WIMBLEDON PARK
CO-OPERATIVE LIMITED

RESIDENTS' HANDBOOK

FOURTH EDITION – 2026





WELCOME

This handbook is for all residents of Wimbledon Park Estate. It explains how the estate is managed, what services we provide, and how to get help. If you have any questions, please contact the Estate Office by phone or email.

Contact 2 Fernwood, Albert Drive, Southfields, London SW19 6LR
T: **020 8780 9980** ·
E: **office@wimbledonpark.org**
W: **www.wimbledonpark.org** · T witter/X: **@WimbledonCoop**
Office hours: **Monday–Friday, 10:00–16:00**

ABOUT THE ESTATE AND THE CO-OPERATIVE

WIMBLEDON PARK ESTATE

Wimbledon Park Estate sits close to Southfields Station and Wimbledon Park, with excellent local amenities and transport (District Line; buses **39** and **493**). Built by Wandsworth Borough Council, the estate has **seven** residential blocks dating from the **1930s–1960s**, with **279** flats (about **85%** leasehold and **15%** council tenancies). Homes are set within well-maintained communal gardens.

WIMBLEDON PARK CO-OPERATIVE LIMITED (WPC)

WPC is a **Tenants Management Organisation (TMO)** formed by residents in **1992**, with support and oversight from Wandsworth Borough Council. We are a registered **Friendly Society** led by a volunteer **Management Committee** of residents. Our aim is to maintain the estate to high standards and provide a first-class service.

- **Confidentiality & Data Protection:** WPC operates a strict Code of Confidentiality and is registered with the Information Commissioner's Office. Privacy Notice: **www.wimbledonparkco-op.org.uk**
- **Equal Opportunities:** We support residents according to their needs and ensure equal access to services. We do not discriminate on grounds such as race, colour, religion/belief, marital status, gender, sexual orientation, age, or disability. The Equal Opportunities Policy forms part of our management agreement with the Council and is available from the Estate Office.

MEMBERSHIP

Residents aged **18+** are encouraged to join WPC. Lifetime membership is **£1** and allows you to vote at General Meetings and stand for election to the Management Committee. The more members we have, the more representative the Co-operative is.
How to join: Contact the Estate Office or complete the application form (Appendix A).

MANAGEMENT COMMITTEE

The Management Committee comprises volunteer residents (leaseholders and council tenants). It oversees staff and contractors, and meets regularly with sub-committees as needed. Each year, one-third of members stand down at the **AGM** to encourage new candidates. **Interested?** Contact the Estate Office or complete the application form (Appendix B).

OUR COMMITMENTS

We will:

- Provide an excellent service to all residents based on need.
- Encourage participation and help foster a harmonious community.
- Ensure residents can attend meetings and access information about WPC activities.

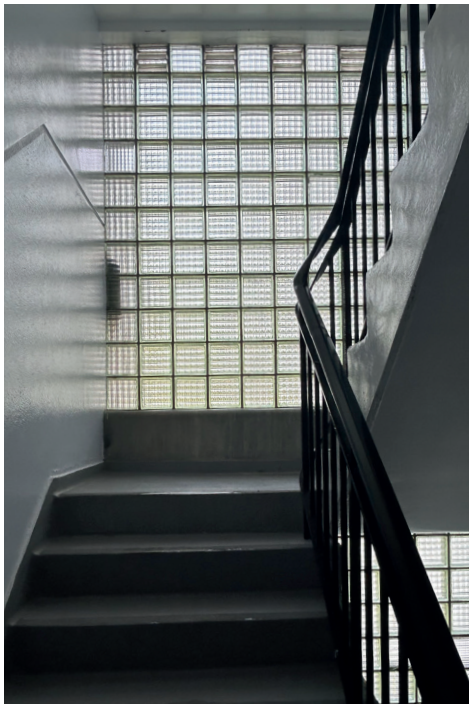
SOCIAL EVENTS/COMMUNITY EVENTS

The Management Committee will host social events that are open to all residents on the estate. Please look out for information in the lifts and on bimonthly the newsletters.











