



Port Sunlight
VILLAGE TRUST

Tenants' Handbook



PSVT is committed to providing information that is accessible to all Port Sunlight residents. If you need an alternative format, e.g., a large print format, please get in touch.

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1. Welcome to Port Sunlight

Dear Tenant

Welcome to the Port Sunlight Village Trust (PSVT) Tenants' Handbook. If you are a new tenant, you should read this handbook in conjunction with your Tenancy Agreement and other information you received when signing up for your home. It provides vital information on your tenancy, from moving in and out to maintaining your property. It describes the work of PSVT, outlines our responsibility to you, and what we ask of you in return.

Some sections will be of interest to you straight away, whereas others you may wish to refer to in the future.

Our contact details are below, as are links to our visitors' website and our residents' website where you will find answers to many of your questions.

Port Sunlight is a friendly village with lots of social groups and activities. You will find details of these in the 'Your community' section of the residents' website, along with details of our public events programme.

As a resident of Port Sunlight, you are eligible to a Residents Card which entitles you to free entry to The Port Sunlight Museum, the Edwardian Worker's Cottage Experience, SoapWorks and discounts in our Museum Gift Shop and on walking tours. If you don't already have a Residents Card, please contact us and request one.

For general enquiries or to make an appointment with a member of the PSVT team please contact:

Port Sunlight Village Trust
23 King George's Drive
Port Sunlight
Wirral CH62 5DX

Phone: 0151 644 4800

Email: admin@portsunlightvillage.com

Visitors' website: portsunlightvillage.com

Residents' website: portsunlightresidents.com

Office hours: Monday - Friday, 9am-5pm
(lunch time closure from 1-1.30pm)

Out-of-hours emergency repairs only call Liberty: 0330 333 8380

2. History of our village



About Port Sunlight Village

William Lever (later Lord Leverhulme) built Port Sunlight to house the workers at his soap factory, Lever Brothers, which eventually became the global giant, Unilever. Port Sunlight holds a unique place in the history of urban planning and represents one man's vision to provide industrial workers with decent, sanitary, affordable housing in a beautiful setting. There are approximately 900 Grade II-listed buildings in the village, and Port Sunlight was declared a Conservation Area in 1978 and this informs the work that we carry out to maintain our properties.

About Port Sunlight Village Trust

Until the 1980s, tenancies in the village were tied to employment with Unilever, village institutions and services, or the Lever family itself. Then the residents were given the option to buy their homes, with just over 600 sold. In 1999, Port Sunlight Village Trust (PSVT) was established as an independent charity, and became the freeholder of almost 300 tenanted houses, some of the public buildings and the public space.

Today, PSVT continues to manage its tenanted housing stock and is also responsible for the management and maintenance of the vast landscape, which includes a diverse group of listed structures such as the war memorial, fountain and the Dell bridge. Whilst Wirral Council retain the responsibility for highways, paving and street lighting.

Port Sunlight is also a tourist destination and PSVT manages The Port Sunlight Experience which includes Port Sunlight Museum, the Edwardian Worker's Cottage and SoapWorks. Our staff and volunteers work together to make Port Sunlight "an inspiring place to live, work and visit", and share values of integrity, respect, knowledge, passion, participation and creativity.

Our mission:

We are guardians of a unique and beautiful village, working with its community to ensure a great quality of life for residents and to celebrate William Lever's amazing legacy through cultural and learning experiences for all.

To this end, we invest millions of pounds in conservation projects, cyclical and planned maintenance and lifelong learning activities for all.

There is more on the history of Port Sunlight and the role of PSVT on our website.

3. Your tenancy



Your Tenancy Agreement is the legally binding document that you signed when you first became a tenant of PSVT. It sets out your rights and responsibilities as a tenant and PSVT's as your landlord, and it is important that you keep your copy of the agreement safe. This Tenants' Handbook should help you to understand the agreement.

We must all abide by the conditions in your tenancy agreement which can only be altered by mutual agreement. However, mutual agreement is not required for rent or service charge reviews or any changes in legislation.

Our tenants have one of three types of tenancies:

Regulated tenancies

Many of PSVT's longest-standing tenants will have a Regulated Tenancy, sometimes known as a Secure or Fair Rent Tenancy. These tenancies were created on or before January 1989.

