

SPA GREEN II*

Spa Green Management Organisation
34 Wells House
Rosebery Avenue
London EC1R 4TR

Telephone 020 7833 2377
Fax 020 7278 2822
sgmo@spagreen.org.uk

Office Opening Hours: Monday to Friday 9.00am to 5.00pm
Public / Residents' Access: Daily walk-in 9-11am or by appointment
Out-of-hours Emergency repair line: 0800 694 3344

SGMO - Spa Green Management Organisation

Winner of the Best Caretaking Award – Islington 2007

Residents' Handbook 2008

Please report your repairs to our office:

The estate office is open between 9.00am and 5.00pm Monday to Friday. We endeavour to keep the office open for walk-in between 9am and 11am. A member of staff is generally available at all times during office hours. However, if you get the answering machine or find the office closed, this is usually due to staff carrying out an Estate inspection or attending a meeting. We return all messages left on the office answering machine.

At the end of this handbook you will find a list of the repairs that are the responsibility of Homes for Islington, those that are the responsibility of the TMO and repairs that are the responsibility of the tenant. We do not expect residents to know these different categories and whose responsibility they fall under. As a general rule if you report all repairs to the TMO office we will then ensure that it is passed on to whoever is responsible for carrying it out. Tenant repairs carried out by TMO contractors may be accompanied with a repair satisfaction slip. This slip can be filled in by the tenant and returned to the TMO office. We want to make sure our contractors are providing good services and hence your feedback is important.

An out-of-hours emergency service is available at all times when the office is not open. This is for **emergency repairs** that are deemed to be **urgent and a danger to your health or your property** e.g flooding from burst pipes, gas leaks, dangerous electrical faults, or securing windows and doors if they are unsafe as a result of a crime or fire. The TMO out-of-hours emergency service is handled by Homes for Islington's Repair line available on: 0800 694 3344

Other emergency Telephone Numbers:

Contact Islington (Council Main Switchboard):.....**020 7527 2000**
Gas Leaks.....**0800 111 999**
Police / Fire / Ambulance:..... **999**

"Nothing is too good for ordinary people"

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

There are six sections to this handbook:

- 1: INTRODUCTION
 - 2: YOUR NEW HOME
 - 3: REPAIRS AND MAINTENANCE
 - 4: SAFETY AND EMERGENCIES
 - 5: YOUR RIGHTS
 - 6: USEFUL CONTACT INFORMATION
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Section I: INTRODUCTION

Introduction:

This is a handbook for all Spa Green Estate Residents. It should help you by giving information about the housing services provided on our estate. If you have any questions that have not been covered within this booklet please contact the Spa Green Estate (TMO) Office on: **020 7833 2377**

About Spa Green Estate:

Spa Green Estate was designed by the highly acclaimed architect Berthold Lubetkin and is situated in the London Borough of Islington (LBI) geographically located between Rosebery Avenue and St John's Street (EC1). was completed in 1948, was the first modernist social housing built in Britain, and was listed Grade II* (internally listed) by English Heritage in 1997 for its architectural and historic importance. The Estate consists of 129 flats spread over three buildings – 33 flats in Sadler House, 48 flats in Tunbridge House and 48 flats in Wells House. Currently Spa Green Estate consists of a mixture of private leasehold and council rented accommodation.

Spa Green is a Grade II* listed building:

What does Spa Green's listed status mean in practical terms?

WHICH WORKS REQUIRE LISTED BUILDING CONSENT?

- Alterations to original internal and external windows, window cills and doors including cupboard doors
- Alterations to original kitchens and service hatches
- The Garchey refuse disposal system (from original kitchen sinks) is most important and must not be changed
- Alterations to original wood flooring
- Alterations to original fireplaces
- Instillation of satellite dishes
- External painting
- Erecting any external enclosure or structure on a balcony or to a front area to a flat
- Removal or alteration to internal walls

