

## USEFUL NUMBERS

### **EMERGENCY SERVICES**

POLICE, FIRE, AMBULANCE	999
Report Crime (not life threatening)	101
RSPCA	0300 1234 999
Crime Stoppers	0800 555 111
Camberwell Green SNT	020 7232 6316

### **UTILITIES**

GAS (Gas leak or no gas)	0800 111 999
ELECTRICITY (Power failure)	0800 316 3105
WATER (Water leak or no water)	0800 714 614

### **SOUTHWARK COUNCIL**

Main Switch Board	020 7525 5000
Emergency housing repairs	020 7525 2600
Southwark Council Adaptation Team	020 7525 1866
Housing Solutions service	020 7525 4140
Estate Parking Permits	0207 525 3587 or 0207 525 3363
Occupational Therapist	020 7525 3324

### **HELP AND ADVICE**

Citizen Advice Bureau	0344 499 4134
Advising London	020 3752 5520
Sheltered Accommodation (Anthony)	020 7525 4230
Sheltered Accommodation (Jake)	020 7525 4074
Camberwell AGE Concern	020 7701 9700
Camberwell Green Surgery	020 7703 3788
Parkside Medical Centre	020 7703 0596
Manor Place Surgery /Sir John Kirk Survey	020 7703 2046
St Giles Surgery	020 7740 4737

### **LEISURE AND AMENITIES**

Camberwell Library	020 7525 2000
Camberwell Leisure Centre	033 3005 0401

### **TAXI**

Camberwell Cars	020 7703 4461
Church street cars	020 7703 7070
Lomond Cars	020 7252 6226



## 2017 | Annual Report and Resident Handbook



Community Interest Company

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## Contact D'Eynsford Tenant Management Organisation Ltd

Estate Office  
38 Mary Datchelor Close  
Camberwell  
SE5 7AX

T: 020 7525 0745

www.deynsford.org  
Twitter: deynsford  
Facebook: deynsford

Office Opening Hours are Monday  
to Friday between 9 am to 5 pm  
(closed during UK Bank Holidays)

Registered in England and Wales as  
a Community Interest Company No.  
839584 | VAT 217956088.

## Your Rights If We Get It Wrong

### Who is eligible to complain?

Any resident who has a complaint against D'Eynsford Tenant Management Organisation or those acting on its behalf may use the Complaints Procedure. A copy is displayed in the Estate Office.

A resident who has a complaint against the Council or those acting on its behalf, or regarding the services provided directly by the Council, should use the Council's Complaints Procedure.

### The type of complaint covered under this policy :

1. Complaints about the behaviour or performance of an employee of D'Eynsford Tenant Management Organisation .
2. Complaints about the standard of caretaking and cleaning.
3. Complaints about the speed or standard of repairs carried out by D'Eynsford Tenant Management Organisation .
4. Complaints about the behaviour or performance of a member of the Management Committee.
5. Complaints about nuisance from a neighbour.
6. Complaints about racial or other forms of harassment.



All complaints made about D'Eynsford Tenant Management Organisation services or those acting on its behalf will be treated in the strictest confidence. The full report will only be available to the Estate Manager or the Chair of the Management Committee, unless the complaint has been made to the Committee. Any complaints not covered by D'Eynsford Tenant Management Organisation 's Complaints Procedures should be dealt by Southwark Council.

## Comments on the Residents' Handbook?

Thank you for taking the time to read this third edition of the Residents Handbook. The Handbook is produced for your benefit, so If you have any suggestions for the next edition, or feel something is unclear or missing, or have any questions that have not been covered, please get in touch with the Estate Office.

## Chairs Foreword

Dear Residents,

This was the first full year of operation for D'Eynsford TMO, which went live in September 2015 shortly after the AGM. Following the initial office setup and staff recruitment, we began the refinement of policies and procedures, procurement and letting of contracts, etc. All of this is required to deliver our core services, which include repairs and maintenance, grounds maintenance and rent collection. It has however been a challenging first year with the departure of key members of staff. Nevertheless I am very pleased to report that despite these initial difficulties the board and staff team have worked closely together to ensure continuity and team working. With the arrival of our new manager Chay Pulger in early 2017 I am also confident that the operational team will improve standards of service for all residents.

In 2016/17 we have continued to offer a wide range of social activities such as the Fun day, the summer trip, Halloween activities, International day, garden activities, women's events, the football tournament, and Christmas party plus the regular coffee morning on Wednesdays in the TMO office. We have also been successful in obtaining additional grant funding from the Health Lottery Fund which was matched by Southwark Council to enable the creation of a new community room which will open in July 2017. We have also successfully raised funding for the continuation of garden projects on the estate. During this time we have welcomed new board members with several residents joining at the AGM in September 2016 and I am delighted to welcome Pete Berciu; Hannah Bruce; Eleri Jones and Shaun Gillen. I would also like to take this opportunity to thank former board members who stood down during this period: Jane Greaves; Elizabeth Sheeran; Beatrice Out-Ansah and most especially Kate Damiral without whom the TMO would probably not exist.