The rent is subject to review every two years and is determined by the Independent Rent Officer Service following application by PSVT.

Assured tenancies

A few tenants will have an Assured Tenancy. This is most likely to have arisen following the death of a previous regulated tenant.

Assured shorthold tenancies

The majority of PSVT tenants will have one of these. They are usually drawn up on an initial six-month basis, after which they would normally become a periodic tenancy without a specific end date.

As a tenant you agree to:

- 1.** Reside in the premises throughout the whole of the tenancy and pay the rent for the premises regularly and promptly.
- 2.** Be responsible jointly and severally with other occupants for maintaining the cleanliness of any communal area.
- 3.** Make payment for services such as water, gas, electricity, and Council Tax to statutory authorities.
- 4.** Be responsible for internal decoration in all rooms in the premises, including floor coverings (i.e., carpets, floor tiles, vinyl and original woodblock flooring).
- 5.** Keep the rear garden grass cut and yard clean so as not to attract vermin. The front gardens and communal areas are maintained by PSVT in order to preserve the appearance of Port Sunlight.

6. Use the correct refuse bins for household waste, and do not leave any other refuse in the rear service road.
7. Be a good neighbour.

4. Your rights and responsibilities



Your rights

1. Right to occupy

As long as you comply with the terms of the Tenancy Agreement and have proper respect for the rights of other tenants and neighbours, you have the right to occupy the property without interruption or interference from PSVT for as long as the tenancy lasts.

2. Security of tenure

You have the right to live in your home as long as it is your only or principal home, and you abide by your Tenancy Agreement. PSVT can only end your tenancy by obtaining a court order based on one of the grounds listed in your Tenancy Agreement or on grounds introduced by later legislation.

3. Right to succession

When a tenant dies their partner can take over the tenancy provided the accommodation was their only and principal home at the time of their partner's death, and they had lived with them for the 12 months prior to the tenant's death. Joint tenants have an automatic right to succeed if the other joint tenant dies. If there is no partner or joint tenant, another family member may succeed to the tenancy provided they are over 18 years of age and have lived in the tenancy for the previous 12 months or two years, depending upon the type of tenancy.

Your responsibilities

1. Car parking and repairs

Rear service roads are primarily for access purposes, and parking vehicles is only allowed if it does not cause obstruction or annoyance to any other resident. Vehicles must be roadworthy and either taxed or with a Statutory Off-Road Notification (SORN).

Remember that emergency vehicles require access to all properties 24 hours a day.

2. Caravans, camper vans and trailers

You cannot park these vehicles on rear service roads other than for loading and unloading purposes. You may be able to rent a garage for smaller vehicles or trailers - please contact PSVT for further information.

3. Pets

You must get permission from PSVT to keep a pet if you live in a house. PSVT will not give permission to keep a pet in an apartment. You must not keep any animal that falls within the definitions contained in the Dangerous Dogs Act or Dangerous Wild Animals Act.

4. Dog fouling

Where dog fouling occurs in communal areas and open spaces it must be removed immediately by the dog owner or person in charge of the dog. Please remember that dog fouling can cause serious illness or even blindness in young children.

5. Drugs

You must not allow anyone to produce, offer, supply or possess with the intention of supplying any controlled or prohibited drug as covered by the Misuse of Drugs Act 1971 (or any other relevant Act or Regulation).

Please note: If after investigating the facts, PSVT decides that you have broken this obligation of your tenancy, we will consider seeking your eviction through the County Court.

6. Neighbour disputes

PSVT will not become involved in or arbitrate in any personal dispute. However, we will assist any tenant where there is clear evidence that they are experiencing behaviour that is contrary to our Equality & Diversity Policy and the Equality Act 2010.

7. Harassment

You must ensure that neither you, your family, nor any of your visitors cause any form of harassment to a neighbour or other resident, whether due to their age, sex, disability, gender re-assignment status, marriage or civil partnership status, pregnancy or maternity status, race, religion or belief, or sexual orientation.

8. Environment and pest control

- a) Unwanted food should be disposed of properly so as not to encourage rats, pigeons and other disease-carrying vermin.
- b) Pigeons should not be bred or encouraged as they can cause extensive damage to eaves and guttering, as well as spreading disease.

