Creating creative spaces
From shed to social hub

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Welcome to @Metropolitan

Season’s greetings!
It’s been a busy year during which we’ve continued to develop and improve our services to you. Take a look at the summary of our annual customer report on pages 8 to 11 to find out about our progress. You can also read the full report online at www.metropolitan.org.uk, and if you complete a short survey about the report you could be in with a chance to win £25 in vouchers.

Many of the changes have been made as a result of your input and our customer groups continue to make a valuable contribution. We’d love more of you to get involved and help us shape our services. Find out how our customer groups can make a difference on page 14.

Repairs remain our top priority and we’re currently preparing to launch our new in-house service which will start in the East Midlands. See page 3 for more on the plans for the service.

Don’t forget you can report repairs and service your account 24/7 through our customer web self serve system. Register in a few simple steps at www.metropolitan.org.uk

As always, you can keep up to date with the latest news on our website, call us on 020 3535 3535 or email contactus@metropolitan.org.uk

Jenny Danson
Executive Director of Housing Services

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WIN ★ WIN ★ WIN ★ WIN ★ WIN ★ WIN ★ WIN ★ WIN ★ WIN ★ WIN

Tell us what you think
Win a £25 Love2shop voucher – to find out how, turn to pages 8–11.
At your service

We know that delivering repairs is one of the most important elements of our service for many customers.

The last few months have seen some significant changes, with a new contractor now established in East Anglia (Morgan Sindall) and Willmott Dixon providing the service across London (apart from Roundshaw where Liberty continued to provide the service).

We’re monitoring how the new arrangements are working and so far we have seen an increase in the number of repairs fixed at the first visit from 84% in June to 92% in September.

Meanwhile, customers in the East Midlands will see the biggest change to repairs for many years when we bring it in-house – to be delivered directly by Metropolitan early next year.

We’re preparing now for the service and will be writing to East Midlands customers shortly before it goes live.

In the longer term we plan to roll out the in-house service to other areas, apart from East Anglia where the spread of homes means it makes better sense in terms of cost and effectiveness to continue with an external contractor.

From bin shed to bright space

A former bin shed has become a bright and sociable hub for residents in Mansfield Woodhouse, Nottinghamshire.

The space was transformed with Big Lottery funding and is now a comfortable area where residents (including Lorraine and Michael, pictured) can brush up their IT skills, take part in arts and crafts, hold planning meetings for events, and more.

Eleven residents with mild learning disabilities live in self-contained flats. They’re supported to develop life skills, such as managing their money and housekeeping.

Metropolitan Care and Support Worker Pat Walsh said: “This space has made a real difference. People now have somewhere to meet and chat; it’s encouraged them to come out of their flats more often.”
Proud because...

Thousands of housing association residents marked this year’s ‘Housing Day’ in November to celebrate the positive impact of social housing.

Metropolitan residents Zeinab and Dann shared their stories of why they’re proud of their homes and communities:

**Zeinab** lives in Clapham Park in south London. She runs a sewing club at Metropolitan’s ‘Pop-up Shop’ community space three times a week.

She says: “I love everything about this place – the people; they are like family in this area. If someone doesn’t see me for a few days, they look out for me to see how I am.”

“I started the sewing club with some neighbours in 2013. I enjoy teaching the ladies to sew – when they finish their dresses, you can see that they are very happy and I feel proud.”

**Dann** lives in Nottingham. As well as being a Metropolitan resident, he also works for us as a housing services officer. He told us: “There’s a really close-knit community here; people aren’t shy to say ‘hello’ and help each other out. We’ve got a local Facebook page and the whole community seems to be on it.

“I am most proud of my house – it’s spacious, welcoming, clean and tidy. I’ve invested time and money into decorating it. I feel like I have the freedom to make my home my own.”

