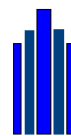
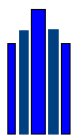




**WELCOME TO**  
**THE ORCHARDS RESIDENCES**  
**STAFF ACCOMMODATION**



**PLEASE TAKE TIME READ THIS HANDBOOK AS IT CONTAINS  
IMPORTANT INFORMATION ABOUT THE ORCHARD  
RESIDENCES ACCOMMODATION AND WHAT TO DO IN THE  
EVENT OF AN EMERGENCY**



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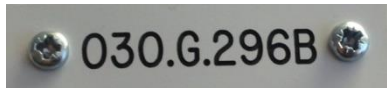
## Quick Guide to Accommodation

### Housekeeping

- Linen is provided in each room, this comprises of sheets, pillows and towels. Each flat has an iron and ironing board, and a vacuum cleaner. On your designated day (check with accommodation officer) please put used Trust bed linen and towels outside your bedroom door for the domestic team to take away, wash and replenish. There are washer dryers on the ground floor of block 1 to wash your own bed linen, towels and clothing as 2gether Support Solutions only launder Trust- supplied linen.
- Communal areas are cleaned once a week. Stairwells and landings, kitchens, lounges and hallways are vacuumed and dusted. Please ensure that these areas are kept tidy to enable cleaning to take place. **All tenants are expected to take their own rubbish out to the waste stores and are responsible for cleaning their own room and bathroom.**

### Maintenance

- If you have any maintenance issues then please report them via the Trust Estates Portal on <https://planet.ekhft.nhs.uk/planetportal> or call 01227 723 8431 making sure that you have the room number where the fault is. The room number looks like this on the door to the room.



- If you need further assistance with logging calls then please speak to your Accommodation Officer.

### Parking

- All tenants parking within the staff parking, including accommodation parking, must have a valid permit ordered online using the following Trust portal: <http://permits.paysmarti.co.uk/acct/eastkenthospitals>
- Choose from a 'short-term' permit available for between 1 & 12 weeks, or for longer stays (paid by salary deduction) an EKHUFT open-ended peak permit. A discounted rate of £31 per month (or £7.50 per week) applies for staff/students in accommodation.
- Cars parked without a valid parking permit are liable to a £35 Parking Charge Notice issued by the Trust. Any permit related queries can be emailed to: [ekh-tr.travelsmart@nhs.net](mailto:ekh-tr.travelsmart@nhs.net)

### Wi-Fi

- The Wifi is managed by the Trust and is included within the rental costs.
- Passwords are individual to each room, if you experience any connectivity issues then please log them with the Trust IT via the Service Desk at [ekh-tr.itsd@nhs.net](mailto:ekh-tr.itsd@nhs.net) or call 01233 616161/extension 723-6161

### Fire Alarm System

- The Fire Alarm System includes smoke detection in all rooms, stores and corridors. Tenants must follow the instructions given on the fire notices displayed throughout the building.
- If you discover a real fire, leave the detector sounding. Push the manual call point and call the switchboard to confirm the fire. 01227 766877. There are red call points on the walls located by the landing door and by the main exit doors in each block. These activate the alarms in the rest of the block warning the other residents. All residents must make themselves familiar with the fire alarm call points. On hearing the alarm, YOU MUST EVACUATE THE BUILDING IMMEDIATELY and assemble outside Block 7 in the car park until it has been declared safe to return.
- Once the switchboard has confirmation of a real fire, the Fire Brigade will attend and inspect the premises. The Trust Estates department will also attend during normal working hours.
- If you have set off the alarm then you must ensure that you are outside the building to meet with the emergency services when they arrive. All residents are responsible for ensuring ALL guests on the premises are aware of and comply with these fire procedures.

Accommodation Officer (M-F)	<a href="mailto:ekhft.accommodationkch@nhs.net">ekhft.accommodationkch@nhs.net</a>
Estates Helpdesk	01227 723 8431 available 08.00-16.00
Main Helpdesk	01227 766877 out of hours for emergency calls

## **BOOKING**

Thank-you for choosing the Orchard Residences accommodation as your place of residence. We trust you will enjoy your stay with us.

You should have booked a room/flat via the online portal which is to be found on the Accommodation web page on the East Kent Hospitals University NHS Foundation Trust website <http://www.ekhuft.nhs.uk/patients-and-visitors/careers/accommodation/kent-and-canterbury/> and received email confirmation of your booking being accepted. If you have not received booking confirmation then please contact the Accommodation Team via [ekhuft.accommodationkch@nhs.net](mailto:ekhuft.accommodationkch@nhs.net) during Office Hours 9.00 to 17.30 Monday to Friday (except Bank Holidays) prior to your arrival.

Offers of accommodation are subject to availability. It is therefore recommended you book early to avoid disappointment.

## **ON ARRIVAL**

On arrival you should collect your room key from the hospital main reception desk which is located in the 1937 building (located at Junction 3 – see hospital site map below. Your key will be available from 3.30 on your day of arrival. You will be asked to provide ID and sign for your room key on arrival. The Orchard Residences are located opposite Outpatients wing of the hospital (junction 11) just a short 5 -10 minute walk from the reception desk.

