



Metropolitan
Thames Valley

FRIMLEY

Living in your home

KEYWORKERS



Living in your home

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

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

Telephone:

020 3846 0151 or
01276 685231

Email:

frimley@tvha.co.uk

In person at the Frimley Office:

**13 Hawthorn House,
8 Chancellor Drive,
Frimley GU16 7AT**

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:

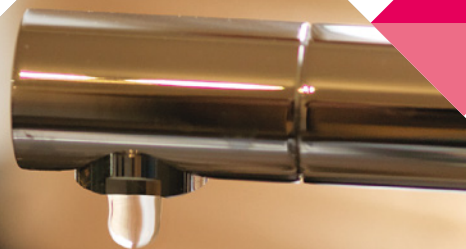
0300 456 2929
choose option 1

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.





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

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

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 will be a charge for this service. We will let you know in writing when the testing is due.

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

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Paying your 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 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 you should follow these procedures:

1. Leave the building by the nearest fire exit.
2. Call the fire brigade on 999.
3. Wait for further instructions from the emergency services.

If you are in your room/flat and hear the fire alarm:

1. Leave the building by the nearest fire exit
2. 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:

1. Leave the building by the nearest fire exit
2. Wait for further instructions from the emergency services

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

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, MTVH operates a 'zero tolerance' on anything stored outside of your home.

This includes, but is not limited to:

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





Cleaning

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

Linen

Bed linen and towels aren't provided.

Laundry

A card only operated laundry room is available next to the Keyworker Office, cards for £5 can be bought from the office. The laundry room is accessible to residents on a 24 hour basis. If there is a fault with any one of the machines, please call:

0800 092 4068 or
01422 820040

as displayed on posters in the laundry room. If you have a problem with your

top-up card, please call the helpline:
01422 820026.

Alternatively, problems can be reported to the on-site Keyworker Office during opening hours. Please treat the laundry room and your fellow residents with respect and leave the room clean and tidy for other users.

Post

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

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.

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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 MTVH staff or the local police.

Keys

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:

0300 456 2929

They 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: Monday

General refuse collection: Monday

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 Surrey Heath Borough Council who will collect these items for you.

Parking

There are a limited number of parking spaces on site for residents and visitors. To find out if there are any spaces available contact us on:

020 3846 0151



Living in your home



TV, Telephone, Internet & Satellite TV

Television

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 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.

Wireless Broadband

WiFi access is available throughout the building. To access the service connect your computer or mobile device to 'Optify Media Force' 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. Other internet providers are also available, you can approach BT or Virgin Media, who are also service the area.

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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52 London Road,
Twickenham, TW1 3RP

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Web: www.mtvh.co.uk