What makes you proud of the area where you live? Tell us on our Facebook page at [www.facebook.com/MetropolitanOrg](http://www.facebook.com/MetropolitanOrg) or tweet us @MetropolitanOrg
Boost your digital know-how

Looking to get online for the first time, or to brush up your digital skills? Then you might be interested to hear we’ve invested £60,000 in a new computer training scheme.

We’ll provide 150 residents in London, East Anglia and the East Midlands with 12 weeks of tuition, covering basic IT skills including using a computer, setting up an email account and internet browsing. You can learn about internet banking, using price comparison sites and claiming benefits online, and gain employment skills such as writing CVs and using job websites.

On completion of the course you’ll have the chance to buy a reconditioned laptop in affordable instalments, at the subsidised price of £80. You’ll also have the opportunity to volunteer as a ‘digital mentor’, providing people in your local community with guidance and hands-on help to use the internet.

If you’re likely to be claiming the online-only Universal Credit in the near future, then this course could be for you.

To register, please call 020 3322 9640.

Meet us online

Have you ‘liked’ and followed us yet? Our Facebook page and Twitter feed offer a quick way to stay informed and get in touch. We regularly post stories, competitions, updates and respond to customer queries.

Find us at www.facebook.com/metropolitanorg or @MetropolitanOrg

Self serve, save time

Customer self serve offers a quick, easy and secure way to access your Metropolitan account online, whenever and wherever suits you.

Register today and in a few simple steps you can:
• view your rent and service charge details
• view statements and balances
• pay your rent
• log repairs
• update your personal details.

For help please call our Contact Centre on 020 3535 3535. Visit www.metropolitan.org.uk/customerselfserve to give it a go.

Here’s what you’re saying about customer self serve:

Gaynor Pennington: I am a busy person and find the self-service option very good. It only takes a few minutes to report repairs/check info and it saves me a lot of time.

Suman Gupta: I use the self-service facility all the time. I can report repairs and check my rent balance – especially when I’m on the go.

Danielle Flaherty: I’ll use self serve to check my account, book repairs and keep up to date with what is happening on the estate.
Shared ownership: your guide

Shared ownership has received lots of attention recently. But how does it work, and is it for you? Stephen Williams, Sales Strategy Manager at Metropolitan, answers some FAQs to give you the facts.

1. How does shared ownership work?
Buying through shared ownership means you own your home with a mortgage for a percentage of its full market value and pay a subsidised rent on the remainder.

2. What makes it compare favourably to renting or buying privately?
Shared ownership doesn’t require such a large mortgage which also means a smaller deposit is required, making it possible to buy a home sooner in life. Monthly costs are lower compared to private market alternatives and you’re investing in your future.

3. Where do Metropolitan have new shared ownership homes for sale?
Our main areas of operation are in London, East Anglia and the East Midlands. We also offer a range of resale (previously owned) shared ownership homes across the country.

4. What are the typical features of Metropolitan shared ownership homes?
We include fitted kitchens, bathrooms and carpeting, and flats have balconies. These are the things developers offer as optional extras.

5. What does the buying process involve?
If you’ve viewed a home that you want to buy and are eligible for, you have to meet guideline household income requirements. Your ability to pay will be calculated on an individual basis by an Independent Financial Advisor. If you can afford to own, you can then make a reservation and instruct solicitors to manage the purchase for you.

You will need to pay for your mortgage valuation, legal fees, stamp duty and a £500 deposit. The whole process takes around 12 weeks where things run smoothly. Eligibility for most homes will be defined by the rules applied by the region or borough in which they are located.

6. What do new home owners say about us?
Our new home owners since May 2015 have given a 100% satisfaction rating with their home.

7. Ok, I’m interested. What do I do next?
Visit www.mho.co.uk or to find out more contact our sales team on 020 3535 2555 and via mhosales@metropolitan.org.uk
Everybody needs good neighbours

Loud music, barking dogs, littering – none of these make for a nice neighbourhood. If you’re troubled by anti-social behaviour then contact us for help and advice.

It’s best for everyone in your community if people get along. We all have a responsibility when it comes to being good neighbours.

