

USEFUL NUMBERS

All Saints Co-operative Ltd

IN AN EMERGENCY



After Hours Service020 8871 7490
British Gas0845 609 1122
Transco (Gas emergencies)0800 111 999
London Electricity0800 028 0247
Thames Water0845 9200 888
Emergency Service 999

The Council

Council's Southern Area Team(020) 8871 7482
Wandsworth Housing Patrol (020) 8871 7869
Benefit Payment Enquires (020) 8871 8769
Housing Benefits/Council Tax(020) 8871 8080
Noise Complaints (020) 8871 7869
Wandsworth Trading Standards (020) 8871 7720
Resident's Parking & Permits(020) 8871 8871
Disabled Parking (020) 8871 8871
Registrar of Births,
Deaths and Marriages (020) 8871 6120
Pest Control(020) 8871 6143
Refuse Collection(020) 8871 8558
Recycling(020) 8871 8558
Abandoned Cars(020) 8871 7474
Dog Control(020) 8871 7606
Integrated Youth Services.....(020) 8871 7553
Graffiti Removal(020) 8871 7049
Councillor Information(020) 8871 6060

Your health

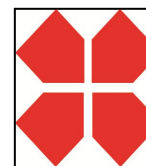
NHS Direct101
Wandsworth Primary Care Agency .. (020) 8725 2453
Moorfields Eye Hospital (020) 7253 3411
Royal National Orthopaedic (020) 8954 2300
St Georges Hospital, Tooting (020) 8672 1255

Others

Local Police Station (020) 7228 1212
Citizens Advice Bureau (CAB) (020) 8333 6960
Wandsworth Age Concern (020) 7978 2282
Pensions Service(020) 8871 6523
Victim Support Scheme(020) 7223 1234
Wandsworth Community
Transport (disabled) (020) 8675 7460
Volunteers Bureau (020) 8870 4319
Adult Education(020) 8918 7557

Learning and Leisure

Wandsworth Library(020) 7223 2334
Latchmere Leisure Centre (020) 7207 8004



**ALL SAINTS
CO-OPERATIVE
LIMITED**



RESIDENTS' HANDBOOK

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SW11 4BU
Vat: N0: 468675586

Telephone: 020 7801 9842
E-mail: Office@allsaintscourt.org
Financial Compliance Authority
Registration No: 22398 R

SECTION 5

YOUR RIGHTS IF WE GET IT WRONG



Who is eligible to complain?

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

The type of complaint covered under this policy

- Complaints about the behaviour or performance of an employee of All Saints
- Complaints about the standard of caretaking and cleaning.
- Complaints about the speed or standard of repairs carried out by All Saints .
- 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 All Saints 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 All Saints unless the complaint has been made to the Board. Any complaints not covered by the All Saints 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 All Saints office.

SECTION 4 continued



Grassed Areas Communal Areas and Play Areas

Please do not allow your dogs to foul grassed areas. The staff do their best to keep these areas looking good, you can help by not littering these areas. The play areas are there to encourage your children to play outdoors. Please encourage your children to play sensibly.

Pest Control

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

- Cockroaches
- Mice/Rats
- Wasp nests

It is very important that pests are eliminated. Please ensure that when an appointment is made, the contractor is allowed access.

Exchanges/Transfers

This remains the responsibility of the Council. If you are interested in putting your names forward, please contact the Council's housing transfer department on **020 8871 6805** or you can collect a transfer form from the All Saints office.



INTRODUCTION

This is a handbook for all residents of All Saints. 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 All Saints Co-operative Office on: **020 7801 9842**

About All Saints

All Saints Co-operative is located near Chelsea Bridge and opposite Battersea Park. It is close to the River Thames and all amenities of the main street. It is very central and well served by bus routes and mainline [train services](#) through Battersea Park and Queenstown Road stations.

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.

All Saints Co-operative estate, which was built by Wandsworth Council in 1977, is made up of a 6 storey high block and two terraces of houses, the estate is located adjacent to the All Saints Church and opposite the Battersea Park Lake.

There are 38 flats and 16 Houses. The block is covered by an Entry Call service and the whole estate is covered by a 24 hour recording [CCTV system](#)

Edition - April 2014

SECTION 1

About All Saints

All Saints Co-operative

All Saints Cooperative was developed by residents and with the support of the Borough of Wandsworth, took over the management of the estate in 1978. We are a registered Friendly Society and are 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 the All Saints Cooperative by purchasing a share, which costs £1 for life membership.

As a member of the All Saints Cooperative you will be entitled to vote at meetings and help decide what the priorities for the estate should be.

All members can stand for election to the board at the Annual general Meeting.

If you have recently moved to our estate and you haven't joined yet, please do think about it as your participation and contribution is important for the democratic running of the estate.

All Saints Co-operatives main objective is to ensure that the estate is maintained to the highest possible standard and to provide a first class service to all its residents.

SECTION 4
continued

Parking

We operate under a Parking Regulation scheme which is managed in conjunction with Wandsworth Borough Council. We have a limited number of bays available which any Council tenant or Council leaseholder may apply for, where spaces exceed demand, private tenants and those wishing to hold a second bay may apply. There is an annual fee for the rental of parking bays. For more information on how to apply, please contact the All Saints office.

Residents may also apply to Wandsworth Council for a residents street permit which is valid on the surrounding streets. For more information on street parking, please contact the Council on 02088718870.

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

All Saints 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.

Wherever possible, any disputes between neighbours should be resolved amicably. All Saints aims to provide a supportive and efficient service to help residents to settle disputes. Ultimately All Saints 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 All Saints office.

