WELCOME TO YOUR NEW HOME

This document provides a quick reference for important information about your new home and provides key information we are obliged to give you.

Section 48 Notice

This notice confirms we are the landlord.

For the purposes of Section 48 of the Landlord and Tenant Act 1987 please note that the address at which notices (including notices of proceedings) may be served is shown below:-

Thames Valley Housing Association Ltd
Premier House
52 London Road
Twickenham
TW1 3RP

Financial Information

Payment of your rent is due on the 1st of each month, in advance, as per the conditions of the Lease.

You will also shortly receive a purple payment card which you can use to make additional payments with a debit or credit card over the phone. Your payment card will have a unique reference number on it which ensures your payment reaches your account.

If you have any enquiries regarding your rent or service charge collection, please call Customer Services on **0800 358 7767**. The call centre will also be able to answer any other questions you may have.

Service Charge Details

Thames Valley Housing is responsible for arranging the delivery of the following services. The payment of these services is recovered via your service charge. If the property you have purchased is a flat, the service charge also includes a contribution towards a sinking fund.

Building Insurance
Internal Cleaning
Grounds Maintenance
Communal Lighting
Day to Day repairs
Audit Fees
Entry Phone Maintenance
Fire/Smoke/Emergency Lighting Maintenance
Sinking Fund
Management Fee

Bulk Rubbish

Please contact you local authority for information about bulk rubbish collections.

Contents Insurance

We normally provide buildings Insurance (unless we are not the freehold owner of your home). However, we do not cover the contents of your home or personal belongings. We recommend that you take out your own contents insurance.

Council Tax

Please inform the Local Authority that you are the new owner.

Maintenance

We do not provide a routine or emergency maintenance service inside your home. However, if a repair is required in the **communal area**, please call **0800 358 7767** between 8 a.m. to 6 p.m. Monday to Friday.

Out of hours – emergencies only.

If the communal repair cannot wait until the next working day, please telephone our out-of-hours number on 0800 358 7767. If for any reason you cannot get through, please redial on **01707 290219.**

If you would like to discuss any of the above or any other matter relating to your home, please contact your Neighbourhoods Officer or the Customer Service Centre on **0800 358 7767.**