

Spa Green II* - Annual Report - 2018



Picture: POLLY HANCOCK

As well as reasons to celebrate, we have included important information about services, advice and contact information which you should ideally retain for future reference. Importantly, make sure you mark the date and time of our Annual General Meeting (AGM) firmly in your diary!

Come along to SGMO's 22nd Annual General Meeting (AGM)
THE LODGE - WEDNESDAY 12TH SEPTEMBER - 2018 - 7.30PM.
(REFRESHMENTS FROM 7.15)

One of Spa Green's Treasurers

We would like to sincerely thank Joyce Crawford for the long term loan of some classic images of Islington over three centuries. Although very fond of them, Joyce, wanted more people to be able to appreciate them.

Joyce and her family moved onto the estate in 1983. She remembers well what it was like back then. When asked what's changed, there was no hesitation "it's much cleaner and far better kept now – we're so lucky to have the TMO". I really feel a debt of gratitude to the residents who set up the TMO (in 1996) and I love to look up a Betty's plaque in tribute.

She said "I find it a bit sad that people don't seem to be as neighbourly as back then. I always felt that I could knock on somebody's door if I needed any help. Thankfully, I have great family who help me a lot – I feel so sorry for people who don't have that kind of support".

We asked Joyce, if we had a magic wand, what would she wish?

Now that I depend on my mobility scooter to get out and about, an accessible charging point at ground level would be really handy. If the council are planning to clutter the pavements with charging points for electric car drivers (making life more difficult for us), surely they could find a suitable place on the estate to help disabled people like me live independently for as long as we can.



Joyce Crawford

The doors are not done, heating system pours cold water, and, the lifts are a TOTAL let down!

- The "new" flat front doors are still full of snags and seem to be jammed in the defects position – dodgy locks, crude concrete repairs and a number are just oozing sap!
- Year after year regurgitated excuses for a constantly failing £1 million heating/hot water system (but Emily is on our side).
- The new lifts in summary are shoddy, noisy, slow and downright unreliable let downs - a power outage in the area results in multiple lifts being broken down until a rechargeable repair is reported, relayed and effected. This is really great news for unaccountable officers and profiteering contractors!

SGMO Postal Ballot: As both tenants and leaseholders will know, we've recently conducted a postal continuity ballot asking, generally, what people think of the services they receive from the TMO and if they want it to continue. The ballot results will be counted and verified by Officer Opadiran of Islington's TMO Team on 11th September - the **results to be announced on September 12th at the AGM**

Cllr Diarmaid Ward: **“The buck stops with me”**



Are you concerned by the gaps in the fire stopping?

Potter Raper Partnership (PRP) have been commissioned by the council to verify the findings of their previous fire safety specialists' and carry out all necessary remedial works. We are pleased to advise that PRP have confirmed their attendance at the AGM but we are not aware of any deadline having been set for completion of works.

Holes in the floors and ceilings between individual dwellings don't just provide passage for smoke and fire – a leak on the top floor can flood all floors below. However, the rodents of Clerkenwell are taking full advantage of the holes between dwellings and are thriving under the council's “new” recharge policy, implemented in 2017 without consultation. Cllr Ward (Islington's Executive Member for Housing) informed the 2017 AGM that he was not aware of the policy change and gave attendees a commitment to look into the matter. We can confirm that he has been asked to attend our 2018 AGM on 12th September to provide us all with an update.

Bereavement:

SGMO are sad to announce the untimely passing of life long estate resident, Ray Whatley of Sadler House, whose body was tragically discovered at his home of 4th June. We urge residents, particularly those who live alone to keep in touch and ensure that we or the authorities have up to date next of kin contact details.

One of life's great nature lovers, Ray was often seen out and about with his camera, taking every opportunity to capture the best of local wildlife from foxes to finches as well as the hottest new additions to London's bus fleet. Ray could speak with authority on the Spa Green community and its history, having been one of its first ever residents as a child. He will be sadly missed.



