

Tenants

Handbook



Head Office

Oak Housing Limited

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

Freephone: 0800 040 8481

Email: info@oakhousing.org

Website: www.oakhousing.org

Opening Times

Monday – Friday 9am – 5pm

24hr Emergency Number
020 8988 1091

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

If you experience any of the issues 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.

Be aware that we will charge you for the visit if your repair isn't an emergency.

Gas Emergency 0800 111 999

If you smell gas, think you have a gas leak or have any concerns regarding carbon monoxide, immediately open all windows and doors and extinguish any naked flames including cigarettes, then call the national Gas Emergency Services free on 0800 111 999.

Once you have done this inform Oak Housing on 020 8988 4781.

Welcome to Your New Accommodation

Managed by Oak Housing

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

Plus much 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.

Contents

Introduction to Oak Housing Ltd	3
Utility Services	5
Useful numbers you must contact immediately to notify your utility company of your presence	
Tenant Responsibilities	6
What is expected from our tenants	
Tenant Behaviour	7
Overview of your tenancy agreement	
Oak Housing's Responsibilities to you	9
What you should expect from us	
Reporting any repairs	10
All contact details necessary in order to report a repair	
Complaints	11
Summary of our complaints procedure	
Important Notices	12
Easy steps for you and your family to prevent or deal with minor issues which may occur within the property	
Fault Finding	13
An easy way to prevent minor works from occurring or dealing with them if they do occur	
Useful information	14
In this section you will find useful numbers and addresses alongside directions to our main office	

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.

To check your current electricity provider please call 0845 601 5467. For gas call 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	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
E-on	0345 303 3040
Scottish and Southern	0800 048 2391

Water

Southern Water	0330 303 0277
Affinity Water	0345 357 2401

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 disposed of immediately.
- 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 Section 21 will be issued giving you 2 months 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 3 months 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 you allow anyone entry to your property as Oak Housing will not be held responsible for any unidentified people. This applies for any Oak Housing staff.



Always ask
to see
identification

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.

By phone

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

By email

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

Emergency Phone Number 020 8988 4781

If you experience any of the issues below, call our emergency number

- 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.

Please be aware that you will be charged for the visit if your repair isn't an emergency.

Gas Emergency 0800 111 999

If you smell gas, think you have a gas leak or have any concerns regarding carbon monoxide, immediately open all windows and doors and extinguish any naked flames including cigarettes, then call the national Gas Emergency Services free on 0800 111 999. Once you have done this 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 telephone call, online, a visit to our office or you can email us at complaints@oakhousing.org

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.

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 or urgency.

Fuse Boxes

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 or urgency.

