



Tenants

Handbook



Head Office

Oak Housing Limited

Theori House, 840a–842a High Road, Leyton, London E10 6AE

Tel: 0800 040 8481 Fax: 020 8988 4781

Email: Info@oakhousing.org

Website: www.oakhousing.org

Opening Times


Monday – Friday 9am – 5:30pm



24hr Emergency Number

020 8988 4781

To be used for emergencies only
between 5:30pm and 9am



Welcome to Your New Accommodation

managed by



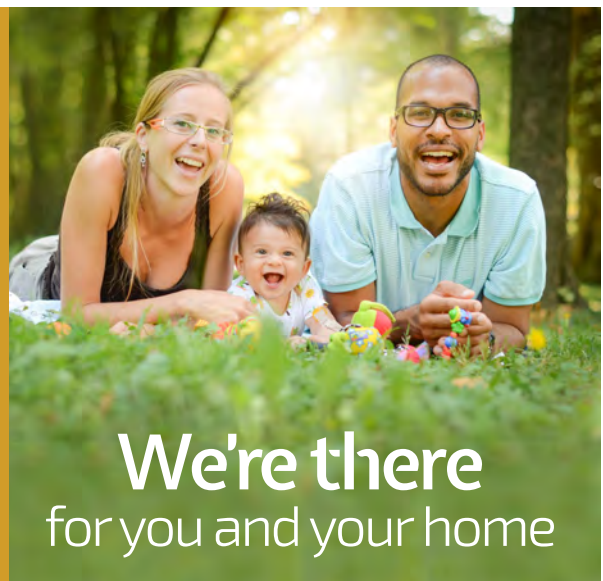
We are pleased to welcome you and trust you will have a pleasant time settling in to your new home and surroundings.

This information pack is intended to provide a comprehensive outline of the necessary information and services you may require.

We are dedicated to providing a high quality property management service for your housing needs.

Inside you will find information on:

- How to report repairs
- Emergency contact numbers
- Connecting with utility companies
- Complaints procedure
- Local travel information
- Places of worship
- Leisure Centres
- Plus many more...



We will ensure that all relevant aspects of service delivery and performance are carefully monitored and evaluated to ensure consistency and continuous improvement in line with our ISO9001:2000 quality accreditation.

We will conduct property inspections every four weeks to ensure all relevant Property Standards and Health and Safety requirements are maintained within your home.

We look forward to assisting you with all your property requirements.

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Utility Services

Gas, Water and Electricity

If you are in a licensed property you will need to notify the Utilities companies that you have moved into the address. You will need to supply them with the following information:

- Your Full Name
- The full postal address of the property including the postcode
- The date you moved into the property
- Any meter reading you are able to get.
- They may request a copy of your tenancy agreement.

Failure to notify the relevant utility companies will result in you getting into arrears and you may be prosecuted for non payment and services withdrawn.

Utility Services Useful Numbers

Gas

British Gas	0845 609 1122
EDF Energy	0800 096 9000 (for Gas Supply)

Electricity

British Gas	0845 788 8400 (for Electric Supply)
EDF Energy	0800 096 9000

Water

Essex & Suffolk Water	0845 782 0999
Thames Water	0845 920 0800

Tenant Responsibilities

- Gardens – You must maintain all garden areas and keep them free from rubbish. You must not cut down /damage any trees that are in the front/rear gardens.
- Decorating- You must keep the property in good decorative order.
- Permission must be granted before any painting or alterations are undertaken as the owners permission must be obtained.
- Any personal belongings left behind after you vacate will be stored for 28 days and disposed of soon after.
- Any personal belongings stored will require collecting from storage by yourself with a suitable vehicle. Arrangements will be made with you for a suitable date.

You must report any repairs direct to Oak Housing. The council do not deal with repairs.

You must not harass anybody in the vicinity of your home. This includes:

- Violence/threats of violence
- Verbal abuse
- Damage to someone else's home or belongings
- Writing of offensive graffiti
- Act in any way that may offend, upset, disturb or cause inconvenience to others

The above applies to you, your household and any visitors to the property.

- You must keep your home free from pests such as rats, mice, cockroaches or other pests. You will be charged for any costs unless a fault is identified at the property.
- You must not erect any satellite dish etc. without permission
- You must adhere to all parking restrictions as per your tenancy agreement.
- At the end of the tenancy you must remove all rubbish and personal belongings from the property. You must return all sets of keys to the agents office within 48 hours of leaving the property.

Tenant Behaviour

Where a complaint is received in relation to tenant behaviour this will be investigated and facts regarding any incident recorded. This will include an interview with you if applicable in order to resolve the matter as quickly as possible. A written account of this interview will be taken and will be kept on file.

If the complaint is proven you will receive a first warning letter. If any further complaints are received a further letter (2nd Warning Letter) will be issued, and if a serious breach of your agreement has been proven a Notice to Quit will be issued giving 28 days to vacate the property.

If you are evicted from the property the local authority may find you intentionally homeless and you will not be entitled to any further accommodation for you or your household.

Your Responsibilities as a Tenant

- You must keep the property in a clean and acceptable condition at all times.
- You must not sublet your property or allow additional people to live in your home without prior written permission from the council.
- You must dispose of all rubbish in the appropriate manner. All household rubbish must be placed in the bins provided. You must not store rubbish inside the property at any time.
- You must pay council tax, water, electricity and gas charges. Any arrears accumulated is your responsibility even if you vacate the property.
- Pets – The keeping of pets is not permitted unless the pet is a dog trained to aid or assist a person with a disability.