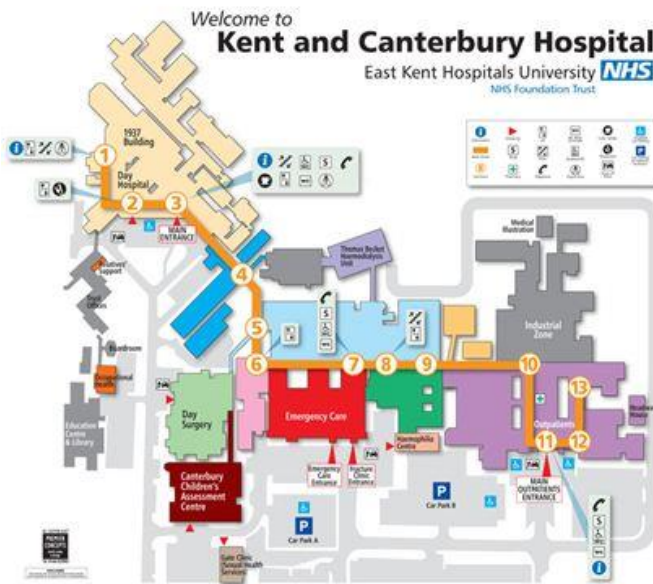
Flats/Rooms/ Block numbers are numbered consecutively from left to right.

Entry to the block and to your room is by key on the front door to the block and the door to your flat and (if single accommodation) to your room.

Please note that the reception desk is permanently staffed 09: 00 to 17:00 daily. If you arrive at the hospital outside of these hours you may need to contact hospital portering using the phone located on the reception desk. The Reception desk can be contacted 24/7 via the main number on 01227 766 877 - Extension 722-4336

## **ACCOMMODATION OFFICE**

This is located on the ground floor of Block 1 Orchard Residences and is normally open 9am to 5.30pm Monday to Friday (except Bank Holidays).



## Orchards residences

### Parking

- All tenants parking within the staff parking, including accommodation parking, must have a valid permit ordered online using the following Trust portal:  
<http://permits.paysmarti.co.uk/acct/eastkenthospitals>.
- Choose from a 'short-term' permit available for between 1 & 12 weeks, or for longer stays (paid by salary deduction) an EKHUFT open-ended peak permit. A discounted rate of £31 per month (or £7.50 per week) applies for staff/students in accommodation.
- Cars parked without a valid parking permit are liable to a £35 Parking Charge Notice issued by the Trust. Any permit related queries can be emailed to:

[ekh-tr.travelsmart@nhs.net](mailto:ekh-tr.travelsmart@nhs.net)

### Bicycles

Bike sheds are supplied on site in between blocks 6 and 7. Do not obstruct doorways, stairways or landings with bikes or push chairs. Bikes are not permitted in the communal areas and will be removed.

## USEFUL CONTACT DETAILS

Department / Service / Outlet	Availability	Service	Address / Telephone Number
Accommodation Team	Monday to Friday (except Bank Holidays) 9.00 to 17:30	Bookings, Cleaning, Pest Control, Password for Internet access, General accommodation enquiries	<a href="mailto:ekhft.accommodationkc@nhs.net">ekhft.accommodationkc@nhs.net</a> Office located on Ground Floor of Block 1
Switchboard 24 hours 7 days	24 hours 7 days a week	Out of hours emergencies (water / gas leaks )	01227 766877 Press "0"
Estates Help Desk	Monday to Friday (except Bank Holidays) 08:00 to 16:00	Heating, Plumbing and Lighting	01227 766877 Extension 722-3133
IT Service Desk	Monday to Friday (except Bank Holidays) 08:00 to 17:00	Internet access – technical issues	Extension 723 -6161 or 01233 616161 Option 3 Wi-Fi
Main Reception	Monday to Friday 08:30 to 16:30	Booking in - Collection/return of keys	01227 766 877 Extension 722-4336 Located in Hospital Main entrance
Credit Control	Monday to Friday (except Bank Holidays)	Rental payments - credit/debit card payment	01227 766877 Extension: 722-6388 2 <sup>nd</sup> Floor, Kent & Canterbury Hospital
Car Parking Attendants (located in Hut opposite hospital main entrance)	Monday to Friday (except Bank Holidays) 08:00 to 17:00	Parking permits / scratchcards	01227 766877 Extension: 722-3138 Located in Hut opposite Fracture Clinic entrance

## **IN AN EMERGENCY**

**OUT OF OFFICE HOURS ALL RESIDENTS SHOULD CONTACT THE HOSPITAL SWITCHBOARD (DIAL 01227 766877 – PRESS “0” FOR THE OPERATOR)**

### **LOCKED OUT**

Call Estates on **722-3133 08:00 to 16:00 Monday to Friday** or outside of these hours call switchboard 01227 766877 (press 0)

Proof of residence must be produced. A call out charge of £95 may be made. Please note – there is a 2 hour response time.

You are reminded it is the Tenant’s responsibility to keep their key safe and secure whilst in their possession. A charge of £25 is made for each and every key issued which is lost and not returned and an administration charge may be made.

**Please ensure not to lock your bedroom door unless you have your key, otherwise you may get locked out.**

## **FIRE ALARMS**

**FOLLOW THE INSTRUCTIONS GIVEN ON THE FIRE NOTICES DISPLAYED THROUGHOUT THE BUILDING. IF ATTEMPTING TO TACKLE A FIRE – NEVER PUT YOURSELF AT RISK.**

Residents are responsible for ensuring ALL guests on the premises are aware of and comply with these fire procedures.

