



Victory Close Tilehurst, Reading

A guide to your onsite
key worker accommodation

Welcome to the accommodation at Victory Close. We hope you enjoy your stay.

This guide is produced by A2Dominion Group, who own and manage Victory Close accommodation.

Although we manage the accommodation, the Trust is responsible for putting people's names forward to live in the properties.

Your tenancy

Paying your rent

The rent you pay covers the following costs for your accommodation:

- maintenance
- major repairs and improvements
- caretaking
- cleaning
- lighting communal areas
- landscaping
- rent collection and administration charges
- Council Tax (for some).

We collect Council Tax at the same time as your rent. If you live in our family or self-contained accommodation, you will need to pay Council Tax direct to the local council.

Rent is due on the first day of every calendar month and is payable by Direct Debit.

We aim to keep rent accounts up-to-date and will contact you if you owe us rent.

If you have any questions about your rent, please contact the accommodation office.

If you are struggling to pay your rent on time, please contact us as soon as possible.

Occupancy

All rooms are for **single occupancy only** (unless you live in our family accommodation). If we find another person staying with you, you will be asked to give up your tenancy.

Room changes or swaps

For safety and security reasons you may not swap or change rooms without our permission. We will only allow room changes under exceptional circumstances. If we give you permission, you will be charged for this service.

Contact us

If you have any questions about your accommodation, please contact the Victory Close accommodation office in one of the following ways:

Email: bristol.office@a2dominion.co.uk

Phone: 0117 923 8155

In person or in writing:

**Woodland Court
29 Belgrave Road
Bristol, BS8 2AA**

Opening hours:

Monday to Friday: 9am to 5pm

Repairs and maintenance

We are responsible for most repairs (as your landlord), unless caused by non-accidental or malicious damage. You can pay us to do the work for these. We call these 'rechargeable repairs'.

Report a repair

You can report a repair in the following ways:

By email:

customer.services@a2dominion.co.uk

By phone:

0800 432 0077

(Monday to Friday, 8:30am to 5:30pm)

0800 316 9880 (out-of-hours emergencies)

Do not do any repairs yourself, or make alterations to, or decorate any property or accommodation which is owned by us. This includes putting posters on the walls.

Please do not put anything other than toilet paper in the toilet. Other items will block the sinks and toilets which causes extra repairs.

Cleaning, rubbish and recycling

Personal areas

You are responsible for keeping your home clean and tidy. If you don't, you may be breaking your tenancy agreement and you could lose your home.

Cleaning shared areas

Our staff clean shared areas, such as kitchens, bathrooms, toilets and corridors, once a week.

The cleaners will not clear up your personal mess, such as washing up.

Please remember that cleaners cannot do their jobs properly if too much clutter is left in the shared areas.

Rubbish disposal

The cleaners will remove all recyclable rubbish on each visit. If you have any non-recyclable rubbish, you are responsible for taking this to the shared bin areas outside.

You should put all rubbish in the large bins outside Block B. If you are not sure where these are, please ask the accommodation office.

Wherever possible, please try to recycle your rubbish by using the box provided, and placing items in the red recycling bins outside Block B. Rice, fat and cooking oil block pipes and drains. Please dispose of these items in rubbish bags and put them in the bins.

Remember: bin it don't block it!

Please help us to make sure that your area remains pest-free by putting your rubbish in tied-up bags, and not leaving rubbish anywhere other than in the bins.

Accommodation services

Controlling your central heating

You can control the room temperature by adjusting the valve on the radiator in your room. If you experience a problem with your central heating or boiler, please contact the accommodation office.

Laundry facilities

There is a launderette on the ground floor of Block B.

Please read the operating instructions before you use the machines and do not overload them. If you have any problems with these facilities, please contact the accommodation office during office hours.

You are not allowed to put up washing lines or clothes airers in the accommodation area, including in your bedroom.

Televisions

There is a television in the shared living space of each home. We have a licence for each of these televisions (except for our family accommodation). A portion of this fee is included in your monthly service charge.

There are aerial connections provided in each room. If you wish to use a television in your own room then you must contact TV Licensing and arrange your own licence. You are not allowed to install your own satellite dish.

Telephones and internet services

There are telephone and data points in all rooms. Telephone and internet services to rooms are not included as part of your rent. Please contact your preferred supplier if you wish to set up these facilities.

Kitchen equipment

You are not allowed to install your own kitchen equipment, such as fridges or tumble dryers.

Post and parcel deliveries

Royal Mail will only deliver correctly-addressed mail. This includes your room number, flat number and postcode.

The address for Victory Close is:

Room Number,
Victory Close, Tilehurst
Reading, RG30 4AW

Car parking

If you would like to park on site, please contact the accommodation office.

Bicycle storage

There is a bicycle store outside Block A. The store has a padlock for security. Please contact the accommodation office for a key.

