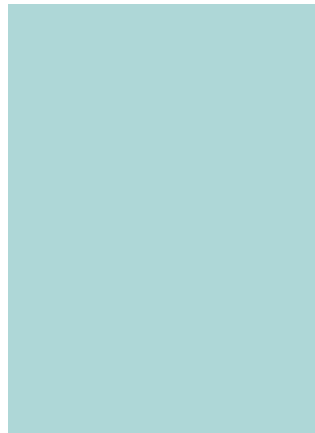
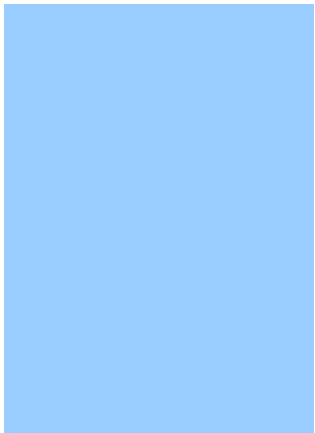


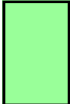
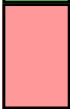
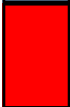

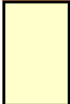

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Resident Handbook

July 2022

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Financial Services Authority
Registration No. 24642R

Office hours
Monday to Friday
8am to 5pm

(Please check office notice-
board for any changes in

This handbook is for all residents of the Felsham Road 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 Felsham Road Co-operative Estate Office on **020 8788 0572**.

About Felsham Road

Felsham Road is located near Putney Bridge and the River Thames. It is close to the High Street and all the amenities around it. Putney is well served by bus routes, mainline service Putney Station and two underground stations, Putney Bridge and East Putney. Putney is seen as a desirable place to live and is a mixed area in terms of private houses, private apartment blocks and housing estates.

The Felsham Road Estate was built in the 1930s and consists of 5 four storey blocks. The Estate is designed around an inner green and an outer green making it a very nice place to live.

There are 88 flats and all dwellings are covered by an entry call service. The Estate is covered by a 24hour recording night vision CCTV system making it a safe place to live.

About Felsham Road Cooperative

Felsham Road Co-operative is a Residents' Management Organisation (RMO) that was set up by residents in 1985, with the support of Wandsworth Borough Council, to take over the management of the Estate. Felsham Road Co-operative is one of many resident and tenant managed housing organisations in the Borough of Wandsworth.

The Co-operative is a registered Community and Benefits 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

Felsham Road 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 on the Felsham Road 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.

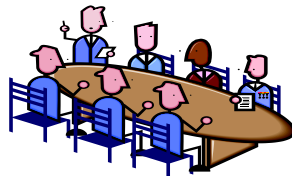
Membership

Residents over the age of 18 are encouraged to join the Felsham Road Co-operative by buying a lifetime membership in the Co-operative, which costs £1. As a member you may vote at all Resident 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. Please 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.



We aim to:

- Check all common areas on the Estate, identifying priorities and ordering works as necessary.
- Remove rubbish and clean graffiti as soon as it is reported.
- Keep all entrances, corridors and stairways clean and tidy, responding to need rather than sticking entirely to schedules.
- Maintain the courtyard and the grassed areas of the Estate to a high standard.
- Provide an efficient and accessible rent and service charge 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 Felsham Road 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.



COUNCIL TENANTS**Moving into your new home**

The Felsham Road Co-operative Estate Manager meets with all new tenants to tell them about the Felsham Road 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 and gas 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.

Please ensure that you contact T Brown on 0800 977 8472 to arrange an appointment to carry out and turn on and test of your gas when you move in.

Paying your rent

Wandsworth Council manages your rent account. If you are paying by online banking, you must quote your rent account number (starts with 250 or 260) as the reference. Their bank details are:

- Wandsworth Borough Council
- Natwest Bank
- Sort code: 60-22-28
- Account Number: 69612544

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 Wandsworth Council's Housing/Allocations team on 020 8871 6161

Residents wanting to exchange properties can also use Homeswapper, which is a service for council tenants to mutually exchange homes. You can find out more at <http://www.homeswapper.co.uk>

LEASEHOLDERS

Paying your service charges

We will send you your service charge bill in July of each year. Payments can be made in full or via standing order or at any branch of Barclays Bank. Please ensure you put our account details with your service charge account reference when making payment. Payment should be made to:

- Felsham Road Co-operative Ltd
- Sort code: 20-90-69
- Account Number: 30338060

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.

