



Living in a Tower Block

This leaflet is part of a series of leaflets that sets out key information about Oxford City Council's Tenancy Services.

This leaflet tells you the things you should know about a living in a tower block.

You can download a copy of this leaflet from
www.oxford.gov.uk

Translations available

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Housing Services Tenancy Services

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Living in a Tower Block



For Oxford City Council Tenants

Life in a Tower Block



Living in a tower block may be different to living in a conventional house or flat. For example there is added security to flats above the ground floor, there are internal lifts and rubbish chutes, caretaking staff and cleaners.

Living in a tower block has an effect on your lifestyle and if you're new to tower blocks then it's worth making plans before you move in. You may need to buy certain things that you haven't needed before, such as an electric cooker.

All tenants are jointly responsible for the environment in their tower block. Some tower blocks have their own residents association and you can get involved by calling Oxford City Council's Tenant Participation Officer, Jaz Kundi, on **252706**.

Security



Tower blocks can be more secure than other dwellings due to their height and security arrangements.

You must never let anyone you don't know into the building. Never prop the door open. To increase security, some tower blocks also have electronically controlled entry and CCTV.

Utilities



Because of their size and construction, tower blocks need special maintenance in the following areas:

- Lifts
- Ventilation equipment
- Water pumps
- Window cleaning
- Lightning protection

Oxford City Council holds contracts for all these, so a tradesperson will check them regularly. However for day-to-day repairs you should contact OBS (Oxford Building Solutions) Repairs Centre on **0800 227676**.

There is no gas supply to tower blocks due to the fire risk. All your appliances, including cookers, must be electric. Your heating will normally be supplied by electric storage heaters.

TV and mobile phone masts are common additions to tower blocks so you should receive excellent reception.

Communal Areas



These areas provide the main access to and from the building. Caretaking staff are employed to clean the lift, lobby, stairs, and other communal areas, you should also take responsibility for keeping communal areas in good condition. Information regarding the caretaking service can be found in the foyer of each tower block.

Fire safety equipment such as alarm break-glasses and fire hoses are provided in communal areas for your use in an emergency.

Remember pigeons are vermin so please do not feed them. Pigeons cause mess and distress to everyone.

Laundry



Check with your Estate Management Team if your accommodation includes a laundry. If so you can buy tokens which are available from the East Oxford Local Services Shop on Bullingdon Road. For the sake of your neighbours please do not to use washing machines during anti-social hours. There are spin dryers available in some blocks, but you can dry your clothes in the open air using your balcony. Alternatively you can air your clothes in the cupboard containing your immersion heater.

Rubbish



Rubbish is collected from the ground floor bin store. Each flat has a chute that leads to the bin store, so you should securely bag your rubbish in small parcels, which will slide easily down the chute. Blockages can be a problem; do not attempt to put large items in the chute. Free collection of bulky items from the bin store can be arranged by calling Oxford City Council on **252900**. You should move your bulky items to the ground floor using the lift.

Pets



You must have permission to keep a pet in any Oxford City Council property. You can speak to your Estate Management Team for permission and you should also read the accompanying leaflet, Keeping Pets in Your Home.

Useful Contact Numbers



Contact us on 01865 249811