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

Kilburn Square currently has 7 Committee Members; and 1 Co-opted 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 |
| Co-opt Member | Hassan Mahood |
| Committee Member | Patricia Hogan |
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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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**INDRODUCTORY TENANCIES**

Brent Council issue all new tenants with an introductory tenancy.

An introductory tenancy is a probation tenancy that allows the council to decide if you are a good tenant. Providing a reduced form of security of tenure when tenants first move in provides an opportunity to gauge whether or not they are able to conform to tenancy conditions, and is felt, provides an incentive for new tenants to do so. Local Authorities may do this through the use of Introductory Tenancies.

The legislation empowering Local Authorities to use Introductory Tenancies is contained within Part V of the Housing Act 1996 s124 to s143.

 Introductory tenancies are a mechanism whereby local Councils can monitor the first year of a tenancy and, if it is not satisfactory owing to breaches of tenancy, seek possession through a more simplified legal route. Under the Introductory Tenancy rules, Officers do not have to produce evidence of the breach of tenancy at Court; they only need to show they have followed correct procedure (as set out within this document), and having done so the Court has no choice but to grant a Possession Order. This makes it much easier for a Council to deal with new tenants who are not prepared to abide by their Conditions of Tenancy.

 Additionally under Section 125A of the Housing Act 1996, the period of an Introductory Tenancy may be extended for a further period of six months. This allows the tenant further opportunity to modify their behaviour and remedy any specific breach of tenancy condition.

 The introductory tenancy will be monitored during the introductory period so that any problems can be addressed as soon as they arise. Introductory tenants will be visited at six weeks following the commencement of their new tenancy, and then contact or a visit will be made at or before 9 months. Additional visits may be scheduled to discuss and monitor any specific problems that have arisen in line with current procedures regarding tenancy issues and rent arrears actions.

 In order that introductory tenants are not discriminated against, evidence-based procedures for dealing with nuisance and anti-social behaviour will be the same as for secure tenancies, with the exception of the legal process to end the tenancy.

 A majority of introductory tenancies will proceed to a secure or flexible tenancy without incident. However, where there are issues it is important to continuously review the tenancy during the 12-month introductory period.

 Particular care will be taken in the case of vulnerable tenants to ensure that referrals to appropriate support agencies are provided. However, where persistent breaches have been proven and behaviour has not been improved to an acceptable standard in line with the procedure to deal with anti- social - behaviour (ASB) and rent arrears we will take the appropriate steps to extend or end the tenancy.

Introductory tenants will generally have the status of their tenancy converted to a secure or flexible tenancy at the end of the introductory period if:

* There have been no complaints of nuisance or ASB against them.
* Any nuisance or ASB has been remedied or reduced to a level acceptable to us.
* There are no rent arrears or there are rent arrears that do not warrant legal action.

 **The first visit at 6 weeks**

The tenant must be visited within six weeks after the commencement of the tenancy. The housing officer will complete an **introductory tenancy visit review form** to check that the introductory tenant has settled in without any problems.

**Contact at 9 months**

 At or before 9 months, contact must be made to check that the tenancy has been conducted satisfactorily. The housing officer will complete an introductory tenancy visit review and forward this over to Brent Council. If the visit review form concludes that there has been no breach of the introductory tenancy including complaints of nuisance or ASB, or that any nuisance or anti-social behaviour has been reduced to an acceptable level, and there are no outstanding rent arrears. The housing officer will notify Brent Council on the 12 month anniversary.

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**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**

**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.**

**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.

**Permission to keep a pet**

All residents are reminded you that you **must** seek written permission to keep a pet as detailed in your tenancy conditions.

Failure to seek consent may result in you having to re-home your pet immediately should your pet

Cause a nuisance or annoy other residents. You are responsible for your pet at all times, you must ensure that your dog is kept on a lead when on the estate and that you clean up any mess made by your dog.

***Please note from April 2016 it now law that all dogs are microchipped and should wear a collar with a tag showing its’ owner’s name and address when out in public.***

Brent Housing Partnership has produced a booklet on Animal Welfare Guidance if you have access to the intranet please go to the link below.

https://www.brent.gov.uk/media/9594812/Animal\_Welfare\_Guidance\_Booklet.pdf

If you do not have access to the internet copies can be obtained from the Kilburn Square Office.

We are required to keep a register of all pets on the estate therefore please find enclosed a permission form to keep a pet which needs to be completed and returned to the office.

Before you buy a pet you need to obtain permission from Kilburn Square In advance.

***Residents will not be given permission to keep a pet if it is considered by law to be dangerous or illegal in the United Kingdom.***



**Kilburn Square 5 Year Ballot**



Under the Management Agreement between your TMO and Brent council, we must hold a confidential ballot of all tenants and leaseholders every five years to ask if you are happy with the services the TMO provides and whether you want your TMO to continue managing the estate for another 5 years. The ballot will be facilitated by Open Communities - an independent ballot company.

The ballot will begin on the 1st September 2017 and run for 21 days.  In the final week of the ballot period staff from Open Communities will be knocking on doors to encourage you to use your vote.  These staff will be wearing ID badges.   You will receive your ballot paper by the 1st of September along with a cover letter explaining how you can cast your vote.  We look forward to your continued support in the ballot.

**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**

**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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| **October, November, December 2017 (dates to be confirmed)**  |

Related image Thursday 21ST September 2017 -7.30pm in  the Committee Room Don’t miss it!Autumn Blessings Wordsearch smll |