

**Looking after your home**

**IN Salford**



**A guide to home maintenance**

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Inclusion of the name and contact details of a builder/contractor in this booklet does not imply recommendation or endorsement of that person or company by the Council, the details being provided for information only.

The list of recommended maintenance is for information only, and should any person decide to carry out such work the Council cannot be held liable for any injury or damage caused as a result of that work.

Thank you to Birmingham City Council for their help and support in the production of this booklet.



# Introduction to property maintenance

**Following the completion of the block improvement scheme in your area, your home will need regular maintenance in the future.**

This booklet has been prepared to be a quick reference guide to help you maintain your home. The pack includes tips, advice and useful contacts, so please keep it in a safe place.

## **The importance of maintaining your property**

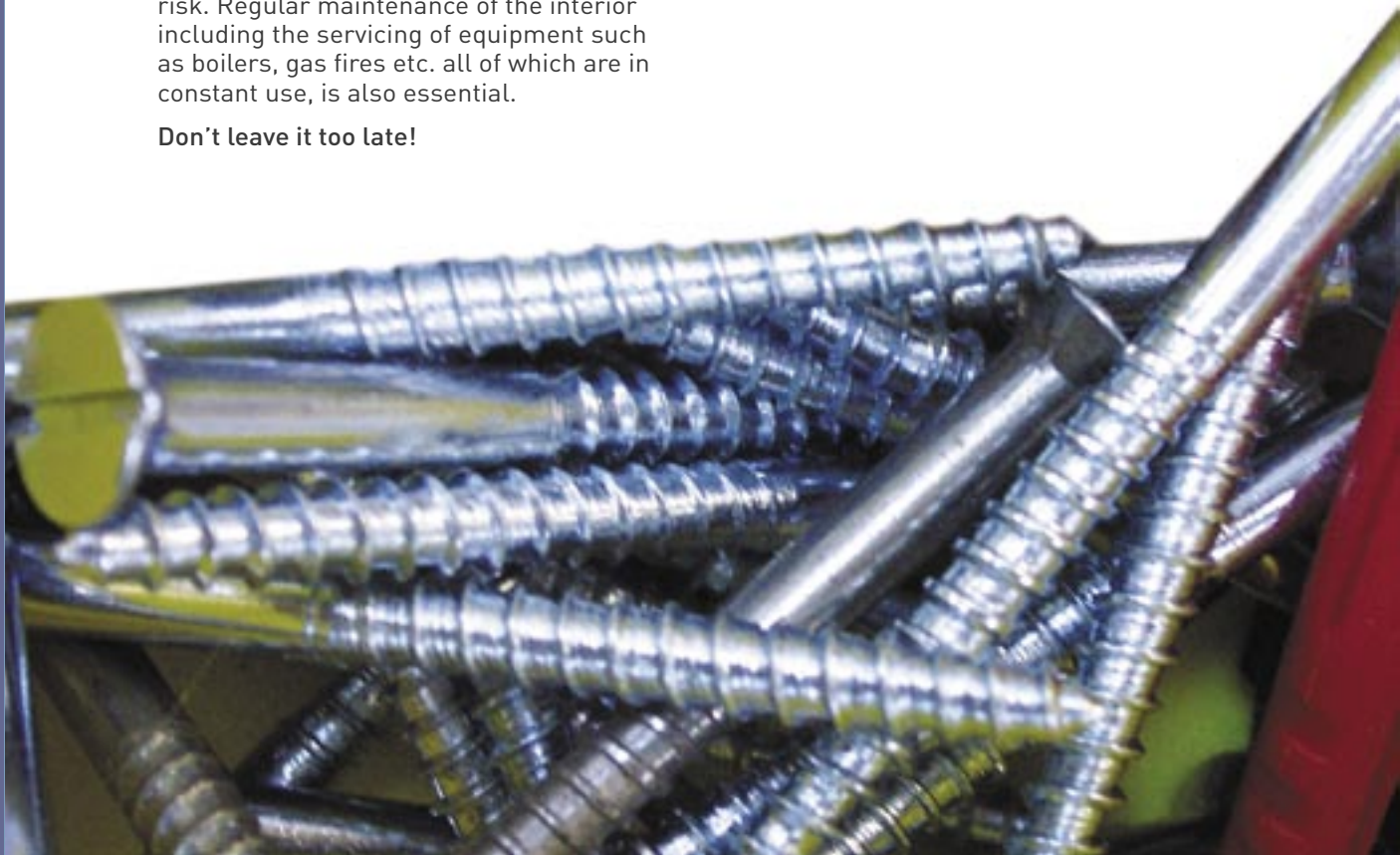
If you look after your home it will look after you. Your home is the most important and the biggest purchase you will ever make. The value of your home as an investment and as a safe reliable shelter will only be preserved as long as it remains in good repair. Maintenance is an important and essential part of home ownership and if carried out properly, will protect your investment.

Essential repairs need to be tackled promptly, as if left unattended they could eventually result in more expensive repairs.

## **Plan your maintenance**

Maintenance should be planned, not left to chance. The exterior of your house is permanently exposed to the weather and if not maintained properly and regularly, it will fall into serious and costly disrepair. Older houses are more likely to be at risk. Regular maintenance of the interior including the servicing of equipment such as boilers, gas fires etc. all of which are in constant use, is also essential.

**Don't leave it too late!**



# Maintenance

## summary

Airbricks	Airbricks must be unobstructed to allow for ventilation. Damaged airbricks may let in pests.
Woodwork	<p>All timber, which is exposed to the weather, will need protection. There are numerous products on the market ranging from clear preservatives to coloured varnishes. The most common method of protecting exposed woodwork is the application of paint. Please check the 'Record of repairs and maintenance' for your area, inserted at the back of this booklet on a separate sheet, for the type of paint to use.</p> <p>A typical specification for painting of untreated timber would be to apply 1 coat of primer, 2 coats of undercoat and 1 coat of gloss.</p>
Drains / wastes and overflow pipes	If you have a manhole you should look inside it regularly, as any build up may lead to a blockage. To remove any waste in the manhole a solution of hot water and disinfectant should be used. Gullies should be checked and grate covers should be kept clear. If you find that the overflow from your toilet is running you should get the repair done as soon as possible. A defective washer is usually the cause and can be easily replaced.
The sloping roof	Check for missing and loose tiles. If a tile is left loose, this will form a gap and in high winds it will result in a large number of tiles on your roof being loosened. You should also check your roof if anyone has been on it to fix or repair a TV aerial.
Gutters	Gutters may leak for different reasons, they may be blocked, cracked, have holes or faulty joints. They should be cleaned out once a year, in late autumn when the leaves have stopped falling. You should check the gutter joints when it is raining to see if there is a leak, make a careful note of the exact location so it can be repaired when it has dried out. Also check the gutter brackets as they may become weakened with age.
Rainwater pipes	Rainwater pipes carry all the water off your roof and probably several other roofs as well. If faulty or blocked these will release a vast amount of water onto the building, which may result in damage to the inside of the house.
Windows	UPVC windows frames will retain their colour if you wash down regularly with soapy water. The mastic pointing around the window should be checked for cracking and drying out and repaired as necessary.
Walls	<p>Pointing should be checked to determine if it is loose. Rendering should be checked for cracks, as it could result in water penetration causing damage to the house. If new bricks have been used in the rebuilding of walls, a powdery chalking deposit may occur. This is efflorescence and although it is unsightly it is not a sign of damage. It can be removed by brushing, although it may well return and may do so for 4 or 5 occasions depending on the amount of efflorescence present.</p> <p>If algae, lichen or moss have formed on the walls it should be removed, as it will encourage dampness. It should be scraped off and washed down with a mild solution of bleach.</p>

# Annual checklist -Exterior

Check the condition of the chimney stacks. Look for loose chimney pots, perished brickwork, defective pointing and damaged or loose flashings where the chimney passes through the roof.

Check flashing coming away from brickwork.

