



TENANTS Handbook

Providing Key Worker Accommodation for the NHS

QEH Kings Lynn



Local Office

Oak Housing Limited

The Residences Office, (above Sycamores block)
QEH Hospital, Gayton Road, Kings Lynn, PE30 4ET

Tel: 01553 405062

Email: QEH@oakhousing.org

Website: www.oakhousing.org

Opening Times

Monday – Thurs 8am – 4pm


Fri 8am – 1pm



Emergency Number

020 8988 4781

To be used for emergencies (loss of heat, loss of power) only
between 4pm and 8am weekdays and at weekends



Welcome to Your Accommodation

Managed by...



Here at Oak we are delighted to welcome you into accommodation.

This information pack is intended to provide a comprehensive outline of the necessary information and services you may require during your stay with us.

We are dedicated to providing a first-class service whilst you stay with use.

Inside you will find information on:

How to report repairs
Emergency contact numbers
Domestic services

Complaints procedure
Arrival and departure times



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 three months to ensure all relevant Property Standards and Health and Safety requirements are maintained within your accommodation.

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Services on Site

Furnishings, Bed Linen, Cleaning, Laundrette

Our Residencies Office is open 8:00am – 4:00pm Monday – Thurs,
8:00am – 1:00pm Friday.

All flats are fully furnished and centrally heated.

Each has a cooker, fridge freezer, microwave, kettle, toaster, and cooking utensils. Each bedroom has a bed, wardrobe, and easy chair.

There is a coin operated launderette on site for guests.

We offer complimentary Wi-fi.

Permit parking is available on site, please contact the office.

Bedsit Accommodation

Guests booking into bedsit accommodation will have:

- A study desk in their room.
- A kitchen and bathroom shared with up to three other guests.
- Common areas cleaned at least weekly by our domestic team.
- Bed linen and towels provided and laundered weekly as required.
- Rent that is inclusive of utility costs and council tax.

Self-Contained Flats

Guests in self-contained or family flats must:

- Provide and launder their own linen.
- Do all their own cleaning.
- Rents may exclude utility costs and council tax (please check when you book).

Tenant Responsibilities

- Cleanliness - You must keep the shared areas in flats and landings clear. Domestic staff are not employed to wash-up after guests.
- Recycling – Place items any items on the recycling list in the bins on landings.
- Decorating - You must keep the property in good decorative order.
- You must report any maintenance or cleaning problems direct to the residence's office on site 01553 405062 or email QEH@oakhousing.org
- You must not harass or disturb other guests. This includes:
 - Violence/threats of violence
 - Verbal abuse
 - Damage to someone else's belongings
 - Excessive noise (many of our guests work night shifts)
 - Act in any way that may offend, upset, disturb, or cause inconvenience to other guests or staff members.

The above applies to you and any visitors to the property.

- You must keep your home free from pests such as rats, mice, cockroaches, or other pests. You may be charged for any costs for treatments unless a fault is identified at the property.
- You must not erect any satellite dish etc. without prior permission
- You must adhere to parking restrictions and ensure you have a valid permit.
- At the end of the tenancy, you must remove all rubbish and personal belongings from your flat. You must return your keys to the residence's office by 11am on your departure day. You can also post them through the letterbox out of hours if you leave early.

Linen

For those in our bedsit accommodation two sets of linen are provided (Duvet cover, pillowcases, sheets, and towels). One set is laundered free of charge each week. Place them in the bag provided outside of your room with a note saying what is in the bag.

For those bringing their own linen there is a paid for guest launderette on site.

Parking

Free parking permits, issued to some new guests, are only valid in the main hospital carpark.

If you wish to park in the residence's carpark, you must get a permit from the office or pay online. The carparks have cameras which will automatically issue a fine if you do not have a permit. Parking is not allowed in the service road between the residences other than 10 minutes for dropping off or picking up.

Staff in the office cannot cancel fines which are issued by Parking Eye.

Deposits and Inspections

Guests being offered a longer-term Tenancy agreement will be asked to pay a deposit equivalent to one month's rent. This will be lodged with an independent agency and returned to you at the end of your stay following an inspection of your room or flat.

Your tenancy agreement contains an inventory of the room, fixtures and fittings noting any pre-existing damage. You should ensure this is accurate before signing your tenancy agreement.

Please note all flats or rooms being let for longer periods will be inspected every 3 months to ensure the property is being kept in reasonable condition.

Inspections will be pre-arranged with guests who are welcome to be present if they wish. On departure a report of any charges will be provided to the guest or sponsor.

If a deposit is held charges will be deducted. Guests may appeal this decision to the independent deposit scheme.

If no deposit is held the guest or sponsor will be invoiced and will not be able to book again until the charges are paid.

Tenant Behaviour

We expect all our tenants to be respectful and considerate towards other guests and our staff. Short stay guests will be asked to pay in full for their stay at the time of booking. Longer stay tenants will be offered a tenancy agreement and must pay rent monthly in advance when it becomes due.

