

Residents' Manual

Imperial Apartments

Whitchurch Lane, Bristol

BS14 0TJ

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1. Introduction

This booklet has been provided to help you get the best from your new home. Please keep it in a safe place, as it contains useful information about dealing with emergencies and guidance on the local area surrounding your new home.

1.1 Do's and Dont's in Your New Home

What to do

- Be a considerate neighbour and do not make too much noise
- No smoking in the room or anywhere else in the building or courtyards aside designated smoking areas.
- Read this handbook and make sure you understand your home.
- Make sure you keep all necessary doors and windows closed.
- Maintain your new home to the same high standard it was in when you moved in.
- Set up contents insurance for your new home as this is the tenants responsibility.

What not to do

In order to maximise enjoyment of your new home and for your own safety, we would advise you **not** to do the following:

- Carry out alterations to your home without written permission from Imperial Apartments and your Maintenance Operative/Building Manager. This includes wallpapering and painting, hanging pictures and TV wall unit within the property. Please note that window frames and doors are part of the building and you must not paint them or drill into them.
- Wedge automatic entry doors open as this will cause them to malfunction.
- Wedge open fire doors as this defeats the purpose of them.
- Hang heavy wet clothes inside your new home as this may cause condensation your flat is fitted with a washer/dryer.
- Keep a pet without written permission.
- Leave young children unattended where lower level doors and windows may have been left open or in any communal areas internally or externally.
- No Ball games in the carpark or in the building children not to play in hallways or communal areas and to be supervised at all times.
- No wipes or nappies to be flushed in the toilet as blockages will be charged for.
- Not to leave any rubbish or belongings in the communal areas including buggies, toys shoes clothes or furniture.
- Music levels should to be kept to a minimum and no loud noise should be made after 11:00 pm and before 7:30 am

1.2 Follow the 11 Safety Rules:

- Your home has been fitted with a mains wired smoke alarm. Test them once a month to ensure that they are working and make sure you are familiar with the sounds, i.e beeping will occur when back up batteries are low. Tenants are responsible to replace batteries if needed. Please reports faults to the Maintenance Operative.
- You home has been fitted with a sprinkler system that will automatically activate in the event of fire, smoke or extreme heat being detected. Do not cover these units.
- Refer to the buildings' fire escape plan and ensure that everyone in your home knows how to escape if there's a fire. These are located on each stairwell.
- Keep the exits from your home clear so that people can escape. Make sure everyone in your home can easily find keys to doors and windows.
- Take extra care in the kitchen – accidents while cooking account for over half of fires in home. Never leave young children alone in the kitchen.
- Take extra care when cooking with hot oil. Chip pan fires are the biggest cause of fire injuries.
- Never leave lit candles in rooms that nobody is in or in rooms where children are on their own. Make sure candles are in secure holders on a surface that doesn't burn and are away from any materials that could burn.
- Get into the habit of locking your doors day and night.
- Do not overload electrical sockets. Remember one plug for one socket.
- Keep matches and lighters where children cannot reach them.
- Don't leave the TV or other electrical appliances on standby as this could cause a fire. Always switch them off and unplug when not in use, especially heaters, fans, irons and beauty appliances.

1.3 Important Contact Details

Emergency services phone number: 999

Non-Emergency Police phone number: 101

Building Manager – Abby Cottle – Tel- Office: 01174500758 - M - 07436156278

abby.cottle@imperial-apartments.co.uk

1.4 Fire Safety Plan

Person with Fire Safety Responsibility

Overall Responsibility

Abby Cottle – Building Manager

Daniel Hornsey – Maintenance Operative

Tel - Office: 01174500758 - Mobile: 07436156278

Tel - Office: 01174500758 - Mobile: 07436332938

abby.cottle@imperial-apartments.co.uk | danny.hornsey@imperial-apartments.co.uk

- **General Statement**
- **Fire Prevention**
- **Fire Precautions**
- **Fire Safety Action Plan**

General Statement

The Regulatory Reform (Fire Safety) Order 2005 places statutory duties on employers to implement procedures with regards fire safety at places of work. The Order also requires fire precautions to be put in place 'where necessary', and to the extent that it is reasonable and practicable in the circumstances of the case, with regards to communal and common areas which the Council are responsible for.

In order to help ensure the safety of residents and visitors, and to comply with current legislation, should a fire occur within Imperial Apartments, a well-documented safety plan is essential.

