



WELCOME TO TAMAR HOUSE

Residents' handbook & useful information

Welcome to the Mount Wise Towers.
These iconic Towers have been a popular landmark of the city since they were built in the 1960's - offering some of the greatest views the city has to offer.



There are three Towers; Lynher House, Tamar House and Tavy House named after three well-known local rivers. Each tower contains 90 flats which are a mixture of bedsits, one and two bed properties.

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 home.

We are sure that you'll enjoy being part of the Mount Wise community.

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USEFUL INFORMATION

Electricity

Electric cupboards can be found on each floor and are kept locked. If you need a key for this then please speak to your Housing Team.

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.

Storage

There are a limited amount of sheds available for storage on the ground floor. If you want to join the waiting list for one of these then please speak to your Housing Team.

Pets

Residents in the Towers 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 and digital screens on the ground floor.

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.

Parking

On street parking is available around the area, but please be mindful of your neighbours.

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 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 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.

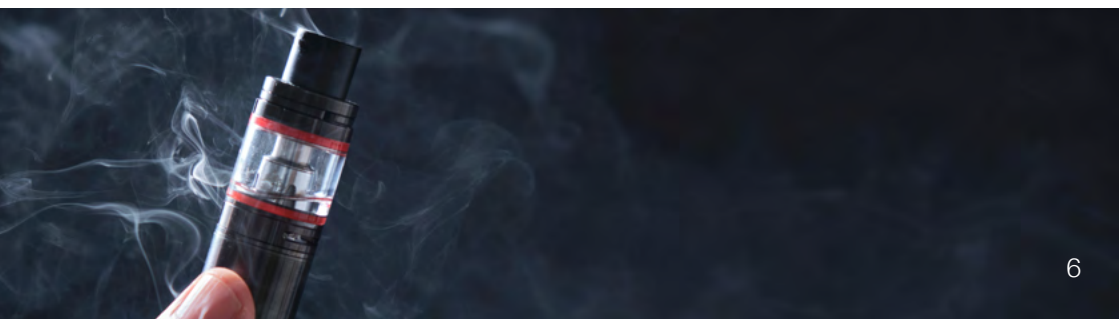
COMMUNAL AREAS

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 two laundries in each tower are open 24/7.

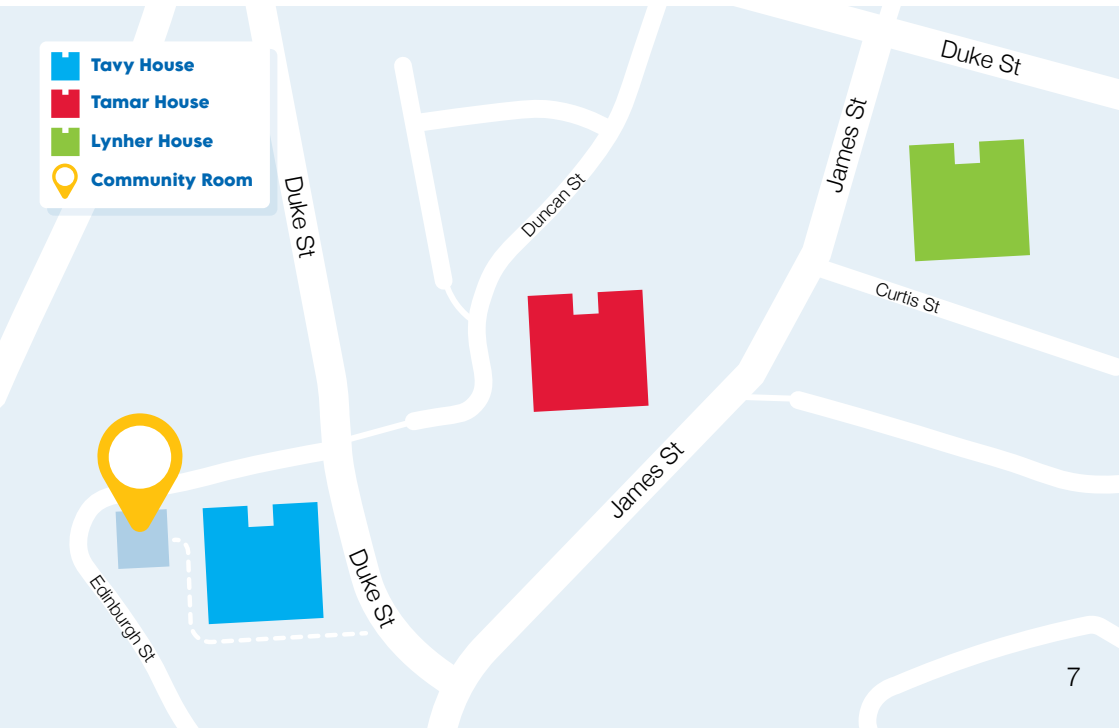
The laundries are for residents only and everyone who lives in your Tower pays an equal charge so we ask that you treat the laundries with respect and keep them tidy.



COMMUNITY ROOM

The Community Room is a communal space that can be used for free by any resident of any Tower. You can find it behind Tavy House and it is open from Monday to Friday, 8am - 5pm and has free Wi-Fi for residents. You can access the room using your key fob.

For more information about what events are being held, check the noticeboard on the ground floor of your Tower or speak to the housing team.



FIRE SAFETY

Fire prevention is key to your safety and we aim to ensure that the level of safety within the Towers 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

LITHIUM BATTERIES & E-MOBILITY DEVICES

E-mobility devices such as e-bikes, e-mobility scooters and e-scooters come with serious safety risks, especially when it comes to lithium batteries.

It is a breach of your tenancy agreement to store or charge any e-mobility device in communal areas. This puts residents at risk, and you may face tenancy action.

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 dockyard siren is tested at 11.30am every Monday.

The nearest shop is the Co-op on George Street. There are also hairdressers, takeaways shops and a café here. The next largest shopping area is Marlborough Street where the Post Office and an Iceland are located.

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 Chapel Street and Cumberland Road but there is a local service which comes down to the towers and the bus stop is outside Tamar House.



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