Refuse/Waste

Residents are responsible for ensuring their rubbish is disposed off only in the chutes and paladin bins provided. Rubbish is collected once 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.

Bulk Refuse

If you have any bulky items that you need help disposing of, please contact Wandsworth Councils refuse department. There is a minimum charge of £20 for up to four items. They can be contacted on 020 8871 8558

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. Anyone caught dumping rubbish will be reported to Wandsworth Council for fly tipping.

We will fine or prosecute people who dump rubbish in the street and our enforcement officers now have the power to issue £400 fixed penalty notices on-the-spot for fly-tipping. The maximum penalty for fly-tipping is £50,000 fine and/or 12 months in prison.

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

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

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 Felsham Road or Henry Jackson Road please contact the Council on 0208 8718871 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.



Felsham Road Estate has two bicycle sheds for residents to hire slots - contact the Estate Office to find out more

Dogs, communal and play areas

The staff do their best to keep grassed areas looking good. You can help by not littering these areas. Please note that dogs are not permitted in the communal areas or gardens. Contact animal welfare services on 020 8871 7606 if you see dog fouling taking place. Dogs living on the Estate must be micro chipped and registered by the Council.

Cycling, rollerblading, and skateboarding on the Estate pathways are 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 except in the ball park area located by the office.

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 will be cleaned off within 24 hours. The Council and the Co-operative will take legal action against any person who damages property on the Estate. Please help us to make Felsham Road 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.

Damaging property with graffiti is a criminal offence under the Criminal Damage Act 1971. Like all criminal offences you can report it to the local police. In Wandsworth:

Telephone: 020 7350 1122 or (the police non-emergency number) 101

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

Felsham Road 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 behavior
- Using or threatening to use violence
- Vandalism of council property
- 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

NOISE

Some residents may have improvements that need doing in their home, particularly if they have just moved in or are redecorating.

Noisy work of repairs or alterations may only be carried out between the hours of:

Monday to Friday - 8am to 6pm
 Saturdays - 8am to 1pm
 Sundays - Not permitted at any time
 Bank holidays - Not permitted at any time



Please note that power drills should not be used until 8.30am on any day.

DIY activities can be very noisy, owners and occupiers could avoid neighbours complaints by following some simple guidance.

Talk to your neighbours, tell them what work you are carrying out and how long you think it will take. If you let them know when you intend to carry out the works and when skips or materials will be delivered, they are much less likely to have complaints.

Discuss reasonable working hours that suit both of you. Remember you may have to consider neighbours lifestyle as reasonable times may be different for shift workers, people with young children or people with medical conditions.

Once you have agreed the hours, stick to them.

When using equipment think carefully, check you have purchased or hired the quietest available and make sure of any guards etc which may reduce the noise further. Most equipment also require maintenance and poorly maintained equipment may make more noise and prolong the job.

Warn your neighbours about any particular operations and be clear about how long it will go on for. If the work is likely to take a number of hours or days, take breaks from the noisy work and continue with something quieter in between.

INSURANCE FOR COUNCIL TENANTS

You do not need buildings insurance for your council home, as the building is insured by Wandsworth Borough Council, However, the Co-op or the Council need to make a Buildings claim, as tenants have no financial interest in the property.

We strongly recommend all council tenants to take out separate home contents insurance appropriate to their needs.

If you do not have contents insurance and you have a leak or flood, fire or burglary for example, you will be responsible for meeting the cost of replacing all your belongings and furnishings.

The Co-op and the Council also have Public Liability Insurance which covers accidental injury to third parties, or accidental damage to third party property. The claimant/injured party must prove that the Co-op or the Council have been negligent in some way, however.

INSURANCE FOR LEASEHOLDERS

Building insurance cover for leaseholders is provided by Wandsworth Borough Council. For more details on what is covered under building insurance please contact Wandsworth Council's insurance section for a summary of cover on 020 8871 6413/6414 or email: insruancegroup@wandsworth.gov.uk

If you need an insurance schedule (e.g. if you are remortgaging or selling your property) then please contact Property Accounts at Wandsworth Council on 020 88717282 or email: propertyaccounts@wandsworth.gov.uk



LANDLORD INSURANCE (If a leaseholder sublets)

Leaseholders need to ensure that their property is insured for most eventualities, even when they sublet.

Landlord insurance, which is not compulsory, can be obtained from a range of insurers.

Contents insurance will protect items in the property from the tenants. Even if the property is unfurnished, contents insurance covers items such as carpets and curtains etc.

