



**MORRISON FACILITIES SERVICES
IN PARTNERSHIP WITH DE HOUSING DIRECTORATE**



DEFENCE ESTATES

Delivering Estate Solutions to Defence Needs



HOUSE MANUAL

**PLEASE DO NOT REMOVE THIS BOOKLET
FROM THE RESIDENCE**

A charge of £25.00 will be incurred if manual is missing at move-out

HOUSE MANUAL CONTENTS

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MORRISON

MORRISON FACILITIES SERVICES

QUARTERS PROVIDED BY THE PRIVATE FINANCE INITIATIVE (PFI)

We hope you will enjoy living in the house you have been allocated by the DE Housing Directorate (DE) in (Bristol, Bath, or Portsmouth). Your home is one of 317 in the area provided to the DE under the PFI.

What is PFI? The PFI is a way of using private money to provide public facilities. Instead of the government having to pay a large sum of money for the construction of the facility, it pays for the use of it year by year and transfers financial risk (eg of falling demand or higher maintenance costs) onto the private sector. The quarter you will be living in was paid for and built by a private company called Tricomm Ltd who own and maintain it. This project was the seventh MOD housing PFI and it has enabled DE to provide new housing for personnel where otherwise it may not have been able to do so.

How Does PFI Affect Me? DE retains responsibility for most aspects of your home's administration and pays a monthly fee to Tricomm Ltd for the use of the house, leaving maintenance of the estate to Tricomm Ltd who have to meet strict performance criteria in order to receive their payment. Although this affects the administration behind the scenes, in practice you should notice very little difference on the ground. You will pay the same standard MOD rent and receive the same service from your DE CCO as any other quarters' occupant. This is because your contract to occupy the house is with DE, not with the house owner. Similarly, you will get the same furniture services as any other quarters' occupant.

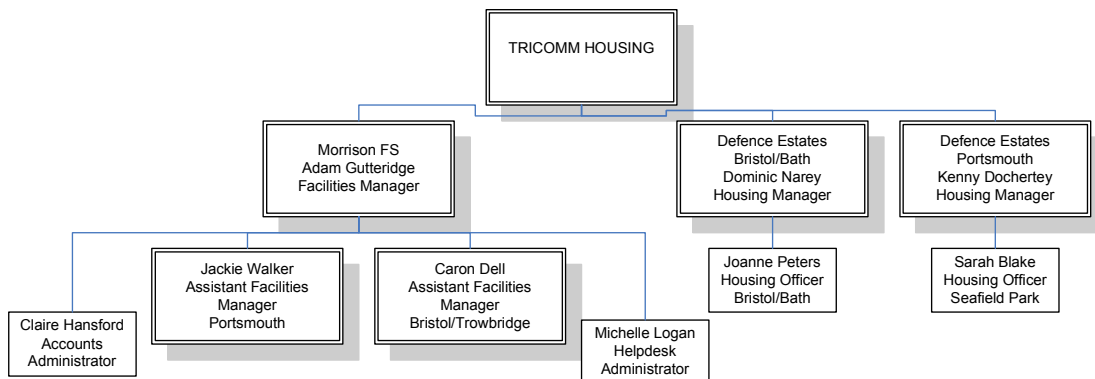
The only significant differences you will notice between PFI and traditional quarters will be Tricomms' involvement in matters that might affect the maintenance of the property (eg granting permission for encroachments such as the fitting of satellite dishes or the erection of a garden shed) and the attendance of an owners' representative at your move out. This involvement is because Tricomm Ltd has to preserve the condition and value of their houses and estate. However, the move-out standard required for your house is set by DE so again you will receive the same treatment as any other FQ occupant.

Who do I Contact if I Have a Problem? The house owner, Tricomm Ltd, has subcontracted MORRISON FACILITIES SERVICES to run day to day maintenance on their behalf and you will see staff around the estate. However, if you have a query on any housing matter or a fault to report **you should contact the Help Desk**

Remember, your DE CCO retains responsibility for all occupant liaison so if you have any queries please contact the DE Estate Office.

