

John Radcliffe, Churchill and Horton Hospitals

A guide to your onsite
NHS accommodation

Resident Handbook

Contents

How to contact us	3	You and your neighbours	9
Email, telephone and office address		Antisocial behaviour	
Introduction	4	Other types of antisocial behaviour	10
Why we have produced this handbook		Other useful contacts	
A2Dominion Group and how it works		Our commitments to you	10
Day-to-day repairs and emergencies	4	Consultation	
Responsibilities		Communication	
Repair response times	5	Resident involvement	11
Requesting repairs	6	Opportunities for all	
Emergencies		Preventing discrimination	
Safety tips with dealing with emergencies		Information that we hold about you	
Fire alarms and smoke detectors	7	Customer feedback	12
If you discover a fire		Suggestions	
Security	8	Compliments	
Your home		Complaints	
Insurance		Other important information	12
Identity cards		Alternations or decorations	
Room changes or swaps		Moving out	
Lost keys		Postal addresses	13
Cleaning and domestic services	8	Telephones	
Laundry facilities		Internet	
Cleaning your home and shared areas		Kitchen equipment	
Rubbish disposal	9	Bicycles	
Your tenancy	9	Car parking	14
Your rights		Housing advice	
Paying your rent			
Occupancy			

Translate

We will consider requests for translations into other languages and formats, including large print, audio and Braille.

Disclaimer

The information in this handbook, including when it mentions the law, is for guidance only. If you have any questions or problems with your property or your tenancy, you should not rely on your handbook. We recommend you get independent legal advice.

Contact us

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

Email: oxford.office@a2dominion.co.uk

John Radcliffe accommodation office

Phone: **01865 220 734**

In person or in writing:

**A2Dominion Group, Arthur Sanctuary House,
Sandfield Road, Oxford OX3 7RH**

Opening hours:

**Monday, Wednesday, Thursday:
8.30am to 4.30pm**

Tuesday: 8.30am to 12.30pm

Friday: 8.30am to 4pm

Horton Hospital accommodation office

Phone: **01295 229 015**

In person or in writing:

**A2Dominion Group, Watts House,
Horton Hospital, Banbury,
Oxfordshire OX16 9AL**

Opening hours: **01295 229 015**

**Monday, Wednesday and Friday:
9am to 4pm**

Churchill Hospital accommodation office

Phone: **01865 225 010**

In person or in writing:

**A2Dominion Group, Block 1, Chartwell Flats,
Churchill Drive, Oxford OX3 7QX**

Opening hours:

**Monday, Wednesday, Thursday:
8.30am to 4.30pm**

Tuesday: 8.30am to 12.30pm

Friday: 8.30am to 4pm

A2Dominion Group

Phone: **0800 432 0077**

In person or in writing:

**A2Dominion Group, 113 Uxbridge Road,
Ealing, London W5 5TL**

Opening hours:

**Monday to Thursday: 8.30am to 5.30pm
Friday: 8.30am to 5pm**

Welcome to the accommodation at John Radcliffe, Churchill and Horton Hospitals. We hope you enjoy your stay.

This handbook is produced by A2Dominion Group, who own and manage the accommodation at Oxford University Hospital NHS Foundation Trust.

Important

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

Why we have produced this handbook

This handbook is intended to give you information about a number of issues, including maintenance, security, cleaning services and rent. The handbook also has some useful tips to help you look after your accommodation.

Our aim is to provide a high standard of services and encourage all feedback – please see [page three](#) for our contact details.

More information

If you have any questions outside of this handbook, please contact us using the details on [page three](#).

A2Dominion Group and how it works

A2Dominion is a residential property group with 36,000 homes across London and the South East.

We manage several different types of homes:

- Affordable rented
- Shared ownership
- NHS accommodation
- Student accommodation
- Private rent accommodation.

We receive funding from the government, public authorities and private financing to help meet local housing needs.

Our day-to-day operations are managed by the Group Chief Executive, the Executive Management Team and Operational Management Team.

