

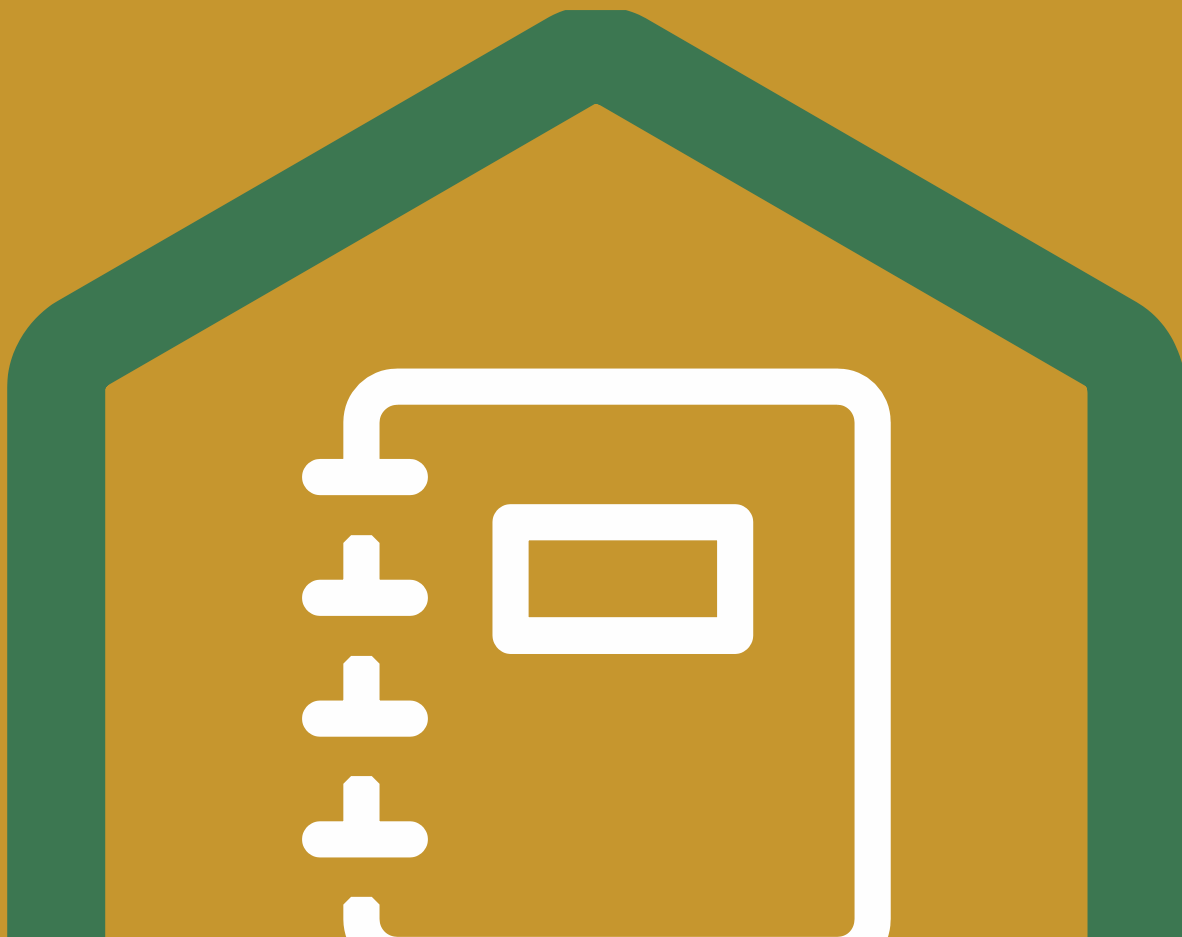


# Shared Owners Welcome Pack

The local authority providing your accommodation is

Wiltshire Council

The property address is



# Head Office

## Oak Housing Limited

Olive Tree Centre, 472a Larkshall Road, Highams Park, London E4 9HH

Tel: 020 8988 4781 Fax: 020 8988 1095

Email: [Info@oakhousing.org](mailto:Info@oakhousing.org)

Website: [www.oakhousing.org](http://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 Home

Managed by...



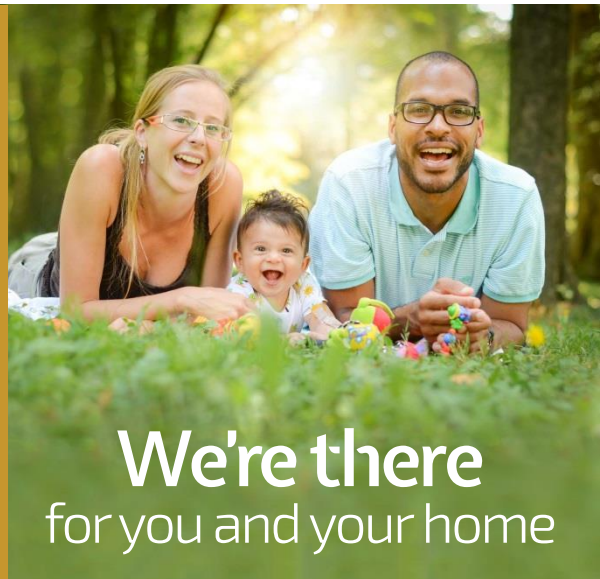
Here at Oak, we are delighted to welcome you into your new home, and we hope that you enjoy living in one of our new homes for a long time.