It should include a general assessment of the main hazards and details of the control measures put in place to minimise risk in the event of a fire.

There is an Action Plan within the Fire Safety document; this is in place for either immediate action, planned action or for active monitoring to take place.

Imperial Apartments Bristol

Imperial apartments is mixed used accommodation and is managed by Caridon Property Ltd. The building is spread over 3 floors totalling 465 self-contained studio, 1 bed & 2 bedroom flats. The building is secure access and a key/fob is required for entry.

Within the building the main risks are: electricity, rubbish, heating systems, misuse of electrical equipment.

Electricity

The electrical installation to the communal parts of the building are checked every 5 years in accordance with the guidance provided by the Institute of Electrical Engineers.

Any obvious faults with electrical equipment or systems, including lighting, should be reported to the office immediately on 0117 450 0758.

Heating Systems

The main building heating system, which services all common areas and individual rooms, is regularly serviced to ensure that it is safe and does not pose a fire risk. There is no gas on this site.

Rubbish

Rubbish not to be left outside your flat for any length of time.

Rubbish to be taken out ready for the dedicated collection days which will be confirmed on your move in.

There are large bins located out in the car park in a designated bin store.

Every effort should be made to ensure that unwanted materials are disposed of as quickly as possible.

Recycled waste is collected with the general waste so no need to separate.

Fire Stopping

Any service/electrical cupboards, within the common areas, must be kept locked and shut at all times. This is to prevent any fire spread increased through any possible poor fire stopping within the cupboards around the ducting and pipe work between floors.

Fire Precautions

In order to minimise the risk from any fire that may occur within Imperial apartments, and to ensure safe evacuation, the following control measures have been implemented.

Imperial apartments have a 'Stay Put' policy.

If the fire alarm sounds the advice is to 'Stay Put' ,unless the fire is in your flat then please evacuate. This also includes communal areas.

a) Evacuation Routes

Identified evacuation routes, including lobby areas, stairwells and corridors must be kept free of all flammable materials and obstructions at all times.

All evacuation routes are signed and checked by Caridon Property Ltd daily.

b) Fire Exits

Fire exits must be kept free of all obstructions, both inside and out, and be available for use at all times the building is in use. In the event of a fire door locks are disabled for access, if used at any other time an alarm will sound.

c) Fire Doors

Fire doors are provided to help prevent the spread of smoke and fire and should be kept closed at all times.

d) Fire Blankets

There is a fire blanket located in each flat.

e) Emergency Lighting

Emergency lighting has been installed and will remain on should there be a power failure.

f) Fire Alarm

Imperial Apartments is fitted with smoke detectors, which are maintained and serviced by an external contractor.

Faults are reported to Central Control for any necessary repairs.

g) Fire Drills/Briefings

Imperial Apartments should brief new residents on the fire safety management and evacuations of the building.

h) Signs

Appropriate fire safety signage is displayed throughout the building.

Evacuation

Please see attached Full Fire Evacuation Plan

If a fire breaks out – In your flat or Communal Area

- Leave the flat or communal area and close the door
- Tell everyone in your flat or communal area and get them to leave – Close the main entrance door behind you
- Do not stay behind to put the fire out
- Call the Fire Service – 999 – quote the full address with postcode BS14 0TJ
- Wait outside away from the building at the Fire assembly point.

Upon arrival of the Fire Service they will investigate any further actions to be taken, inform when people can return to the building and undertake any other steps appropriate to the circumstances.

People with Disabilities

The fire brigade will assist the less able residents away from the building if and where necessary in the event of an evacuation.

Maintenance

Any fire alarm systems, sensors and fire extinguishers are all subject to periodic inspection and maintenance from an outside contractor.

General

Although every effort will be made to ensure that fire safety standards are maintained at Imperial Apartments, this can only be achieved with the cooperation of residents and staff.

Deficiencies with any of the fire precautions e.g. evacuation routes etc. should be referred initially to Imperial Apartments. The fire safety plan will be reviewed on a periodic basis.

All tests, drills, inspections and training will be recorded in the Imperial Apartments in house fire logbook.