### **FIRE PROCEDURE**

The Fire Alarm System includes smoke detection in all rooms, stores and corridors and heat detectors fitted in kitchens. Each site has manual call points, these are small red boxes located on the walls within the communal areas of the accommodation (by each landing door and by the main exit doors). If these are pushed they will activate the alarms in the rest of the block warning the other residents.

## **ACTION TO TAKE ON FINDING OR SUSPECTING A REAL FIRE**

In the case of a real fire, leave the detector sounding.

**PUSH THE MANUAL CALL POINT AND CALL 999 AND ASK FOR FIRE BRIGADE TO CONFIRM THE FIRE.**

On hearing the alarm you must evacuate the building immediately and assemble on the middle green area until it has been declared safe to return.

**YOU MUST PUSH THE FIRE ALARM CALL POINT AS YOU ARE LEAVING THE BUILDING.**

If you have rung the emergency services you must ensure you, or somebody designated by you, is on hand outside the building to meet the responding services.

## **IN THE CASE OF A FALSE ALARM -**

In the case of an activation of your alarm in your bedroom or married flat, once it is established that it is a non-emergency, you can push the 'HUSH' button on the detector head to silence it.

**All fire alarm call-out incidents will be fully investigated. A charge of £95 will be made if the alarm has been activated by residents acting in an irresponsible manner. A charge is also made should any of the detector heads be removed or tampered with. This is an offence and could lead to prosecution.**

## **PLEASE DO NOT**

- ❖ **BURN CANDLES IN YOUR ROOM**
- ❖ **USE MICROWAVES OR TOASTERS IN YOUR ROOM**
- ❖ **USE AN IRON OR HAIRDRYER UNDER A SMOKE DETECTOR HEAD**
- ❖ **USE AEROSOLS UNDER THE DETECTOR HEADS**
- ❖ **LEAVE COOKING UNATTENDED PARTICULARLY WHERE OIL/FAT IS IN USE**
- ❖ **SMOKE IN YOUR ROOMS. THIS IS A NO SMOKING TRUST.**

Stairways and fire exits must be kept clear at all times. Communal areas (including loft space and under the stairs) are not to be used for storage.

Routine alarm tests will be carried out by the Estates Department, usually on a Thursday afternoon; however evacuation tests will be initiated without warning.



## What You Can Expect in Your Accommodation

### **Single Accommodation (For family accommodation please refer to next section)**

#### **Medical Student Block - Orchard Block 1**

Single rooms are located in a 5 bedroom flat. There is a communal kitchen, bathroom and toilet which are for the use of all the residents in the flat.

#### **Flat 40 – On-Call Flat**

Single rooms are located in a 4 bedroom flat. There is a communal kitchen and bathroom which is for the use of all the residents in the flat.

#### **Flatlets – Blocks 2-7**

These contain a bedroom and adjoining lounge which are located in a 3 bedroom flat. There is a communal kitchen, bathroom and shower room which is for the use of all the residents in the flat.

In your bedroom you can expect to find

- Single bed with clean linen, duvet and cover
- Bedside Table
- Wardrobe
- Desk
- Mirror
- Desk Chair
- Bedside lamp
- Armchair

There is also a Hoover and iron and ironing board provided.  
Spare linen is kept in the linen cupboard

Kitchens are supplied with

- A cooker,
- a fridge/freezer,
- a microwave,
- crockery, cutlery and cooking utensils.

In a flat-let your lounge will be supplied with

- dining table and chairs
- armchairs
- dresser

If any items are missing please contact the accommodation office

[ekhuft.accommodationkch@nhs.net](mailto:ekhuft.accommodationkch@nhs.net) Office Hours Monday to Friday (except Bank Holidays) 9.00 – 17.30

### **HOUSEKEEPING SERVICE**

We have domestics on site who clean the accommodation communal areas and also service the vacated flats. Your kitchen and communal areas will be cleaned once a week including emptying of bins however; it remains the responsibility of the resident to keep their rooms' clean and hygienic at all times. Residents are responsible for the cleanliness of their bedroom. Please use the vacuum provided to clean your room. Bins that require more frequent emptying because they are full or for hygiene reasons should be emptied by the resident and taken to the wheeled bin located just outside the accommodation block.

All cooking utensils, crockery and cutlery, **including** the grill pan, should be washed up after use. The housekeeping staff do not do residents washing up. Items left unwashed after one week will be removed.

Out of date food should be disposed of and not allowed to accumulate in refrigerators, freezers and cupboards. Please ensure all areas are left clean and tidy. All spillages on work surfaces, cookers and floors should be dealt with immediately.

Please leave any dirty bed linen, towels etc outside your room before designated cleaning day. This will be replaced by clean linen. The making of beds is your responsibility.

## 1. Family Accommodation

These are two bedroom accommodation located in the Orchard residences. Flats are self-contained.

In your bedroom you can expect to find

- Double bed with clean linen
- Bedside Table
- Wardrobe
- Desk
- Chair
- Bedside lamp

The second bedroom is as above but with two single beds.

