

Welcome to the latest Morrison Newsletter!!

We would like to take this opportunity to welcome you all in your new homes and hope that your stay here will be pleasant.

Please take a minute to read through the following information as I am sure you will find it very useful and will hopefully shed some light on some of the problems encountered by a few of the residents at the Daedalus site.

IMPORTANT NEWS—NEW EMAIL ADDRESS:

bbp@morrisonfs.co.uk

Points of Interest:

- Introduction
- H.I.C.
- Dog Fouling
- Time Scales
- Pests
- Gas Safety Checks
- Pump Station
- Help Desk

IMPORTANT—DEFENCE ESTATE NEWS

As you are already probably aware there has been another change at Defence Estates. All calls & allocations are now being handled by a Housing Information Centre or “H.I.C.”. The telephone number is: 0800-169-6322.

To ensure you speak to the correct person:-

You will be given several options once connected, listen to these and make sure you enter the correct one for your area and to inform them that you are living in a P.F.I. Quarter.



DOG FOULING

All dogs, whether they are ‘by Royal Appointment’ or just hapless hounds, have something in common that makes them the scourge of the human race: they produce dog poo.

However, it is unfair to blame the canine population; it is the **responsibility** of the **dog owner** to ensure that the dog’s mess is cleaned up.

Dog mess is a nuisance and it’s associated with various diseases including ‘toxocara canis’. Dog owners should cleanup after their dog in public places, pavements, parks & verges etc (full list on local Council web site)—**you can report dog fouling that isn’t cleaned up to your local council.** It is against the law to allow your dog to foul public areas and **finances are imposed.**

We have had several calls on the help desk with complains of dogs fouling the pavements on most of the estates, unfortunately we have no jurisdiction and can not ‘police’ the areas, **please**, if you are the owners or in charge of the dogs, have some compassion for other people and take a poop scoop out with you. That way it can be disposed of safely. Also, please remember it is against the law to let your dog out without a leash.



At Home

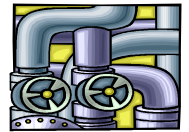
What can you do at home to protect the environment?

- Switch off electrical items when not in use
 - TV's
 - Videos
 - DVD's
 - Computers
 - Phone chargers
 - Lights
- Do not leave electrical items on standby, some items can use nearly as much energy on standby as they do in use.
- Turn thermostats down. A reduction of 1°C can cut your bills by up to 10%.
- Purchase energy efficient products
 - Washing machines
 - Fridge freezers
 - Freezers
 - Dishwashers
 - Tumble driers
 - Light bulb
- Fix leaking taps—1 leaking tap can waste more than 2,000 litres a month.
- Reuse containers
- Recycle
 - Plastic
 - Metal
 - Glass
 - Paper
 - Garden & kitchen waste



IMPORTANT INFORMATION: PUMP STATION

A pump station serves your properties—which means that the property is not connected directly to the main sewer system. Therefore, the waste from the property flows to a storage chamber fitted with submersible pumps which discharges automatically to the main sewer system.



The fact that your property or development has its own private pumping station, should not be viewed as an unusual situation, perhaps just something which you've not known about or had any responsibility for in the past.

Sewage pump systems are designed to handle foul water, natural human waste and bio-degradable products. Other household waste and non-biodegradable products should never be disposed of through the drainage system regardless of whether your property has its own pump system or not.

Disposal of non-biodegradable products will affect the reliability of all pumping stations, causing pumps to block and storage chambers to become congested with non-pumpable waste.

FOR EXAMPLE; NAPPIES, SANITARY PRODUCTS, CLEANING RAGS, CLOTHS, MEDICINES AND MEDICAL EQUIPMENT, SYRINGES AND HYPODERMIC NEEDLES, COOKING OILS, INCONTINENCE MATERIALS.

It is therefore in your own and your neighbours interests not to dispose of any of the above waste products down drains and toilets



WEB SITE ANNOUNCEMENT-NEW FEATURE- BULLETIN BOARD

I know that some of you have already visited our web site (www.bbp-morrisonplc.com) and indeed use it for downloading forms and general feedback with great success.

Please!! Please!! Could you all have a look at it, I am sure you will find it very useful.

We have now added a bulletin board, which we will use on a regular basis to post important announcements and general news on the different sites.

