



Metropolitan  
Thames Valley

BOURNEWOOD

# Living in your home

**KEYWORKERS**



## Living in your home

**This leaflet gives information on how to help you maintain your property and live safely in your home.**

2

### Reporting repairs

If you have gas central heating please report any repairs to Central Heating Services (CHS) on **0800 028 4169** or **01252 551 006**.

All other repairs and maintenance queries should be reported to the MTVH Keyworker Office. The team can be contacted by:

Telephone:

**020 8607 0613** or  
**01344 876025**

Email:

**[bournewoodinfo@tvha.co.uk](mailto:bournewoodinfo@tvha.co.uk)**

In person at the Ascot Office:

**Willow House,  
28 Brook Avenue,  
Ascot SL5 7SG**

Online using MTVH online:

You will need to register, please contact the office for more details.

### Emergency repairs

**Out of office hours**

If you have an emergency repair after 5:30 pm Monday to Friday or at the weekend, please call:

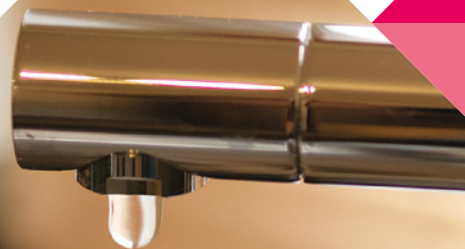
**0300 456 2929**  
choose option 1

You will be connected to the MTVH out of hours service for emergency repairs only.

### Examples of emergency repairs are:

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

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





### **Your responsibilities include:**

#### **Carrying out minor repairs**

These include small jobs inside your home such as replacing and repairing any of the following:

- Sink plugs
- Light bulbs
- Blocked sinks, showers, baths and toilets
- Toilet seats
- Glazing
- Smoke alarm batteries

### **To help us provide an efficient repairs service we need you to:**

- Report any problems as soon as possible
- Give as much detail as possible about the problem
- Tell us how we can contact you
- Tell us when we can get into the property to carry out the repair

Once you have reported a repair you will receive confirmation of your appointment once the repair has been raised.

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

# Living in your home

4

## Access to your property

We need to be able to go into your home from time to time to inspect or repair your property. We are also legally obliged to check your gas appliances as faults can cause carbon monoxide poisoning. You will be contacted and a suitable time will be arranged to visit your home.

We may also have to enter without your permission in extreme emergencies such as a flood or fire. Your tenancy agreement gives us the right to do this without your permission or if you are not available to allow access.

## Smoking

We operate a no smoking policy in all communal areas of our buildings.

## Electrical equipment testing

It is your responsibility to have all your personal electrical appliances tested annually to ensure they are safe to use. We can arrange for your equipment to be tested, but you will be charged for this service.

## Paying your rent

You need to pay your rent on time, in full and in advance.

If you're an employee of Surrey and Borders Partnership NHS Foundation Trust you must pay your rent via payroll deductions. In all other cases, you can pay your rent via monthly direct debit on the 1st of each month.

If you get into difficulties paying your rent, please contact us as soon as possible, so we can look at ways in which we can help.





## Fire precautions

You must familiarise yourself with all the fire exits and your nearest escape routes.

### If you discover a fire you should follow these procedures:

1. Raise the alarm
2. Leave your home by the nearest exit
3. Call the fire brigade on 999
4. Wait for further instructions from the emergency services

### If you hear the fire alarm:

1. Immediately leave your home by the nearest exit
2. Wait for further instructions from the emergency services

## Fire safety in communal areas

If you live in a block of flats, fire safety guidelines and legislation states that all communal areas must be kept completely clear. As a result, we operate a 'zero tolerance' on anything stored outside of your home. This includes, but is not limited to:

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

## Cleaning

You are responsible for cleaning your accommodation and keeping it in good condition.

# Living in your home

## Keys

6

If the set of keys we gave you gets lost or stolen, you'll need to contact your Local Keyworker Manager during office hours to get a replacement key. If you lose or misplace them when the office is closed you'll be responsible for gaining access to your home.

If you need to hire a locksmith to help you get in your home, please contact your Local Keyworker Manager when the office reopens to advise them of the situation and arrange for the lock to be changed.

## Rubbish

You're responsible for ensuring all rubbish is disposed of in the bins provided by the local council. Please recycle as much as possible.

## Bulk rubbish

If you have any bulk rubbish it is your responsibility to take this to the local refuse tip/recycle centre. Alternatively you can contact Runnymede Council who will collect these items for you.

## Parking

Your Local Keyworker Manager will advise you of any specific parking requirements for your accommodation when you sign up for the tenancy.

## Telephone, TV & satellite Telephone

There's a telephone access point in your accommodation. If you want a telephone connection you'll need to contact your chosen service

provider who will give you details on connection charges.

## Television

There is a television aerial point located in your home, and it's your responsibility to ensure you have a 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 visiting:

[www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)

## Satellite

Satellite dishes aren't permitted on the exterior of the building without written permission from us.

## Gardens

### Private gardens

If you have a private garden, you're responsible for keeping it in a tidy state. You must not plant any deep-rooted or fast growing trees. You are responsible for all the trees in







your garden. These can damage the structure of your property and be a nuisance to neighbours by blocking light if not maintained. If you want to remove trees, or undertake similar work, a work application must be made to your local council. You may be fined if you don't get this consent.

## Communal gardens

If you live in a flat and there is a communal garden this will be maintained by the management company responsible for the building.

## Pets

Pets are not allowed in any of our Keyworker properties. The only exceptions will be if you require a guide dog, or, you have private access to your own private garden. If you do fall under one or both of the two exceptions mentioned, you will need to apply to MTVH in writing before getting a pet and we will assess your request.



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