PFI-WHOS WHO & HOW IT WORKS

On this particular contract **MORRISON FS** are responsible for the repairs and maintenance of 317 houses situated in Bristol, Bath and Portsmouth. The houses are owned by a company called **Tricomm Housing Ltd**, they rent the properties to the **DE** who then become the landlord. As your landlords the **DE** are responsible for gas, electricity, all rates and refuse, should you have any problems with these you need to contact your local **DE** housing office. **MORRISON FS** are responsible for your property and some of the grounds around the estate. Any repairs or maintenance issues you have need to be directed to us. We are also present at move-ins, pre move-outs and move-outs along with a representative from the **DE**. At move-in you are given a handbook, our representative will go through this with you pointing out all important information. **MORRISON FS & DE** work very close together, you will see below a chart of where we all fit in.





REPAIR HELP DESK

How to contact us

OFFICE HOURS: 08:00 – 16:30
(WEEKDAYS)

Telephone:-01275 818443

Facsimile:-01275 818424

Email:-bbp@morrisonfs.co.uk

www.bbpmorrisonplc.com

Write:-Unit 1 Harbour Road Trading Estate, Harbour Road, Portishead, BS20 7BL

Emergency Calls:

Between the hours of 16:30—8:00 a.m. and weekends—**Emergency calls only**—
Please save all general enquiries for normal office hours.

Emergency Repairs: Problems that could have an immediate consequence for your health, safety and security or are required to prevent serious damage to the property i.e.:

- Total loss of heating/power
- Loss of gas supply
- Burst pipes or taps that will not turn off/flood
- Loss of water supply

Remember, complete loss of your gas, electricity or water supply may affect several properties. Check with neighbours first, if this is the case then notify the Utilities Company direct.

If you call out the contractor to complete an Emergency repair that is not justified then you may be charged for the costs involved.

If MFS are unable to obtain reasonable access to Emergency and Urgent repairs they will be downgraded to routine.

Our appointment times are strictly a.m. or p.m. (9:00am – 12:00pm or 12:30pm – 5:00pm)

REPAIR HELP DESK CONT.

Response Times:

Emergency: 1 hour + 1 hour to make safe. MFS then have 5 working days to make a permanent repair.

Urgent: 5 working days

Routine: 28 days

Emergency Utility Numbers:

Gas (All Estates): Transco:0800-111999

Electric:

Portsmouth & Trowbridge:

Southern Electric: 0845-770-8090

Bristol:

SWEB: 0800-365-9000



MORRISON FACILITIES SERVICES

Responsible for Maintenance of MOD PFI Housing on behalf of Tricomm (Housing) Ltd

MOVE IN INFORMATION PACK

HOUSE ALTERATIONS AND ADDITIONS

Your new home is owned by Tricomm Ltd, for whom Morrison Facilities Services maintain it, and is provided to the Defence Housing Executive under a 25 year agreement. To ensure that any private alterations do not affect the long term maintenance of the property we require that **work affecting the structure is only carried out with our prior approval**. We will be happy to approve most requests but we may specify certain designs or other conditions.

Minor work can be carried out without asking us first notes of the most commonly requested alterations, stating whether or not prior permission is required, are over the page. Whenever prior permission is required for an addition or alteration, **you should request an encroachment in writing either by letter, fax or e-mail**.

If you are in any doubt about whether or not an addition or alteration requires permission, you are strongly advised to seek advise from your Help Desk before carrying out any work because you may be charged for any work required to make good unauthorised alterations.

External:

Sky Services

Permission must be sought before erecting sky dish.

The framework for sky installation has already been installed into your house. A cable has been run from a suitable dish mounting site on an external wall (under suffix) to a connector box in the lounge. This is an approved specification that will not harm the long term maintenance of the house. Your sky engineer will be able to mount the dish at this point. When fitting dish the contractor is permitted to drill into the brick work of the outside wall **but must not penetrate the wall cavity.**

Sky Plus:

This is a new service provided by Sky since the houses were built and no provision has been made for the installation of it. You must apply in writing should you wish to install it as additional cables are required for this service.

Sheds & Greenhouse

You must apply for permission before erecting a garden shed or greenhouse. Permission will be granted provided the shed or greenhouse is of a reasonable size. Certain other conditions apply regarding maintenance.

Patio Slabs, paths, hard standings

You must ask for permission before laying additional patio slabs paths or hard standings. Permission will usually be granted provided the slabs etc match those already in place and are properly laid. Certain conditions apply regarding maintenance.

Lawns

You are responsible for the up-keep of your back lawn and border. MORRISON FACILITIES SERVICES are responsible for the cutting of the front lawn and weeding the front borders twice a year. However, we do ask you to ensure that the front and back gardens are watered, either first thing in the morning or evenings, during the hot seasons.