9. Environment and noise

You should not cause unreasonable noise. A continuing noise often becomes not just an annoyance but a real nuisance. Examples of noise that may be considered a statutory noise nuisance include barking dogs, loud music/television/radio, regular parties, intruder alarms and DIY activities.

10. Respect the conservation area

Port Sunlight is a conservation area and most properties are Grade II listed. We are committed to the conservation and management of the village, and it is important that you ensure that its fabric, landscape, and monuments are not damaged or misused.

11. Refuse disposal and recycling

Put your refuse and recycling bins out on the appropriate collection days and return them to your home or other designated location.

5. Your rent and other charges

Tenancy Deposit Protection applies to all assured shorthold tenancies in England and Wales where a deposit was taken. It was introduced as a way to raise standards in the lettings industry and to ensure that you are treated fairly at the end of your tenancy.

Your deposit is considered 'received' from the moment PSVT receives your money (whether by cheque, bank transfer or cash), and not when the funds have cleared. We are required to have passed your deposit to the Deposit Protection Service (DPS) Custodial scheme within 30 days of receiving it. DPS will hold your deposit for the duration of your tenancy and release it once you and PSVT have agreed its distribution at the end of your tenancy.

What might affect the return of your deposit?

We want you to be confident that when your tenancy ends you will receive your whole deposit back, so here is a list of common reasons why PSVT might not agree to its return:

Rent arrears: if you miss a payment or leave the property without paying the last month's rent.

Redecoration: PSVT allows for general wear and tear, relative to the condition of your property at the beginning of your tenancy. However, if we need to redecorate for anything other than fair wear and tear, the cost will be deducted from your deposit.

Cleaning: make sure that you give your property a full clean before you move out (including your carpets and oven). Any cleaning costs incurred by PSVT will be claimed from your deposit.

Removal of rubbish / items left in property: if PSVT has to dispose of any rubbish or personal items you leave in the property (this includes the garden and outhouses) any costs we incur will be claimed from your deposit.

Gardening: if you have a garden, you should make sure it is left in a good condition. The season will be taken into account - if you moved in during the summer and moved out in winter the garden will obviously appear very different.

Damage to property: any damage to property that is not considered to be wear and tear will be claimed from your deposit.

Setting your rent

Regulated tenancies

These are reviewed every two years, with any proposed increase reflecting improvements to your property since the last review. The proposed rent must be approved by the Independent Rent Officer Service, and you have the right to appeal if you feel the increase is inappropriate.

Assured shorthold tenancies

Your rent should be set at a level which reflects the average market rent for the type of property you live in.

Rent will be reviewed annually. To establish the market rent PSVT will –

- commission independent advice from an Estate Agent in December of each year. The Estate Agent will provide the market rents as of 31 December for that year.
- compare these figures with the previous year's figures and calculate the percentage change.
- apply the percentage change to all rents from April of each year
- any change to your rent will be applied on the anniversary of your tenancy.

Service charges

Service charges are payable on properties with a shared communal area. They cover the cost of any services PSVT provides, or for which PSVT takes responsibility but which are usually the responsibility of the tenant. Examples of these costs include cleaning communal areas and windows.

If heating/water are paid by PSVT on behalf of the tenant a separate charge will be made.

Charges made will be reviewed annually to ensure that they adequately meet the cost of providing the services.

Rent arrears

If you are having difficulty in making your rent payments, you should contact PSVT immediately and ask to discuss your problem. We welcome the opportunity to discuss our tenants' circumstances in the hope that it will prevent any current or future arrears.

To avoid going into rent arrears you should:

- make regular payments,
- ensure that you are getting the benefits to which you are entitled, and
- notify us immediately if you have a change in circumstance that prevents you from paying your rent.

What happens if you go into rent arrears?

PSVT is always willing to offer help and advice and may be able to come to an arrangement for you to pay the arrears in instalments.

However, PSVT is a charity and is not in a financial position to carry rent arrears. If tenants do not pay their rent this puts PSVT and all of our other tenants at risk, therefore we will take action against tenants who do not pay their rent and fail to make arrangements to clear those arrears. We will issue a Notice of Seeking Possession and ultimately go to court to end the tenancy.