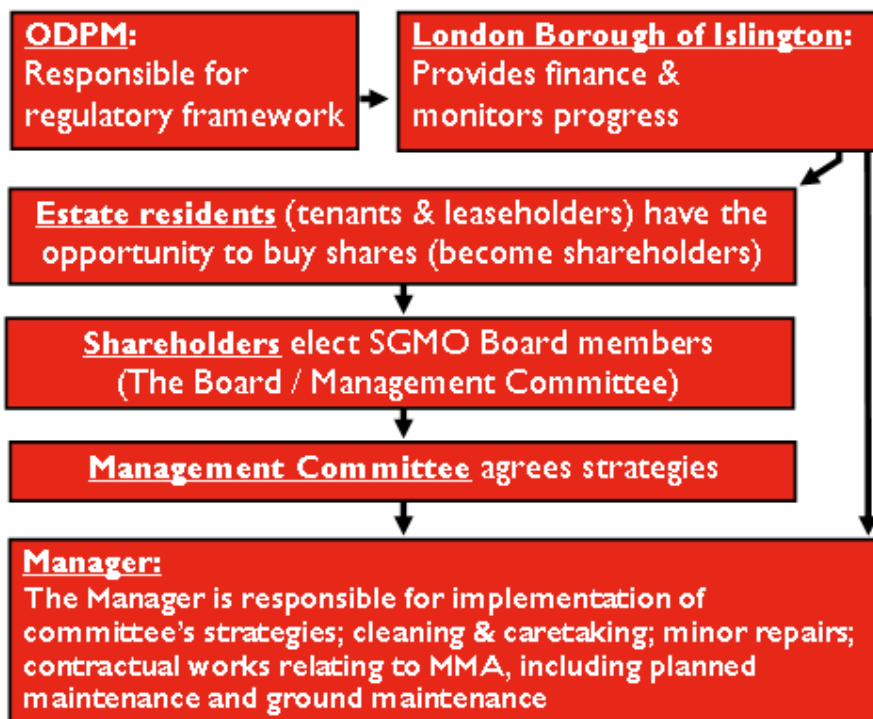
This is not an all-inclusive list of what needs consent, but further information, including how to apply for consent, can be acquired from the council's conservation department on 020 7527 2000 or, email:

planningenquiries@islington.gov.uk

What is Spa Green Management Organisation (SGMO)?

SGMO is a tenant management organization (TMO). Tenant management is a form of tenant participation in which the tenants and leaseholders in a particular area or estate take on responsibility for day-to-day estate management, caretaking and repairs. The council still owns the property and tenants still retain their secure tenancies.

Spa Green Estate is run by SGMO, set up in May 1996 by the residents under the 'right to manage' legislation to take over the management of caretaking, repairs, cleaning and general upkeep of the estate. The TMO was formed to ensure the highest level of attention is focused on the needs of Spa Green Estate as identified by us the residents. We employ a TMO manager, a fulltime caretaker, part-time caretaking and professional contractors to take responsibility for the day-to-day activities of maintaining Spa Green Estate.



The role of the SGMO Board and the role of the staff:

The staff who manage the estate report to the SGMO Board (committee) at regular meetings usually held monthly. TMO board meetings are open to all member residents of the Estate. Membership of the TMO is open to all residents upon payment of the 10p membership fee. There are currently over 25 TMOs in Islington which were set up with the support of the Office of the Deputy Prime Minister and the London Borough of Islington to whom Spa Green Management Organisation reports. These range in size from just few houses to large estates of over 700 homes. The very small ones were established in the 1970s and 1980s as nowadays there has to be a minimum of 25 secure tenanted properties for a TMO to be set up.

Estate's TMO Office:

The office working hours are 9.00am to 5.00pm. Please take time to read the information posted on notices, as this provides the easiest way to keep updated with information affecting our blocks and estate.

Estate Grounds:

Landscaped and railed garden areas are open to all residents of the Estate. Garages and parking spaces are allocated to residents by the local Homes for Islington (Hfl) neighbourhood office. Please note that the TMO does not manage car parking facilities - residents wishing to apply for permits to use this facility should contact Homes for Islington (**Central Street area Housing office, 85 Central Street. Tel: 020 7527 6250**). The Spa Green TMO office is at 34 Wells House. TMO public meetings are normally held at The Lodge.