Gardens

You must ask permission to plant a tree or cultivate a vegetable patch. You do not need to ask permission to plant flowers, shrubs etc in either front or back garden borders. You are required to keep your gardens in a neat and tidy condition.

Hanging Baskets-Wall Brackets

You must ask permission before fixing hanging baskets and wall brackets or any other fitting to an external wall of the house. Permission will be granted provided the fixings do not breach the cavity wall vapour barrier and are only made into the walls. Door and window frames must not be used to mount fittings on.

Fence Additions

You do not require permission to fit mesh to bottom of the fence to make it safe for small animals. All other alterations to the fence, including the painting of, permission must be asked.

Parking

Please do not park on grassed area or areas where access by Emergency vehicles may be required. Any damage to grassed areas could possibly lead to charges against the occupant being raised at move-out.

Driveways

Please protect driveways from oil damage, removal van ramp damage or side stand damage. Please do not park on grassed areas as you will damage underground pipe work/cables.

Internal:

Net Curtains fixings, poles, blinds and tie backs

You do not need permission to fit any of these items, however you are not permitted to drill into the PVC windows. If you remove any of these before leaving the property walls must be made good.

Picture Hooks

You do not need to ask for permission before putting up picture hooks. They must be purpose made picture hooks (not nails) of a suitable type for plasterboard wall and must be removed and made good when you move out.

Shelves, Wall Fixings

You must ask permission before fitting shelves or other fixtures or fittings that require wall fixings.

Garage

You do not need permission to put up shelves, wall units, tool racks, workbenches etc. If you wish you may leave these in place when you move out. If you have open beam garages you are permitted to store light weight items on them at your own risk.

Lofts

There is no permitted access to occupants of the loft space in the quarters, storage space has been incorporated into the design. This is a Health & Safety requirement and should be strictly adhered to. Neither Morrison nor DE will be held responsible for any accidents, injuries incurred or any structural damage to the quarter if you breach this regulation.

Painting

You do not need to ask permission if you wish to change the colour of your walls, you will however be required to return the walls to the original colour prior to move out. The paint used is **Dulux Trade Magnolia-Walls: Dry Areas=Vinyl Matt Wet Areas=Vinyl Silk** White ceilings. Morrisons would like to point out that the instructions for touching up prior to move out, contained in the DVD given to you by your DE Housing Officer, is not the correct specification for your PFI property and to disregard it. You are not permitted to put up wallpaper or borders. For further information call the helpdesk.

Safety Gates

If you require safety gates you must first seek permission from your local DE HO, they will contact us to fit battens to protect the wall. **Morrison must fit Battens.**

CAT FLAPS ARE NOT PERMITTED

FORMAL COMPLAINTS PROCEDURE

STEP 1 – CONTACT MORRISON FACILITIES SERVICES WITH COMPLAINT.

STEP 2 - IF YOU ARE UNHAPPY WITH THE RESPONSE SEND A FORMAL COMPLAINT IN WRITING TO MORRISON FACILITIES SERVICES OFFICE AND WE WILL REPLY RECEIPT OF WITHIN 5 WORKING DAYS.

STEP 3 - IF AFTER 20 DAYS YOU ARE NOT SATISFIED – A FORMAL MEETING WILL BE SET UP WITH SENIOR MANAGEMENT FROM MORRISON FACILITIES SERVICES AND A REPRESENTATIVE FROM DHE, A WRITTEN CONFIRMATION WILL BE SENT TO COMPLAINANT WITH ACTIONS PROPOSED FROM THIS MEETING.

STEP 4 - IF STILL NOT SATISFIED A MEETING WILL BE SET UP WITH GENERAL MANAGER OF TRICOMM AND APPROPRIATE MEMBER OF DHE.

BEFORE STEP 4 ALL PROCEDURES HAVE TO BE FOLLOWED.

General Information & Advice

Grill Pan Handles

The grill pan handle should be removed from the pan during grilling, to prevent overheating. The handle is designed for removing/inserting the grill pan under the grill only. Exposure to excessive heat will turn them brittle & when dropped will break. You are responsible for the handle and will be charged if damaged.

Smoke Alarms

Smoke alarms are ‘hard wired’ with a battery back up – if your alarm beeps at regular intervals your battery needs replacing. It is recommended that you keep your alarm clear of dust and debris which could interfere with its’ operation. The manufacturers advise that you test the alarm monthly by pressing the reset button.