Contents cover can include the following:

- Accidental damage
- Equipment breakdown
- Lock replacement
- Loss of rent from an insured event
- Employers liability
- Public liability

Public liability insurance is particularly important if sub-letting because the safety of your tenants is also important. You need to make sure you are covered in case a claim is made against you from a tenant injuring themselves in your property e.g. slipping on a loose carpet or a contractor falling off a ladder and claiming it was the leaseholder's fault. This cover is included under contents and landlord insurance.

It covers:

- Damage awarded to the claimant
- Your legal costs in defending a claim
- The claimant's legal costs if you are at fault



Maintenance and repairs

Responsibility for maintenance and repairs of the Estate divided between Wandsworth Borough Council and Felsham Road Cooperative, but you can report both types of problems to the Estate office.

The Co-operative is responsible for:

Cleaning and caretaking

- Cleaning staircases, handrails, landings, doors, communal floors, lights, light fittings, walls and windows located on the landings.
- Cleaning and removing rubbish from bin chambers.
- Clearing litter from all common parts of the estate and arranging for removal of bulk 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. Salting on 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 Felsham Road Co-operative. The Co-op cleans all the communal areas, but residents are responsible for ensuring that their household members and visitors do not discard litter or damage any part of the property.

How do I report a repair

Repairs can be reported by telephoning (24hrs 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 by the office entrance.

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.

Priority Code	Target within	Examples of repairs
1	Two hours of notification	Major burst, etc.; unable to isolate supply; danger to person
2	24 hours	Emergencies, burst pipes, loss of water
3	3 Days	Total or partial loss of power, heating or hot water
4	7 Days	Repairs to water supply installations; services to elderly or disabled residents
5	14 Days	Repairs to windows, doors and minor leaks. Work on vacant properties for re-letting
6	60 Days	Routine repairs, e.g. brickwork, re-pointing, fences

Felsham Road Co-operative is responsible for:

Repairs

All residents

- Repair of window frames to dwellings where the damage has a known cause and the Council is liable, but excluding metal and UPVC windows.
- The rainwater system, including gutters and fixings.
- The communal areas of the property.
- Electrical services for supply to the communal areas, including wiring, conduits, socket outlets, switches and bulkhead light fittings.
- Entry phone handsets.
- 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 Highways Authority.

Council tenanted flats

- 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.
- Plumbing, including cold water systems beyond the main stop-cock 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.
- Servicing of extractor fans.
- The Council's internal fixtures and fittings.

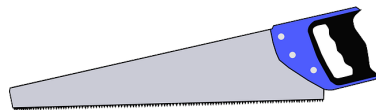


Wandsworth Council is responsible for:**Maintenance**

- Annual gas checks and gas boiler servicing for council tenants
- Inspection of play equipment
- Tree management and arboricultural 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.
- 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 for 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.



Council tenants responsibilities

It is the responsibility of council tenants to report any defects to the Estate office as soon as possible. Tenant's are responsible for taking care of their home and not to 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.

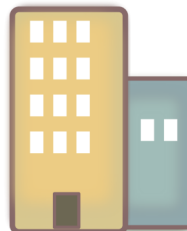
If any defect or damage arises out of such negligence or abuse, the tenant is liable to pay the full cost of any materials and labour used to remedy it. This includes any damage to the property of third parties.

Please note the Co-operative is not responsible for replacing any units, worktops, basins or any other furnishings that have been damaged 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 Co-operative has the resources to do the work. If the Co-operative does carry out the 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 Co-operative and the service charge is billed to you in the normal way.



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 anyone, you can contact the Wandsworth Emergency Control on 020 8871 7490. The housing patrol will arrange for a contractor to “make safe” the problem until the Felsham Road Co-operative 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 Wandsworth Emergency Control 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 Felsham Road Co-operative staff.

Know who is entering your home

Please note all Felsham Road Co-operative staff carry photo identification; please be careful whom you let into the 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 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.

Integrated Reception System (IRS)

The IRS system, as well as giving you the standard TV channels provides residents with the facility to receive Freesat, BSkyB Digital Channels, Hot-bird, DAB & FM radio.

You should have a socket similar to the pictures shown below in your living room.



Freeview

Residents can receive free-to-air channels by connecting their aerial lead from the television/Freeview box to the socket marked TV/Television.

Freesat

Residents can also receive free-to-air channels via Freesat. You can purchase a Freesat integrated TV or Freesat digital box and plug this into the faceplate socket marked Sat. (Satellite).