Please remember that PSVT rigorously monitors arrears, and it is therefore in your interests to ensure that any difficulties you might be experiencing are discussed at the earliest opportunity.

If in doubt, get in touch with us!

6. Maintaining your property



Because of the architectural and historical importance of the village, it is protected by the Planning (Listed Buildings and Conservation Areas) Act 1990. This is national legislation enforced by Wirral Council and governs what can and can't be done to a listed building, both internally and externally. It is the responsibility of PSVT to ensure all works on our properties meet the requirements of the law.

The majority of our properties are Grade II listed buildings which may be different from other buildings you have lived in. Older buildings can be prone to damp and condensation, as custodian of a listed building we ask you to be aware of these issues and act on them appropriately.

Dampness

Dampness in your home could mean that the walls, windows, roof or floor need repair. It should be reported to PSVT for attention.

Condensation

Dampness could also be caused by condensation this occurs when warm, moist air inside the property reaches a cold surface such as an exterior wall or window. Typical signs of condensation are moisture on the inside of windows and black mould on window frames and/or on exterior wall surfaces.

How to prevent condensation becoming a problem

- Keep rooms well ventilated.
- When using the bathroom always ensure that either an extractor fan is switched on or the window is open. In cold weather open the window when you have finished and if possible, leave it open for a while. The longer you can leave it open the better the room will air.
- If you are cooking, it helps to use lids for pans and to keep doors closed to prevent moist air reaching other rooms. Turn on any cooker hood or extractor fan and keep them running for a little while after you have finished cooking.
- Make sure that vents and air bricks are free from blockages.
- Avoid using paraffin or liquid gas heaters because they give off large amounts of water vapour.
- Avoid drying clothes indoors or on radiators.
- If you are using a tumble dryer, ensure that it is ventilated.



7. Repairing your property (including emergency repairs)

This section explains the correct procedure for requesting a repair, how it is dealt with, and when it is PSVT's responsibility.

How to request a repair

Repair requests can be made by either contacting the PSVT office or through the 'report a problem' section of our residents' website:

Port Sunlight Village Trust

23 King George's Drive
Port Sunlight
CH62 5DX

Phone: 0151 644 4800

Email: admin@portsunlightvillage.com

Residents' website: portsunlightresidents.com

The residents' website has information on maintaining and conserving your home.

PSVT has a **Conservation and Maintenance Manager** who is available to advise residents, including tenants, on any conservation issues. Again, call or email the PSVT office to receive advice.

Repair priorities and response times

Repairs reported by tenants to PSVT are categorised according to the urgency and the nature of the repair. Essentially, the more urgent the repair, the quicker it will be dealt with.

All repairs will be given a response time:

Emergency repairs

Any repairs which are considered to be a serious risk to the tenants' or a third party's health, safety and security, or which will cause serious damage to the property, will be attended to within 24 hours of notification.

Urgent repairs

Any repairs which are likely to risk health, safety and security, or which are depriving tenants of a basic amenity, will be attended to within three working days of notification.

Routine repairs

Routine repairs are for issues which are not considered to be causing immediate damage to the building, its occupiers, or neighbouring properties. Examples include repairs to guttering, replacement of damaged but operative equipment, e.g., baths, sinks, taps and valves, and repairs to gates and fences. These repairs will be addressed within 30 days.

Please note that these times are subject to the contractor being able to gain access to your property. Some repairs require us to obtain permission from Wirral Council and this can affect the time for repairs to be completed

Our right to access

PSVT needs to have access to your property to undertake routine maintenance, however, we do not retain keys for any of our tenanted properties so need you to be present. We will notify you when we need to visit and will agree a mutually convenient time. It is important that appointments are kept, and unless there is a very good reason for a broken appointment PSVT reserves the right to charge for the costs incurred. If you fail to allow PSVT access, we may need to consider legal action against you in order to gain access.

In an emergency we may also need to force entry into your home if lives or property are at risk.

Gas and electricity servicing

PSVT is responsible for ensuring that the gas pipe work and all gas appliances in our properties are safe to use.