Top four tips for being a good neighbour

1. If you have a noisy hobby such as DIY or you play a musical instrument, talk to your neighbours. Work out a time when the noise will cause the least disruption.

2. Contact us first to check you are allowed to keep a pet. We will not usually give permission for you to keep a dog if you live in a flat. If your dog fouls in a public space, you should clear it up.

3. You should expect and be tolerant of some noises from your neighbour, especially if you live in a flat. Voices, footsteps and similar are unlikely to be regarded as anti-social behaviour.

4. Ask your local authority to remove bulky items such as fridges or sofas (many do this for free). When putting an item out, attach a notice saying where it’s from and what day it is expected to be collected.

DID YOU KNOW?

- 37% of our ASB complaints relate to noise.
- A free noise app to capture and send recordings of noise disturbances using your smart phone is available to download on Apple iOS and Android devices.
- We received and responded to 1,723 cases of ASB between April 2014 and March 2015.
- Report anti-social behaviour and find lots more advice and information on our web pages at www.metropolitan.org.uk/asb

EASY AS ABC

Mr S put up with loud music from a neighbour’s flat for over four years until he spoke to us about it.

The noise forced him to keep his windows closed, and to wear headphones to get some peace.

Our team worked closely with both customers and Mr S’s neighbour signed an Acceptable Behaviour Contract (ABC) agreeing not to engage in ASB.

The contents of the ABC are tailored to each situation and although not legally binding, if behaviour worsens and legal action is required, it can be used in court.

Life for Mr S has been calmer since his neighbour signed the ABC. His case, however, remains open and his housing officer keeps in touch.
Welcome to a snapshot of our customer report

Every year we publish an annual customer report to provide you with information about our performance. Inside you’ll find a summary of this report which is available to view in full on our website at www.metropolitan.org.uk

We have continued to improve the way we do things and reducing running costs has remained one of our biggest aims – the less we spend on running the business, the more we can invest in services.

We’ve focused on supporting greater independence for our customers, improving repairs and building new homes. We’re also improving the way we collect rent by supporting people with financial difficulties.

In 2014/15 we laid the foundations for establishing new partnerships to deliver repairs and maintenance in London and East Anglia, and for the longer term we’ve made plans for our own in-house Metropolitan repairs service.

I look forward to updating you on even greater progress next year.

Brian Johnson, Chief Executive

We built new homes

In 2014/15 we built 456, we plan to build 3,300 by 2019 (203 in 2013/14).

We invested £8.1m in improving homes.

We fitted 320 new bathrooms (153 in 2013/14) and 482 new kitchens (233 in 2013/14).

We completed more than 90,000 repairs. 91% of routine repairs were completed within our target of 28 days.
Where you live

In the year April 2014/15 62% of our customers live in London; 28% live in the East Midlands and 10% live in East Anglia.

Almost 60% of our customers live in a flat and more than 30% live in a house.

Our performance

We reduced costs and built up a surplus – making us financially strong for the future and able to invest more in the services that matter to you.

At the end of 2014/15 our surplus was £60.5m (£40.2m in 2013/14). This chart shows how we spend each pound.

Rent

Rent arrears dropped to 5.2% (5.8% in 2013/14).

We collected £1m in rent arrears owed to us by former tenants.

We supported around 100 people every month with financial planning, helping to reduce arrears by more than £368,000.

We want to ensure that your home is safe and warm. 100% of our homes remain gas safe compliant.

Employment

Through our Metroployment service we more than doubled the number of customers we helped into employment – 372 compared to 155 in 2013/14.
Customer service
We’re keen to make it as easy as possible for our customers to contact us if they need to.

We introduced a 24 hour service in our Contact Centre.

Complaints
Although the number of complaints increased, we’ve improved the way we handle them – 99.3% were resolved at the first stage compared with 93% in 2013/14. Less than 1% of complaints were escalated to the third, highest stage. We’re working hard to reduce the overall number by looking at the root causes – such as repairs, where we are making changes.

