



General information

The information provided in this handbook is a guide to help you understand the various services and options which Castlehill Housing Association provide for you as a Sharing Owner.

This handbook does not replace your Occupancy Agreement or Deed of Conditions, which should be read thoroughly and kept for future reference with this handbook.

PETS

The Association will usually allow a small pet to be kept in the property, providing that it does not cause damage to the property or create any problems for neighbours - contact your Housing Officer for further information.

TELEVISION SERVICES

If you wish to erect a satellite dish, external television aerial or install cable television you must get written permission from the Association's Maintenance Section, prior to the installation.

COMMUNITY ALARM LIFELINE TELEPHONE

If you are at risk from falls or due to a medical problem or disability are vulnerable in your home, you may be considered for a 'lifeline alarm'. This will link you to the Community Alarm Centre who could summon help quickly in an emergency.

The equipment is used through a telephone line and is loaned out from Castlehill for as long as required. The only charge you have to pay is for the use of the telephone line.

If you wish to be considered for this service please let your Housing Officer know, and we can arrange for an assessment to be carried out by the Community Alarm organiser. Alternatively you can directly contact the Community Alarm Service via your local Social Work Department.

NEIGHBOUR RELATIONSHIPS

Everyone has the right to expect to enjoy life in their home without undue disturbances or interference from neighbours.

If you do have a grievance about a neighbour and the problem continues or if you feel it is a matter you cannot bring yourself to speak about directly with them, contact your Housing Officer for help. Your Housing Officer will ask you to complete a complaints form and investigate the matter for you in confidence. In some cases, if all parties agree, it may be beneficial to meet on neutral ground, with the Housing Officer present to mediate.

Remember, if you are threatened or a breach of peace occurs you should contact the police immediately. This is not only to protect you but means the police have a record of the incident that will be useful in court action.

INSURANCE

Building Insurance

This is covered within your monthly rent and as Castlehill insures all its' properties under one block policy, this enables the Association to pass on a large discount to our Sharing Owners. In the event of a claim the claimant is liable for payment of the insurance excess.

Please note that in the event of a claim, any item that is not a fixture within the home would have to be claimed for through your contents insurance.

Contents Insurance

Contents insurance is the responsibility of the sharing owner and Castlehill would strongly advise that you ensure you have a suitable contents policy.