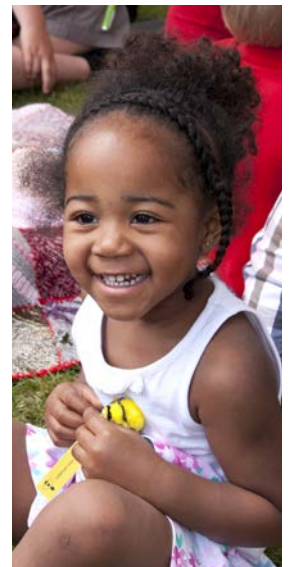


Welcome to Ocean


& your resident handbook

Enjoy your home



Getting in touch is easy

Our Customer Experience Team are trained to handle your enquiries

-  Telephone **01726 874450**
-  Livechat www.oceanhousing.com
-  Email help@oceanhousing.com
-  Website www.oceanhousing.com
-  Write Ocean Housing, Stennack House, Stennack Road, St Austell PL25 3SW
-  Text Start your text with a word to describe why you are contacting us, for example: Repair. Don't forget to include your name and address. Send to: 07520 632741.
-  Automated Rent Payment Allpay 24hr automated rent payment service 0844 5578321

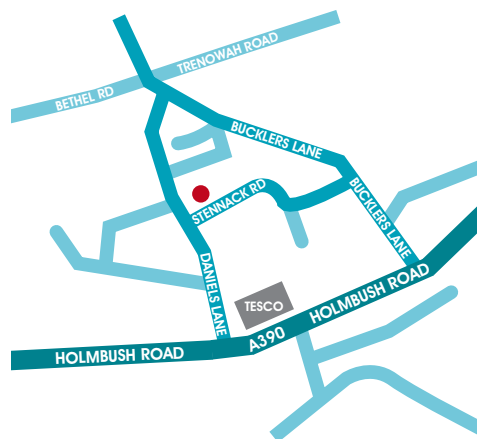
Our office

Stennack House
Stennack Road
St Austell PL25 3SW



Opening Hours

Monday to Friday
8.30am to 5pm
by appointment only.

Closed bank holidays and
between Christmas and New Year



Outside our opening hours please call

-  **01726 874450** for an emergency repair
-  **0800 0886699** to report anti-social behaviour



Welcome to your handbook



We want you to feel comfortable and secure in your home and to enjoy living in your neighbourhood. This handbook is a short guide to our services and your rights and responsibilities as an Ocean resident.

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Your rights as an Ocean resident	Page 8
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Dealing with anti-social behaviour and domestic abuse	Page 9
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Getting involved	Page 11
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For a large print, audio CD or alternative language version of this handbook please call our Customer Experience Team on

 **01726 874450**



Friendly help when **you** need it



Reporting a repair?

Our Customer Experience Team are trained to handle the majority of enquiries and repair requests.

✉ help@oceanhousing.com

Looking to move or need advice about your home?

Our Neighbourhood Services Team offer advice and support to help you enjoy your home and the area you live in. They can also help if you are thinking of moving. Your Neighbourhood Officer can visit you at home if required.

✉ help@oceanhousing.com

Having problems paying your rent?

Our Customer Accounts Team are here to help with money matters. They give advice if you are struggling to pay your rent, check whether you are receiving all the benefits you are entitled to and help you to manage any debts.

✉ help@oceanhousing.com

Experiencing anti-social behaviour?

Our Neighbourhood Services Team adopt a harm-centred problem solving approach to reports of Anti-Social Behaviour (ASB). Please see page 9 for more information.

Need support to continue living in your home?

Our Ocean Extra Service provides a flexible and tailor-made service for residents who need support due to a health problem, disability or age-related need. Call the team for more information and a home visit.

✉ help@oceanhousing.com

Interested in buying a home?

Our shared ownership homes are advertised on our website and through Help to Buy South. Our Home Ownership team can be contacted for further information on any of our homes that are for sale.

☎ **01726 874450**

✉ help@oceanhousing.com



For more information email help@oceanhousing.com
or call our Customer Experience Team on

☎ **01726 874450**



Our promise as your landlord

Maintaining and repairing your home

We realise how important it is for you that your home is well maintained. We keep it structurally sound and weather tight, maintaining windows, gutters, roofs, outside doors and drains. Your safety is equally important and we inspect the electrics in your home every 10 years and annually service gas heating systems.