The TMO board is the core of the organisation and is made up of residents of the estate. It is designed to represent and serve the needs of all residents of D'Eynsford estate. I am therefore very pleased to note that it continues to operate well through monthly board meetings and sub-groups. I therefore extend an invitation to all residents to join us whether as a visitor or member as we develop services for the future and activities for all.

Yours Sincerely | James Traynor, Chair

## D'EYNSFORD



Secret Garden – Entrance



Sun Flower – Planted in 2016 by Tom Hatton (SNR)



Bill and Stephen from Urban Canopy – Community Gardener

## Secret Garden update

This year we have two new Community Gardeners. Stephen and Bill from Urban Canopy who will be running sessions in the garden along with volunteers.

➤ **Wednesdays from 3.30- 6.30pm: Family friendly sessions (Urban Canopy)**

Please join us to help with planting, weeding, harvesting or to simply sit and enjoy the garden. If you don't know anything about gardening please don't worry because we are all learning! Everyone is welcome.

Children/young people are welcome but please note that younger children should be accompanied. The Secret Garden committee would also welcome any suggestions or ideas about how to improve the garden so please mention them to a volunteer when you come in.

You might be interested to know that our dedicated residents and Urban Canopy have already planted pumpkins, herbs, vegetables, flowers and much much around the estate!

Want more information or want to get involved then get in touch Kate.

**Tel:** 07989 377407

**Email:** blondmoose@hotmail.com

Financial Report and Budget

Financial Year 2016-2017

A surplus accumulated in 2017 was mainly contributed by an overwhelming underspend in Repairs and Maintenance by over £40k and also the savings obtained through having no manager. Although, it was noted that there was a consultant fee who acted as an interim manager, the TMO did however go through a phase of having no manager or a consultant. Due to the big underspend in the Repair and Maintenance in 2016-2017, it has meant that there has been a lot of outstanding work which the TMO will focus on dealing with 2017-2018.

Financial Year 2017-2018

We receive an allowance from the Council to manage the estate on their behalf. The allowance is calculated based on the estate size, properties and the services we provide as indicated within our management agreement. Whilst every effort is made to ensure that we are on budget and even retain a certain surplus by the end of the year, it is worth noting that expenditure sometimes is unpredictable. There may be an increase of repairs and maintenance which we were not able to anticipate.



Surplus funds

Any budget surpluses is normally transferred to the Surplus Fund after all liabilities have been accounted for after the end of the financial year. Surplus is then only accrued if the TMO has fulfilled all of its commitments under the terms of the Management Agreement.

The surplus gained from the current financial year is then split into three separate areas The three areas are:

- 1. Contingencies - Something that might possibly happen in the future, usually causing financial problems or making further arrangements necessary.
- 2. Improvement Projects – Planned improvement projects, whether this is community, repair, maintenance or other organisation improvement projects.
- 3. Ethical Investments - Investing in Ethical and Socially Responsible Investment Organisations.

**PRIVATE HIRE | COST INVOLVED** We understand that there is going to be some residents or organisations wanting to hire the new community room. Currently it is only available for hire on Monday to Friday from 9am to 5pm. If you would like further information then please contact the officer and speak to Chay Pulger on 020 7525 0745.

**FOR FURTHER INFORMATION** Our newly developed website and notice boards will be used to advertise the activities that is happening in the community room. If you have any skills that you would like to exhibit/teach (i.e. language, CV, public speaking) then contact: Chay Pulger on 020 7525 0745 for an informal chat.

If you would like to join our email mailing list then please email Chay.Pulger@Southwark.gov.uk.



Community Opening Day – 15<sup>th</sup> July 2017 - YOGA



**WHAT IS HAPPENING IN YOUR COMMUNITY ROOM**

At the Community Room Opening Day event, we carried out an community engagement survey as well as a small feedback survey after each activities which was used to help us design an activity program going forward. Through the community engagement survey, we were too able to identify that the most common activities residents wanted and their preferred time.

**ZUMBA & YOGA | TUESDAY, WEDNESDAY, THURSDAY | 7-8PM | £1**

From Mid-September, we are planning to organise Zumba and Yoga for all gender, ability and ages. We will be hosting this either Tuesday, Wednesday or Thursday from 7pm to 8pm. As we want to be an inclusive as possible, the fee per session will only be £1. To make an booking, please contact the TMO officer on 020 7525 0745. Please note that only those on the list will be able to participate. Due to the popularity of these sessions, it will be based on first come first serve and residents of the estate will be given priority. Please keep an eye out on our website, social media, notice boards for further information.

