

USEFUL NUMBERS

Totteridge House Co-operative

IN AN EMERGENCY



After Hours Service020 8871 7490
British Gas0845 609 1122
Transco (Gas emergencies)0800 111 999
London Electricity0800 096 9000
Thames Water0845 920 0800
Emergency Service 999

The Council

Council's Southern Area Team(020) 8871 7482
Wandsworth Housing Patrol(020) 8871 7490
Benefit Payment Enquires(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
Resident's 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 Direct0845 4647
Wandsworth Primary Care Agency ... (020) 8335 1400
Homeopathic Hospital (020) 7391 8833
Moorfields Eye Hospital (020) 7253 3411
Royal National Orthopaedic(020) 7387 5070
St Georges Hospital, Tooting (020) 8672 1255
Chelsea and Westminster Hospital ... (020) 8746 8000

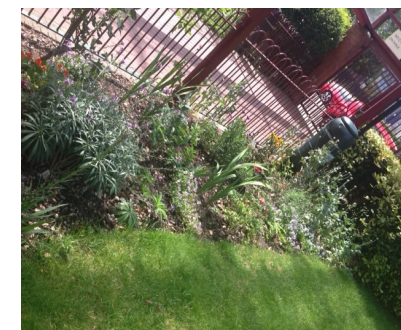
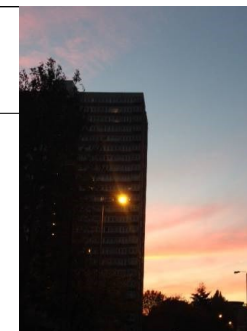
Others

Local Police Station (020) 73501122
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 75 55
Taxi -card(020) 8871 77 09

Learning and Leisure

Wandsworth Libraries(020) 8871 7466
Latchmere Leisure Centre(020) 7207 8004
Community Learning Centres (020) 8871 8493

RESIDENTS' HANDBOOK



TOTTERIDGE HOUSE

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Totteridge House Cooperative Ltd
 Estate Office
 Yelverton Road
 Battersea, London SW11 3QQ
 Vat: N0: 562 2389 36
 Financial Compliance Authority
 Registration No: 26323 R

Telephone: 020 7738 23 58
 E-mail: office@totteridgehouse.org
 Website: www.totteridgehouse.org
 Www.facebook.com/
 totteridgehousecooperative

SECTION 5

**YOUR RIGHTS
 IF WE GET
 IT WRONG**



Who is eligible to complain?

Any resident who has a complaint against Totteridge House Co-operative or those acting on its behalf may use the Complaints Procedure. A copy is displayed in the Totteridge House office. Any resident who has a complaint against the Council or those acting on its behalf should use the Councils Complaints Procedure.

The type of complaint covered under this policy

- Complaints about the behaviour or performance of an employee of Totteridge House.
- Complaints about the standard of caretaking and cleaning.
- Complaints about the speed or standard of repairs carried out by Totteridge House.
- Complaints about the behaviour or performance of a member of the Management Board.
- Complaints about nuisance from neighbour.
- Complaints about racial or other forms or Harassment.

Complaints covered by the council

Complaints about services provided directly by the Council

The Complainants Rights

All complaints made about Totteridge House Co-operative services or those acting on their behalf will be treated in the strictest confidence. The full report will only be available to the Manager or the Chair of Totteridge House unless the complaint has been made to the Board. Any complaints not covered by the Totteridge House Co-operatives Complaints Procedures should be dealt with at the Council office in Garratt Lane.

Thank you for taking the time to read this. If there are any queries that are not covered in this Handbook, please do not hesitate to contact the Totteridge House office.

SECTION 4
continued



Grassed Areas Communal Areas

Please do not allow your dogs to foul on grassed areas. The staff do their best to keep these areas looking good, you can help by not littering these areas. We encourage you to make use of the communal grounds and invite you to play games, have picnics and enjoy the garden.

Grow your own

Please get involved with the community gardening project and grow your own vegetables, salads, and fruits. Take advantage of the areas we have to grow your own.



Pest Control

If you find any of the following pests in or near your home please report this immediately to the Totteridge House office.

