

# Customer information guide



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



# 01

## Welcome

This information guide is for you to keep, with plenty of useful information and telephone numbers to help you get the most out of your tenancy.

You have an allocated Neighbourhood Services Officer who can help and advise you about your tenancy, home and rent.

If for any reason you fall into arrears or miss rent payments please contact us at the earliest opportunity.

Our Neighbourhood Services Team are here to help and will be able to go through the options with you. They can help set up payment arrangements and provide you with advice about benefits and debt.

You can contact your Neighbourhood Services Officer through our Customer Service Centre.



**Your Neighbourhood Services Officer is:**

.....  
 .....

Call **0300 365 1111** or email **enquiries@ovh.org.uk**

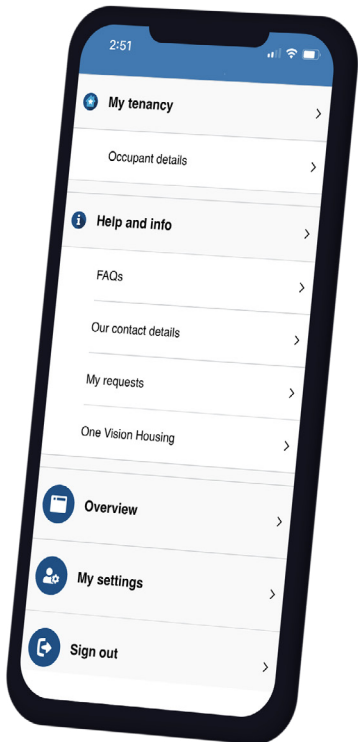
*Your Neighbourhood Services Officer may change from time to time.*

# 02

## My Account



You can manage your tenancy online through My Account.



**My Account allows you to access our services at your convenience:**

- Report and book (non-emergency) repairs
- Make payments securely
- View the personal details we have stored about you
- View your accounts and account transactions
- Generate and print account statements
- Report anti-social behaviour
- Request various forms to be posted to you
- Request a new payment card
- Make arrangements to pay outstanding debt
- Register complaints

**You can also request for a variety of forms to be posted to you:**

- Home Contents Insurance application form
- Property Alteration application form
- Pet Ownership application form
- Mutual Exchange application form

**To register for My Account, you'll need:**

- The email address you use for OVH, if you have never registered one with us, please call us on **0300 365 1111**
- Your OVH account number (can be found on your rent statement or annual rent notification letter)

Register and login into My Account via **[ovh.org.uk/my-account](https://ovh.org.uk/my-account)**

*All current customers are eligible to register for My Account via **[ovh.org.uk/my-account](https://ovh.org.uk/my-account)***

If you have any problems registering, logging in, or would like advice about how to use My Account, please contact us on **0300 365 1111**.

## 03

## Customer services

You can contact the Customer Service Centre from 8am to 6pm, Monday to Friday regarding any of the following services or requests.

 0300 365 1111

 enquiries@ovh.org.uk

Our **0300 365 1111** Out of Hours service is only for: paying your rent using the automated telephone system, reporting an emergency repair or reporting anti-social behaviour.

**Note:** You can manage your tenancy online at any time with My Account, see page 4 for details.



Repairs



Emergency repairs



Gas turn on and test



Report anti-social behaviour



Rent enquiries/payments/  
financial support



Independent Living



Comments/complaints/feedback



Become an Involved Customer



# 04

## Paying your rent

You are responsible for ensuring that rent payments are made to One Vision Housing.

If you are in receipt of full Housing Benefit but under-occupying your new home, you will be affected by the Bedroom Tax. This means that you are responsible for paying the Bedroom Tax amount to us, which is a shortfall in your Housing Benefit rent payments.

If you are in receipt of Universal Credit, you must pay the weekly rent highlighted above, using your monthly Universal Credit payments.



**Your weekly rent is:**

£ .....



**Your bedroom tax is:**

£ .....