They report to the Group Board, who oversee all our work, set standards and policies, and make sure we continue to provide high-quality services.

Separate Managements Boards oversee our member associations. You will have a tenancy with one of these member associations.

The association you signed a tenancy agreement with will be your landlord.

Our performance is monitored by the Homes & Communities Agency (HCA).

Day-to-day repairs and emergencies

This section tells you what repairs you can expect us to do, and which ones you will need to do yourself. It also has details on how you can request repairs, advice on how to deal with repairs (including emergency repairs) and gives you timescales on when we will do the different types of repairs.

Responsibilities

As your Landlord, we are responsible for most repairs. In some cases you will be responsible – though you may be able to pay us to do the work. These are any repairs that have been caused by malicious or non-accidental damage. We call these 'rechargeable repairs'.

You are responsible for the following types of repairs:

- Damage caused by overflows from baths, sinks and wash basins.
- Damage caused by leaks from the baths, sinks, wash basins, toilets, and baths which appear to have been broken through misuse.
- Fixtures and fittings, including kitchen units that have been removed or damaged.
- Condensation damage caused by deliberately blocked air vents, the use of paraffin or bottled gas heaters that are not permitted, or other misuse of your home.
- Damage caused by breaking in – unless this is due to criminal damage, which you should report to the police. You must give us a copy of the crime reference number the police give you.
- Damaged caused to decorations or your belongings by fire or smoke.

Repair response times

This section sets out the repair target times that we and our contractors work to.

We aim to carry out all repairs without avoidable delays, and we put repairs in order of importance, depending on their urgency and the type of repair.

We sometimes do repairs more quickly for households with vulnerable residents. We use our own judgement, but broadly define “vulnerable” residents as elderly people, people with disabilities, or households with children under three years old. If you feel you are vulnerable, please let us know when you tell us you need the repair.

The repair targets given assume that we are responsible for the repair. In some cases (especially if your water, gas or electricity go off) we may not be responsible for making the repair, so the time it takes will be up to the company responsible, not us.

Priority 1: Emergency - within 24 hours

- Total loss of heating systems from 1 November to 30 April. We will provide you with heaters if your heating is off for more than four hours.
- Loss of cold water services.
- Dangerous electric faults.
- Serious water leaks from plumbing or roofing damage. A follow-up visit may be needed to carry out the repair.
- Making safe dangerous structures.

- Lift breakdowns to free trapped users and to do an initial inspection. A follow-up visit may be needed to carry out the repair.
- Total loss of security (if we are responsible), including door-entry systems.
- Making home safe for victims of harassment.
- Blocked flues.
- Complete lighting failure inside a property (if we are responsible).
- Complete public area lighting failure (if we responsible).
- Complete electrical failure.
- Emergency systems such as emergency lighting.
- Clearing blocked drains, including blocked toilets (depending on the circumstances, we may charge you for these repairs).
- Boarding-up broken windows on the ground floor (depending on the circumstances, we may charge you for these repairs).
- Loss of gas supply (if we are responsible).

Priority 2 Very urgent - three working days

- Roofing repairs that are urgent because rainwater is getting in.
- General plumbing faults, such as minor leaks.
- Blocked sinks, baths or basin, and toilets not flushing (if there is no other toilet in the property). Depending on the circumstances, we may charge you for these repairs.
- Follow-on repairs for emergency repairs that we did within one working day unless something needs completely replacing or we need scaffolding to carry out the work.
- Switch or socket repairs, if there is not an alternative in the room.
- White goods, such as fridges and freezers not working – we will check the appliance first.

Priority 3: Urgent - seven days

- Toilets not flushing (if there is not an alternative in the property).
- Shared television aerials.
- Light bulb replacement (if there is more than one light in the area).
- First pest control visit for rats, pharaoh ants or cockroaches in shared areas – we will deal with this.
- General electrical faults, such as one socket not working.
- Total loss of heating between May and October
- Replacing boilers or showers.