Sky

If you would like to subscribe to Sky, the Sky engineer will just need to connect the Sky box to the faceplate socket marked Sat. (Satellite). No dishes will be installed as there is already a communal dish on the roof.

Sky Q

If you are wanting to get sky Q, this must be arranged by Wandsworth Council's contractors (MDTV) as they are the only engineers permitted to install it. They can be contacted on 0845 230 0028

For any help or advice, please contact our office.

Recycling bins are provided on the estate 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 aluminum foil in the recycling bins, as they cannot be recycled.** If a recycling load contains non-recyclable items, the Council is charged twice, once to sort it and then to dispose of it as rubbish.

Please ensure that you only recycle these items

		
Plastic bottles, tubs, trays	Mixed glass	Food & drink cans
		
Mixed paper & card	Empty aerosols	Food & drink cartons

Do not leave recycling outside of the bins



Please do NOT recycle these items

			
Mixed textiles & clothes	Shredder paper	Electricals & cables	Polystyrene packaging
			
Foil	Nappies	Plastic bags	Polystyrene packaging
			Wood & timber

Security - door entry systems

There are entry call systems in all the blocks for extra security. Please ensure that:

- Main entry doors are securely shut on entering and leaving the building.
- Do not let anyone into the building that you do not know or who you are not expecting.
- Be aware of people trying to slip into the building behind you as you enter or leave.
- Repair any breakdown immediately to the Estate Office.

Security - looking after your own home

There are a range of safety measures you can use to protect yourself and your home:

- Check the identity of the callers to your home. Council employees, representatives from the police, utility suppliers (gas, water and electric) and government officers all carry identification. Do not let anyone in your home if you have any suspicions and call the police.
- When you go out or go to sleep, make sure you close all the windows and lock all doors.
- Fit a mortice lock and a safety chain to outside doors and remember to use them. If you live above the ground floor level you should not fit a lock that can only be opened from the inside using a key.
- Install a spy-hole in your door.
- Do not leave notes outside for callers or friends when you go out.
- Do not put keys under a mat outside your front door or keep them in a place accessible from an open letterbox.

Keep door keys safe as it is your responsibility to replace them if they get lost or stolen.



Gas servicing

Tenants

If you have a council installed gas-fired heating system or hot water system it will be serviced and inspected annually by Wandsworth Council's contractors. Even if you do not have gas appliances, the Council will need to inspect all pipe work annually.

Annual inspections take place for safety reasons. The Council has a legal duty to inspect and properly maintain all gas appliances that they own. You **must** ensure that access is given to the Council's contractors. Failure to give access may result in the Council forcing entry or seeking a court injunction to enter the property and costs could be awarded against you.

You should report any faults or defects to the contractor.

You should not under any circumstances install your own gas-fired heating or hot water systems. Gas cookers must be installed by a Gas Safe registered contractor.

Leaseholders

You should have your gas appliances serviced by a Gas Safe registered contractor each year.

If you sublet your property, you are required by law to arrange for gas appliances to be properly maintained and inspected each year. A copy of the certificate must be given to your tenant.

Failure to observe these requirements may make you liable to prosecution. You must be able to produce proof of this inspection and annual service to the Council at any time.



Fire

Preventing Fires

Putting in place simple measures can stop a fire starting in your home and protect your means of escape. Fire can start when you least expect it, often during the night, and these steps could save you and your family's lives.

- Fit a smoke alarm and test it once a week.
- Keep all escape routes clear, especially corridors. Residents should not leave any obstructions in the communal landings or stairwells.
- If you live above the ground floor, do not install locks that require a key to unlock them from inside the property.
- Buy a fire blanket or domestic fire extinguisher.
- Never smoke in bed or anywhere else where you may doze off. Put out cigarettes and candles properly.
- Keep matches, lighters and candles out of children's reach.
- Be careful with cookers and appliances, fires often start in the kitchen.
- Do not overload electrical sockets.
- Do not put heaters or lamps near curtains or furniture.
- Ensure furniture is fire resistant.

Bedtime checks

- Turn off and unplug electrical appliances, except those that are meant to stay on, such as a fridge or freezer.
- Check your cooker is turned off.
- Close all doors, as this prevents fire from spreading.
- Make sure exits are clear.
- Keep door and window keys where you can find them.

For Health & Safety reasons and to comply with the terms and conditions of your tenancy or leasehold agreement, BBQ's are not allowed anywhere on the Estate.

