



Metropolitan
Thames Valley

QUEEN
VICTORIA

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.

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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 8607 0554 or
01342 328966

Email:

queen.victoria@mtvh.co.uk

In person at the Queen Victoria Office:

**6/7 Meridian Way, Holtye Road,
East Grinstead,
West Sussex, RH19 3GB**

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

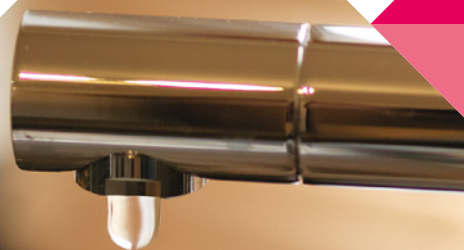
You will be connected to the MTVH out of hours service for emergency repairs only.

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

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

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.

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Smoking

We operate a no smoking policy throughout all of our buildings and all communal areas, 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, it's important when appointments are made, they are adhered to. Alternatively you can make arrangements for access to be provided by our on-site team.

Paying your rent

Your rent is payable monthly, in advance.

If you're an employee of Queen Victoria Hospital NHS Foundation Trust you'll be able to 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

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. 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
- Shoes
- Pictures
- Bikes
- Shopping trolleys
- Plants

Cleaning

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

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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. 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 through the letterbox in the front door of your house/flat.

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

Residents are responsible for ensuring all rubbish from their room/flat is disposed of in the bins provided in the outside store area. Kitchen bins in shared houses are emptied by the on-site cleaning team on a daily basis Monday to Friday.

Recycling collection: Friday

General refuse collection: Friday

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 Mid Sussex District Council who will collect these items for you.



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Parking

There are a limited number of parking spaces on site. Parking is on a first come first served basis. Contact the on-site accommodation office for more details.

TV, Telephone, Internet & Satellite TV Television

We provide TVs in the lounges of the shared houses (Houses 4–10) which provide access to all freeview digital channels BBC1, BBC2, ITV, Channel 4 and Channel 5 plus access to all free to air digital channels. In houses 1–3 and all self contained flats there are television aerial points provided.

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

There is no satellite system in place at this scheme and no satellite dishes are permitted anywhere throughout the scheme.

Telephone

There are no telephone access points in shared accommodation, only the self contained flats. If you require a telephone 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 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.

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