SGMO Aims and Objectives:

SGMO's primary objective is to ensure the estate is maintained to the highest possible standards and to provide high quality services to the residents of Spa Green Estate. A Board of Residents elected at the Annual General Meeting run SGMO. All residents over the age of 18 years are eligible to join the SGMO by purchasing a share for 10 pence. Resident members are eligible to vote and help decide priorities for the estate and stand for election to the Board. It is our desire to encourage new people to come forward and join in the discussions affecting our estate. The Board normally meets once a month although sub-committees may meet more often if there are particular urgent matters to deal with such as major works. Please check the notices and TMO newsletters or contact the TMO office for dates of future meetings for details. 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 identified
- keep all the entrance stairways clean and tidy, responding to need rather than sticking to schedules
- deliver a good service to all Spa Green Estate residents according to their needs
- encourage active participation by residents and help foster a community on the estate
- ensure that all residents can attend meetings and have access to information about the activities of the TMO

Confidentiality:

SGMO has a strict Code of Conduct. A copy can be obtained from the TMO Office. All elected members of the Board are required to sign the SGMO Code of Conduct. All personal information about any resident will be treated as confidential. SGMO is registered with the Data Protection Agency.

Equal Opportunities:

SGMO is an Equal Opportunities Organisation. We will treat all residents according to their needs and ensure 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 ethnicity, 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 Islington Council and can be obtained from the TMO Office.

Anti-social Behaviour, Nuisance, Racial or other Harassment:

SGMO will not accept any anti-social behaviour on our estate. Residents are responsible for the behaviour of every person (including children) living in or visiting their property.

Examples of anti-social behaviour include but are not limited to:

- Using abusive or threatening 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
- Littering / Rubbish dumping (including refuse bags on stairwells and doorsteps)
- Speeding and dangerous riding of scooters, mopeds & bicycles

Neighbour Disputes:

Disputes between neighbours where possible should be resolved amicably. SGMO aims to provide a supportive and efficient service to all residents but resolving disputes between neighbours, remains with the Council/Homes for Islington. You must not use, or allow to be used, your property or any communal area for any immoral or illegal activity such as underage drinking, drug dealing or prostitution.

Our Staff:

TMO employees have the right to work without fear of intimidation and abuse. SGMO will fully support our staff in the event of legal action taken against any perpetrator of these actions, which may involve a breach of tenancy rights.

SGMO Website:

If you use the internet, you may find more information about the Estate and SGMO at: www.spagreen.org.uk

Section 2: YOUR NEW HOME

Moving Into Your Home:

Tenancy Residents:

When you signed the Tenancy Agreement you will have been informed of the start date of your tenancy. This is the date from which you become the legal tenant and are responsible for the property and payment of rent and service charges. Please note SGMO is **NOT** responsible for collection of any tenant charges. Please familiarise yourself with your tenancy agreement as breaches may mean you could lose your home.

Leaseholders:

The date of ownership is a private matter between vendor and purchaser. We would request all new leaseholders to provide the Estate Manager their contact details for emergency use at their earliest convenience. If leaseholders sub-let their property then details of tenants should also be advised. Please note that SGMO is not responsible for collection of any leaseholder charges. Leaseholders are responsible for maintaining annual gas safety checks and supplying details to the TMO office. An annual service charge, in part generated by the TMO is payable by all leaseholders. An estimated bill for each financial year is compiled and sent out by HFI at the beginning of April. HFI then send an annual statement of actual service charge costs, for the previous financial year, by the end of September. Details are available from the Home Ownership section or the SGMO office.

The Home ownership unit:

Home Ownership Unit:.....**020 7527 7710**

50 Isledon Road

London N7 7LP

Fax No:..... **0207 527 7733**

e-mail: homeownership@homesforislington.org.uk

Service Suppliers:

Residents are responsible for the supply of electricity, gas and water to their home. You should give service suppliers as much notice as possible of your moving in date. There are a number of different suppliers available and those listed below are not exclusive - residents should seek the most competitive available:

Thames Water.....**0845 920 0800**

British Gas.....**0845 600 0560**

Electricity (EDF)..... **0800 028 0247**

London Travel Information.....**020 7222 1234**

If you are experiencing problems with your gas boiler or heating system please call Homes for Islington repair line. The TMO does not service these amenities.