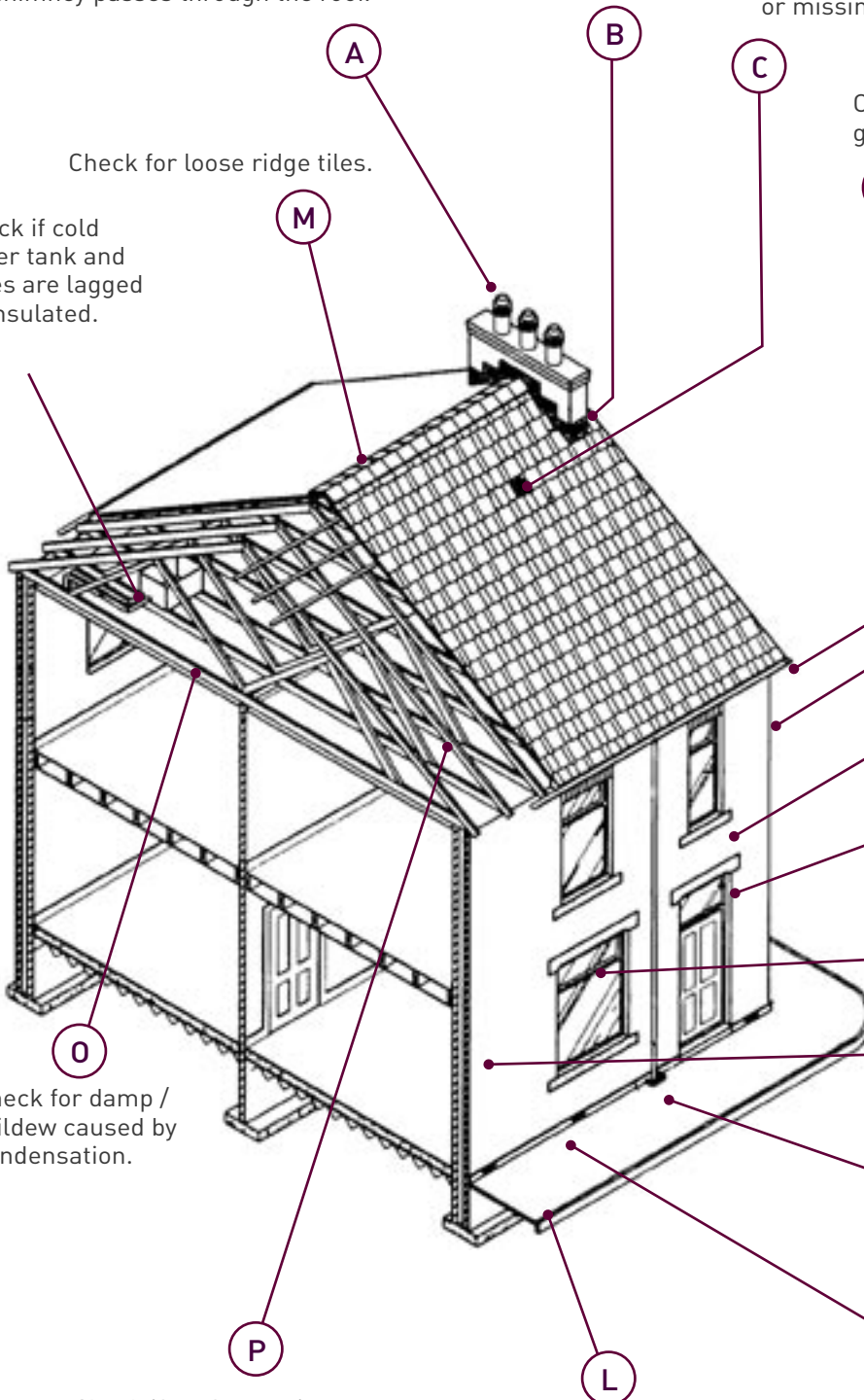
Check the roof for loose, broken or missing tiles or slates.

Check for loose ridge tiles.

Check for leaking or corroded gutters and down-pipes.

Check if cold water tank and pipes are lagged or insulated.

Check cracked or leaking pipes.



Check the condition of external woodwork especially the sills and the frames at the bottom of the windows and doors where water can gather. Check putty is not cracked or missing.

Check for missing mastic or cement seals around windows and doors.

Check for cracked or broken windows.

Check for defective pointing to stone / brick walls; or loose, hollow or perished rendering.

Clean out drains, gulleys and manholes by rodding and hosing down.

Clean out airbricks to allow a good flow of ventilation beneath the floors.

Check for damp / mildew caused by condensation.

Check if roof space is adequately insulated.

Ensure that ground levels are at least 6" (150mm) below the damp proof course level and that the ground slopes away from the house.

## General

- Check the condition of boundary walls, fences, gates and paths.

## Interior

### • Plumbing:

Stop taps tend to jam through lack of use so make sure they will open and close easily. When opening a stop tap, open fully then turn back a quarter rotation. The same applies with radiator valves. Check for dripping taps and replace the washers if necessary. Check pipe work for leaks.

### • Electrical:

Check plugs and flexes for cuts or wear and replace if necessary. Make sure your appliances are working properly. If you are in doubt, call in a qualified electrician. Arrange for the mains service and house wiring to be tested every 5 years...and remember to disconnect the supply before doing any work.

### • Doors and windows:

Oil hinges, locks and catches and check that they work properly. Check draught excluders and adjust or replace if necessary.

### • Woodwork:

Check floorboards, skirting, roof timbers and other internal woodwork for rot or infestation.

### • Walls:

Look for damp patches on walls as indicators of problems arising from rising damp and defective pointing.

### • Central heating:

Keep the boiler clean. You can use the vacuum cleaner to clear dust and fluff in some cases but you must shut off the power supplies first. Clean out the air vents. Check the radiators and if they are cold at the top and warm at the bottom, release the air through a valve at the top of the radiator by using the drain key. A qualified central heating specialist should carry out other maintenance work.

## Exterior

- Clear out leaves and anything obstructing the flow of water.
- Repoint bricks and repair damaged rendering. Replace any damaged bricks.
- Renew internal paintwork and wallcoverings.
- Get gas appliances serviced once a year by a qualified fitter.
- Repair any damaged woodwork and plan on repainting every 3 years.
- Upgrade locks & fit window locks. Cut back overgrown bushes that may provide cover for burglars.
- Treat with wood preservative every 2 years. Replace rotten wood.



Home  
maintenance



# getting started

**Regular home maintenance is important. A little time and effort now can prevent expensive major repairs in the long term.**

## Schedule

Planning a schedule for maintenance work on your house will enable you to minimise the number of emergency repairs and spread the cost of looking after your house, for example, regular painting of doors and wooden windows will ensure that they last a long time. If maintenance is neglected the wood will rot and they will need to be replaced at a considerable extra cost.

**Maintenance planning has three aspects:**

- 1 Planning the work and taking into consideration the time of year and the weather conditions. Do you have the skills to undertake a task or do you need to call in a professional?
- 2 Planning your time, to ensure that you've long enough to complete the task.
- 3 Planning the cost of the task. If you are doing the work yourself you'll have to buy materials and tools. You may be able to hire tools and equipment to make the job quicker and easier.



# Home maintenance checklist

Use this for planning your home maintenance schedule.

## Roof

- Check for slipped slates, especially after storms.
  - Re-point chimneys if necessary and check to see if pots are loose.
  - Repair flat roofs and look to replace them every 10 years.
  - Check with the current building standards to ensure you have enough roof insulation.
  - Make sure that your roof is properly ventilated.
- 

## Plumbing

- Insulate pipes and check that stop taps are not stuck.
- 

## Electricity

- Check your electrical appliances. Make sure that the correct fuse is fitted and the flex is in good condition. Get a registered NICEIC electrician to check your wiring.
- 

## Damp and condensation

- Ensure that soil or rubbish isn't piled up above the damp proof course level.
  - Make sure that the vents in rooms are working.
- 

## Gutters

- Clear out leaves and anything obstructing the flow of water.
- 

## Brickwork

- Repoint bricks and repair damaged rendering.
  - Replace any damaged bricks.
- 

## Gas

- Get gas appliances serviced once a year by a CORGI qualified fitter.
- 

## Paintwork

- Repair any damaged woodwork and plan on repainting every 3 years.
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## Security

- Upgrade locks & fit window locks. Cut back overgrown bushes that may provide cover for burglars.
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## Fences

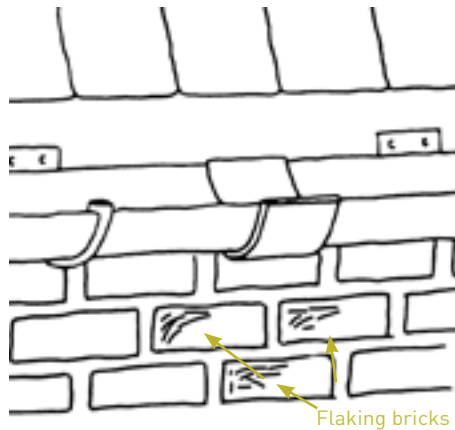
- Treat with wood preservative every 2 years. Replace rotten wood.



# Brickwork

**Bricks are damaged by water soaking into them, freezing and causing the surface to flake off. The only cure is to replace damaged bricks. This can be expensive if it is the wall of your house. For a probable cause, see the guide on rainwater gutters. If you see green algae growing on a wall you've probably got damp brickwork.**

Inside, if wallpaper won't stay on and black mould appears, you may have a problem with damp. See the guide on damp problems. If cracks keep on appearing you may have a problem with the foundations, seek advice from a professional surveyor.