Complaints were about...
5.8% customer service – includes complaints about customers unable to get through to us on the phone.
71.6% Responsive repairs – includes complaints about repairs not being completed.
0.6% Property development – includes complaints regarding property defects.
1.2% Home ownership – includes complaints regarding buying and selling homes.
17.1% Housing services – includes complaints about how anti-social behaviour cases have been handled.
2.7% Money matters – includes complaints about financial processes, for example a direct debit not being set up properly.

We handled 4,962 complaints (3,846 in 2013/14).

We took 415,696 calls (400,000 in 2013/14) and responded to 58,157 emails (60,000 in 2013/14).

ASB: We take anti-social behaviour very seriously. In the year April 2014/15 we responded to 1,723 cases.

Of the calls that came into our Contact Centre:
26.5% were about new repairs.
25.5% were about existing repairs.
23% were about rent queries/payments.
25% were about other information, such as housing, anti-social behaviour, complaints and compliments.
Empty properties
We’ve reduced the number of properties that are empty. When we do have empty properties we make them available to new customers as soon as possible.

At the end of 2014/15 1.66% of our properties were empty and available to let (1.9% in 2013/14).

Building and improving homes; regenerating communities

Improving homes
We’ll be investing £22m every year – more than £100m over five years – in improving homes with new bathrooms, kitchens, windows, boilers and roofs.

Care and support
We provided care and support to 5,652 customers.

Our customers have a diverse range of needs, so we tailor our services to help them maintain their independence and achieve their potential.

We work with older people and provide support to those with learning disabilities and mental health needs. We’ve also developed a range of specialist services for those in need of immediate support and quick intervention.

Young people
Over 25% of our housing customers under 25 took part in our activities to promote well-being, healthy living and education. This included homework clubs, sport, drama and volunteering.

Adapting your home
In 2014/15, we dealt with almost 500 aids and adaptations cases allowing our older or disabled customers to remain independent at home for as long as possible. These include installing grab rails, wheelchair ramps, level-access showers and stair lifts.

Read our report online and win!
You could win a £25 Love2shop voucher – simply read our full customer report online at www.metropolitan.org.uk and then complete a short online survey at: www.metropolitan.org.uk/telluswhatyouthink
Community

Star bakers raise £3k for charity

Coffee tables across the East Midlands in our schemes for older people were overflowing with sweet treats this September. Residents, staff, and their friends and family, organised Macmillan Coffee Mornings to raise money to support the fight against cancer.

Their efforts were incredibly successful with £3,000 collected from the sale of cakes and other baked goods. Everyone made a fantastic contribution, but some individuals and schemes deserve a special mention:

- Ticknall Walk and Bradgate Court, Derby, raised £810
- Irene Braybrook, Churchcroft, Nottingham, raised £500
- Rawlings Court, Cropwell Bishop, Nottinghamshire, raised £436
- Eileen Everitt, Peartree Court, Nottingham, raised £313
- Anne Nixon, Woodvale Court, Nottingham, raised £302
- Spa Court, Derby, raised £301
- Thurlbeck Court, Nottingham, raised £130

A day in PARADISE

Customers who use our Southend care and support services picked Paradise Wildlife Park in Hertfordshire for an enjoyable day out over the summer.

The group of customers and staff met and fed various animals, took a train ride, watched a bird of prey show and bought souvenirs too.

Southend support services work with people living alone with learning disabilities and/or mental health issues. Support includes help with daily living skills and budgeting, as well as tenancy management and accessing community facilities.
Community

Family fun for everyone

Your estate fun days are the place to be. Here’s a flavour of what you got up to around the country since the last issue.

Roundshaw, Sutton, London
Hundreds gathered for the Roundshaw Festival. There was music, dancing, a chance to meet the Mayor, sports, cupcake decorating and more.

