

Plymouth
Community Homes



WELCOME TO MARLBOROUGH HOUSE

Residents' handbook & useful information

Marlborough House is situated in the historic Dockyard area of Devonport; this iconic building was constructed in 1974 and hosts some of the most spectacular views in the city.



Marlborough House is 12 stories high and has two, two-bedroom flats on each floor of the building, the remainder of the properties are spacious one-bedroom flats.

Marlborough House 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 to enjoy your new home and is full of useful information about your home.

We are sure that you'll enjoy being part of the Marlborough House community.

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USEFUL INFORMATION

Rent & service charges

Rent and service charges are clearly detailed in your Tenancy Agreement. These are reviewed at the beginning of each financial year. We will contact you regarding any changes.

Your rights and responsibilities are contained in the Tenancy Agreement, with more information available within this leaflet.

Pets

Residents at Marlborough House 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

All community updates and updates about your building, as well as other useful information can be found on the noticeboards on the ground floor.

Mobility scooters

There is a mobility scooter storage area located at the North end of the building. Please contact staff should you require a space on the waiting list to park a mobility scooter.

Communal bins

The communal bins are emptied every Tuesday. The entrance to the communal bin area is on the ground floor.

Television

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.

Parking

There is a free to use car park located right outside Marlborough House



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 like the stairs, 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.

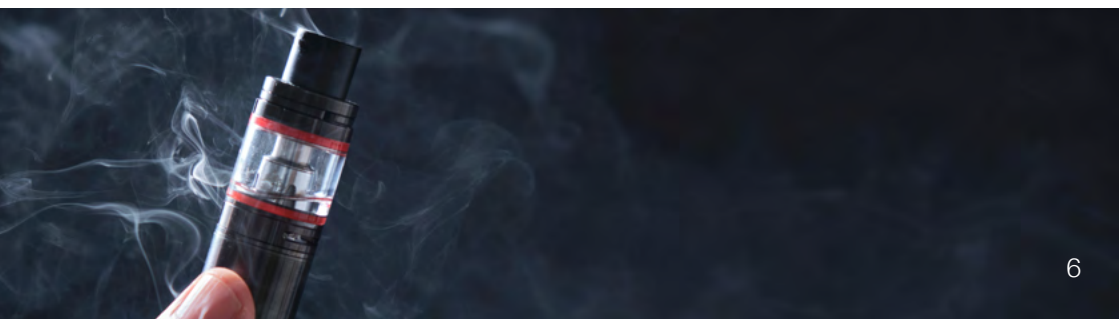
COMMUNAL AREAS

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.

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.



LAUNDRIES

The laundries are open 24/7.

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



COMMUNITY ROOM

The Community Room is a communal room that can be used for free by any resident of Marlborough House. You can find it on the ground floor and is open from Monday to Friday, 8am - 5pm and often holds community events. Here, you will find a small kitchen with tea and coffee making facilities. You can access the room using your key fob.

Free Tea and Toast sessions are held on Tuesdays between 12pm and 2pm and there are books and games that are free to use from the library.

For more information about what's happening check the noticeboard on the ground floor of the building.





RECYCLING AND WASTE

Recycling is very important as it has a huge positive impact on the environment. Recycling bins are available in the communal bin area. Please only put things that are recyclable in these bins.

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

If you have anything bulky that you need to dispose 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 service and will recharge for anything we must remove from the building.



FIRE SAFETY

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

There are smoke alarms in each flat and communal areas. There are fire exits on each floor situated to the north and south stairwells.

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.

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 webiste.



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 dockyard siren is tested at 11.30am every Monday.

There are a range of facilities on nearby Marlborough Street where the Post Office and an Iceland can be found. There are also hairdressers, takeaways, shops and a café here.

The nearest medical centre and pharmacy is the Cumberland Centre in Damerel Close. The Brickfields Centre can also be found here which is the nearest sports centre and gym.

The nearest bus stop for main services into the City Centre is on Cumberland Road.





Facilities

Market Hall

86 Duke Street, Plymouth PL1 4PS

Devonport Health Centre

53 Damerel Close. PL1 4JZ
01752 561500

Mount Wise Dental Practice

15a Cumberland Street, PL1 4DX
01752 500992

Hamoaze House

PL1 4JQ, 01752 566100

Devonport Library

St Aubyn Church, Chapel Street,
PL1 4DP

Devonport Live Community Café

56 George Street, PL1 4HR

Devonport Guildhall

(RIO-Social Enterprise)

Brickfields Sports Centre

Madden Rd, PL1 4NE

Schools

Mount Wise Primary School

Clowance Lane, 01752 567602

Marlborough Primary School

Marlborough Street, 01752 567681

St Joseph's Catholic Primary School

01752 563185

City College Plymouth

01752 305300

Stoke Damerel Community College

01752 556065

Place of worship

St Aubyn's Church

7 Barrack Street

Devonport Community Baptist Church

Devonport Guildhall, PL1 4LE

Play areas

Devonport Park

Granby Way

Granby Green

Granby Street Play Area

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