Under the Gas Safety (Installations and Use) Regulations 1998 we must:

- Ensure that we use only Gas Safe-registered people to carry out work on gas fittings.
- Not permit a gas appliance to be used if we suspect it is unsafe or is inadequately ventilated.
- Carry out an annual safety check on gas pipe work and appliances.
- Provide tenants with records of gas servicing or safety checks.
- Keep records of all inspection defects and actions taken.

PSVT is also responsible for ensuring that the electrical wiring in our properties is safe to use.

Under the Electrical Safety Standards in the Private Rented Sector Regulations 2020 we must:

- Ensure that national standards for electrical safety are met.
- Carry out electrical inspections every five years.
- Provide a certificate of compliance to our tenants.

What you can do to assist the Gas and Electricity Servicing Programme

The most important thing you can do is to allow access to your home for a gas and electricity service or safety check to be undertaken. If you are unavailable when the contractor visits, please contact us to make an alternative appointment.

Cyclical Maintenance and Repair

As part of the routine care of our properties PSVT carry out programmes of repair and maintenance across the village. This is a rolling programme of work on a 7-year cycle to assess the condition of the paintwork, joinery and roofs. If your property is on the list for a particular year, we will require access to undertake an assessment of the exterior of the property and undertake painting, joinery or roofing repairs. Although we carry out regular assessment of the properties, it is still important that you report any problems with your property to the PSVT.

Requesting an emergency repair

If you require an emergency repair **during office hours**, you should contact the PSVT office on **0151 644 4800**.

If your emergency is during our **lunchtime closure** (1-1.30pm) please call **07592034922**.

If you require an emergency repair **when our office** is closed (5pm - 9am on weekdays, weekends, Bank Holidays and between Christmas and New Year) you should call:

Liberty on 0330 333 8380

Please note that this number is for **EMERGENCY REPAIRS ONLY** and only when **PSVT's office is closed**.

When telephoning you should state:

- Your name
- The address
- Nature of the emergency
- Your telephone number and means of access to the property

Liberty will then contact the appropriate contractor or a member of PSVT staff.

The following incidents are examples of emergencies and should be reported to Liberty if they occur out-of-hours:

1. Escape of water causing damage to the fabric of the building, PSVT's fixtures and fittings and the tenant's contents.
2. Major structural damage.
3. The presence of raw sewage inside the building.
4. A serious roof leak whereby water is entering the property and affecting lighting.

Other emergency numbers

In the event of:

- 1. A gas leak:** phone Cadent on 0800 111 999
- 2. Total failure of the electricity supply:** phone 105
- 3. Fire:** phone 999. Once you are safe and secure, please advise Liberty so that any appropriate follow-up actions can be taken.

Your repair and maintenance responsibilities

As our tenant you agree to do the following:

1. Replace broken glass - contact PSVT's **Conservation and Maintenance Manager** for advice about the appropriate type of glass to use. However, if the damage was caused by vandalism and was reported to the Police, supply PSVT with a Crime Reference Number and we will replace the glass.
2. Tell us as soon as possible about any fault in the premises which it is PSVT's responsibility to repair.
3. Permit officers and agents of PSVT to enter the premises at any reasonable time to inspect the state of the repair or to carry out any repairs required.
4. Maintain the rear garden in a tidy condition, mow any grass and cut any hedges.
5. Properly repair and replace any breakages caused through deliberate damage/vandalism by you, members of your household or visitors. If heritage features inside or outside the property, such as walls, ceilings, glass or wood trim, are damaged you should contact **PSVT's Conservation and Maintenance Manager** for advice on appropriate repairs or replacement materials. If damage is caused by vandalism, please supply PSVT with a Crime Reference Number.
6. Replace all light bulbs, light fittings and fuses.
7. Carry out all *internal* redecorating and painting.
8. Replace internal and outside toilet seats.
9. Replace door locks if keys are lost.
10. Replace plugs for your sinks, wash basins and bath.
11. Put your refuse/recycling bins out on the appropriate collection days and return them to your home or other designated location.



