



Metropolitan
Thames Valley

NUFFIELD

Living in your home

KEYWORKERS



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

Reporting repairs

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

Telephone:

020 8607 0730 or
01865 741608

Email:

nuffield_sites@tvha.co.uk

In person at the Nuffield Office:

**Mary Powell House,
72-74 Old Road, Headington,
Oxford, OX3 7QR**

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

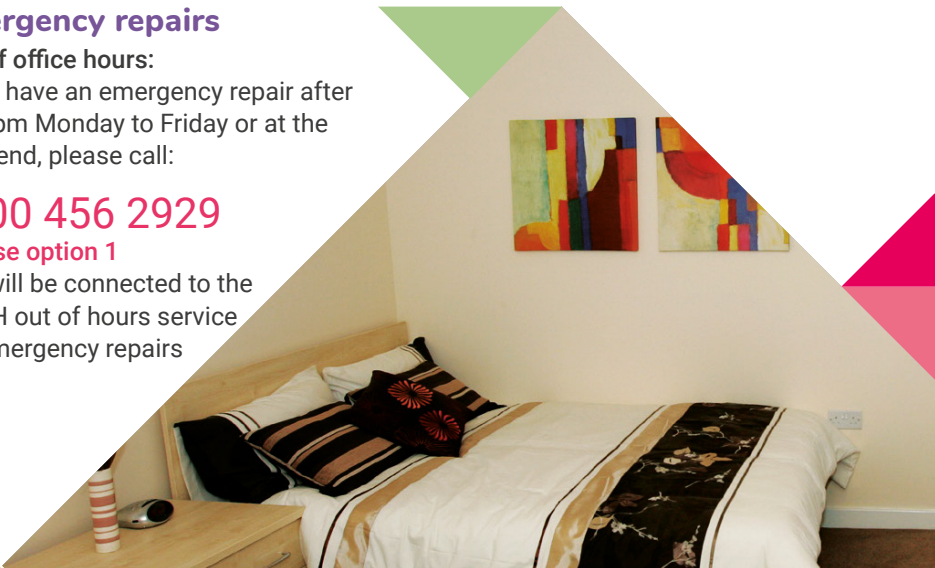
You will be connected to the MTVH out of hours service for emergency repairs only.

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 and toilets
- Toilet seats

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

Smoking

We operate a no smoking policy throughout all of our buildings, 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 Oxford University Hospitals NHS 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 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
- Shoes
- Pictures
- Bikes
- Shopping trolleys
- Plants

Cleaning, laundry and linen

Cleaning
You are responsible for cleaning your flat/room and keeping it in good decorative condition. We have provided all flats with vacuum cleaners.





Linen

Bed linen and towels are not provided.

Laundry

A card operated laundry room is available next to the Keyworker Office, you can also download an app on your smart phone. 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, please call:

**0800 092 4068 or
01422 820040**

The numbers are also displayed on posters in the laundry room.

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 others.

Post

Where to collect your post

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

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.

In addition, there are security doors around the buildings which prevent people from wandering around areas where they don't live. These security doors require a fob for access.

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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 Thames Valley Housing staff or the local police.

Keys/Fobs

You will be issued with a set of keys for your accommodation. In the event that you lose, misplace, forget or have your keys stolen, you will need to go to the Keyworker Office on site during office hours for a replacement set. **If you lose or misplace them when the Accommodation 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 Accommodation Office and we'll arrange for the lock to be changed back to one of our specialist locks. Please note, you will be charged for any replacement set of keys and for the cost of any locks or barrels we have to change.

Rubbish

Residents are responsible for ensuring all rubbish from their room/flat/shared kitchen is disposed of in the bins provided in the outside store area.

Recycling collection:

Friday

General refuse collection:

Friday

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 Oxford City 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 0730 or
01865 741608.**

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.



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TV, Telephone, Internet & Satellite TV Television

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

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 is 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 the information screens on site.

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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