

# LIVING IN YOUR HOME

FOR HOME OWNERS



THAMES VALLEY HOUSING

## Living in your home

This leaflet gives you information about:

- Insuring your home
- Important safety information
- Satellite television
- Disposal of your rubbish
- Discouraging vermin
- Trees
- Keeping pets
- Reporting abandoned cars
- Your car parking space or garage

## Buildings insurance

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

If you live in a flat or a house where you do not own 100%, we arrange the insurance and will recharge a premium to you via a

service charge. If you live in a house and purchase the remaining share (i.e. staircase to 100%), you will be responsible for your own buildings insurance.

If you would like a copy of your policy or further information please contact the Customer Service Centre on 0800 358 7767 (option 3).

## Home contents insurance

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

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

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

# Important safety information

## In case of fire

Get out of the building. Warn others if it is safe to do so. **Call the Fire Brigade on 999 and give the exact address.**

## What to do if you smell gas

**Telephone the free National Grid Emergency Service on 0800 111 999.**

### DO

- Put out cigarettes
- Open doors and windows to allow the gas to escape
- Turn off the gas at the stop-cock/mains supply

### DO NOT

- Use naked flames
- Use electrical switches (as the spark could ignite the gas)

# Carbon monoxide

Carbon Monoxide is given off by faulty or badly-serviced gas and other fossil-fuel-burning

appliances and systems. It is difficult to detect as you can't hear it, smell it, see it or taste it. You need to look out for:

- Boiler pilot light flames burning orange instead of blue
- Sooty stains on or near appliances
- Excessive condensation in the room
- Coal or wood fires that burn slowly or go out
- Families suffering prolonged flu-like symptoms

You can reduce the risk by:

- Having your gas appliance serviced annually by a Gas Safe registered engineer only. (For more information and to find your local Gas Safe registered engineer, go to [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk))
- Use professionals to annually service other fossil fuel burning appliances such as oil or coal-burning stoves
- Fix carbon monoxide detectors in your home; these can be purchased from most DIY stores
- Ensure that detectors are maintained and replaced according to packaging instructions

## Communal doors and entry systems

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

- **Never prop open communal doors – this is a fire and security hazard. It may also cause damage to the entry system**
- Never let a stranger in on someone else's behalf
- If you are not expecting a visitor, do not let anyone in

## More information about safety in the home

Contact RoSPA, the Royal Society for the Prevention of Accidents for advice on safety in the home:

- Go to their website at [www.rosipa.com](http://www.rosipa.com)
- Emailing [help@rosipa.com](mailto:help@rosipa.com)
- Phone RoSPA on 0121 248 2000
- Write to RoSPA House, Edgbaston Park, 353 Bristol Road, Edgbaston, Birmingham B5 7ST, UK

## Satellite or cable television

If you live in a house or flat you will need our agreement to install cable television.

You will also need our permission for satellite dishes. We do not usually agree to a dish being installed on the outside of a flat.

In some circumstances we will agree to the installation of a communal satellite dish on a block of flats. This is subject to the approval of the local authority. The cost will be paid for by the residents of the block.

## Rubbish & recycling

You are responsible for 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.

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

Please do not leave unwanted items in communal areas or anywhere else on your scheme.

Large items of rubbish will not be collected by your normal weekly collection service.

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

## 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 let you know 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

## Disposal of furniture

There are local organisations who arrange for furniture to be passed on to families in need.

If you have furniture, white goods or other household items that could be of use to another family, contact The Furniture Reuse Network (FRN) for details of an organisation in your area. Collection is normally free.

You can find out more about this at [www.frn.org.uk](http://www.frn.org.uk) or phone 0117 954 3571.

## 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 3).

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](http://www.tvha.co.uk/resident-services)

## Car parking

Some homes 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 do not obstruct access to other parking spaces or areas which require access, for example, bin stores, communal cupboards etc.

Please make sure that any parking permit you have is visible when you park your car.

If your scheme has visitors parking bays, please ensure that your visitors use them sensibly. Visitors bays are there for the benefit of all residents at the scheme and care should be taken to ensure the bay is used fairly.

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-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 drive carefully around estates or residential areas.

## Discouraging vermin

Please do not install bird tables or feeders in the communal areas or leave food out, as this may attract 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 in your garden, or undertake similar work, you should contact your local authority. Some trees are subject to preservation orders which means there can be financial penalties if you complete work without permission.

## Pets

We don't always give permission for residents to keep pets in their homes, so before you make the decision to have a pet, please contact our Customer Service Centre on 0800 358 7767 (option 3).

## Lofts

Whether private or communal, lofts should not be used for storage. This is because there is an increased risk of damage to the roof and loft floors, and can be a fire hazard. 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](mailto:info@tvha.co.uk)
- Web: [www.tvha.co.uk](http://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 formie dużej czcionki oraz w wersji audio.

Se precisar de nos contactar e necessita de um intérprete, telefone para: 0800 358 7767 e diga-nos que língua 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 اپنا سے نسخوں یا آڈیو کے طور پر بھی فراہم کیا جاسکتا ہے۔