

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 (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
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



2019 | Annual Report and Resident Handbook



Community Interest Company

Table of contents

Section	Title	Page No
One	Chairs Foreword	3
Two	Financial Report and Budget	4
Three	How To Get Involved	5
Four	Achievements and Goals (18/19 & 19/20)	6
Five	About Us	7-9
Six	Your New Home	10-14
Seven	Repair and Maintenance	15-20
Eight	Safety and Emergencies	21-22
Nine	Our Community	23-26
Ten	Your Rights If We Get It Wrong	27
Eleven	Useful Numbers	28

How to contact D'Eynsford Tenant Management Organisation Ltd?

Estate Office
38 Mary Datchelor
Close
Camberwell
SE5 7AX

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

T: 020 7525 0745

www.deynsford.org
Twitter: deynsford
Facebook: deynsford

**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 was 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.

Estate Garden and Secret Garden

As we look to continue to build on the good work carried out by our Community Gardeners in 2018/2019.

The plan for 2019/2020 are as follows:

- Estate entrance on Kimpton Road –develop a new, welcoming planting scheme to improve the entrance to the estate opposite the Secret Garden gate
- 6 Planters around the estate (as agreed by the gardening sub-committee)
- Pocket Garden in and around the estate as identified by the gardening team.
- 8 Water Butts around the estate to improve the watering of the new planting projects.

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!

Children/young people are welcome but please note that younger children must be accompanied.

If you want to join the gardening committee then get in touch!

urban
canopy



Want more information or want to get involved then get with us on 020 7525 0633 or email us on deynsford@gmail.com

Chairs Foreword

The board of residents continues to work with the operational team to ensure that we are not only meeting our obligations to residents and Southwark Council but also that we are fully committed to the ethos of community development. 100% of board members are residents (both tenants and leaseholders) and many have been involved in the TMO for several years.

We have a maximum of 15 spaces on the board and we are always looking for new board members so if you are interested please feel free to get in touch. We offer training and mentoring to support new board members and this may help you develop new skills with wider benefits. The only qualification necessary to being a board member is that you live on this estate. Being a board member involves a 2-hour monthly meeting (usually 7-9pm) so if you can commit to attending at least 9 of these then we would love to hear from you. We discuss a wide range of topics from operational matters such as finance and HR to repairs and maintenance. We also discuss community matters such as activities and events. Most importantly we also discuss planned improvements, what do we want to see change, what will it cost and how can we make it happen. 3 times a year we have a General Meeting for all residents to attend where we discuss what we have done over the last 4 months and what we hope to do next. Some of these improvement plans will be discussed at the next AGM in September and we hope to see you there.

With regards to board membership I am delighted to welcome Tom Morgan-Evans who joined us towards the end of the year. Unfortunately Caxton Kasozi-Batendeto stepped down from the board for personal reasons and I would like to thank him for all his hard work over the last the year. If you are interested in board membership but would like to see what is involved first you are welcome to attend up to 3 of our monthly meetings as an observer before committing to join. If you would like to know more please contact the office who would be happy to provide more information. Ultimately the success of this organisation is dependent upon residents like you and me who are willing to make this estate an even better place to live. The TMO has through the hard work of the operational team and the board/sub-committee members made huge strides in 2018/2019. We look to build on this foundation and will continue to improve.

Yours sincerely, James Traynor

Financial Report and Budget

Financial Year 2018-2019 (Previous Year)

2018-2019 has been a busy year for the TMO as we began to implement some of the improvements that residents have long sought. These included the installation of low-level lighting at key entrances, the provision of a new bin store and cycle storage. These improvements have been funded through a combination of grants and operational surplus and as such our finances remain healthy. In 2018-2019, we received a surplus of £87,625. This surplus was due to the savings from the expenditures, over achieving our rental income and successfully negotiating with the Southwark Council over historical backdated rental income.

Financial Year 2019-2020 (This Year)

2019-2020 allowance given by the Council was similarly to 2017/2018 and therefore the budget was also very similar. Salary was reviewed for staff in order to remain competitive in the market and to match Southwark Salary Structure. This is to ensure we retain our staff as part of our staff retention policy.

We have been carefully managing our budget to make an surplus by being proactive in sourcing funding gaps and carefully managing the expenditure.

Surplus funds | Improvement Projects

The surplus gained from previous years were spent on key projects such as: New Bin Shelter & New Estate Maps. As the surplus accumulated from 2018/2019 is considerably higher due to efficiencies made by the operational team, it does mean that there will be a greater amount of improvement projects planned. These include:

- CCTV
- Block Signs
- Estate Fountain
- External Decoration
- Bin Room Improvements
- ...and much much more.