St Martin’s, Tulse Hill, London
Local lady Shirley Forest led a well-attended fun day, which featured stalls, games, employment advice and a chance to join residents’ committees.

Sky City, Wood Green, London
Sky City residents enjoyed a BBQ, bouncy castles, face painting and arts and crafts. Financial advice and job-seeking tips were also on offer.

Clapham Park, London
Clapham Park buzzed with fun including a carnival parade, acrobatics, fire eating, snake handling and a bouncy castle.

Chalkhill, Wembley Park, London
Hundreds celebrated Chalkhill’s rich culture with award-winning carnival act Mahogany, a fashion show, and singing and dancing from Poplar Grove Youth Club.

Derby
Trocadero Court market day saw Metropolitan join forces with local businesses and organisations to offer residents employment, education, health and volunteering advice.

Hadhari Nari Women’s Aid centre hosted a street party with mendhi art, music, dancing, food and more.

St Ann’s, Nottingham
An outdoor screening of The Lion King was powered entirely by cycling! There was also the regular summer BBQ on Brewster’s Park in St Ann’s, a new summer celebration at Checkland Road in Leicester and a family trip to Skegness.
It’s all about you

Our customer groups represent the people who use our services, looking at things that are most important to you and making recommendations for improvements.

For the first time, they had a chance to share their views at a customer summit in October.

Sharing ideas
Around 40 customer group members from all regions met to discuss digital communications and customer engagement.

Residents shared ideas and commented on future plans. Chief Executive Brian Johnson and others answered questions about repairs, anti-social behaviour and other hot topics.

Michele Naclerio, Metropolitan’s Scrutiny and Involvement Co-ordinator told us more: “We want customers to play a more active role in the future. Joining a customer group isn’t always the most convenient way to get involved, so part of the summit was a workshop looking at how we can be more inclusive through digital technology.

“By making it easier to find information on our website or make payments online for example, we can offer a better service to those who are less mobile or who live in remote locations.”

Join in
If you’re interested in improving services, shaping new policies and learning about housing, then join a customer group.

Chair of our National Customer Group Graham Taylor said: “Together we can influence how Metropolitan changes and develops. We want to help it become more than just a landlord, and be known for great customer care.

“We’d love to see more of you involved in our work – why not join us? As one voice we’re much louder!”

For more information call Michele Naclerio on 020 3535 3535.

Metropolitan colleagues and customers have summit to say
The world of work is a competitive place but, with some savvy preparation you can tackle job-hunting with confidence. Here Phil Parr our Employment Officer, offers his top tips:

The search is on
- Even if a company isn’t advertising vacancies it’s worth making a speculative approach. This is known as the ‘hidden’ job market.
- Create a professional online profile via LinkedIn and connect with companies you’d like to work for.
- Review your CV for each application, tailor it to the roles and industries you’d like to work in.
- Be bold! Promote yourself to companies, call in with your CV, and ask for a work trial.

Before the interview
- From sorting the relevant documents to ironing your outfit, make sure you’re fully prepared.
- Review your social media presence – would you mind a potential employer reading your posts?

At the interview
- Prepare examples to evidence against the job specification. Use the STAR technique (Situation, Task, Action and Result) to answer questions clearly.
- The interview is your chance to get a feel for a company – do you like the place and the people?

Find lots more useful employment information on the Metroplomy pages on our website at www.metropolitan.org.uk/jobsite/

MARTIN’S STORY

Martin is a Metropolitan customer who joined our team after securing a job through our Sector Based Work Academy training scheme.

With six weeks of training and practical experience, the academies offer an introduction to a career in housing with a guaranteed interview on graduation. Martin joined the academy in Nottingham after almost a year out of work. He now has a permanent job as a Customer Service Advisor in our Contact Centre.

He said: “I’d recommend Metropolitan’s Sector Based Work Academy; it’s a great opportunity and provides valuable experience. I can now provide for my family without having to worry about the future.”
Over 100 customers are now claiming Universal Credit – a single monthly payment replacing six different benefits for people of working age.