LIVING IN YOUR HOME

FOR ALL RESIDENTS

HOUSEHOLD RUBBISH

Use the **chutes** and **paladin bins** provided. Collections take place once or twice a week (except bank holidays).

- Tie rubbish in plastic bags to keep chutes and bins clean.
- **Do not** put **loose food**, **glass**, **heavy**, **large**, or **long** items down the chute—take these directly to paladin or recycling bins.
- **Do not** leave rubbish in corridors, stairwells, or by bin chambers.
- If you have mobility or health issues and cannot use the chutes, contact the Estate Office for assistance.

RECYCLING

Recycling bins are in all blocks for **glass, metal, paper, and plastic**.

Do not put **plastic bags**, **soft plastics**, or **aluminium foil** in recycling bins—they contaminate loads and incur extra Council charges.

Unsure? See **www.wandsworth.gov.uk/recyclefromhome** or contact the Estate Office. Council Waste Services: **020 8871 8558**. Soft plastics are accepted at some local collection points: **www.recyclenow.com/recycle-an-item/plastic-bags-and-wrapping**

FOOD WASTE RECYCLING FOR FLATS IN WANDSWORTH

Wandsworth Council now provides free weekly food waste recycling for blocks of flats. The service is being rolled out in phases and is expected to be fully in place across the borough by March 2026. It applies to all private blocks, including those managed by TMOs and managing agents.

WHAT THE COUNCIL PROVIDES

- A communal food waste wheelie bin for the block
- A 5-litre silver kitchen caddy for each flat.
- A starter roll of compostable liners for each household.
- Printed or digital instructions on how to use the service.

GETTING MORE LINERS

The council does not deliver additional liners. Residents can collect a free roll from:

- Their local library, or
- The customer reception at Wandsworth Town Hall.

HOW RESIDENTS SHOULD USE THE SERVICE

- Line the kitchen caddy with a compostable liner.
- Put all food waste into the caddy (e.g., peelings, leftovers, tea bags).

- To help prevent smells and pests, **please keep food waste caddies indoors** until you are ready to empty them into the communal food waste bins.
- When full, tie the liner and place it in the communal food waste bin. (see map below).
- Collections take place weekly on the normal collection day.

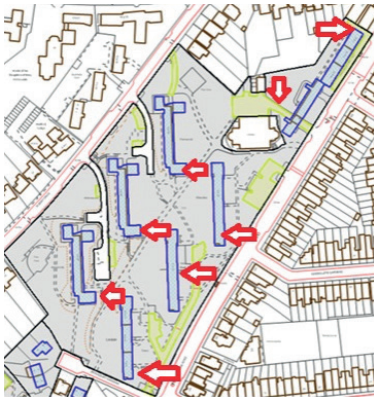
MISSED COLLECTIONS

If the communal food waste bin is not emptied, residents should report a missed collection to The Estate Office.

WHY THIS MATTERS

Providing food waste recycling is part of the council's requirement to offer free weekly food waste collections to all households by March 2026. This supports borough-wide recycling targets and reduces the amount of waste sent to landfill.

LOCATION OF FOOD WASTE RECYCLING BINS



BULK REFUSE (LARGE ITEMS)

Leaving bulky items anywhere on the estate (including paladin areas) is **not permitted** and breaches tenancy/lease conditions. It is a fire risk and dangerous to children.

Need help with disposal? Contact the Estate Office.

Council enforcement officers may issue **£400 fixed penalty notices** for fly-tipping. Maximum penalties can be higher, including fines and/or prosecution. Council Waste Services: **020 8871 8558** Report fly-tipping/queries: **www.wandsworth.gov.uk/rubbish-and-recycling/contact-waste-services/**

PARKING & VEHICLES

- Ticketing operates across the estate. For an **estate parking permit**, contact the Estate Office.
- For **controlled parking** on Albert Drive or Wimbledon Park Road, contact the Council on **020 8871 8871**.
- Vehicles parked without valid permits in estate car parks or controlled bays will be ticketed.
- **Motorbikes:** Designated bays available—ask the Estate Office.
- **Bicycles:** Stands and sheds available—ask the Estate Office.

