



## Redbrick Tenant Management Organisation

### Residents Handbook



**Redbrick  
Tenant  
Management  
Organisation**

**TMO OFFICE  
Vibast Centre  
163 Old Street  
LONDON  
EC1V 9NH**

**Opening Hours  
9.00am to 5.00pm  
Monday to Friday**

**Contact details:  
020 7336 0663  
020 7250 3851  
redbricktmo@yahoo.co.  
uk**

**Out of hours Emergency  
repair line:  
0800 694 3344**

Please report all your repairs at our office.

The estate office is open between 9.00am and 5.00pm Monday to Friday. We endeavour to keep the office open and a member of staff 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 an Estate inspection of 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.

All repairs carried out by TMO contractors will be accompanied with a repair satisfaction slip. This slip will have to be filled in by the tenant and returned to the TMO office. We want

to make sure our contractors are providing us with good service 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 has passed on this out of hours emergency service to Homes for Islington's Repair line available on: 0800 694 3344

Other emergency Telephone Numbers:

LBI (Contact Islington) Main Switchboard \*\*\*\*020 7527 2000  
Transco (gas leak)\*\*\*\*\*0800 111 999  
Thames water \*\*\*\*\*0845 920 0800  
Crime (Police)\*\*\*\*\*020 7704 1212  
Anti Social Behaviour confidential line\*\*\*\*\*020 7527 5346  
Fires (Fire Brigade)\*\*\*\*\*999

## Section 1 INTRODUCTION

### Introduction

This is a handbook for all Redbrick 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 Redbrick Estate TMO office on:

**020 7336 0663.**

### About Redbrick Estate

Situated on the northern edge of the City of London within the Borough of Islington on the corner of Bath street and Old street Redbrick Estate was constructed in the late 1970's by the Greater London Council and subsequently transferred to the London Borough of Islington. The Estate consists of 112 flats spread over three buildings – 36 Flats in Bartholomew Court, 46 Flats in Steadman Court and 30 Flats in Vickery Court. Currently Redbrick Estate consists of a mixture of private leasehold and council rented accommodation.

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 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: 0207 527 6280).

The Redbrick TMO office is located within the Vibast centre. The Vibast Centre is situated within Redbrick Estate; it is positioned just off Old Street and the corner of St. Luke's Close. This community centre also has a public hall. The hall is available for resident and community hire through the letting co-ordinator on Tel: 020 7253 2394. Please note that due to its proximity to our Estate Flats there are restrictions imposed on users of the Vibast Centre – no loud music and closure by midnight for instance.

### Estate's TMO Office

The office working hours are 9.00am to 5.00pm. Outside the office there is an estate notice board where information concerning major works, forthcoming meetings, social and community events, available courses and services are displayed. There are also three other notice boards for Redbrick estate found in with the communal areas of Steadman Court, Bartholomew court and there is one for general public viewing on Old Street. Please take time to read the information posted on these notice boards as it provides the easiest way to keep updated with information affecting our estate.

### What is Redbrick Tenant Management Organisation ?

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 and repairs. The council still owns the property and tenants still retain their secure tenancy. Redbrick Estate is run by the Redbrick Tennant Management Organisation (Redbrick TMO) set up in April 2001 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 Redbrick Estate as identified by us the residents. We employ a TMO manager, a housing assistant and caretaker to take responsibility for the day-to-day activities of maintaining Redbrick Estate. The staff who manage the estate report to the Redbrick board or committee at regular meetings held usually every six weeks. 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 10pence membership fee.

There are currently over 35 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 the Quaker Court TMO reports. These range in size from just a

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.

## **Our Aims and Objectives**

Redbrick TMO's objective is to ensure the estate is maintained to the highest possible standards and to provide a first class service to the residents of Redbrick Estate. A Board of Residents elected at the Annual General Meeting runs Redbrick TMO. All residents over the age of 18 years are eligible to join the Redbrick TMO by purchasing a share for 10 pence. Resident members are eligible to vote and help decide priorities for the estate and stand for election onto 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 every six weeks on average although sub-committees may meet more often if there are particular urgent matters to deal with. Please check the notice boards and TMO newsletters for dates of future meetings or contact the TMO office 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 Redbrick 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**

Redbrick TMO has a very strict Code of Confidentiality. A copy can be obtained from the TMO Office. All personal information about any resident will be treated as confidential.

Redbrick TMO is registered with the Data Protection Agency.

## **Equal Opportunities**

Redbrick TMO aims to be an Equal Opportunities Organisation. We will treat 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 the Council and can be obtained from the TMO Office.

## **Anti-social Behaviour, Nuisance, Racial or other Harassment**

Redbrick TMO will not accept any anti-social behaviour on our estate. Residents are responsible for the behaviour of every person (including children) living 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
- Rubbish dumping
- Speeding and dangerous riding of scooters, mopeds & bicycles

Disputes between neighbours where possible should be resolved amicably. Redbrick TMO 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 drug dealing or prostitution.