If a complaint is received in relation to tenant's behaviour or they fall behind in rental payments this will be investigated and facts regarding any incident recorded.

Staff on site will contact you to resolve the matter as quickly as possible. A written account of such calls 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 or problems continue a further letter (2nd Warning Letter) will be issued, and if a serious breach of your agreement has been proven you may have your tenancy terminated.

If you fail to depart on the agreed date, you will be charged the maximum daily rate for the room or flat until you return the keys.

If you are a short stay guest (under licence) your possessions may be moved from the room or flat into secure storage until the keys are returned.

If you have a tenancy agreement, Oak housing may begin a legal process to force possession of a flat or room being occupied without agreement. This may incur additional charges which will be recovered from the guest or their sponsor.

Your Responsibilities as a Guest or Tenant

- You must pay your rent promptly when it is due.
- Smoking is not allowed anywhere on our site or in our buildings.
- You must keep your flat and the common areas in a clean and acceptable condition.
- You must not sublet your room or allow additional people to live in your flat.
- You must dispose of all rubbish in the appropriate manner placing it in the external bins provided. You must not store rubbish inside the property.
- If your rent is not inclusive, you must pay council tax, water, electricity, and gas charges. Any arrears accumulated remain your responsibility even if you vacate the property.
- The keeping of pets is not permitted.

Oak Housing's Responsibilities to You

- To keep the property in good repair both externally and structurally.
- To clean common areas in our bedsit flats at least weekly.
- To clean stairwells and lobby areas at least monthly
- To maintain and repair all services to the property including water, gas, electricity, and heating systems.
- Oak Housing has no obligation to repair any damage caused by guests, or visitors, or any modifications to flats undertaken with or without our permission.
- To deal with all complaints according to our published procedure

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

Maintenance and Reporting Repairs

For the quickest response if you have any maintenance or repairs issues during office opening hours, please contact the Residencies Office

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

By email

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

In person or by phone

Residences Office Monday – Friday between 8am – 4pm telephone 01553 405062

Locked out?

Call the hospital porters out of hours (there may be a charge)

Emergency Phone Number

If you are experiencing one of the serious maintenance issues listed below **OUT OF OFFICE HOURS**, call our emergency number 020 8988 4781

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

Calling the emergency number for other less urgent issues may result in a charge

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:

- Guests or Tenants
- Sponsors
- The NHS

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 to the agreed standard
- 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, impartial, and confidentiality will be always maintained.

How to make a complaint:

To help us resolve any issues as quickly as possible, in the first instance please contact the Residences Office on site to report any problems.

01553 405062

If you are not satisfied with the local team's response, please contact our head office on

020 8988 4781

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.

Important Notice

Preventing Condensation

CONDENSATION IS NOT USUALLY A FAULT IN THE PROPERTY

but generally caused by guests failing to ventilate the property (opening a window or switching on the provided fans) 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 and the fan on to allow steam to disperse quickly.

3

When bathing or showering always ensure the ventilation fan is working to allow steam to disperse quickly.

4

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

5

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

6

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

7

Wipe down surfaces in the bathroom after use.

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 the Residencies Office directly or email us at QEH@oakhousing.org. Please be reminded any pest issues which arise within family or self-contained flats will be the guest's responsibility to treat.

Faulty Lights

Guests in family or self-contained flats should replace blown bulbs themselves. Those in shared accommodation should let the office know who will replace them.

Blocked 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

Please keep kitchen doors closed when cooking. Do not leave pans unattended. If you do set off the fire alarm by accident there is a 'hush button' in the hallway that will silence it whilst you close doors and allow any smoke to clear.

Fuse Boxes

If you find all lights in the property have blown you must check your fuse box (usually located next to the front door) and ensure all switches are facing in the same direction. 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 water leak in the property after contacting our office, please turn off your water supply by the main stop cock in property. If you do not know where this is located, please contact the office.

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

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.

If You Discover a Fire

1. Leave the room where the fire is straight away closing the door behind you.
2. **Do not stay behind to put the fire out or to collect personal belongings.**
3. Raise the alarm by operating the nearest fire alarm point 
4. Call **999** and ask for the Fire Service
5. Wait in the car park at the assembly point 
6. Do not return to the building until it is safe to do so

If You See or Hear of a Fire in Another Part of the Building

1. Leave the building by the nearest exit
2. Raise the alarm by operating the nearest fire alarm point
3. Call the Fire and Rescue Service on **999**
4. Act calmly, and if possible close all doors.
5. Assemble in the designated assembly areas in each car park
6. Do not re-enter the building.

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



Tel: 020 8988 4781 / 0800 040 8481 Fax: 020 8988 1095
Email: QEH@oakhousing.org Web: www.oakhousing.org