8. When are permissions required?

You must get written consent from PSVT if you want to do any of the following:

1. Run a business from your home.
2. Increase the number of people permanently living in your home.
3. Keep a pet. We may withdraw consent if your pet is a nuisance to neighbours or is not kept under control. Unfortunately, you cannot keep a pet if you live in an apartment.
4. Fit an aerial or satellite dish to the outside of the building or outbuildings, or if you want to install a shed or additional fencing.
5. Make any alteration to your home's windows or doors, or if you want to remove or replace the yard gate.
6. Install any aids or adaptations to improve access to your home or to help your mobility. This covers both inside and outside the property.
7. Hold a community event. We are fans of community events and there is information about holding them in the 'Your Community' section of the residents' website.

You are responsible for decorating the inside of your home but under no circumstances should you paint any external areas. All external painting is carried out by PSVT on a seven-year cyclical programme.

If you would like any advice regarding making alterations to your home or garden, please contact our **Conservation and Maintenance Manager** on **0151 644 4800**. There is also more information on maintaining your property on the residents' website.

Any internal or external alterations, including fitting satellite dishes, will require written formal consent as your home is likely to be a Grade II listed building. Approval decisions are made by **Wirral Council's Planning Department** there are details of the process **on their website**.

9. Your safety and security



Port Sunlight is a safe place to live, however, there are steps you can take to ensure that our homes and communal areas are as safe and secure as possible.

- Have a chain fitted to your front door, especially if you live alone. These chains can be bought cheaply from DIY stores.
- If you do not know the caller, put the chain on and ask to see identification before allowing them entry. All identification should have the caller's picture on it. If in doubt, look up the company's number (do not use the number the caller gives you) and call them to check.
- If you are in an apartment with a communal entrance, never open the door for other people's callers. If the person they want to see does not answer their door they are probably not in or do not wish to admit the caller.
- Always ensure that all communal doors are closed behind you.
- Advise PSVT of any communal or security lighting which does not work.
- You should report any incidents to the **Police** on 101 or the confidential reporting line Crime Stoppers on 0800 555 111. If it is an emergency, please phone 999.

No home can ever be burglar-proof but there are actions you can take to reduce the risk to your home.

- Never leave your home unoccupied without making sure that the windows are secured, and the doors locked.
- When you go on holiday, remember to cancel newspapers, milk deliveries etc. It is a good idea to give a set of keys and a contact number to a trusted friend or relation and ask them to check on the house every now and again.
- Never leave valuables or cash lying around.

Who is responsible for taking out insurance?

PSVT insures the structure and fittings of your home and contents in any communal areas.

You need to insure your own belongings by taking out a contents insurance policy. Fires, thefts and floods do occur, and may result in heavy personal loss. Neither PSVT nor any other agency has any obligation to give financial assistance or compensation. We also advise you to insure against accidental damage, as you may be liable to replace certain fittings such as a wash basin or a bath if they are accidentally damaged by you or a member of your household.

What to do in an emergency?

In the event of an emergency, you should always phone **999** to contact the Police, Fire and Ambulance services. This is a free phone number whether you call from your mobile phone or landline. You'll be asked by the operator which service you require. Be as specific as possible, giving relevant information such as where you are phoning from, your name and why you are phoning.

For all non-emergencies and for reporting an incident that has taken place, call **Merseyside Police on 101**.

Additional security

PSVT tenants have access to additional safety and security services provided by a company called Custodian Guards.

Custodian Guards provides security patrols to deter anti-social behaviour, theft and vandalism. They operate van and foot patrols around Port Sunlight. From 1 April 2023, Custodian's hours of operation are:

Monday - Thursday: 3.15pm - Midnight
Friday: 3.15pm - 1am
Saturday: 1.15pm - 1am
Sunday: 1.15pm - Midnight

Custodian's on-call service is available 24 hours a day. If you have a security-related concern, call them on **0151 201 6023**. It may be because you feel someone's personal safety or property has been threatened by theft, inappropriate behaviour, verbal or physical harassment, or other actions. Even if you are not sure if you have all the information call Custodian's operations room. Alternatively, you can send an email to [**info@custodianguards.co.uk**](mailto:info@custodianguards.co.uk)

10. Transferring to another PSVT property



You are welcome to contact PSVT's Housing Officer on 0151 644 4800 if you feel that your home is no longer suitable for your needs and would like to move to a different property.

We consider four factors when deciding if your transfer request can be approved:

Affordability

You may no longer be able to afford the home that you are in. If so, PSVT will ask you to complete an Income and Expenditure form and to provide three months of bank statements and proof of your income. Taking into account only your essential outgoings we will then be able to see if your current home is no longer affordable.