- Replacing white goods this may be sooner if we have the item in stock.
- Broken toilet seats (depending on the circumstances, we may charge you for these repairs).
- Removing air from radiators.

Priority 4: Routine - 14 days

- Repairs to ball valves and taps.
- Adjusting doors and windows.
- Repairs to cupboards, shelves and wardrobes.

Priority 5: Routine - 28 days

- Repairs to down pipes and guttering.
- All other repairs that are routine will be done within 28 days, or within a set time if we have to order specialist materials.

Priority 6: Planned work - carried out under our programme of work

Regular decorating of shared areas, such as paintwork.

Priority 7: Service

- Gas safety certificates (every year).
- Portable appliance testing (every year).
- Fire alarm systems (every year).
- Lifts (monthly).
- Door-entry systems (when needed).
- Testing for Legionella – a type of bacteria that can be found in water systems (monthly).

Requesting repairs

If you need to request a repair, please phone your accommodation office. Our contact details are on page three.

If you need to request a repair when your local office is closed, please call us on 0800 316 9880.

If you want to confirm the date when a repair will be done, please contact us.

Emergencies

Emergency repairs are ones that can cause harm to people or structural damage to the property if they are not fixed quickly, such as:

- Gas leak.
- Serious flooding or burst pipes (and if the stopcock cannot be turned off).
- Dangerous structures.
- Dangerous electrical faults.
- Fire damage.

Safety tips when dealing with emergencies

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 us.
- Report the leak to the National Gas Emergency Service line on 0800 111999.

We carry out gas safety checks every year on all our homes

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, and any extension leads you use must be the 'in-line' type and carry a British Standard (CBS) mark.

All the electrical circuits are protected by safety switches, which will 'trip out' if any of the following happens:

- An overloaded circuit, often caused by too many appliances being used at the same time.
- A faulty or misused appliance.
- Overfilled kettles or dirty toasters.
- Worn-out or cracked cooker rings.
- Faulty immersion heaters.
- Faulty connections on leads to appliances, such as hair dryers or televisions.
- Blown light bulbs.

Fire

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

- When you first move in you should find out where your nearest fire exit is, and read the fire-drill instructions carefully.
- Switch off and unplug all electrical equipment which is not designed to stay on when not being used. This includes items such as televisions, lamps, hairdryers, irons and kettles.
- Keep fire doors closed at all times.
- Make sure escape routes (corridors, balconies, and stairs) are not blocked.
- Do not store aerosol cans on window sills or near any heat source.
- Never remove fire extinguishers unless you are tackling a fire.
- Make sure kitchens are clean and tidy, and remove rubbish every day.
- Keep the kitchen door closed at all times, and never leave food cooking under the grill or on top of the cooker unattended.
- Do not use candles or other naked flames.
- Do not use oil burners that use a candle or other naked flame.

Fire alarms and smoke detectors

The following properties have automated fire alarm systems:

- Arthur Sanctuary House
- Chartwell Flats
- Ivy Lane
- Randolph Court.

If the fire alarm goes off, a member of staff will visit the site to check if there is an incident.

The following properties do not have automated fire alarm systems:

- 53 Hightown Road
- Mayfield, 63 Hightown Road
- 93/95 Oxford Road.

This means that a fire alarm will sound, but no one will come to the site automatically. If there is a fire, you must phone 999 and ask for the Fire Service. If it is a false alarm, you must tell us so that we can reset the system.

The following properties have smoke detectors:

- 101 and 131 Osler Road
- 1-6 Hightown Gardens
- The Bungalow, 65 Hightown Road
- 6 Valley Road.

We test our fire alarms and smoke detectors once a week. The times are displayed on the notice board within your building.

If you discover a fault with a fire alarm system (you may hear a 'bleeping' noise coming from the fire alarm panel), please contact us and provide as much information about the fault as possible. Do not touch or tamper with the fire panel or smoke detector heads (located in the ceiling). If needed, we will arrange for an engineer to inspect the fault.

If you think the fire alarm system is not working properly, or you know that someone is tampering with the equipment, please let us know immediately.