Kitchens are supplied with

- A cooker,
- A fridge/freezer,
- Crockery, cutlery and cooking utensils.

Lounge is supplied with

- Dining table and chairs
- Armchairs
- Dresser

If any items are missing please contact the accommodation office

[ekhuft.accommodationkch@nhs.net](mailto:ekhuft.accommodationkch@nhs.net). Office Hours Monday to Friday (except Bank Holidays) 9.00- 17.30

Residents also have responsibility to keep accommodation clean and tidy and to empty bins when full. There are wheeled bins outside the flat for waste disposal. Bedrooms and bathrooms will be prepared and cleaned for your arrival but it is your responsibility to keep clean thereafter during the period of your stay.

Please leave any dirty bed linen, towels etc outside your room before 10am on the designated day for your block to be cleaned. This will be replaced by clean linen. The making of beds is your responsibility.

## **Rooms**

All Residents are asked to keep their rooms clean and tidy; vacuums are supplied in each flat. Blu Tack, sello-tape, drawing pins, nails, screws and picture pins must not be used on walls, woodwork or furniture. If you wish to place pictures or photos on the walls, please ask the Accommodation Team first, we will then advise on what you can and cannot do.

Residents are to ensure that the inventory contents of their room and any shared facilities are not maltreated and that in the event of any damage the Accommodation Team is informed at the earliest opportunity.

## **Defects**

Defects or damage found anywhere in the building on arrival should be reported to the Accommodation Team as soon as possible.

## **Internet**

A wireless internet service is provided. If you require assistance or help of a technical nature please e-mail contact our service desk on [ekh-tr.WiFi@nhs.net](mailto:ekh-tr.WiFi@nhs.net) or call 01233 616161 or extension 723-6161 . The IT Service Desk is open Monday to Friday 8am to 5pm. If issues are not resolved to your satisfaction please contact the Accommodation Team [ekhuft.accommodationkch@nhs.net](mailto:ekhuft.accommodationkch@nhs.net) in the first instance.

## **Televisions**

Televisions are not provided in the Orchards Accommodation with the exception of the communal lounge located on the ground floor of Block 1. Television in the communal lounges are covered with a Trust issued TV Licence.

Elsewhere residents may purchase and install their own personal televisions sets.

Residents are legally required to purchase a TV license to pay for viewing of BBC UK TV services. You can purchase via the website [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk).

### **Laundry Facilities**

Card operated washing machines and tumble dryers are situated on the ground floor of Block One, The Orchard Residences, please collect a laundry card from the Accommodation Officer. If you have an issue such as machine faults, please ring Circuit Laundry on 0800 032 0070, any time.

### **Post**

There are pigeon holes for The Orchard Residences situated in on the ground floor of Block One. Royal Mail delivers post Monday –Friday.

Please note that this service is for the delivery of mail only. If you wish to post mail there is a post box located in Ethelbert Road outside the gates to the main drive or stamped mail can be taken to the hospital post room, which is located at the back of Outpatients, between 9am and 5pm Monday to Friday.

If you receive unwanted junk mail please dispose of yourself. Mail for previous residents should be marked return to sender or taken to the accommodation office for redirection.

### **Parcels**

Parcel deliveries should be arranged for when the tenant will be home or a local click and collect service should be used as parcels will not be signed for by the Accommodation Officer. Any parcels that are delivered will be left at your own risk under the pigeon holes in the reception area. We do not hold parcels within the accommodation office.

### **Hot Water**

The tank recharges during off-peak hours. To ensure a continual supply of hot water you must activate the boost button on the control panel in the airing cupboard (between bathroom and kitchen).

## **Rents and Payment**

Full details of prices are on the Trust website <http://www.ekhft.nhs.uk/patients-and-visitors/careers/accommodation/kent-and-canterbury/>

Rents are uplifted annually for cost inflation, service improvements etc.

It is assumed that accommodation is paid directly by the individual unless agreed with express written authorisation that accommodation is to be paid on an individual's behalf by their employing agency, employing department or PGME (The

PGME will notify accommodation of details and names medical students/F1s for whose accommodation they will pay for.

For staff whose accommodation is to be paid for by the agency or directorate - the applicant/resident must ensure that their employing agency/directorate provides confirmation in writing agreement of payment or the organisation name and contact details must be confirmed on the accommodation booking online.

### **Payroll deductions**

Employees of the East Kent Hospitals University NHS Foundation Trust (EKHUFT) are expected to pay rent via payroll deduction. In order to do so they must notify the Accommodation Team of their 8 digit payroll number via the Accommodation Portal when they make their application. Once an EKHUFT payroll number is supplied the Accommodation Team will complete a Payroll Request form to send to Payroll for said deduction. Please note that payroll deduction can only be made for long term residents.

Payment for accommodation is made by deduction from payroll for the corresponding month i.e. deduction on June payslip will be for cost of accommodation in June.

F1s and F2s will automatically be required to make payroll deduction.

**It is not possible to make payroll deductions for employees of other organisations**

**Please note that non-payment of rent is a breach of your licence to occupy/tenancy agreement which can lead to a Notice to Quit being served.**

### **Use of the Property**

This document compliments the Licence/Tenancy Agreement signed online by each resident. A reasonable and responsible attitude should be shown by residents towards the fabric and contents of the buildings and fellow residents. Tenant's obligations with regard to use and occupation of the property are described below.