Health & Safety Team December 2017

2. The Building and Your Home

2.1 Tenancy conditions

- PLEASE KEEP THE NOISE LEVEL LOW AT ALL TIMES
- PLEASE HAVE RESPECT FOR OTHER RESIDENTS
- PLEASE NOTIFY THE MAINTENANCE OPERATIVE IN THE MAIN OFFICE OR PLEASE FILL OUT THE MAINTENANCE REQUEST FORM LOCATED IN THE MAIN FOYER OF ANYTHING FAULTY WITHIN YOUR LIVING AREA OR COMMUNAL AREAS
- NO FORM OF SKY/ CABLE INSTALLATION IS PERMITTED ON THESE PREMISES WITHOUT PERMISSION.
- NO BELONGINGS ARE TO BE LEFT IN THE COMMUNAL AREAS AS THIS IS DEEMED A FIRE HAZARD
- PLEASE NOTE IMPERIAL APARTMENTS ARE NOT LIABLE IF ANY OF YOUR PERSONAL BELONGINGS HAVE BEEN LOST OR STOLEN
- WHEN THE TENANCY AGREEMENT IS TERMINATED PLEASE DON'T LEAVE ANY PERSONAL BELONGINGS BEHIND. THEY WILL BE DISPOSED OF 14 DAYS AFTER YOU HAVE MOVED OUT
- NO SMOKING IN THESE PREMISES, SMOKING AREA PROVIDED OUT IN THE CAR PARK AREA.
- PLEASE NOTE BIKES ARE LEFT AT OWN RISK, BIKE RACKS ARE AVAILABLE ON LEVEL 5.
- SMOKE DETECTORS AND SPRINKLERS HAVE BEEN FITTED, THEY MUST NOT BE TAMPERED WITH IN ANY WAY
- NO PETS ARE ALLOWED IN THESE PREMISES (expected for confirmed medical reasons and need)
- PLEASE NOTE CCTV IS IN OPERATION (RECORDED 24 HOURS DAILY) ONLY TO BE VIEWED UPON REQUEST BY POLICE
- ENSURE CORRECT BINS ARE USED FOR ANY REFUGE
- LOST KEYS/FOBS- WILL BE CHARGED AT £20 EACH TO REPLACE
- UNSOCIABLE BEHAVIOR WILL NOT BE TOLERATED AND MAY RESULT IN EVICTION
- IF YOU LOCK YOURSELF OUT OF YOUR FLAT, OUT OF OFFICE HOURS (9-6.00PM) YOU WILL NEED TO CALL/PAY FOR YOUR OWN LOCKSMITH

2.2 Door Entry System

Your building has a fob entry system for residents usage. There will be a charge for spare or replacement fobs so please take care of your allocated fob.

Visitors will have access to the intercom system when visiting residents. Please do not give visitors your own personal fob as you will still be liable.

2.3 CCTV

For your security and safety CCTV cameras are also installed on the staircases and corridors at each floor level, in the communal areas and all entrance doors.

2.4 Condensation

Moisture is produced in all homes by breathing, cooking and washing. An average household produces 21 pints of water a day.

When warm air comes into contact with a cold surface such as a window, or when too much vapour is put into the air, the vapour turns to liquid and forms as droplets of water – this is known as condensation.

The whole house ventilation system installed in your home should prevent condensation, the Xpelair unit should be kept on at all times, but should condensation occur the building management team may be able to advise during the defects period if there are any problem with the system.

2.5 General Tips

Raising the room temperature helps reduce condensation – so try to keep your home as warm as you can without wasting energy or becoming uncomfortable.

It is best to have the heating on for longer periods of time at a lower temperature. Try adjusting the central heating thermostat.

If condensation does form on the windows wipe it off.

In the unlikely event of mould occurring please contact your Building Manager at Imperial.

2.6 Intercom Guidance



When the visitor comes to the front entrance door he/she will need to put in the flat number of the resident into the key pad

When your handset rings Press the Centre Telephone Button to talk to the visitor. The key button opens up the main

2.7 No Smoking Policy

Imperial Apts have set out this No Smoking Policy to ensure the Health, Safety and Welfare of our residents and employees are considered at all times.

‘Under the Health Act 2006 it is illegal to smoke in public premises including workplaces.’

As a reminder no smoking signs are displayed throughout the building, the designated smoking area will be shown to all residents and signposted.

Smoking is strictly prohibited in any of the flats, communal and courtyard area’s. There are designated smoking points around the building.

2.8 Antisocial Behaviour (ASB)

We take anti-social behaviour very seriously as we know it can affect your quality of life. We're here to help.

What is anti-social behaviour?