Inspections

Please note the property will be inspected every 4 weeks to ensure the property is occupied and also kept in reasonable condition. If you have any issues please do not hesitate to inform the inspector as this will be passed onto our main office and will be dealt with accordingly. Our inspector will be trained to carry out any minor maintenance repairs on the spot if necessary.

Please always ask to see an identity badge before entry is allowed as Oak Housing Ltd will not be held responsible for any unidentified people.

This applies for any Oak Housing Ltd staff



Oak Housing's Responsibilities to You

- To keep the property in good repair both externally and structurally.
- To maintain and repair all services to the property including water, gas, electricity and all heating systems.
- Oak Housing has no obligation to repair any damage caused by you, your household or visitors, or any work that you have undertaken yourself with or without our permission.
- To deal with all complaints according to our complaints procedure
- Oak Housing will endeavour to issue you with at least 4 weeks notice when your tenancy is coming to an end, or longer if we are permitted.

Full details of all your rights and responsibilities are in your tenancy agreement which you signed with Oak Housing Ltd.

Maintenance and Reporting Repairs

If you have any maintenance or repairs issues in your property where you are living please contact Oak Housing. Please do not call the council as they will be unable to assist you in these matters.

You can report a repair or maintenance issue in the following ways.

Our website

Go to our website at www.oakhousing.org . Click on repairs and complete the form including photos of the issue.

By phone

Call us on 020 8988 4781 Monday – Friday between 9am – 5:30pm

By email

You can also send us an email at repairs@oakhousing.org

Emergency Phone Number 020 8988 4781

If you are experiencing one of the serious maintenance issues listed below, call our emergency number.

- No Heating and/or Hot Water
- Flooding
- Electrics unsafe
- No lights or power
- Burst pipes
- Blocked drains or toilets
- Dangerous structural problems e.g. ceilings, walls etc.
- Front door locks and access problems.

In the event of a Gas Leak you must first contact TRANSCO free on 0800 111 999 and then inform Oak Housing on 020 8988 4781.

Complaints

Oak Housing aims to provide a high quality service but recognises there may be occasions when there may be room for improvement, or when tenants are dissatisfied with the service that they receive.

Sources of Complaint

The Company can receive complaints from the following sources:

- Tenants
- Local Authorities
- Landlords

Complaints can be about:

- Something perceived to have been done wrongly or badly
- Something we have not done
- Impolite or unhelpful staff or contractors
- A service not provided within a set period of time
- A failure by the company to adhere to agreements or contracts

The company will treat all complaints in a courteous and professional manner. The procedure is fair and impartial and confidentiality will be maintained at all times.

How to make a complaint:

The complaint can be made in writing, by a telephone call, online or a visit to our office.

Our Complaints Manager is: Maria Wright

The complaint will be recorded and investigated within 24 Hours. Staff will try to resolve the problem as soon as possible. If you are not satisfied with the outcome, you may request a copy of the full complaints procedure and progress to Stage 2 of the Complaints Procedure.

A full copy of the procedure is available upon request to this office.

Important Notice

Preventing Condensation Damage

CONDENSATION IS NOT USUALLY A FAULT IN THE PROPERTY

but generally caused by people failing to heat their homes adequately or not ventilating the property (opening a window) to let out the steam when cooking, bathing or showering etc.

7 Simple Preventative measures

1

Each morning, wipe away any moisture from window frames and sills.

2

When cooking always leave a window open in the kitchen to allow steam to disperse quickly.

3

When bathing or showering always leave a bathroom window open to allow steam to disperse quickly.

4

Make sure the extractor fan is switched on and working if one is provided in the property.

5

During the winter months leave minimal background heating on all day.

6

Open the window if you see it steamed up, or the nearest one that opens, to clear the excess moisture quickly.

7

Do not dry wet clothes on radiators as this will cause condensation as well as rust holes in the radiator.

If for any reason all of the above fail, you can also contact our office and purchase a box of 'Kontrol Steamline Moisture Traps, Condensation Crystals' for the price of £15.00 per box.

Fault Finding

An easy way to prevent minor works occurring or dealing with them yourselves if they do occur

Pest Problems

If find you have a pest problem please call Oak Housing directly on our office number or email us at info@oakhousing.org

Faulty Lights

Please ensure before our office is contacted for a faulty light that you have attempted to replace the bulb.

Block Sink and Toilet

To prevent blocking your sink you must ensure no food particles are passed through the system so please make sure all foods, fats and grease are disposed of correctly. To prevent blocking your toilet you must ensure both you and your family members are not flushing kitchen roll or items such as paper down the toilet as this will cause an instant block.

Fire Angels/Smoke Alarm and Doorbells

Please ensure you have replaced batteries for both the smoke alarm and the doorbell before reporting a fault with either item. If your smoke alarm continues to have a fault after batteries have been changed or you are having problems with your fire angel please contact our office immediately as this is a fire hazard and would have to be dealt with as a matter of urgency.

Fuse Boxes

If you find all lights in the property have blown you must check your fuse box and ensure all switches are facing up. This is usually caused by a faulty or new appliance e.g. Kettle, Iron. Immediately unplug faulty appliance and replace.

Severe Leak

If there is a severe leak in the property after contacting our office, please turn off all of your water supply by the main stop cock in property. If you do not know where this is located please contact the office and they will send an officer to show you.

Please Note: if you are not sure or feel unsafe to carry out any of the above please do not hesitate to contact our office for further information

Useful Information

In case of an emergency please always
remember to call: 999



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