



**TO ALL RESIDENTS  
ROUPELL PARK ESTATE**

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Dear Resident

**SERVICE DELIVERY DURING COVID-19 OUTBREAK**

Let me begin by saying that I hope you and your families are safe and well. Let me also thank you for understanding the limitations on the services we can provide. In this letter I would like to raise a few more things we need to think about whilst the current restrictions remain in place.

**SHOWING RESPECT FOR YOUR NEIGHBOURS**

**We have large numbers of people who work in the health service or in the social care sector living on the estate. They need the opportunity to have peace and quiet to rest when they are at home.**

We are a community with a large number of families with children as well as people, often older, living on their own. We need to show respect and tolerance for our neighbours. Children who are confined to their homes will play and make noise. We need to understand this and make some allowances. However, parents also need to show respect for their neighbours and ensure that their children do behave in a reasonable way and that they do not make noise after 8.00pm.

Do not disturb your neighbours when playing your music or television. There is very little sound insulation between flats. The level of bass also has a huge impact and can be very disturbing. Please also keep your windows closed in the room where you are playing the music.

If you are doing DIY please stop by 8.00pm. If you are a leaseholder **you need landlord permission before carrying out any work to your home** other than simple decoration or DIY. Please do not do plumbing works at this time. We already have cases where leaseholders doing work in their homes are causing leaks into their downstairs neighbours flats. If there is any damage caused by this you will be liable.

**KEEPING THE ESTATE CLEAN**

The care takers are still working and are delivering an excellent service. However, you also have a responsibility to keep the estate clean.

- Take your rubbish downstairs and put in in the bin. The caretakers do not have the

time to do something you should be doing yourself.

- Do not dump bulk rubbish like beds, fridges or furniture. Clearing the rubbish takes time and takes the caretakers off the estate so they cannot do other duties.
- Do not drop rubbish on the floor or allow your children to do so.

## **REPAIRS**

We are still only able to deliver emergency repairs. This includes floods, blocked toilets, loss of electricity supply, loss of hot water and loss of heating. Please do not request any repairs that are not an emergency.

If you are unwell or self-isolating, we will still carry out emergency repairs. Please tell us if this applies to you so we can take the necessary precautions. In all cases when we or our contractors attend please ensure that you stay a minimum of 2m from the workman. If possible, please leave the room and leave them to work undisturbed.

Please note that for general repairs (emergency only) you should call us on **02079260214**.

For out of hours repairs you should call **02079266000** between 5 and 8pm and **02079266666** between 8pm and 8am

If you are on the communal heating system then you need to report the repair via the Council's Contact Centre on **0207926000**. Please ensure that the report goes to T Brown.

If you have an individual heating system you should call our new contactor, Swale on **01795 477098**.

**Our new contactor Swale will continue to do gas safety inspections. Therefore, if you are contacted by them please give them access. This is for you and your neighbours safety.**

## **HEALTH AND SAFETY**

**The weather is warm and sunny. BBQ's are banned anywhere on the estate. They are a huge fire risk and we do not want to make any more work for our precious emergency services and NHS than they already have.**

**It is also time to make sure that we look after our neighbours. If one of your neighbours is older or vulnerable do they need any shopping? Are they safe and well? If you know your neighbour you can ask them yourself. We are building a list of our vulnerable residents and volunteers willing to help them. If you can help please contact the office.**

**For more information please go to our website [www.roupellpark.co.uk](http://www.roupellpark.co.uk) where you will also find links to a number of other useful sites**

Yours sincerely

Simon Oelman, Estate Director  
Roupell Park RMO