Anti-social behaviour comes in lots of forms. It includes a range of unacceptable behaviour from everyday incidents such as noise nuisance to serious criminal acts. The types of behaviour we consider anti-social include (but aren’t limited to):

- Intimidation and harassment
- Domestic abuse
- Violence or threats of violence
- Rowdy behaviour and drunkenness
- Pet nuisance/uncontrolled animals
- Dealing or taking drugs
- Graffiti
- Damage to property
- Dumping rubbish (fly tipping)
- Abandoned vehicles
- Noise nuisance: e.g. loud music, shouting.

Reporting anti-social behaviour

Please **tell us immediately** if you or a neighbour are suffering from anti-social behaviour.

You can report incidents to your Building Manager or Maintenance Operative, email abby.cottle@imperial-apartments.co.uk

danny.hornsey@imperial-apartments.co.uk

If you prefer, you can speak to us **over the phone** or in person at our onsite office. Reported incidents will be dealt with promptly by your Housing Officer. They’re trained to help and find a way forward.

Safeguarding concerns

We want our residents and their families to live a life where they’re free from all forms of abuse.

We're committed to safeguarding the wellbeing of adult residents and children living in our homes.

As a responsible landlord, we're mindful of our duty to report all instances of abuse or suspected abuse.

We work in partnership with local authorities, child care agencies and adult social care teams. We've a policy and procedure in place for referring vulnerable adults and children.

If you're concerned about something you've seen or heard relating to a Imperial Apartments resident, please confidentially contact us or email safeguarding@imperial-apartments.co.uk.

Alternatively, you can speak to Bristol City Council who have support in place to help too.

2.9 Bicycles

There is bicycle storage available for tenants . Please make use of these and do not place bikes in hallways or communal areas, as this poses a fire risk – all bicycles are left at your own risk – should an incident occur please call 101 to report it.

2.10 Deliveries

Any deliveries are to be arranged directly with the resident via the door entry system. If you are away, please reschedule the delivery with the courier as soon as possible. No deliveries should be left by the main entrance door. WE DO NOT SIGN FOR, ACCEPT LIABILITY FOR AND STORE PARCELS OR LETTERS PLEASE ENSURE YOU ARE AT HOME TO COLLECT IT YOURSELF ON A CONVENIENT DAY

2.11 Disability & Equality

Imperial Apartments abide by the Equallities act 2010 and will not discriminate towards the following:

- Race
- Sex
- Religion
- Disabillity
- Age
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Sexual orientation

Disabled residents/visitors have access to the main entrance. All floors can be accessed via Two lifts from the ground floor.

3. Parking & Public Transport

3.1 Parking

Imperial apartments have a total of 496 car parking spaces. These are made up by a selection of disabled parking, electric car charging spaces and standard resident parking.

3.2 Railways

Local Train stations are Parson Street Railway, Parson St, Bristol BS3 5PU, Bedminster Train Station, Bedminster, Bristol BS3 4DN and the main central station being Temple Meads, Redcliffe, Bristol BS1 6QF.

3.3 Buses

4 Imperial Apartments are situated next to a main bus route.

To plan your journey or find other potential routes, the best websites to use are:

<https://www.firstgroup.com>

3.4 Cycling

Many roads now accomo

date cycle paths and they are slowly increasing in usage.

Cycle route planners are available online from <https://bristolcycling.org.uk> following the links on the cycling maps section using the postcode.

4. Local Amenities

4.1 Local Restaurants

Whitchurch has several restaurants, cafes & bars throughout the Town center including:

The Wessex Flyer – Hengrove Leisure Park, Hengrove Way, Bristol, BS14 0HR

Frankie and Benny's – Hengrove Leisure Park, Hengrove Way, Bristol, BS14 0HR

Subway – Hartcliffe Way, Bristol, BS13 7YJ

John Harvey Arms – Goodwin Drive, Bristol, BS14 0DP

4.2 Imperial Retail Park

A variety of shops, Crop of stores and coffee shops.

