

Living in flats

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



01

Living in flats

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.

Introduction

This leaflet provides useful information for those living in high rise blocks (4 storeys or more), low rise blocks (3 storeys or less) and converted blocks (e.g. houses converted into several self-contained flats).

Right to occupy

We will not interrupt or interfere with your right to peacefully occupy your home except where:

- Access is required subject to reasonable notice (e.g. to inspect the condition of your home, carry out repairs or other works, or to carry out an annual tenancy audit).
- We are entitled to possession at the end of the tenancy.
- We want to check on your safety or welfare, where there is cause for.

How do I use my door entry system? (high rise / low rise)

When you get the keys to your flat, you will also be issued with a door key fob. This key fob is unique to you and your building. Please do not give it to anyone else.

If you lose or damage your fob, please contact us on **0300 365 1111**. There may be a small charge for replacing it.

Visitors and unwanted visitors (all)

You must only let genuine callers into your block. If you do not know the person calling, do not let them in. If you are worried or have suspicions about any caller or you have concerns about unwanted visitors, you should contact us on **0300 365 1111** or the police.

CCTV (high rise)

We have installed CCTV in all of our high rise blocks. CCTV is monitored 24 hours a day, 7 days a week.

We use the CCTV to manage non-residents attempting to gain access to the block and also to assist with the prevention of issues such as anti-social behaviour, graffiti and litter.

Fire, Legionella, Asbestos and Gas (all)

It is very important that you familiarise yourself with the safety arrangements in place for your block, particularly fire safety.

Please refer to our Home Safety leaflet for detailed information on these subjects, and others, including mobility scooters, electrical safety and cooking advice.



Smoking in shared areas

Smoking in communal areas is prohibited and against the law. You must not smoke in any areas of the building such as hallways, stairs, corridors, landings or lifts.

Windows (all)

In your home, you will have one of two types of window, either a 'tilt and turn' window or a 'UPVC casement' window. Depending on the type of window you have, please refer to the guidance below.

Tilt and turn windows

Tilt and turn windows should only be opened in the 'tilt' position as illustrated).

These windows are pre-set to this position before your occupation. Please contact us on **0300 365 1111** if they are not. For safety reasons, you must not attempt to open these windows fully (in the 'turn' position).

Window Safety Advice

- Never drop or throw items out of windows
- Never lean out, hang out, or climb out of windows
- Do not allow children to climb or play near windows
- Consider the layout of furniture in your home to prevent children climbing on top of it (e.g. to prevent accessing a window)
- Inform children and other people in your home of the hazards associated with your windows
- Do not interfere with window restrictors or other safety devices
- Be careful when opening and closing windows, particularly in windy conditions - do not leave windows open in high winds
- Report defects immediately

UPVC Casement Windows



PVC casement windows are fitted with window restrictor devices. For safety reasons, you should not interfere with these devices. If there is a problem with any of the window restrictor devices in your home or block, you should contact us immediately on **0300 365 1111**.

Balconies (high rise / low rise)

Balconies can be great for enjoying warm summer days and evenings, but there are some rules that you must follow for safety reasons.

Please help keep our communities safe for everyone by following these rules:

- Never drop, throw or brush items off the balcony
- Never lean over, hang over or climb over the balcony
- Balconies should not be used as a storage area - materials may blow off the balcony, or children may climb on objects and fall
- Inform children and other people in your home of the hazards associated with your balcony
- Do not hang items (e.g. planters) on or over the balcony
- Barbecuing is not allowed on your balcony and propane tanks must not be kept on the balcony
- Report defects immediately

Wet and dry risers (high rise)

What are wet and dry risers?

A wet riser is a system of valves and pipework which are kept permanently charged with water.

A dry riser is a system of valves and pipework which enables the Fire Service to pump water onto the upper floors of a building.

Wet and dry risers are intended for the use of the Fire Service to provide a readily available means of delivering considerable quantities of water.

Where do you find wet and dry risers?

Wet/dry risers are located in cupboards on each floor of the building.

What should I do?

Nothing. We will arrange for risers to be tested periodically to ensure they are available for use in the event of an emergency. Never interfere with risers. This could cost lives.

For more information you can contact the Fire Service on **0151 296 4000**.

Communal areas (all)

Residents are not permitted under any circumstances to store or display personal items, or dispose of items in the communal areas, this includes bicycles, prams, mats/carpets etc. Communal areas must be kept clear and sterile at all times for fire safety reasons.