**WEEKLY COFFEE MORNINGS | WEDNESDAY | 10AM-11.30AM | FREE**

Pop in to the New Community Room (38 Mary Datchelor Close) every Wednesdays between 10am and 11.30am to join us for free coffee and cakes. A chance to chat with neighbours over newspapers and arts and crafts activities. Toys for younger children too. Everyone’s welcome!

**FILM NIGHTS | MONTHLY | TIMES (TBC) | FREE**

We are purchasing a state of the art projector to hold Special Community Film Evenings. Further details will be circulated in due course.

**IT LESSONS | WEEKLY | TIMES (TBC) | FREE**

In the world where everything is becoming digitalised and internet driven, we recognise that some of our residents might not be as IT savvy as they would like to be. Therefore, we will be hosting a FREE IT Lessons every week. Great opportunity to learn IT skills, emails, internet and browsing the web.

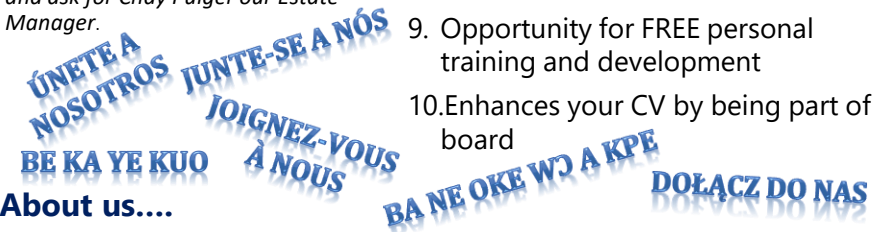


**How To Get Involved**

**Your Community, Your TMO**



For more info, contact our office for an informal chat on 020 7525 0745 and ask for Chay Pulger our Estate Manager.



**How residents can get involved:**

- 1. Attend meetings
- 2. Stand for election to the TMO Board
- 3. Join a sub-committee or special working group
- 4. Help out with events
- 5. Get involved in community gardening activities and our NEW community room
- 6. Take part in projects
- 7. Go on estate walkabouts
- 8. Represent your community and your needs
- 9. Opportunity for FREE personal training and development
- 10. Enhances your CV by being part of a board

**About us....**

The TMO was set up as a not-for-profit Community Interest Company (CIC). All tenants, leaseholders and private tenants aged 16 and over are entitled to become members. This enables all members to participate in the decision-making processes of the TMO.

The Management Board is made up of volunteer residents of the Estate, and is responsible for employing staff and contractors and running the Estate on your behalf. The Board meet once a month and has various sub-Board s to carry out its work. One-third of the Board members stand down at the Annual General Meeting to encourage new members to stand for election. If you are interested in joining or learning more about the Board, contact the Estate Office.



What We Hope To Achieve | 2017-2018

At D'Eynsford Tenant Management Organisation CIC, the need to provide modern, easy to use services for residents and to be improve the estate and homes is always at the forefront of our minds. As we approach our 2<sup>nd</sup> years as a TMO, we have taken time to look back, proud that we have overcome some big obstacles and have improved as an TMO over the last 6 months. Our highly professional operational staff as well as our dedicated group of volunteers board and community members all share the same passion and ethos which is to make D'Eynsford Estate a better place to life.

As we look forward to 2017-2018, we want D'Eynsford TMO to continue to be as successful by ensuring that we are providing a first class professional services, in the most efficient way possible in making D'Eynsford an even better place to live in, then it already is. Here are just some of the projects we would like to complete in 2017-2018:

- 1. Update Our Business Plan
- 2. NFTMO Kite Mark Award For Good Governance
- 3. Organize Activities In Our New Community Room
- 4. Explore The Possibilities Of New Bike Shelters In Our Estate
- 5. Re-Develop Our Website
- 6. Develop New Community Room
- 7. New Community Gardeners
- 8. New Notice Boards
- 9. Resident Handbook
- 10. New Estate Maps
- 11. New Estate Signs
- 12. Block Name Signs
- 13. More Focus On Safety & Security
- 14. New Notice Boards



Your Community

COMMUNITY ROOM

By the community, for the community

In 2016 we identified an old disused room within the estate as an ideal venue to facilitate future community projects. The room was spacious and was located in the heart of the estate. After several emails and phones calls to the Southwark Council, the TMO finally acquired the community room. The community room was in disrepair and required total refurbishment i.e. Flooring, Ceiling, Windows, Decoration, Electrical, Heating. We were able to secure funding from the People's Health Lottery and also Southwark Council. Works to completely refurbish the community room began on the 11<sup>th</sup> April 2017 and is estimated for the works to be completed by end of July 2017.