Raymond Stanley Whatley

Estate CCTV:

Closed Circuit Television (CCTV) is in operation on the Estate 24/7. If you witness any illegal behaviour or issues of concern occurring on the Estate, please make a careful note of the date and time as well as any descriptions of either the event or individuals involved – this will enable the police to locate the relevant footage. In the event of a crime in progress and you need to call 999 – you can inform the call handler that the camera number is 174. This camera number combined with the post code enables operators to direct the camera on the exact activity causing concern.

Your TMO Needs YOU:

It is a sad fact that resident engagement in the borough has been all but killed off. We have seen the council (in conjunction with its then ALMO, Homes for Islington) cut all funding and effectively abolish FITA (the Federation of Islington Tenants Associations). The consultation processes with TMOs have been all but neutered as TMO managers are segregated from TMO committees and more recently councillors strategically excluded from TMO consultation meetings. More than ever, TMOs need the input of residents who care about the estate and have a long-term stake, to challenge the council and its remote institutionalised indifference.

The AGM will take place at the Lodge at 7.30pm on Wed 12th September.

If you haven't already joined, you can buy a non-transferable share (membership certificate) from the estate office or at the meeting on the night for a one-off payment of only 10p. Membership is open to all 'lawful residents'. This entitles you to not only vote but also stand for election to the management committee (The SGMO Board) and really get stuck in.

Welcome to New Residents:

If you have moved to the Estate since the 2017 AGM – it's a great opportunity to meet your new neighbours as well as the SGMO Board and staff – please do come along and feel free to have your say too.

Come along to the
Spa Green Management Organisation
Annual General Meeting
Wednesday 12th September 2018

At: The Lodge – bottom of Sadler House

For: 7.30pm to 9.00pm

Refreshments and cake from 7.15

Dear All,

We would like to warmly invite you all to attend our 2018 AGM where we hope to also welcome guests including councillors and relevant officers.

New residents are particularly encouraged to attend – a great way to meet your neighbours!

Agenda:

1. Apologies for Absence
2. Minutes of the AGM 2017, and Matters Arising
3. Reports & Activities of the Past Year?
4. Estate Lift Refurbishments – how has it been – what's next?
5. New Fire Doors (FEDs).
6. Continuity Ballot
7. Approval of Annual Accounts & Appointment of Auditors
8. Election of Management Committee
9. Approval of TMO Contractors / Tenders
10. Any Other Business

Only registered shareholders may vote at the meeting. If you are an estate resident (either tenant or leaseholder) but do not have a share certificate, shares can be obtained from the estate office or at the meeting on the night for a one-off payment of 10p.

We look forward to seeing you at the meeting,

The SGMO Board

"Nothing is too good for ordinary people"

Spa Green is a Grade II* listed building designed by Berthold Lubetkin

Minutes of the Annual General Meeting held on 6th September 2017 at 7.30 pm

Present: V. Lignes; R. Whatley; P. Mullan; C. Kinnersley; M. Hards; D. Prigoni; E. Bell; E. Newton; J. Mugridge; B. Clark-Ward; S. Rajabalee; N. Rajabalee; C. Wells; J.D. Fenu; R. Watson; E. Quinn; F. Manson; J. Holloway; S. Gee; Enor T.; (GHTMO); B. Kennedy (DCCTMO); J. Morris (Islington Gazette); S. Sandys (Green Party); N. Townsend; P. Hayes (LBI); C. Bolwig; C. Lawrence; T. Dorgan; G. McEntee (LBI); D. Dempsey (LBI); S. Fuller (LBI); C. Tattam; M. Belloni; N. Heathcote; F. Mohamed; R. Bogatic; D. Bazijanec; Cllr D. Ward (LBI).