We’re supporting some of our customers in Sutton, London, who are switching to the new benefit. We found that almost three quarters didn’t know much about Universal Credit. Some told us they were surprised that ALL of their income (including Tax Credits) stopped when they made the claim. And others didn’t realise they’d have to pay their rent themselves and were unsure about how much to pay and the date it was due.

There’s lots of help available, so if you are going to be affected by the benefit changes please contact us. Our specially trained teams can offer advice from the beginning of your claim.

We provide information with our quarterly rent statements and useful tips on the money matters pages on our website. Alternatively, call the Income team on 020 3535 3535 or email welfarereform@metropolitan.org.uk. We’ll call you back or send you some information.

Christmas can be an expensive time of year which can leave you filled with financial worries rather than festive cheer. Here are some tips to help you stick to a budget:

- Bills don’t stop because Christmas is here – so make sure you’ve allowed enough for rent and other priority payments before deciding your festive budget.
- Make a list of people you’d like to buy presents for – consider giving gifts to the children and cards to the adults.
- Set a realistic budget and work out how much you can afford. Look for ways to reduce costs – send your cards 2nd class or send e-cards instead.
- Always shop around for better prices – try online, charity shops or outlet stores.

New Year, new money-saving resolutions!
January is a great time to start saving – setting up a special account and putting aside as little as £3 to £5 per week can make a difference. Start your Christmas 2016 shopping early in January.

Plan ahead, prioritise your rent, council tax and other essential bills, and you could be enjoying next Christmas free from financial stress.

If you’d like more advice on budgeting visit our website www.metropolitan.org.uk/money-matters or call our Financial Inclusion Team on 020 3535 3535.

Universal Credit – the story so far

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Green, clean and healthy communities

Homes, gardens and community centres across the country were treated to some TLC over the summer months.

In London, litter-covered gardens along Willoughby Lane in Haringey were becoming an anti-social behaviour hotspot. Led by horticulturist and resident Aku Nkem, a collective known as the Cottage Gardeners took action. One sunny Saturday they blitzed the gardens and made them a place to enjoy again.

Neighbourhood Investment Officer Kelly Thomas said: “Willoughby Lane is a vibrant community that has rebuilt itself after the 2011 riots. The clean-up day was held to get local people out of their homes and working together to take back pride in the area.”

At Bruce Grove, our forensic mental health facility also in Haringey, colleagues and residents promote healthy lifestyles with home-grown produce. Fruit trees provide ingredients for a regular cooking group held at the 10-bedroom scheme. A new polytunnel has supplied salad crops and will soon offer a supply of other fresh items for all to enjoy.

The team in Derby has seen Normanton’s Church Street Community Centre given a new lease of life. Graffiti has been removed, carpets deep cleaned and office furniture delivered.

Look after your winter garden

It can be tempting to park your wellies, hang up your gloves and give outdoor work a rest over the colder months. But a bit of effort now will pay off when nature reawakens in the spring.

Here are some tips for looking after plants, trees and wildlife in the colder months:

- **Look around and take stock.** The quiet months of December to March are the perfect time to improve your garden’s framework by adding new paths and beds.

- **As long as the ground isn’t waterlogged or frozen, you can dig and prepare for warmer weather.** Digging the soil loosens it, and means you can remove weeds and add compost or manure, creating a moisture and food reserve for plants.

- **Prune trees and shrubs** – remove any dead or diseased branches, prevent damage by cutting sections which rub against each other.

- **Protect any herbs from frost** – bring them undercover or near the house if in containers.

