



Metropolitan
Thames Valley

HEATHERWOOD

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 live in Rowan House and have gas central heating please report any repairs to Central Heating Services (CHS) on:

Telephone:

**0800 028 4169 or
01252 551 006**

Email:

heatherwoodinfo@tvha.co.uk

In person at the Heatherwood 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**

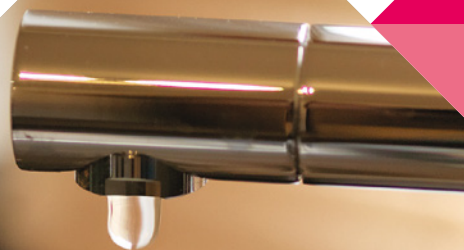
You will be connected to the MTVH out of hours service for emergency repairs only.

Examples of emergency repairs are:

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

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

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

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

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 is 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 testing is due.

As this is a regulatory requirement, it's important when appointments are made, they're 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, 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 the building by the nearest exit
3. Report to the assembly point
4. Call the fire brigade on 999

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
- Bikes
- Shoes
- Shopping trolleys
- Pictures
- Plants





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 card operated laundry room is available next to the Keyworker 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 Keyworker 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.

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 others.

Post

Where to collect your 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 to 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 trying to enter the building. However, never put yourself at risk and if a person becomes aggressive or threatening towards you, don't engage with them. Report the incident immediately to a member of MTVH 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 Keyworker 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

Residents are responsible for ensuring all rubbish from their rooms/flats is disposed of in the bins provided in the outside store area.

Recycling collection: Tuesday

General refuse collection: Tuesday

Bulk rubbish

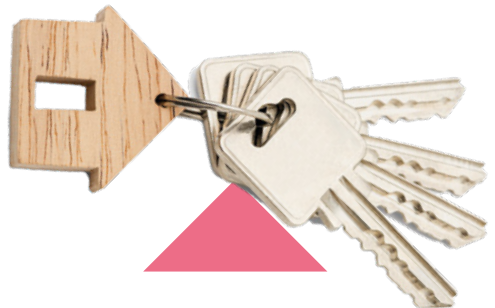
If you have any bulk rubbish, it's your responsibility to take this to the local refuse tip/recycle centre. Alternatively you can contact the local council who will collect these items for you.

Parking

There are a limited number of parking spaces on site. To find out if there are any spaces available, please contact us:

**020 8607 0613 or
01344 876025**

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



Living in your home



TV, Telephone, Internet & Satellite TV Television

The communal aerial provides access to all the freeview digital channels. There are television aerial points located in each flat, so there is no need for you to install an aerial.

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 are not permitted anywhere throughout the scheme. If you want to get satellite channels on your TV, there's a communal Sky satellite dish installed. In order to access these channels, you will need to connect your set top box to the satellite point in your flat.

Telephone

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

Wireless Broadband

WiFi access is available throughout the building. To connect to the service is simple by connecting 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.

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.

HEATHERWOOD



Metropolitan
Thames Valley

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Twickenham, TW1 3RP

Email: info@tvha.co.uk

Web: www.mtvh.co.uk