To access the Bulletin Board log onto the site and click the tab marked 'news' - this will take you straight to the bulletins. If you wish to make any comments on the information contained within the bulletin—click the feedback tab.

Many thanks to all of you who took the time to answer the recent Housing Satisfaction Survey 2007 – Out of 48 sent out 32 were returned, that's the highest return rate we've had!

Key Results are: (total 5 replying V Sat, Sat and N):

	D Type	OFQ
• Overall satisfaction with the standard of the house:	94%	100%
• Satisfaction with time taken to complete requested repairs:	93%	100%
• Satisfaction with making and keeping repair appointments:	100%	100%
• Satisfaction with overall housing service provided by MFS	100%	100%

In the next month this will be posted on our Bulletin Board on the web site.

Pests:



Rats:

If you see evidence of rats in your garden telephone the local council pest controller, they will make an appointment with you direct, free of charge.

- 1) Do not leave birdseed (or any other food stuffs) on the ground in the garden, ensure it is up high and none falls on the ground.
- 2) Use the rubbish bins provided, leaving bags full of rubbish out will attract rats.

Wasps:

If you have a wasp nest in your garden telephone a pest control company to have it safely removed. IF THE NEST IS IN YOUR HOUSE TELEPHONE THE HELPDESK AND A PEST CONTROLLER WILL CONTACT YOU DIRECT TO BOOK A VISIT.



Annual Gas Safety Checks:

Carbon Monoxide is a killer—on average in the UK, 50 people die in their homes from accidental carbon monoxide poisoning.

Common sources in homes include faulty central heating systems and gas appliances and blocked flues.

Please respond to your gas safety check appointment letters. We are finding an increasing number of people not contacting us with convenient times for their gas checks. We can not stress how important it is to have these done, not only from a medical point of view, but also it is a legal requirement for us to carry out these tests.

If the date on the letter is not convenient for you, just let us know I'm sure we can find another mutually convenient date.

The sooner you reply to the letter the more likelihood there is of finding a time slot you require.

MORRISON FACILITIES SERVICES

Unit 1
Harbour Road Trading Estate
Harbour Road
Portishead
BS20 7BL

Phone: 01275-818443
Fax: 01275-818424
Email: bbp@morrisonfs.co.uk

Meet the Team



Adam
Gutteridge



Barry McKay



Jackie
Walker



Caron Dell



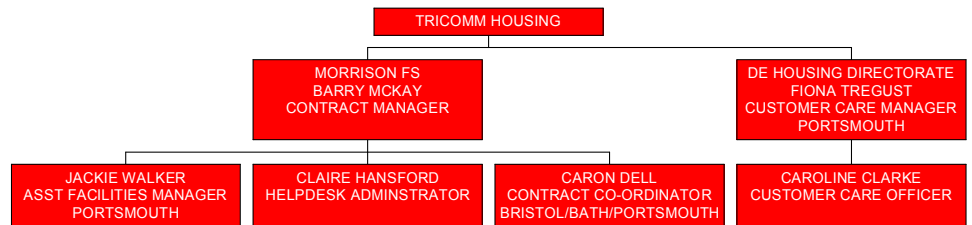
Claire Hansford



PFI-WHOS WHO & HOW IT WORKS



On this particular contract Morrison FS are responsible for the repairs and maintenance of 148 houses situated on Daedalus site, Lee-on-Solent. 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.



You can contact the Help Desk in various ways:

- **Direct Telephone Call to: 01275-818443.** The Help Desk will assess your call and make an appointment, if necessary, for a tradesman to attend at a mutually convenient time.
- **NEW E-Mail: bbp@morrisonfs.co.uk.** More convenient when you are both out at work, these are read several times a day and acknowledged. Same as calling the Help Desk an appointment will be raised and if convenient confirmation will be requested. Also handy for sending in encroachment requests. **REMEMBER DO NOT USE E-MAIL TO LOG AN EMERGENCY.**
- **Web Site: www.bbpmorrisonplc.com** Can contact the helpdesk through the feedback page, useful for requesting encroachments and sending in your 14 day reports (all forms available on the site). Plus, as you will have read on the front page, a Bulletin Board where announcements and general
- Fax: 01275-818424. .
- Write: Unit 1, Harbour Road Trading Estate, Harbour Road, Portishead, BS20 7BL.