GREEN SPACES, DOGS & PLAY AREAS

Help us keep grassed areas clean. Report dog fouling: **020 8871 7606**. Dogs on the estate must be **microchipped** and **registered** with the Council.

- For safety reasons, **cycling, rollerblading, and skateboarding** are **not allowed** on estate pathways.
- Play areas are for children under your supervision. Be mindful of nearby residents; keep noise reasonable.
- **Ball games** are not permitted on the estate, but **Wimbledon Park** offers many sports opportunities nearby.

GRAFFITI & VANDALISM

Report any graffiti or vandalism to the Estate Office. Offensive or racist graffiti will be removed promptly. The Council and WPC will take legal action against those who damage the estate.

- Estate Office (first point of contact)
- If further action is needed: Police **101** (non-emergencies) Report guidance: **www.wandsworth.gov.uk/street-care-and-cleaning/graffiti/how-to-report-graffiti-crime/**

ANTI-SOCIAL BEHAVIOUR (ASB) & NOISE

ASB is not tolerated. As a tenant or leaseholder, you are responsible for the behaviour of everyone in your home, including visitors and pets. Examples include: abusive language, threats or violence, vandalism, offensive drunkenness, noise or fouling from pets, loud music, rubbish dumping, persistent arguing/door slamming, dangerous scooter/moped riding, noise from hard flooring without proper insulation, smoking in common areas, and any criminal use of properties.

- **Noise:** Keep volume down, especially at night. Avoid loud music, banging doors, shouting, or running appliances late at night. If you host a party, let neighbours know, be considerate, and finish at a reasonable time.

DRUGS

Using or possessing illegal drugs, including cannabis, anywhere on the estate is **against the law**. Cannabis odour is intrusive; residents should not have to experience it. Report drug nuisance: **www.wandsworth.gov.uk/media/3205/drug_nuisance_report_card.pdf**

DIY & QUIET TIMES

Please inform neighbours before you start DIY and avoid unsocial hours:

- **Permitted:** Mon–Fri **08:00–18:00**; Sat **08:00–13:00**
- **Not permitted:** Sundays and Bank Holidays **Flooring:** Laminated flooring must be laid on **impact-reduction underlay** as required. Be mindful of neighbours below—impact noise travels.

SHARED AREAS

Shared areas (gardens, corridors, lifts, stairwells) belong to everyone. Keep them clean and **free of obstructions**, especially anything blocking emergency routes.

- WPC will try to identify owners of items left in shared areas. If ownership cannot be confirmed, items may be **removed and disposed of**.

BEING A GOOD NEIGHBOUR

Respect others, keep noise reasonable, and help keep shared spaces safe and tidy. A considerate community makes the estate a better place to live.

FOR COUNCIL TENANTS

MOVING IN

The Estate Manager meets new tenants to explain the estate and services. Your tenancy starts on the date shown on your **Tenancy Agreement**—from that date you are responsible for the property and rent.

UTILITIES

You are responsible for arranging **electricity, gas, and water** connections. Give providers as much notice as possible before moving in.

DECORATION

We do not receive a general decoration allowance for new tenants. In certain cases (e.g., disability or elderly residents), the Council may arrange redecoration. Contact the Estate Office or the Council for more information.

PAYING RENT

You can pay by **swipe card**, **online banking**, **standing order**, **direct debit**, **post**, online, or by telephone.

Details: **www.wandsworth.gov.uk/housing/council-tenants-and-leaseholders/rent/ways-to-pay-your-council-rent/**

ELDERLY & DISABLED RESIDENTS

If you are elderly or disabled and reporting a repair, please tell us—priority may be given in certain circumstances. If you have no one to help, the Estate Office may assist with small jobs where appropriate.