The Tenant shall:

6.1 only use the Property as a private dwelling house.

6.2 not use the Property for or in connection with any trade, profession or conducting business.

6.3 abide by the Landlord's rules relating to staff accommodation policy

6.4 ensure that all guests and visitors leave the Property and Facilities before 24:00 hours.

6.5 escort all guests and visitors within the Property and Facilities at all times and escort from the Property all guests and visitors leaving after 22:30 hours.

6.6 not allow guests and visitors to remain in the Property whilst the Tenant is on duty.

6.7 not keep any birds, animals or creatures of any description on or in the Property and Facilities without the prior written consent of the Landlord.

6.8 abide by the Landlord's Smoke Free Policy. Smoking is illegal within hospital buildings and expressly forbidden in hospital grounds. A charge of £95 will be applied to residents smoking in the building.

6.9 not keep or use any candles or other naked flames in the Property and Facilities. This is a fire risk and will activate hospital fire alarm system for which the offending resident is liable for the cost £95

6.10 not do anything to or on the Property and Facilities or permit or suffer to be done at the Property and Facilities that:

6.10.1 causes a nuisance or annoyance to occupiers of adjoining or neighbouring properties or rooms; or

6.10.2 involves using the Property and Facilities for immoral or illegal purposes; or

6.10.3 renders the Landlord's insurance void or voidable or would otherwise increase the premium for such insurance.

6.11 send the Landlord a copy of any notice or other communication affecting the Property and connected Facilities within seven days of receipt and shall not take any action regarding such notices or communications without the prior consent of the Landlord.

6.12 not hand over to any visitor any keys to the Property and associated Facilities.

6.13 not do anything at the Property and Facilities which may bring the Landlord into disrepute.

6.14 dispose of any rubbish from the Property and associated Facilities regularly.

6.15 abide by any fire or other regulations applicable to the Property and Facilities.

6.16 not remove any Contents from the Property and Facilities or from the respective positions in the Property which they occupy at the commencement of the Term without the Landlord's consent.

6.17 not change the supplier of any services or utilities to and from the Property

6.18 not install or erect any television or other aerial or wireless router.

6.19 not install or use any additional heater.

6.20 not make any noise or play any radio, television set, audio devise or musical instrument in or about the Property and Facilities between the hours of 23:00 and 07:00 so as to be audible outside the Property and associated Facilities.

6.21 permit the Landlord and the Landlord's agents at reasonable hours in the daytime by appointment on no less than 48 hours' notice (except in an emergency where no notice will be required) to enter the Property to view the state and condition of the Property, Facilities and the contents and to take inventories and to execute repairs and other necessary works upon any building of which the Property and Facilities forms part.

6.22 permit the Landlord and the Landlord's agents at reasonable hours in the daytime by appointment on no less than 48 hours' notice(except in an emergency when no notice shall be required) to enter the Property during the last 28 days of the Term with prospective tenants and at any time with prospective purchasers of the Landlord's interest in the Property.

6.23 notify the Landlord forthwith of any defect in the Property and Facilities which the Landlord may be liable to remedy under any obligation herein contained or implied as soon as practicable after such defect come to the notice of the Tenant and to indemnify the Landlord against any liability which may be incurred by the Landlord whether to the Tenant or to any other person as a result of any such defect which shall not have been so notified by the Tenant to the Landlord.



## **Electrical Equipment**

East Kent Hospitals University NHS Foundation Trust is legally required to ensure the safety of everyone on its premises. We therefore need to ensure that all electrical equipment is safe and is not going to electrocute you or set fire to any of the buildings. The Estates Department is obliged to undertake periodic testing of all small portable electrical appliances – including hair dryers, fans, microwaves and irons – to make sure they are safe to use. If they are found unsafe then they must not be used – appliances provided by accommodation will be replaced.

Therefore we ask you to follow these simple guidelines:

### **Is your Electrical equipment safe?**

Regularly check all your cables. Are they frayed? Do any wires show? Check your plugs. Are any parts chipped or broken?

Keep your cables tidy, do not let them become tangled, do not hide them under carpets or rugs. Ensure cables will not become trapped, nor should they be placed in a position that may cause you, or any visitors, to trip over them.

Items not being used should be switched off and have the plugs removed from the socket.

### **Are you using the equipment safely?**

Each main socket is designed to have just one plug in it. Using several adapters is unsafe and the electrical system in your bedroom room is not designed to supply heavy current equipment.

Each room has a maximum ampere capacity. If this is exceeded, the fuse will blow. ALL APPLIANCES (including the lights) will cease to work.

If you are unsure about any of your electrical items please contact the Accommodation Team

## **SECURITY & SAFETY**

The safety and security of residents is of paramount concern. All accommodation blocks and flats are accessible using the card key supplied

If any suspicious person is seen on, or in the vicinity of the premises, it should be

reported immediately to the Accommodation Team, the hospital's telephone switchboard 01227 766877, or directly to the Police (Dial 999 on an outside line).

Please take care of keys issued; they must not be passed on to a non resident person. You are advised to close and lock your room door whenever you are going out, even if it is for a very short period of time.

