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| KILBURN SQUARE NEWSLETTER |
| **May 2018****Useful information of what’s happening on your estate including events.** |
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Welcome to Kilburn Square newsletter for May 2018.

**Kilburn Square Board Members**

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| **TITLE** | **NAME** |
| Chair | Margaret Stoll |
| Deputy Chair | Patricia Hogan  |
| SecretaryDeputy Secretary | Jennifer WelchPauline Fell |
| Treasurer | Antonio Messina |
| Committee Member | Charlotte Fonceca |
| Committee Member | Maxwell Antwi |
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**Office Opening Hours- 9.00am- 5.00pm**

**Special Collection of Furniture and Items**

Please note all tenants and leaseholders are responsible for arranging special collection of bulky furniture and items through Brent Council.



Kilburn Square Housing have incurred costs for refuse collection on the estate. This will have an impact on your service charges in the future if this continues to happen. To arrange a special collection contact **Brent Council on 020 8937 5050**.

When you are given your reference number you need to provide this to the staff at Kilburn Square reception along with a list of items and your collection date. All bulk refuse can then be placed at the side of the compound gates for collection.

**Fire Safety**



Following the recent fire at Grenfell Tower, naturally a number of residents will be concerned.

I can confirm that BHP have undertaken Fire Risk Assessment on the Tower block and we are 100% compliant.

Fire safety is the number one priority and BHP will continually review fire risk assessments, servicing and maintenance programmes to ensure residents are safe.

**I**n order to ensure we maintain our safety, there are a number of things which you as residents can do to keep safe.

* Make sure you have a working smoke alarm in your home
* Keep balconies free from clutter
* Please don’t leave rubbish or bikes in communal areas or obstruct escape routes
* Make sure you know where your nearest fire exit is
* If you are a smoker please do not smoke in common arears of the block, including the lift.
* Always fully extinguish cigarettes smoked in your home and dispose of them carefully and safely.

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**Right To Buy**

If you are a secure tenant and you have been a council or social housing tenant for three years or more, you may have the Right to Buy your council home. The three years can be built up over time using a number of tenancies and with gaps in between. **If you have a Right to Buy application in progress only emergency repairs will be undertaken within your property.**

**Repairs Tenants Responsibilities**

* Internal Doors – Adapting doors to accommodate carpets, draught excluders, fittings and fixtures on internal doors, burglar alarms.
* Windows – Fittings and fixtures
* Lost keys, Locks and Fobs- Replacing locks, keys and fobs.
* Kitchen Unit Doors- Hanging off/hinges broken, handle on cupboard broken.
* Skirting Boards, Fixing minor gaps between skirting boards and doors.
* Curtain Rails- Installation
* Any internal glazing
* Electrical Fittings – broken by tenant
* Damaged Socket Outlet Plate
* Plugs and chains
* Blockages to WC- Caused by tenant neglect
* WC toilet pan, wash hand basin, bath- if broken by tenant
* Toilet seat
* Wall tiles- Splash back to sink, bath or basin
* Floor tiles
* Garage Doors- Keys lost
* Plumbing in washing machines and dishwashers
* Fitting TV aerial/satellite dishes (subject to Co/op approval).
* Smart Meter installation (Co-op office must be informed in advance)
* All repairs must be reported to the office and not directly to the maintenance man or caretakers.
* Do not put large items down the rubbish chutes.
* Installation of laminated flooring needs to be approved by the Co-op.

Any other items vandalised or broken by tenants or your visitor’s misuse. The Co-op will make safe but you will be re-charged and the amount added to your rent account.

**Brent Council Repairs Responsibilities**

* The external structures of buildings, including brickwork, pointing, lintels, the external walls and their openings and all loadbearing, party and structural walls, but not minor repairs;
* The roof structure and roof coverings, but not minor repairs to roof coverings;
* The surface water and foul sewers, including gulley’s, access chambers and their coverings after the first chamber;
* The water mains from the Water Board’s supply pipe or stopcock to the mains stopcock in or serving each dwelling;
* The gas mains from the Gas Board’s main supply pipe or stopcock to the mains stopcock in or serving each dwelling;
* Lifts, including motors, hoists, cables, doors, shafts and any associated plant or machinery;
* Floors, including joists and floorboards;
* The protection and removal of asbestos materials;
* Firefighting or protection systems;
* Pest control and disinfestation;
* District Heating System.

**Residents Responsibility**

* Please note if you are intending to have any private works, carried out within your property. You are responsible for ensuring that you purchase visitor permits from Wing Parking. Contractors will not be able to park on the estate without a permit.
* Wing Parking contact details 01582 434500

**Help with your Rent**

Paying your rent and any charges should be your top priority, and regardless of how you pay, you are responsible for ensuring that these are paid in full, and on time. Non-payment of rent, service charges or any other charge could lead to you losing your home.

T**enants are reminded that rent is payable weekly in advance, or monthly in advance**.

Housing staff will provide advice and guidance for tenants who have difficulty in paying rent. Whilst ‘Recovery of Possession’ (Eviction) of property is a last resort, Kilburn Square Housing Co-operative needs to protect its income and will take action against tenants who fail to pay their rent.