Apologies: Cllr C. Russell (LBI); Bob West (LBI); Rt. Hon. E. Thornberry MP for Islington South and Finsbury; L. Bowers (SGMO); X. Polyviou (SGMO);

1. Minutes and Matters Arising

The meeting was chaired by the SGMO Chair (E. Newton). Attendees were invited to review the minutes of the 2016 AGM after which they were approved on the proposals of PM and NT.

2. Reports and activities of the year:

The meeting papers included the officers reports in relation to the number and nature of Board meetings held and issues addressed as well as reporting on membership levels. The Estate trip to the seaside had been a great success again.

3. LBI Fire Safety Team / Improving Fire Safety (new front doors etc.)

G. McEntee (GM), LBI, advised that since the news reports, the council had invited the original heating contractor back to assess the current situation with the fire stopping around the heating pipes. The contractor was satisfied with the work they completed 9 years ago. Mr McEntee confirmed that the council was of a different view in respect of certain aspects of the works.

S. Fuller (LBI) advised that although fire risk assessments (FRAs) had been carried out on the estate since the heating pipes were installed in 2009/10, the relevant regulation (Regulatory Reform Fire Safety Order 2005) only pertains to the communal parts of the buildings - unfortunately the missing fire stopping pertains to pipes not in the communal parts but individual dwellings. This is how the safety breaches were not picked up as part of the council's fire safety inspections.

D. Dempsey (LBI Fire Safety Team) referred to the flat fire in Tunbridge House on 17.03.2017 suggesting that the compartmentation (and new front doors had worked as the fire had not spread to other dwellings. The tenant who lives in the property above the flat where the fire originated strongly disputed this statement confirming that her flat filled with smoke and they were on the phone to the Fire Brigade before they had any awareness of a fire in the flat downstairs.

TC (SGMO) asked who would now be tasked with completing the remedial works as both the contractor and council had compromised trust both in terms of the work carried out and the post work inspections. TC proposed that an independent (accredited) fire stopping company should be commissioned. GM accepted that there was merit in that proposal but that he would not have the authority to decide.

FIRE SAFETY FILMS WERE SCREENED – OUR SINCERE THANKS GO TO MICRO FILMS & ITN NEWS

S. Sandys (representing Cllr Caroline Russell, LBI), Green Party, informed attendees that he and Cllr Russell had attended a scrutiny meeting at the Town Hall following the Grenfell Tower disaster and they were disappointed and felt that the issues in Islington were brushed over. They both felt Islington had a lot of catching up to do in respect of fire safety in the borough.

Cllr Diarmaid Ward (DW), LBI Executive Member for Housing acknowledged that the buck stopped with him. He stated that fire safety was the council's number one priority. TC again proposed the commissioning of an independent accredited firm to which Cllr Ward responded by declaring that he was "not technical". TC highlighted to Cllr Ward (and attendees) that between GM (Technical services Manager) and DW (Executive Member for Housing) the authority was in the room. The meeting was assured that these decisions would be made and communicated to residents and the TMO.

4. Pest Control – new charges applied to leaseholders (counter-productive)?

TC gave an outline of the changes implemented by the council without consultation resulting in a new charge of £138 for a maximum of three visits. Cllr acknowledged that he had no knowledge of what the actual policy was. TC provided Cllr Ward with an A3 printout of the "unacceptable" position outlined by the council/St John Housing. TC offer to expand further for Cllr Ward's benefit. However, Cllr Ward agreed that it didn't sound right and that he would look into the change in policy/procedure (he himself, it seems, was not party to related consultation either).

5. Estate Lift Refurbishments?

As the lift refurbishments were ongoing and there were no representatives of the relevant council staff (S. Goulding) this discussion was ultimately postponed until the next estate meeting.

6. Continuity Ballot:

Patricia Hayes (PH), LBI, explained how and why the continuity ballot was a legal requirement at all TMO AGMs. To demonstrate support for the TMO's continuity a majority by show of hands was required. This was delivered unanimously.