## **Our Staff**

TMO employees have the right to work without fear of intimidation and abuse. Redbrick TMO 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.

## 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 Redbrick TMO 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 advise their contact details to the Estates Manager for emergency use at their earliest convenience. If leaseholders sub-let their property then details of tenants should also be advised. Please note that Redbrick TMO is not responsible for collection of any leaseholder charges

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 TMO office.

The Home ownership unit covering the Central Street area is:

West Team	Tel no. 0207 527 7736
Home Ownership Unit	-7723
2-4 Tufnell Park Road	-7718
London N7 0DL	-7742

Fax no. 0207 527 7733

e-mail: [homeownership@homesforislington.org.uk](mailto:homeownership@homesforislington.org.uk)

Leaseholders are also responsible for maintaining annual gas safety checks and supplying details to the TMO office.

### Service Suppliers

Residents are responsible for the supply of electricity, gas and water to their home. You should give service suppliers as much notice 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

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 and in some circumstances the Redbrick TMO may make a payment for decorative improvements.

Please enquire with your Tenancy Management officer at the the local neighbourhood Office for details of decoration allowances.

### Cleaning and Disposal of Rubbish

Please note that to avoid unnecessary blockages only small and tied bags should be disposed down the refuse chute. Any physically infirm resident experiencing difficulty doing this should contact the TMO office so special arrangements can be made. All rubbish is collected by the Council's refuse collection service on Tuesdays and Fridays.

### Bulk Refuse

A designated area has been set aside for oversized refuse items such as old furniture, fridges and sofas. This area is called the Lumber room and it can be used by all tenants and leaseholders on Redbrick estate. The lumber is located next to the Vickery Court bin chamber under the Vickery Court stairway and is kept locked after use so residents will have to obtain the key from the TMO office before use.



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.

## Recycling Facilities

Recycle facility banks (which collect paper/green/clear/brown glass & tins) can be found behind the Vibast centre on the Estate.

The Redbrick TMO strongly encourages residents to use these facilities and promote Islington Council's drive to increase recycling within the Borough. Please ensure packaging is cleaned before placing in the recycle bins to discourage vermin and do not leave refuse bags if the bins are full.

*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 TMO Office. Removal of racist or offensive graffiti is a high priority and it will be cleaned off within 24 hours. The Council or Redbrick TMO will take legal action against any person who damages the Estate. Please help us to make Redbrick 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 on road, under or over ground parking please contact

Central Street Area Office.....0207 527 6280  
HFI public parking enquiries line.....0207 527 8669

To appeal against a fine for parking on an estate, phone  
.....0207 527 8669

To report an unauthorised or illegally parked vehicle, phone  
.....0207 527 4139

Suspected abandoned vehicles can be reported at [estate.parking.section@islington.gov.uk](mailto: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. Redbrick 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 Redbrick 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.

## Pests

If you find any of the following pests in or near to your home please report this immediately to the Estates office or call the Council pest control unit.

- Cockroaches
- Mice/ rats
- Wasp nests
- Pharaoh and Red ants

Council pest control unit.....0207 527 3231

## Section 3 REPAIRS AND MAINTAINANCE

### 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 1.00pm and 2.00pm to 5.00pm. Our telephone answering service is available 24 hours daily.

All repair requests will be logged and given with a job number which acknowledges the repair, state of its priority and confirm mutually convenient access. 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 will be presented to the resident for comment.

Please note that although all Redbrick TMO staff do not carry photographic identification that you should still 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.

## **Emergency**

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.

Redbrick TMO (Islington) Emergency Repairs Line is: **0800 694 3344**

## **Urgent**

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**

Redbrick TMO will aim 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 Redbrick TMO 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**

## **Tenant's 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 Redbrick TMO 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 or 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 the Redbrick TMO undertake work within your property. In this instance the Estates manager will consider whether the TMO has the resources to do the work. If the TMO does carry out work on your behalf you will be charged in the same way as if you were using an outside contractor.

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 the Homes for Islington call centre on Freephone:

Islington Repair Line.....0800 694 3344

Monday to Friday: 8am - 8pm & Saturday: 8am - 12noon. Outside these hours you can report emergency repairs on

Emergency Line.....020 7527 5400

or via e-mail on [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.

### **Redbrick TMO Repair Responsibilities**

The Redbrick TMO is responsible for repairing the following:

- The plumbing including cold water systems beyond the main stopcock in each dwelling including pipes, valves, stopcocks, cisterns and overflows
- The Council's plumbed fittings including baths, sinks, 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
- Regaling of broken windows to dwellings where breakage has not been caused by the Tenant and where the Council is not responsible (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 Redbrick TMO is **NOT** responsible to replace any units, worktops, basins or other furnishings that have been 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.