However, we recognise that there are many reasons why a tenant may have rent arrears.

If you have rent arrears and we have written to you, you must contact the Co-op office.

We will arrange a mutual appointment for you to see the Housing Officer or the Manager in confidence.

We will help you to get advice and support so that you can pay your rent.

And arrange a repayment plan to reduce and clear the arrears.

**Housing Benefit**

**If you are on a low income or unemployed you may be entitled to claim Housing Benefit Rebate.**

**We can help you to do this.**

**Please remember your home is at risk if you do not pay your rent**

**Gas Safety Checks**



Landlords are legally obliged (in accordance with Gas Safety Regulations 1998) to obtain a gas safety certificate (CP12) every twelve months. Therefore it is imperative that tenants co-operate with the Council in order for the (CP12) to be completed.

The contractor will be entitled to charge the Council for visits following evidence that they have arranged and made 3 unsuccessful visits. These charges will be recharged to the tenant.

**Forced Entry**

As a final mechanism to ensure the Council compliance with its statutory obligations, it will force entry to carry out a service. Every effort will be made to avoid this, through written correspondence and other appropriate methods of communication.

Please note if the Council have to apply to the courts for a warrant for forced entries. The tenant will be recharged **£300.14 minimum,** this could increase dependent on what locks are changed. The amount will be added to your rent account for recovery.

**Security on the estate**



Residents are reminded that they need to close the doors behind them when exiting their block.

**Resident Participation**

Come out in your numbers on a Friday in the committee room where there is fun and laughter and BINGO. It’s a way of meeting others on the estate and having fun. All are welcome.

**Co-op Membership**

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All leaseholders and tenants are welcome to join Kilburn Square Housing Co-operative membership. Membership is £1.00 each. If you are a Co-op member you can attend General Meetings and Annual General Meetings and you can voice your opinions on matters. Have your say on the running of the estate and receive a discount price for events by Kilburn Square. Please note leaseholders sub-tenants cannot become a member.

**Leaseholder Information Renting out your home/subletting**



All leaseholders are reminded that they need to contact Brent Council to request a ‘Notice of Sublet’ application form which provides general advice for subletting leaseholders. There is a one off payment off £60.00 (including VAT). You need to ensure that when letting your property you provide Brent in writing the contact information of the people managing your property (letting agents etc).

Please note if you do not inform the Council you are subletting you are in breach of your lease and they can take legal action.

If you plan to rent out your flat then please make sure you in form the Council and the TMO estate office four weeks before your tenant moves in.

Many leaseholders want to make home improvements to their properties which may include structural work and alterations. However, some work may require you to get written permission (as a condition of your lease) from the council before you proceed.

Examples of work that needs permission:

* Replacing windows to your property
* Redecorating the outside of your property
* Building an extension
* Removing walls or a chimney breast
* Disconnecting shared heating
* Converting a loft.

When you have the council’s permission, you must still keep to any planning and building regulations, the current standards of the gas, water and electricity companies, any conditions attached to the permission itself. For more information and to request a form please email: housingmanagement@brent.go.uk

**What Leaseholders should know about anti-social behaviour**

The Council expects leaseholders to use their home in a responsible way and treat their neighbours with respect. However, the council will take action against those who cause nuisance. If you are renting out your property please ensure that any tenancy agreement with your tenant insists they and their visitors behave in a way that does not cause a nuisance to other residents.

If your tenant creates a nuisance, it is your responsibility to take action to stop them from doing so. If you don’t, the Council may take legal action against you.

**Contact Information**

We need to ensure that we have your current contact numbers on our database, particularly mobile numbers. If you have recently changed your contact number, please inform the office. We also need to be informed of your next of kin in case of emergencies.



**Out of Hours Repairs**

**An emergency repairs service is available outside normal office hours.**

**To report a repair out of hours contact 0208 937 1234**

**ANTI-SOCIAL BEHAVIOUR**

KSHC is committed to tackling anti-social behaviour as we know that it has a devastating impact on the lives of our tenants and leaseholders. Anti-social behaviour covers the range of behaviours from low-level nuisance to serious harassment, which can damage the quality of life and interfere with the ability of people to use and enjoy their home and/or community.

KSHCwill not tolerate nuisance or anti-social behaviour directed towards tenants, leaseholders their visitors or any other engaged in lawful activity in the locality of our homes, including our colleagues, contractors and others acting on our behalf. This policy sets out:

* Our commitment to tackling anti-social behaviour;
* Our overall approach in relation to anti-social behaviour;
* The methods we will use to tackle anti-social behaviour.