7. Approval of Annual Accounts & Appointment of Auditors

Charles Lawrence (CL), SGMO, offered to respond to any queries relating to the accounts but ultimately commended the accounts for approval to the meeting. Appleby & Wood were thanked for their continued support and diligence. There was a proposal to approve the audited accounts and retain the same auditing firm by CL & JF and carried unanimously.

8. Election of Management Committee

Resignations from the Board totalled four (as required by the SGMO rules) – CL, EQ, PM, JH. There were four candidates for the four available places and the candidates were all approved by unanimous show of hands.

9. Approval of TMO Contractors / Tenders – no changes proposed

10. Any Other Business (AOB) – informal discussion ensued as the meeting came to a natural end.

Note taker: P. Mullan

"Nothing is too good for ordinary people"

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The SGMO Annual General Meeting (AGM) – Officer Reports:

Secretary's Membership and Nominations Report:

Membership (as at 06.09.2018): Tenants: 67; Leaseholders: 43; Total members: 110

At each AGM we seek to elect/re-elect 1/3 of the Board (4/12). The members who, for a variety of individual and personal reasons, can no longer serve are: L. Bowers (former Chair), X. Polyviou; E. Bell (former Treasurer) and Charles Lawrence (current/outgoing Treasurer). We, the remaining Board, are very grateful to all four for their support and input.

We have received only one deadline-compliant nomination for election to the SGMO Board leaving three remaining vacancies. The nomination received is for Matthias Rosenberg of Sadler House. In the circumstances, additional nominations would be most welcome either in advance of, or at, the AGM.

Pam Mullan

Chair's Report:

Dear residents of Spa Green Estate,

Firstly, I would thank both the committee for their support but also you as residents as we look back at the year we have had and prepare for a brighter year. I said this last year but it is important to remain positive and optimistic.

As a committee we would like to say thank you for the service of our board members that have stepped down for one reason or another. We rely on our board members to be quorate. Without a quorate meeting we cannot finalise decisions and therefore be productive!

The board is all made up with volunteers where we live here at Spa Green Estate. Predominantly made up of leaseholders, I as chair am one of few tenants. A month or so ago I contemplated leaving the board. But I remembered why I joined at 15 years of age, Spa Green Estate is my home and we as residents need to have a voice and opinion on decisions made. We have a lot of control as a committee if our members are present.

There is a strong plea from me and the board for a rise in interest among tenants. We cannot be a TMO (TENANT Management Organisation) with only three tenants on the board. All we expect of our board members is to voluntarily give up time to help us run our estate. We have meetings once a month and also arrange events for our estate. Our backgrounds all vary from mothers to full-time workers. An hour or two a month can make a big difference to the future of our estate. As diverse as Spa Green is, our board doesn't even represent the tip of the iceberg.

If you are interested in becoming a board member tenant or leaseholder please get in touch with Thomas Cooper (estate manager) or myself for more information.

I hope to see you all later and if I do not say this personally tonight, thank you for attending. Remember participation does not end with the AGM and I hope to see you all at a different point actively getting involved in our community on the estate.

Ebony Newton

Treasurer's Report:

Please find below all requisite elements of the independently verified financial elements included in the audited accounts (below). Specifically the 'income and expenditure' statement and 'balance sheet' etc. These accounts confirm a continued healthy financial condition with appropriate measures of control and authority.

An operational issue in respect of the Planned Maintenance account is still being addressed in cooperation with the Council, who are joint signatories with us on that account.

Before closing, I would like to thank our manager - Thomas, our book keeper – Anthony and our auditors Appleby & Wood.