These projects will be consulted at the September AGM in 2019 and then formally approved at the next directors Away Day.

DIY WORKSHOP | EVERY MONTH | FRIDAY | 10AM-12NOON | FREE

There is a free workshops every month where you will be able to learn how to carry out basic home improvements such as painting, tiling, grouting or even develop some wood working or plumbing skills. Limited spaces are available so to book yourself a free place, please contact Mr. Chay Pulger on 020 7525 0633 or visit the TMO office

YOUTH FORUM | FREE FOR 11 TO 16 YEAR OLDS

Our Youth Forum Meeting is In the TMO Community Room. FREE pizza, drinks and snacks provided! Keep an eye out on the notice boards.

MONEY A&E | FREE | <https://www.moneyaande.co.uk>

D'Eynsford TMO will be working in partnership with Money A & E. An advisor will be providing free, impartial advice to our residents every two weeks, starting from the 10th September 2019. They will be able to help you with Money Guidance - Debt & Benefits Advice and more such as ways to:

- ✓ Take control of your debts & relieve stress
- ✓ Get benefits you are entitled to & increase income
- ✓ Reduce your household bills & save money
- ✓ Budgeting your money helps achieve money goals

To book a appointment, please contact, Chay on 020 7525 0745.

FOR FURTHER INFORMATION Our website and notice boards advertises the activities that is happening in the community room. Visit: www.deynsford.org

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



How to get involved

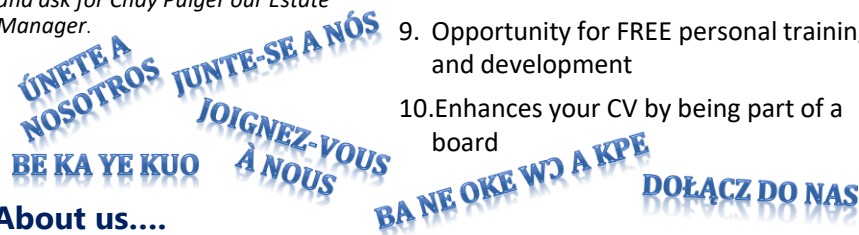
Your Community, Your TMO



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 inspections
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

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



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.



PRIVATE HIRE OF THE COMMUNITY ROOM

Currently, it is only available for public hire during Monday to Friday from 9am to 5pm. If you would like further information, then please contact the office and speak to the Estate Manager; Chay Pulger on 020 7525 0745. We also require a minimum of one week's notice. Please note that the cost of the hire are as follows:

	ROOM ONLY (Min 2 Hours - Max 6 hours)
Private Hire (Residents / organisations)	£30 per hour
Charities and non-profit organisation	£20 per hours

- We may ask for proof of status of charities and non-profit org.
- No Alcohol allowed (due to license)
- No TV or Film Showing allowed (due to license)

WHAT IS COMMUNITY ACTIVITES ARE HAPPENING IN 2019/2020

The community room in the heart of the estate continues to be well used with the regular Wednesday coffee morning plus numerous FREE activities such as IT lessons, Yoga and after school clubs.

WEEKLY COFFEE MORNINGS | WEDNESDAY | 10.30AM-12 Noon | FREE
Pop in to the TMO Community Room (38 Mary Datchelor Close) every Wednesdays between 10.30am and 12 noon 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! Every week, there is often a new activity.

HOMEWORK CLUB | WEEKLY | MONDAY & WEDNESDAY | 4PM-6PM | FREE

We are delighted to announce that we have teamed up with Children & Families Empowerment Foundation to bring to you D'Eynsford Estate Homework Club for 8-15 year olds in our very own Community Room.



Achievements and Goals | 2018-2019 and 2019-2020

WHAT WE HAVE ACHIEVED SINCE THE 2018 AGM

- **Organised Activities In Our New Community Room** : Did you know we have organised over 300 community events on our estate in the last 12 months! What is even better has been that all the events have been **FREE** (see page 24/25).
- **Updated Our Business Plan:** Updated our new business plan in 2019. This can be found on our Website.
- **NFTMO Kite Mark Award For Good Governance:** In 2019, D'Eynsford were the first TMO in Southwark to achieve the NFTMO Kite Mark and the first in the country to achieve it in the first 5 years for going live.
- **New Estate Maps / New Estate Signs /Block Name Signs** : New Estate Maps have been installed around the estate replacing the old, worn out maps.
- **Community Group of the Year 2018:** In 2018, D'Eynsford TMO were awarded the COMMUNITY GROUP OF THE YEAR award in Southwark.
- **New Estate Lightings:** In September 2018 we carried out at night-time estate inspection and identified areas to install new lighting to increase the security. In July 2019, Belham Walk received 6 new LED Bollards which has dramatically improved the security and made it safer for residents.
- **Relocation of Bins and New Bin Shelter:** Three paladin bins were relocated from an eye sore location to a newly built bin store which has improved the estate in terms of visual, reduced bulk rubbish and made the estate look much cleaner.
- **Resident Survey:** During the year we undertook an estate-wide survey of all residents to find out what you thought of the TMO and what we could do to improve. The results of this survey are on our website for you to view and this will be used to help us shape TMO services for the future.



