



Metropolitan  
Thames Valley

STOKE  
MANDEVILLE

# 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 and live in the Forskett Way houses, 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 0777** or  
**01296 334750**

Email:

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

In person at the Stoke Mandeville Office:

**Harrington House, Emmett Drive, Aylesbury, Bucks, HP21 9AP**

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:

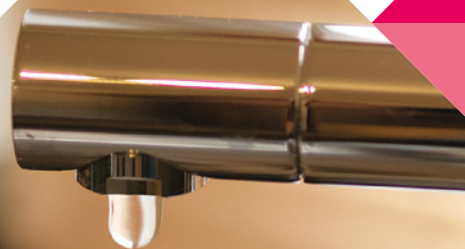
**0300 456 2929**  
choose option 1

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 during normal office hours.

### **Repairs that you're responsible for 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**

Smoking is not permitted in any part of the building, this includes your room and any communal areas. Please smoke outside and away from the building.

### **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.

# Living in your home

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## Paying your rent

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
- Bikes
- Shoes
- Shopping trolleys
- Pictures
- Plants

All items will be removed and disposed of if continuous breaches occur.





## Cleaning, laundry and linen

### Cleaning

You're 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 on each stairwell. 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 others to use.

## Post

Your post will be delivered to your individual post box, located on the ground floor of your building or in the case of houses through the letterbox on your front door.

## Security

Your security is of the utmost importance to us and your property has been designed with this in mind. Entry to the shared accommodation requires an access key given to you when you signed your tenancy agreement.

## 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. Never put yourself at risk, 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.

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## Keys/fobs

You were issued with a set of keys for your accommodation. In the event that you lose, misplace, forget or have them stolen, you will need to go to your Keyworker Office during office hours for a replacement. If you're locked out, lose or misplace them outside of our office hours you can contact the emergency number on:

**0300 456 2929 choose option 1.**

The operator will call out the key holding service and they will give you access to your room or flat. On the next working day you must contact the Keyworker Office for a new set of keys and a fob. Please note that you'll be charged for replacement keys/fobs and for the cost on any lock or barrels we have to change back, a callout fee of £50 will also apply.

## Rubbish

Residents are responsible for ensuring all rubbish from their 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 is your responsibility to take this to the local refuse tip/recycle centre. Alternatively you can contact Aylesbury Vale District 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 available spaces please contact:

**020 8607 0777 or  
01296 334750**

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. We have parking bays available for visitors, a parking scratch card has to be purchased and displayed on the dashboard. For further information on the parking charges and the location of the visitors bays, contact the Keyworker Office.





# Living in your home



## TV, Telephone, Internet & Satellite TV Television

There are television aerial points located in each room/flat. 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](http://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 Plus satellite dish installed. 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 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 access the service connect your computer or mobile device to 'Optify Media Force.' Then simply 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, you will need to apply to MTVH in writing before getting a pet and we will assess your request.

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