

After Hours Service	(020) 8871 7490
British Gas	0845 609 1122
Transco (gas emergencies)	0800 111 999
London Electricity	0800 096 9000
Thames Water	0845 920 0800
Police non-emergencies	101
Emergencies	999

## Useful numbers

### Wandsworth Borough Council

General Enquiries	020 8871 6000
Western Area Team (monitors the Estate)	020 8871 5530
Wandsworth Housing Patrol	020 8871 7490
Benefit Payment Enquiries	020 8871 8769
Housing Benefits/Council Tax	020 8871 8080
Housing Advice Service	020 8871 6840
Noise Complaints	020 8871 7490
Wandsworth Alarm Care Helpline WATCH	020 8871 8198
Wandsworth Trading Standards	020 8871 7720
Residents' Parking & Permits	020 8871 8871
Disabled Parking	020 8871 7709
Registrar of Births, Deaths and Marriages	020 8871 6121
Pest Control	020 8871 6143
Refuse Collection	020 8871 8558

### Your Health

NHS Direct	0845 4647
Wandsworth Primary Care Agency	020 8335 1400

### Other

Citizens Advice Bureau CAB	020 8333 6960
Wandsworth Age Concern	020 8870 2020
Pensions Service	0845 6060 265
Victim Support Scheme	020 7223 1234
Wandsworth Community Transport (disabled)	020 8675 7460
Volunteers Bureau	020 8870 4319
Adult Education	020 8918 7555
<b>Lifts break down</b>	<b>020 8871 7442</b>

### Learning and Leisure

Southfields Libraries	020 8871 6388
Southfields Leisure Centre	020 8875 2603
Community Learning Centres	020 8871 8493



## Residents' Handbook

Third Edition  
January 2013

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## Contact Wimbledon Park Co-operative Ltd


Estate Office  
2 Fernwood  
Albert Drive  
Southfields SW19 6LR

**T: 020 8780 9980 (24 hours)**  
F: 020 8785 2030

Office hours  
Monday to Friday  
10 am to 4 pm

<http://www.wimbledonparkco-op.org.uk>

[office@wimbledonpark.org](mailto:office@wimbledonpark.org)

 TWITTER: WimbledonCoop

VAT No. 603 0196 85

Financial Services Authority  
Registration No. 26998R

## Your rights if we get it wrong

**Who is eligible to complain?**

Any resident who has a complaint against Wimbledon Park Co-operative or those acting on its behalf may use the Complaints Procedure. A copy is displayed in the Wimbledon Park 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**

- Complaints about the behaviour or performance of an employee of Wimbledon Park Co-operative.
- Complaints about the standard of caretaking and cleaning.
- Complaints about the speed or standard of repairs carried out by Wimbledon Park Co-operative.
- Complaints about the behaviour or performance of a member of the Management Committee.
- Complaints about nuisance from a neighbour.
- Complaints about racial or other forms of harassment.

**The complainant's rights**

All complaints made about Wimbledon Park Co-operative 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 Wimbledon Park Co-operative's Complaints Procedures should be dealt with at the Council's office in Garrett Lane.

## 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.

## Electricity

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

- 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.
- 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).
- 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:

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

## Introduction

This handbook is for all residents of the Wimbledon Park 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 Wimbledon Park Co-operative Estate Office on **020 8780 9980**.

### About Wimbledon Park Estate

The Estate is located near Southfields Station and Wimbledon Park, not far from the famous Wimbledon tennis courts. It is close to all amenities in Southfields and well served by bus routes (39, 493) and the underground (District Line). Southfields is a mixed area of private houses, private apartment blocks and housing estates, and is seen as a very desirable place to live.

The Wimbledon Park Estate was built by Wandsworth Borough Council and consists of seven four- and eight-storey blocks. The oldest block was built in the 1930s, whilst the others were built in the 1950s and 1960s. The Estate consists of 279 flats, occupied by a ratio of 5-to-1 leaseholders to council tenants. All the blocks are set in well-maintained large communal gardens, making it a very pleasant place to live.

### About Wimbledon Park Co-operative Ltd

The Co-operative is a Residents' Management Organisation (RMO) that was set up by residents in 1992, with the support of Wandsworth Borough Council, to take over the management of the Estate under the monitoring of the Council. Wimbledon Park Co-operative is one of many resident- and tenant-managed housing organisations in Wandsworth Borough.

The Co-operative is a registered Friendly Society and is run by a volunteer Management Committee of residents. Its objectives are to ensure the Estate is maintained to the highest possible standards and to provide a first class service to the residents.

## Confidentiality

Wimbledon Park Co-operative 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. The Co-operative is registered for data protection with the Information Commissioner's Office.