Our Community

COMMUNITY ROOM

By the community, for the community

Since the development in 2017, the community room has been used to enhance people's lives through improving their social, physical and life aspirations. Some of the activities we have enrolled in the community rooms were computer lessons, fitness sessions, bingos, quizzes, book clubs, kids activities room, residents meetings, youth projects, death café, and a host of other beneficial projects to the local community.

We believe that the community room has tackled 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.

This community room has had 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.

In 2018, D'Eynsford TMO won the 'Community Group of the Year' in Southwark for the work it does in bringing the community together.

However, we were aware further work is required to bring the community together and therefore see the Community work the TMO does being instrumental to achieving this.

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 | Stopcock

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

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.

How to unblock a drain within your property using a plunger

1. Place the plunger over the drain.
2. Fill the area with a few inches of water.
3. Use a gloved hand to hold a cloth or a piece of a plastic bag to cover the overflow.
4. Work the handle of the plunger up and down with force.
5. Yank up hard when you hear noises or feel like the pressure is changing.
6. Test the drain and repeat as needed.

EMERGENCY CONTACTS

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

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: 214 are occupied by Council tenants and 146 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.



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

What can I do to protect my home against fire

As a Tenant Management Organisation, we are always doing all that we can to keep our residents safe from the devastating consequences of a major fire, but you can also help by following this advice:

- Test your smoke alarm every week and change the battery as required.
- make a fire action plan so everyone in your house knows how to escape
- be careful when cooking with hot oil (consider using thermostatically controlled deep fat fryers)
- never park motorbikes in covered communal areas or inside your home
- never block, tie or wedge open fire doors
- don't leave lit candles unattended
- make sure cigarettes have been stubbed out carefully
- never smoke in bed
- No barbeques allowed on the balconies, garden or the estate ground
- keep matches and lighters away from children
- keep clothing away from heating appliances
- take special care when you're tired or under the influence of alcohol (half of all deaths from domestic fires happen between 10pm and 8am)
- keep fire exits and escape routes clear (doors leading from your home, a balcony walkway or any shared landing, hallway or staircase)
- don't leave white goods items in communal areas (including freezers, washing machines, fridges, tumble dryers)
- don't overload electrical sockets

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**.
4. Gently close the door and telephone the gas company.
5. Do not smoke or use matches or naked flames.
6. Do not turn any electrical switches on or off.

Emergency out of hours repairs (outside of 9am to 5pm / Mon to Fri)

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. If you are unsure about the person who is asking to enter your property then do not let them in and contact the police.

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.

Key Fobs & Door Entry

If you have any issues with your key fobs or door entry system please report it immediately to Southwark Council on 020 7525 5000. This included replacements of key fobs.

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 9am to 5pm 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.

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
- Online: <https://www.southwark.gov.uk/mysouthwa>



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 or 020 7525 5000.

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.

Tips and Advice

WHAT TO DO IF MY ELECTRICITY GOES OFF | If only your home is affected, check the 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 it automatically switches off. If you cannot find the cause of the problem call D’Eynsford office or Southwark Council if it is out of hours.

STOP COCK | 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.

BLOCKAGES AND BLOCKED DRAINS | Blocked drains can be a nuisance, but if caught and dealt with early on they are relatively easy to fix and you might be able to avoid more serious leaks, overflows or electrical damage which can sometimes occur. There are various things you can do at home to prevent blockages such as:

1. Run hot water through the sink after each use. Hot water keeps oils in food products running down the drain, rather than building up on the interior surface of pipes, which can make drains sluggish and lead to clogs.
2. Throw a handful of baking soda into the drain and follow it with hot water. Baking soda is a terrific cleaning agent, and it’s also great for absorbing foul odours and leaving your drain pipes smelling like a rose. Okay, maybe not like a rose, but a lot better than they otherwise would.
3. Pour 1 cup of vinegar down the drain and let it sit for 30 minutes; then chase it down with very hot water. Vinegar is a wonder cleaner. It contains acetic acid, which acts as an excellent organic solvent in removing organic build-up of crud in pipes.
4. Save cooking grease in an old coffee can or cardboard milk container. Then dispose of it in the trash.
5. Throw coffee grounds away in the garbage or add them to your mulch pile.
6. Use a screen or drain-grate to cover the drain’s opening and minimize problems with hair and soap scum. Stop by your local plumbing-supply store to study the choices appropriate for your particular fixture. Take along a picture of the drain system to better explain your needs. Most filters and screens can be simply laid in place.

