



WELCOME TO WOODLANDS COURT

Residents' handbook & useful information

Welcome to Woodlands Court, your home in the heart of Plymouth. Woodlands Court is made of up 66 homes, arranged over 11 floors and was built in the 1960's.



Woodlands Court hosts a range of services and systems designed to make your life and home as comfortable as possible. This handbook is here to help you enjoy your new home and is full of useful information that you'll need to know about your new home.

We're sure you'll enjoy being part of the community.

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USEFUL INFORMATION

Electricity

Your electric and gas meters are in cupboard on each floor. These are kept locked and you will be allocated keys.

Utility meters

Information on the location of your gas and water meters can be found on the sticker on the cupboard under your kitchen sink.

Sheds

Sheds are shared between residents and you will also be allocated a key for this.

Pets

Residents in Woodlands Court don't have the use of their own private garden. To find out what pets are suitable or for more information, please speak to your Housing Team.

Updates

There is a notice board in the entrance hall and in the laundry where you will be able to find useful updates.

Mobility Scooters

Mobility scooters should not be left in the communal area and residents must contact the Tall Building Liaison Officer to discuss specific mobility needs.

Satellite TV

TV comes via the main aerial which is on the roof. There is a TV port in every property so gaining access to satellite TV is quite straightforward. You are not allowed to fit your own satellite receiver to the outside of the building.



RANGER SERVICE

Each block has a Ranger who generally works between the hours of 7.30am – 3.30pm.

The Rangers are there to:



Check the lighting and health and safety throughout the building



Clean the laundries, communal areas and lifts, and report any repairs



Keep rubbish chutes clear



Remove rubbish from the outside of the building, sweep and keep pathways free of weeds and report any trip hazards



Report and arrange removal of fly tipping

Outside of normal hours you can call **0808 230 6500** to report any issues and we will let you know when they will be able to be dealt with.

If you have a question or suggestion, feel free to speak to your Ranger who will help you or point you in the right direction.



INTERCOM AND CCTV

There is an intercom at the front of your building that will buzz when someone visits you and enters your number. There is a door entry handset in your home that allows you to speak to the person and then allow them to come into the building if you recognise them.

There is also CCTV in all the communal areas, the lifts and lobby. This is to keep you and your community safe.

SMOKING AND VAPING

It's illegal to smoke or vape in any internal communal area, and if you do so you will be in breach of your tenancy agreement and could face legal action.

Please either smoke in your own home or once you have left the building.

PEST CONTROL

Pests can damage your home and be a nuisance. You can report a pest problem to us and we'll be able to advise who is responsible for the pest control issue.



COMMUNAL AREAS

Communal areas should be kept clear at all times. If you have a bulky item being collected by Plymouth City Council, then this should only be put out the night

before. We ask that you notify a member of staff in advance so we can advise on a safe location to leave the items, without them being a fire risk.

LAUNDRY

The laundry in Woodlands Court is open 27/7.

The laundries are for residents only and everyone who lives in your block pays an equal charge so we ask that you treat the laundries with respect and keep them tidy.





RECYCLING AND WASTE

Recycling is very important as it has a really positive impact on the environment. Recycling bins can be found outside at the front of the building. Please only put things that are recyclable in these bins. There is information on the outside of the bins which tells you what you can and can't recycle.

There are rubbish chutes on each floor. It can be noisy when items are thrown down the chutes so we advise you not to use them between 9pm – 7am. Please only use small bags and don't force larger packages down as they can get blocked. If this happens please let your Ranger know.

If you have anything bulky that you need to get rid of please either take this to one of the Council's recycling sites at Weston Mill or Chelson Meadow or contact the Council for collection on 01752 306500.

We do not offer a free bulky waste collection will recharge for anything we must remove.



FIRE SAFETY

Fire prevention is key to your safety and we aim to ensure that the level of safety within Woodlands Court is as high as it can be.

There are heat and smoke alarms in each flat and sprinklers in all flats and communal areas. There are also fire exits on each floor.

Most fires are avoidable if you follow a few simple rules:



Check your home and make sure that it is safe from fire hazards. Pay particular attention to your kitchen as two thirds of fires happen in the kitchen.



Cooking equipment should not be left unattended, particularly when using a chip pan



Pay attention to electrical safety. Report all broken switches, sockets and light fittings or any exposed wiring immediately to our repairs and maintenance service on 0808 230 6500



Turn off and unplug all electrical items when not in use



Lit cigarettes, cigars and pipes should not be left unattended



Keep matches away from children and ensure they can't be reached



Naked flames should only be used in a stable holder and do not leave naked flames unattended. For example, candles should be kept well away from curtains and other flammable materials and should never be left unattended.



