

Furnished Tenancies

June 2019



If you need assistance understanding the information in this document, please contact us on **0300 365 1111**.



01

Our Service to you

As our customer, you deserve an excellent service. Our service standards tell you what you can expect from us, our operatives and contractors.

If your experience does not match the standards we have set, or you feel we could improve on the service we provide, please let us know by calling **0300 365 1111**.

We monitor our performance against these standards and publish the results in our Annual Report and on our website **ovh.org.uk**.

Every year, we will review the quality of our services with you and make any necessary changes.

02

Furnished Tenancies

The aim of the furnished tenancy scheme is to provide furniture to One Vision Housing customers who are unable to furnish their homes due to their own personal or financial circumstances.

The scheme allows you to rent essential furnishings as part of your tenancy.

Our furnished packages last five years. After this period, we will review your package. During the five years, you will receive regular visits in relation to your furnished tenancy.

How do I apply?

If you are interested, you should discuss this with your Neighbourhood Officer. They will then make a referral to the Furnished Tenancy Officer, who will complete an assessment with you.

Furniture items provided include:



Cooker



Refrigerator



Beds



Wardrobes



Chest of drawers



Settees



Dining room furniture

03

FAQs

How do I pay for the furniture?

A weekly service charge will be included on your rent account. If you are on a low income, you may be entitled to Housing Benefit, which will cover all or part of the charge.

If you are interested in taking up a furnished package, it is important that you consider whether you can afford to pay your rent plus the extra service charge for your furniture.

If your financial circumstances change, you must notify us immediately and we will assess the continued provision of your furnished tenancy with you.

Can I choose the furniture?

Yes, we have a range of packages for you to choose from and will also offer you a choice of colours for your furniture.

What happens if the furniture is damaged or stolen?

If any of the items become damaged, it will be your responsibility to replace them. If any of the items are stolen, a theft report should be made to the local police. We would advise you to take out your own household insurance.

We offer a low-cost insurance scheme, which you can pay for by monthly instalments. If you are interested, please speak to your Neighbourhood Officer.

Who is responsible for the furniture?

You will be responsible for looking after the furniture and ensuring that it is maintained to an acceptable standard.

We realise that some items may need replacing due to wear and tear or faults and if this is the case, you should notify your Furnished Tenancy Officer who will arrange an inspection. We will then check the furniture and, if necessary, repair or replace it.

We will ensure that annual safety checks are carried out on any gas or electrical appliances supplied with your package.

A review of the furniture will be carried out every 12 months by a Furnished Tenancy Officer to see that the package still meets your needs.

Can I take the furniture with me if I move home?

Yes, but only if you transfer to another One Vision Housing property.

Can I buy the furniture?

No. The furniture belongs to One Vision Housing and we cannot sell it to you.

How can I end my furnished tenancy?

If you wish to end your furnished tenancy, you will need to contact your Tenancy Support Officer who will arrange to visit you to discuss this matter.

Get in touch



ovh.org.uk/my-account
Make payments, report (and book) repairs and view accounts online with My Account



ovh.org.uk



0300 365 1111 (24hr)



enquiries@ovh.org.uk



@ovhousing



facebook.com/ovhousing

Customer Access Centre

Coral Drive, Bootle,
Merseyside L20 3UG

Open: Mon to Fri, 9am to 5pm

OVH Head Office

Atlantic House,
Dunnings Bridge Road, Bootle,
Merseyside L30 4TH

Open: Mon to Fri, 8.30am to 5pm



One Vision Housing is part of The Sovini Group

The information inside is correct at time of print.

For the most up to date information please visit our website.



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ARMED FORCES
COVENANT

If you need assistance understanding the information in this document, please contact us on **0300 365 1111**.

Chinese

如果您需要幫助了解本文檔中的信息，請致電 **0300 365 1111** 與我們聯繫。

Lithuanian

Jei norite, kad Jums kas nors padėtų suprasti šiame dokumente pateiktą informaciją, prašome su mumis susisiekti tel **0300 365 1111**.

Polish

Jeśli potrzebujesz pomocy, by zrozumieć informacje zawarte w tym dokumencie, skontaktuj się z nami pod numerem **0300 365 1111**.

Portuguese

Caso necessite de assistência para compreender a informação constante neste documento, deverá contactar-nos através do **0300 365 1111**.

Russian

Если вам требуется разъяснение информации, содержащейся в данном документе, пожалуйста, свяжитесь с нами по телефону **0300 365 1111**.

Turkish

Bu belgede verilen bilgileri anlama konusunda desteğe ihtiyacınız olursa lütfen bize ulaşın **0300 365 1111**.