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

- Do not smoke, or use aerosols or hair dryers near the smoke detector.
- Keep kitchen doors and all other fire doors closed at all times.
- Do not cover up a detector.
- Do not smoke inside the accommodation.

If you discover a fire

If you discover or suspect a fire, you must sound the nearest alarm straight away. 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 your property does not have an automated fire alarm system you must call 999, and tell them your name, phone number, where you are, and where the fire is.

If your property does have an automated fire alarm system, 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:

- You must leave the building immediately, even if you believe there is no real danger.
- Go to the assembly point, you will see signs around your building saying where this is. If you do not leave the building when you hear the alarm, you will break your tenancy agreement and you may be asked to move out of your accommodation.
- You must not, under any circumstances, go back into the building without the permission of the Fire Service or a member of our staff.

Security

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.

Do not prop open your front door and make sure all guests use the intercom system (if there is one). If you answer the main front door, do not let strangers in.

Insurance

Your building is insured against fire, storm and flood. However, you are responsible for accidental damage or burglaries affecting your belongings, and we strongly advise you to take out your own home contents insurance policy. There are many insurance schemes for you to choose from, but we recommend Thistle.

Please visit our website at www.a2dominion.co.uk/insurance for more information about contents insurance.

Identity cards

A2Dominion staff (and Trust staff) carry identity cards (ID cards). Do not let anyone into your home who says they are staff and who does not have an ID card. Contact us if you are not sure about someone's identity.

Room changes or swaps

For safety, security and tenancy management reasons you may not swap or change rooms. If you want to transfer rooms, please contact us for more information. We may charge you an administration fee for swapping rooms.

Lost keys

Please take care of your keys. If you lose your key, you can get a replacement key from us but you will have to pay for it.

If you lock yourself out during office hours contact your accommodation office, and we will let you in. This service is free. If you are locked out when the office is closed, phone 0800 316 9880. You will be charged for this service.

Cleaning and domestic services

Laundry facilities

Each of the following sites has a laundrette on the ground floor:

- Arthur Sanctuary House – by reception
- Chartwell Flats – Block 3 by flat 24
- Horton – rear of 93/95 Oxford Road
- Ivy Lane – Block 4 by flat 107
- Randolph Court – by entrance to flats 1-6.

Please read the operation instructions before you use the machines.

If you have any problems with the laundry facilities, please contact us or contact the laundry provider direct.

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

Cleaning your home and shared areas

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

We provide a cleaning service to shared areas, such as kitchens, bathrooms, toilets and corridors, five times a week. Only one bag of rubbish will be removed on each visit. If you have more rubbish, you are responsible for taking this to the shared bin areas outside.

We will not clear up your personal mess, such as washing-up. Please remember that we cannot clean properly if there is too much clutter left in the shared areas.

Bedrooms will be cleaned before you move in.

You can find more information about the cleaning services on all notice boards. If you have any questions, please contact us.

Rubbish disposal

You should put all rubbish in the large bins in the shared bin areas outside. If you are not sure where these are, please ask us. Please make sure you put your rubbish into the correct bin, either recycling or general waste - check the notices for guidance.

Please help 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.

Your tenancy

Your rights

As a tenant, you have the following rights:

- The right to live in your home
- The right to be consulted.

You also have the following duties under the terms of your tenancy:

- To pay your rent when it is due
- To look after your home
- Not to cause a nuisance to your neighbours.

Also, as part of your tenancy you are not allowed to:

- Keep a pet
- Run a business from home.

Your tenancy agreement includes a detailed description of all your rights and duties.

If you have any questions about your tenancy agreement, please contact us.

Paying your rent

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

- Maintenance, including major repairs and improvements
- Caretaking and cleaning
- Heating and hot water

- Lighting including communal areas
- Landscaping
- Rent collection and administration charges
- Council Tax (for some)
- Internet.

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

There are two ways you can pay your rent:

- Direct from your pay (for Trust staff)
- By standing order from your bank or building society.

