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| KILBURN SQUARE NEWSLETTER |
| **June 2017****Useful information of what’s happening on your estate including events.** |
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Welcome to Kilburn Square newsletter for May 2017.

Kilburn Square currently has 7 Committee Members; please see below the names of our current Committee Members.

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| **TITLE** | **NAME** |
| Chair | Margaret Stoll |
| Deputy Chair | Vacant |
| Secretary | Jennifer Welch |
| Treasurer | Antonio Messina |
| Committee Member | Pauline Fell |
| Committee Member | Zaler Montana |
| Committee Member | Martin Page |
| Committee Member | Vacant |
| Committee Member | Patricia Hogan |
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**Kilburn Square Tower Block**

Please note we have received a number of complaints about food and glass jars been thrown out of the windows in the Tower block. Please note this is a breach of your Tenancy Agreement/Lease and a serious health and safety issue. If the perpetrator is caught, it could result in you losing your tenancy or lease being revoked by the Council.



 **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.

**Tenants Responsibilities**

As part of your [**Tenancy Agreemen**](http://www.lewishamhomes.org.uk/your-home/tenancy/your-tenancy-agreement/)**t** you have a number of responsibilities you must follow.

Your Tenancy Agreement sets out some rules that you, and those who live in or visit your home, must follow by law. Your full tenancy conditions and your rights and responsibilities are listed in your Tenancy Agreement, but here is a summary of the key points:

* Pay all charges for gas, electricity, and telephone services direct to your providers.
* Not to run a business from your home without our permission in writing or use your property for any criminal, illegal or immoral purposes;
* Not to cause a nuisance, annoyance or excessive noise, or allow your visitors to do so;
* Not to harass, threaten or use violence or intimidate people;
* Report promptly any [**repair**](http://www.lewishamhomes.org.uk/your-home/repairs/)or defect to KSHC;
* Allow workmen, employees or agents [**access at all reasonable hours**](http://www.lewishamhomes.org.uk/your-home/repairs/access-to-your-home-to-carry-out-repairs/) to inspect the condition of the premises or to carry out repairs or other works to the premises or adjoining property. (KSHC will usually give at least 24 hours - notice but immediate access may be required in an emergency);
* Not to cause any damage to the premises or the fixtures and fittings belonging to Brent Council;
* Not to keep on the premises any mobile gas heaters, cylinders, oil burning appliances, paraffin or petrol;
* Keep all communal areas clean, tidy and free from obstructions and rubbish which might cause injury nuisance and annoyance to others;
* You must seek permission from KSHC to keep pets at your property, and ensure they do not cause a nuisance or foul in public or communal areas;
* Use the bin chutes and recycling bins properly.

**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.

**NOTICE TO TENANTS/CUSTOMERS**

**WE ARE HERE TO ASSIST YOU WITH YOUR ENQUIRY HOWEVER, WE WILL NOT TOLERATE THREATS, ABUSE, OR RUDENESS TO STAFF WHO ARE DOING THEIR BEST TO HELP YOU**

**IF YOU USE THREATS OR ABUSIVE LANGUAGE TO ANY MEMBER OF STAFF AT THIS OFFICE OR WHILST THEY CARRY OUT THEIR DUTIES ELSEWHERE ON THE ESTATE, KILBURN SQUARE HOUSING CO-OP WILL TAKE LEGAL ACTION UNDER THE TERMS OF YOUR TENANCY/LEASE CONDITIONS**

**IF YOU ARE ABUSIVE IN THE OFFICE AREA WE WILL CALL THE POLICE IF NECESSARY .**

**PLEASE BE ADVISED THAT THE SERVICES AT THE KILBURN SQUARE OFFICE WILL BE WITHDRAWN, AND THAT YOU WILL NEED TO CONTACT BRENT CIVIC CENTRE DIRECTLY TO DEAL WITH ANY QUERIES**

**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**

**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**

**Behaviour of Children on the estate**

All parents must ensure that they take full responsibility for the behavior of their children and their friends. This includes when your child is playing on the estate. Parents and guardians must ensure that they know the whereabouts of their children and you should monitor your children when they are out to ensure they are safe.

Failing to ensure that members of household or visitors do not cause a nuisance is a breach of the terms and conditions of your agreement with Brent Council. Persistent anti- social behaviour may lead to agreements being terminated and the loss of your home.

**Health and Safety**



Rodents on the rise!! We do not want to encourage rodents on our estate please do not leave rubbish outside your front doors or dump bulky items in the yard, this has led to a rise in rodents and we have had to increase and change the bait we use around the estate to ensure we are managing the increase. Help us to have a clean estate where were proud to live. Be aware for health and safety reasons rubbish or items must not be left outside your front doors.

**Housing Management Staff structure 2017**

Housing Services/Estate Manager Jennifer Williams

Housing Officer Linda Ponder

Finance Officer Yasmita Kotecha

Maintenance Officer Rudy Kelly

Front Desk/Security Co-ordinator Karis Pink

Caretakers William Borrill

 Kathy Proudfoot Jones Ivory

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| **MEETINGS AND EVENTS FOR 2017…………..** |

**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 are held every Month**

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| **13th June 2017****11th July 2017****15th August 2017****12th September 2017** |

**General & AGM meetings Thursdays****15th June 2017- General Meeting****14th September 2017 AGM**Image result for word searches for June |