

LIVING IN YOUR HOME



THAMES VALLEY HOUSING

Living in your home

This leaflet gives you information about:

- Insurance for your home
- Rubbish collection, car parking, keeping a pet, satellite dishes etc
- Other issues surrounding how you live in your home

Your property is for you to live in. You may also work or run a business from your home as long as you obtain our permission and do not cause a nuisance to your neighbours.

Insurance

Buildings Insurance

This insurance is part of your rent.

This covers the structure of your home including walls, window frames, communal areas and roofs. It protects against damage caused by fire, flood, subsidence, and theft of materials and property related to the building and not to your home contents. It does not cover against gradual deterioration or wear and tear.

Home contents insurance

We do not insure your personal belongings and strongly recommend that you take out your own home contents insurance.

You can take out reduced cost Home Contents Insurance with Jardine Lloyd Thompson. Please contact the Customer Service Centre on 0800 358 7767 for more information.

This covers your personal belongings such as furniture, clothes, stereo equipment and computers. It usually protects you against damage or loss caused by fire, flood and burglary.

We will not take responsibility for damage or loss unless we, or any of our contractors, have been negligent.

If you suffer damage because of a fault caused by a neighbour such as a flood, you need to claim from your own insurance or take legal action against your neighbour. Our building insurance would not cover this but it would cover damage to the structure of the property.

Rubbish and recycling

You are responsible for disposing of your own rubbish. Rubbish must be securely bagged and placed in the bin or designated area. It should not be left outside your home or any other communal area unless it is being put out on collection day.

If you have a recycling bin, please use it to dispose of the appropriate material.

Please do not leave unwanted items in communal areas or anywhere else on your estate. Large items of rubbish will not be collected by your normal weekly collection service.

If you are a tenant and your estate services are provided by Quadron Services, you may have access to a bulk rubbish collection. Quadron visit all of the sites they service specifically to collect large household items four times a year. They will collect three items at any one visit. Quadron are not able to take some items which are hazardous, such as paint.

To request this from Quadron, call the Customer Service Centre on 0800 358 7767 (option 1).

You can also contact your local authority cleansing department who will arrange to collect bulk rubbish. There may be a charge for this.



Disposal of Furniture

There are local organisations who arrange for furniture that is in good condition to be recycled and passed on to families in need at affordable prices. Collection is normally free. Visit The Furniture Reuse Network (FRN) website to find your local Furniture Recycling Scheme at www.frn.org.uk or telephone them on 0117 954 3571.



Disposal of electrical appliances

All electrical appliances **MUST** be disposed of in the appropriate way. In some cases, as with fridges and freezers, it is both illegal and dangerous not to do so.

Electrical goods can usually be disposed of at a local civic amenity site. Please contact your local authority who will advise you on how you can dispose of your goods properly and where you can do this.

You can also :

- Ask the retailer if they'll take products back
- Ask your local authority if they have a Waste Electronic and Electrical Equipment (WEEE) collection. Some local authorities* provide a free collection service and others charge
- Arrange for an electrical retailer delivering new equipment to take away the old appliance

* You can find out details of your local authority by going to www.tagish.co.uk/links/localgov.htm

Dumped rubbish and abandoned vehicles

These are dangerous and can be a health hazard. Please report any dumped rubbish or abandoned cars to the Customer Service Centre on 0800 358 7767 (option 1 for rubbish and option 3 for abandoned or untaxed vehicles). To report an abandoned or untaxed vehicle, please have the following information to hand:

- Make, model, colour, registration number
- Location of vehicle, for example, address, position, parking space number
- Whether the car is displaying a Statutory Off Road Notice (SORN)
- Whether there is any significant damage to the vehicle

You can also report abandoned cars at www.tvha.co.uk/resident-services/abandoned-cars

Car parking

Some properties have designated or allocated parking. If this is the case, your parking space is for you to park in. Please make sure that neither you nor your visitors park in anyone else's space. Please also ensure that you do not obstruct access to other parking spaces or areas which require access, for example, bin stores, communal cupboards etc.

If you have a garage, please use this for parking only and not as a general store or to store flammable or corrosive material.

All cars must be taxed and roadworthy. If you have a valid 'Off the Road' notice we may allow you to park your vehicle for a short period of time. Please contact the Customer Service Centre on 0800 358 7767 (option 3) for permission.

Please watch your speed when driving around estates or residential areas. Reckless driving may cause you to be in breach of your tenancy.

Discouraging vermin

Please do not place bird tables, feeders or leave food in the communal areas as they encourage rats and other vermin.

