

CONTACTING TVH

FOR HOME OWNERS

This leaflet tells you:

- How to report repairs, pay your rent and enquire about any aspect of your home, by telephone.
- How to report anti-social behaviour
- How to email and write to or visit our offices to make an enquiry or pay your rent
- How to report repairs, pay your rent and check your rent account online at www.tvha.co.uk



THAMES VALLEY HOUSING

1. By Telephone

Customer Service Centre: 0800 358 7767

From a mobile: 0208 607 7767

Monday – Friday 8am – 6pm

All phone calls are recorded for training purposes

Repairs: Press option 1 – Communal repairs, all maintenance, gardening and cleaning

Automated Payment Service: Press option 2 – You will need your credit/debit card, the amount you are paying and your TVH payment card (24 hours a day, 7 days a week)

All other enquiries: Press option 3 – Including rent, your tenancy, benefits advice, anti-social behaviour, any other enquiries about living in your home

Emergency communal repairs out of office hours

Emergency communal repairs out of hours: 0800 358 7767 From a mobile: 0208 607 7767

If you are not automatically transferred to our emergency repair line, please dial **01707 290219**

Anti-social behaviour

These numbers are not for emergencies. In an emergency you should phone **999**.

During office hours: Phone the **Customer Service Centre** on **0800 358 7767** From a **mobile – 0208 607 7767**

Out of office hours: Anti-social behaviour message line 0800 023 2087

This is a message line, so you can report any instances of anti-social behaviour you experience or witness when they happen.

Buying and selling more shares in your home

Phone the **Home Ownership department** on **0845 35 12345**

2. By Email

You can email us at info@tvha.co.uk

3. Write to us, or visit us at:

Thames Valley Housing, Premier House, 52 London Road, TW1 3RP

4. Online services at www.tvha.co.uk

Report Repairs, pay your rent and check your rent balance.

You will need to register before you can use our online services. Once you have registered, you can report a repair straight away. Emergency repairs should be reported by telephone.

How to register

Go to my TVH at the top right-hand corner of the home page. You will need:

- Your tenant reference number
- Your postcode
- Your email address
- A memorable password

Important Information

Home Contents Insurance

We strongly recommend you take out your own home contents insurance. We provide buildings insurance, which covers the structure of your building, as part of your service charge, but we do not provide home contents insurance which covers the contents of your home, such as furniture, clothes, stereo equipment, computers etc.



Thames Valley Housing

Premier House,
52 London Road,
Twickenham, TW1 3RP

- Customer Service Centre:
0800 358 7767
- Opening hours:
8am - 6pm Mon-Fri
- Fax: 020 8607 9923
- Email: info@tvha.co.uk
- Web: www.tvha.co.uk

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Translations and Interpretation

If you need to contact us about anything and need an interpreter, call 0800 358 7767 and tell us your language.

We can also provide a large print or an audio version of this document

إذا رغبت بالاتصال بنا بخصوص أي امر وتحتاج لمترجم، اتصل على 0800 358 7767 واخبرنا ما هي لغتك. أيضاً بإمكاننا توفير منشور بطباعة ذات احرف كبيرة او تسجيل صوتي لهذه الوثيقة.

اگر به هرذیلی لازم دارید که با ما تماس بگیرید و نیاز به مترجم دارید، لطفاً با شماره 0800 358 7767 تماس بگیرید و زبان مورد نظر خود را اعلام کنید. ما می توانیم چاپ با حروف درشت یا نسخه صوتی این سند را برای شما تهیه کنیم.

Si vous avez besoin de nous contacter, quelle qu'en soit la raison, et avez besoin d'un(e) interprète, appelez le 0800 358 7767 et indiquez-nous votre langue. Nous pouvons aussi vous fournir une version audio ou imprimée en gros caractères de ce document.

Jeśli chciałbyś o coś zapytać a wymagasz pomocy tłumacza, zadzwoń na numer 0800 358 7767 i powiedz nam, w jakim mówisz języku. Powyższy dokument dostępny jest również w formacie dużą czcionką oraz w wersji audio.

Se precisar de nos contactar e necessita de um intérprete, telefone para: 0800 358 7767 e diga-nos que lingua fala. Também podemos providenciar este documento em letras de tamanho grande ou em audiocassete.

ਜੇਕਰ ਤੁਸੀਂ ਸਾਡੇ ਤੋਂ ਕੋਈ ਗੱਲ ਪੁੱਛਣੀ ਹੈ ਅਤੇ ਇਸ ਲਈ ਇੰਟਰਪ੍ਰਿਟਰ (ਦੁਬਾਈਏ) ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0800 358 7767 ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਆਪਣੀ ਬੋਲੀ ਦੱਸੋ।
ਅਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਵੱਡੀ ਲਿਖਾਈ, ਟੇਪ ਜਾਂ ਸੀ ਡੀ ਤੇ ਵੀ ਦੇ ਸਕਦੇ ਹਾਂ।

Hadii aad u baahatid inaad mala soo xiriirtid una baahan tahay turjumaan, soo wac 0800 358 7767 adigoo noo sheegaya luqadda aad ku hadashid. Waxa kalood heli kartaa dokumentigan oo maqal ah ama far waaweyn ku qoran.

اگر آپ کو کسی بھی مسئلے میں ہم سے بات کرنے اور اردو زبان کے ترجمان کی ضرورت ہے تو اس نمبر 0800 358 7767 پر ہم سے رابطہ کریں۔ یہ دستاویز کو آپ کو اپنی زبان سے ترجمان یا آواز کی صورت میں آڈیو ٹیپ یا کسی میسجنگ سروس کی جاسکتی ہے۔