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

Gas leaks

If you think you have a gas leak, turn off the supply at the meter, which is often situated in the kitchen and immediately contact:

National Grid emergency (free phone) 0800 111 999
or Wandsworth Emergency Control (WEC) 020 8871 7490

If there is a suspected gas leak you should:

- Put out cigarettes, do not use matches or naked flames.
- Do not touch electrical switches, including lights.
- Open all doors and windows and keep them open until an official has dealt with the leak.

Engineers will attend any gas leak free of charge. If the leak is inside your home, they will make it safe by turning off the supply. If there is a problem with an appliance or pipe work they will give you information about who to contact to have the appliance repaired.

Carbon Monoxide poisoning

Carbon monoxide is a poisonous gas which can build up when household appliances like boilers, water heaters and cookers are faulty or not getting enough oxygen to burn effectively. You can't see it, taste it or smell it.

You can reduce the risk of carbon monoxide poisoning.

- Fitting a carbon monoxide alarm.
- Making sure ventilation is free flowing and outlets are free from blockages.
- Having gas appliances regularly serviced.

All gas distribution companies are responsible for dealing with gas leaks and emergencies in their respective networks. If you smell gas or you suspect that there has been an escape of fumes such as carbon monoxide call the 24 hour National Emergency line 0800 111 999

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 UK Power Networks on **0800 3163105** or from a mobile **0333 3232105** (emergencies or loss of supply).
- If you cannot find the cause of the problem, call the Estate Office.

Spotting the risks

There are particular danger signs to look out for on all electrical items in your home which will reduce or prevent an incident. Look out for:

- Hot plugs and sockets, fuses that frequently blow, flickering lights and scorch marks on sockets or plugs. These are all signs of loose wiring or another electrical problem that should be fixed.
- Overloaded sockets - too many plugs in one socket can overload it and lead to overheating or fire.
- Badly positioned cables - can lead to trips and falls or other accidents, such as kettle being pulled from a work surface.
- Electricity and water - cables and plugs should never be located near water or in danger of getting wet. Make sure that electric fires, hair dryers etc. are kept away from the water.
- Check conditions of sockets, cables and plugs regularly.
- Switch off appliances when not in use.

Using the right plug fuses

Fuses in your plugs are designed to stop overheating, please see guidance below to find the right fuse to use.

Appliances up to:

700 watts = 3amp fuse

700 to 1000 watts = 5amp

1000+ watts = 13amp

Water

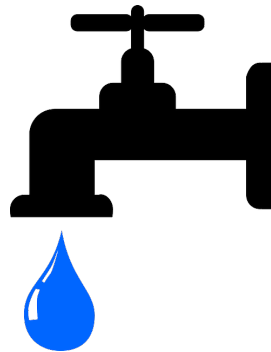
Know where your mains stopcock is for turning water off in an emergency. It is usually in the bathroom behind the toilet. This should be the first thing you do in the event of water flooding. Contact the Estate Office if you are unsure where this is.

Please ensure that your bathtub isn't fully tiled and that there is an access point in case of a leak underneath the bath.

If you have a burst pipe, there are a number of measures you can take to prevent further water damage or flooding:

- Turn off water at mains stopcock.
- Turn ON all cold water taps - this will drain any remaining water from the system. But do not turn on hot water taps when draining tanks, this may cause damage to the system.
- Wrap a cloth or something similar tightly around the leaking pipe, put a bucket under the pipe, if possible.
- Turn off boiler and immersion heater.
- Turn off electricity at the mains switch as water may have touched the electric system. Make sure a qualified electrician checks the whole system before turning the supply back on.

If you have a burst pipe, tenants should call their Estate Manager, if it is outside normal hours working hours, tenants should call Wandsworth Emergency Control (WEC) on 020 8871 7490. Leaseholders should contact a qualified plumber.



Condensation

It's moisture on the surface of things like windows and walls that, if left, can turn into black mould and have an unpleasant odour. Condensation can be a real problem for residents but simple to prevent.

Why homes have condensation and mould

Condensation is not a new problem. Before central heating, double glazing and fitted carpets homes were naturally ventilated and so condensation was less of a problem. But our lifestyles today have changed and the problem has escalated.

These days, with the long, cold winters and bills increasing many people close all their windows and doors to keep the heat in. Unfortunately, this traps humidity (water and steam) from cooking, washing, bathing and even breathing.