Charles Lawrence

SPA GREEN MANAGEMENT ORGANISATION LIMITED**DETAILED INCOME AND EXPENDITURE ACCOUNT****FOR THE YEAR ENDED 31ST MARCH 2018**

	2018		2017	
	£	£	£	£
Income				
Management and Maintenance Allowances Receivable		116,819		113,711
Bank Interest Received		86		408
Donations		-		-
Shares Forfeited		-		-
Other Income		173		-
Total Income		<u>117,078</u>		<u>114,119</u>
Expenditure				
Salaries and NIC		70,407		64,922
Agency Staff		11,088		10,841
Estate Costs				
Repairs and Maintenance	1,235		1,133	
Grounds Maintenance	987		852	
Cleaning	<u>977</u>		<u>381</u>	
		3,199		2,366
Tenants Repairs		4,600		4,199
Administration Costs				
Insurance	2,364		2,234	
Telephone	628		632	
Light and Heat	218		185	
Printing, Stationery and Post	1,503		1,216	
Training	637		539	
Accountancy	3,750		3,875	
Audit	1,545		1,507	
Committee Expenses	422		-	
Annual Fees	300		400	
Bank Charges	35		41	
Sundries	-		-	
Legal Services	108		995	
Depreciation	<u>-</u>		<u>-</u>	
		11,510		11,624
Social Fund		680		1,068
MUGA improvements		-		5,000
Total Expenditure		<u>101,484</u>		<u>100,020</u>
Net Surplus for the year before taxation		15,594		14,099
Corporation Tax		(16)		(82)
Net Surplus for the year after taxation		<u>15,578</u>		<u>14,017</u>
Allocated to Planned Maintenance Fund	8,892		8,892	
Allocated to General Fund	<u>6,686</u>		<u>5,125</u>	
		<u>15,578</u>		<u>14,017</u>

SPA GREEN MANAGEMENT ORGANISATION LIMITED


28010R

BALANCE SHEET AS AT 31ST MARCH 2018

		2018		2017	
	Notes	£	£	£	£
Fixed Assets	2		-		-
Current Assets					
Debtors and Prepayments	3		4,966		9,306
Cash at Bank and in Hand	4		<u>493,503</u>		<u>473,086</u>
			<u>498,469</u>		<u>482,392</u>
Current Liabilities					
Corporation Tax			16		82
Creditors and Accruals	5		<u>11,125</u>		<u>10,560</u>
			<u>11,141</u>		<u>10,642</u>
Net Current Assets			<u>487,328</u>		<u>471,750</u>
			<u>487,328</u>		<u>471,750</u>
Capital and Reserves					
Share Capital	6		11		11
Planned Maintenance Fund	7		358,540		349,648
General Fund	7		68,777		62,091
Designated Contingency Fund	7		<u>60,000</u>		<u>60,000</u>
			<u>487,328</u>		<u>471,750</u>

The financial statements were approved and authorised for issue by the directors on 20.06.2018 and signed on its behalf by:

Committee Member

- *Charles-Etienne Laurence*  20.06.18

Committee Member

- *Nachel Smith* 20.06.18

Secretary

- *P. J. Mullan*

Date

- *20.06.18*

SPA GREEN MANAGEMENT ORGANISATION LIMITED

REPORT OF THE COMMITTEE OF MANAGEMENT

FOR THE YEAR ENDED 31ST MARCH 2018

Committee of Management

The Committee of Management presents its annual report on the affairs of the Organisation, together with the accounts and auditors' report for the year.

Principal Activities

The principal activity is that of managing Spa Green estate for the London Borough of Islington.

Results of Operations

The results for the year are as shown in the attached accounts, as are movements in the Organisation's fixed assets.

Committee of Management

The Committee of Management during the year were:

Ebony Newton	Chair
Rachel Watson	Vice Chair
Charles Lawrence	Treasurer
Pam Mullan	Secretary
Lucinda Bowers	
Stephen Gee	
Jodie Holloway	
Xenia Polyviou	
Daria Prigioni	
Emma Quinn	
Noreen Townsend	

Committee of Management's Responsibilities

Legislation requires the Committee of Management to prepare accounts for each financial year which give a true and fair view of the state of affairs of the Organisation and of the profit or loss for that period. In preparing those accounts, the Committee of Management is required to:

- Select suitable accounting policies and then apply them consistently;
- Make judgements and estimates that are reasonable and prudent;
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the Organisation will continue in business.

