pay for the energy you use.

Electricity

Gas

Water

# Living in a development

The on-site manager does not work for My Future Living. They manage the building, not your home.

If you have questions regarding the development, please ask the on-site manager. We can advise you if you are unsure on who to ask.

## Smoking

Smoking is not permitted in any of the communal areas including stairs, hallways, lounges and gardens.

## Rubbish

Never leave rubbish in communal areas. Please use the bins available at your development.

## Parking

Your on-site manager will be able to advise you of the parking procedure at your development. Please be considerate of other residents when parking.

## Contents Insurance

Contents insurance provides peace of mind for renters. With contents insurance you'll ensure that all your personal belongings are protected if they are damaged or lost. Your contents insurance should start the on the first day of your occupancy. Please read any policy you take out carefully to make sure it provides the correct level of cover for your needs.

## Pets

Your on-site manager will be able to advise you of the policy and procedures of owning a pet in the development.

- Not allowed in communal areas
- Must be exercised off of development grounds
- Kept under control and not cause a nuisance or danger to other residents
- Cats must stay in your property

If we receive complaints about your pet, we will contact you to investigate any issues.

## Respect and Problems

Always show your neighbours and onsite manager respect. If you feel you are being treated unfairly, please contact My Future Living or speak to your onsite manager directly.



# Now you are in...

## Legionella & Water Safety

Legionella refers to legionnaire's disease which is a form of pneumonia. It is caused by the inhalation of small droplets of water from a source contaminated by legionella bacteria.

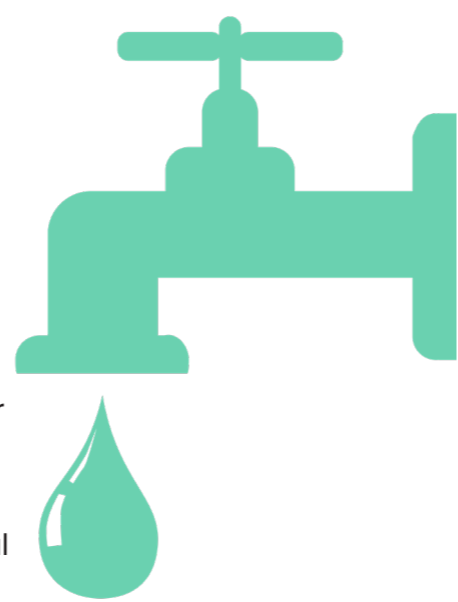
Hot and cold-water systems in residential properties are a potential source for bacterial growth, although the risk in residential settings is generally considered to be low.

An important precaution you should take is ensuring the hot water tank/heater is set and kept at 60c to prevent legionella growth.

### Despite low risk, there are precautions you can take:

- Flush the water from all outlets (inclusive of shower) for at least five minutes upon moving in or if the outlets are unused for more than one week. Open outlets slowly so you do not splash water or release water droplets in the air. Keep out of the way once the outlets are open.
- Disinfect and de-scale taps and showers every three months or when there is an obvious build-up of scale. The harder the water in your area, the more frequently you should de-scale.
- Do not adjust the thermostats on your hot water cylinder or boiler.
- Report any deposits of unusual matter or discolouration coming from taps and showers, any damaged or missing lids on water storage tanks and drops in hot water temperature to My Future Living.

**Please do not drink from the bathroom taps.**



# Emergency Repairs

Emergency repairs are situations where a defect poses a significant health and safety risk or has the potential to cause further damage if it is not rectified. Examples include complete loss of heating in winter, complete loss of lighting or electricity, water leaks and fires. There are specific instructions below in relation to gas and water leaks.

**During office hours, emergency repairs can be requested in the usual way, either via the website [www.myfutureliving.co.uk/report](http://www.myfutureliving.co.uk/report) or by calling us on 01823 793420.**

**For emergencies during evenings, weekends or public holidays, you should use the emergency call system in your property for assistance. Use the pull cord, push button or pendant system to contact the emergency contact centre.**

In the unlikely event that they cannot assist you, you may contact a contractor directly to attend the problem. However, they should only carry out essential work to prevent further risk or damage occurring.

**Please note:** If a contractor is called out as an emergency when a repair is not justified, you will be liable for all costs.