When humid air settles on cold surfaces it turns into condensation. If settled water droplets cannot dry off through good air flow or are not wiped away this may become a problem and mould may grow.

Where does it affect

Often, condensation can be seen on windows and sills. When more severe, condensation and mould will affect walls, or it even may soak into wallpaper, paintwork and furniture. It can often be found in corners of rooms where there is little airflow.

How to prevent condensation and mould

Maintain a warm environment- constant low heating is better than extreme hot and cold.

Keep your home ventilated

It is essential to have air movement - for example - by opening windows, using an extractor fan and not covering vents.

Reduce moisture levels

- Dry clothes outside if possible, use a condenser tumble dryer or make sure the air vent goes outside.
- Cover pans when cooking.
- Open windows when running a bath/showering.
- Closed kitchen and bathroom doors when in use.
- Clear window sills of clutter, so it's easier to open windows.
- Leave a gap between furniture and walls.

Vacuum regularly

Vacuuming helps to remove mould spores and dust. Mould feeds on dust. Do not brush sills etc, as this spreads spores.

Remove excess moisture

Wipe windows and sills with a clean dry cloth each morning to remove any water that has settled overnight.

What to do if you already have condensation and mould

Use a dry cloth to wipe away moisture from windows, sills, mirrors or walls each morning.

Whilst wearing gloves, wash the mould growths with bleach and water (one part bleach to four parts water). Clean with a mould spray (fungicidal spray) and leave surfaces to dry with plenty ventilation. Do not reuse cloths infected with mould/spores as this will spread the problem.

Damp vs condensation

Many people mistake penetrating damp for condensation. Condensation is trapped, settled moisture due to lack of airflow which may result in mould spores growing.

But, sometimes people confuse more severe condensation that has soaked into wallpaper and paintwork with penetrating damp. Damp only occurs when water enters the fabric of a building from say a leaking pipe, roof or the foundations.

What is a complaint?

Felsham Road Co-operative (FRC) understands a “complaint is an expression of dissatisfaction with FRC, however expressed, whether justified or not” and as “an expression of dissatisfaction about a service (whether that service is provided directly by the Co-operative, Council or by a contractor or partner) that requires a response.”

Scope of the Complaints Policy

FRC is committed to providing a high-quality service to all its residents and to treating everyone who encounters the Co-operative in a fair and reasonable manner.

FRC acknowledges that mistakes can be made, and that members or other persons may on occasion have cause for complaint. It is the Co-operative's policy that anyone should be able to make a complaint to the Co-operative in the knowledge that, by doing so, they will not be penalised in any way, and that their complaint will be dealt with swiftly, effectively, and in a serious manner.

It is the policy of FRC that the existence of the Complaints Policy and Procedure is made widely known to all Co-operative members, residents and other persons who encounter the Co-operative.

FRC follows the two-stage corporate complaints procedures set out by Richmond and Wandsworth Councils, which is in line with the Housing Ombudsman's requirements. The accurate recording of complaints is important as the information reflects the nature of complaints being received and distinguishes between complaints about service delivery by FRC and dissatisfaction with the Councils' policies.

Please note that the Co-operative is not able to respond to complaints that are made anonymously.

What is a complaint?

FRC and the Council will take the following points into consideration when assessing the complaint:

Whether the service has been given the opportunity to resolve the complaint

Whether the complainant has stated that they want to make a complaint

The nature of the issue and whether FRC's corporate complaints procedure is appropriate in the circumstances; and

What the complainant would like to happen next.

The above list is not exhaustive, and FRC will consider each issue individually.

A complaint may concern one or more of the following:

- FRC has done something which the complainant considers should not have done.
- FRC has failed to do something that they consider should have been done.
- The service provided by FRC was not good enough.
- The complainant received poor quality of service or there was poor communication.
- There has been a failure of a delay in providing a service.
- Mistakes were made in the way a decision has been reached or a case has been handled
- FRC has given incorrect or misleading information.
- Staff have been rude or unhelpful or behaved inappropriately.

The Procedure

If you wish to make a complaint, you should contact the Estate Manager in writing, whenever possible, either by email to office@felshamroad.org or by letter to the estate office at 33 Henry Jackson Road, London SW15 1DL. Please give as much information as possible about your complaint so that it can be properly considered. Complaints should include:

- Contact details
- All the relevant points of the complaint. It would be helpful if they were in a numbered list
- Be clear about what is hoped to be achieved and what will put the matter right. The desired outcomes should be fair and proportionate to the issue raised

FRC understands that the complainant may feel strongly about the issue but would ask that they are polite and refrain from being aggressive.