## Repointing

Pointing is the name given to the layers of mortar between the bricks in a wall. It is important that this layer is in good condition as it holds the bricks in place and helps protect the wall from water. Repointing is the job of removing any loose mortar from the gaps in the bricks and replacing with fresh mortar.

**You will need:**

- **Narrow masonry chisel.**
- **Mortar**
- **Old boards**
- **Stiff brush**
- **Trowel**

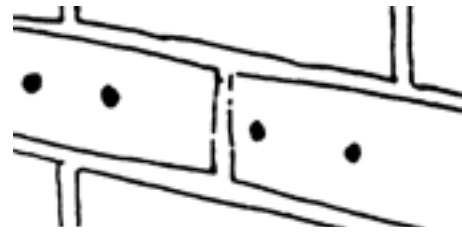
## How to repoint a wall:

- 1 Put down boards to make cleaning up easier.
- 2 Use a narrow masonry chisel to rake out any loose pointing and brush away any dust.

- 3 Mix the mortar - 1 part cement to 6 parts of sand, or use ready mix from a DIY store. Add water and mix well until smooth, wet the area to be repaired.
- 4 After filling the gaps always clean up before the mortar sets.

## Damp proof course

A damp proof course is a waterproof layer between bricks. A damp proof membrane is used under a concrete floor. They are both designed to stop water rising into the house from the ground. Soil or rubbish piled up against a wall higher than the damp proof course; paving or paths built up next to a house higher than the damp proof course, or water building up by a wall through a blocked up drain can cause the damp proof course to lose its effectiveness.



## Rendering

Render is a sand and cement covering for brickwork. It protects brickwork from rain and gives a smooth finish. Masonry paint on the surface of the render protects it from weathering and keeps walls tidy and attractive. To repair cracked or missing render:

**How to render:**

- 1 Remove all loose render with a hammer and chisel.
- 2 Brush off dust and paint with stabilising solution, which is a clear sealer that penetrates porous brickwork, concrete, or render. Using a stabilising solution prevents dusting and flaking and creates a sound base in which masonry paint can stick to.
- 3 Apply render at least 1cm thick with a trowel.
- 4 Wait 48 hours before painting with good quality masonry paint.

**Remember:**

Repair small cracks immediately before water penetrates and damages a larger area.



## Cracked bricks

You will need:

- Bolster
- Hammer
- Electric hammer drill
- Mortar
- Bricks

How to replace cracked bricks:

- 1 Drill a series of holes into the cracked brick.
- 2 Hammer out the old brick and mortar (if you have cavity walls, try not to drop debris into the space as it can cause damp problems).
- 3 Find a brick to match and mix some mortar.
- 4 Wet the wall and the brick to help the mortar stick and trowel a layer of mortar on to the base that you have just made.
- 5 Spread more mortar on to the top and sides of the replacement brick and push it into place.
- 6 Make sure that the brick is level with the wall and then tidy the mortar before it sets.

# If you think that you can do it yourself, don't forget:

- External work on a house can be simple but you may not get the professional results you hoped for. Poor repairs and badly matched bricks and mortar look ugly and can reduce the value of your home.
- Modern bricks are metric while the one on your house may be imperial size.
- Reclaimed building materials specialists may be able to provide you with an exact match.

Safety hints:

- If you are working at heights using both hands you will need a scaffold or scaffold tower. You can hire these by the day.
- Never work alone
- Wear protective clothes
- Do not over reach

# Condensation

**Condensation is caused by water forming on a cold surface from damp air. Everyday activities such as breathing, cooking, washing, and drying clothes are all things that put water into the air in your home.**

An average family makes about 20 pints of water vapour in just one day. This vapour stays in the air in warm rooms but condenses back into water when it touches cold surfaces like windows or bathroom walls.



## Condensation or damp?

It's important to be able to tell the difference between damp caused by condensation, and damp caused by other factors such as rising damp, rainwater, plumbing problems or poor drainage.

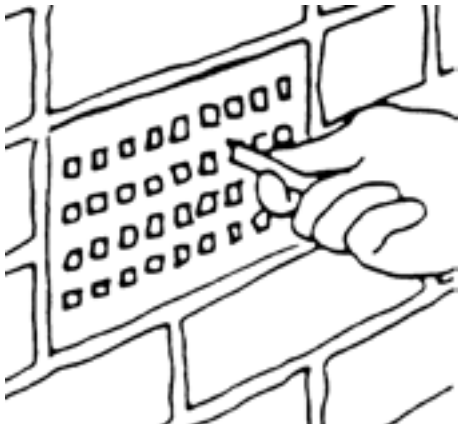
- Condensation tends to get worse in cold weather. The other types of damp (apart from plumbing leaks) tend to get worse in wet weather.
- Condensation tends to form patches of mould with blurred soft edges rather than a stain mark.
- Condensation occurs when the air and / or surfaces are cold when the moisture content of the air is high.

## Why is condensation a problem?

The water formed by condensation can be damaging to your home and your health.

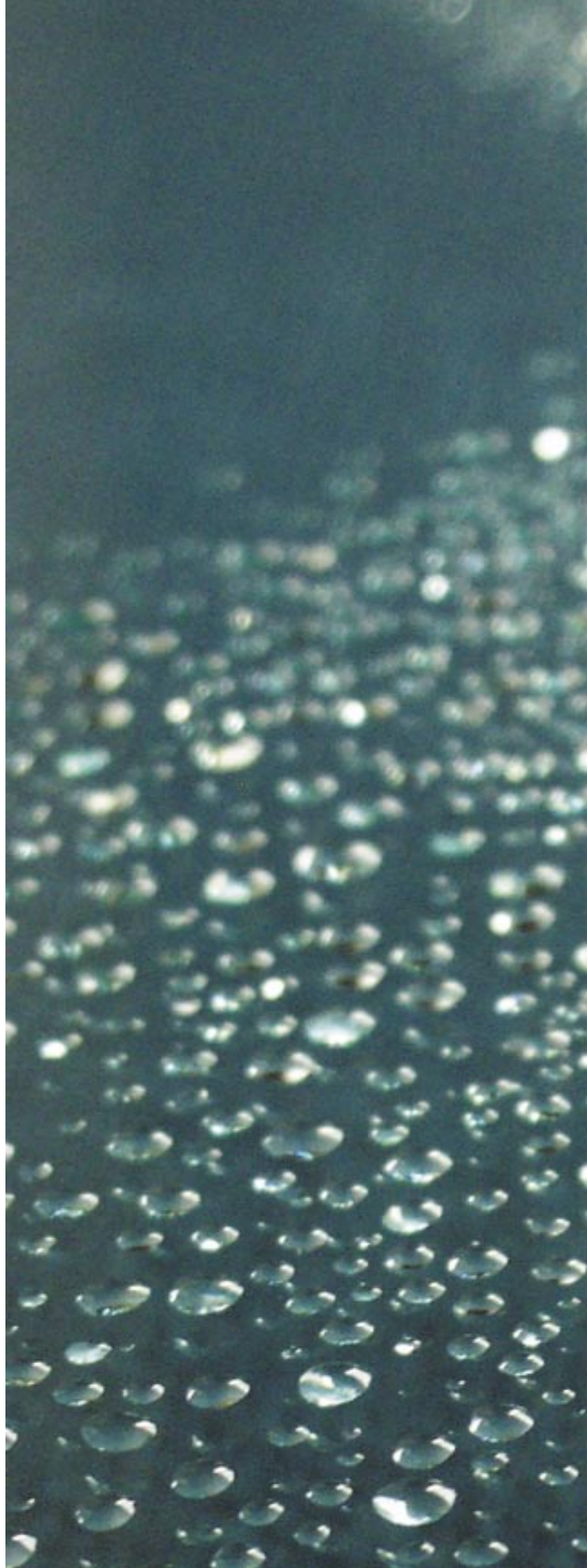
Moisture encourages rot in wooden objects like doors and window frames and spoils decorations. It can provide ideal conditions for mould especially mildew which causes black patches on walls and fabric. Some mould spores (the microscopic dust given off as a kind of seed) can also be bad for your lungs.





### How to reduce condensation to a minimum:

- In the bathroom always keep the door shut during use. After use keep the door shut and the window open to let steam out.
- When you are doing something that puts water in the air, such as drying clothes on radiators, think about ventilation. In most cases you can get rid of damp air simply by opening a window.
- In the kitchen use saucepan lids to cut down on steam escaping into the air.
- Cook with the door closed and the window open.
- Dry clothes outside if possible.
- If clothes are dried inside, a confined space with maximum ventilation should be used.
- Tumble driers should be vented to the outside.
- Using a paraffin or Calor gas heater to dry clothes isn't a good idea as:
  - they can give off dangerous fumes
  - they give off lots of water as they heat
- Make sure that air bricks and double glazing vents are clear.
- Make sure your roof is properly ventilated and it does not leak.
- If a fire place is being blocked up, fit an air vent to the flue of the chimney.