Health

Your long-term medical condition may make your current home unsuitable. If that is the case you will be asked to provide proof and depending on the medical condition PSVT can request a supporting document from a member of the medical profession.

Overcrowding

If you want to move to a bigger property because of overcrowding, we will ask you to provide proof of the number of people living in your home. We will decide if you are overcrowded based on the number of bedrooms you need. Each of the following requires a bedroom:

- Each adult couple
- Single adults (over 16 years of age)
- Children with disabilities (under 16 years of age) who cannot share a bedroom because of their condition
- Two children of the same gender who are under 16 years of age
- Two children under 10 years of age, including children of different genders

Under-occupancy

You must be under-occupying the property by two bedrooms or more.

11. When you leave a PSVT property



Before leaving your property, there are certain things you must do:

Terminate your tenancy

You must give us the correct period of notice, depending upon your tenancy type. This should normally be in writing, but if this is not possible, please contact our Housing Officer who can make alternative arrangements. There are differing 'notice to vacate' periods for different tenancies:

- If you have an Assured Shorthold Tenancy you must give at least one month's notice.
- A Regulated or Assured Tenancy must give at least one week's notice.

On the day your tenancy finishes please hand in your keys at PSVT's office.

Tell other parties

Remember to tell your doctor, bank, schools, Wirral Council etc of your moving date. Royal Mail will redirect your mail for a fee.

Meters

You need to arrange for your gas and electricity meters to be read by the relevant utility company before you move, usually giving the supplier at least three working days' notice.

If you have a pre-paid meter, you must leave the key or card in the meter, ensuring that there are no arrears. Also, take a reading and give it to your supplier, telling them that you are leaving the property.

Please note that you are responsible for all utilities until the end of your tenancy, rather than up to the day you move out.

Appliances

Disconnecting and reconnecting your appliances is your own responsibility.

Please ensure that the water supplies to any dishwasher or washing machine are switched off. You will be charged for any damage caused by leaks following a disconnection.

Condition of the property

Please leave the property (including the garden and outbuildings) in a clean and tidy condition and clear of all of your belongings.

Your deposit will be returned to you once we are happy that your property has been left in good order and that all outstanding charges, including rent, have been paid. See page ?? for more details on why we may withhold your deposit.

12. Getting involved in village life



Village activities

Port Sunlight boasts a rich and varied social programme, organised for our residents by PSVT. Port Sunlight is also home to several groups and societies, covering everything from music, singing and dancing to crown green bowling and photography. These programmes are aimed at learning new skills, bringing together people with shared interests, reducing isolation, and supporting community cohesion. You can find out more through:

- The Port Sunlight Gazette, which is distributed quarterly to your door or available to download from the PSVT website
- By visiting the residents' website -www.portsunlightresidents.com
- Through social media
- By keeping an eye on the village noticeboards.

Volunteering

Port Sunlight and PSVT could not function without the invaluable support of our volunteers. PSVT is committed to supporting them, providing training and development, and creating opportunities for them to socialise and engage with others. Volunteers tell us that they gain a lot from their activities: they develop new skills, make new friends, and feel like they have made a difference and have contributed to their local community.

Whatever your skills and interests we have a wide variety of volunteer roles to choose from:

- Welcoming visitors to the Edwardian worker's cottage, Port Sunlight Museum, and SoapWorks.
- Providing guided tours of the village.
- Supporting visitor and community events and activities.
- Carrying out historical and collections-based research.
- Assisting with formal and informal learning workshops.
- Supporting the village landscape team in maintaining our greenspaces and floral displays and helping to keep our village litter free.

If you would like to become a volunteer, visit the Jobs & Volunteering page on the PSVT website to find out about our latest vacancies
www.portsunlightresidents.com/about-psvt/jobs-and-volunteering
or email volunteering@portsunlightvillage.com

13. Compliments, Comments and Complaints

Lever House.

Our service to you

PSVT is committed to providing you with a high quality, accessible and responsive service that consistently meets or exceeds your expectations.