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.

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.

MAIN COUNCIL NUMBERS

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.

➤ D'Eynsford Estate Recycling is collected once a week (every Tuesday)

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.

No 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.

Please note that it is considered a criminal offence under the Environmental Act 1990 to illegally deposit anything in a public area. If caught, the perpetrator could be handed with an **UNLIMITED FINE OR PRISON SENTENCE.**

Did you know that in the last 12 months, we have reported over several cases to the authorities where legal action/prosecution were taken. The TMO work very closely with the police to deal with fly tipping cases within the estate.

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. **All information will be treated confidentiality.**

IF YOU'RE A LEASEHOLDER

You're responsible for repairs to your property, including but not limited to:

- internal walls, doors, cupboards, locks and fittings
- kitchens and bathrooms
- all floors (including floor coverings), ceilings, plastering and decorations
- installations for water, electricity and gas (including electric wiring, sockets, light fittings, plumbing, water pipes that serve your property alone)
- hot water cylinders
- electric plugs, fuses and light bulbs
- broken glass inside your home
- gardens (including gates, fences, trees and window boxes and keeping these tidy and clean)

Your lease specifies the repairs we're (TMO) responsible for (communal parts of the building and the estate). If these issues arise then please contact the TMO on 020 7525 0745 or visit the estate office. These include but aren't limited to:

- roofs
- foundations
- outside walls and entrance doors
- drains, gutters and outside pipes
- communal windows
- exterior doors including entry systems
- external brickwork
- communal water pipes that run through your property and serve multiple properties
- communal gardens



However, please note that the Council are responsible for the following. If these issues arise then please contact the council on 020 7525 5000 or visit <http://www.southwark.gov.uk/housing/repairs>:

- communal TV aerials – Not individual ones
- door-entry systems – Communal
- extractor fans
- heating or hot water – District Heating (Includes radiator)
- pest Control





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>

- **Please note that the TMO do not issue parking permits or have any temporary 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.**

Play Areas

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>



IF YOU'RE A COUNCIL TENANT

Council Tenant Responsibility

You're responsible for most minor repairs and maintenance to your home in accordance with your tenancy.

- Electric plugs, fuses and light bulbs (starter motor)
- Inside doors, cupboards and handles, Catches and locks
- Toilet seats
- Broken glass inside your home
- Floor tiles
- Change batteries in smoke alarms
- Bath panels
- Small cracks in plaster
- Decorations
- Gardens (including gates, fences, trees, window boxes, etc.)
- Internal blocked drains (sink, baths & WC)

TMO Responsibility

We're (TMO) are responsible for repairs to the structure, exterior and essential services to your home. If these issues arises then please contact the TMO on [020 7525 0745](tel:02075250745) or visit the estate office.

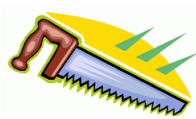
- External doors, walls and windows
- Drains, gutters and outside pipes
- Brickworks
- Major plastering repairs
- Communal main stack (external)
- Floors (minor) and ceilings
- Installations for water, electricity and gas (including wiring, sockets, fittings, internal pipes and valves)

Council Responsibility

The Council are responsible for the following. If these issues arises then please contact the council on [020 7525 5000](tel:02075255000) or

visit <http://www.southwark.gov.uk/housing/repairs>

- Communal TV aerials
- Door-entry systems and handset
- Extractor fans
- Heating or hot water (includes radiator)
- All pest control issues
- Parking permits
- Garages
- Roofs and foundations
- Smoke alarm which are connected to the mains and have no batteries



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



Zero tolerance on Staff Abuse

D'Eynsford TMO have zero tolerance for abusive behaviour (shouting, swearing, threatening, harassment) towards our staff. Our Staff will aim to give you the highest level of service possible and they have the right to do it in a safe environment. However, they will not tolerate violence, aggression or abuse aimed at them, our contractors or board members.

If it happens we will:

1. refuse to deal with you
2. call the police
3. serve a notice for breach of tenancy or lease agreement

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

Repair and Maintenance

Responsibility for Repair and Maintenance of the Estate is divided between Southwark Borough Council and D'Eynsford TMO.

The TMO is responsible for:

CLEANING AND CARETAKING

- Cleaning communal staircases, handrails, banisters, landings, doors, 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 communal bulkhead lighting, non-adopted roads and footpaths, including the replacement of light bulbs but excluding pole fittings.
- Removing graffiti in all common areas as much as possible.



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 or estate.