The aim of this project was to have a community room that has a warm, friendly atmosphere which can be used for a wide range of activities for the whole community. The community room would be used to enhance people's lives though improving their social, physical and life aspirations. Some of the activities we plan to enroll in the community rooms are computer lessons, fitness sessions, bingos, quizzes, book clubs, kids activities room, residents meetings, youth projects, CV building sessions and a host of other beneficial projects to the local community.

We believe that the community room will tackle issues of social exclusion within the local area and develop community cohesion. Like London, D'Eynsford Estate has a makeup of vibrant, multicultural residents of differing age groups, ethnicity, and backgrounds which has always on previous occasions shown a good community spirit. However, we were aware further works is required to develop this and therefore see the Community Room Project being instrumental in achieving this goal.

This community room has the potential to have a huge positive impact on hundreds of lives in the local area as well as address issue of people suffering from isolation and depression. We have a vision of making D'Eynsford Estate, Camberwell and London an even greater place to live in then it already is.

## About Us

This handbook is for all residents of the D'Eynsford Estate and is intended to give you information about the services provided on the Estate. If you have any questions, please do not hesitate to contact the D'Eynsford Tenant Management Organisation Estate Office on **020 7525 0745**.

### About D'Eynsford Estate

D'Eynsford is a Southwark Council housing estate built in the 1970s with a mix of flats and houses, including some sheltered accommodation. There are 360 homes: 260 are occupied by Council tenants and 100 are leasehold. The estate is situated in the heart of Camberwell, SE London, just off Camberwell Church Street in the Brunswick Park ward of Southwark. We are about two miles from the Thames.

The buildings are all three storey brick and include a range of homes, from one bed flats to four bed maisonettes. Addresses include: Mary Datchelor Close, Don Phelan Close, Belham Walk, Kimpton Court (next to the estate), a block on Kimpton Road, and another on Elmington Road.

### About D'Eynsford Tenant Management Organisation Ltd

D'Eynsford Tenant Management Organisation (TMO) was set up in September 2015 to enable residents on the D'Eynsford Estate in Camberwell, SE5 London to take control of estate services such as the cleaning, repairs and rent collection.

The TMO is led by a volunteer board of residents who have been working on this project since 2010, when it was kicked off by the Tenants and Residents Association (TRA).

We have a clear shared vision of how we want our estate to be and we are committed to making it a reality. Along with excellent services and strong community spirit, environmental responsibility is equally important to us and these three elements will guide our decision-making.



## Electricity

### What should I do if my electricity goes off?

1. Check your main fuse box to see whether the trip switch has turned your supply off. Modern fuse boxes have a tripping mechanism; instead of "blowing" a fuse they automatically switch off.
2. If you do not have a blown fuse, check to see whether other properties are also affected. If they are, call the electricity board at 0845 600 0102 (emergencies or loss of supply).
3. If you cannot find the cause of the problem, call the Estate Office.

## Water

Know where your mains stopcock is for turning water off in an emergency. It is usually in the bathroom or the kitchen. This should be the first thing you do in the event of water flooding. Contact the Estate Office if you are unsure where this is.

## Condensation

### What is condensation and how can I prevent it?

Condensation is caused by too much moisture and not enough ventilation. Here are a few simple steps that you can take to reduce condensation:

1. Leave the windows open when you are cooking or taking a bath.
2. Do not block air vents or extractor fans.
3. Make sure tumble dryers are properly installed and have ventilation.
4. Keep a constant temperature in all rooms during winter.
5. Avoid drying your clothes on radiators without proper ventilation.
6. Consider investing in a dehumidifier.

## EMERGENCY CONTACTS

GAS (Gas leak or no gas)	0800 111 999
ELECTRICITY (Power failure)	0800 316 3105
WATER (Water leak or no water)	0800 714 614

### Confidentiality

D'Eynsford Tenant Management Organisation has a strict Code of Confidentiality and all personal information about residents is treated as confidential. A copy of the policy can be obtained from the Estate Office.

### Equal opportunities policy

D'Eynsford TMO wholeheartedly supports the principle of equal opportunities in all aspects of its operation, service delivery and employment, and opposes all forms of unlawful or unfair discrimination on the grounds of colour, race, nationality, ethnic or national origin, religious belief, age, gender, sexual orientation, marital status or disability.

The TMO believes that it is in the best interests of the organisation that all individuals are treated fairly and equally and that no individual, be they employees, potential employees, members or residents, suffers direct or indirect discrimination.

### Membership

All estate residents (and non-resident leaseholders) 16 and over can become a member of the TMO. It's free to join and means you can vote on issues and, if you want, stand for election to the Board at the annual general meeting each September.