## Documentation

You might find it helpful to store the following information in a safe place in case you need to refer back to it at any point.

### This includes:

- Your rental agreement
- Inventory / check in report
- EPC - Energy performance certificate
- EICR - Electrical Installation Condition Report
- New home handbook

### Also, if applicable:

- How to rent document
- Tenancy deposit scheme certificate\*
- Pet permission
- Mobility scooter permission insurance documents
- Gas Safety Certificate

## Gas Emergencies

If you have a gas leak or you can smell gas you must immediately evacuate the property and contact National Grid Gas Emergency Service on 0800 111 999, after which you should report the issue to us as soon as possible.

## Fire safety

Please ensure you understand the fire safety procedures in your development. Your on-site manager will be able to advise you.

## Water

If you have a leak, turn off the water at the stop tap to avoid the risk of flooding.

If you have no water at all you may need to contact the local water company.

## Powercuts

### Should you experience a power cut:

- Call 105 (freephone) to contact your local distribution network operator who can advise if there is a power cut in your area.
- Check your consumer unit (fuse board) - are the switches on and have not tripped?
- Do you have a prepayment meter? - Check that you have not run out of credit.
- If it is not a power cut, please call My Future Living 01823 793420 or use your emergency call system in the property to seek assistance out of hours.

# Your Contract Details

The key responsibilities you have are:

## Care and cleanliness

It is your responsibility to keep the property clean, tidy and in good decorative order. This includes dealing with any pest infestations caused by your own actions e.g. rubbish being left in the flat. If the property falls into disrepair through neglect or damage during your occupancy, you will be held responsible.

If you are planning on making alterations to the property including decoration, you must get written permission from us before the work is carried out. Email [maintenance@myfutureliving.co.uk](mailto:maintenance@myfutureliving.co.uk) with the details of the alterations you wish to make.

It is your responsibility to Hoover out any dust from extractor fans and wipe down the surface. Also, if you have a cooker hood ensure you keep this clean and replace the filter regularly.

## Insurance

Ensure you have relevant home contents insurance to cover your own belongings and accidental damages.

## Reporting repairs

It is your responsibility to report any repairs to My Future Living. Please see page 10 for more information on looking after your home.

## Smoking

Smoking or vaping, including the use of or E-cigarettes inside the apartment is not permitted.

## Rent and additional charges

Rent must be paid in full and on time, as laid out in your tenancy agreement (Assured Periodic Tenancy)/Occupation Contract. Other charges such as utilities and council tax must also be paid on time to the relevant providers.

## Do not sublet

You must not sublet the property or allow anyone else who is not named on the contract to live in the property.

## Safety and wellbeing

The safety of our customers is our main priority, so we ask that all residents and staff follow the procedures on site to ensure that the security of the development is not put at risk. This includes anti-social behaviour, which can cause distress to neighbours and those around you. You can also be held accountable for the anti-social behaviour of any of your visitors.

If you're unsure of the details of these procedures or what constitutes antisocial behaviour, please contact our team or the on-site development manager. We also ask that you report any health and safety issues to My Future Living and follow the fire safety information provided on site.

## If you wish to leave

In England, tenants may end the tenancy at any time by giving at least two months' notice. Landlords may only seek possession using statutory legal grounds. More practical details are on page 9.

# Your Rent

Paying your rent is one of the most important responsibilities as a tenant/contract holder. Please make sure your rent is paid promptly so that you can continue to live in your home.

## Your rent does not include the following items which you will be responsible for:

- Council tax
- TV license
- Contents insurance
- Water, gas and electric utility bills
- Telephone, internet and TV subscriptions

## Paying your rent

In the event that you have difficulty paying your rent or think you might do in the future, please contact us immediately to discuss the problem. We understand that sometimes people do experience financial difficulties and it's important to get in touch if this happens.

We always try to do our best to help and by contacting us early we will be able to speak to you about your options. This could include making sure you are getting all of the benefits you are entitled to and /or manage your debts. We can also signpost you to other organisations that may be able to help.

## Rent Reviews

Rent may be reviewed once per year using the Section 13 process, in line with the Renters' Rights Act.