EXCHANGES/TRANSFERS

These are handled by the Council. Contact the housing transfer department: **020 8871 6161**, or collect a form from the Estate Office.

FOR LEASEHOLDERS

SERVICE CHARGES

Wandsworth Borough Council calculates and sends your annual service charge bill. Service charge enquiries: **020 8871 5530**

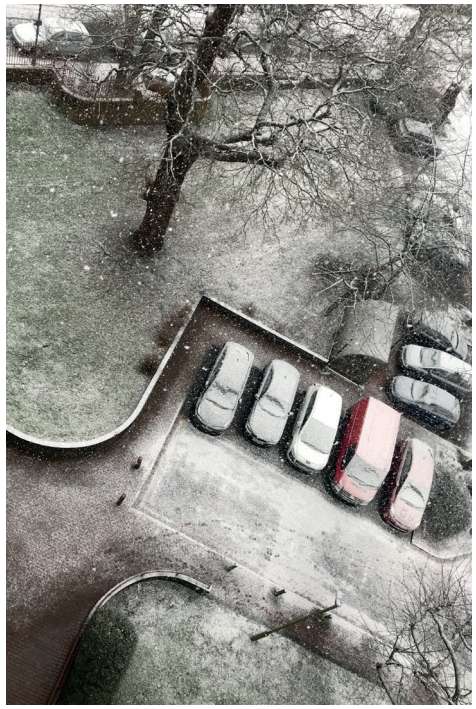
SUBLETTING

If you let your property, you are responsible for informing your tenants about WPC rules and facilities, and for **updating tenant details** with the Estate Office **on the date of change**.

REPAIRS IN YOUR HOME

You are responsible for repairs inside your property. If you ask WPC to carry out work, the Estate Manager will consider whether resources allow. If WPC carries out work on your behalf, you will be charged as if using an external contractor. Use qualified professionals for any works that may affect safety.







MAINTENANCE & REPAIRS

Responsibility is shared between **Wandsworth Borough Council** and **WPC**. You can report both types of issues to the **Estate Office**. All repairs are logged; you'll receive a job number, priority, and access arrangements. An initial inspection may be needed to confirm scope, cost, and whether repairs are chargeable to the tenant/leaseholder or the Council.

WPC RESPONSIBILITIES

Cleaning & Caretaking

- Cleaning internal staircases, handrails, landings, doors, communal floors, lobbies, lights/fittings, and windows in internal stairs/landings
- Cleaning bin chambers and removing rubbish
- Clearing litter across common parts; arranging bulky rubbish removal (on request)
- Roof access and security (general upkeep)
- Upkeep of grounds and gardens; cutting communal grass; maintaining flower beds/shrubs
- Clearing play areas/equipment (especially glass)
- Weed control; sweeping; snow/leaf clearing; salting **non-adopted** roads and footpaths (including drainage gullies)
- Maintaining bulkhead lighting of grounds, non-adopted roads/footpaths (bulb replacement; excludes pole fittings)
- Removing graffiti in common areas
- Maintaining entry-phone systems

Repairs (All Residents)

- Re-glazing dwelling windows where the cause is known and the Council is liable (excluding metal and UPVC windows)
- Rainwater systems including gutters/fixings
- Common areas of the property
- Electrical services for supply to common areas (wiring, conduits, sockets, switches, bulkhead fittings)
- Fences, enclosure walls, and Council-owned gates
- Roads, footpaths, courtyards **not adopted** by the Council under Highway Authority powers

Repairs (Council-Tenanted Flats)

- Plumbing (cold water systems beyond the main stopcock in each dwelling; pipes, valves, cisterns, overflows)
- Council plumbed fittings (baths, sinks, basins, WCs, taps, wastes; excludes plumbing for washing machines/ dishwashers)
- Electrical services from the Electricity Board's meter including internal wiring
- Council internal fixtures and fittings