As a member you may vote at all General Meetings and stand for election to the Management Board. Members influence what happens on the Estate and what our priorities should be for the future. The more residents who are members, the more representative the TMO is of our community. If you would like to join then please contact the Estate Office.

### The Management Board

The Management Board is made up of volunteer residents of the Estate, and is responsible for employing staff and contractors and running the Estate on your behalf. The Board meet once a month and has various sub-Boards to carry out its work. One-third of the Board members stand down at the Annual General Meeting to encourage new members to stand for election. If you are interested in joining or learning more about the Board, contact the Estate Office.

## Safety And Emergencies

### Fire

#### What can I do to protect my home against fire?

There are several simple safety precautions you can take to help reduce the risk of fire in your home. In the event of a fire or a suspected fire, please call the fire brigade - 999

- Do not store flammable liquids, bottled gas or paraffin in your home.
- Do not overload sockets.
- Install battery fire alarms in all of your rooms.
- Always keep fire doors shut, and keep exit routes clear.
- Bicycles should not be chained to handrails on the stairways, or left in the corridors or in the main entrance area.
- Residents should not leave any obstructions in the corridors or stairwells.

### Gas

Make sure you know where your gas meter and the main gas supply tap is. If in doubt, ask at the Estate Office.

If you think you may have a gas leak or can smell gas, you should follow these simple steps:

1. Open the doors and windows for ventilation.
2. Ensure that all gas appliances are switched off.
3. If you can still smell gas, turn the gas supply off at the meter and phone the gas emergency service: **TRANSCO ON 0800 111 999**

**If there is a strong smell of gas when you enter the front door, do not go inside.**

1. Gently close the door and telephone the gas company.
2. Do not smoke or use matches or naked flames.
3. Do not turn any electrical switches on or off.

For health and safety reasons and to comply with the terms and conditions of your tenancy or leasehold agreement, barbeques are not allowed anywhere on the Estate, including balconies.



**Emergency out of hours repairs**

If you have an emergency repair such as a major pipe burst or a repair that presents a danger to persons, you can contact the Southwark Housing Patrol service on 020 7525 5000. The Housing Patrol will arrange for a contractor to “make safe” the problem until the D'Eynsford Estate Office is open, when the repair will be carried out during normal working hours.

Please note this service is for emergencies ONLY. The Estate will be charged by Southwark Council for this service. If you repeatedly call Housing Patrol for non-emergency repairs, you will be charged for using this service.

**What is not an emergency?**

A blocked sink, a toilet that will not flush or a leak from taps. Please do not call the emergency number for repairs of this sort. These are not emergencies, and will be attended to the next working day by D'Eynsford staff.



**Know who is entering your home**

Please note all D'Eynsford staff carry photo identification; please be careful whom you let into your property. Occasionally we are required to use outside contractors. If you are unsure that someone is genuine, please ask to see their ID or phone the Estate Office.

**Pest Control**

If you find any cockroaches, mice or rats, or wasp nests in or near your home, please report it immediately to Southwark Council on 020 7525 5000. It is very important that pests are eliminated. Please ensure that when an appointment is made, the contractor is allowed access.

**OUR VISION**

Our vision is for D'Eynsford Estate to be an even better place to live, with excellent services and lovely surroundings, where everyone is neighbourly, has the opportunity for self-development, takes pride in their community and can live well at home without damaging the environment.

We will:

- ☐ Check all common areas on the Estate each day, identifying priorities and ordering works as necessary.
- ☐ Remove rubbish and clean graffiti from the Estate as soon as it is reported.
- ☐ Keep all entrances, corridors, stairways clean and tidy, responding to need rather than sticking entirely to schedules.
- ☐ Maintain the landings, walkways and the grassed areas of the Estate to a high standard.
- ☐ Provide an efficient and accessible rent collection service, giving residents appropriate welfare advice.
- ☐ Provide an excellent repair service, aiming to complete repairs to a high standard well within the timescales laid down by Southwark Borough Council.
- ☐ Deliver an excellent service to all Estate residents according to their needs.
- ☐ Encourage active participation by residents and help to foster a community on the Estate.
- ☐ Ensure that all residents can attend meetings and have access to information about the activities of the TMO.



**Your New Home**

**COUNCIL TENANTS**

**Moving into your new home**

The D'Eynsford Tenant Management Organisation Estate Manager meets with all new tenants to tell them about the D'Eynsford Estate and the services we provide.

When you signed your Tenancy Agreement, you were informed of the start date of your tenancy, which is when you became the legal tenant. From this date you are responsible for the property and for payment of rent.