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

Dover Council Offices

DOVER GATEWAY

Castle Street, Dover CT16 1PD

Open: Monday-Friday 9am-5pm &
Saturday 9am-1pm

AYLSHAM AREA OFFICE

Aylsham Health Centre, Queens Road,
Aylsham CT3 3BB

Open: Wednesday 9am-12:30pm &
1:30pm-4:30pm

DEAL AREA OFFICE

Deal Library, Broad Street, Deal CT14 6ER

Open: Monday, Wednesday & Friday
9am-5pm

SANDWICH AREA OFFICE

The Guildhall, Sandwich CT13 9AH

Open: Tuesday & Thursday 9am-12:30pm &
1:30pm-4:30pm

HEAD OFFICE

White Cliffs Business Park, Dover CT16 3PJ

Open: Monday-Friday 9am-5pm

CONTACT BENEFITS

Email: revenues@dover.gov.uk

Tel: 01304 872199

Tunbridge Wells Council Offices

TUNBRIDGE WELLS GATEWAY

8 Grosvenor Road, Royal Tunbridge Wells,
Kent TN1 2AB

Open: Monday-Friday 9am-5pm, Thursday
9am-6:30pm & Saturday 9am-1:30pm

TUNBRIDGE WELLS TOWN HALL

Mount Pleasant Road, Royal Tunbridge
Wells, Kent TN1 1RS

DX: 3929 Tunbridge Wells

WEALD INFORMATION CENTRE

The Old Fire Station, Cranbrook,
Kent TN17 3HF

TOURIST INFORMATION CENTRE

Unit 2, The Corn Exchange, The Pantiles,
Royal Tunbridge Wells, Kent TN2 5TE

Tunbridge and Malling Office

KINGS HILL

Gibson Building, Gibson Drive, Kings Hill,
West Malling, Kent ME19 4LZ

Open: Monday-Friday 8:30am-5pm

The Meadway Towns Office

MEADWAY COUNCIL

Gun Wharf, Dock Road, Chatham,
Kent ME4 4TR

Open: Monday-Friday 8am-8pm. Planning
reception open 10am-4pm

Thanet District Council Office

THANET COUNCIL

Cecil Street, Margate, Thanet, Kent CT9 1XZ

Useful Information

Swale Council Offices

SITTINGBOURNE

Swale House, East Street, Sittingbourne,
Kent ME10 3HT

Open: Monday-Thursday 8:45am-5pm,
Wednesday: Housing Services open from
10:30am, Friday 8:45am-4pm

SHEPPY GATEWAY

High Street, Sheerness, Kent ME12 1NL

Open: Monday-Saturday 9am-5pm except
Wednesday 9am-6pm

FAVERSHAM

Benefit Office, 41 Stone Street, Faversham,
Kent ME13 8PH

Open: Monday-Friday 9am-5pm except
Wednesday 9am-4pm

CUSTOMER SERVICES

Alexander Centre, Preston Street,
Faversham, Kent ME13 8NY

Open: Monday-Thursday 9am-5pm (closed
12:30pm-1:30pm), Friday 9am-4:30pm
(closed 12:30pm-1:30pm)

Shepway Council Office

SHEPWAY DISTRICT COUNCIL

Civic Centre, Castle Hill Avenue, Folkstone,
Kent CT20 2QY

Open: Monday-Friday 8:30am-5pm

Maidstone Council Office

MAIDSTONE COUNCIL

Maidstone House, King Street, Maidstone,
Kent ME15 6JQ

Open: Monday-Friday 9am-4:30pm

London Borough Offices

LONDON BOROUGH OF SOUTHWARK

160 Tooley Street, London SE1 2QH

LONDON BOROUGH OF LEWISHAM

Laurence House, 1 Catford Road,
London SE6 4RU

Open: Monday-Friday 7:30am-5pm
(telephone) 9am-12:30pm (face to face)

LONDON BOROUGH OF BROMLEY

Civic Centre, Stockwell Close,
Bromley BR1 3UH

Open: Monday-Friday 8:30am-5pm

LONDON BOROUGH OF CROYDON

Weatherill House, 8 Mint Walk, Croydon,
London CR0 1EA

Open: Monday-Friday 9am-4pm

Hastings Council Office

HASTINGS COUNCIL

Hastings Town Hall, Queens Square,
Hastings, East Sussex TN34 1TL

Open: Monday-Friday 9am-5pm

Useful Information

Gravesham Borough Council Office

GRAVESHAM COUNCIL & GATEWAY

Civic Centre, Windmill Street, Gravesham
Kent DA12 1AU

Open: Monday-Friday 9am-5pm (closed
Bank Holidays)

Canterbury Office

CANTERBURY COUNCIL

Main Office, Military Road,
Canterbury CT1 1YW

Open: Monday-Friday 8:30am-5pm

Whitstable Office

WHITSTABLE COUNCIL

Whitstable Health Centre, Harbour Street,
Whitstable CT5 1BZ

Open: Friday 9:15am-12:30pm and 1:30pm-
3:45pm

Herne Bay Office

HERNE BAY COUNCIL

William Street, Herne Bay, Kent CT6 5NX

Open: Friday 8:45am-12:30pm and 1:30pm-
4:45pm

Ashford Borough Council Offices

CIVIC CENTRE

Tannery Lane, Ashford, Kent TN23 1PL

Open: Monday-Friday 8:30am-5pm

TENDERDEN GATEWAY

2 Manor Row, Tenderden, Kent TN30 6HP

Open: Monday-Friday 9am-5:30pm

ASHFORD GATEWAY PLUS

Chruch Road, Ashford, Kent TN23 1AS

Open: Monday-Friday 9am-6pm except
closed Thursday

IN CASE OF EMERGENCY

Dial 999



Oak Housing Limited

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

Freephone: 0800 040 8481

Email: info@oakhousing.org

Website: www.oakhousing.org

Opening Times

Monday – Friday 9am – 5pm