It may be necessary to refer to the Council's Unreasonable Complainant Behaviour Policy available at: https://www.wandsworth.gov.uk/media/8502/unreasonable_complaint_behaviour_policy.pdf

All complaints should be made to FRC's Co-operative Manager during normal office hours. If the complaint concerns the Co-operative Manager, it should be made to the chair of the board.

A complainant who is unable to complete the complaint form may choose anyone to assist him or her, providing that the complainant signs the form. If a complainant requires assistance due to literacy, language, or other issues, the Estate Manager may assist with the completion of the form or provision of an interpreter.

Complainant's rights

The complainant has the following rights when making a complaint:

The complainant's personal details will not be divulged when complaint statistics are reported to the Board and the Council

Complaints will never be investigated or reviewed by a staff or Board member who is a subject of the complaint

Board members will not discuss appeals outside appeal meetings, nor disclose details to any other person

What happens next? Stage 1 – Investigation

Your complaint will be acknowledged within two working days by the Estate Manager by email, post or phone, and will aim to investigate and resolve your complaint within 20 working days.

The Estate Manager will check to see whether it should be treated as a complaint under the corporate complaints procedure.

In some cases, further information may be needed about the complaint for the service to fully consider the matter. If further details are required, the complainant will be contacted and asked for more information. The following details are logged:

Prescribed complaint type,

- A prescribed complaint reason
- The date received and the date closed
- The time (in days) taken to provide a full response
- The complaint outcome (so we can learn from complaints) – upheld, partially upheld, not upheld
- The action taken to remedy the complaint
- Equalities information pertaining to the complainant

- Satisfaction information on how the complaint was handled ·
- A staff member being complained about will pass the complaint over to the relevant line manager who will come to a decision about the complaint. A written response will be provided to a complaint within 20 working days from receipt. If this timescale cannot be met, then the complainant must be informed in writing (or by email) and a record kept on file and recorded in the complaints log by the Estate Manager.

Additional Procedures for Stage 1

If the complaint is about all members of the Board, the complainant will be referred in writing to the Council's complaint procedure. Contact details for the Resident Participation Officer will be provided in the referral.

Stage 2 – Review (15 working days)

If the complainant is still unhappy following the Stage 1 response, they can contact the Council via the Resident Participation Officer who will collate the Stage 1 documentation and refer the complaint to the Corporate Complaints Team who will review Stage 1 and the handling of the complaint to ensure it has been thoroughly investigated and that an appropriate response was provided. The complainant will need to submit their request within 20 working days of receiving the Stage 1 response and will need to explain why the Stage 1 response has not resolved the complaint and what outcome they are seeking to resolve the matter at Stage 2. The process is then as follows:

The Council will acknowledge receipt of the complaint in writing within 2 working days. The recipient of the complaint must also notify the Corporate Complaints Team who will then liaise with the complainant throughout the Stage 2 process.

The review will be undertaken by a Senior Manager or Head of Service

The Council will provide a written response, with a decision on the complaint, following a review at Stage 2 within 15 working days from receipt. If the Council are not able to meet this timescale, the complainant will be kept informed by the Corporate Complaints Team

Beyond Stage 2

If the complainant is still dissatisfied, they may contact the Local Government and Social Care Ombudsman (LGSCO) and/or the Housing Ombudsman Service (HOS). The LGSCO and the HOS deal with different types of complaints. The former will consider complaints about the Councils' wider activities, for example in discharging their statutory duties in homelessness and planning

enforcement. The Housing Ombudsman will deal with all complaints about the Councils' landlord function from its tenants and leaseholders. The LGSCO can consider complaints directly once the landlord's internal complaints procedure has been exhausted. The HOS can only consider

complaints that have been referred by a 'designated person' or by the tenant themselves if 8 weeks have passed from the completion of the landlord's internal complaints procedure.

NOTE: The role of the designated person may change pending the Building Safety Bill.

Appropriate use of complaint procedure, the types of which FRC must record

The complaint procedure may be used for circumstances including, but not limited to, the following types of complaints, which FRC must also record to produce complaints data broken down by type and by length of time taken to respond.

Service delivery failure

Examples include: Quality, delayed, not provided, insufficient, outside of timescales, system errors, no response given; includes poor performance by contractor.