**This means you must pay:**

£ .....  
each month

# 05

## Payment methods

For your convenience, you can choose from a variety of payment methods:

### **Paying online**

If you have a debit/credit card, you can pay online at any time with our My Account service. Register or sign in at **ovh.org.uk/my-account**

### **Direct Debit**

If you have a bank account you can set up a Direct Debit for hassle-free payments. Please call **0300 365 1111** for more details. It's the quickest and most convenient way to pay.

### **Post Office or PayPoint/ Payzone outlets**

You can pay by cash or debit/credit card at the Post Office or at retail outlets displaying the Payzone or PayPoint sign.

### **Paying by telephone**

If you have a debit/credit card you can pay your rent/service charges from the comfort of your home. Just call **0300 365 1111**.



More information about paying your rent/service charges can be found on our website **ovh.org.uk**

## 06

## Understanding your utilities

When you move into your new home, you will need to set up your utility accounts.



Your water supplier is United Utilities  
**unitedutilities.com**  
**0345 672 2888**



To find who your gas supplier is call  
**0870 608 1524**



To find who your electric supplier is call  
**0800 195 4141**

### Common gas/ electricity suppliers

#### British Gas (*pay as you go*)

0330 100 0303

#### British Gas (*account enquiries*)

0333 202 9802

#### EON Energy

0345 303 3040

#### Npower

0800 073 3000

#### Scottish Power

0800 027 0072

#### Southern Electric (*pay as you go*)

0345 070 7372

#### Southern Electric (*gas*)

0345 070 7373

Your electricity supplier will request the following information:



**Meter number:**

.....



**Supplier:**

.....



**Meter reading:**

.....

Your gas supplier will request the following information:



**Meter number:**

.....



**Supplier:**

.....



**Meter reading:**

.....

## Understanding a pay as you go meter

If you have a pay as you go meter you will need to follow these steps:

- 1** Contact the supplier and obtain a key or card
- 2** Reset the meter and top-up your key or card with credit
- 3** Call us and arrange a 'turn on and test'
- 4** You will need credit on both meters to do this

## Understanding a billed meter

If you have a billed meter you will need to follow these steps:

- 1** Call the supplier and get the gas and electric account set up in your name
- 2** Call us to arrange a 'turn on and test'

# 07

## Contacting your council

Your council is responsible for a number of services you may need to use, here are some handy contacts for council services.

**You should contact your local council regarding the following services/enquiries:**

- Applying for Housing and Council Tax Benefit
- Informing Council Tax of your new address
- Social Services and Occupational Health
- Bin and bulky item collections

## Contacting your local council

**Sefton Council**  
sefton.gov.uk  
0345 140 0845

**Liverpool City Council**  
liverpool.gov.uk  
0151 233 3000

**Cheshire East Council**  
cheshireeast.gov.uk  
0300 123 5500

**Cheshire West and Chester Council**  
cheshirewestandchester.gov.uk  
0300 123 8123

**West Lancashire Borough Council**  
westlancs.gov.uk  
01695 577177

**Wirral Council**  
wirral.gov.uk  
0151 606 2002



# 08

## Frequently asked questions

We've tried to answer some likely questions you may have.

**Q:** *Can I have a pet?*

**A:** All customers should apply for permission before obtaining a pet. Customers are responsible for the behaviour of their pets and should ensure their pets do not cause a nuisance to other residents.

**Q:** *Who is responsible for the upkeep of my garden?*

**A:** Some communal gardens are maintained by us but if you have your own front or back garden it is your responsibility to maintain this.

**Q:** *How much notice do I have to give when cancelling my tenancy?*

**A:** You must give us at least four weeks written notice ending on a Sunday.

**Q:** *Are the contents of my home covered by insurance?*

**A:** The building is covered, but your contents are not. However, we do have a low-cost pay as you go home and contents insurance available. More information can be found on our website.

**Q:** *I have moved in and my wheelie bins/recycling boxes are missing, what do I do?*

**A:** We are not responsible for your refuse collection or providing wheelie bins. You will need to contact your council. If your bins have been stolen then you should report this to the police first to obtain a crime reference number.



