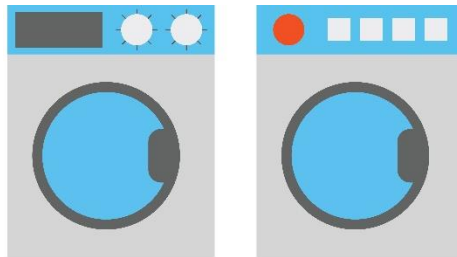


Communal Facilities



Laundry room

A guide to using the communal facilities in
in Sandbourne's properties

Introduction

When using any of the communal facilities, please be careful not to disturb or upset other users. They have equal rights to use/access the facilities and should not be made to feel excluded, unwelcome, uncomfortable or disturbed, in a place they normally access to enjoy quiet relaxation.

This leaflet is intended to be a basic guide for residents about the expectations, on all sides, of using and sharing communal facilities in a block of flats. We have a separate leaflet specifically covering living in flats, which also covers some of the information made in this document.

The use of 'you' applies to all of our occupiers whether you are a tenant, leaseholder or a shared owner.

The use of 'us' or 'we' refers to Sandbourne Housing Association.

60+ Schemes – communal lounges, kitchens and laundry rooms

Communal lounges

We want you to make good use of these rooms. Sit and talk here with friends, neighbours and visitors or whenever you want to make use of the TV, radio, any books, tapes or games, etc.

You can book the lounges to hold parties or special activities but please contact us to make sure no-one else has already booked it (see separate leaflet on booking a lounge or guest room).

Exclusive use of the lounges is not possible as they are for the benefit of all tenants and they must all have the

opportunity to attend the function or use other parts of the lounge. For private functions, such as a wake, you would not have to invite all residents, but you could not stop them from using other parts of the lounge.

Lounges cannot be booked for holding political or similar type events.

If the heating is turned up or down for an event, it must then be returned to its original settings.

The person(s) organising the event is responsible for the conduct of everyone attending the event and for the event itself.

No parking is available for non-residents on site for any lounge bookings.

No smoking, including e-cigarettes, is allowed in the lounges.

Communal kitchens

There are kitchens available at some of our sites for making teas, coffees and serving refreshments when booking a lounge. However, if serving food, there are food hygiene regulations to follow and you will be provided with a copy of these at the time of making your lounge booking. A copy is also displayed in the kitchens.

When you use these facilities, please make sure you leave them as you would wish to find them:

- clear away and wash up all cups, plates, glasses and cutlery;
- turn off electrical appliances, for example, kettles, cooker, lights, etc;
- remove any food that has been left over.

Communal laundry rooms

Communal laundry rooms are provided in some of our blocks for the benefit of all residents living in that block or on that site. However, we would ask tenants to follow these guidelines:

- Laundries are for 'residents' and not for their families or friends to use, although there will be occasions when a family member or friend may undertake washing for a resident who is unable to get to the communal laundry themselves.
- Residents should consider the time of day that they are using the machines. These can be noisy and could disturb those residents living directly around the laundry. Please be considerate and don't use them very early in the morning or very late at night if this can be avoided.
- Washing should not be left in the machines for long periods of time after the washing/drying cycle has finished. Other people may want to use the machines and you could be preventing them from doing so.
- Don't leave washing in the laundry once taken out of the machines, or washing products, in case items go missing. Sandbourne cannot accept any liability should this happen.
- You should not use the machines to wash bedding that your pet has been sleeping on as their hair could transfer onto other peoples' laundry. It is accepted that casual clothing or bedding that your pet has been in contact with may form part of your washing load.
- Check the filter and, if necessary, clean it after use.
- Wipe the seal of the washing machine in case, for example, there is hair or other debris left behind.

- Report breakdowns on the number given on the machine or, if you'd prefer, ring the office or email repairs@sandbourne.org.uk.
- Residents should normally avoid setting-up rotas for use of the machines. We cannot monitor or enforce any such systems set up by residents.

Guest rooms

There are guest rooms available at some of our sites. These are for short visits only and are intended as extensions to a resident's flat and not as a B&B or hotel. Please see our separate leaflet on booking a guest room or contact us for more information or to make a booking.

All rooms must be pre-booked and you must pay for the use of them. If a particular room is already booked, we can usually offer a guest room at another nearby site. Priority will be given to relatives or friends of a tenant who is:

- seriously ill or recuperating from an illness;
- frail and housebound so would be unable to frequently visit their relative.