Outside service procedure

Examples include issues outside of legislation/policy/Law/Rights of Appeal etc., the Cop or Council is not the lead Authority. Also, outside of FRC and the Council's remit, repairs that are a tenant's responsibility. Matters which are, or could reasonably be expected to be, the subject of court or tribunal proceedings, or which are in the hands of FRC's insurers.

Staff error or attitude

Examples include: Attitude, incorrect information, equalities issue, accuracy etc. on the part of a member(s) of staff; would also include those not in line with FRC Values and behaviours.

Disagreement with assessment/ assessment timescales not met

Examples include actions or assessment not carried out or delayed or agreed time-scales not met.

Financial charges/ billing/ costs

Examples include disagreements with policy, payment delays, difficulty of process.

Poor/ incorrect information

Examples include poor information provided by staff, service/ council website, or telephone menu.

In cases where a complaint identifies a policy or procedural problem rather than service delivery, FRC will consider the situation and, where appropriate, make every attempt to amend its practice accordingly.

FRC's responsibilities

FRC will:

- Ensure that FRC's Complaint Policy and Procedure is widely publicised and available to
- all members, residents, and others who have dealings with FRC
- Provide all complainants with a copy of the Complaint Policy and Procedure.
- Deal with all complaints in a fair and reasonable manner
- Ensure that complaints relating to specific staff and Board members will not be dealt with by the subject of the complaint
- Deal with complaints efficiently and within the timeframes outlined.
- Respond to all complaints in writing as specified
- Explain clearly in written correspondence whether the complaint is to be upheld and, if so, what action will be taken
- Ensure that privacy and anonymity are retained when complaint statistics are reported to the Board following resolution at Level 1 of the procedure
- Ensure that all staff receive written guidance and training on how to handle complaints

- Inform anyone who has a complaint against the Council, or those acting on its behalf, that he or she should use the Council's own complaint procedure
- Forward to the Council, within 24 hours of receipt, any complaint made to FRC about the Council

The Council's responsibilities

When dealing with a complaint, the Council will:

- Instruct complainants who contact the Council before they have exhausted FRC's
- complaints procedure to complain to FRC.
- Address all complaints that have exhausted FRC's complaints procedure, as per the Council's complaint procedure.
- Ensure that privacy and anonymity is retained when complaint statistics are reported to FRC's Board.
- Forward to FRC, within 24 hours of receipt, any complaint about FRC made to the Council.

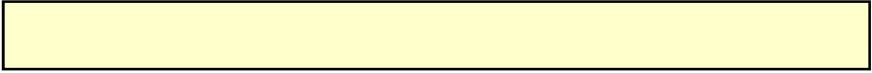
Record keeping and review

A copy of all FRC's responses to complaints will be recorded in the complaint log for monitoring purposes. The log will also record whether the complaint has been upheld.

The Estate Manager is responsible for monitoring the effectiveness of the complaint procedure, including following up on any outstanding Board or staff actions, and for maintaining the complaints register.

The Estate Manager will report complaints to the Board monthly as part of the Key Performance Indicators (KPIs), and to the Council and Board on a quarterly basis in the quarterly monitoring form. These reports will note the nature and outcome of complaints but not divulge any complainant's personal details or address.

The Estate Manager will identify with the Board areas for learning and improvement and amend policies, procedures and working practices accordingly.



Thames Water	0800 316 9800
UK Power Networks (gas emergencies)	0800 111 999
UK Power Networks (power cut)	0800 316 3105
Emergencies	999
Police non-emergencies	101
NHS Helpline	111



USEFUL NUMBERS

Wandsworth Borough Council

Please note that some services are only available online.
Please visit www.wandsworth.gov.uk

Wandsworth customer services	020 8871 6000
Western Area Team (monitors the estate)	020 8871 5530
Wandsworth Emergency Control (WEC)	020 8871 7490
Noise patrol	020 8871 7490
Waste and recycling	020 8871 8558
Environmental health	020 8871 6127
Housing	020 8871 6161
T Brown hot water and heating	0800 977 8472
Council tax and housing benefit	020 8871 8081
Wandsworth Alarm Care helpline WATCH	020 8871 8999
Parking and streets	020 8871 8871
Registration services and voting	020 8871 6120
Fraud - reporting within the council	020 8871 8383
Illegal subletting	020 8871 6556
Domestic abuse support Wandsworth	020 3 879 3544
Adult social care	020 8871 7707
Children services	020 8871 7899
Wandsworth leasehold services	020 8871 7046
Citizens Advice Bureau	0808 278 7833