You are responsible for arranging the connection of electricity, gas and water to your home. You should give the gas and electricity companies as much notice as possible of your moving-in date. London Electricity usually require at least three days' notice to connect your supply.

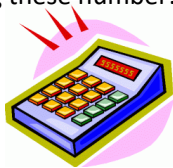
❑ **LONDON ELECTRICITY 0800 096 9000**

❑ **BRITISH GAS 0845 955 5510**

❑ **THAMES WATER 0845 200888**

**Paying your rent**

When you move into your property, Southwark Council will issue you with a letter with instruction on how to make payment towards your rent. Rent must be paid in advance and your account should always remain in credit. Payment via direct debit is the best way of ensuring your rent is always up to date. You can set up a direct debit by calling these number: 020 7525 5984, 020 7525 1495, 020 7525 1318.



**LEASEHOLDERS**

**Paying your service charges**

Southwark Borough Council will send you your service charges bill each year. The Council recommends payment through standing orders.

- **Payment line: 0845 600 0611**
- **Pay Online: <http://www.southwark.gov.uk/make-a-payment>**

**How do I report a repair to the TMO ?**

Repairs can be reported either by telephoning, or by visiting the office during office hours of 9 am to 5 pm from Monday to Friday. All repair requests will be logged and an initial inspection will take place to determine the nature of work, likely cost and responsibility, i.e., whether it is rechargeable to the tenant/leaseholder or the Council.

All repair requests will be logged and a receipt with job number will be given which will acknowledge the repair, state its priority and confirm mutually convenient access. An initial inspection will take place to determine the nature of work, likely cost and whether it is rechargeable to the tenant/ leaseholder or the Council.

Southwark Borough Council's repair time scales provide a minimum standard for the TMO. Repair requests are logged and dealt with as shown below.

**How do I report a repair to the Council ?**

Repairs can be reported either by telephoning 020 7525 5000, or online <https://www.southwark.gov.uk/mysouthwark>. When contacting the Council, please ensure that you state your address, contact numbers and take note of job Ref.

**How do I report an Emergency Repairs?**

An emergency repair is when there's immediate danger to you or the structure of the building. In an emergency we'll make the situation safe; we may need to return another day to complete the full repair. All emergency repairs need to be reported by phone by calling 020 7525 2600

**Other useful numbers**

- If you have a gas / carbon monoxide leak, call the National grid 0800 111 999.
- If you have lost your gas or electricity supply, you should contact your individual supplier to determine if the issue with your meter or account.
- If you are experiencing a power cut in your area, call UK Power networks 0800 316 3105.
- If you have no drinking water in your area, call Thames water 0800 714 614.

Leaseholder Repairs Responsibilities continued....

Repair	Our/TMO responsibility	Leaseholder responsibility	Comment
<b>Glazing &amp; roofing</b>			
Broken glass in windows	Y		
Ceilings in communal areas	Y		
Ceilings inside property		Y	
Leak from roof	Y		
Slipped roof tiles	Y		
<b>Door entry</b>			
Door bells		Y	
Door-entry systems	Y		
Faulty entrance door lock	Y		
<b>Lighting</b>			
Light bulbs		Y	Unless communal
No lights in the kitchen or bathroom		Y	
Shared lighting	Y		
<b>Wet Trade</b>			
Ceramic wall tiles		Y	Unless communal
<b>Others</b>			
Curtain rails and battens		Y	
Damage to our property		Y	If an emergency, Council may do this, but will be rechargeable back to resident



Please inform your neighbours when you are planning to do any DIY. Respect your neighbours and avoid DIY at unsocial hours and on Saturday afternoons and Sundays.



Council Tenants' Responsibilities

It is the responsibility of council tenants to report any defects to the Estate Office as soon as possible. It is also the responsibility of the tenants to take care of their home and not allow negligence or abuse, either by members of the household or by visitors. Any alterations or additions to the property or its fixtures must have written permission from the TMO or the Council.

If any defect or damage arises out of such negligence or abuse, the tenant is liable to pay the full cost of any materials and labour used to remedy it. This includes any damage to the property of third parties.

Leaseholders Responsibilities

If you are a leaseholder and the TMO to do repairs within your property, you will be charged in the same way as if you were using an outside contractor.

The service charges you pay for cleaning, caretaking and grounds maintenance are calculated by the Council, who will send the service charge bill to you in the normal way.

