

## STOKE MANDEVILLE

### Vacant rooms

In early December we will have some availability in the single cluster rooms. If you have colleagues that might be interested in moving in please let Sarah know or ask them to contact her directly.



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01296 344750



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sarah\_moxham@tvha.co.uk



Metropolitan  
Thames Valley

► Autumn 2018

# MTVH Newsletter

For residents living in keyworker accommodation

## HILLINGDON

### Laundry room

After a slight delay in setting up the LaundryView service, it is now working and ready for use. LaundryView is a service which enables you to see which machines are in use without having to leave the comfort of your own home.



If you would like to use this service free of charge, please visit [circuit.co.uk/i-want-to-do-my-laundry/laundry-view](http://circuit.co.uk/i-want-to-do-my-laundry/laundry-view)



### Parcels

If you have a parcel delivered to the Accommodation Office, please ensure that you collect it within 2 days. We are coming up to a really busy period and the office can get a little crowded with parcels! Can we also politely ask that you do not call the office to check if we have a parcel for you, but that you come into the office instead and check the parcel book.

### Boilers and radiators

Now that winter is approaching, please check that your boilers and radiators are in good working order, so we can rectify any problems before the cold weather kicks in. You can do this by turning the Thermostatic Radiator Valve (TRV) up and waiting to see if the radiator becomes hot. The radiator should start heating up within 10 minutes. If the radiator stays cold, the next thing to do is check there are no error codes showing on the boiler. If there is an error, the screen will be flashing red and starting with a 'E' (for example, it might say 'E119').

Once you have checked the boiler, please report any issues to us and let us know which error code you're getting. We can then arrange for our contractor to come and fix the problem.



You can email this information to us at [Hillingdon@tvha.co.uk](mailto:Hillingdon@tvha.co.uk)

## QUEEN VICTORIA

### New boilers in the shared houses

Now that autumn is with us and before the onset of winter, we are having new boilers fitted in the houses that were not replaced last year. Jo will advise you when your particular boiler is going to be replaced, as this will require brief access into your bedroom so the radiators can be balanced.

There will also be a follow up visit after the boiler has been fitted to make good the area around the pipes in the kitchen – again you will be notified of this in advance. We apologise for any inconvenience caused, but this will enable a good start to the winter months when we all rely on the heating to keep us warm.