Council Services

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

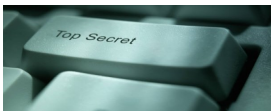
Council Repairs

- 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 to 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.
- Maintaining and repairing all heating and hot water systems.
- 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 courtyard 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 All Saints 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



All Saints 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. All Saints is registered for Data Protection.

Equal Opportunities



All Saints aims to be an Equal Opportunities Organisation. We value the diversity of residents living in All Saints 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 including but not limited to 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 All Saints Office, free of charge to members.

Membership



All residents over the age of 18 are invited and encouraged to join All Saints 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 and what the priorities should be for the future if you chose to become a member.

The Management Committee



The Board is made up of residents of the estate and one council nominee. 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 reelection. The Board Meets every quarter. The Board aims to keep you informed about what's going on through meetings, events drop ins and a website.

SECTION 4 continued



ALL SAINTS Services

The list below outlines the range of cleaning and caretaking services, which All Saints provides:

- Cleaning of staircases, handrails, banisters, 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.
- Any bulkhead lighting of the grounds, non adopted roads and footpaths (including the replacement of light bulbs).
- 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 All Saints. 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 All Saints, 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.

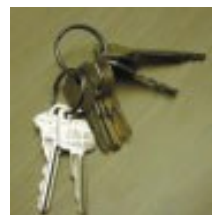
SECTION 4 continued

ALL SAINTS 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. (council tenanted properties only)
- The electrical services from the electricity board's meter including internal wiring (council tenanted properties only)
- The Council's internal fixtures and fittings.
- Re-glazing of broken windows to dwellings where break has known cause and the Council is liable but excluding metal and UPVC windows.
- The rainwater system including gutters and fixings.
- 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.
- Fences, enclosure walls and gates that belong to the Council.
- Roads, footpaths, and courtyards not adopted for maintenance by the Council under its statutory powers as Highway Authority.
- Annual Gas checks and gas boiler servicing (council tenanted properties only)

SECTION 2

YOUR NEW HOME



Moving into Your New Home - Tenants

All Saints board members hope to have introductory meetings with all new tenants to tell them about All Saints and the services we provide. Once you have signed the Tenancy Agreement, you will be informed of the start date of your tenancy. This is the date you become the legal tenant. From this date you are responsible for the property and for payment of rent. You are responsible for arranging the connection of electricity, gas and water to your home. You should give the gas and electricity companies as much notice as possible of your moving in date. London Electricity usually require at least 3 days notice to connect your supply.

LONDON ELECTRICITY 0800 096 9000

BRITISH GAS 0845 955 5510

THAMES WATER 0845 200888

Paying your Rent—Council tenants only

The All Saints office will issue you with a paying-in book, which you must use to pay your rent. Rent can be paid; weekly, fortnightly or monthly it can also be paid at the office or by standing order. 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

Decoration Allowance

All Saints does not receive any funding to provide assistance with decorations inside the properties however we work in conjunction with the Council who can sometimes assist. Please contact our office for more information.

FOR LEASEHOLDERS

Paying your Service Charges:

Every year after the accounts are audited (usually October) the Co-operative will send you your service charge bill. The recommended method of payment is by standing order.

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 of the block for residents of All Saints Court) and in the waste bins provided by the Council (for the residents of the houses on Lurline Gardens and Queenstown Road). 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 All Saints office and special arrangements can be made. All rubbish is collected on Mondays & Thursdays with the exception of bank holidays.

Bulk Refuse

If you have any bulky items that you need help disposing of, please contact the All Saints 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 the estate a clean and welcoming environment for everyone to live in, we would encourage all residents to work with us and report all graffiti to the All Saints staff. Removal of racist or offensive graffiti is a high priority and it will be cleaned off within 24 hours. The Council or All Saints will take legal action against any person who damages the estate. Please help us to make All Saints 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 All Saints to get help to carry out small jobs in certain circumstances. If you are a 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 All Saints staff.

Please note all All Saints 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 the All Saints Office.

Tenant's Responsibilities

It is the responsibility of tenant to report to the All Saints office any defects as soon as possible. It is also the responsibility of the tenant 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 All Saints Co-operative or the Council.

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.

Leaseholders

If you are a leaseholder and you ask All Saints to do repairs for you within your property, the manager can assist with providing contact details for an appropriate contractor and can act as the liaison between the contractor and the occupiers of the property. The leaseholder will be billed directly by the contractor when the work has been completed.

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 All Saints office is open when staff will carry out the repair during normal working hours.

Please note this service is for emergencies ONLY. All Saints 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.

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 Routine, e.g. brickwork, re-pointing, fence repairs

SECTION 3

SAFETY AND
WHAT TO
DO IN AN
EMERGENCY
**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.
- Residents should not leave any obstructions in the corridors or stairwells.
- Do not overload sockets.
- Install battery fire alarms in all of your rooms

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 All Saints 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; this should be the first thing you do in the event of a flood. Call the All Saints office if you are unsure where this is.

Condensation**What is condensation and how can I prevent it?**

Condensation is caused by too much moisture and not enough ventilation.

Here are a few simple steps that you can take to reduce condensation.

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



SECTION 4

**REPAIRS
AND
MAINTNANCE**

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

If you are a private tenant, you must report repair issues directly to your landlord or managing agent. Urgent issues which pose a threat to other properties may be made safe by the co-operative.

How do I report a repair?

Repairs can be reported either by telephoning the office between working hours of 9am - 5pm; or by visiting the office located in the basement of the block. These hours may change from time to time. Please check on the notice boards located outside the lifts.

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 all repairs.

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 tenants should also contact the Cooperative Office to get their details registered in our residents database