- Cockroaches
- Mice/Rats
- Wasp nests

TOTTERIDGE HOUSE Office
Ground floor offices
London
SW11 3QQ

VAT NO: 562 2389 36
Telephone: 020 7738 23 58
Fax: 020 7738 24 11
E-mail: office@totteridgehouse.org

Financial Services Authority: Registration No: R26323

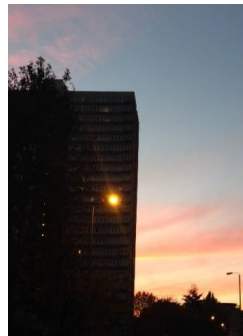
INTRODUCTION



This is a handbook for all residents of Totteridge House. It should help you by giving you information about the housing services provided on your estate. If you have any questions please do not hesitate to contact the Totteridge House Co-operative's Office on: **020 7738 23 58**

About Totteridge House

Totteridge House is located near Battersea Park Road and the high street. It is close to the Thames river and all amenities of Clapham Junction. It is very central and well served by bus routes mainline train service through Clapham Junction. Battersea is seen as a desirable place to live and is a mixed area in terms of private houses, private apartment blocks and housing estates. Totteridge House estate which was built by Wandsworth Council in the 70's, is a 23 storey high block, surrounded by a well maintained and designed garden area making the estate a very nice place to live. There are 138 flats. All dwellings are covered by an Entry Call service. The estate is covered by a 24 hour recording CCTV system making it a safe place to live.



Edition - December 2013

SECTION 1

About Totteridge House



Totteridge House Co-operative

Totteridge House Co-operative is a Tenant / Residents Management Organisation (TMO/ RMO) set up under the 'Right to Manage' legislation. There are many TMOs in London and particularly in Wandsworth. Totteridge House has been developed by residents with the support of the Borough of Wandsworth to take over the management of the estate, in 1991.

Our Aims and Objectives

Totteridge House Co-operative's objective is to ensure the estate is maintained to the highest possible standards and to provide a first class service to the residents. Totteridge House Co-operative is a registered Friendly Society and is run by a Board of residents who are elected at the Annual General Meeting. All lawful residents of the estate over the age of eighteen are eligible to join Totteridge House Co-operative by purchasing a share, which costs £1 for life membership. If you haven't joined as yet, please do think about it. As a member of Totteridge House Co-operative you will be entitled to vote at meetings and help decide what the priorities of the estate should be. All members can stand for election to the Board at the Annual General Meeting.

SECTION 4
continued

Parking

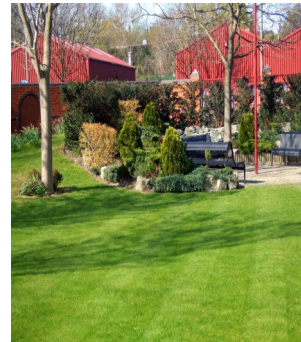
Please be aware that there is no parking scheme in our estate. Cars could park on the street as there is no parking regulation on Yelverton Road yet, or they could be parked in the two small car parks behind the building off of the un named road between Totteridge House and Badric Court.

Anti-social Behaviour, Nuisance, Racial or other form of Harassment

Totteridge House will not accept any anti-social behaviour on the estate. You as the tenant or leaseholder are responsible for the behaviour of every person (including children) 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.
- Persistent arguing and door slamming.
- Noise or fouling from pets.
- Loud music.
- Rubbish Dumping.
- Speeding and dangerous riding of scooters/ mopeds.

Please contact the office or if it is out of hours please contact the councils environmental services noise patrol.



Wherever possible, any disputes between neighbours should be resolved amicably. Totteridge House aims to provide a supportive and efficient service to help residents to settle disputes. Ultimately Totteridge House can refer the matter to the Council for further action.

You must not use or allow the property or any communal area to be used for any illegal or immoral activity such as drug dealing or prostitution.

SECTION 4 continued



Councils Responsibilities

Some repairs and services remain the responsibility of Wandsworth Council but you can still report these by contacting the Totteridge House office.

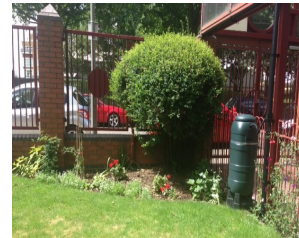
Council Services

- 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
- Servicing of extractor fans
- Supply of electricity to pole lighting

Council Repairs

- The external structures of buildings, including brickwork, lintels, the external walls and their openings and all load bearing, party and structural walls.
- The roof structures and roofs covering.
- 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 on 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.
- Down pipes and repairs resulting from leaks and overflows.

We aim to



- Check all common areas of the estate each day, identifying priorities and ordering works as necessary.
- Remove rubbish and clean graffiti from the estate as soon as it is reported.
- Keep all entrances, corridors and stairways clean and tidy, responding to need rather than sticking to schedules.
- Maintain the grounds 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 repairs service aiming to complete repairs to a high standard well within the timescales laid down by Wandsworth Council.
- Deliver a good service to all Totteridge House 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 organisation.

Confidentiality



Totteridge House has a very strict Code of Confidentiality. A copy can be obtained from the co-operative's Office. All personal information about any residents will be treated as confidential. Totteridge House is registered for Data Protection.