The Trust and Accommodation Management are unable to accept responsibility for any loss or damage to personal property. It is in your own interest to take care of your valuable items and to keep them safe. Residents are strongly advised to insure their own possessions

### **Inspection / Access of Residences**

All staff connected to the Accommodation may enter the residences in the course of their duty. Hospital staff and approved contractors are required by Trust policy to wear an ID badge at all times.

Access to flats individual rooms should not be unreasonably refused to authorised individuals on authorised business.

The domestic service will access single flats for scheduled weekly cleans of kitchen and communal areas. Bedrooms/married flats are not accessed without express permission of the resident or when the room has been vacated. There is routine testing of the fire alarm system as well as annual testing of small electrical appliances, gas appliances, fire extinguishers and in addition there are periodic condition surveys of accommodation.

East Kent Hospitals NHS Trust reserves the right for all areas to be inspected regularly by the Accommodation Manager; where appropriate to do so 48 hours notice will be given.

In emergencies - e.g. fire, water leak -access may be required without warning to your room/flat.

In addition to above there are reactive works performed such as replacement of light bulbs from resident self reporting (see below)

## **Repairs & Faults (Estates Issues e.g. heating, lighting, plumbing)**

We would remind residents that you are responsible for maintaining your home in the accommodation in good order, and for reporting repair needs promptly, particularly those which could result in further damage such as a leaking pipe. You can report faults with equipment, building to Estates.

**Before you start you need to make a note of the room number where the fault is. Room numbers are** positioned on the top of all doors within accommodation.

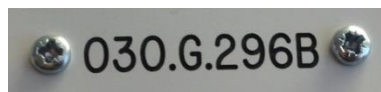
You can either telephone the estates helpdesk on Ext 722-3133 during office hours 08:00 to 16:00 or use the self-reporting system.

Your request will be acknowledged by email and you will be able to track its progress.

## **K&C RESIDENTIAL REPAIRS WEB-PORTAL USER GUIDE**

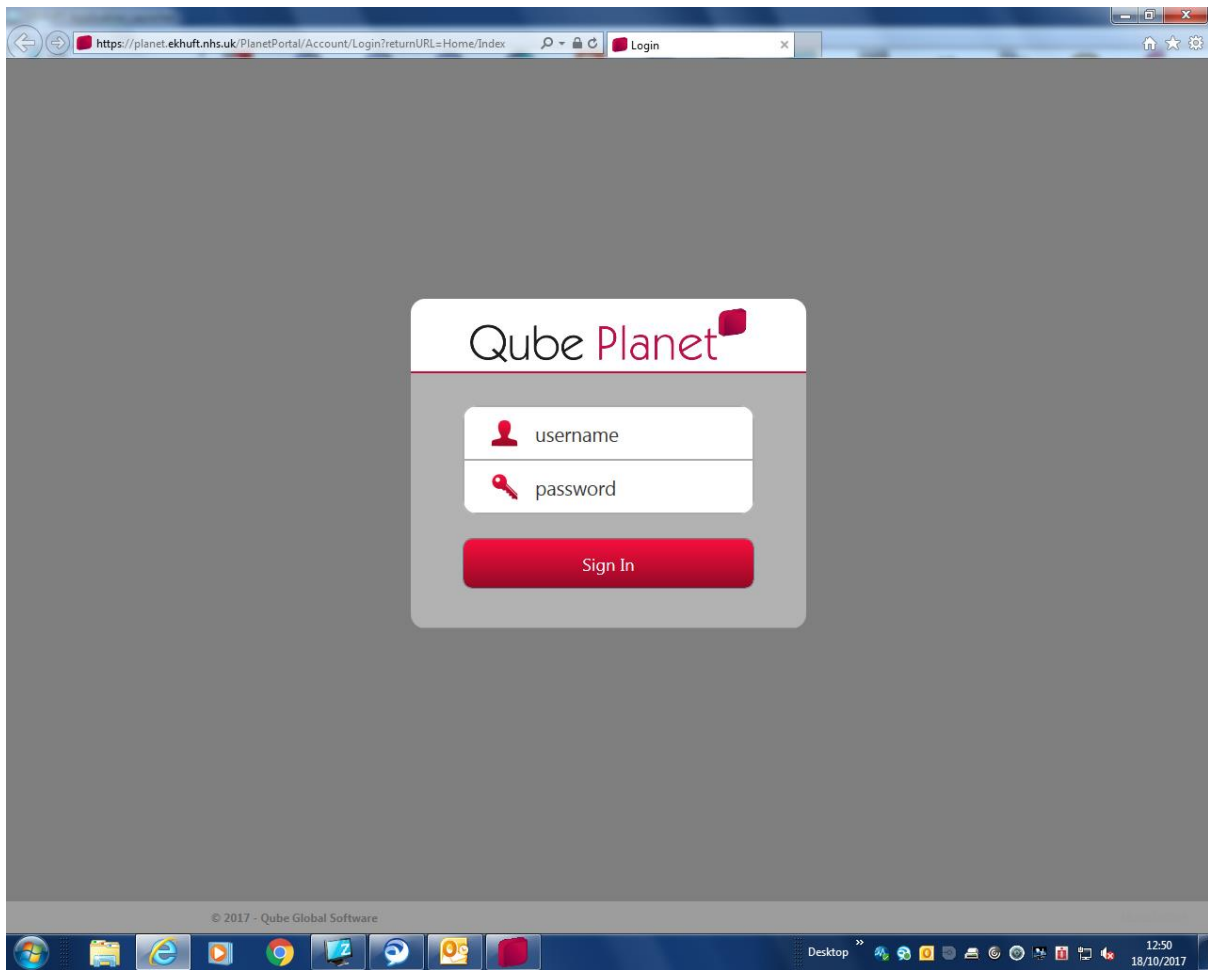
**YOU WILL NEED TO USE A BROWSER SUCH AS CHROME OR FIREFOX.**

**Before you start you need to make a note of the room number where the fault is. Room numbers are** positioned on the top of all doors within accommodation and are in the following format:



1. In your browser bar, type in:

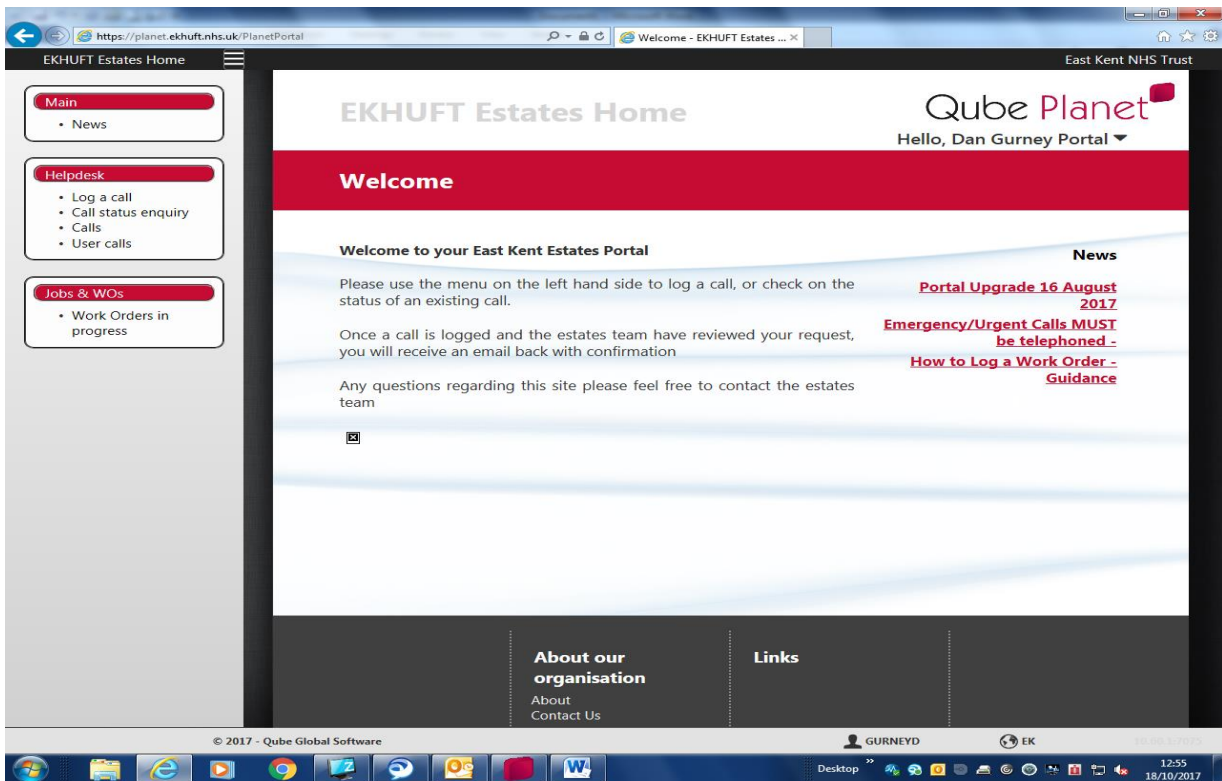
<HTTPS://planet.ekhufft.nhs.uk/planetportal/>



Please enter user name and password provided in your room or by the Accommodation Officer on your arrival.