Islington Repair Line.....**0800 694 3344**

Tenant Decoration Allowance:

In some circumstances the Council/Homes for Islington, who are responsible for managing empty properties and letting them, may give a decoration allowance. Please enquire with your Tenancy Management officer at the the local neighbourhood Office for details of decoration allowances.

Cleaning and Disposal of Domestic Rubbish:

Please note: bags of domestic rubbish (large or small) should be taken to the waste collection area and placed in one of the available paladin bins. **Please do NOT leave rubbish bags out on communal landings/walkways** or put bags of domestic rubbish in the litter bins provided as they are not designed for this purpose. Residents are responsible for taking their own rubbish to the paladin bins (large estate bins). Any physically infirm resident experiencing difficulty doing this should contact the TMO office so special arrangements can be made. The Council's paladin bin refuse collection service on Tuesdays and Fridays.

Bulk Waste / Refuse:

A designated area has been set aside for oversized refuse items such as old furniture, fridges and sofas. This area is called the waste collection point. Residents wishing to dispose of bulk waste items should deposit them across from the paladin bins (estate bins) and the Boiler House. Estate bulk waste is collected intermittently on an "as needed" basis, but non-resident fly-tippers will face prosecution if identified. This area is covered by the estate's CCTV. Residents are reminded that items must not be stored or dumped within communal lobbies, stairways & corridors. Residents who require assistance to remove bulky items should contact the Caretaker who will be happy to help at a mutually convenient time. Residents are reminded that dumping rubbish is a breach of tenancy/leasehold agreements. A sack-barrow (trolley) may be borrowed from the estate office with permission.

Recycling Facilities:

Recycle facility banks (which collect paper/green/clear/brown glass & tins) can be found on Rosebery Avenue across from Sadlers Wells Theatre. Doorstep recycling is also carried out by the Council. Doorstep recycling bags are collected on Thursday Mornings (which is the only time recycling bags should be left out). Missed doorstep collections should be reported directly to the Council by calling 202 7527 2000. The SGMO strongly encourages residents to use these facilities and promote Islington Council's drive to increase recycling within the Borough.

Household recycling facilities are located at:

Household Reuse and Recycling Centre,
1 Cottage Road, London N7 8TP

Underground: Caledonian Road Bus: 17, 91, 259

Graffiti and Vandalism:

In our effort to keep this estate a clean and welcoming environment to live for us all, we would encourage all residents to work with us and report all graffiti to the SGMO Office. Removal of offensive graffiti is a high priority and it will be cleaned off within 24 hours. The Council or SGMO will take legal action against any person who damages the Estate. Please help make Spa Green Estate the home we want it to be.

Parking:

Please be aware that vehicle removal is in operation on the estates car parks. Vehicles without permits to park are at risk of penalty fines and removal. If you wish to enquire about permits for either estate or on-road parking please contact:

Central Street Area Office:.....**020 7527 6280**

HFI public parking enquiries line:.....**020 7527 8669**

To appeal against an estate parking fine, phone:.....**020 7527 8669**

To report an unauthorised or illegally parked vehicle, phone:.....**020 7527 4139**

Suspected abandoned vehicles can be reported at:

estate.parking.section@islington.gov.uk

Parking on the estates neighbouring streets is part resident permit and part pay and display controlled-check the meters and parking signage for details of the hours of operation. Spa Green Estate lies within the congestion zone and that accessing the estate within the hours of operation will require payment of the congestion charge.

Congestion charges payment:.....**0845 900 1234**



Grassed and communal areas:

Please do not allow your dogs to foul grassed areas - the garden areas of Spa Green Estate are precious recreation areas to be enjoyed by all residents including children. Residents must clear all dogs fouling. Our grounds maintenance contractors endeavour to maintain the grass and communal estate areas as best they can - please help them by not littering these areas.

Pest Control:

If you find any of the following pests (Cockroaches, Mice/ rats, Wasp nests, Pharaoh and Red ants) in or near to your home please report this immediately to the Council pest control unit (This service is free for both tenants and leaseholders).

Council Pest Control Unit.....0207 527 3231

Section 3: REPAIRS AND MAINTAINANCE

Emergencies:

An emergency repair is a defect which could lead to the injury of occupants such as live or bare wires, gas leaks, loss of electricity, a flood, collapsed ceiling or any defect which could seriously endanger the health of occupants.