COUNCIL RESPONSIBILITIES

Maintenance

- Annual gas checks/boiler servicing (council tenants)
- Inspection/maintenance of play equipment
- Tree management and arboriculture
- Water supply to all blocks, including pumps if required
- Inspection/testing of water tanks
- Annual servicing of dry risers
- Servicing of fire prevention equipment
- Servicing of extractor fans
- Electricity supply to pole lighting

Repairs

- External building structures (brickwork, lintels, external walls/openings, load-bearing/party/structural walls)
- Roof structures/coverings
- Surface water and foul drains (including gullies, access chambers/covers)
- Water mains from water board supply pipe/stopcock to mains stopcock in each dwelling
- Gas mains from gas board main supply pipe to the meter in each dwelling
- Floors (including joists, floorboards, concrete construction types)
- All underground services
- External pole lighting
- Heating and hot water systems (council tenants)
- Downpipes and repairs from leaks/overflows

RESIDENTS' RESPONSIBILITIES (COUNCIL TENANTS)

- Report defects to the Estate Office **as soon as possible**
- Take care of your home; prevent negligence or abuse by household members/visitors
- Obtain **written permission** from WPC or the Council for alterations/additions to the property or fixtures
- Pay for materials/labour to remedy defects caused by negligence/abuse (including damage to third-party property)
- WPC is **not** responsible for replacing units/worktops/ basins/furnishings destroyed by the tenant
- Windows broken through tenant fault will be boarded/ made safe but **not** replaced
- WPC does **not** repair tenants' own improvements

HOW TO REQUEST A REPAIR

- Report in person or by phone during office hours, or by email
- You'll receive a **job number**, priority, and access arrangements
- We follow Wandsworth Borough Council minimum timescales:

Repair Categories & Targets

- **Emergency**
  - **2 hours**: major burst where supply cannot be isolated; danger to persons
  - **4 hours**: lifts
  - **24 hours**: heating & hot water; entry-call door (other faults)
  - **1 working day**: emergencies, bursts, loss of water

Urgent

  - **3 working days**: total/partial loss of space heating or hot water; partial loss of water
  - **7 working days**: water supply installations (enhanced priority for elderly/disabled residents)

Non-urgent

  - **10 working days**: work to vacant properties f or re-letting
  - **20 working days**: windows, doors, minor leaks
  - **60 working days**: planned repairs (fencing, paving, surface renewal)

EMERGENCY REPAIRS (OUT OF HOURS)

Wandsworth Council Emergency Control Service: **020 8871 7490** They will arrange "make safe" works until the Estate Office reopens. **Emergencies only.** Repeated non-emergency calls may be chargeable.

Not an Emergency: Blocked sinks, toilets that won't flush, or minor leaks—these will be attended to the next working day by WPC staff (leaseholders should arrange their own tradesperson).

KNOW WHO'S ENTERING YOUR HOME

All WPC staff carry **photo ID**. If you are unsure, ask to see ID or phone the Estate Office. Outside contractors may be used occasionally.

PEST CONTROL

Report cockroaches, mice, rats, or wasp nests immediately to the Estate Office. Ensure contractors are given access so issues can be eliminated.

SAFETY & EMERGENCIES

FIRE SAFETY

- Do not store flammables, bottled gas, or paraffin in your home or balconies
- No barbecues on balconies
- Do not throw cigarette ends from balconies or into common areas
- Do not overload sockets
- Install battery fire alarms in rooms
- Keep fire doors shut and exit routes clear
- Do not leave bicycles on handrails, corridors, or entrance areas

In an emergency: Call **999** (Fire Brigade)

GAS SAFETY

Know where your gas meter and **main gas tap** are.
If you smell gas:

- Open doors/windows for ventilation
- Switch off gas appliances
- If smell persists, turn gas off at the meter and call **National Gas Emergency Service: 0800 111 999**
- If there is a strong smell at the front door, do not enter—close the door gently and call the gas company
- Do **not** smoke or use naked flames; do **not** use or switch electrical devices Further info: **www.nationalgrid.com/**

CARBON MONOXIDE

Carbon monoxide is invisible, tasteless, and odourless—but can be fatal. Early symptoms include tiredness, drowsiness, headache, chest and stomach pains, especially during sleep.