Duvets, pillows and kettles are provided by Sandbourne but bed linen, towels and toiletries should be provided by the tenant or their guest.

There are no cooking facilities and guests cannot use the communal kitchens to prepare food.

There is no TV licence and guests must not watch or record 'live' TV on any device.

Smoking, including e-cigarettes is not permitted in guest rooms.

Pets, except assistance dogs with our permission, are not allowed in guest rooms.

Guests must not park on site and must park on the road.

Cancelled rooms are normally non-refundable, but this is at our discretion. If we are undertaking major works or there is an emergency, we may offer the rooms to those tenants affected, in which case we would make a refund for your cancelled room.

Assisted bathrooms

These are only available at our extra care site.

Electronic buggy storage

At the sites where we have electronic buggy stores/charging areas, we hold a register of users, provide a pass code, and apply an annual charge for the upkeep and electricity used at that store. Buggies are stored at the owner's risk and should be insured. If you would like to go on the waiting list for an allocated space, please contact the office.

Bike storage

At the sites where we have bike stores, we hold a register of users and will provide a pass code. There is no charge. Bikes are stored at the owner's risk and should be insured. If you would like have a space in the bike store, please contact the office.

Smoking in communal areas

Smoking, including the use of e-cigarettes, is not permitted in any of Sandbourne's enclosed communal areas (excluding gardens). This is by law.

If smoking outside in communal gardens, you should be far enough away from the building so that smoke cannot enter the building through doors or windows.

Cigarette butts must be disposed of responsibly.

Heating

Heating in communal corridors and other areas, where provided, is set by Sandbourne and tenants must not tamper with the settings.

The only exception is when holding an event in a communal lounge but the event organiser must then return the heating back to its original setting.

Please remember that some people need more heat than others for health reasons and it does not save money by turning off the heat if we then have to boost it back up to temperature.

TV Monitors

Only certain schemes have information TV screens/monitors in the entrance to the block. These are controlled by Sandbourne to provide up-to-date information to tenants. Residents should not tamper with these TV monitors and must not turn these off.

If you would like something displayed, or the password to access the contents via your mobile phone or other device, please contact the office.

Who is responsible for cleaning of the communal areas?

We are normally responsible for cleaning communal areas and communal windows. All areas are cleaned by a contractor appointed by us.

If you have any issues regarding the cleaning, please contact us and not the cleaning contractors.

Who is responsible for the laundry rooms?

Washing and drying machines are provided at some of our 60+ sites and we have guidelines on the use of the laundry rooms (as set out earlier in this leaflet).

Laundry rooms are provided for the use by those tenants living at that block of flats or site for their own personal washing only and not for that of their family, friends or visitors. It is accepted that there might be occasions when a carer or family member may use the laundry to carry out washing for a tenant if they are unable to get to the laundry themselves.

Who is responsible for the security of the building or site?

Most entrances to our buildings have security doors that can normally only be released from inside. All tenants of that block of flats will have a key or fob to let themselves in.

If you lose your key or fob you must advise us immediately as this could compromise the security of the building.

We do not, normally, hold master keys for individual flats for new tenants. Tenants are encouraged to keep a spare key in the key safe outside their flat, provided by Sandbourne.

To ensure the safety of all tenants, please follow the basis guidance on using the door entry system:

- do not give out entry codes to other people;
- do not allow other people to follow you into your block, unless you know that they live there;

- do not buzz anyone into the building from your flat unless you know who they are.

CCTV

Some sites have CCTV cameras focused on the main entrances and around the building. They are recorded by Sandbourne for your safety and security. These can be used for Police to identify anyone reported to them as suspicious. Please see our separate leaflet on CCTV and Drones.

How long can someone stay in a guest room?

The guest rooms are normally used for the family or friends of residents who wish to visit them. Stays can normally be for up to two weeks but we will allow longer stays in exceptional circumstances, for example a relative visiting from Australia.

Can I use the communal gardens?

The communal gardens are for everyone to use and not normally set aside for individual tenants to adopt/improve or to be used for private functions. Please see our separate leaflet on gardens.

Need more information?

You can write to us at our registered office:

Beech House, 28-30 Wimborne Road, Poole, BH15 2BU

Email: info@sandbourne.org.uk

Website: www.sandbournehousingassociation.org.uk

Telephone us on: 01202 671222

Please note that telephone calls to the registered office number above may be recorded for information and training purposes.

In addition, we do have a range of other leaflets on specific topics, available on our website or upon request from our office.

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