Trees and gardens

TVH maintains trees in communal areas. Trees in individual gardens are the resident's responsibility unless there are structural or health and safety implications.

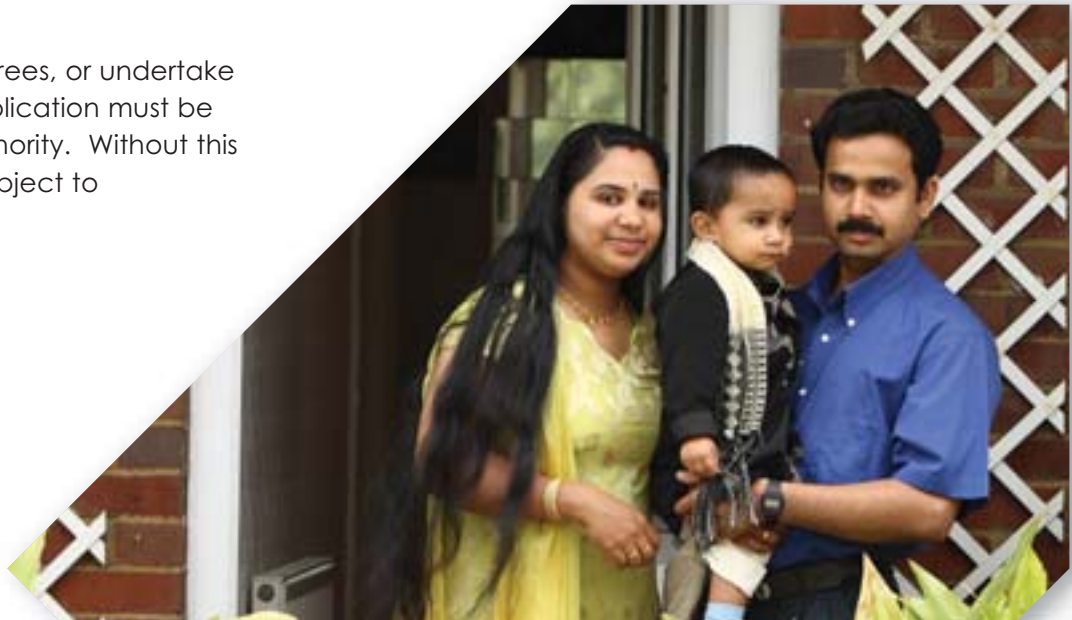
If you want to remove trees, or undertake similar work, a work application must be made to your local authority. Without this consent you may be subject to financial penalties.

Pets

You must get our permission to keep a pet. Contact the Customer Service Centre on 0800 358 7767 (option 3).

Smoking legislation

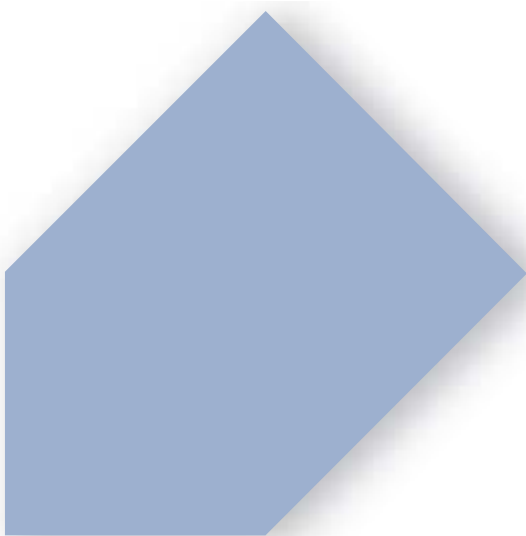
Communal areas within your block of flats are non-smoking areas.



Satellite dishes and TV aerials

You must get permission from us before installing a satellite dish or an external TV aerial. Call the Customer Service Centre on 0800 358 7767 (option 1).

You must also contact your local authority to find out if planning permission is required. If you do not do so, they can remove it.



Communal door-entry systems

These are designed for your safety and the security of your home.

Never let a stranger in on someone else's behalf.

If you are not expecting a visitor, do not let anyone in.

Never prop open communal doors – this a fire and security hazard. It may also cause damage to the entry system.

Lofts

Whether private or communal, lofts should not be used for storage. Thames Valley Housing cannot be held responsible for damage to anything stored in the loft.



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 بگیرد 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 (ਦੁਬਾਜ਼ੀਦੇ) 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 اپنا سے نسخوں یا آڈیو کی صورت میں آڈیو ٹیپ یا کسی میسجنگ سروس کی جاسکتی ہے۔