We will contact you if you owe us rent. If you have any questions about your rent, please contact us.

Rent is due on the first day of every calendar month. Rent increases on 1 April each year.

Occupancy

All rooms are for 'single occupancy' only (unless you live in our family or couple accommodation). If you are found to have another person staying with you, you will be asked to leave your room and give up your tenancy.

You and your neighbours

Antisocial behaviour

We believe that everyone has the right to live the way they wish as long as this does not spoil the quality of life of others. This means being tolerant, accepting and respecting the needs and choices of other people.

Antisocial behaviour (ASB) can be any act that causes fear, worry or distress to other people, affecting their quality of life. It can be anything from noise or repeated nuisance, to serious violence and crime.

For more information about ASB, go to our website: www.a2dominion.co.uk/asb, which tells you about:

- What antisocial behaviour is
- Our policy on antisocial behaviour
- How to report antisocial behaviour
- How quickly we will deal with antisocial behaviour
- Different types of antisocial behaviour
- What powers other agencies have
- Our service standards.

Other types of antisocial behaviour

Antisocial behaviour can also be known by other names including harassment, hate-related incidents, racial harassment, and domestic abuse.

Harassment or hate-related incidents include deliberate action against one or more people, usually (but not always) because of their

- Race or ethnic origin
- Disability
- Age
- Sexuality
- Gender
- Learning difficulties
- Religious beliefs
- HIV or AIDS status.

Racial harassment is a criminal offence, and is defined as 'an incident which is perceived to be racist by the victim or any other person'. It can be in many forms, which include:

- Verbal racial abuse and name calling
- Printed material and literature
- Graffiti
- Physical assault
- Damage to property, threats and intimidation

Our commitments to you

We value your opinion and want you to tell us what you think about how we run our services.

Consultation

We will consult with you if we:

- Plan any major work at your development
- Plan any changes in the way we provide our services to you.

We may also consult with you about other matters.

- Complaints about noise
- Complaints about smells and uncleanliness
- Victimisation and bullying of children by neighbours or other children
- False or malicious complaints
- Abusive text messages or phone calls.

Domestic abuse happens in a close or family relationship, and becomes a pattern of threatening and controlling behaviour. This can include forced marriages.

There are many different forms of domestic abuse, including:

- Physical
- Sexual
- Emotional
- Psychological
- Financial - such as refusing to give you any money to live on.

We encourage customers to try and sort out any antisocial behaviour issues themselves. Normally, if you speak to the person causing the issue face-to-face, the problem will be resolved.

If however, this doesn't work, or has proved unsuccessful, you can report the incident to us in the following ways:

- Online at www.a2dominion.co.uk/asb
- By phone or by coming to see us (see contact details on page three).

Other useful contacts

Your local council can also help you with incidents of antisocial behaviour. An environmental health officer can investigate noise, and if they are satisfied the noise is a 'statutory nuisance' they will take action. You can report dog nuisance to your environmental health officer too.

Communication

We communicate with you in the following ways:

- Our website
- Six monthly newsletter
- Annual reports
- Residents' social events.

If you would like more information about any of our services, please contact us.

Resident Involvement

We believe that you, our customers, are best placed to help shape our services and tell us how we can improve.

There are lots of ways you can get involved at a level that suits you. If you have any spare time, even an hour here and there, you can help us shape our services. This can be as simple as filling in a survey, or representing customers in focus groups. Activities and projects are run from our offices, in your local community or in the comfort of your home.

Getting involved can improve your employment prospects as well as helping us improve our services. We offer full training packages and accredit most of the work that customers undertake with us. This can offer a boost to your CV or lead to a work placement in one of our departments.

You can get involved in the following ways:

- At a group wide level
- Local groups for customers
- The Neighbourhood Improvement Fund.

If you would like to contribute to any of our groups, please contact us.