SGMO Emergency Repairs Line is: **07932 648 843**

Out of Office Hours (Islington): **0800 694 3344**

How to report a Repair:

Repairs can be reported by either telephoning the TMO Office within office working hours 9.00am to 5.00pm or alternatively calling in person to the Office between the hours of 9.00am to 11.00am. Our telephone answering service is available 24 hours daily. All repair requests will be logged, its priority advised and mutually convenient access will be arranged. In most cases 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. On completion of repair a satisfaction report may be presented to the resident for comment.

Personal Safety:

Please note that although all SGMO staff carry photographic identification - you should always 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 his or her ID or telephone the Estates Office (**020 7833 2377**).

Urgent Repairs:

A repair will be treated as urgent if it is causing serious inconvenience to the residents, visitors or public. The circumstances will be taken into account when considering whether a repair is urgent. Priority will be given to households where there are young children, people who are elderly, housebound or suffering from a disability or illness. Tenants should be aware that the TMO must pay extra for the emergency service/immediate response service provided by our contractors and that they are liable for any extra cost if they use the service unnecessarily.

Non-Urgent Repairs:

SGMO aims to remedy all defects for which we are responsible for and for which we receive an allowance as quickly and efficiently as possible.

What is not an Emergency?

Blocked sinks, a toilet that will not flush or a leak of some sort that does not risk flooding are **NOT** emergencies. Please do not call the emergency number for repairs of this sort. These will be attended to the next working day by SGMO staff.

Target Timescales:

Within 24 hours on receipt of repair if the repair is an **Emergency**

Within 3 days of receipt of repair if the repair is **Urgent**

Within 14 days of receipt of repair if the repair is **Non-Urgent**

Tenants' Responsibilities:

It is the responsibility of tenants to report to the TMO 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 SGMO or the Council/Homes for Islington. 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 Responsibilities:

As a leaseholder you are responsible for all repairs inside your home though you may request advise and support from SGMO when carrying out work within your property. However, any repairs and problems to do with either the structure (for example window frames, leaks from the roof, dampness, structural cracks etc) or shared areas of the building or estate should be addressed to **SGMO on 020 7833 2377** (9am-5pm Mon-Fri) or Hfl Direct on Freephone: **0800 694 3344** (8am-8pm Mon-Fri / 8am-12noon on Saturdays – 24hours in emergencies) or via e-mail: [**repairline@homesforislington.org.uk**](mailto:repairline@homesforislington.org.uk) The Council who will send the service charges in the normal way and this includes the cost of cleaning, caretaking and grounds maintenance.



SGMO Repair Responsibilities:

SGMO is responsible for repairing the following:

- The plumbing including cold water systems beyond the main stopcock in each tenanted dwelling including pipes, valves, stopcocks, cisterns and overflows
- Council plumbed fittings including baths, sinks, Garcheys, basins, WC suites, taps and waste fittings (if replacement necessary through normal wear and tear) but excluding plumbing installed for washing machines, dishwashers etc.
- The electrical services from the Electricity Board's meter including internal wiring, switches, socket outlets and fittings
- The Council's internal fixtures and fittings
- Reglazing of broken windows to dwellings where breakage has not been caused by the Tenant and where the Council is not responsible (the Council is responsible for all window frames and breakages caused by warped frames/ failed window catches and locks)
- The rainwater system including gutters and fixings
- The common parts of the building including refuse area.

Please note that SGMO is **NOT** responsible to replace any units (cupboards), worktops, basins or other furnishings that have been damaged or destroyed 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 by SGMO.