# Damp

**Water can get into your house from rain or snow, or by ground water rising up through the floors or walls. One cause of damp in your home can be that there is no damp proof course (DPC), or there may be a breakdown in the existing damp proof course.**



## Ventilation

Common problems are:

- Blocked air bricks - air bricks (large bricks with holes in them) are important as they ventilate the spaces above and below floor level.
- Bathrooms and kitchens - washing, cooking and portable gas heaters cause water in the air and can create condensation if you don't open your windows.



## Water from above

Common causes:

- Gutters - they can block and overflow.
- Flashing - a protective layer usually made of lead, covers the joints where a roof and wall meet. Typically the stepped layer between the wall and a bay window.
- Slates - roof slates can crack or slip letting in rain and snow. Check the area around your home after a storm for fallen slates.
- Abnormal weather - sometimes a freak storm can cause an overflow in an otherwise perfectly good building.



## Water from below

If you have any creeping damp from your floor or walls, you should look for the following problems:

- Soil mounded against the side of the house.
- Ruptured or non-existent damp proof course.
- Hard surfaces draining into the walls of the house.
- Leaks from plumbing and central heating.
- Water running in from under window sills.

## How to cure damp

Improve the barrier between the ground and your house by:

- Clearing away any soil from the walls.
- Repair existing damp proof course or have a new one installed.
- Slope paths and hard surfaces away from the house and drain surface water into a drain or sewer.

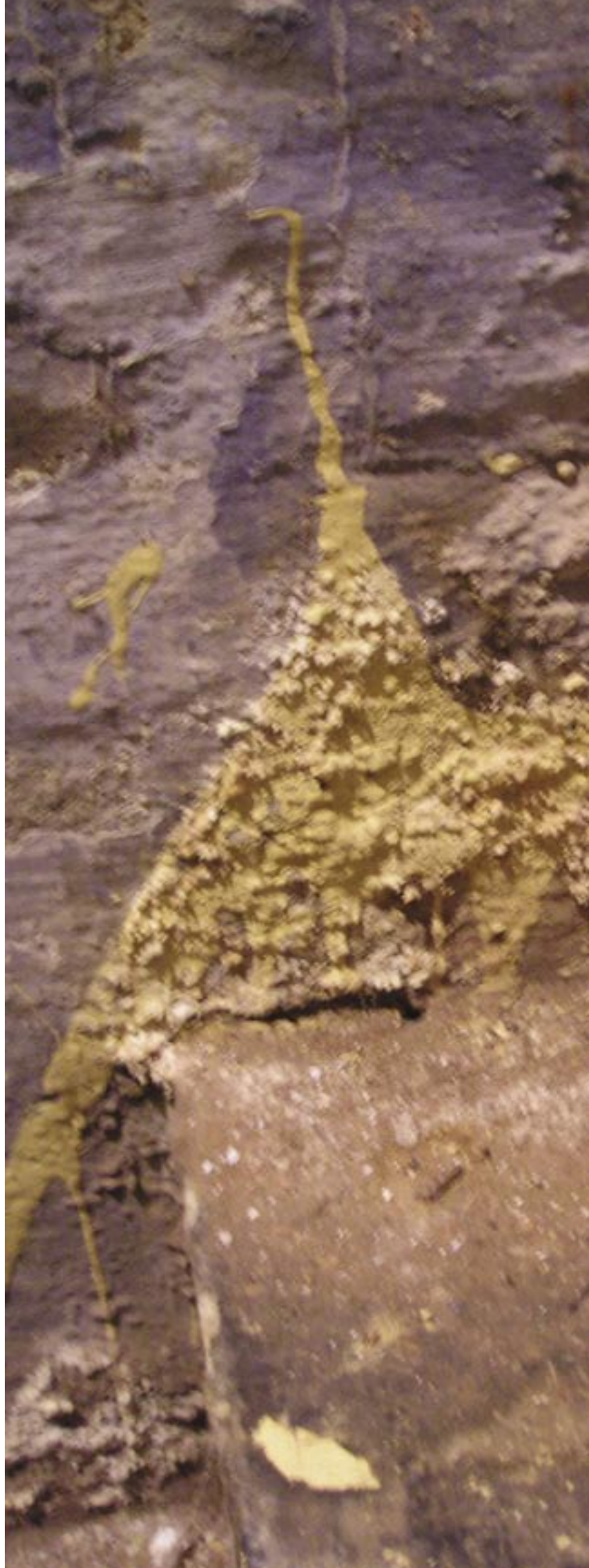
Improve the ventilation by:

- Cleaning air bricks to ensure there are no blockages.
- Fitting an extractor fan in the kitchen and the bathroom.
- Open windows when cooking or washing clothes.

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## Damp checklist

- Check for air bricks that are blocked or missing.
- Rubbish or soil piled against the wall above the level of the damp proof course.
- Exterior rendering unpainted or damaged.
- Rotten or leaking window sills.
- Blocked or broken guttering.
- Old chimneys falling apart.
- Loose or missing roof slates.
- Ruptured or non-existent damp proof course.



# Exterior painting

The wood on the outside of your home needs protecting from the rain, frost and sun. Outdoor woodwork such as windows and doors needs to be painted regularly with an oil-based paint. Alternatively, varnish and water repellent stains, do a similar job and need the same maintenance.

Most exterior paintwork should have three layers:

- Primer - this stops the wood from absorbing all the oil from the paint, which would make it less effective.
- Undercoat - this smooths the surfaces and fills in shallow cracks.
- Topcoat - this is often called exterior gloss and provides the weatherproof colour layer. It is long lasting and tough. If you miss out any of the layers, the wood on your house will not be properly protected. There are new combined primer / undercoats but these tend to be more expensive.

You will need:

- Blowtorch
- Scraper
- Brushes
- Paint pot (Shallow container)
- Knotting (sealer)
- Primer
- Under coat
- Top coat
- White spirit (for cleaning brushes)
- Sandpaper in three grades (coarse, medium and fine)

You can hire:

- Ladders or scaffolding
- Electric sander



## How to paint your house


The best time to maintain your woodwork is the end of the summer when it has had time to dry out, but don't leave it too late or you will be painting in the wind and rain of autumn. Allow yourself about two weeks to do a really good job.

- 1 You will only need to use a blowtorch to remove old paint if the surface has broken up allowing the wet to reach the wood underneath. An electric blowtorch is safer and easier to use than gas but does involve dangerous trailing flexes. The method for removing paint with a blowtorch involves melting or softening rather than burning. The paint should not be in flames as you scrape it from the surface.

- 2 Paintwork that is not flaky or loose should be rubbed down until it is smooth using sandpaper in places you cannot reach with an electric sander. Remember to use sandpaper starting with the coarse grade to remove larger lumps of paint. You should then move on to the medium and fine grades to get the surface smooth. Even if the surface is good, you should still sand lightly to remove any grease and dirt that has settled on the paintwork. The small scratches left behind are also useful for providing a “key” to the new paint.
- 3 Put knotting (a quick drying sealer) on knots in the woodwork if it is new or you have used a heat stripper.
- 4 You will need to put primer onto wood that has been stripped down to the grain. Always read the instructions on the paint tins. They will tell you how to apply the paint and how long to leave it to dry between coats.
- 5 Remove the drips that fall onto bricks or glass as soon as possible as they are much more difficult to remove later once they are dry. An old rag and some white spirit are useful to have to hand. Remember that white spirit burns very easily so keep it well away from naked flames or anything hot. To dispose of small amounts of white spirit, mix with washing-up liquid and flush down the drain with plenty of water. If you need to get rid of large amounts, take it to a public waste disposal site.

**Remember:**

- Always sand down each layer and remove the dust with a cloth dampened with white spirit.
- Use a clean brush and only put a small amount of paint on the brush each time you dip it.
- Never let paint in a tin freeze during winter. It will form lumps and become unusable.
- Don't stir in the skin that forms on the top of a partly used tin of paint. Remove it with a knife and throw it away.



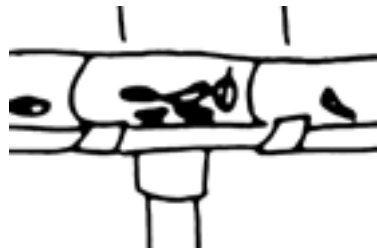
## **If you think that you can do it yourself, don't forget:**

- If you are using a ladder it must be secured in some way.
- If you are using a blowtorch, have some means of extinguishing a fire to hand.
- Do not burn paint off within 457mm (18 inches) of the soffit (which is the flat underside of the overhang. It's usually made of plywood or hardboard, but preformed panels of vinyl or aluminum are also commonly used) or roof gutter, a fire could easily occur in the roof space if you do.
- Keep oil based paint and white spirit away from heat sources.
- If you use a paint stripper use rubber gloves and eye protection.
- Keep all paint, white spirit and paint stripper out of the reach of children.