## Equal opportunities policy

The Co-operative values the diversity of residents living in Wimbledon Park Estate and treats them according to their needs, ensuring that all residents have access to our services and the opportunity to participate in the Co-operative. We do not discriminate against any resident on any grounds, but in particular those of race, colour, religion, marital status, gender, sexual orientation, age or disability. Our Equal Opportunities Policy forms part of our management agreement with the Council. A copy may be obtained from the Estate Office.

## Membership

Residents over the age of 18 are encouraged to join the Wimbledon Park Co-operative by buying a lifetime membership in the Co-operative, which costs £1. As a member you may vote at all General Meetings and stand for election to the Management Committee. 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 Co-operative is of our community. Contact the Estate Office to join.

## The Management Committee

The Management Committee 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 Committee meets at least quarterly and has various sub-committees to carry out its work. One-third of the Committee 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 Committee, contact the Estate Office.

## Safety and dealing with 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.

- 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.

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.

#### In the event of a fire or a suspected fire, please call the fire brigade - 999

### Gas

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

#### What should I do if there is a gas leak in my home?

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

- Open the doors and windows for ventilation.
- Ensure that all gas appliances are switched off.
- 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.** Gently close the door and telephone the gas company.

- Do not smoke or use matches or naked flames.
- Do not turn any electrical switches on or off.

### 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 Wandsworth Housing Patrol service on 020 8871 7490. The Housing Patrol will arrange for a contractor to “make safe” the problem until the Wimbledon Park 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 Wandsworth Borough 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. 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 Wimbledon Park staff.

### Know who is entering your home

Please note all Wimbledon Park 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 the Estate Office. It is very important that pests are eliminated. Please ensure that when an appointment is made, the contractor is allowed access.

We will:

- Check all common areas and lifts on the Estate each day, identifying priorities and ordering works as necessary.
- Remove rubbish and clean graffiti from the Estate, including the lifts, as soon as it is reported.
- Keep all entrances, corridors, stairways and lifts clean and tidy, responding to need rather than sticking entirely to schedules.
- Maintain the landings, walkways, lifts 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 Wandsworth Borough Council.
- Deliver an excellent service to all Wimbledon Park 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 Co-operative.



## Your new home

### COUNCIL TENANTS

#### Moving into your new home

The Wimbledon Park Co-operative Estate Manager meets with all new tenants to tell them about the Wimbledon Park 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**

#### Decoration allowance

Unfortunately we do not receive a decoration allowance for new tenants; however, the Council may provide redecoration if you meet certain criteria, i.e., have a disability or are elderly. Please contact the Estate Office or the Council for more information.

#### Paying your rent

The Wimbledon Park office will issue you with a paying-in book, which you must use to pay your rent. Rent is paid every other Monday. You will be advised on which dates you should pay your rent. Rent can be paid at all branches of Barclays Bank. The nearest branch is located at Replingham Road, Southfields.



### LEASEHOLDERS

#### Paying your service charges

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

**Service charge enquiries: 020 8871 6297**

### How do I report a repair?

Repairs can be reported by telephoning (24 hours a day) or visiting the Estate Office during working hours. These hours may change from time to time; please check on the notice board located next to the Office door.

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.

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

Code	Target within	Examples of types of repairs
A	Two hours of notification	Major burst, etc.; unable to isolate supply; danger to person
B	1 day	Emergencies, burst pipes, loss of water
C	3 days	Total or partial loss of power, heating, or hot water
D	7 days	Repairs to water supply installations; services to elderly or disabled residents
E	10 days	Work to vacant properties or re-letting
F	20 days	Repairs to windows, doors, and minor leaks
G	60 days	Routine repairs, e.g., brickwork, re-pointing, fences

### 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 Co-operative 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.

Please note the Co-operative is not responsible for replacing any units, worktops, basins or other furnishings that have been destroyed by the tenant. Any windows that are broken due to the fault of the tenant will be boarded up and made safe but will not be replaced. The Co-operative is not responsible for repairing tenants' own improvements.



### Leaseholders

If you are a leaseholder and you ask the Co-operative to do repairs for you within your property, the Estate Manager will consider whether the Estate has the resources to do the work. If the Co-operative does carry out work on your behalf, 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

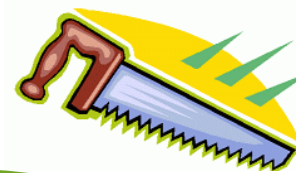
Leaseholders who are subletting their property are responsible for informing their tenants about the Co-operative's rules and showing them the facilities. Leaseholders or their tenants should contact the Estate Office to have their details registered in the database of residents.

### Elderly and disabled tenants

If you are an 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 certain 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 housing transfer department on 020 8871 6805 or you can collect a transfer form from the Estate Office.