Equal Opportunities



Totteridge House aims to be an Equal Opportunities Organisation. We value the diversity of residents living in Totteridge House and we will treat residents according to their needs, ensuring that all residents have access to our services and the opportunity to participate in the Organisation. We will not discriminate against any resident on any grounds but in particular on race, colour, religion, marital status, gender, sexual orientation, age or disability. A copy of our complete Equal Opportunities Policy and Procedure forms part of our management agreement with the Council and can be obtained from the Totteridge House Office.

Membership



All residents over the age of 18 are invited and encouraged to join Totteridge House co-operative by buying a £1 share. The more residents who are members - the more representative we are of our community. Holding a share entitles you to vote at all General Meetings and to stand for election to the Board. You can influence what happens on the estate, what the priorities should be for the future if you chose to become a member

The Management Committee



The committee is made up of residents of the estate and the councils RPO. It is responsible for employing staff and contractors and running the estate on your behalf. At every Annual General Meeting, one third of the Board stand down to encourage new people to come forward although they can stand for re election. The Board Meet every quarter. The committee aims to keep you informed about what's going on through meetings, events, newsletters, notice boards, social networking and the website.

SECTION 4 continued



TOTTERIDGE HOUSE Services

The list below outlines the range of cleaning and caretaking services, which Totteridge House provides:

- Cleaning of staircases, handrails, landings and walls and Removing graffiti in all common parts.
- Cleaning of windows in communal areas (all internal stair and landing windows). Doors, floors, lobbies, lights and light fittings. Clean and remove rubbish from bin chambers.
- Clearing litter from all common parts of the estate and remove any bulky rubbish.
- General upkeep of the roof access, and roof security.
- The replacement of light bulbs excluding pole fittings.
- General upkeep of the common grounds and gardens of the Property including clearing litter from the estate.
- Cutting communal grassed areas and maintaining flower beds and shrubs.
- Weed control, sweeping, snow and leaf clearing and salting of non adopted roads, (including drainage gullies), footpaths, storerooms.
- Entry-phone systems including all associated doors, cables, door fittings, and any other items associated with the Entry phone system.

The successful care and upkeep of the estate is dependent on an effective partnership between the residents and Totteridge House. It is the responsibility of residents to keep the front of their own homes clean and tidy. All shared areas i.e.: corridors and stairwells are cleaned by TOTTERIDGE HOUSE, but it is the responsibility of all residents to ensure that members/visitors of their household do not discard litter or damage any part of the property.

SECTION 4 continued

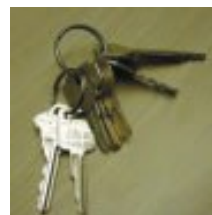


TOTTERIDGE HOUSE Repair Responsibilities

- The 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.
- Re-glazing of broken windows to dwellings where break has known cause and Council is liable but excluding metal and UPVC windows.
- The common parts of the property including bin chambers, bike sheds, communal gardens.
- Electrical services for the supply to the common parts including wiring, conduits, socket outlets, switches and bulkhead light fittings.
- Footpaths not adopted for maintenance by the Council under its statutory powers as highway authority.

SECTION 2

YOUR NEW HOME



Moving into Your New Home.

Totteridge House estate manager conducts all viewings with all new tenants to tell them about Totteridge House and the services we provide. Once you have signed the Tenancy Agreement back at the council, you will be informed of the start date of your tenancy. This is the date 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. The connection will not be turned off however you will need to create a new account with the service providers.

EDF 08000962260

BRITISH GAS 0845 955 5510

Paying your Rent

The Totteridge House office will issue you with a paying-in book, which you can use to pay your rent. Rent can be paid; weekly, fortnightly or monthly. It can also be paid at the office for more convenience however we do advise to set up a standing order / direct debit. You will be advised exactly which dates you should pay your rent. Rent can be paid at all branches of Barclays Bank. The nearest branch is located at Clapham Junction

FOR LEASEHOLDERS

Paying your Service Charges:

Every year after the accounts are audited Wandsworth Borough Council will send you your service charges bill. The recommended method of payment is by standing order. Payments should be made directly to Wandsworth Borough Council using the method explained in your bill.

SECTION 2 continued

**Cleaning and Disposal of Rubbish**

Residents are responsible for ensuring their own rubbish is disposed of only in the chutes and paladin bins provided on the ground floor. Do not leave rubbish bags in the corridors, on the stairwells or next to the bin chambers. If you are unable to for any reason use the chutes or take down your rubbish, please contact the Totteridge House office and special arrangements can be made.

Bulk Refuse

If you have any bulky items that you need help disposing of, please contact the Totteridge House office and we will be happy to assist you. Do not leave any items of rubbish around the estate. This is a fire hazard and a danger to children. Dumping rubbish is a breach of your tenancy conditions or lease agreement.