# Gutters

**Gutters are channels put around the edge of most roofs to collect rainwater. Leaves, feathers and other rubbish can blow into gutters, which if ignored can break down into a mushy compost. This can block the flow of water down the pipes into the drains as well as providing a home for wind and blown seeds (seriously neglected gutters often have a flourishing roof garden of weeds in them).**

The overflow of water from blocked gutters damages bricks and mortar as it runs down the outside walls. It also causes damp inside the house as it seeps in through the bricks.



## Types of gutter

**Cast iron gutters:** could be rusted and inefficient with age. You can identify cast iron guttering by checking the finish - if they have been painted they are probably cast iron.

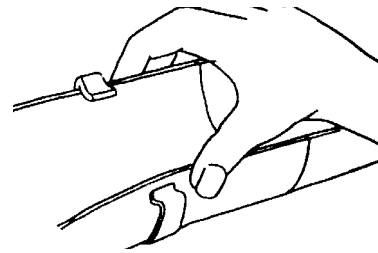
**Plastic gutters:** are usually un-painted and are grey or black.

How to repair leaking plastic gutters:

- 1 Set up a ladder and get someone to hold the bottom of it.
- 2 Squeeze the top edges of the gutter together which will allow the gutter to come away from the clips.



- 3 Remove gutter and inspect outlets and joints. Replace damaged parts if you think that a squeeze of mastic sealer won't do the job.



- 4 Replace the gutter using the squeeze method to fix it back into the slips

How to clear a gutter:

- Shape a piece of card or plastic to the "U" shape of the gutter and fix it to the end of a stick.
- Set up a ladder and make sure it is secure.



- Climb the ladder and use a scraper to push debris to one place and scoop into a bucket. Don't be tempted to push the rubbish down pipes as this will cause a blockage.
- Run water along the gutter to see if the pipe is blocked. If so, use a stick to push debris out. At a bend in the pipe, use a piece of wire to push the blockage.

**Top tip:** A homemade ball of wire netting put at the top of the down pipe will stop rubbish washing down and blocking it.

## How to correct a sagging gutter:

If pools of water collect in the gutter, it may have sagged. This is usually because of loose brackets. You can identify them by looking along the gutter or by finding that water spills over the edge when raining. The bracket holding the gutter has probably come away from the brickwork or the wooden board along the edge of the roof.

You will need:

- Ladders
- Hammer
- 7.5cm nails
- Brass plated woodscrews

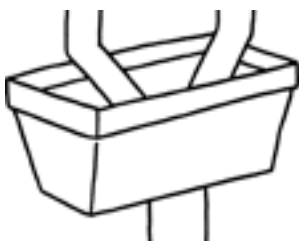
1 Lift the gutter to the correct position and support it by banging in a nail underneath.



2 Using new screws, re-fix the bracket that holds the gutter.

The gutter should slope gently towards the drainpipe. Brick fixed brackets have adjusting nuts.

- If you have old cement gutters call Salford City Council's Health and Safety Team on: 0161 793 2010, the gutters could be made of asbestos and would need safe removal. If the guttering is not made of asbestos, remove and replace with plastic guttering. Wear a facemask, goggles and gloves. Take the old gutters to the local tip.
- Old cast iron drainpipes can rust at the back and not be noticed. It is a good idea to replace these with a length of plastic pipe.
- It is a good idea to keep the colours of external pipe work the same. You can easily make the outside of your house unsightly by economising on repairs.
- Where several rainwater pipes meet, you may find a large funnel or hopper. This often gets blocked with rubbish. You can prevent this by covering it with wire netting.
- Rainwater hoppers are for rainwater only. Waste water from sinks should not be connected to them.



# Roofs

**Roofs are exposed to the most extreme conditions such as snow and ice in winter; hot sun in summer and strong winds in the spring and autumn.**

In time, small problems such as slipped tiles or slates or leaks in flat roofs can get much larger and more difficult to fix.

Letting a casual caller fix a loose slate may do more damage than good. It is hard to find out whether they have done a good job! It would be better to ask several qualified builders or roofing specialists to inspect your roof and give written quotes.

You will need:

- Ladders/scaffolding/tower
- Knife
- Mastic
- Hot air gun
- Self adhesive flashing
- Seam roller

You can hire:

- Slate ripper

Replacing a slate:

- 1 Set up a secure ladder and a roof ladder if necessary.
- 2 Use a slate ripper to remove damaged slates row by row.
- 3 Nail a strip of lead between the remaining slates inline with existing nails.
- 4 Slide a replacement slate up and secure by bending the metal strip.




## How to repair ridge tiles

- 1 Set up ladders, scaffolding and a roof ladder.
- 2 Remove loose ridge tiles and chip old mortar away.
- 3 Mix a bucket of mortar using 1 part cement to 5 parts of sand. Add enough water to make a firm smooth paste. Trowel a thick layer onto the ridge as evenly as possible.
- 4 Replace the tile in a bed of new mortar and tidy up.



## How to temporarily repair a flat roof

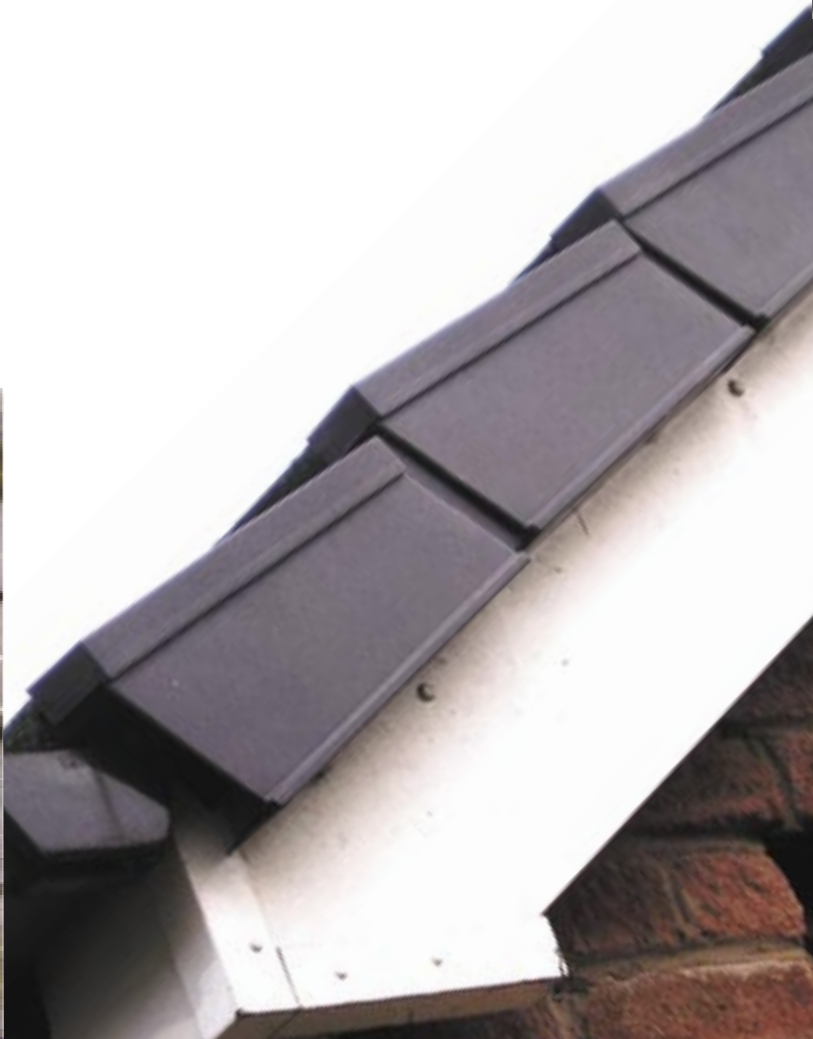
- 1 Make sure that the roof is strong enough to hold your weight and that the ladder / scaffolding / tower is secure and safe.
- 2 Trace the leak to the area that is damaged. Look for raised lumps or where someone has been standing. Check that ground stone chips aren't tearing through the felt on the roof.
- 3 Remove the stone chippings from the area and cut open blisters or splits.
- 4 Dry the area thoroughly with a hot air gun, then apply repair mastic, working it into the cut and under the felt.
- 5 Peel the backing from a piece of self adhesive flashing and press it down over the repair. Use a hot air gun to make it more flexible.
- 6 Run over the edges of the repairs with a seam roller and cover them with any loose chippings for added protection.
- 7 You must then arrange for a professional to permanently repair the roof.