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.





## Rubbish

Residents are responsible for ensuring their rubbish is disposed of only in the chutes and paladin bins provided. Rubbish is collected twice a week with the exception of bank holidays.

**Please tie your rubbish in a plastic bag so as to keep chutes and bins clean. Never put unwrapped food down the chute. Large or long items can block the chute; please take these directly to a bin.**

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, see <http://www.wandsworth.gov.uk/recyclefromhome> or contact the Estate Office. **Please do not put plastic bags or aluminium foil in the recycling bins, as they cannot be recycled.** 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 Estate Office and we will be happy to assist you. 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.

**Council waste service: 020 8871 8558**

**Laminated flooring needs to be laid on a layer of impact reduction material, as required under the law.**

**Be mindful of your neighbours below, as they can hear impact noise each time someone walks in your flat.**

## The Council is responsible for:

### MAINTENANCE

- Annual gas checks and gas boiler servicing for council tenants
- Inspection and maintenance of play equipment
- Tree management and arboriculture work
- The supply of water to all blocks including the installation and maintenance of pumps if required
- Inspection and testing of water tanks
- Annual servicing of dry risers
- Servicing of any fire prevention equipment
- Servicing of extractor fans
- Supply of electricity to pole lighting

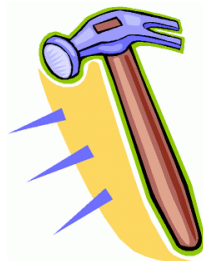
### REPAIRS

- The external structures of buildings, including brickwork, lintels, external walls and their openings, and all load bearing, party and structural walls
- The roof structures and roof coverings
- The surface water and foul drains including gullies, access chambers and their covers
- The water mains from the water board's supply pipe or stopcock or the mains stopcock in each dwelling
- The gas mains from the gas board's main supply pipe to the meter in each dwelling
- Floors, including joists and floorboards and any other type of construction, e.g., concrete
- All underground services
- All external pole lighting
- All heating and hot water systems for council tenants
- Down pipes and repairs resulting from leaks and overflows



## The Co-operative is responsible for:

### REPAIRS



#### All residents

- Re-glazing of broken windows to dwellings where the break has a known cause and the Council is liable, but excluding metal and UPVC windows.
- The rainwater system, including gutters and fixings.
- The common areas of the property.
- Electrical services for supply to the common areas, including wiring, conduits, socket outlets, switches and bulkhead light fittings.
- Fences, enclosure walls and gates that belong to the Council.
- Roads, footpaths, and courtyards not adopted for maintenance by the Council under its statutory powers as Highway Authority.

#### Council tenanted flats

- Plumbing, including cold water systems beyond the main stopcock in each dwelling, including pipes, valves, stopcocks, cisterns, overflows.
- The Council's plumbed fittings, including baths, sinks, basins, WC suites, taps and waste fittings, but excluding plumbing installed for washing machines, dishwashers etc.
- The electrical services from the Electricity Board's meter including internal wiring.
- The Council's internal fixtures and fittings.

### 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, please contact the Estate Office.

If you want to apply for a controlled parking permit which will allow you to park on Albert Drive or Wimbledon Park Road please contact the Council on 0208 8718871 or 0800 5872605 (freephone 5 to 7 pm) and they will be happy to assist you. Please note that any vehicle parked anywhere in the Estate car parks or in a controlled parking bay without an appropriate parking permit will be ticketed.



Wimbledon Park Estate has a bicycle shed for residents – contact the Estate Office to find out more.

### 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. Contact Dog Control Services at 020 8871 7606 if you see dog fouling taking place. Dogs living on the Estate must be microchipped and registered by the Council.

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, but older children may wish to take advantage of Wimbledon Park, just across the road, which offers a number of sporting opportunities.

### 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 Co-operative will take legal action against any person who damages the estate. Please help us to make Wimbledon Park Estate the home we all want it to be. The Council runs a graffiti hotline where you can report graffiti that you have seen anywhere in the Borough.

**Graffiti hotline number: 0208 871 7049**

**Reporting crime: 020 8247 8759 / 020 8721 2430**

**Police non-emergency number: 101**



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

Wimbledon Park Co-operative 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:

- Using abusive or insulting words or behaviour
- Using or threatening to use violence
- Vandalism of council property
- Offensive drunkenness
- Noise or fouling from pets
- Loud music
- Rubbish dumping
- Persistent arguing and door slamming
- 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.

## Maintenance and repairs

Responsibility for maintenance and repairs of the Estate is divided between Wandsworth Borough Council and Wimbledon Park Co-operative, but you can report both types of problems to the Estate Office.

**The Co-operative 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 Wimbledon Park Co-operative. The Co-op 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.