Repairs are necessary from time to time in even the best maintained homes and we provide residents with a flexible and efficient repair appointment service.

Maintaining the areas you share with neighbours

We maintain the communal grounds around your home, including grass cutting, hedge trimming and the upkeep of shrubberies and unadopted pathways. We are also responsible for cleaning the communal areas in and around our blocks of flats and keeping them in a safe condition. Residents who receive these services pay for them as a weekly service charge.



Keeping or service standard commitments

We've worked with our residents to align our service standards to the Together With Tenants commitments from the National Housing Federation. You can find out about the commitments, the level of service you can expect and how to challenge Ocean if we don't meet that standard at

 www.oceanhousing.com

Responding to your compliments or complaints

We welcome your feedback whether it is positive or negative. You can find out how to make a compliment or register a complaint on our website at

 www.oceanhousing.com

or

 help@oceanhousing.com



To request a repair



01726 874450



help@oceanhousing.com



www.oceanhousing.com



Livechat www.oceanhousing.com



Your responsibilities as an Ocean resident

Paying your rent

One of your main responsibilities is to pay your rent in advance and on time. If you experience problems with your rent please contact us immediately so that we can advise and assist you.

You can pay your rent

- at any Post Office or PayPoint outlet
- by Standing Order or Direct Debit
- at www.oceanhousing.com
- by credit or debit card over the telephone

Paying your service charge

You may have to pay a service charge as well as your rent. This usually covers the cost of maintaining communal areas, such as cleaning the shared hallway, electricity for hallway lighting and grass cutting in areas you share with your neighbours.

Insurance

Ocean covers the structure of your home but you are responsible for insuring your furniture and contents.

Keeping us informed

It is important that you keep us informed of any changes in your circumstances at home such as when someone moves in or out or you change your surname.

Looking after your home

Please keep your home in good condition and decorative order and promptly report any repairs that are Ocean's responsibility. If you have a garden please ensure it is tidy and clear of rubbish.

Being a responsible neighbour

You are responsible for the behaviour of members of your household and any visitors to your home.



We have arranged contents insurance at a special affordable rate for residents. For details and an application pack call our Customer Experience Team on help@oceanhousing.com



Living in flats and maisonettes

Please keep the areas you share with your neighbours clean and tidy. In case of emergencies, communal hallways and stairs must be kept free of rubbish and belongings, such as bicycles and prams.

Removal of refuse

You are responsible for removing all other rubbish that refuse collectors do not take. This must not build up in your home or garden. If it becomes a health hazard we will charge you for the cost of cleaning and/or removing it.



Car parking and garages

Please do not park any vehicle or trailer on your property except in a garage or other marked parking space that you rent from Ocean.



Running a business

You need our permission to run a business from your home or garage.

Pets

If you are allowed a pet in your home, you are responsible for its behaviour and for ensuring it does not foul communal areas, cause a nuisance to neighbours or damage your home.

Moving out

Please give four weeks' notice in writing and ensure that the property is left tidy, in good decorative order and free from rubbish, including any loft space. Otherwise you will be charged for the cost of cleaning and any removals.



More information about your rights and responsibilities can be found in



your Tenancy Agreement
www.oceanhousing.com

Your rights as an Ocean resident



Keeping you informed and consulted

We will seek your views before making major changes to your tenancy or how we manage or maintain your home. We will also consult you before carrying out major improvements.

Staying in your home

You have the right to live in your home for as long as your tenancy lasts provided you do not break any of the conditions in your tenancy agreement.

Making improvements

There are certain improvements you can make to your home but you must always ask our permission first. If you leave your home you may be able to claim compensation for the improvements you have made.

Passing on your tenancy

You may be able to pass on your tenancy to a partner, family member or carer who is living with you when you die, unless you have a starter tenancy (normally the first 12 months of tenancy).

Taking in a lodger

You can take in a lodger as long as it will not cause overcrowding or result in more people living in your home than is allowed. You can not sub-let all or part of your home.

Swapping your home

You can exchange your home with another housing association or council tenant provided you are not a starter tenant and you have not breached the terms and conditions of your agreement.

Accessing personal information

We keep any information we hold about you safe and secure. You can ask to see this information if you wish.



Moving home? View properties for rent or sale at

 www.cornwallhomechoice.org.uk

 www.homeswapper.co.uk

Safeguarding vulnerable adults and children

As individuals we all have a responsibility to ensure the safety of vulnerable adults and children and to protect them from abuse. If you have any concerns please notify the appropriate authorities on the telephone numbers listed at the bottom of this page.