4.3 Local Supermarkets

Asda – Oatlands Avenue, Bristol BS14 0ST Mon-Sat 07:00 – 22:00 Sun 10:00 – 16:00

Co-op - Belland Drive, BS14 0EW 07:00 – 22:00

Tesco Extra – Cullington Road, Brislington, Bristol BS4 5AY Mon- Sat 06:00 – 12:00 Sun 10:00 – 16:00

4.4 Local Schools and Colleges (Primary/Secondary/College)

Wansdyke Primary School – School Close Bristol BS14 0DU, 01179030218

Bridge Farm Primary School – East Dundry Road, Whitchurch, Bristol, BS14 0L, 01179030420

New fossway School – Bridge Learning Campus, Teyfant Road, Bristol, BS13 0RG, 01179030220

City Of Bristol College – Skill Academy, The Boulevard, Bristol BS14 0DB, 01173125000

4.5 Hospital/ Health Centre/Pharmacies (Emergency Servies and Non Emergency No.)

Bristol Royal Infirmary – Trust Headquarters, Marleorough Street, BS1 3NU

Bristol Childrens Hospital – Upper Maudlin Street, Bristol, Bs2 8BJ

South Bristol Community Hospital – Hengrove Promanade, Bristol, BS14 0DE, 01173429650 08:00-20:00

4.6 Health, Fitness and Leisure

Hengrove Park Leisure Centre - Hengrove Promenade, Hengrove Park Hengrove Bristol BS14 0DE, [0117 937 0200](tel:01179370200) Monday - Friday 05:30 - 23:00, Weekends 06:00 - 20:00