**Q:** *How do I turn my water supply on?*

**A:** You will need to turn on the 'stop tap' in your property. This is usually beneath your kitchen sink.

**Q:** *How do I get my gas turned on?*

**A:** Once you have arranged a gas supply with a utility company, contact our Customer Service Centre and we'll arrange for a 'gas turn on and test' within 24 hours. Once our gas engineer has attended you will be able to use gas in your home.

**Q:** *Can I have a water meter installed?*

**A:** This depends on the type of property you live in. Before having any work done you will need to check by calling us, and also complete a 'Property Alteration application form' to request permission.

**Q:** *I have a gas/electric cooker, will you install it for me?*

**A:** No, this is your responsibility. You must arrange for a qualified tradesperson to install them for you.

**Q:** *Can you fix my TV aerial, it isn't working?*

**A:** If you live in one of our flats or Independent Living schemes and you pay a service charge for an aerial (which will be stated in your tenancy agreement) then contact our Customer Service Centre who will arrange a repair. Otherwise, you are responsible for the installation and maintenance of your TV aerial.

**Q:** *Can I have satellite or cable TV?*

**A:** If you want to get a satellite dish installed then you will need to complete a 'Property Alteration application form'. You can download this from our website. You can arrange cable TV without informing us.

**Q:** *What repairs am I responsible for?*

**A:** You are responsible for replacing toilet seats, changing light bulbs (including fluorescent tubes in the kitchen), decoration, maintaining the property's condition (including ventilation to prevent condensation), sink and bath plugs, and maintaining the garden (including pruning trees and hedges).

**Q:** *I have rats/mice in my garden/property what should I do?*

**A:** Contact your local council's pest control department. If the rats are in a communal area (i.e. in communal hallways or lofts of your flats), then contact our Customer Service Centre.

**Q:** *I have a wasp or bees nest in my property or garden, what should I do?*

**A:** We are not responsible for removing wasp/bees nests unless they are in a communal area (of a block of

flats etc). You can contact British Pest Control Association to locate a local pest control company (01332 294 288), however there will be a charge. Alternatively you can arrange a remedy yourself (i.e. spray from a DIY store).

**Q:** *Who is responsible for cleaning my windows?*

**A:** If you live in a house this is your responsibility. If you live in a low rise flat we will clean the windows.'

**Q:** *I want to install a shower in my property. What do I do?*

**A:** You should complete a 'Property Alteration application form' to request permission to make changes to the property. If approved, you must instruct a qualified tradesperson to complete the work. Afterwards you will be responsible for any ongoing maintenance and replacement of the shower.

# 09

## Help us improve

Your knowledge and understanding of the issues affecting you and your neighbours is invaluable to us; ensuring that we focus our attention and efforts on the things that matter most.

Send us your feedback and suggestions by emailing [feedback@ovh.org.uk](mailto:feedback@ovh.org.uk)

### Become an Involved Customer

You can get involved as little or as much as you like, with our range of involvement options. To find out more contact the Customer Empowerment Team on **0300 365 1111** or email [enquiries@ovh.org.uk](mailto:enquiries@ovh.org.uk)

*If you have any other questions please call **0300 365 1111** or visit our website [ovh.org.uk](http://ovh.org.uk)*



## Get in touch

-  [ovh.org.uk](http://ovh.org.uk)
-  0300 365 1111\*
-  [enquiries@ovh.org.uk](mailto:enquiries@ovh.org.uk)
-  @ovhousing
-  [facebook.com/ovhousing](https://facebook.com/ovhousing)
-  @onevisionhousing
-  One Vision Housing

*\*8am - 6pm, Monday to Friday excluding bank holidays.  
Emergency repairs, 24 hours, 7 days a week*



*The information inside this leaflet was correct at time of publication. For the most up-to-date information, please visit [ovh.org.uk](http://ovh.org.uk).*



One Vision Housing is part of The Sovini Group

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**.