You must not leave bicycles in stairways, corridors, rooms or flats. Bicycles must only be stored in the bicycle storage areas.

Safety and Security

Your home

You are responsible for the security of your room as well as for making sure the front door is locked when entering or leaving the building.

Always lock your room, even if you are only going out for a short while, and make sure that all windows are closed when you leave your home.

If you are expecting visitors, do not prop open your front door and make sure that they use the intercom system. If you answer the main front door, do not let strangers in.

Keys

Please take care of your key. If you lose your key, report this immediately to the accommodation office. You will have to pay for a replacement key.

If you lock yourself out during office hours contact the accommodation office to let you in.

If you are locked out of your room when the office is closed, call 0800 316 9880. We may charge you a call-out fee.

Identity cards

Our staff and contractors carry identity cards (ID cards). Do not let any person into your home who tells you they are staff but does not have an ID card.

Contact the accommodation office if you are unsure about someone's identity.

Contents insurance

Your building is insured against fire, storm and flood. However, you are responsible for accidental damage or burglaries affecting your belongings.

We advise you to take out your own home contents insurance policy. There are many insurance schemes for you to choose from. We recommend the National Housing Federation's (NHF) My Home contents insurance scheme.

Visit our website at www.a2dominion.co.uk for more information.

Fire safety

As a tenant, you must follow our fire safety rules:

- Find out where your nearest fire exit is, and read the fire drill instructions carefully.
- Switch off and unplug all electrical equipment that is not designed to stay on when not in use. This includes items such as televisions, lamps, hairdryers, irons and kettles.
- Keep fire doors closed at all times.
- Do not block escape routes, such as corridors and stairs.
- Do not remove fire extinguishers unless you are tackling a fire.
- Do not use candles, oil burners that use a candle, or other naked flames.
- Do not store aerosol cans on window sills or near any heat source.
- Keep the kitchen door closed at all times, and never leave food cooking under the grill or on top of the cooker unattended.

Fire alarms and smoke detectors

All homes have a fire alarm and an emergency lighting system. We test our fire alarms and smoke detectors once a week. To find out what time the alarm is tested at your site, look at the notice board in your building.

If you discover a fault with a fire alarm system, please contact the accommodation office. Tell them what type of fault it is, and where it is - this will be displayed on the fire alarm panel. Never touch the fire alarm panel or the smoke detector heads (these are in the ceiling).

If you think that a fire alarm may not be working properly, or you know that someone is tampering with the equipment, please report this to the accommodation office.

There are smoke detectors in all bedrooms. So that these do not go off accidentally, please:

- do not smoke, or use aerosols or hairdryers, near the smoke detector
- keep kitchen doors and all other fire doors closed at all times
- keep the windows open if you are smoking.

If you discover a fire

If you discover or suspect a fire, you must sound the nearest alarm straightaway. The fire alarm will then ring continuously.

Leave the building immediately, and go to the fire assembly point - you will see signs around your building saying where this is. Call 999, ask for the Fire Brigade and tell them there is a fire.

If the fire alarm sounds

If the fire alarm sounds and you are not aware of any drills or testing taking place, you must leave the building immediately and go to the assembly point - you will see signs around your building saying where this is. Call 999, ask for the Fire Brigade and tell them there is a fire.

You must not, under any circumstances, go back into the building without the permission of the Fire Service or a member of staff.

Electricity

All electrical wiring and electrical appliances we provide have been checked by a portable appliance tester. You are responsible for the safety of your own equipment.

You must only use 'in-line' extension leads and these should display a British Standard mark.

Faulty electrical appliances will trip the electrical switch and lead to a loss of power. To reset the electrics please access the fuse board outside the front door to your flat.

Please make sure noise is not audible outside your room, especially between 11pm and 7am.

Moving out

You must give us a month's notice, in writing, if you wish to move out of the accommodation.

When you move out, you must leave your home in a good state of repair and remove your belongings.

We may charge you for any cleaning or repairs that your home needs when you leave. We will also charge you if we have to remove items that do not belong to us.

You must return your keys to the accommodation office by 11am on the day after your last night.

We will charge you for the accommodation until you have returned the keys.

Contact us

Victory Close Accommodation Office

By email:

bristol.office@a2dominion.co.uk

By phone:

0117 923 8155
Monday to Friday, 9am to 5pm

In person or in writing:

Woodland Court
29 Belgrave Road
Bristol, BS8 2AA

A2Dominion Group

Online:

www.a2dominion.co.uk/customers

By email:

customer.services@a2dominion.co.uk

By phone:

0800 432 0077
Monday to Friday, 8:30am to 5:30pm

In person or in writing:

A2Dominion Group
113 Uxbridge Road
Ealing
London, W5 5TL

 www.facebook.com/a2dominion

 www.youtube.com/a2dominion

