



# Royal Surrey County Hospital NHS Trust

A guide to your onsite  
key worker accommodation

# Welcome to the accommodation at Royal Surrey County Hospital NHS Trust. We hope you enjoy your stay.

**This guide is produced by A2Dominion Group, who own and manage Royal Surrey County Hospital NHS Trust 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:

- utility bills, including heating, hot water and electricity costs
- 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 Surrey County Council.

**Rent is due on the first day of every calendar month.**

There are a number of ways you can pay your rent:

- direct from your pay (for Trust staff)
- by standing order from your bank or building society
- by credit card or debit card at the accommodation office.

### Missed payments

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 or couple 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 Royal Surrey County Hospital accommodation office in one of the following ways:**

**Email:** [guildford.office@a2dominion.co.uk](mailto:guildford.office@a2dominion.co.uk)

**Phone:** 0845 408 6765

**In person or in writing:**  
**Accommodation Office,**  
**9 Gill Avenue, Guildford,**  
**Surrey GU2 7WW**

**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:

guildford.office@a2dominion.co.uk

### By phone:

0845 408 6765 (Monday to Friday, 9am to 5pm)

0800 316 9880 (out-of-hours emergencies)

### In person:

Visit the accommodation office  
Monday to Friday, between 9am and 5pm

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.

We inspect on-call rooms daily and clean each room when the people using them move out. We change the towels and linen in these rooms when the people using the room move out.

## Cleaning shared areas

Our staff clean shared areas, such as kitchens, bathrooms, toilets and corridors, twice 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.

The cleaners will remove one bag of rubbish each visit. You are responsible for taking any additional rubbish to the shared bin areas outside.

## Rubbish disposal

You should put all rubbish in the large bins located under blocks B, F and K. If you are not sure where these are, please ask the accommodation office.

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.

## Post and parcel deliveries

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

### The address for Rosalind Franklin Close is:

Room Number

Block

Rosalind Close

Guildford

Postcode: GU2 7XN for blocks A, B and C

GU2 7YX for blocks D, E, F and G

GU2 7YZ for blocks H, J, K and L

### The address for Gill Avenue is:

House Number

Gill Avenue

Guildford

GU2 7WW

The accommodation office cannot accept delivery of items for you or store your post.

## Telephones

There are telephone points in all our accommodation. If you would like to use these, please contact the accommodation office.

You are responsible for paying your own telephone bills.

Most on-call rooms have a phone for internal calls. If you would like to make an outside call, you can buy a 'call card' from the vending machine on Level A, opposite the Human Resources office in the main hospital.

## Laundry facilities

There is a launderette opposite block C. 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.

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

## Kitchen equipment

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

## Internet services

An internet service is available to all residents through CableCom.

If you would like more information about this service, please contact the accommodation office.

## Car parking

If you would like to park on site, please contact the accommodation office. Please note that you may be added to a waiting list to use the car park.

## Bicycle storage

There are bicycle storage areas outside blocks A, F, H and K. Please contact the accommodation office for a key to access these areas.

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

**Please note: we do not provide duvets as part of your accommodation. You are responsible for all bedding, including duvets and pillows.**

# Safety and Security

## Keys

Please take care of your keys. 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.

## Your home

You are responsible for the security of your room as well as 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 there is one).

If you answer the main front door, do not let strangers in.

## Identity cards

Our staff and Trust staff 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.

## Escort service

If you feel vulnerable about leaving or returning to your accommodation at any time, our car park managers, CP Plus, can escort you. Call them on extension 6962 or 01483 408 307.

## 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](http://www.a2dominion.co.uk) for more information.

## Gas leaks

If you smell gas in your accommodation:

- turn off all appliances and turn off the supply at the meter
- put out all naked flames, fires and cigarettes
- do not touch any electrical switches or equipment (sparks from electrical equipment could cause a gas explosion)
- open all windows and doors
- report the leak to the accommodation office
- report the leak to the National Gas Emergency Service on 0800 111 999.

## 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 emergency lighting system, except for houses in Gill Avenue which have hard-wired smoke detectors.

We test our fire alarms once a week. To find out what time the alarm is tested at your site, look at the onsite notice board.

If the fire alarm goes off during accommodation office opening hours, a member of staff will visit the site to check if there is an incident. They will then call the Fire Service if necessary.

If you discover a fault with a fire alarm system (you may hear a 'beeping' noise coming from the fire alarm panel), 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. We will arrange for an engineer to inspect the fault.

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.

If you suspect that there is a fire, you must call 999 immediately.

The fire alarm system will automatically call the accommodation office during office hours, or the emergency call centre when the office is closed.

## If the fire alarm sounds

If the fire alarm sounds, you must leave the building immediately and go to the assembly point - you will see signs around your building saying where this is.

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 switch and lead to a loss of power to everything in your corridor.

**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

## Royal Surrey County Hospital Accommodation Office

### By email:

[guildford.office@a2dominion.co.uk](mailto:guildford.office@a2dominion.co.uk)

### By phone:

0845 408 6765

Monday to Friday, 9am to 5pm

### In person or in writing:

Accommodation Office,  
9 Gill Avenue, Guildford,  
Surrey GU2 7WW

## A2Dominion Group

### Online:

[www.a2dominion.co.uk/customers](http://www.a2dominion.co.uk/customers)

### By email:

[customer.services@a2dominion.co.uk](mailto:customer.services@a2dominion.co.uk)

### By phone:

0800 432 0077

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

### In person or in writing:

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113 Uxbridge Road  
Ealing  
London, W5 5TL

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