The Committee of Management is responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the Organisation and to enable it to ensure that the accounts comply with the Co-operative and Community Benefit Societies Act 2014. It is also responsible for safeguarding the assets of the Organisation and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Auditors

The auditors, Messrs Appleby & Wood, have indicated their willingness to accept re-appointment under the provisions of the Co-operative and Community Benefit Societies Act 2014.

Signed on behalf of the Committee of Management *P. J Mullan*

Member of Committee of Management

Date *27/06/2018*

SPA GREEN MANAGEMENT ORGANISATION LIMITED

28010R

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF SPA GREEN MANAGEMENT ORGANISATION LIMITED

Opinion

We have audited the financial statements of Spa Green Management Organisation Limited (the 'organisation') for the year ended 31st March 2018 which comprise the Revenue Account and Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the organisation's affairs as at 31st March 2018 and of its income and expenditure for the period then ended; and
- have been prepared in accordance with the requirements of the Co-operative and Community Benefit Societies Act 2014.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the organisation in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the committee's use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the committee have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the organisation's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The committee are responsible for the other information. The other information comprises the information included in the Directors' Report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Co-operative and Community Benefit Societies Act 2014 requires us to report to you if, in our opinion:

- a satisfactory system of internal control over transactions has not been maintained; or
- the organisation has not kept proper accounting records; or
- the financial statements are not in agreement with the books of account; or
- we have not received all the information and explanations we need for our audit.

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF SPA GREEN MANAGEMENT ORGANISATION LIMITED

Responsibilities of the Directors'

As explained more fully in the Committee's responsibilities statement the Committee are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Committees' are responsible for assessing the organisation's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Directors' either intend to liquidate the organisation or to cease operations, or have no realistic alternative but to do so.

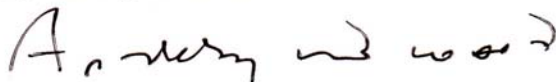
Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the organisation's members, as a body, in accordance with section 83 of the Co-operative and Community Benefit Societies Act 2014. Our audit work has been undertaken so that we might state to the organisation's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the organisation and the organisation's members as a body, for our audit work, for this report, or for the opinions we have formed.



Appleby & Wood, Statutory Auditor

Date

8. 8. 2018

40 The Lock Building
72 High Street
Stratford
London E15 2QB

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In the spirit of neighbourly cooperation – please do not:

- Use the stairwells as a holding/resting place for rubbish
- Use litter bins for disposing of domestic rubbish (they are for litter only!)
- Play ball games anywhere except in the football pitch, or after 10pm
- Feed vermin (pigeons, foxes, rats and/or mice)
- Throw/drop any rubbish / food waste / cigarette ends / cotton buds etc from windows
- Allow dogs off a lead anywhere on the estate including the estate's green spaces
- Allow visitors or family members to litter, spoil or damage the estate
- Light BBQs or any type of fire on balconies or anywhere on the estate (without written permission)
- Carryout any material or structural changes without the required consents (Listed Building etc.)

On a positive note - please do:

- Use the lifts (which are more easily maintained) to take rubbish to the waste collection area
- Make sure all family members treat the estate and fellow residents with respect
- Look out for neighbours, especially the elderly and vulnerable
- Use the estate recycling facilities (save costs and the planet)
- Obtain Listed Building Consent before carrying out any major changes to your home
- Come to our **AGM at The Lodge 7.30 on 12th September, 2018** - all lawful residents welcome!
- Get involved and perhaps stand for election to the SGMO Board
- Report any crime or anti-social behaviour (see contact numbers on the back page)
- Keep this information, including the numbers below, safe and accessible for your reference

SGMO Contact Information:

SGMO Office (34 Wells House / 9am-5pm / Mon-Fri):.....020 7833 2377
SGMO EMERGENCY:.....07932 648 843
E-mail / Website :..... sgmo@spagreen.org.uk / www.spagreen.org.uk

Emergency Services Contact Information:

REPORT ANY CRIME IN PROGRESS BY CALLING 999

Emergency Services (Police, Fire, Ambulance):..... 999
Police non-emergency:.....101
Crimestoppers (report crime anonymously)..... 0800 555 111
Clerkenwell Safer Neighbourhood Team (SNT):..... 020 7160 8121

Council Contact Information:

Islington Council Switchboard (Town Hall).....020 7527 2000
Housing Direct:.....0800 694 3344
Anti-social Behaviour Hot Line:.....020 7527 7272
St John Area Housing Office:.....020 7527 6250
Council Tax (enquiries):.....020 7527 2000
Council Payments: (Rent, Service/Community Charges etc).....020 7527 8000
Estate Parking:.....020 7527 8669
Home Ownership Unit:.....020 7527 7715
Noise Patrol (Sun - Thur 8pm-2am / Fri & Sat 10pm – 4am):.....020 7527 3229
Pest Control:... (charges may apply to individual leasehold treatments).....020 7527 3190
Wings Security (parking enforcement and vehicle release):.....0870 444 3838

Other Useful Contacts:

Citizens Advice Bureau:.....0870 751 0925
Electricity emergency :.....0800 028 0247
Thames Water:.....0845 920 0800
The National Gas Emergency Line (gas emergencies – if you smell gas etc.).....0800 111 999

Islington Council – Retained Responsibilities

St John Housing / Finsbury Library

245 St John Street, EC1V 4NB

Switchboard: 020 7527 6250

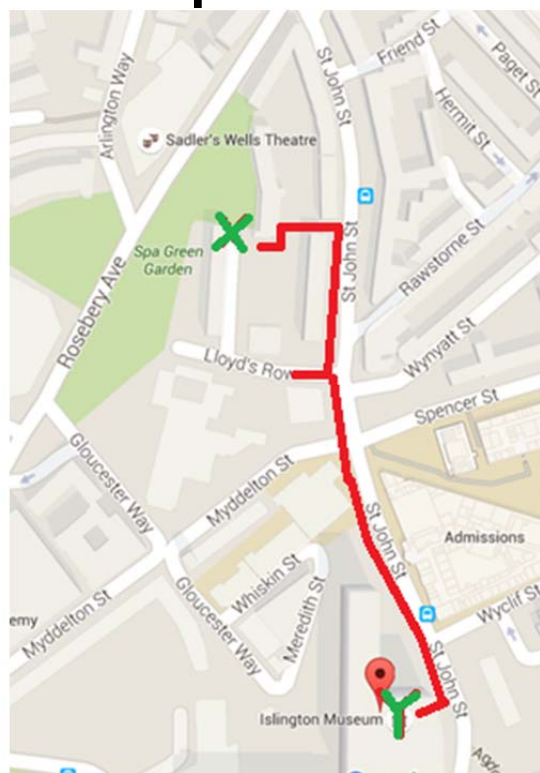
Opening hours: Monday to Friday 9am – 4.45pm

- Heating/hot water (faults / charges)
- Lift (elevator) breakdowns / person trapped
- Entry doors/Intercoms (additional fobs etc.)
- Parking enquiries/allocation/enforcement
- Tenancy Management/ Anti-social Behaviour
- Special service access (FB keys, Gerda keys etc.)
- Void servicing / New (council) tenancies
- All estate waste/recycling
- Welfare and benefits advice
- Rechargeable tenant repairs
- Rent accounts / Income control
- Garchey sinks and waste disposal
- Surveyors/Technical Quality Team
- Communal supplies and waste pipes (stacks)

**For repairs relating to any of the above,
telephone Housing Direct:**

0800 694 3344

020 7527 5400



X to Y = approximately a three minute walk