Fixings to Walls

You are advised that the wall construction of this house is of a dry-lined nature (plasterboard bonded to brickwork). If the area behind the wall coincides with timber you may screw directly into it, if however it is a hollow section only very light loads should be applied. These can be secured by use of a number of recommended fixings available from any DIY store.

Acrylic Baths & Shower Trays

They should be cleaned with a non abrasive cleaner – Please see manufacturers customer care instructions for the Twyford range in your home, included at the back of this handbook. In hard water areas where lime scale may build up, diluted household vinegar can usually resolve the problem. UNDER NO CIRCUMSTANCES SHOULD HARSH DETERGENTS, SCOURING POWDERS, BLEACHES OR SOLVENT-BASED PRODUCTS BE ALLOWED TO COME IN CONTACT WITH THE SURFACE OF THE TRAY.

Carpets

To avoid being charged for stains our advice is:

Most liquids when spilled should be dealt with as follows:

- **Using paper towel or tea towel blot excess liquid**
- **If the stain remains, dilute with water and repeat procedure until stain has gone.**
- **And most importantly, deal with immediately—if left there is more likely hood of the stain becoming permanent.**

Outside Water Taps

To protect your outside taps from frost please:

If at all possible turn off isolator, which is located under kitchen sink.

There are two types of isolators:-

- **A Stop Tap**
- **A Ball Valve**

If it is a stop tap just turn off. The ball valve will have a screw slotted across side, it will be vertical to pipe to allow water to run, turn screw horizontal to shut off. Once you have achieved this, you then turn on the outside tap to expel any water remaining in pipe.

If you experience any problems carrying out the above procedure contact the helpdesk.

Front Door Locks

If you leave a key in one side of the door and attempt to unlock/lock the door using the spare key from the other side, the lock will break. You may be charged for the costs involved in the replacement of the faulty lock.

Light Bulbs

100 watt light bulbs are too powerful for use in your houses, 60 watt is the maximum. If you use 100 watt bulbs it will trip your RCD switch, or worse still scorch the lamp shade, which you may be charged for.



FIRE SAFETY IN YOUR HOME

Looking after your smoke alarm:

- Make checking your smoke alarm part of your regular household routine
- Never disconnect or take the batteries out of your alarm if it goes off by mistake.
- Test it by pressing the button until the alarm sounds. If it doesn't sound, you need to replace the battery.
- If your smoke alarm starts to beep on a regular basis, you need to replace the battery immediately.
- Your smoke detector will be inspected annually at the same time your gas inspection is carried out.

In the Kitchen:

How to cook safely

Avoid leaving children in the kitchen alone when cooking on the hob. Keep matches and sauce pan handles out of their reach to keep them safe.

- Take extra care if you need to leave the kitchen whilst cooking, take pans off the heat or turn them down to avoid risk.
- Make sure saucepan handles don't stick out – so they don't get knocked off the stove.
- Take care if you are wearing loose clothing – they can easily catch fire.
- Keep tea towels and cloths away from the cooker and hob.
- Double check the cooker is off when you've finished cooking.

Take Care with electrics:

- Keep electrics (leads and appliances) away from water.
- Check toasters are clean and placed away from curtains and kitchen rolls.
- Keep the oven, hob and grill clean and in good working order. A build up of fat and grease can ignite a fire.
- **DON'T PUT ANYTHING METAL IN THE MICROWAVE.**

Deep fat frying:

- Take care when cooking with hot oil – it sets alight easily
- Make sure food is dry before putting it in hot oil so it doesn't splash
- If the oil starts to smoke – it's too hot. Turn off the heat and leave it to cool.

What to do if a pan catches fire:

Electrics:

How to avoid electrical fires:

- Always check that you use the right fuse to prevent overheating
- Make sure an electrical appliance has a British or European safety mark when you buy it.
- Certain appliances, such as washing machines, should have a single plug to themselves, as they are high powered.

Try and keep to one plug per socket.

Know the limit!

$$\begin{array}{ccccccc} 5 & + & 5 & + & 3 & = & 13 \\ \text{Amp} & & \text{Amp} & & \text{Amp} & & \text{Amp} \end{array}$$

An extension lead or adaptor will have a limit to how many amps it can take, so be careful not to overload them to reduce the risk of a fire.

Appliances use different amounts of power – a television may use a 3amp plug and a vacuum cleaner a 5amp plug for example

- Keep your eyes peeled for signs of dangerous or loose wiring such as scorch marks, hot plugs and sockets, fuses that blow or circuit-breakers that trip for no obvious reasons, or flickering lights.
- Unplugging appliances helps reduce the risk of fire, Unplug appliances when you're not using them or when you go to bed.

