

CONDENSATION

Many of the properties on the estate suffer from condensation. The main sign of this will be black mould growing in bathrooms, kitchens and along the tops of walls, especially the outside walls and around windows.

Our properties do not suffer from rising damp. If there is a leak from a roof or from another flat the first sign of this will be dripping water or brown staining. A leak will not usually cause black mould growth.

Condensation is caused by warm moist air coming into contact with a cold surface and the water then settling on it. This can then lead to black mould growing. The problem might get worse during lockdown because there are more people at home and so more moisture is in the air.

The best way to stop condensation is to make sure that your home is well ventilated. Wherever possible open windows, especially in kitchens and bathrooms, and if you are cooking or bathing keep the door closed to stop moisture getting into the rest of your home. Open bedroom windows in the morning when everyone is up, if only for a few minutes. Good ventilation will help reduce the risks of Covid-19 infection. And always keep the small trickle vents in the windows open and do not block any air vents in the rooms.

Finally, if you do get mould growth you need to wash it down with a weak bleach solution whenever it appears. You may also consider getting a small portable dehumidifier which helps to reduce the problem.

OUTSIDE AND GREEN SPACES

Following Government and Council advice we have taped off all the outdoor gym equipment. Please do not use this equipment.

Playgrounds are being left open. The equipment is not sanitised or disinfected and is used at your own risk. Please follow the advice provided on the signs, where we have some simple instructions on how to use playgrounds safely.

MOVING HOME

Choice Based Lettings is still in operation and is carrying out viewings within strict social distancing guidelines. If you are registered for a transfer to alternative accommodation, please check listings of available properties.

If you wish to register for a move to alternative accommodation or have a query relating to your application or rehousing then please contact your **Neighbourhood Housing Officer on 020 7926 6000**.

STAY SAFE

Thank you for taking the time to read this special newsletter. We want you all to get through these difficult times and by helping one another, being supportive, we can do this together. Simple acts of kindness go a long way.

Do follow Government guidelines:
STAY HOME - PROTECT THE NHS - SAVE LIVES

NEWSLETTER JANUARY 2021

Number 24

We have entered another lockdown and because of the very high levels of infection it is difficult to know how long it will last. The increased infection rate also means that we all need to take extra care in the way we behave.

Please follow the Government's advice and stay at home unless you have to go out and, if you do, ensure that you take basic precautions such as wearing a mask, sanitising your hands and following strict social distancing.

We have therefore again looked at the way in which we are delivering our services.

OFFICE AND CONTACT

The office is closed to all visitors until further notice.

Our telephone lines are open as usual

Monday 8.30 to 5.00
Tuesday 9.00 to 5.00
Wednesday 9.00 to 5.00
Thursday 8.30 to 5.00
Friday 9.00 to 4.00

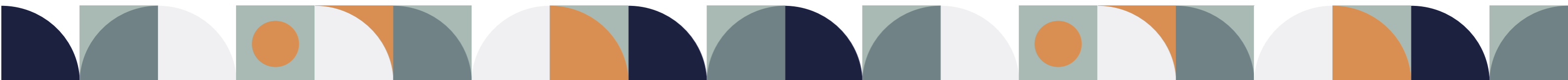
If we need to talk to you face to face we would like to do this by video. We will normally send you an email asking if you are able to do this and then set up a date and time, in the same way as we would a home visit or if you came to the office.

CARETAKING

We will continue to carry out a full caretaking service. However, we would request that you please put all your rubbish in the bins and that you do not put any bulk waste out in the communal areas. Dealing with bulk waste is taking our caretakers an increasing amount of time, which means that they cannot do their main duties. It is also costing us a lot of money.

PARKING RESTRICTIONS

All estate parking restrictions have been suspended for the duration of the lockdown. This does not apply to the Council administered CPZ on Fairview Place and Holmewood Gardens.