## Your landlord is responsible for the additional costs of the development, including:

- Development Service Charge - This includes the on-site manager, 24 hour emergency call system, buildings and garden maintenance, external window cleaning.
- Ground rent
- Buildings insurance
- Water and sewage rates (not at all sites)





# If you wish to leave your home

If you decide you'd like to leave your home please check your tenancy agreement (Assured Periodic Tenancy)/Occupation Contract for practical steps in which to give your notice.

If you'd like more information or to speak to a member of our tenancy team, please call 01823 793420.

## Giving notice

We only accept notice in writing by letter or by email.

We will always acknowledge receipt of your notice letter to confirm the tenancy end process and advise you of next steps so if you don't hear from us, please check your letter has been received.

## Check-out inspection

We will arrange for a check-out inspection to be carried out once you have left the property.

This will include checking for maintenance issues you are responsible for as well as damages or missing items. We will notify you of the inspection findings in order to agree any deposit deductions.

## Deposits

Once the check-out has been conducted, My Future Living will receive instructions regarding the deposit from the landlord including details of any deductions.

Cleaning costs and unpaid rent are the top reasons why deposit money is withheld when a tenant/contract holder moves out of a rented property, so you may want to consider using a professional cleaning company.

# Looking after your home

As the agent for your landlord, My Future Living are responsible for repairs and maintenance in your home, and we have a dedicated team who work with contractors across the country.

## Reporting a repair

Any maintenance repairs within your home (anything behind your own front door) should always be reported to us.

Your on-site manager is not an employee of My Future Living. They work for the freeholder's managing agent who is responsible for the communal areas only (e.g. the lift, gardens, corridors and communal lounge). You should make them aware of any defects in the communal areas as they are responsible for fixing them, but you should still inform us so that we can ensure any communal defects are rectified.

## Routine Repairs

Non-emergency repairs, including dripping taps, repairing or rehangng cupboard doors, blown windows, and other maintenance issues can be reported easily to our team.

Report your defect at any time on our website: [www.myfutureliving.co.uk/report](http://www.myfutureliving.co.uk/report)

Select the issue/problem and complete as much detail as you can.

We will reply to confirm we have received your message and let you know the details of the contractor who will be in touch to complete the works. If required, we will contact you to gather more details.

Alternatively, please call us on 01823 793420. Our phone lines are manned Monday – Thursday 9am–5:30pm and Friday 8:30am–5pm.



### Out of Hours Emergencies



Use the emergency call system in your apartment for assistance.

Use the pull cord, push button or pendant system to contact the emergency contact centre.

*If you do not have an emergency call system, please follow the emergency procedure as communicated by your On-Site Manager.*

# Mould and condensation

## What causes damp and mould?

Damp and condensation can lead to mould problems. Mould is a fungus that grows on wet surfaces, routinely caused by excess moisture resulting from condensation or structural damp issues.

Please do not be embarrassed to report mould problems – although there are several things you can do yourself to help ease issues, we are here to help and may be able to introduce solutions to stop the problems.

## Who is responsible?

The responsibility for dealing with damp and mould is shared between landlords, managing agents and tenants.

## Tips to Help Reduce Condensation in your Home

### OPEN WINDOWS

Try to ventilate your home as much as possible. Kitchens and bathrooms have the highest risk of developing mould. Open windows every day to let fresh air in and moisture out. Always use the extractor fan when showering/cooking. If you have window vents, leave them open permanently. Close the door of the room you're ventilating to keep the rest of the home warm and prevent moisture escaping to other parts.

### CLEAR THE CLUTTER

The more belongings we have stuffed in cupboards and wardrobes, the less space air has to circulate – and air circulation is vital for controlling mould growth. You may notice a musty smell or find that clothes have a damp feeling to them which is a sure sign that the cupboard is overfilled.

### MOVE FURNITURE AWAY FROM EXTERNAL WALLS

Make sure your furniture is at least 5cm away from walls to improve air circulation

### USE YOUR HEATING

Ensure your home is adequately heated, to keep out the cold and improve the internal temperature of surfaces in your home. This will reduce the likelihood of condensation and help keep moisture in the air rather than settling on your walls and windows.