Ocean Housing takes its responsibilities very seriously, safeguarding the independence, safety and well-being of all its residents. We provide training for staff and work with other agencies to ensure support is given to vulnerable adults and children who experience abuse or are in potentially abusive situations.

Tackling anti-social behaviour

Ocean Housing adopt a harm-centered, problem solving approach to reports of ASB.

We will:

- Communicate clearly with our customers to explain ASB and our approach.
- Expect customers, members of their household and visitors to be considerate, tolerant and understanding of others and behave reasonably.
- Encourage customers to resolve their own matters with their neighbours where it is safe and appropriate do so.
- Be clear what is considered ASB and what it is not.
- Consider using a wide range of options to tackle ASB. Work in partnership with other agencies.
- Expect customers to report issues to the correct agency.

Any issues regarding ASB should be reported to Ocean at the earliest opportunity.

Dealing with domestic abuse

If you experience or are affected by Domestic Abuse:

- Call 999 if you are in immediate danger
- Contact
 - Cornwall 24 hour helpline - 01872 225629
 - Respect Mens Advice Line - 0808 8010327 or info@mensadvice.org.uk
 - Refuge - 0808 2000 247
 - Galop (LGBTQ) - 0800 999 5428
 - Ocean Housing for help, advice and support on 01726 874450

Call the Police immediately if you are a victim of crime.



For a copy of our leaflets offering advice on anti-social behaviour and domestic abuse please go to www.oceanhousing.com



To report any concerns regarding vulnerable adults or children call
Adult Social Care **0300 1234 131** / out of hours **01208 251300**
Children's Services **0300 1231 116** / out of hours **01208 251300**
Ocean **01726 874450**

Treating everyone fairly



We want everyone who contacts us to have a positive experience. We are dedicated to providing equal access to our homes and services and value the diversity of our residents, staff and the wider community.

Promoting equality

We provide regular training for our staff to raise awareness and understanding of people's different requirements. We also use your feedback to ensure our services meet individual needs wherever possible.

Tackling hate crime

We will not tolerate those who harass, attack or abuse any of our residents or staff because of age, disability, gender, gender identity, race, ethnicity, religion or sexual orientation. If you are a victim of such crime, please contact your Neighbourhood Services Officer. We will give you support and assistance and put you in touch with other agencies who can also help.

Making information and services accessible

We can provide information in different languages and alternative formats such as Braille and audio CD and our offices are wheelchair accessible.

Providing accessible homes

We design new homes and communal areas to meet the needs of disabled people. If you have a disability we may also be able to change things in your home to make life easier for you.



For a copy of our leaflets on dealing with harassment and accessing information and services please visit our website www.oceanhousing.com

Get Involved with the Tenant Partnership



We want all residents to have the opportunity to get involved and have a say about how their homes are managed.

By working together, we can make a real difference, helping people to enjoy their homes and the neighbourhood they live in.

There are many ways you can get involved to suit your interests and to fit in with your life by joining the Tenant Partnership.

The Tenant Partnership

The Tenant Partnership has three levels, **bronze, silver and gold** with more commitment and reward as you climb the levels.

Bronze

- Virtual Internet Panel (VIP)

Silver

- Editorial Panel
- Grounds Maintenance and Communal Cleaning Monitors
- Scrutiny Bootcamp

Gold

- Together With Ocean (TWO) resident group

Supporting your involvement

If you want to get involved, we can offer support including providing I.T. equipment, paying travel expenses to attend meetings and helping out with childcare costs. We also offer education and training opportunities if you want to improve your skills to take part.

If you want any more information on the Tenant Partnership then please get in contact.



If you want to join in contact The Tenant Involvement Team



01726 874450



help@oceanhousing.com



www.oceanhousing.com



Our Services

- How to access information and services
- How to prevent condensation and mould in your home
- Help for those at risk of domestic violence
- Tackling anti-social behaviour
- Dealing with harassment
- A guide to residents' associations
- Ocean Extra Service - tailored support for you at home
- Changes to housing benefit - bedroom tax

More information about our services is available
on our website at **www.oceanhousing.com**
or by calling our Customer Experience Team on
01726 874450.

Ocean Housing Limited
Stennack House Stennack Road St Austell Cornwall PL25 3SW
telephone: 01726 874450
email: help@oceanhousing.com
www.oceanhousing.com



Ocean
HOUSING