Do not:

- Use gas appliances that look faulty (yellow/orange flames; soot/stains; pilot lights frequently going out)
- Cover appliances or block vents
- Obstruct fixed ventilation, grilles, air bricks
- Block or cover outside flues/chimneys
- Fit draught stripping to doors in rooms containing gas appliances

It is illegal to let a bedroom containing an **open flue appliance** without appropriate safety devices. Info: **www.gassaferegister.co.uk/who-we-are/what-is-gas-safe-register**

ELECTRICITY

If your electricity goes off:

- Check the main fuse box—modern boxes trip and switch off automatically
- If neighbours are also affected, call **105** (emergencies or loss of supply)
- If you cannot find the cause, call the Estate Office Info: **www.ukpowernetworks.co.uk**

WATER

Know your **mains stopcock** (usually in the bathroom or kitchen). In case of flooding, turn off water at the stopcock first. If unsure of location, contact the Estate Office. Info: **www.thameswater.co.uk**

CONDENSATION

Condensation comes from excess moisture and poor ventilation.

- Open windows when cooking/bathing
- Do not block vents or extractor fans
- Ensure tumble dryers are correctly installed and vented
- Keep a steady winter temperature in rooms
- Avoid drying clothes on radiators without ventilation
- Consider using a **dehumidifier**



COMPLAINTS & FEEDBACK

WHO CAN COMPLAIN?

Any resident can use WPC's Complaints Procedure for complaints against WPC or those acting on its behalf. For services provided directly by the Council, use the Council's Complaints Procedure.

HOW TO COMPLAIN

Complaints can be made by **email**, **letter**, or **telephone**. WPC operates a **two-stage** process in line with the **Housing Ombudsman** guidance. If you remain dissatisfied after the process, you may contact the **Housing Ombudsman Service (HOS)**. For full details, request a copy from the Estate Office. (New WPC website link to be added here.)

COMMENTS ON THIS HANDBOOK

This handbook is for your benefit. If anything is unclear or missing, or you have suggestions for the next edition, please contact the Estate Office.

USEFUL NUMBERS

Emergencies
Police/Fire/Ambulance **999**
Police non-emergencies:
101

Out of Hours
Wandsworth Council Emergency Control Service:
020 8871 7490
After Hours Service (Emergency Control Service):
020 8871 7490

Gas & Electricity
British Gas:
0845 609 1122
National Gas Emergency Service:
0800 111 999
UK Power Networks:
0800 316 3105
National Power Cut Line:
105

Water
Thames Water:
0800 316 9800

Wandsworth Borough Council
General Enquiries:
020 8871 6000
Western Area Team (monitors the estate):
020 8871 5530
Financial Inclusion Team:
020 8871 8780
Housing Benefits/Council Tax:
020 8871 8081
Housing Advice Service:
020 8871 6840
Noise & Nuisance Complaints:
020 8871 6127
Wandsworth Alarm Care Helpline (WATCH):
020 8871 7741
Trading Standards:
020 8871 6000
Residents' Parking & Permits:
020 8871 8871
Disabled Parking:
020 8871 8871
Registrar of Births, Deaths & Marriages:
020 8871 6120
Pest Control:
020 8871 6143
Refuse Collection:
020 8871 8558

Health
NHS:
111
NHS South West London Clinical Commissioning Group:
020 3957 5053

Community & Support
Citizens Advice Bureau:
020 8333 6960 /
0300 330 1169
Age UK Wandsworth:
020 8877 8940
Pensions Service:
0800 731 0469
Victim Support Wandsworth:
020 7801 1777
Wandsworth Community Transport (disabled):
020 8675 7460
Wandsworth Care Alliance:
020 8516 7716
Adult Education:
020 8871 6000
Lifts breakdown:
020 8871 7490