

THAMES
VALLEY
HOUSING

HEATHERWOOD

LIVING IN YOUR HOME

KEYWORKERS





REPORTING REPAIRS

All repairs and maintenance queries should be reported to the Thames Valley Housing Accommodation Office. The team can be contacted by:

- ▶ **Telephone:** 020 8607 0613 or 01344 876025
- ▶ **Email:** heatherwood@tvha.co.uk
- ▶ In person, at the office.

Out of Office Hours

If you have an **emergency** repair after 5:30pm Monday to Friday or at the weekend, please call **0300 456 2929** and **choose option 1**, you will be connected to the Thames Valley Housing after hours service. This service is for emergency repairs only.

Examples of emergency repairs are:

- ▶ Serious water leak.
- ▶ Loss of electricity and heating.
- ▶ Anything which poses a serious risk to health and safety.

Any non-emergency repairs should be reported to the on-site Accommodation Office when the office is next open.

Repairs that you are responsible for include:

- ▶ Sink plugs
- ▶ Light bulbs
- ▶ Blocked sinks/showers/baths
- ▶ Blocked toilets
- ▶ Toilet seats
- ▶ Keys

If you're not sure whether you're responsible for a repair, please contact us.

SMOKING

We operate a no smoking policy in all communal areas in the building, including the communal areas of shared flats.

ELECTRICAL EQUIPMENT TESTING

It's a Health & Safety requirement to test all electrical equipment on an annual basis. We carry out a fixed and portable appliance test on all the electrical appliances provided by us, including a microwave emissions test. You're responsible for ensuring all your personal electrical appliances are tested annually. We can arrange for your equipment to be tested, but there'll be a charge for this service. We'll let you know in writing when the testing is due.

As this is a regulatory requirement, it's important when appointments are made, they are adhered to. Alternatively you can make arrangements for access to be provided by our on-site officer.

RENT

Your rent is payable monthly, in advance.

If you're an employee of Frimley Health NHS Foundation Trust you must pay your rent via payroll deductions. If you're not an employee of the above Trust, you can pay your rent via monthly Direct Debit on the 1st of each month.

If you get into difficulties with paying your rent, please contact us at the earliest possible time, so we can look at ways in which we can help.



FIRE PRECAUTIONS

When you're moving into the building, please familiarise yourself with all the fire exits and your nearest escape routes. It is important you're aware of the following procedures in the event of a fire:

- ▶ If **you** discover a fire:
 - leave the building by the nearest fire exit.
 - Call the fire brigade on 999.
 - Wait for further instructions from the emergency services.
- ▶ If **you** are in your room/flat and hear the fire alarm:
 - Stay in your room/flat.
 - Wait for further instructions from the emergency services.
- ▶ If **you** hear the alarm and you are in a communal area of the building outside your flat:
 - leave the building by the nearest fire exit.
 - Wait for further instructions from the emergency services.

In addition, all fire doors, including kitchen doors, should be kept shut at all times and mustn't be wedged open.

Fire safety guidelines and legislation

states that all communal areas must be kept completely clear. As a result, Thames Valley Housing operates a 'zero tolerance' on anything stored outside of your home. This includes, but is not limited to:

- ▶ Door mats
- ▶ Shoes
- ▶ Pictures
- ▶ Plants
- ▶ Bikes
- ▶ Shopping trolleys





CLEANING, LAUNDRY AND LINEN

Cleaning

You're responsible for cleaning your room/flat and keeping it in good decorative condition. We have provided all blocks with a vacuum cleaner.

Linen

Bed linen and towels aren't provided.

Laundry

A coin operated laundry room is available next to the Accommodation Office. The laundry room is locked but is accessible to residents on a 24 hour basis. If there is a fault with any one of the machines contact the on-site Accommodation Office during opening hours.

Please treat the laundry room and your fellow residents with respect and leave the room clean and tidy for others to use.

POST

Where to collect your post

Your post will be delivered to your individual post box, located on the Ground Floor of your property.

Large Items and Recorded or Special Delivery

We're able to accept Recorded or Special Delivery items on your behalf. The post man / courier will leave a delivery note in your post box or send a message, advising you where you can collect the item from.

SECURITY

Your security is of the utmost importance to us and your property has been designed with this in mind. Entry to the accommodation requires an access fob given to you when you signed your tenancy agreement.

Visitors

Visitors will be able to contact you on the intercom system outside your property by keying in your flat number and pressing the 'call' button.

Strangers

When entering or exiting the building, please ensure you shut the door securely behind you and look out for strangers. However, never put yourself at risk, and if a person becomes aggressive or threatening towards you, do not engage with them. Report the incident immediately to a member of Thames Valley Housing staff or the local police.

Keys/Fobs

You were issued with a set of keys and/or a fob for your accommodation. In the event that you lose, misplace, forget or have them stolen, you'll need to go to the Accommodation Office during office hours for a replacement. If you lose or misplace them when the office is closed you'll need to contact the out of hours service on **0300 456 2929** who will arrange for you to be given access to your room/flat. On the next working day, you must contact the office and we will issue you with replacement keys/fobs. Please note, you will be charged for any replacement set of keys/fobs and for the cost of any locks or barrels we have to change.