SGMO Cleaning and Caretaking Responsibilities:

The list below outlines the range of cleaning and caretaking services, which the SGMO provides for its residents including:

- Cleaning of staircases, handrails, landings and walls
- Removing graffiti in all common parts
- Doors, floors, lights and light fittings
- Clean rubbish chambers
- Clearing litter from all common parts of estate
- Assisting with removal of bulky rubbish
- General upkeep of roof access, tank rooms, access to tank housings and roof security
- The replacement of light bulbs excluding pole fittings
- General upkeep of the common grounds and gardens of the property including removing litter from the estate
- Cutting communal grassed areas
- Weed control, sweeping, snow and leaf clearing and salting of non-adopted (including drainage gulleys), footpaths *and car parking areas*
- Controlling entrance gates to the estate (where applicable)
- Any bulkhead head lighting of the grounds, non adopted roads and footpaths *and car parking areas* (including the replacement of light bulbs)

An effective partnership between the residents and the TMO:

The successful care and upkeep of the estate is dependent on an effective partnership between the residents and the TMO. It is the responsibility of residents to keep the front of their own homes clean and tidy. All shared areas (corridors, stairwells etc) are cleaned by SGMO 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 buildings or estate property.

Council / Hfl Responsibilities:

Some repairs remain the responsibility of the Council/Homes for Islington but can still be reported by contacting the SGMO office. These include:

- All hot water and heating repairs
- Lifts
- Door Entry Systems
- Provision of door entry system fobs (£10.00 each)
- Roof structures and roof coverings
- Ground manholes, drains
- Road lighting and lighting of the car parks
- Estate parking and Enforcement

Section 4: SAFETY - WHAT TO DO IN AN EMERGENCY

Protecting Your Home:

There are lots of simple safety precautions you can take to help reduce the risk of accidents within your home. These include:

- Do not store flammable liquids, bottled gas or paraffin within you home
- Always keep fire doors shut and keep exit routes clear
- Do not chain bicycles to handrails, within stairways or corridors
- Do not overload sockets
- Install smoke detectors and check their operation on a regular basis (ideally weekly)
- Make sure you know the location of your electricity meter, fuse board and supply switch
- Make sure you know the location of your gas meter and the gas mains supply tap
- Make sure you know the location of your water mains supply tap and hot and cold water shut off taps

Gas Leaks:

If you suspect there may be a gas leak or can smell gas you should follow these simple steps:

- Open doors and windows for ventilation
- Ensure that all gas appliances are switched off
- If you can still smell gas, turn off the gas supply at the meter and phone the gas emergency service:

Transco: 0800 111 9999 and inform the SGMO (Estate) Manager

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 turn any electrical switches on or off.

Do not use matches or naked flames or smoke.

Electrics:

If your electricity goes off check to see if other properties are also affected, if they are, call the National Grid (emergencies and loss of supply): **0845 600 0102**

If only your home is affected, check the main fuse box to see if 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 contact the Estate Office.

Water:

In the event of flood, turn off your water supply at the stopcock within your home. If you are unsure where this is located please contact the TMO manager. Please keep regular inspections of storage water and toilet cistern tanks. Ensure that overflow pipe outlets within kitchens and bathrooms are kept clear, ball valves cut off water supply when tanks are full and report any dripping water immediately to

the TMO office. Please note that it is the responsibility of all residents to ensure they are adequately insured against accidental flood damage to neighbouring properties. Remember that in a multi-storey block many residents have neighbours beneath them that can be affected by flood damage.

Condensation: Creates black mould in homes:

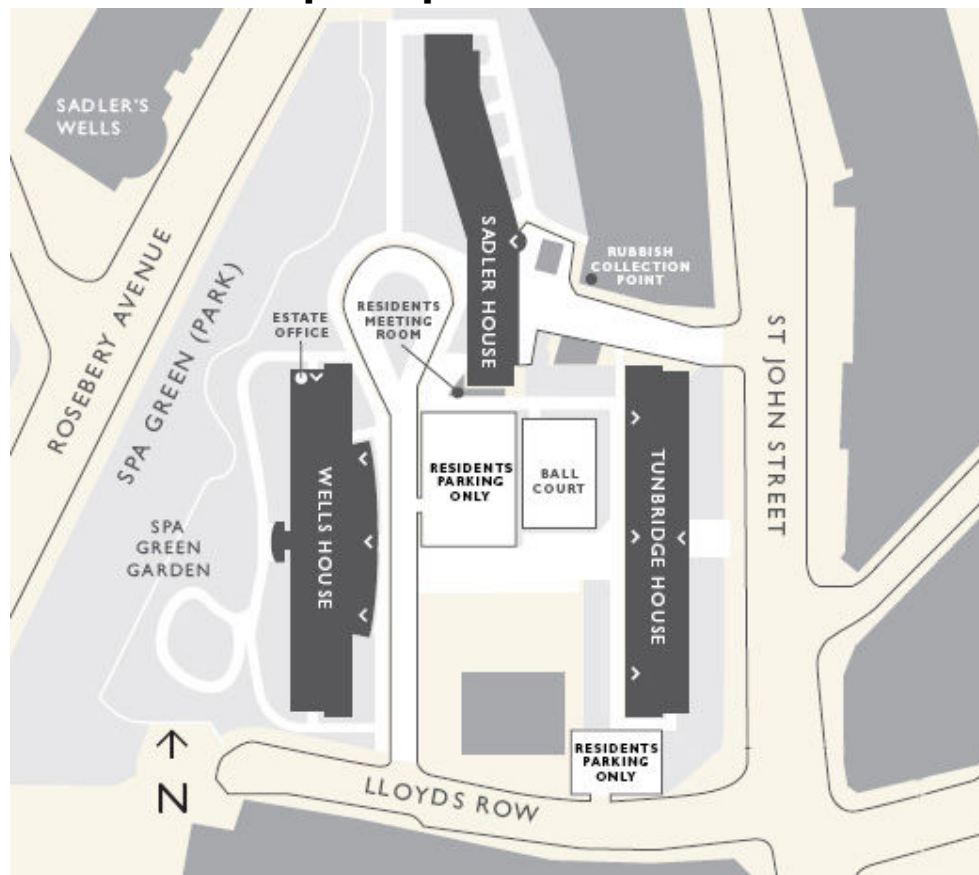
Condensation is caused by too much moisture and insufficient ventilation. This creates the growth of black mould. There are a number of steps that can be taken to reduce condensation:

- Leave windows open (at least in the “ventilation position” – locked with window key), particularly when cooking or taking a bath
- do not block air vents and extractor fans
- make sure tumble dryers are properly installed and have ventilation

Windows:

The windows and balcony doors in Spa Green Estate were installed by Crittal windows in 2006 and are all double glazed. Due to exposure to often high winds residents are advised not to leave windows open while out of their property and check catches and restraints on a regular basis. Do not hang washing from windows. Keep LOCKED, when closed in the ventilation position (slightly open).

Map of Spa Green Estate



Section 5: YOUR RIGHTS

Exchanges and Transfers:

This remains the responsibility of the Council / Hfl. Tenants interested in putting their names forward should contact the local Central Street Area housing office.

Complaints:

Any resident who has a complaint against SGMO or those acting on its behalf may use the complaints procedure. Any resident who has a complaint against the Council/Homes for Islington or those acting on its behalf should use the council's own complaints procedure.

Complaints covered by SGMO:

- Complaints about the behaviour or performance of an employee of SGMO
- Complaints about the standard of caretaking and cleaning
- Complaints about the speed or standard of repairs
- Complaints about the behaviour or performance of a member of the SGMO Board

Complaints covered by the Council:

- Complaints about nuisance from a neighbour
- Complaints about racial or other forms of harassment
- Complaints about services provided directly by the council

How SGMO complaints should be made:

All complaints must be in writing and should be addressed to the Chair of the SGMO. If you require assistance please contact the TMO office. The Chair may consult other committee members as required to determine an appropriate response. The Chair will reply in writing to the resident raising complaint stating any action proposed in response to the concern raised. It is hoped that this action will resolve the complaint but residents are not satisfied with the Chair's response they retain the right to take the matter further by contacting the Council/Homes for Islington.

The Complaints Rights:

All complaints made about the SGMO services or those acting on their behalf will be treated in strictest confidence. Any complaints not covered by the SGMO complaints procedure should be dealt with at the Hfl Central Street area office or the Hfl Tenant Management Commissioning Team.