Graffiti and Vandalism

In our effort to keep this estate a clean and welcoming environment for us all to live in, we would encourage all residents to work with us and report all graffiti to the Totteridge House staff. Removal of racist or offensive graffiti is a high priority and it will be cleaned off within 24 hours. The Council or Totteridge House will take legal action against any person who damages the estate. Please help us to make Totteridge House the home we want it to be. The Council runs a graffiti hotline where you can report graffiti which you have seen anywhere in the borough.

Graffiti hotline number is 0208 871 7049.

Elderly and Disabled Tenants

Elderly or disabled residents who have no-one else to help them can approach Totteridge House to get help to carry out small jobs in certain circumstances. If you are an elderly or disabled tenant reporting a repair, please let us know, as in certain circumstances priority will be given.

SECTION 4 continued

What is not an emergency?

A blocked sink, a toilet that will not flush or a leak of some sort. Please do not call the emergency number for repairs of this sort. This is not an emergency and will be attended to the next working day by Totteridge House staff.

Please note, unfortunately we do not receive any allowance for the re-decoration of any homes.

Please note all Totteridge House staff carry Photo Identification; please be careful who 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 Totteridge House Office.

Tenant's Responsibilities

It is the responsibility of tenants to report to the Totteridge House office any defects 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 their visitors. Any alterations or additions to the property or its fixtures must have the written permission from the Totteridge House office.

If any defect arises out of such negligence or abuse, the tenant will be liable to be charged the full cost of any materials and labour used to remedy any defect or damage caused. This would include any damage to the property of third parties.



SECTION 4 continued



Emergency Out of Hours Repairs

If you have an emergency repair such as a major pipe burst or any repair that presents a danger to persons, you can contact Wandsworth Housing Patrol service on 020 8871 74 90. Housing Patrol will arrange for a contractor to 'make safe' the problem until the Totteridge House office is open when staff will carry out the repair during normal working hours.

Please note this service is for emergencies ONLY. Totteridge House will be charged by Wandsworth Council for this service. If you repeatedly call Housing Patrol for what is not an emergency, you will be charged for this service.

Heating / Hot water emergencies call Logical Heating Plumbing Solutions Ltd on 02086649099 and wait for the out of hours number.

Emergency repairs Target action time

Priority	Target date in working days	Examples of type of repairs
1	Within 24 hours	Major burst etc, unable to isolate supply danger to person Emergencies, burst pipes, loss of power
2	3 Days	Total or partial loss of power heating or hot water Repairs to water supply installations, services to elderly or disabled residents
3	7 Days	Repairs to water supply installations, services to elderly or disabled residents Work to vacant properties or re-letting
4	20 Days	Repairs to windows, doors and minor leaks.

SECTION 3

SAFETY AND
WHAT TO
DO IN AN



Fire

What can I do to protect my home against fire?

There are lots of 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.
- Always keep fire doors shut, and keep exit routes clear.
- Bicycles should not be chained to handrails on the stairways, left in the corridors or in the main entrance area. They should only be stored in storage areas or inside your properties.
- Residents should not leave any obstructions in the corridors or stairwells.
- Do not overload sockets.
- Install battery fire alarms in all of your rooms. The London fire brigade offer free fire safety inspections and installations of smoke alarms.

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 office.

What to do if there is a gas leak in your 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 use matches or naked flames or smoke.
- Do not turn any electrical switches on or off

SECTION 3 continued



Electrics

What do I do if my electricity goes off?

- Check to see whether other properties are also affected, if they are, call the electricity board, 0845 6000102 (emergencies or loss of supply).
- If only your home is affected, check the main fuse box to see whether the trip switch has turned your supply off. Modern fuse boxes have a tripping mechanism instead of 'blowing' a fuse it automatically switches off.
- If you cannot find the cause of the problem call the Totteridge House office

Water

Check where your mains stop cock is for turning water off in an emergency, it is usually in the bathroom, or the kitchen as this should be the first thing you do in the event of a flood. Call Totteridge House 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. Open the door after use.
- 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.

SECTION 4

REPAIRS AND MAINTNANCE



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

How do I report a repair?

Repairs can be reported either by telephoning the office between working hours of Mon, Tues & Thurs 10-4.30, Weds 11-5.45 and Fri 10-4 or alternatively, to visit the office located at Totteridge House office on the ground floor. These hours may change from time to time. Please check on the notice boards located on the office door. You can also send an email or note.

Our telephone answering service is available 24hours daily. 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 responsibility, i.e.: Is it rechargeable to Tenant/ leaseholder or Council.

Wandsworth Council's repair time scales will provide a minimum standard for the Totteridge House Repair requests will be logged and dealt with as follows:

See next page →

Residents database

Leaseholders who are subletting their property carry the responsibility of informing their tenants about the Co-ops rules and to show them all the amenities and facilities available.

Leaseholders or tenant should also contact the Cooperative's Office to get their details registered in our residents database