Opportunities for all

We are committed to treating all our customers fairly, and giving them equal access to housing and all our services. We are against discrimination that is due to a person's:

- Race
- Ethnic background
- Nationality
- Sex
- Sexuality
- Physical or learning disability
- Mental health
- Age
- Religious or non-religious belief
- Gender reassignment '(sex change)'
- Colour
- HIV or AIDS
- Class
- Appearance
- Responsibility for dependants, including children
- Criminal convictions that do not affect their responsibilities as a resident
- Marital status.

Preventing discrimination

We will do our best to:

- Make sure all our reception areas and office are easy for you to access
- Give you the information you need, and in the format you have asked for – including Braille, large print, audio and other languages
- Take into account your individual needs when housing you in one of our properties
- Make suitable adaptations to your home if you need them
- Take prompt action if you face harassment or racial harassment where you live
- Only work with contractors that share our commitment to valuing diversity
- Consult with customers who may have problems using our services, to ask them what we can do to give them equal access to our services
- Train all our staff on diversity issues
- Be sensitive about religious and cultural dates when visiting your home.

We will not allow discrimination by any of our employees, and we have a clear policy on equality and diversity. If you would like a copy of this, please ask us.

Information that we hold about you

We ask all our customers to give us information about their communication needs, age, gender, ethnicity, faith, sexuality and disability.

We ask you to give us this information when you move into your home. If you have not done this already, our staff will ask you for it when they speak to you. If you do not want to give us certain information we will respect your wishes. Just let us know which information you do not want to give us.

We use the information you give us to make sure our services are fair and that everyone can use them.

We also use this information:

- When designing our new homes
- To improve our services
- To make sure all views are represented when we consult with residents
- To make sure that the people who most need them, know about the different services we provide.

We keep all your information securely and in line with the Data Protection Act 1998.

Customer feedback

Suggestions

We want to hear any feedback that will help us improve our housing services in the future. This includes your thoughts on how we are performing and any suggestions about how this could be improved. It is important for us to hear the views of other people, especially those who use our services.

Compliments

Have you been pleased with a repair, or has a member of staff gone out of their way to help you? If so, we want to hear about it. It is always good to hear when we are doing things right, and compliments allow us to see where we are performing well.

Complaints

We care about the services that we provide and make every effort to maintain high standards and provide you with the best possible service.

However, sometimes our services may not meet your expectations, and if this happens you can complain. We value your feedback because it helps us improve our services to you.

What is a complaint?

A complaint is if you are unhappy with something we or our contractors have or haven't done, and you request a formal investigation and response.

Examples of complaints are:

- The level of service we provided
- The length of time taken to provide you with a service or information
- Our failure to keep you informed of a decision we made
- The behaviour of our staff or contractors
- Any kind of discrimination.

Who can complain?

Anyone who uses or receives services from us can make a complaint.

Who can't complain?

If you do not live in one of our properties and you do not receive a service from us, we may not investigate your complaint beyond Stage one.

How do I make a complaint?

- Online: a2dominion.co.uk/complaints
- By email: complaints@a2dominion.co.uk
- By phone: 0800 432 0077
- In writing: Complaints Team, A2Dominion Group, 113 Uxbridge Road, Ealing, London, W5 5TL.
- In person: Visit one of our offices during opening hours.

Other important information

Alterations or decorations to your home

Do not alter or decorate any part of your accommodation in any way, including putting posters on the walls.

Moving out

When you move out, you must leave your home clean, in a good state of repair, and clear out all your personal goods and possessions.

More information is available in our "Moving out of your Accommodation" leaflet.

If you leave your property needing repairs or cleaning, you will be charged for bringing your

home up to the required standard. You will also be charged if we have to remove or dispose of any items that you leave behind.

You must return your keys to your local office. We will charge you for the accommodation until you have returned the keys.

Postal addresses

Royal Mail will only deliver correctly addressed mail, so please make sure you provide your name, full address including your room and flat number, your block and your postcode. We will not accept delivery of parcels on your behalf.