### **Redbrick TMO Cleaning and Caretaking Responsibilities**

The list below outlines the range of cleaning and caretaking services, which the Redbrick TMO 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 and remove 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)

The successful care and upkeep of the estate is dependent on an effective partnership between the residents and Redbrick 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 Redbrick TMO but it is the responsibility of all tenants to ensure that members/visitors of their household do not discard litter or damage any part of the property.

### **Council Responsibilities**

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

- All hot water and heating repairs
- Ventilators
- Roof structures and roof coverings
- Ground manholes, drains
- Road lighting and lighting of the car parks

## **Section 4 SAFETY AND 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 weekly basis
- Make sure you know where your electricity meter, fuse board and supply switch are located
- Make sure you know where your gas meter and the gas mains supply tap are located
- Make sure you know where your water mains supply tap and hot and cold water shut off taps are located

## Gas

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
- Inform the TMO 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 electricity board (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 Estates 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 when you are 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 patio doors in Redbrick Estate were installed by Piper windows in 2005 and are all PVC double glazed. Due to exposure to often high winds residents are advised not to leave windows open whilst out of their property and check catches and restraints on a regular basis. Do not hang washing from windows.

## Section 5 YOUR RIGHTS

### Exchanges and Transfers

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

### Complaints

Any resident who has a complaint against the Redbrick TMO 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 the Redbrick TMO

- Complaints about the behaviour or performance of an employee of Redbrick TMO
- 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 Redbrick TMO management committee

## 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 Redbrick TMO Complaints should be made

All complaints must be in writing and should be addressed to the Chair of the Redbrick TMO. 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 Redbrick TMO services or those acting on their behalf will be treated in strictest confidence.

Any complaints not covered by the Redbrick TMO complaints procedure should be dealt with at the Central Street are office or the Tenant Management Commissioning Team.

## Section 6 USEFUL CONTACT NUMBERS

### Redbrick TMO:

#### **The Vibast Centre, 163 Old Street, London EC1V 1JN**

Telephone.....020 7366 0663  
Emergency after hours service.....0800 694 3344  
Fax.....020 7250 3851  
E-mail:.....redbricktmo@yahoo.co.uk

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

### Islington Council

Islington Council.....0207 527 2000  
Central Street area office.....0207 527 6280  
Housing Benefits.....0207 527 4990  
Home Ownership Unit.....0207 527 7715  
Council Tax.....0207 527 2633  
Rent Payment.....0800 694 3344  
Town Hall.....0207 527 8000  
Noise Patrol.....0207 527 3299  
Pest Control.....0207 527 3231  
Estate Parking.....0207 527 8666

Antisocial Behaviour Message line (Central Street).....0207 527 6247

### Useful Contacts

Local Police  
(Snow Hill Police Station).....0207 601 2406  
(Islington Police Station).....0207 704 1212  
Citizens Advice Bureau.....0870 751 0925

British Gas.....0845 600 0560  
Transco (gas emergencies).....0800 111 9999  
Electricity.....0800 028 0247

Thames Water.....0845 920 0800

### **Emergencies**

The Royal London A&E (24hr, 7days a week)  
Alexandra Wing, Whitechapel Road, Whitechapel E1 1B  
.....0207 377 7781

St. Bart's Minor Injuries Unit (Mon- Fri 8am to 8pm)  
St. Bart's Hospital, West Smithfield EC1A 7BE  
.....0207 061 7780 / 7407

Soho NHS Walk-in-Centre 1 Frith Street .....0207 534 6500  
Whitechapel NHS Walk-in-Centre 174 Whitechapel Road  
.....0207 943 1333  
NHS Direct ([www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk))

**Thanks 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 estates office.**

## **Brief summary of areas of Responsibility**

### **Areas the Council/Homes for Islington is responsible for:**

1. Parking and allocating garage spaces.
2. Heating and hot water services.
3. Structural work to the building.
4. Anti social behaviour.
5. All tenancy matters
6. Main drains and common waste stack pipes.

### **Areas the TMO is responsible for:**

1. Estate grounds and garden maintenance.
2. Minor Repairs and maintenance of tenanted flats.
3. Minor repairs to communal areas on the Estate.
4. Maintenance of communal lighting on the Estate.
5. Non-structural repairs and maintenance of the building.
6. Cleaning of the building and estate.
7. Cyclical decorations of the building.
8. Clearing blocked chutes.
9. 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 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 clean and tidy
- All repairs and damage caused to own flat and neighbouring flats as a result of negligence or willful damage.

### **Leaseholder Responsibilities:**

If you are a leaseholder and you ask the TMO to do repairs for you, the TMO will charge for them in the same way as the Council. 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.

### **TMO Membership:**

A committee of tenants, who are voted for by the organisation at our Annual General Meeting, runs the TMO. You can become a member by buying a 10p share in the organisation. 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 will stand down or stand for re-election. Nomination forms for people wishing to stand for election to the committee will be distributed before the organisation's Annual General Meeting.