### DON'T DRY CLOTHES INDOORS

It may be tempting to put your clothes on a clothes horse or radiator to dry them indoors, but without ventilation this will significantly contribute to mould problems. Utilise tumble dryers in the communal laundry, and if that's not possible, consider drying your items in the bathroom with the extractor fan running.

### COOK WITH SAUCEPAN LIDS ON AND KEEP DOORS SHUT

Since kitchens and bathrooms are the most common sites for mould, try to confine excess moisture to those rooms when in use. For instance, don't leave the bathroom door open while having a shower or bath and leave lids on saucepans when cooking to reduce steam. When you're not showering or cooking, leave internal doors open to let air flow freely around your house.



# Responsibilities

As the tenant you should take care of your home, keep it clean and act responsibly to avoid damage. Responsibilities are shared by you and the landlord.

## Your responsibilities:

- Sufficiently ventilating and heating your property to prevent condensation and mould. You are also responsible for cleaning mould and clearing condensation if it appears.
- Repairing any damage caused by you or a visitor
- Blockages to toilets or sinks you have caused
- Changing light bulbs and doorbell batteries
- Infestations including insects and vermin
- Replacing lost keys, or the callout costs if you need to be let into the property
- Allowing access for contractors to carry out necessary repairs, safety checks and inspections

## The landlord's responsibilities:

(but are not limited to)

- Dripping taps and leaks
- Faulty storage heaters
- Faulty water heaters and boilers
- General maintenance and repairs
- Water, gas and electricity installations
- Installing smoke alarms
- Routine safety and compliance checks

*Please do not feel anxious or embarrassed about reporting any issues, a delay could result in deterioration or worse. We always prefer to hear about problems sooner rather than later, helping you continue to live happily in your home.*

# Compliments and complaints

## Compliments

Please share your experience on [www.trustpilot.com](http://www.trustpilot.com)



## Complaints

We understand that sometimes things don't always go to plan. If you are unhappy with our service, please contact us.

## Making a complaint

In the first instance please speak to the person who is dealing with your property either by telephone, email or post.

## What happens next?

### Step One

We will acknowledge your complaint by email or in writing within three working days. We will advise you of the timescale for any investigation and offer you our full response within 10 working days.

### Step Two

If you are unhappy with our response, you can escalate your complaint to our board of directors.

Please write to: My Future Living, Ground Floor, Strongvox House, Blackbrook Park Avenue, Taunton, Somerset TA1 2PX or email [enquiries@myfutureliving.co.uk](mailto:enquiries@myfutureliving.co.uk)

### Step Three

If we cannot reach agreement with you, this will usually be referred to the Ombudsman as a deadlock situation requiring an independent review.

Please contact us for more information on our complaint's procedure.

## Need to get in touch?



Call us on  
01823 793420



Email us at  
[enquiries@myfutureliving.co.uk](mailto:enquiries@myfutureliving.co.uk)



Visit our website  
[myfutureliving.co.uk](http://myfutureliving.co.uk)

# Further advice and information

Please don't suffer in silence. Always reach out when you need help.

## Dementia and Alzheimer's advice

### Alzheimer's Society

0333 150 3456

[www.alzheimers.org.uk](http://www.alzheimers.org.uk)

Alzheimer's Society are working towards a world where dementia no longer devastates lives by helping those living with dementia.

### Dementia UK

0800 888 6678

[www.dementiauk.org](http://www.dementiauk.org)

The specialist dementia nurse charity. Dementia UK Nurses, known as Admiral Nurses, provide life-changing care for families affected.

## Money advice and support

### Citizens Advice

0800 144 884

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Citizens Advice give people the knowledge and confidence they need to find their way forward - whoever they are, and whatever their problem.

### Turn 2 Us

0808 802 2000

[www.turn2us.org.uk](http://www.turn2us.org.uk)

Turn2us is a national charity providing practical help to people who are struggling financially.

## Additional support and advice

### Age UK

0800 055 6112

[www.ageuk.org.uk](http://www.ageuk.org.uk)

Age UK is the country's largest charity dedicated to helping everyone make the most of later life.

### Re-engage

0800 716543

[www.reengage.org.uk](http://www.reengage.org.uk)

Re-engage reduces loneliness amongst older people by bringing generations together in friendship and shared experiences.