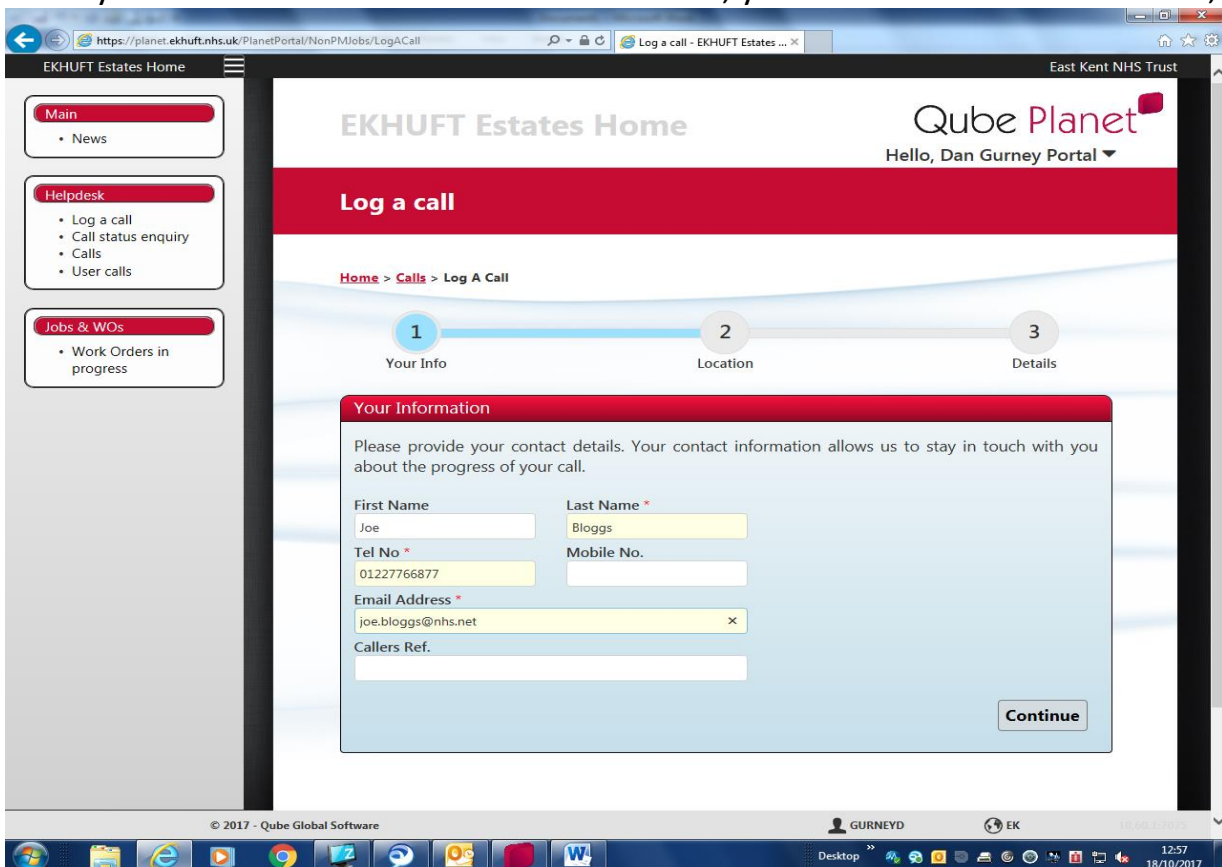
<b>Block number</b>	<b>Username</b>	<b>Password (Case Sensitive)</b>
BLOCK 1	ORB1	Orchard1
BLOCK 2	ORB2	Orchard2
BLOCK 3	ORB3	Orchard3
BLOCK 4	ORB4	Orchard4
BLOCK 5	ORB5	Orchard5
BLOCK 6	ORB6	Orchard6
BLOCK 7	ORB7	Orchard7

You will be taken to the Home screen



Click on Log a Call in the Box entitled Helpdesk on left hand side of menu

Enter your contact details and click on continue, you will be taken to this screen;



You will be taken to a directory. Click on your hospital location followed by your building, floor and room. All doors are numbered with a unique room number

The screenshot displays the 'Log a call' interface on the EKHUFT Estates Home portal. The page features a navigation sidebar on the left with sections for 'Main' (News), 'Helpdesk' (Log a call, Call status enquiry, Calls, User calls), and 'Jobs & WOs' (Work Orders in progress). The main content area shows a progress bar with three steps: 1. Your Info, 2. Location, and 3. Details. The 'Details' step is currently active, displaying a form with the following fields:

- Description:** A text box containing 'No light'.
- Details:** A larger text area containing 'Light is not working'.

A 'Submit' button is located at the bottom right of the form. The page footer includes 'About our' and 'Links' sections, and a system tray at the bottom shows the user 'GURNEYD' and the date '18/10/2017'.

Type in a brief description of the issue. The “Details box” allows for more narrative if required. When you have put in all the relevant information click on Submit and a Call Number will be assigned.

The request will be logged as a Work Order by our helpdesk during working hours and assigned to a suitably qualified and available technician/caretaker to attend and rectify as quickly as possible.

You can use the Portal to monitor the progress of your work order. Just click on Call Status Enquiry in the Helpdesk box. You can see who has been assigned to your request and when and progress notes and updates.

If you require further help on the Portal please speak to your Accommodation Officer or contact the Estates Helpdesk during office hours.

## **WHEN YOU LEAVE**

Please contact the Accommodation Team to confirm your last day in residence; *your last day is the last day on your booking, you will not be automatically extended unless you have placed a request to extend and this has been accepted and confirmed.*

Please supply forwarding address and contact details in case we need to contact you – e.g. forgotten personal items

- All rubbish should be cleared from cupboards, drawers and floors and disposed of in the communal waste areas.
- Beds should be stripped.
- All items listed on the inventory should be left in good order.
- All personal effects should be removed or disposed of.
  
- A charge is made for the following:-
- inventory items missing or broken, excessive cleaning times arising from removal of personal items, wall washing due to blu tack on walls;
- a need to re-decorate the property other than normal wear and tear (i.e. writing on walls would be considered not normal wear and tear)

Return your room key either to the accommodation office during office hours (Monday to Friday 9.00- 17.30) or out of hours either at the main reception desk before 10.00 on the day of your departure or this may result in you being charged for an extra night.

If you need any further advice regarding any information provided please do not hesitate to contact the Accommodation Team on [ekhuft.accommodationwhh@nhs.net](mailto:ekhuft.accommodationwhh@nhs.net)

**We hope you enjoyed your stay.**