Address for SGMO Complaints:

The Chair, SGMO, 34 Wells House, Spa Green Estate
Rosebery Ave, London EC1R 4TR

Address for Hfl's Tenant Management Commissioning Team:

Tenant Management Commissioning Team, Homes for Islington,
Highbury House, 5 Highbury Crescent, London N5 1RN

Section 6: USEFUL CONTACT INFORMATION

SGMO, 34 Wells House, Spa Green Estate, Rosebery Avenue, London EC1R 4TR

Telephone:.....020 7833 2377
Emergency (office hours) service:.....07932 648 843
Emergency (out-of-hours) service:.....0800 694 3344
Fax:.....020 7278 2822
E-mail:.....sgmo@spagreen.org.uk
Website:.....www.spagreen.org.uk

Emergency services (Police, Fire, Ambulance)..... 999

Islington Council:

Islington Council:.....020 7527 2000
Central Street Area Housing Office (Hfl):.....020 7527 6250
Housing Benefits:.....020 7527 4990
Home Ownership Unit:.....020 7527 7715
Council Tax:.....020 7527 2000
Council Payments: (Rent, Service/Community Charges etc).....020 7527 8000
Town Hall:.....020 7527 2000
Noise Patrol:(Sun - Thur 8pm-2am / Fri & Sat 10pm – 4am).....020 7527 3229
Pest Control:.....020 7527 3231
Estate Parking:.....020 7527 8666
Antisocial Behaviour Message line:.....020 7527 7272

Useful Contacts:

Local Police
(Islington Police Station):.....020 7704 1212
Citizens Advice Bureau:.....0870 751 0925
British Gas:.....0845 600 0560
Transco (gas emergencies):.....0800 111 999
Electricity:.....0800 028 0247
Thames Water:.....0845 920 0800

Medical Emergencies:

The Royal London A&E (24hr, 7days a week)
Alexandra Wing, Whitechapel Road, Whitechapel E1 1B:.....020 7377 7781
St. Bart's Minor Injuries Unit (Mon- Fri 8am to 8pm)
St. Bart's Hospital, West Smithfield EC1A 7BE:.....020 7061 7780 / 7407
Soho NHS Walk-in-Centre 1 Frith Street:.....020 7534 6500
Whitechapel NHS Walk-in-Centre 174 Whitechapel Road:.....020 7943 1333
NHS Direct (www.nhsdirect.nhs.uk):.....0845 46 47

**Thanks for taking the time to read the SGMO residents' handbook.
If there are any queries that are not covered in this handbook, please do
not hesitate to contact the estate office.**

Brief summary of areas of Responsibility

Areas the Council (LBI) / Homes for Islington (Hfl) is responsible for:

- Parking and allocating garage spaces
- Heating and hot water services
- Door Entry Systems (including provision of additional fobs -£10 each)
- Garcheys (repair and replacement)
- Structural work to the building
- Anti social behaviour
- All tenancy matters
- Main drains and common waste stack pipes

Areas the TMO is responsible for:

- Estate grounds and garden maintenance
- Minor Repairs and maintenance of tenanted flats
- Garcheys (blocked or seized)
- Minor repairs to communal areas on the Estate
- Maintenance of communal lighting on the Estate
- Non-structural repairs and maintenance of the building
- Cleaning of the building and estate
- Cyclical decorations of the building
- Clearing blocked chutes
- Policies and procedures of the TMO

Areas Tenants are responsible for:

Some items are your responsibility and you will have to repair or replace them yourself. We may be able to help if you are elderly or registered disable so contact the TMO or consult your LBI / Hfl Tenants Handbook if you are not sure.

- Internal Decorations
- Internal repairs caused by misuse
- Replacing glass that you have broken
- Replacing doors that you have damaged
- Keeping landings and stairwells clean and tidy
- All repairs and damage caused to own flat and neighbouring flats as a result of negligence or wilful damage

Leaseholder Responsibilities:

The service charges you pay for cleaning, caretaking and grounds maintenance will not be any different under the TMO, and the Council will continue to set them. We aim to provide better quality services.

SGMO (TMO) Membership:

A committee of tenants, who are voted for by the organisation at our Annual General Meeting (AGM), runs the TMO. You can become a member by buying a 10p share in SGMO. Shares can be obtained by calling the office telephone number. Members can also stand for election to the committee. Each year one third of the committee members stand down or stand for re-election. Nomination forms for people wishing to stand for election to the committee will be distributed to all members (shareholders) before the organisation's Annual General Meeting (AGM).

(Version 4)