**If you think that you can do it yourself, don't forget:**

- Roofs are high and slippery.
- Do not walk on the tiles or slates.
- Use a properly constructed roof ladder with a ridge iron designed to hold the ladder in position.
- Do not use gutters to support roof ladders.
- Do not stand upright on a roof ladder.
- Make sure your ladder is tied and secure.
- Make sure your ladder is at least 3 rungs higher than the bottom of your roof ladder.
- Wear protective clothing such as goggles, hats and gloves and put on warm clothes as it is much colder up on a roof.

Never work when you are tired, as a lapse in concentration can have disastrous consequences.





# Saving energy

**Our homes are often not as energy efficient as we think. Older houses were designed before the need to save energy was recognised. High ceilings, draughty doors and windows make them expensive to heat. Wasted energy is not only expensive, it can damage the environment. There are many things you can do to make your home more energy efficient. Some works cost very little, while others, such as double-glazing, may cost thousands of pounds.**

Energy saving measure	Cost £	Saving per Year (£)
Only use heat & lights you really need	0	15-40
Lag hot water tank	10	10-15
Lag hot water pipes	105 -110	
Energy saving light bulbs	2+	10
Add thermostat to heating	15	10
Thermostats to radiators	45-75	10-20
Timer/heating programmer	35-45	20-25
Draught proofing; lay loft insulation 250mm thick.	45-60	60-70
Secondary glazing	120-600	15-25
Gas condensing boiler	600-800	100-130

These figures from the Department of the Environment show typical costs and savings for an average family. If your house is larger and you have inefficient heating or lots of draughts, the cost and savings will be higher.

## Insulating hot water cylinders

Ready made insulating jackets are available to fit all sizes of tank.

- Measure the height & distance round the tank.
- Take these measurements to a builders merchant to buy the right size.
- To fit simply drape the jacket over the cylinder and tie the top around the vent pipe. Tie another piece of string or tape the panels round the sides to hold in place.
- You can also save money by insulating your water pipes (see section on plumbing).

## Draught proofing doors and windows

Draught proofing is a simple and effective way of saving energy, it also makes your home cosier. However, do not seal up air bricks or vents, as you can make your home damp and encourage mould with bad ventilation (see section on condensation).

### How to draught-proof your home:

Wet your hand and hold it close to doors, window frames and cracks in skirting boards. Your wet hand will be more sensitive to draughts. Make a note of these places and the sizes of gaps. There are a range of products available to reduce this:

- Brushes - These are best used around a door, letterbox or opening windows. Nail or screw them to the doorframe and round the bottom of the door.
- Compressible strips - These are made from foam / rubber. They are useful to fill uneven gaps in window or doorframes. Sometimes the gap is too big for the strips to be compressed. In this instance nail an extra strip of wood to frame.

## Home energy efficiency

You can get free advice from your local Energy Efficiency Advice Centre. These centres are community-based resources, which provide a wealth of free, impartial, and locally relevant energy efficiency advice and expertise.

Working in partnership with local and national bodies, they help householders improve the energy efficiency and comfort of their homes. To date they have helped 900,000 customers save energy and money on their fuel bills.

The Greater Manchester South Energy Efficiency Advice Centre is a partnership between six local authorities and provides a free service to all homes in Salford, Manchester, Trafford, Tameside, Stockport and Wigan.

### The service includes:

- Freephone energy advice 0800 512 012
- Free home energy checks and home energy reports
- Grants information
- Installer referral system
- Possible eligibility for free energy saving light bulbs.

### **Top tips for energy efficiency:**

Follow these tips; you will cut your bills and be kind to the environment.

- Don't overheat your home - by turning your heating down by just one degree you can reduce your fuel bill by 10 percent!
- If you have a water-filled radiator against an outside wall, attach a reflective panel or kitchen foil to the wall behind it.
- Put a shelf over a radiator to help distribute heat into the room.
- Use a shower instead of a bath - it's five times cheaper!
- If you have a hot water cylinder thermostat, don't set it higher than 60 degrees centigrade.
- If you have electric heating, change to Economy 7 and fit a timer to the immersion heater - you can get a tank-full of hot water every morning for half the normal price.
- Put draught proofing on your doors and windows.
- When you buy something like a washing machine look for the 'energy label' - choose the most efficient model to cut your bills.
- Try to use a full load in your washing machine.
- Don't overfill the kettle - just put in the amount of water you need.
- Put lids on saucepans and use just enough water to cover the food.
- Use a microwave oven to cook small meals - it's much cheaper.
- Defrost your freezer regularly, so it doesn't have to work so hard.

For further information regarding energy efficiency related issues contact

The Greater Manchester South Energy Efficiency Advice Centre

Tel: 0800 512 012 (Freephone)

Freepost address: NWW 7679A,  
MANCHESTER, M1 9SN.



# Safety advice

**If you are undertaking work you must always take safety precautions to help prevent accident and injury.**

Below are some examples:

## Electricity

ALWAYS switch electricity off at the fuse box when doing even simple electrical work.

## Step ladders

Step ladders should be placed on solid ground; check the condition of the ladders and ensure they are fully open when using.

## Extension ladders

Check the condition of all parts.

Have someone at the bottom of the ladder, holding it, when in use.

Never over-reach when on a ladder, always work in safe position.

## Power tools

Always follow manufacturer's instructions; make sure leads are in good condition and never stretch leads.

## Chemicals

Protect yourself as instructed by wearing correct clothing and gloves - don't take chances. Remember that many household items such as bleach, oven cleaners and brush cleaners are chemicals.

## Can you do the job?

Always be aware that many jobs require professional work. Know your capabilities and ask for professional advice. It can work out to be a far more expensive if you harm yourself or damage what you are limiting to repair.

The basic ingredient to doing a safe job is common sense; think and prepare; use good equipment and tools and don't cut corners.

Areas where tradesmen are working can be dangerous

Take great care when entering or leaving your home if there are tradesmen working at your home. If you have young children be particularly careful. Do not let them play on or with the building equipment or materials. Please take great care. Take care with your pets.



# Selecting a builder

## Do not rush into employing a tradesman.

Always be wary of people who call at your door uninvited offering to do building work or repairs.

Follow these important rules:

- Before you contact a tradesman be clear about what you require.
- Always get three estimates or written quotations, even for a small job. Quotations are preferable because they are the actual price the builder will charge. An estimate is only a guide and the price might increase. You should provide a written detailed description of the work you require and ask for detailed estimates/quotations in writing in return.
- When comparing estimates/quotations, make sure that they are all geared to the same specification and satisfy yourself that the VAT position is clear. When you have made your choice, confirm your acceptance in writing.
- You should always agree terms of payment in writing at the quotation stage, together with a time scale for the work. Never pay the builder before the work has started. Always question any price increases and ask why they were not included in the original quotation.



# Builders contacts

This is not intended as an approved list of builders however, those listed below have carried out work to the required standard of the Housing Act 1985 on behalf of Salford City Council.

Name	Contact	Main trades
<b>Alexander Windows Limited</b> 42 Newby Road, Hazel Grove, Stockport SK7 5DA info@alexanderwindows.co.uk	☎ 0161 482 2300 fax 0161 482 2324	Windows, doors, porches
<b>M Conner Joinery &amp; Building Contractor</b> 7 Easte Meade, Swinton, Manchester M27 5QL	☎ 0161 728 3699 ☎ 07798 862 147 fax 0161 728 3699	Joinery, brickwork, electrical, plumbing, roofing
<b>G Cooper</b> 16 Yew Street, Salford, Manchester M7 2HL	☎ 0161 792 5170 ☎ 07939 048 139	
<b>Paul Donohue Building Services</b> 2 Anson Road, Swinton, Manchester M27 5GZ p.donohuedevelop@aol.com	☎ 0161 789 3512 ☎ 07973 792 724 fax 0161 789 3512	roofing, joinery wall ties subcontract: Plastering, plumbing, electrics
<b>Fenway Builders Limited</b> 13/15 Millgate, Wigan WN1 1YB	☎ 01942 238789 ☎ 07973 480 686 fax 01942 238 788	Joinery, roofing, brickwork DPC, plastering, underpinning subcontract: Electrical, heating & plumbing, tiling
<b>Gibsons Joiners &amp; Builders Limited</b> 10 Harbourne Close, Worsley, Manchester M28 7UA gibson.rl@btopenworld.com	☎ 0161 799 8177 ☎ 07767 328 002 fax 0161 790 4717	Joinery and Roofing - Can cover all aspects of building work subcontract: Electrical, plastering and brickwork
<b>Goulden &amp; Sons Builders</b> 271 Manchester Road, Hyde, Manchester SK14 2DE	☎ 0161 368 8322 ☎ 07974 078 136 fax 0161 368 8322	Roofing, DPC, electrics heating & plumbing, underpinning subcontract: joinery, plastering glazing, tiling and masonry.
<b>J A Grundy &amp; Sons Limited</b> 134 St Helens Road, Bolton BL3 3PL	☎ 01204 62713 ☎ 07718 319493	Joinery, roofing, electrics, heating & plumbing, general building work.
<b>A J Hackett</b> 51 Farm Lane, Worsley, Manchester M28 2PG ajhackett1@btinternet.com	☎ 0161 288 1584 fax 0161 288 1584	General Builders subcontracts: Electrics, DPC
<b>B C Hamer Building Contractor</b> The Old Farmhouse, Fernhill Farm, Belmont Road, Bolton Bchamerbuilder@aol.com	☎ 01204 309146 ☎ 07836 737404	Masonry, joinery, plastering, DPC, Underpinning, heating & plumbing subcontract: Electrical, roofing
<b>Harwin Windows</b> 459 Bolton Road, Swinton, Manchester M27 8BB	☎ 0161 794 5222 fax 0161 794 8303	Windows, doors subcontracts: electrics, plumbing, bricklaying
<b>T W Higgin</b> 4 Lancaster Road, Salford, Manchester M6 8AN	☎ 0161 787 7899 ☎ 07944 664 163 fax 0161 787 7899	General builder subcontract: electricity & gas
<b>N Holden Construction Limited</b> Jubilee House, 14 Great Cheetham St West, Salford M7 2JE	☎ 0161 792 9493 ☎ 07973 224 205 fax 0161 792 9493	Gas fitting, heating & plumbing, plastering, joinery & electrics All aspects of building work.