- **Don’t forget the birds!** Birds need a range of food throughout the winter and water is also important as natural resources freeze up.
Get ready for winter weather

Here are a few essential tips to keep you safe and well in the colder months:

- Keep an eye on the weather forecast. If snow and ice are coming, make sure you have all the essentials stocked up at home.
- If you must go out when it’s icy, make sure you wear waterproof shoes that have a solid grip.
- If you normally carry a bag, try to wear it across your body so you have both hands free to help with balance. Also make sure you wear gloves to protect your hands and stay warm.
- We provide grit bins where we can and will always try and help our most vulnerable residents get around, however we do not offer a comprehensive ‘gritting service’.
- Make sure you’re covered for emergencies with home contents insurance. The chances of flooding increase in the colder months as water pipes can become damaged by freezing conditions.
- Keep your home warm; this doesn’t necessarily mean it’s time to crank up the heating! Save on bills by preventing drafts, making sure radiators are clear and using the timer on your boiler so the heating is on only when really need it.
- Keep an eye on older or vulnerable neighbours who might find it difficult to get out.

Stay safe at home

We can all help to ensure our families and neighbours are safe in their homes by keeping communal areas, stairs and landings free of obstacles.

Storing large items in communal areas might slow down a quick and safe evacuation in the event of a fire, and objects in hallways and lobby areas could also hinder the emergency services should they need to rescue anyone.

Please also keep spaces under stairs and meter cupboards clear. It is always better to keep your possessions in your own home.

If you need to dispose of any large items please contact your local council to arrange for them to be taken away.

Our Safety in Communal Areas leaflet includes helpful advice and information about keeping meter cupboards and balconies clear. Take a look at the leaflet on our website, pick up a copy from your local office or get in touch with the Contact Centre on 020 3535 3535.
Gas safety tips

If you smell gas in your home:

- **DO** turn off your gas supply at the meter; contact your caretaker if you have one
- **DO** open all doors and windows
- **DON’T** turn any electrical appliances or light switches on or off
- **DO** check to see if an appliance has been left on but is unlit. If so, don’t turn your gas back on or try to re-light until the smell of gas is cleared.
- **DON’T** use doorbells
- **DON’T** light a match or cigarette lighter

**Watch out for:**

- a yellow or orange (rather than blue) flame in the boiler
- yellow or brown staining around appliances
- pilot lights that frequently blow out
- increased condensation around windows.

If a leak cannot be stopped by turning off appliances, phone the National Gas Emergency Service immediately on 0800 111 999 or 0800 371 787 (deaf or hearing impaired). This service is free.

If you rent your home, we carry out a free annual service and safety check of Metropolitan gas boilers, central heating systems and appliances.

You’re responsible for ensuring that the gas appliances you own are regularly maintained and checked by Gas Safe registered engineers every 12 months.

If you’re a leaseholder or home owner you’ll need to pay for and organise your own gas safety check. Our contractors can provide this service for you at a competitive price.

For more gas safety advice call our Contact Centre on 020 3535 3535 or visit www.metropolitan.org.uk
Christmas and New Year opening hours

Here’s when our offices will be open to customers over the festive period.

Please remember that if you need to report an urgent repair you can do so at any time during the holidays by calling 020 3535 3535.

Thursday 24 December 9am–3pm
Friday 25 December – closed
Monday 28 December – closed
Tuesday 29 December 9am–5pm

Wednesday 30 December 9am–5pm
Thursday 31 December 9am–5pm
Friday 1 January 2016 – closed

How to contact us

✉ PO Box 10262, Nottingham NG8 9LE
📞 020 3535 3535*
✉ contactus@metropolitan.org.uk
🌐 www.metropolitan.org.uk

Please let us know if you change your contact information by emailing or phoning us.

*Calls cost on average between 1p and 9p per minute. Please check with your call provider.

We want all of our customers to be able to understand the information we provide. The contents of this magazine can be made available in a number of other languages and alternative formats including large print.

Metropolitan is a leading provider of integrated housing services, care and support.

Registered office: The Grange, 100 High Street, Southgate, London N14 6PW.

Metropolitan is the brand name for Metropolitan Housing Trust Limited (MHT Ltd) and Clapham Park Homes Limited (CPH Ltd).

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