Leaseholders' Tenants Responsibilities (Private Tenants)

Leaseholders who are subletting their property are responsible for informing their tenants about the TMO's rules and showing them the facilities. Leaseholders or their tenants should contact the Estate Office to have their details registered in the database of residents. Please note that any nuisance caused by sub tenants will not be tolerated and will be dealt directly with the leaseholder and Southwark Council. Nuisance such and loud noise, anti-social behaviour, harassment is in breach of the lease agreement and the TMO will be doing everything with the legal frame work to make sure the matter is addressed. It is recommended that the leaseholders or sub-tenant should contact the TMO's office to get their details registered in the residents database-in an event such as leak; we may need to contact you immediately

Elderly and disabled tenants

If you are a elderly or disabled tenant reporting a repair, please let us know, as in certain circumstances priority will be given. Elderly or disabled residents who have no-one else to help them can contact the Estate Office for help to carry out small jobs in exceptional circumstances.



Tenant exchanges/transfers

These are the responsibility of the Council. If you are interested in putting your name forward, please contact the Council's on 020 7525 5000.

SOUTHWARK COUNCIL

Main Switch Board	020 7525 5000
Emergency housing repairs	020 7525 2600
Southwark Council Adaptation Team	020 7525 1866
Housing Solutions service	020 7525 4140
Estate Parking Permits	0207 525 3587 or 0207 525 3363
Occupational Therapist	020 7525 3324

Rubbish

Residents are responsible for ensuring their rubbish is disposed of only in the rubbish rooms and paladin bins provided.

Do not leave rubbish bags in the corridors, on the stairwells or next to the bin chambers. If you are physically challenged and cannot use the chutes, please contact the Estate Office so special arrangements can be made.

Recycling

Recycling bins are provided in all blocks for recycling a range of glass, metal, paper, and plastic items. If you are unsure of what can be recycled, please contact the Estate Office.

If a recycling load contains non-recyclable items, the Council is charged twice, to sort it and then to dispose of it as rubbish.

Bulk Refuse

If you have any bulky items that you need help disposing of, please contact the Council on 020 7525 5000 to arrange for collection. Do not leave any items of rubbish around the Estate, as it is a fire hazard and a danger to children. Dumping rubbish is a breach of your tenancy conditions/lease agreement.

If you are found dumping rubbish and fly tipping

As it is a health hazard and a fire risk, the TMO will be taking a zero tolerance approach to fly tipping. If anybody is caught fly tipping then we will work with external agencies and police to penalise those responsible.

- A. We will issue you with a **YELLOW CARD** which is a warning and a request for you to remove the items.
- B. If you are still found to be dumping rubbish and fly tipping then we will then issue you a get a **RED CARD**. We will work with agencies (Police) and the council to look to enforce your tenancy/lease condition and also seek legal action.

If you have any information about residents dumping rubbish or illegally fly tipping then you can contact our office on 020 7525 0745 or [deynsford@gmail.com](mailto:deynsford@gmail.com).

All information will be treated confidentiality.

Leaseholder Repairs Responsibilities

Repair	Our / TMO responsibility	Leaseholder responsibility	Comment
Heating and hot water			
Communal stopcocks	Y		
Major leaks to heating system		Y	Unless on district heating
Minor leaks to heating system		Y	Unless on district heating
No heating or hot water		Y	Unless on district heating
Radiators/Pipe work		Y	Unless on district heating
Electrics			
Broken electrical fittings		Y	
Electrics		Y*	Unless is a block issue
Light bulbs		Y	Unless communal
Plumbing			
Bath or sink plugs		Y	
Bath panels		Y	
Blocked sink, drain or toilet		Y	Unless the blockage is from a communal pipe/drain
Burst pipe		Y	Unless on district heating or a communal pipe
Leaks inside property		Y	Unless caused by another property, or tank room, or a communal pipe or serious health and safety risk
Toilet not flushing		Y	
Toilet seats		Y	
Washing-machine connections		Y	
Carpentry			
Carpentry communal	Y		
Floors		Y	Unless structural i.e Joists
Inside doors		Y	
Inside kitchen doors		Y	
Kitchen cupboards		Y	
Make safe external (e.g. door, external fence, etc)	Y		
Make safe internal (e.g. cupboards, etc)		Y	



Continued....



Council Tenant Repairs Responsibilities

Repair	Our/TMO responsibility	Tenant responsibility	Comment
Bath panels		Y	
Bath or sink plugs		Y	
Blocked sink, drain or toilet	Y		
Broken electrical fittings	Y		
Broken glass in windows		Y	Unless resulting from criminal damage
Burst pipe	Y		
Ceilings	Y		
Ceramic wall tiles		Y	
Communal TV aerials	Y		Not individual ones
Communal lighting	Y		
Curtain rails and battens		Y	
Damage to our property		Y	
Decorating		Y	Unless damaged while a repair is being carried out
Door bells		Y	
Door-entry systems	Y		
Draft excluders		Y	
Faulty entrance door lock	Y		
Fences and gates		Y	Council makes safe only dangerous fences/gates
Floors	Y		Not including floor coverings
Inside doors		Y	Unless it is the kitchen door
Inside kitchen doors	Y		
Kitchen cupboards	Y		
Light bulbs		Y	Including fluorescent bulbs for kitchens
Lost keys		Y	
Minor leak	Y		
No heating or hot water	Y		
No lights in the kitchen or bathroom	Y		(Emergency) Elsewhere in your home would usually be a non-emergency
Shared lighting	Y		
Shared TV aerials/Satellite dish	Y		
Slipped roof tiles	Y		
Toilet not flushing	Y		
Toilet seats		Y	
TV aerials		Y	
Washing lines and pulleys		Y	
Washing-machine connections		Y	