Name		
<b>L Holmes &amp; Sons</b> 34 Corrie Road, Clifton, Swinton, Manchester M27 8HD Holmes3445@aol.com	☎ 0161 794 3934 ☎ 0161 799 8582 ☎ 07803526139 fax 0161 794 3934	Joinery, roofing, DPC,brickwork
<b>Ismail Electrical</b> 106 Warwick Road, Heaton Moor, Stockport SK4 2NL	☎ 07956 805 062	Mainly electrical
<b>W H Jones Builders</b> 11 Claremont Road, Salford, Manchester M6 7NW	☎ 0161 281 7773 ☎ 01924 262444 fax 0161 281 7149	Windows, doors, joinery
<b>Lythgoe Rickerby and Co Limited</b> 9 Cutnook Lane, Irlam, Manchester M44 6JS	☎ 0161 775 5921 ☎ 07779 681 518 fax 0161 775 5921	Brickwork, joinery subcontracts: Plumbing, plastering, electrics
<b>Keith Mullineux</b> 63 Broadway, Worsley, Manchester M28 7FA	☎ 0161 790 7780 ☎ 07971 789 701	Bricklaying, joinery, plastering subcontract: Plumbing, electrical
<b>P.B. &amp; T</b> 405 Liverpool Road, Eccles, Manchester M30 7HB	☎ 0161 707 7702 ☎ 07958 298 652	Joinery, plastering, electrical subcontract: Bricklaying
<b>PWS Builders</b> Cranberry Farm, Plodder Lane, Over Hulton, Bolton BL5 1AP	☎ 01204 63506 ☎ 07702 546 647 fax 01204 635 06	Joinery, brickwork, groundwork subcontract: electrics, plumbing, roofing, DPC
<b>C &amp; A Saunders</b> 130 Stour Road, Astley, Manchester M28 7PX chrisaund@aol.com	☎ 01942 888 355 ☎ 07889 146 837	Roofing subcontracts: brickwork, plastering
<b>Schofield and Sons Limited</b> 259 Monton Road, Monton, Eccles, Manchester M30 9PS	☎ 0161 787 8149 ☎ 07802 393 156 fax 0161 288 7879	Mainly joinery and brickwork subcontract: bricklayers, plastering, roofing, decorators
<b>Shah Developments Limited</b> 132 Ashley Lane, Manchester, M9 4WP	☎ 0161 205 5449 ☎ 07973 706 508 fax 0161 205 5449	All general building work subcontract: gas and DPC
<b>Swinton Property Repairs</b> 159 Swinton Hall Road, Swinton, Manchester M27 4AU www.swintonpr.co.uk	☎ 0161 793 7038 ☎ 0161 793 7018 ☎ 0850 503 848 fax 0161 794 0236	General builders subcontracts: gas works
<b>H Timmins</b> Unit 9, Enterprise Trading Estate, Lees Street, Gorton M18 8QU	☎ 0161 230 7166 ☎ 07885 494 348 fax 0161 230 7156	roofing, plastering, DPC, electrics, glazing, floors, hardscaping, joinery, underpinning, security, heating & plumbing
<b>UPVC Installations &amp; Glazing</b> 37 Parksway, Swinton, Manchester M27 4JF	☎ 0161 743 1260 ☎ 07939 860 575 fax 0161 743 0215	Windows, Doors, Porches subcontract: masonry & block work, plumbing
<b>G Wooton Joiners &amp; Builders</b> 20 Heaton Court, Bury BL9 9QN	☎ 0161 763 9199 ☎ 0161 763 9600 ☎ 07973 657 116 ☎ 07973 675 223	General builders subcontract: electrics, plastering
<b>J Wooton &amp; Sons</b> Cranbrook, 36 Cockey Moor Road, Ainsworth, Bury BL9 2HB	☎ 0161 797 4246 ☎ 07973 511 092	Brickwork, joinery, plastering subcontract: DPC, electrical, plumbing

# Services and free advice

## Free surveys

In some circumstances Salford City Council can provide a free external survey to identify the most urgent repairs, call the Housing Market Renewal team on 0161 603 4212 to find out if you are eligible. This will ensure the property doesn't fall into disrepair. We will then provide you with a schedule of works, listing items that require attention now and those items that can be planned for the future. We may also be able to provide a final inspection on completion of the works before payment is made. This will be provided to you for advice and information only. It is not meant as a comprehensive survey or inspection.

## Registered tradesmen

Please see a list of registered tradesmen on page 30-31. This list is not intended to act as a local authority approved list. The list has been introduced to make the public aware that in the opinion of the local authority these contractors have previously carried out work to the standard defined in the Housing Act 1985 in accordance with local authority work schedules.

## Handy persons minor repair service

A scheme called 'Chance' in the New Deal for Communities area of Kersal and Charlestown provides a service for vulnerable people such as people with disabilities, older people and single parents receiving benefits. They deliver a reliable and affordable small repair service. A leaflet is provided within this pack.

## Warm front

Provides packages of insulation and heating measures depending upon the needs of the householder and the construction of the property.

### The scheme offers:

- 1 Grants of up to £1,500 - offering packages of insulation such as loft and/or cavity wall insulation, draught proofing, gas wall heaters, dual element foam insulated immersion tank, heating repairs and replacements. The grant is available to:
  - Households, with children under the age of 16, in receipt of an income-related benefit.

- Pregnant women, who receive an income-related benefit and have a MAT B1 certificate provided by their doctor.
  - Households who receive a disability benefit.
- 2 Grants of up to £2,500 - are available to households who are over 60 and receive an income-related benefit. The grant provides insulation measures and for those who do not have an existing heating system, a central heating system for the main living areas of the household.  
For further details freephone 0800 316 6011  
[www.eaga.co.uk](http://www.eaga.co.uk)

## Advice on funding maintenance work

Salford Money Line is a community loans business, a not-for-profit organisation, which began operations in December 2000. The organisation provides financial assistance and advice to people who live or work in Salford. They provide both personal loans and also loans to Salford based businesses and community groups, which contribute to the local economy.

The range of loan products that Salford Money Line provides caters for both individuals and small businesses in the city of Salford who in the main find it difficult to obtain finance or additional banking facilities from traditional banks or building societies. The funds required to meet the demand for loans and to cover overheads are obtained from public and private sources.

Salford Money Line is beginning to make a real difference in the community by offering help, including budgeting advice, when it is most needed and providing a definite alternative to those doorstep lenders who offer finance at excessively high rates of interest, sometimes in excess of 100% APR. Since they began operating Salford Money Line has given financial assistance or advice to over 1000 local people resulting in real benefits to those families.

## Landlord Accreditation Scheme



Salford City Council's Landlord Accreditation Scheme (LAS) has been in operation for over two years and aims to provide support and advice to both landlords and tenants whilst raising awareness of the standards required in the private rented sector. The scheme is completely free to join and offers many benefits to landlords such as a free marketing and referencing service, improved access to funding for property improvement, landlord training and seasonal incentive packages such as additional safety and security measures. Having a landlord who is a member of the scheme also benefits tenants as we ask all members to agree to a code of standards and provide us with a gas safety certificate and a copy of the tenancy agreement. Additionally we assess properties as part of our rolling programme in working towards raising standards across the private rented sector. We can also provide information to tenants and landlords on housing issues such as disrepair and tenancy management in partnership with the Homelessness and Housing Advice team.