Oak Housings aim is to provide you with a first-class property management service for all your housing needs. Our local Housing officer will arrange to meet with you within the first few weeks of you moving in if they have not yet done so.

Please remember that as a shared owner you are responsible for the repairs and maintenance in your home. Some costs might be covered by the home warranty (Premier Warranty) or during the initial defects period of the 1<sup>st</sup> year since completion.

Inside you will find information on:

- How to report repairs
- Emergency contact numbers
- Connecting with utility companies
- Complaints procedure
- Local travel information
- Plus, many more...



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# Utility Services

## Gas, Water and Electricity

You will need to notify the Utilities companies that you have moved into this property. 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 can get.
- They may request a copy of your tenancy agreement.

To check your current provider of electricity please call 0845 601 5467 or for gas 0870 608 1524

**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	0800 048 0202
Emergency contact	0800 111 999

### Electricity

British Gas	0800 048 0202
Emergency contact	0800 783 8866

### Water

Wessex Water	0345 600 3600
Emergency for sewerage	0345 850 5959
Emergency for leaks	0800 692 0692

# Customer Responsibilities – please note this will be different as you are the homeowner.

- 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.
- **Repairs in your home are your responsibility of which obligations are included within your lease and should be explained to you by your conveyancing solicitor. Some costs might be covered by your building warranty (Premier Warranty) which may include structural repairs or in the initial 1-year defect warranty period.** Only communal repairs in flats/apartments should be directed to Oak Housing. Please note that your Local Council do not deal with repairs and repairs on the estate are undertaken by the Managing agent or site team (whilst they remain on site) This is managed by Remus Property Management company which includes all of the green spaces, unadopted roads and parking management.
- 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 any 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 must not erect any satellite dish etc. without prior permission.
- You must adhere to all parking restrictions as per your lease or local parking control managed through the estate management (Remus).
- If you wish to sub-let your home written consent must be provided by Oak Housing noting that it may not be permitted within your lease and will be on a case-by-case basis.

# Expected Behaviour

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

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## Your Responsibilities as a Customer

- You must always keep the property in a clean and acceptable condition.
- You must not sublet your property or allow additional people to live in your home without prior written permission from us (this may vary depending on individual lease)
- 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 permitted, consent must be provided from Oak Housing unless the pet is a dog trained to aid or assist a person with a disability.




## Inspections

Please note that although we do not carry out internal property inspections to your home, we do expect that the home is kept in reasonable condition. If you have any issues, please do not hesitate to inform us so that we can help, but the responsibility for repairs and servicing is your own as the owner regardless of the percentage of shared ownership and you paying rent to Oak Housing. Please do report communal or estate repairs as and when necessary to us or the managing agent (site team).

**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**



**Always ask  
to see  
identification.**



# Oak Housing's Responsibilities to You as a shared owner

- Oak Housing has no obligation to repair inside of your home or 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 complaint's procedure
- To undertake communal repairs in apartments or flats anyway
- To assist with any enquiry about your home such as warranty periods, premier guarantee noting this is provided from Permissions to new build homes on first occupancy only.

Full details of all your rights and responsibilities are in your lease or legal documents which should be explained to you during your conveyancing upon purchasing your home.

# Maintenance and Reporting Repairs

If you have any maintenance or repairs issues in the communal areas (Apartments or Flats only) 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](http://www.oakhousing.org) . Click on repairs and complete the form including photos of the issue.

## By phone

Call us on 0800 040 8481 / 020 8988 4781 Monday – Friday between 9am – 5:30pm

## By email

You can also send us an email at [info@oakhousing.org](mailto:info@oakhousing.org)

## Emergency Phone Number 020 8988 4781

If you are experiencing one of the serious maintenance issues listed below in the communal areas only, call our emergency number. (Please note you should contact your own contractor if internal to your home) You must also have your own contents insurance to cover insurable perils to your own contents including clothes, flooring etc (confirm with your conveyancing team what insurance you require as an owner)

- 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.

# 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 customers are dissatisfied with the service that they receive.

## Sources of Complaint

The Company can receive complaints from the following sources:

- Tenants or shared owners (note this is only for areas where we have a responsibility i.e., communal repairs)
- Local Authorities
- Landlords – not applicable if you are sub-letting.

## Complaints can be about:

- Something perceived to have been done incorrectly or to a poor standard.
- Something we have not done.
- Impolite or unhelpful staff or contractors
- A service not provided within a set period.
- 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.

**Complaints should be emailed to [info@oakhousing.org](mailto:info@oakhousing.org)**

The complaint will be recorded and investigated within 10 days. 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 complaint's 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

### 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.

# 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 which you believe may be communal (Apartments/Flats only), please call Oak Housing directly on our office number or email us at [info@oakhousing.org](mailto:info@oakhousing.org). Please be reminded any pest issues which arise in your home will be your responsibility to treat.

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## 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.

## 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 arrange for a contractor to attend straight away.

## 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, 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 and guidance but note these are your repairs responsibilities.**

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 so that we have a record



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



Olive Tree Centre, 472a Larkshall Road, London E4 9HH  
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Email: [info@oakhousing.org](mailto:info@oakhousing.org) Web: [www.oakhousing.org](http://www.oakhousing.org)