Your views are important to us because they help us to improve our services and ensure that we treat everyone fairly. We realise that we do not always get things right, and when this happens, we need to know so that we can learn and improve our services, as well as putting things right for you.

Also, it is great to hear when we do get things right.

Definitions

What is a complaint?

A complaint is any expression of dissatisfaction, either informally or formally, about any aspect of a service provided by PSVT that requires a formal response.

What is a concern?

A concern is a problem raised that can be responded to and resolved straight away.

Feedback

Feedback is any type of information received, eg a comment (positive or negative), compliment, suggestion or a thank you, that PSVT can use to help improve our service or to show that we are providing a valued and much-needed function.

Confidentiality

Confidentiality will be maintained as far as possible, however, there are some situations where the identity of a complainant must be disclosed. In all cases we will exercise the utmost discretion when dealing with complaints or concerns raised and will handle your information in line with data protection legislation.

What we will need to know

We need to understand your feedback, concern or complaint straight away. For us to do this, we'll need the following information:

- Your contact details, including telephone number and email address.
- The nature of the feedback, concern or complaint.
- Any names or dates that you have noted in relation to the incident.
- Where relevant, what you would like us to do to put things right.

If we are able to resolve the issue immediately then we will log this as a concern. However, if we cannot resolve the issue informally, **Stage 1 of the formal complaints procedure will be followed**. All formal complaints must be received in writing, i.e., through our website or by letter, fax, email or our Complaints & Feedback form. The form is available on request from PSVT. You can also provide informal feedback via telephone.

NB: All formal complaints should be resolved within 28 days of being received by PSVT. Every endeavour will be made to reply within this time frame but occasionally complex matters, including those involving third parties, may take longer to resolve.

There is no time limit on making a complaint, but it is best for the complaint to be made as quickly as possible after the incident/s. If more than six months have passed between the incident (or latest incident) and the date when the complaint is made, then we may not be able to investigate. If a complaint is made more than six months after the incident, the reason for the delay must be explained. However, this does not guarantee that the complaint can be investigated.

What do you think?

As a tenant your views are very important to us, both in relation to everyday matters and when we are making important decisions. From time-to-time, we will ask you what you think of the services PSVT provides and will send you letters or questionnaires asking for your comments. Your response is essential in helping us decide how best to improve our services. However, you don't have to wait for us to get in touch. You can share your views on the village matters that are important to you by emailing feedback@portsunlightvillage.com or calling 0151 644 4800.

14. Inclusion and Confidentiality



An inclusive organisation

PSVT is committed to ensuring that people have equitable opportunities to engage with PSVT's services and be part of village life. We recognise that a happy and sustainable village community is a diverse and inclusive one.

In accordance with our Equity & Diversity Policy, we will treat our tenants fairly and equitably, without discrimination, either directly or indirectly, because of age, sex, disability, gender re-assignment, marriage and civil partnership status, pregnancy and maternity status, race, religion and belief or sexual orientation.

Guaranteeing your confidentiality

In compliance with data protection law (General Data Protection Regulation – GDPR), PSVT will not disclose any personal information regarding you or your tenancy without your express permission.

As a tenant, you have the right to check some of the information we hold about you to make sure that it is correct. You can check:

- The information we hold about you on our computer system.
- The information that you have given to us, e.g., on your application form.

If you wish to inspect this information, please contact the office to make arrangements. Such requests are covered by the General Data Protection Regulation.

15. Useful contact numbers

Port Sunlight Village Trust	0151 644 4800
Liberty (Out-of-hours emergency repairs)	0330 333 8380
Custodian Guards (Village security)	0151 201 6023
Cadent (Gas)	
Emergencies	0800 111 999
General enquiries	0333 200 8899
Electricity	
Emergencies	105
United Utilities	
Report a leak	0800 330 033
Medical	
Emergencies	999
Arrowe Park Hospital	0151 678 5111
NHS helpline	111
NHS Walk-In Centre	0151 488 3706
Arrowe Park Hospital	
Arrowe Park Road	
Upton, CH49 5PE	
Citizens Advice	03444 111 444
Housing benefit office	0151 606 2002
Wirral Council	0151 606 2004
For reporting street lighting problems and damaged trees (on adopted roads), damaged paving and flooding	
Merseyside Police (General enquiries)	0151 709 6010