4.7 Post Office

Fulford Road Post Office – 103 Fulford road, BS13 0AD

4.8 Cash Machine and Banks

Hengrove Leisure Park -Hengrove Leisure Park, Hengrove Way, Bristol BS14 0BZ

ATM - 1 Roman Farm Rd, Bristol BS4 1UL

ATM - The Boulevard, Hengrove Park, Bristol BS14 0JZ

Lloyds Bank - 284 Wells Rd, Knowle, Bristol BS4 2PY

HSBC - 2 Cannon St, Bedminster, Bristol BS3 1BW

4.9 Job centre

Bishopsworth Job Center - 59 Whitchurch Rd, Bristol BS13 7TE

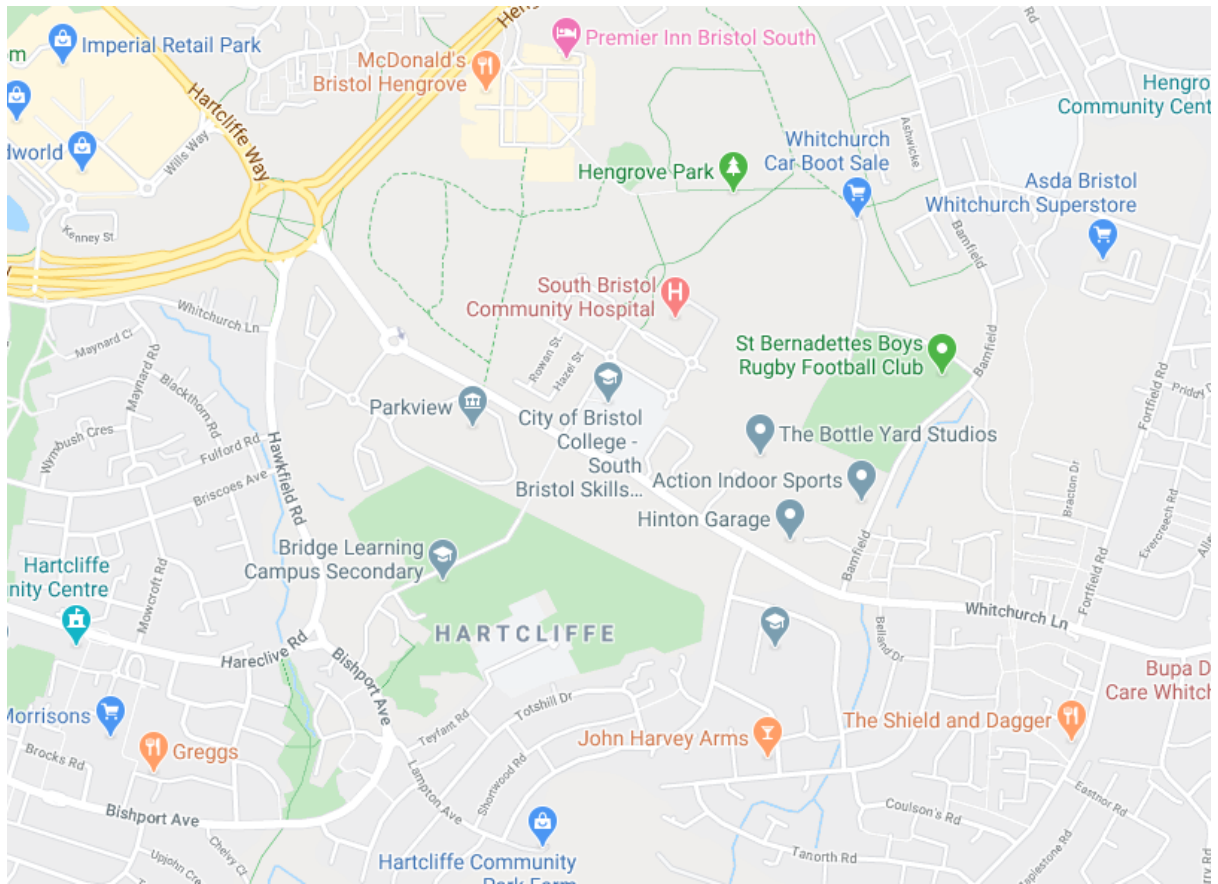
4.10 Bristol City Council Council

Bristol City council - 100 Temple Street, Bristol, BS1 6AG

Parks

Hengrove Park - Bristol BS14 0AP

5. Local map /Town Centre Map



Benefit changes

Benefit entitlement

Claiming benefits can be a complicated process and there have been many recent changes to the system. You will find information on some of these below as well as where you can go to seek advice or assistance.

Our experienced in-house Benefit Team are here to answer any questions you may have about benefit changes and money management.

So, if you're concerned about anything or would like some friendly advice, please contact us via email info@imperialapartments.co.uk or call – [0117 450 0758](tel:01174500758) to speak with one of our advisors and to make an appointment in the office.

You will also find contact details below for local advice agencies who are able to provide free expert and independent advice.

Help with housing costs

You do not need to be out of work or unemployed to receive help with your rent. If you are not currently in receipt of housing benefit, you can claim assistance with your housing costs through Universal Credit. Some claimants will be or remain entitled to housing benefit. Please contact our helpline for further information. Both universal credit and housing benefit will take any savings or income you or your household members have into account, so you may not be entitled to assistance with all your housing costs or at all if your income / savings are too high. Benefit checks are available to see if your income is low enough to qualify for assistance

If you are currently in receipt of housing benefit from Bristol City Council and there have been no other changes other than you moving to a new address, you should remain on housing benefit but will need to report your change of address as well as confirm any rental liability you may have. You do not need to make a new claim just report your new address. You can do this online here: <https://www.bristol.gov.uk/changes-of-circumstance> or call 0117 9222300

Please note that the Government applies a limit on the maximum amount of benefit you can receive. This is known as the benefit cap and the amount depends on whether you are single, part of a couple or have dependent children living with you. There are exceptions to the cap so please seek advice if you find yourself subjected to it.

If there is a shortfall between the amount of assistance you receive and your actual rent, you may be entitled to a discretionary housing payment from your local authority. For further advice on this or to see if you may be entitled to help with your housing costs, call our helpline and speak to our benefit specialists or alternatively contact a local advice agency (see below)

Universal credit

Universal credit is now the only means tested benefit available to new claimants under state retirement age unless limited circumstances apply. The amount you receive will depend on your circumstances including health, income and savings, as well as any caring responsibilities and household make-up. In order to receive universal credit, you will be expected to meet certain conditions, such as jobseeking, as part of a claimant commitment. What will be expected of you will depend on your circumstances.

For more information on universal credit and to find out if you may be entitled, please call our helpline, or one of the alternative advice agencies listed below, or visit one of the websites listed.

Council Tax Reduction

You may be entitled to a council tax reduction. It is advisable to ask if you are entitled to a reduction when you set up your council tax account for the property

Sick or disabled?

You may be entitled to some additional monies either through an increase to a benefit you are already receiving or a new claim for a disability benefit such as personal independence payment. Please get in touch to find out more information or for a full benefit check.

Pension age or above?

Different benefit rules apply, depending on whether you are single or part of a couple, particularly if one of you has not yet reached their pensionable age. For more information please contact us or seek advice from one of the other sources listed.

Further help or assistance on benefits

We will assist you in applying for all benefits including UC and you can access your journals from our office by appointment.