Cigarettes

- **Stub cigarettes out properly and dispose of them carefully. Put them out. Right Out!**
- Never smoke in bed
- Use a proper ashtray – never a wastepaper basket
- Make sure your ashtray can't tip over and is made of a material that won't burn
- Don't leave a lit cigarette, cigar or pipe lying around. They can easily fall over and start a fire.
- Take extra care if you smoke when you're tired, taking prescription drugs, or if you've been drinking. You might fall asleep and set your bed or sofa on fire.
- Keep matches and lighters out of children's reach.

Candles:

- Make sure candles are secured in a proper holder and away from materials that may catch fire – like curtains
- Put candles out when you leave the room, and make sure they're put out completely at night.
- Use a snuffer or a spoon to put out candles. It's safer than blowing them out when sparks can fly. Children shouldn't be left alone with lit candles.

Be prepared by making a plan of escape:

- Plan an escape route and make sure everyone knows how to escape
 - Make sure exits are kept clear
 - Do not prop open fire safety doors or remove chains
 - The best route is the normal way in and out of your home
 - Think of a second one in case the first one is blocked
- Keep door and window keys where everyone can find them

What to do if there is a fire:

- Dial 999 as soon as safely possible.]
- Don't tackle fires yourself. Leave it to the professionals
- Keep calm and act quickly, get everyone out as soon as possible.
- Don't waste time investigating what's happened or rescuing valuables.
- If there's smoke, keep low where the air is clearer.

Before you open a door check if it's warm, if it is, don't open it – fire is on the other side.

What to do if your clothes catch fire:

- Don't run around, you'll make the flames worse.
- Lie down and roll around. It makes it harder for the fire to spread.
- Smother the flames with a heavy material, like a coat or blanket.

Remember – Stop, Drop and Roll!

You are more at risk from a fire when asleep. So it's a good idea to check your home before you go to bed:

- Close inside doors at night to stop a fire from spreading
- Turn off and unplug electrical appliances unless they are designed to be left on – like your freezer
- Check your cooker is turned off
- Don't leave the washing machine on
- Turn heaters off
- Put candles and cigarettes out properly.
- Make sure exits are kept clear
- Keep door and window keys where everyone can find them.

14 DAY REPORT - ON MOVE IN
(To be completed by Occupant)

The licensee is requested to complete this form within 14 days of move-in, and send a copy to MFS detailing any **defects** noted after move-in. **Faults that need rectifying please contact helpdesk-01275-818443 to arrange repairs—Do not include them on this sheet.**

This form will be kept on file and used at your move-out.

NAME:

ADDRESS:

TEL No:

Date of Move In:

ROOM AREA	POINTS YOU WISH TO BE NOTED	COMMENTS

Signature of Occupant: _____ Date: _____

Move Out Standard

The Permitted Occupier shall be responsible for the Cleaning Standard at Move-Out and any failure to meet the Cleaning Standard by the Permitted Occupier shall be treated as Occupant Generated Damage.

General

- a) carpets – vacuumed and stain free and free of infestation where pets have been living;
- b) Other floor coverings – clean and free of marks;
- c) Walls – no stains or marks;
- d) Woodwork – no dust or finger marks;
- e) Windows and glass – shall be clean inside and out and frames clean;
- f) Tiled areas shall be clean with no finger splash or grease marks;
- g) Curtains and blinds shall be clean – curtains to be crease free;
- h) Household rubbish – none anywhere (bins empty & clean)

Fittings Fixtures Mechanical and Electrical Installation

- a) The cooker oven and hob shall be clean and grease free;
- b) The cooker recesses shall be clean and grease free;
- c) Work surfaces – clean (including edges and underneath);
- d) Kitchen cupboards and drawers clean inside and out;
- e) Sanitary ware shall be free of limescale and in a clean condition;
- f) Extractor units shall be clean and grease free inside and out with a clean filter;

Externally

- a) The rear garden shall be tidy with the grass cut no less than 25mm and no more than 75mm;
- b) The garage and garage stores shall be swept out clean and empty;
- c) Paths shall be swept;
- d) Garden rubbish – none anywhere (bins empty & clean)

Morrison Facilities Services offer a move-out cleaning service, please ask the MFM representative on your pre-move out for details or alternatively you can telephone the helpdesk.