REPAIRS

We will only be doing a limited list of repairs. These are:

- Floods and leaks
- Health and safety repairs to communal parts
- Loss of water supply
- Loss of electrical supply
- Loss of gas supply
- Blocked toilets
- Blocked soil stacks and sewers
- Taps that are running full bore and cannot be turned off
- Doors and windows where the security of your property is at risk
- Unsafe electrical fittings
- Loss of heating and hot water
- Toilet not flushing
- Clearing blocked sinks, basins and baths
- Repairing lighting to communal areas
- Hard running overflows
- Roof leaks

We will need to prioritise these, doing the most urgent first, and we will normally be able to do emergency works only in the afternoons.

Internal repairs apply to tenants only.

If you are on the communal heating system, whether you are a tenant or a leaseholder, in the event of breakdown you should call **020 7926 6000** and ask that **T Brown** attend your home.

If you are a tenant with an individual heating system you should call **Swale Heating on 01795 477098**. For out of hours repairs, in the evening and at weekends, you should call **020 7926 6666**.

When you report a repair, we will ask you

if you or any member of your family are showing any symptoms of Covid-19 or are socially isolating.

When we are doing a repair or an inspection in your home our staff will always wear masks and work gloves.

We will expect you to -

- Have the area in which we are going to work clean and clear of any obstructions
- Where possible wear a mask
- Keep 2m from our operatives - where possible you should stay in a separate room
- Keep the room in which our staff are working well ventilated

Where you do not keep to these conditions our staff have been instructed to leave your property and not to carry out or complete a repair.

RECHARGES

If you report an emergency repair we expect you to be in. If you are not we will recharge you the cost of the call out and for the time wasted.

Also, if you report a problem with your television ariel, we will recharge you the cost of the callout if we find that the problem was with any of your equipment.

RESPECT FOR NEIGHBOURS

The current lockdown is happening during bad weather and when it gets dark early. That means that most of us are spending a lot more time indoors and more people are also working from home. Most people

living on the estate have shown respect and understanding for their neighbours on the estate. Thank you.

Sadly, some people are not acting in a way that we would expect at the best of times, let alone now, either through simply not thinking about the consequences of their actions or just not caring.

Please respect your neighbours and think about any noise, that you and your children make, might be having on them. This is particularly important in the evening and at night. Don't play your music or TV so that your neighbours can hear and stop your children playing noisily.

At the same time, we do have to be realistic and accept that noise levels may be higher than usual, especially when children are not able to go to school. Children need to play, and this is often noisy. However, this should be restricted to reasonable times and should not extend past early evening. Be kind to one another.

If you are the victim of ASB, wherever possible talk to your neighbour. They may not know they are causing a problem. From the complaints we have had, it is also clear that in some cases the wrong people are being blamed. Before making accusations, make sure it relates to the right people! If the poor behaviour continues please tell the office. Also, keep a record of the nuisance you are suffering. We will talk to the perpetrator and, where necessary, start building a case for us to take action in the future.

GAS SAFETY CHECKS

Every year, people die and are seriously injured by poorly maintained gas appliances and we carry out annual inspections on all our properties with a gas supply, or anywhere there is gas piping.

We have a legal duty to do these checks and we will be continuing to do so during the lockdown through our contractor, Swale.

If you get an appointment letter please allow Swale into your property or make an appointment with them.

If you are self-isolating and are contacted, requesting you give access for a gas safety inspection, you should contact Swale to rearrange for the inspection to take place after your isolation has ended.

If you are shielding, we will balance the risk presented, taking into account factors such as the age and type of appliance, previous maintenance history and date of the last gas check. In some situations, this might indicate that the gas safety inspection should still go ahead. In such a case, prior arrangements should be made to avoid any face-to-face contact. For example, when answering the door.

The operative will be up to date with the latest guidance on how to work safely including wearing appropriate PPE.

If you smell gas, or if you have concerns about the safety of your appliances, you should call the gas emergency service provider on **0800 111 999**, and switch off appliances until the gas emergency supplier, or a registered gas engineer, has attended and advised that the appliances are safe to use.