Car parks and vehicle access (all)

Roads and other areas outside your building are designed so that emergency vehicles and other service vehicles (e.g. refuse collection) can get as close as possible. Please ensure access is available at all times. Where applicable, you should only park in marked parking bays. Do not park on grass verges or in disabled bays, unless you are a blue badge holder.



How to be a good neighbour (all)

Everyone is entitled to enjoy their home in peace, and living in your type of accommodation means you need to be especially considerate to other people in your block.

The following advice will help you to be a good neighbour:

- Do not use power tools, vacuum cleaners and washing machines etc after 9pm (or as agreed locally) and keep the volume on your TV to an acceptable level
- Co-operate if a neighbour asks you to reduce the noise
- Only use bin chutes between 8am and 8pm
- Try to be tolerant towards your neighbours and their lifestyles
- Do not use your property for business or illegal purposes

- Report problems - please contact us about anti-social behaviour, vandalism, graffiti, rubbish or repairs required in communal areas (e.g. lighting, lifts etc) - all reports will be confidential

How do I dispose of rubbish?

Rubbish chutes (high rise)

There are bin chutes on each floor in some of our high rise blocks (above the ground floor).

The chutes take small bags of rubbish (for example, carrier bags). Please do not attempt to put large bags or items in the chute as this will cause a blockage.

If you live on the ground floor, you can put your waste directly into the bins in the bin room.

General waste (all)

Do not flush nappies, baby wipes and pads down the toilet, this will cause blockages.

Do not leave bags of rubbish or other items outside your door or in shared areas (for example in corridors, on landings, on stairways or in entrance halls).

This causes both a nuisance and fire hazard. If you require assistance in removing bulky items (e.g. fridge, cooker) you can contact your local authority. If you require assistance in removing bulky items (e.g. fridge, cooker) you can contact your local council on;

- Sefton Council
0345 140 0845
- Wirral Council
0151 606 2004
- Liverpool Council
0151 233 3000

- Knowsley Council
0151 489 6000
- West Lancs Council
01695 577177
- Cheshire West and Chester
0300 123 8123
- Cheshire East
0300 123 5500
- St Helens Council
01744 676789

These services may incur a charge. Or you can take them to your local Waste Recycling Centre in Sefton, Liverpool, Knowsley, and Wirral. If you have been issued with wheelie bins and a recycling box/bag for your household waste, you should use these facilities in accordance with the requirements of the local authority.

If you need help in putting your waste and recycling out for collection, contact your local council. They will then be able to arrange for an assessment to be carried out.

Lifts (high rise / low rise)

Please use lifts responsibly. All lifts are monitored by CCTV.

If you identify a problem with the lift in your building, please contact us immediately on **0300 365 1111**.

If you become trapped in a lift, press the emergency call button to connect with the lift contractor's team. They will dispatch an engineer and keep you informed of the repair progress via the speaker system.

Communal cleaning (high rise and low rise)

The communal areas in your building such as hallways, stairs, corridors, landings and lifts are cleaned on a regular basis.

If you are dissatisfied with any aspect of the cleaning services then please contact us on **0300 365 1111**.

Dogs and other animals (high rise / low rise)

If you live in a flat, we will not give you permission to keep a dog unless there are medical grounds (supported by a letter from a doctor).

Dogs are not allowed in the block, please do not allow your visitors to bring a dog into the building.

Be a responsible pet owner and keep your animals under control and don't allow them to cause a nuisance to other residents.

Abandoned flats (all)

If you suspect that a flat in your building has been abandoned, please call us on **0300 365 1111**. Please tell us if you are going away for more than four weeks so that we know you have not abandoned your home.

Satellite dishes and television (high rise)

Installing structures such as satellite dishes, without our written permission, is against your tenancy agreement. We are unlikely to give permission for satellite dishes to be installed on high rises. If you install a dish without our permission we may remove it and charge you the cost of this.

All of our blocks have a digital aerial and you should have a digital socket in your flat, which allows you to receive a wide range of channels without a satellite dish. If you don't have a digital socket, please let us know.

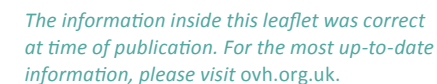


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**8am - 6pm, Monday to Friday excluding bank holidays.
Emergency repairs, 24 hours, 7 days a week*



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**.