Alternatively you may wish to contact a local advice agency for free expert and impartial benefits advice:

Bristol AgeUK – t: 0117 9225353 e-mail: advice@ageukbristol.org.uk web www.ageuk.org.uk/bristol

Bristol Law Centre – t: 0117 9248662 mail@bristollawcentre.org.uk web www.bristollawcentre.org.uk

Citizens Advice Bristol – t: 03444111444 (general advice) 0800 1448444 (initial universal credit claims) web www.bristolcab.org.uk

South Bristol Advice Services – t: 0117 9038358 admin@southbristoladvice.org.uk web southbristoladvice.org.uk

Welfare Rights and Money Advice Service (WRAMAS) – t: 0117 3521888 welfarerights@bristol.gov.uk

Useful websites

<https://www.bristol.gov.uk/benefits-financial-help>

<https://www.turn2us.org.uk/>

<https://www.acfa.org.uk/>

Paying Rent

Private Working Tenants and Tenants on Benefits

Although you may be entitled to housing benefit which should cover your rent – you may need to top up the amount you receive with your own funds, always use the reference provided at the start of your tenancy so we can add any payment you make to your rent schedule.

There are a number of ways to pay your rent:

- Online BACS same day transfer please ask the office for our bank details and your unique payment reference number
- Direct Debit or Standing Order please fill out the form included
- Your Unique 9 Digit Reference Number is **TER**_____

Paying your rent is important but we're here to help if you're having problems paying.

If you'd like to check your rent balance pay a top up or set up a standing order or
To find out more about your rent and the type of services you may be charged for.

Our Team are here to answer any questions you may have about benefit changes and money management.

So, if you're concerned about anything or would like some friendly advice and to find out more about the support available call the office on: T –0117 450 0758 E – info@imperial-apartments.co.uk

Complaints/Feedback Procedure

Comments, Compliments, Feedback & Complaints

Giving us your feedback

We want to hear your comments, compliments and complaints about our service.

The easiest way to send us your feedback is via secure confidential email info@imperial-apartments.co.uk

What can I do if I am unhappy about your service?

We'll make sure your complaints are resolved quickly. When you make a complaint, we'll listen to you and take responsibility for finding a solution. We can only fix it if we know about it - please tell us right away if you're unhappy with our service.

Your comments, suggestions and feedback help us improve our service

Please tell us what you think, so we can make improvements and deliver a service that you'd be happy to recommend.

Please tell us if you've received great service!

We like to know when we're doing things right, so please let us know when you have a positive experience of our service. We'll pass your compliment to the relevant staff member and share it as a great example.

How to send us your feedback

In writing – Imperial Apartments, Whitchurch Lane, Whitchurch Bristol, BS14 0J

Telephone - 0117 450 0758

Email – info@imperial-apartments.co.uk

We'll respond within 10 working days and let you know what we plan to do as a result.

What can I do if you're unable to sort out my complaint?

The Housing Ombudsman can give you advice if you feel we've not dealt with your complaint properly. They normally expect you to have gone through all the stages of our formal complaints process.

[Report a repair](#)

How to report a repair

The easiest way to report a repair is Via our maintenance request form. You can either ask the office for one of these or you can find them at the Maintenance Box held in the main Foyer. Please post request back into the box provided. This allows our Maintenance team to work through as priority. It also tells us when would be convenient for your repair appointment. We'll make an appointment at a time and date that's convenient for you.

Emergency repairs

We'll attend to emergency repairs within 2 hours. If we're unable to complete the repair then it will be made safe. We'll tell you when we'll return to complete the work.

If you need to report emergency repairs please call us immediately on [07436332938](tel:07436332938)

An emergency repair is anything that puts the health, safety or security of people or property at immediate risk.

Examples include:

- Total loss of water
- Burst water main
- Dealing with the effects of flooding
- Severe storm damage
- Total loss of electricity supply (not caused by power cuts)
- Major fault with electricity supply
- Unsafe electrical fittings
- Problems with the security of your windows and your front or back door
- Loss of heating for elderly/vulnerable residents at all times

- **Non-emergency repairs**

For all other repairs we'll make an appointment at a time and date that's convenient for you. Our contractors may attend to assess the work required and return to complete the repair at a suitable time.

Contact Page

Head office
Caridon Property Ltd

Wrencote House
123 High Street
Croydon CR0 0XJ

Regional Manager for Bristol Is
Tony Genco

tony.genco@caridon.co.uk

Tel
07436152071

info@imperial-apartments.co.uk
abby.cottle@imperial-apartments.co.uk