

THAMES  
VALLEY  
HOUSING

HEATHERWOOD

# WELCOME SHEET

KEYWORKERS



## KEY CONTACTS

### Heatherwood Accommodation Team

Kate Brooks - Accommodation Officer

We're available between 8.30am and 4.30pm Monday to Friday to answer any queries which you may have. You can contact us by telephone, email or by dropping into our office. Our contact details are:

- ▶ **Kate's Telephone:** 020 8607 0613 or 01344 876025
- ▶ **Email:** heatherwood@tvha.co.uk
- ▶ **Office address:** Willow House, 28 Brook Avenue, Ascot SL5 7SG

## MOVING IN

### Tips for moving in

- ▶ Change your address details with your bank, your employer, the Benefits Agency and any other contacts.
- ▶ You live in a self-contained flat and therefore you are responsible for paying the Council Tax. You'll need to contact **Royal Borough of Windsor & Maidenhead Council** to register with them to pay. You can contact them on Tel: 01628 683850 or at council.tax@rbwm.gov.uk
- ▶ Registering on the Electoral Roll will enable you to vote in local and general elections. You're only able to vote if you are a citizen of Britain, the Commonwealth, Ireland or the European Union. To register, contact **Royal Borough of Windsor & Maidenhead Council**.



### Building Insurance

We provide you with building insurance, which covers the structure of your home including walls, window frames, communal areas and roofs. It protects against damage caused by fire, flood, burglary or subsidence. It doesn't cover against gradual deterioration or wear and tear.

### Home Contents Insurance

We don't insure your personal belongings and strongly recommend you take out your own home contents insurance. This will cover items such as your furniture, clothes, electrical equipment, bikes, phones and computers. Most policies normally protect you against loss or damage caused by fire, theft and flood.

If you suffer damage caused by a neighbour, such as a flood, you need to claim under your own insurance or take legal action. Our building insurance will only cover damage caused to the structure of the property.

### **Our Responsibilities**

We're responsible for ensuring the structure of your home and any fixtures within it, are in good working condition and working properly.

### **Furnishings**

Your property is let fully furnished. However, if you bring any furniture of your own, you must ensure it is flame retardant and it meets the latest British Standard (BS). Any items found that don't meet the required standard will be removed.

We took an inventory of all the items provided by us, when you came to sign your tenancy agreement. A copy of this signed inventory is provided in your sign up pack. If you choose to vacate your accommodation, we will carry out a visit to check the items on the original inventory. The cost of any missing or damaged items will be taken from your deposit.



## 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۔