Do not dry or air clothes near heaters or cookers



Close internal doors when you go to bed at night



Always keep exit routes clear



Do not store items in corridors



Do not charge mobility scooters or E-Devices and/or lithium batteries in corridors or any communal areas.



Do not smoke or use vapes in communal areas



RAISING A SAFETY CONCERN

If you see anything in the building that could cause a risk to you or another residents safety, or a significant incident at the building, you must contact PCH as soon as reasonably possible.

You can contact us in any of the following ways:

- **Fill out the [contact form](#) on our website and select option 'tall building safety concern'**
This term must only be used for very specific types of risk and should not be used to report general repairs.
- **Through your [MyPCH account](#)**
- **Call us on 0808 230 6500**
- **Send a message on social media**
[Facebook](#), [X](#), or [Instagram](#)
- **In person at [Plumer House](#)**
- **Write to us at Plymouth Community Homes, Plumer House, Tailyour Road, Crownhill, Plymouth, PL6 5DH**
Ensuring the communication clearly refers to a 'tall building safety concern'

We will need full details of when, where and who was involved in the safety concern you are raising with us.

SPRINKLERS

Our sprinkler system operates independently from the fire alarm in your flat. In the event of a fire, only the sprinkler closest to the fire will activate. Our sprinkler system can save lives, reduce property loss and damage and limit damage to other areas of your home.

Please do not obstruct the sprinkler heads or paint over them as this could put you and your home at risk if a fire breaks out. If you're unsure what is and isn't allowed, then please speak to your Housing Team.

HOME CONTENTS INSURANCE

Contents insurance is designed to help protect your possessions. No matter how careful you are, there's always a risk that your belongings could be broken, damaged or stolen. Home contents insurance can help provide peace of mind should the worst happen.

We do not cover your contents as part of the tenancy agreement or lease so it's a good idea to consider what a home contents insurance policy would cover you for to make an informed decision on whether you need one.

The National Housing Federation My Home Contents Insurance Scheme is a specialist insurance scheme provided by Thistle Tenant Risks and all tenants living in social and affordable housing are eligible to apply.

Thistle Tenant Risks Contents Insurance scheme can offer you insurance for the contents of your home including cover for items such as furniture, carpets, curtains, clothes, bedding, electrical items, jewellery, pictures and ornaments. You can find out more about contents insurance on our website.



EVACUATION PROCEDURE

If a fire breaks out in your home, you must leave immediately.

If there is a fire elsewhere in your building, your building has a 'Stay-Put' policy.

You should stay put and remain in your home, unless you are asked to evacuate by the Fire and Rescue Service, or you are affected by fire or smoke, or you feel it is unsafe.

If a fire breaks out in your home:



Leave the room where the fire started and keep the door closed.



Alert everyone in your home and leave calmly, closing the door behind you.



Do not try to put the fire out.



Dial 999 and wait outside, a safe distance away from the building.

If there is a fire elsewhere in your building:



The building is designed to contain a fire in the flat where it starts – this means it will usually be safe for you to stay in your own flat if the fire is elsewhere.



If you are asked to evacuate, you are affected by fire or smoke, or you feel it is unsafe then please leave the building as quickly as possible in a calm manner.



Do not run or use the lifts and be mindful of other residents



Ensure your own safety by maintaining a safe distance from the building

LOCAL INFORMATION

The nearest shop is the Morrisons Daily on Crownhill Road. There are also hairdressers, takeaways and a café here.

Oakside Surgery is the nearest GP which can be found Honicknowle Green. You can also find your nearest pharmacy, shops and takeaways here.

The nearest bus stops to the City Centre and other parts of the city are found at Ringmore Way.

West Park Fields and Woodlands Nature reserve are both on your doorstep at Ringmore Way, providing plenty of outdoor space to take a walk and exercise.

The local neighbourhood policing team is the Honicknowle team and the closest contact point is Crownhill Police Station.



OUR CONTACT DETAILS

Your Housing Officer:

Joe Loughran

01752 388062

Joe.Loughran@pch.co.uk

Tall Building Liaison Officer:

Jo Rees

01752 388371

Jo.Rees@pch.co.uk

Tenancy management:

0808 230 6500

Repairs:

0808 230 6500 or 01752 237990

Repairs textphone service for the deaf and hard of hearing - 07899 848886

General enquiries:

0808 230 6500

info@plymouthcommunityhomes.co.uk

Anti-social behaviour out of hours line:

0800 028 7377

Debit/credit card payment line:

0800 032 7100

Rent and money advice line:

0800 028 0350

(8:30am to 5pm Monday to Thursday and 8.30am to 4.30pm on Fridays)





Plumer House, Tailyour Road, Crownhill, Plymouth PL6 5DH
info@plymouthcommunityhomes.co.uk | www.plymouthcommunityhomes.co.uk