 Our aim is to achieve a balance between:

* Prevention
* Enforcement
* Support

 We will use a range of ways to resolve anti-social behaviour:

* Early intervention and prevention to resolve the problem as quickly as is possible and consider mediation, if appropriate, early in the process;
* Use the full range of non-legal and legal tools available
* Partnership working where appropriate;

 **DEFINITION OF ANTI-SOCIAL BEHAVIOUR**

The Crime and Disorder Act 1998 outlines anti-social behaviour in terms of its impact or likely impact on victims, as well as the actions of the perpetrators, specifically where a person is found to have:

*“Acted in an anti-social manner, that is to say, in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household”.*

Some examples of anti-social behaviour are:

* Rowdy behaviour including verbal abuse, insults, bullying shouting, swearing
* Noise
* Pets and animal nuisance
* Graffiti
* Drugs related
* Alcohol related
* Loitering on the estate

This is not an exhaustive list of behaviours that fall within the definition of anti- social behaviour

**YOUR RESPONSIBILITY**

Our Tenancy agreements and leases have clauses regarding anti-social behaviour and clearly sets out what is expected of our tenants and leaseholders. We expect our tenants and leaseholders to comply with the terms and conditions and to:

* Ensure that they their family and visitors, act in a considerate and reasonable way to others living in the community.



**IF YOUR AFFECTED BY ANTI-SOCIAL BEHAVIOUR CALL 101 AND REPORT IT THE OFFICE.**

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| **MEETINGS AND EVENTS FOR 2018…………..** |

**All Residents and Leaseholders are encouraged to attend future Board Meetings to have your say on how the TMO provide services to the estate.**



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|  **Board Meetings** Tuesdays at 7.00pm | **General and Annual General** **Meetings** Thursday at 7.30pm |
| 15th May 2018 |  |
| 12th June 2018 | **General Meeting**14th June 2018 |
| 10th July 2018 |  |
| 14th August 2018 |  |
| 11th September 2018 | **Annual General Meeting**13th September 2018 |
| 9th October 2018 |  |
| 13th November 2018 |  |
| 11th December 2018 | **General Meeting and Christmas Party**13th December 2018 |

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| 21415E Keep escape routes clear - multiple occupancy |  |

**Noisy neighbours** keeping you awake at night? Not sure what action can be taken to address smoke nuisance from bonfires or noise from local building works? Want to know if your problem is something we can assist with? Then contact our nuisance control service - we're here to help!

* **Household Repairs/Improvements DIY**
* To avoid complaints, let your neighbours know in advance when you are going to carry out potentially noisy works and try to agree when the noisiest works can take place. Carry out the noisiest work during the day, leaving quieter work such as painting for the evenings.
* Don’t leave noise DIY equipment or hire equipment, such as mixers or generators, running when not in use. In the interests of your neighbours try to complete works as quickly as possible – don’t let it drag on for months

Our service aims to tackle unreasonable disturbance and we will investigate complaints about:

* **loud music, TV or radio**
* **persistent shouting, banging or other unreasonable domestic noise**
* **smoke and/ or odour from bonfires and burning waste on trade premises**
* **building and DIY work at unreasonable times**
* **constant dog barking or other noisy domestic animals**
* **car and building alarms**
* **odour, dust and smoke nuisance, and light nuisance**

We do not deal with:

* noise from ordinary domestic activities or where there is poor sound insulation
* noisy works from construction within permitted times
* noise from groups or people talking in gardens and outside areas

**How to report a nuisance**

* [**Report a nuisance online**](https://www.brent.gov.uk/firmstep/forms/noise-complaint-form/)

The **normal operational hours** for noise, light, smoke and smell nuisance are:

* Monday to Friday, 11am to 5pm, including Bank holidays ([**check bank holiday opening times**](https://www.brent.gov.uk/holiday-period-opening-hours-service-changes-and-activities/)). If you wish to report a matter urgently during these times, please call **020 8937 5252**.

The **out of hours emergency service** operates:

* Monday to Friday, 5pm until 2am and Saturday/Sunday, 6pm until 2am. If you have an emergency matter to report, please call **020 8937 1234** and press option **3** for emergencies.

**Kilburn Square are looking for a minute taker**



* **ADVERT**
* **Self - employed Notetaker – c 4 - 8 hours per month/£10.00 per hour**
* Kilburn Square Housing Co-operative is a tenant management organisation, which manages 246 tenant and leasehold properties for the London Borough of Brent.
* We are looking for a self - employed note taker, who will be engaged under a contract for services, to attend our monthly board meetings to take notes and then, within an agreed timescale, produce the minutes of the meeting for the approval of the Chair.
* Board meetings usually take place on a Tuesday evening each month from 7.00 - 9.00pm. In addition, the note taker will be required to service three General Meetings in March, June and December and an AGM in September on a Thursday evening from 7.30- 9.00pm, as well as provide some admin support to the Chair in distributing papers etc,. You may also on occasion be required to service additional Board or Committee meetings.
* We are looking for someone who has experience of note taking and producing minutes and is able to attend evening meetings at our office in Kilburn.
* Applications are by CV. Enquiries and applications should be submitted via email to KilburnSquareHousingCo-operative@brent.gov.uk
* Closing date for applications is **5 p.m. on 25th May 2018.**
* If you are selected interview you will be contacted in writing or by telephone. If you do not hear from us within 14 days of the closing date, kindly consider your application unsuccessful on this occasion.