RUBBISH

You are responsible for ensuring all rubbish from your room/flat is disposed of in the bins provided in the outside store area.



- ▶ Recycling collection: **Tuesday**
- ▶ General refuse collection: **Tuesday**

Bulk Rubbish

If you have any bulk rubbish it's your responsibility to take this to the local refuse tip/recycle centre. Alternatively you can contact Royal Borough of Windsor & Maidenhead Council who will collect these items for you.

PARKING

There are a limited number of parking spaces on site. To find out if there are any available spaces please contact us on **020 8607 0613** or **01344 876025**.

If there are no parking spaces available you'll be added to a waiting list and we'll contact you when one becomes free. Any vehicles parked without a valid permit displayed will be ticketed.

TV, TELEPHONE, INTERNET & SATELLITE TV

Television

There are television aerial points located in each flat. The communal aerial provides access to BBC1, BBC2, ITV, Channel 4 and Channel 5.

It's your responsibility to ensure you have your own TV licence. If you have a television, please ensure you apply for a TV Licence. Failure to buy a licence may result in a fine of up to £1000.

You can apply for a licence by calling 0870 241 6468 or by visiting www.tvlicensing.co.uk.

Satellite

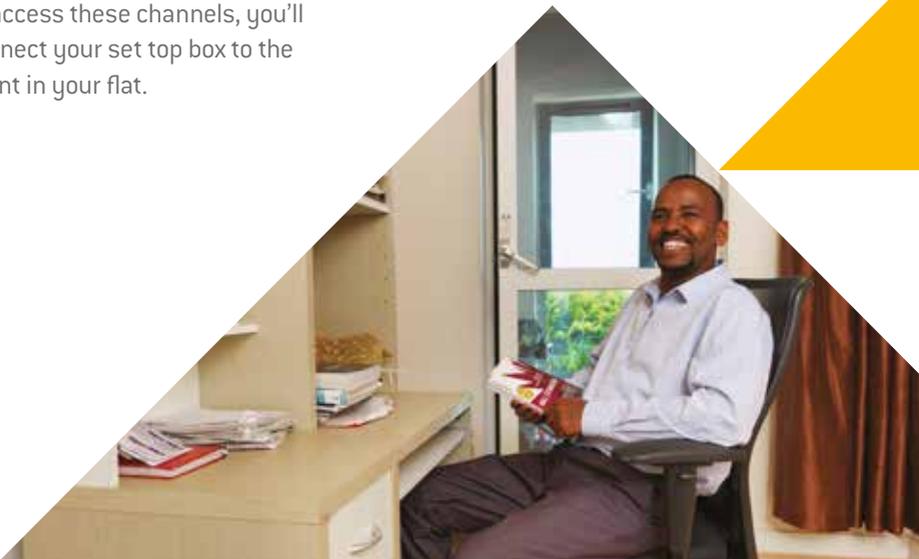
Satellite dishes aren't permitted anywhere throughout the scheme. If you'd like to get satellite channels on your TV, there's a communal Sky Plus satellite dish installed. In order to access these channels, you'll need to connect your set top box to the satellite point in your flat.

Telephone

There's a telephone access point in your accommodation. If you require a connection you'll need to contact your chosen service provider and they'll give you details on connection charges.

Wi-Fi Wireless Internet

WiFi access is available throughout the building. To connect to the service is simple by connecting your computer or mobile device to 'Keysurf' then just follow the onscreen instructions. You can sign up for a day, a week or longer. Full information of the costs is available on screen.



TRANSLATIONS & INTERPRETATION

If you need to contact us about anything, and need an interpreter, call **0300 456 2929** and tell us your language.

We can also provide a large print version of this document.

If you would like any TVH information translated into another language, in large print or audio versions, please contact us on 0300 456 2929.

Si vous souhaitez recevoir une quelconque information de TVH dans une autre langue, veuillez nous contacter au 0300 456 2929.

Jeżeli chcieliby Państwo otrzymać dowolne informacje TVH w innym języku, prosimy o kontakt pod numerem telefonu: 0300 456 2929.

Haddii aad jeceshahay in luqad kale lagugu turjumo macluumaadka Thames Valley Housing (TVH), fadlan nagala soo xiriir 0300 456 2929.

যদি আপনি TVH সম্পর্কিত কোনো তথ্যের অন্য একটি ভাষায় অনুবাদ চান, তাহলে অনুগ্রহ করে 0300 456 2929 টেলিফোন নম্বরে আমাদের সঙ্গে যোগাযোগ করুন।

إذا رغبت في معرفة أي معلومات مترجمة إلى لغة أخرى عن توماس فالي هوزينج (TVH)، فيرجى الاتصال بنا على الرقم 0300 456 2929.

اگر آپ TVH (تھیمز ویلی ہاؤسنگ) کی کسی بھی معلومات کا ترجمہ کسی دیگر زبان میں چاہتے ہیں تو براہ مہربانی ہم سے 0300 456 2929 پر رابطہ کریں۔