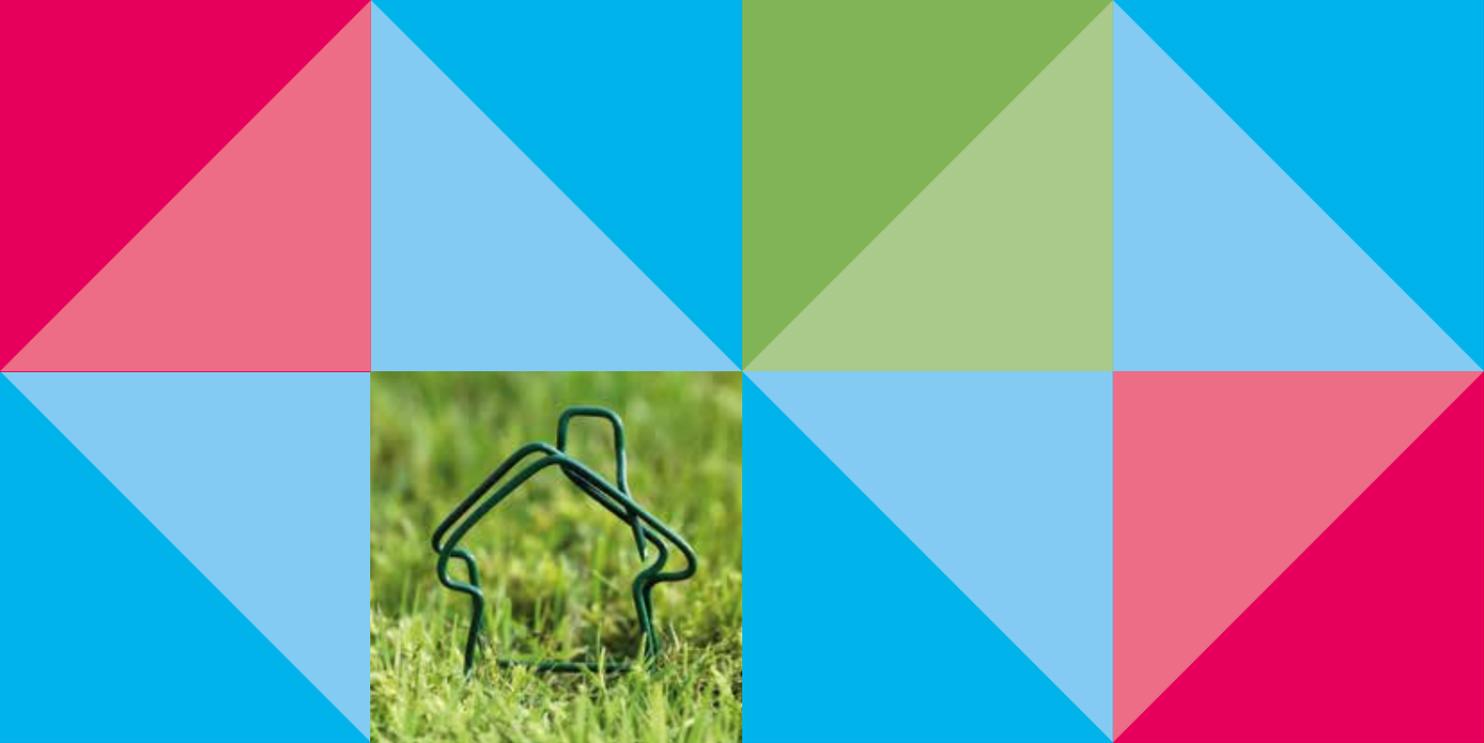
## Our partnership with Metropolitan

We wrote to you in May to tell you we were in partnership talks with Metropolitan Housing Trust, and to ask for your feedback. We would like to let you know that the partnership is now complete. There were no significant objections from residents to the proposals, and the Board considered the results of the consultation before deciding to proceed with the partnership.

We have sent you a letter which includes all the relevant information, including a comprehensive list of FAQs. Most importantly, your tenancy is not affected by our partnership, and the services we provide to you will not change.

If you have any questions, or if you have not received your letter, please contact your local Accommodation Office. You can find more information about the partnership on our website, by visiting [tvha.co.uk/partnership](http://tvha.co.uk/partnership)





# HEATHERWOOD

## A message from Kate

I just wanted to say a huge thank you to everyone for the cards, gifts and good wishes on my recent retirement. I was totally overwhelmed by your generosity and it was lovely that so many of you managed to call into the office to say goodbye. Best wishes to you all.

## Your new Accommodation Officer

By the time you read this newsletter, **Niamh Doherty** will have started in her new role. She is currently in training, but more than happy to meet anyone who wishes to visit the office to say hello.

## Laundry provision

In the last newsletter we announced that the League of Friends, who currently provide the onsite laundry service, have decided to withdraw from running it. We are currently in talks with another of our laundry service providers and hope to be able to give you further information on when the change will take place soon.



Niamh Doherty

### Fire Risk Assessments and zero tolerance on items left in communal areas

The Annual Fire Risk Assessments are due to be carried out by our consultants soon. Please do not prop fire doors open or leave any items in the communal areas. We have a zero tolerance policy on items left in communal areas.

The Fire Safety Officer's advice is that all communal areas are kept clear at all times, in order to reduce the spread of fire and trip hazards that might impede your escape routes in the event of a fire. If we find any items in communal areas, you will be asked to remove them immediately, or they will be removed by a member of staff.

### Keyworker videos

Following the success of our Ascot Keyworker video, which you can view on our website, we commissioned videos for some of our other sites as well. The filming for Hillingdon, Stoke Mandeville, Nuffield and Hammersmith has been completed and should be ready to put on our website in the next few weeks.

The videos show the different types of accommodation we offer and the local facilities and amenities, such as local transport and shops, that you can find near our accommodation. We would like to thank all our tenants who kindly helped us in the production of these videos by appearing in them and allowing us to film their rooms and flats, to showcase the quality of accommodation we provide.

### Customer satisfaction

In our service pledge we promised to maintain a high level of customer satisfaction across all our Keyworker rented properties, and our aim was to make sure that at least **82% of you are satisfied with our services.**

In April 2017 we said we would let you know quarterly how we are doing. This time we achieved 78.8%. We will try and improve on this over the coming months.

# FRIMLEY

## Repairs resulting from end of defect period inspections

Thank you for your continued patience and understanding whilst the defects works are being carried out. Great progress has been made and all work should be completed by mid-November.



## Safety and security in your home

Please remember to lock the front doors to your flat and block. Caroline and Suzy are finding lots of doors unlocked, which puts not just your safety at risk, but that of your flatmates too.

## How to top up pressure on your boiler

With winter coming, Suzy has put up instructional posters on the noticeboards in your flats showing you how to top up the pressure on the boiler. If your heating and hot water suddenly stop working, this should be your first check before calling our contractor, Central Heating Services (CHS). Detailed instructions are also in your white ring binders, under Section 4.1.

If you call CHS and the issue is low boiler pressure you may be charged, so please always check this first.

# NUFFIELD

## Bulk items of rubbish

We are regularly finding items of bulk rubbish which have been left by the bin areas. Please do not dispose of your bulk rubbish in this manner. It is your responsibility to arrange disposal, and you can do so in the following two ways.

-  Take it to the local Household Waste Recycling Centre (HWRC). The nearest one is the Redbridge Centre, Old Abingdon Road, Oxford, OX1 4XG.
-  Contact Oxford City Council on **01865 249811** to collect it.