If you would like further information on the scheme please call the team on 0161 603 4252.

## Burglary Reduction Initiative

Salford City Council's Burglary Reduction Initiative was set up in 2001 to tackle domestic burglary within Salford. The team work closely with Victim Support and Greater Manchester Police to provide assistance to residents of Salford who have been recently burgled. The team works on individual cases referred by the police.

In addition to helping individual victims of burglary the team also carry out scheme works in "hotspot" areas where a large percentage of burglaries are concentrated. The work carried out by the team includes fencing, upgrading of street lighting, securing individual properties, alley gating and bogus caller prevention.

If any work is being carried out in your area by the team, you will be notified by post. It is important that if you want to benefit from any schemes you will need to reply to any correspondence you receive.

If you have any queries, need advice on home security, or would like to know of any works schedule for your area please contact

Burglary Reduction Initiative,  
1st Floor St James's House ,  
Pendleton Way, Salford M6 5FW  
Tel:0161 603 4259 or  
e-mail. [louise.averil@salford.gov.uk](mailto:louise.averil@salford.gov.uk)

## Enforcement Team

Salford City Council has an Enforcement team. The main aim of this team is to ensure that privately owned houses are kept to a decent standard. The team looks at individual houses that are in disrepair and at the conditions of housing in the wider area.

The team can work with owners to repair and maintain properties. These properties must be in good repair with good amenities such as lighting, heating, cooking facilities and bathroom facilities. The team can work with owners to repair their properties and maintain them. If owners do not co-operate, however, they can use Housing legislation to enforce repairs.

When thinking about housing on a wider scale, the team is aware that empty properties can have a long lasting negative effect on an area. The Enforcement team also deals with empty properties by attempting to work with the owners to bring the properties back into occupation. If owners are uncooperative the team may be left with no option but to take formal action against them under the Housing Act 1985 (as amended). Such actions may include:

- Enforced sale of the property
- Compulsory purchase order
- Demolition

The team also work with people who require an accommodation certificate when they are inviting foreign visitors to live with them. An accommodation certificate is a document stating that the house being visited is in good repair and has enough room to house the visitor.

For more information about empty properties or properties that are in disrepair, call our empty properties hotline on 0161 925 1065.

## Keeping Warm IN Central Salford.

Salford City Council is seeking to improve home energy efficiency and combat fuel poverty by providing grants for selected energy efficiency measures for privately owned homes in the Housing Market Renewal Pathfinder area of Central Salford. The project is being delivered in partnership Scottish Power.

The scheme will offer the following measures:

- Cavity wall insulation
- Loft insulation (including pipe and cold water tank insulation)
- Hot water cylinder jackets
- High efficiency condensing boilers (supplied only, fitting not included)

Each participating household will also receive 2 free low energy light bulbs if they complete a Home Energy Check Survey.

The scheme targets three broad client groups:

- 1 **Owner-occupiers** - owner-occupiers will be offered cavity wall insulation, loft insulation and condensing boilers (supplied only) with substantial grant subsidy from the council and Scottish Power as incentives. The homeowner contribution will be around 25% of the total cost for insulation measures.
- 2 **Owner-occupiers in priority groups** - owner-occupiers who receive a qualifying means-tested benefit are entitled to free cavity wall and/or virgin loft insulation subject to proof of benefit.
- 3 **Private rented sector** - Accredited landlords will receive subsidised insulation measures to properties in the Central Salford area.

For further information please call freephone 0800 783 0301 quoting 'Central scheme.'

For condensing boilers please call freephone 0800 027 4477.



# Satisfaction Questionnaire

We would be very grateful if you spend a couple of minutes completing this questionnaire. It will help us in how we conduct future Block Improvement Schemes in Salford, we may use your details to contact you again about Block Improvement Schemes.

If you do not wish to be contacted, please tick this box  Thank you

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

1 Were you given enough information about the Block Improvement Scheme in the initial stages?  
 Yes  No (Please tick)

- If no, please give details: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

2 Did the public meeting help you to understand what was involved in the scheme? (Please tick)

Yes  No

- If no, please give details: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

3 Did you have to complain to anyone during the course of your work? (Please tick)

Yes  No

- If yes, please give details: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

4 If you did make a complaint, did you feel it was handled in a satisfactory way? (Please tick)

Yes  No

- If no, please give details: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

5 Have you any further complaints regarding the scheme? (Please tick)

Yes  No

- If yes, please give details: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6 Were the Council's housing renewal staff involved with your scheme helpful and efficient? (Please tick)

Yes  No

- If no, please give details: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

7 Were the contractors helpful and efficient? (Please tick)

Yes  No

b If no, please give details: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

8 Are you happy with the quality of work done to your home? (Please tick)

Yes  No

- If no, please give details: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9 Overall were you satisfied with the block improvement scheme? (Please tick)

Yes  No

- If no, please give details: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please use the space below for any other comments  
or suggestions on how we could improve our service \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Thank you for completing this questionnaire,  
please return using the freepost envelope provided.**

# Kennedy Road log

## of contractors and materials used

Below is a list of contractors used in the recent repairs to your home. Keep this list safe. It includes the products used on your home. You may need to know this information in future for any further building work.

Products		
Contractor	Blakeley, Tonge and Partner Unit 3, Lever Bridge Mills Radcliffe Rd, Bolton BL3 1RU	☎ 01204 535580 Fax: 01204535581
Subcontractors	Railings and gates Holt Brothers Contact: C. Holt	☎ 01204 697393
Materials		
Pointing	Tarmac Sand lime mortar Colour: Red Y24	☎ 01260 223300
Paint for railings and gates	Dacrylate Vindac High build sheen 41.200	Dacrylate of Burnley ☎ 01282 425 111
Paving	Marshalls Saxon Buff 50mm	EBM Merchants ☎ 01204 493961
Paviors	Plaspave Brick Red 50mm	EBM Merchants ☎ 01204 493961
Bricks		
Type A	Baggeridge Staffs Blue Ibstock Roman Red Blend Both 73 MM	EBM builders merchants, Bolton ☎ 01204 493961
Type B	Etruscan Smooth Red Ibstock Roman Blend Both 73MM	
Copings		
Type A	Concrete pier caps EBM Merchants	EBM Merchants ☎ 01204 493961
Type B	Cradleigh Wave Red Caps cradleigh four piece EBM Merchants	EBM Merchants ☎ 01204 493961
Mortar to walls	Tarmac Y24	Tilcon, Antony Axford, Clough saw mills, Farnworth ☎ 01204 571 697
Fascia	Softwood torus section	
Gutters	Marley Alutec Type: Classic Drainage Centre	Marley drainage centre, Liverpool St, Salford ☎ 0161 925 0887



## Useful Telephone Numbers

Salford City Council main switchboard	0161 794 4711 <a href="http://www.salford.gov.uk">www.salford.gov.uk</a>
Salford City Council Housing Strategy and Renewal section	0161 603 4213
Federation of Master Builders - Find a builder	08000 152 522 <a href="http://www.findabuilder.co.uk">www.findabuilder.co.uk</a>
British Wood Preserving and Damp Proofing Association	01332 225 100 <a href="http://www.bwpda.co.uk">www.bwpda.co.uk</a>
National Inspection Council for Electrical installations	020 7564 2323 <a href="http://www.niceic.org.uk">www.niceic.org.uk</a>
Emergency gas leak (Transco 24 hour service)	0800 111 999 <a href="http://www.transco.uk.com">www.transco.uk.com</a>
United Utilities (for water queries) United Utilities (report a leak)	0845 746 2200 0800 330 033 <a href="http://www.unitedutilities.com">www.unitedutilities.com</a>
Energy Efficiency Advice Centre	0800 512 012 <a href="http://www.cse.org.uk">www.cse.org.uk</a>
The Council for Registered Gas Installers (CORGI) Customer Services	0870 401 2300 <a href="http://www.corgi-gas-safety.com">www.corgi-gas-safety.com</a>
Age Concern Salford	0161 788 7300 <a href="http://www.ageconcern.org.uk">www.ageconcern.org.uk</a>
Salford Citizens Advice Bureau	0161 737 3729
NHS Direct	0845 46 47 <a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a>
Salford City Council's Social Services Department	0161 831 7484
Greater Manchester Police	0161 872 5050 <a href="http://www.gmp.police.uk">www.gmp.police.uk</a>

**Salford City Council**

**Housing Market Renewal**

Housing & Planning Directorate  
6th Floor, St. James' House  
Pendleton Way  
Salford  
M6 5FW

**Telephone: 0161 603 4212**

**[www.salford.gov.uk](http://www.salford.gov.uk)**