Property addresses are shown below:

Athur Sanctuary House

Your name
Room Number
Arthur Sanctuary House
Sandfield Road, Oxford, OX3 7RH

Ivy Lane

Your name
Flat Number, Room Number
Ivy Lane Flats
Off Osler Road, Oxford
OX3 9DT - for flats 1 to 60
OX3 9DY - for flats 61 to 119

Chartwell Flats

Your name
Flat Number
Room Number
Block Number
Chartwell Flats
Churchill Drive, Oxford OX3 7QX

Randolph Court

Your name
Flat Number - Room Number
Randolph Court
Churchill Drive, Oxford OX3 7NR

Osler Road

Your name
Room Number
House Number
Osler Road, Oxford OX3 9BN

Horton Hospital site

Your name, followed by:

- Room Number - 6 Valley Road, Banbury, Oxon, OX16 9BQ.
- Flat Number, 93 Oxford Road, Banbury, Oxon, OX16 9AJ.
- Flat Number, 95 Oxford Road, Banbury, Oxon, OX16 9AJ.
- Room Number, 53 Hightown Road, Banbury, Oxon, OX16 9BE.
- Room Number, 65 Hightown Road, Banbury, Oxon, OX16 9BE.
- Room Number, Mayfield, 63 Hightown Road, Banbury, Oxon, OX16 9BE.
- Room Number, House Number, Hightown Gardens, Banbury, Oxon, OX16 9BP.

Telephones

Where provided, the Trust is responsible for all internal lines. If you would like to dial out from an internal line, or have any enquires about the internal lines, you must contact the Trust.

If you move out and have made calls that you have not yet paid for, please contact the Trust.

Internet

A high-speed internet service is available to all residents through Key Surf. For more information check the noticeboard in your building or contact your accommodation office.

Kitchen equipment

You are not allowed to install your own kitchen equipment, such as fridges, freezers, washing machines or tumble dryers, anywhere within the accommodation.

Bicycles

There is bicycle storage available in various locations across the sites. For more information, contact us.

You may only store bicycles in the designated areas. You must not bring bicycles into stairways, corridors, rooms or flats.

Car parking

If you would like to park on site, please contact us for local arrangements including waiting list times.

There is strictly no resident parking at Arthur Sanctuary House. **Please note:** The Oxford University Hospitals NHS Foundation Trust will not take any responsibility for arranging alternative parking for you.

Housing advice

You can get advice on housing and housing related issues from the following organisations:

- **Citizens Advice Bureau**
www.citizensadvice.org.uk
- **Council Tax Benefit**
Phone: 0800 055 6688
www.jobcentreplus.gov.uk
- **Community Legal Advice**
Phone: 0845 345 4345
www.clsdirect.org.uk
- **Shelter**
Phone: 0808 800 4444
www.shelter.org.uk
- **Oxford City Council**
Phone: 01865 249811
www.oxford.gov.uk
- **Cherwell District Council**
Phone: 01295 227001
www.cherwell.gov.uk
- **Agnes Smith Advice Centre**
Phone: 01865 770206
www.agnessmith.co.uk

Alternatively, please contact us.

Contact us

John Radcliffe accommocation office

Phone: 01865 220 734

Monday, Wednesday, Thursday: 8.30am to 4.30pm

Tuesday: 8.30am to 12.30pm

Friday: 8.30am to 4pm

In person or in writing:

A2Dominion Group, Arthur Sanctuary House,
Sandfield Road, Oxford, OX3 7RH

Churchill Hospital accommodation office

Phone: 01865 225 010

Monday, Wednesday, Thursday: 8.30am to 4.30pm

Tuesday 8.30am to 12.30pm

Friday 8.30am to 4pm

In person or in writing:

A2Dominion Group, Block 1, Chartwell Flats,
Churchill Drive, Oxford, OX3 7QX

Horton Hospital accommodation office

Phone: 01295 229 015

Monday, Wednesday and Friday: 9am to 4pm

In person or in writing:

A2Dominion Group, Watts House, Horton Hospital,
Banbury, Oxfordshire, OX16 9AL

A2Dominion Group

Online: www.a2dominion.co.uk/customers

By email: customer.services@a2dominion.co.uk

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