Parking

Please be aware that vehicle ticketing is in operation on the Estate. If you have a vehicle and need to apply for an Estate parking permit.



How to apply for a parking permit

There are parking available in the estate however you do require a parking permit. To obtain parking permit, you need to contact Southwark Council. Follow this link: <http://www.southwark.gov.uk/parking/parking-permits>

Grassed areas, dogs, and play areas

The staff do their best to keep grassed areas looking good. You can help by not littering these areas or allowing dogs to foul them. Dog fouling is not only unpleasant but also dangerous to the public’s health, particularly for young children as it can cause serious illnesses.

Contact Dog Control Services at 020 7525 5777 if you see dog fouling taking place.

Cycling, rollerblading, and skateboarding on the Estate pathways is not allowed for health and safety reasons. Please ensure your children do not engage in these activities.

The play areas have been created to encourage your small children to play outdoors under your supervision. Please be mindful of the residents who live next to the play areas, and ensure your children keep noise down to a reasonable level. Ball games are not permitted on the Estate Grounds, but children may wish to take advantage of the football courts in the estate.

HOW TO APPLY FOR A GARAGE

There are garages available to rent in the estate. Southwark Council manages the rental of garages. To apply for one, you will need to contact Southwark Council directly.

Follow this link: <https://www.southwark.gov.uk/housing/garages>



## Graffiti and vandalism

To keep the Estate a clean and welcoming environment for us all to live in, we encourage all residents to work with us and report all graffiti and vandalism to the staff. Removal of racist or offensive graffiti is a high priority, and it will be cleaned off within 24 hours. The Council and the TMO will take legal action against any person who damages the estate. Please help us to make D'Eynsford Estate the home we all want it to be.

## Anti-social behaviour, nuisance, racial or other forms of harassment

D'Eynsford Tenant Management Organisation does not tolerate any anti-social behaviour on the Estate. As the tenant or leaseholder, you are responsible for the behaviour of every person (including children and pets) living in or visiting the property. Examples of anti-social behaviour include but are not limited to:

1. Using abusive or insulting words or behaviour
2. Using or threatening to use violence
3. Vandalism of council property
4. Offensive drunkenness
5. Noise or fouling from pets
6. Loud music
7. Rubbish dumping (FLY Tipping)
8. Persistent arguing and door slamming
9. Speeding and dangerous riding of scooters/mopeds



Excessive noise is a nuisance. Don't inflict your style of music on your neighbours; keep it to yourself. When you have a party, please inform (or invite!) your neighbours and be mindful that they might need to rest and have a quiet night.

POLICE, FIRE, AMBULANCE	999
Report Crime (not life threatening)	101
RSPCA	0300 1234 999
Crime Stoppers	0800 555 111
Camberwell Green SNT	020 7232 6316

## Repair and Maintenance

Responsibility for Repair and Maintenance of the Estate is divided between Southwark Borough Council and D'Eynsford Tenant Management Organisation, but you can report both types of problems to the Estate Office.

### The TMO is responsible for:

#### CLEANING AND CARETAKING

- Cleaning staircases, handrails, banisters, landings, doors, communal floors, lobbies, lights, light fittings, walls, and windows located in internal stairs and landings.
- Cleaning and removing rubbish from bin chambers.
- Clearing litter from all common parts of the estate and arranging for removal of bulky rubbish (on request).
- General upkeep of the roof access and roof security.
- General upkeep of the common grounds and gardens; cutting communal grassed areas and maintaining flower beds and shrubs.
- Clearing play areas and play equipment, especially of glass.
- Weed control, sweeping, snow and leaf clearing and salting of non-adopted roads (including drainage gullies) and footpaths.
- Maintaining bulkhead lighting of the grounds, non-adopted roads and footpaths, including the replacement of light bulbs but excluding pole fittings.
- Removing graffiti in all common areas.
- Maintaining entry-phone systems.



The successful care and upkeep of the estate requires an effective partnership between the residents and D'Eynsford Tenant Management Organisation. The TMO cleans all shared areas, but residents are responsible for ensuring that their household members and visitors do not discard litter or damage any part of the property.