

USEFUL NUMBERS

Goulden House Co-operative Ltd

IN AN EMERGENCY.

After Hours Service020 8871 7490
British Gas0845 609 1122
Transco (Gas emergencies)0800 111 999
London Electricity0800 028 0247
Thames Water0845 9200 888
Emergency Service 999

The Council

Council's Southern Area Team(020) 8871 7482
Wandsworth Housing Patrol (020) 8871 7869
Benefit Payment Enquires (020) 8871 8769
Housing Benefits/Council Tax(020) 8871 8080
Noise Complaints (020) 8871 7869
Wandsworth Trading Standards (020) 8871 7720
Resident's Parking & Permits(020) 8871 8871
Disabled Parking (020) 8871 8871
Registrar of Births,
Deaths and Marriages (020) 8871 6120
Pest Control (020) 8871 6143
Refuse Collection(020) 8871 8558
Recycling(020) 8871 8558
Abandoned Cars(020) 8871 7474
Dog Control(020) 8871 7606
Integrated Youth Services.....(020) 8871 7553
Graffiti Removal(020) 8871 7049
Councillor Information(020) 8871 6060

Your health

NHS Direct 101
Wandsworth Primary Care Agency .. (020) 8725 2453
Moorfields Eye Hospital (020) 7253 3411
Royal National Orthopaedic (020) 8954 2300
St Georges Hospital, Tooting (020) 8672 1255

Others

Local Police Station (020) 7228 1212
Citizens Advice Bureau (CAB) (020) 8333 6960
Wandsworth Age Concern (020) 7978 2282
Pensions Service(020) 8871 6523
Victim Support Scheme (020) 7223 1234
Wandsworth Community
Transport (disabled) (020) 8675 7460
Volunteers Bureau (020) 8870 4319
Adult Education(020) 8918 7557

Learning and Leisure

Wandsworth Library(020) 7223 2334
Latchmere Leisure Centre (020) 7207 8004



**GOULDEN
HOUSE**
CO-OPERATIVE

Estate Office
Entrance A
Bullen Street
Battersea
London SW11 3HF

T 020 7924 5213
F 020 7924 5441
E office@gouldenhouse.org



RESIDENTS' HANDBOOK

Table of Contents

Section	Title	Page No
	Introduction.....	3
One	About Goulden House Co-operative.....	4
Two	Your New Home.....	7
Three	Safety and Dealing with Emergencies....	9
Four	Repairs and maintenance.....	11
Five	Your rights—Making a Complaint.....	19
	Useful Numbers.....	16



GOULDEN HOUSE
CO-OPERATIVE

Estate Office
Entrance A
Bullen Street
Battersea
London SW11 3HF

T 020 7924 5213
F 020 7924 5441
E office@gouldenhouse.org

Goulden House Co-op
Estate Office
Bullen Street
London
SW11 3HF

Vat: N0: 603121113

Telephone: 020 7924 52 13
Fax: 020 7924 54 41
E-mail: goul-
house@hotmail.com

Industrial & provident Society
Registration No: 27046R

SECTION 5

**YOUR RIGHTS
IF WE GET
IT WRONG**



Who is eligible to complain?

Any resident who has a complaint against Goulden House Co-operative or those acting on its behalf may use the Complaints Procedure. A copy is displayed in the Goulden House office. Any resident who has a complaint against the Council or those acting on its behalf should use the Councils Complaints Procedure.

The type of complaint covered under this policy

- Complaints about the behaviour or performance of an employee of Goulden House.
- Complaints about the standard of caretaking and cleaning.
- Complaints about the speed or standard of repairs carried out by Goulden House.
- Complaints about the behaviour or performance of a member of the Management Board.
- Complaints about nuisance from neighbour.
- Complaints about racial or other forms of Harassment.

Complaints covered by the council

Complaints about services provided directly by the Council

The Complainants Rights

All complaints made about Goulden House services or those acting on their behalf will be treated in the strictest confidence. The full report will only be available to the Manager or the Chair of Goulden House unless the complaint has been made to the Board.

Any complaints not covered by the Goulden House Complaints Procedure, should be dealt with at the Council office in Garratt Lane.

Thank you for taking the time to read this. If there are any queries that are not covered in this Handbook, please do not hesitate to contact the Goulden House office.

SECTION 4 continued



Grassed Areas, Communal Areas and Play Areas

Please do not allow your dogs to foul grassed areas. The staff do their best to keep these areas looking good, you can help by not littering these areas and avoiding playing football on the grass.

There is an organic community garden opposite the football pen, anybody who wishes to get involved can contact the office.

There are three compost bins in the wooded area on the Home Road side of the estate. Please put uncooked vegetables and small garden clippings (no twigs) **only** into the bins.

Pest Control

If you find any of the following pests in or near your home please report this immediately to the Goulden House office.

- Cockroaches
- Mice/Rats
- Wasp nests

It is very important that pests are eliminated. Please ensure that when an appointment is made, the contractor is allowed access.

Exchanges/Transfers

This remains the responsibility of the Council. If you are interested in putting your names forward, please contact the Council's housing transfer department on **020 8871 6805** or you can collect a transfer form from the Goulden House office.

GOULDEN HOUSE
Estate Office, Bullen Street
Battersea, London SW11 3HF

Telephone: 020 7924 52 13
Fax: 020 7924 54 41
E-mail: gouldenhouset@hotmail.com

INTRODUCTION



This is a handbook for all residents of Goulden House. It should help you by giving you information about the housing services provided on your estate. If you have any questions please do not hesitate to contact the Goulden House Co-operative's Office on: **020 7924 52 13**.

About Goulden House

Goulden House is located just off Battersea Park Road within a mile of Battersea Bridge. It is very central and well served by bus routes and mainline train services through Clapham Junction.

Battersea is seen as a desirable place to live and is a mixed area in terms of private houses, private apartment blocks and housing estates. Goulden House, which was built by Wandsworth Council in 1975, is 5 storeys high built as a single block. The building is designed around an inner garden and an outer green.

There are 269 flats served by 3 lifts . All dwellings are covered by an Entry Call service. The whole estate is covered by a 24 hour recording CCTV system making it a safe place to live.

Updated Edition - March 2014

SECTION 1

About Goulde House



Goulden House Co-operative

Goulden House Co-operative is a Tenant / Residents Management Organisation (TMO/ RMO) set up under the 'Right to Manage' legislation. There are many TMOs in London and particularly in Wandsworth. Goulden House Co-operative has been developed by residents with the support of the London Borough of Wandsworth and took over the management of the estate in 1990.

Our Aims and Objectives

Goulden House Co-operative objectives are to ensure the estate is maintained to the highest possible standards and to provide a first class service to the residents. Goulden House Co-operative is a registered Friendly Society and is run by a Management Committee who are elected at the Annual General Meeting. Membership is open to all residents whether they are council tenants, tenants of leaseholders or owner occupier. All lawful residents of the estate over the age of eighteen are eligible to join Goulden House Co-operative by purchasing a share which costs £1 for life membership. If you have not joined as yet, please do think about it. As a member of Goulden House Co-operative you will be entitled to vote at meetings and help decide what the priorities for the estate should be. All members can stand for election to the Management Committee at the Annual General Meeting.

SECTION 4
continued

Parking

Please be aware that vehicle ticketing is in operation on the estate. If you do have a vehicle and need to apply for an estate parking permit, please contact Goulden House office or if you want to apply for a controlled parking permit which will allow you to park on Bullen street, Winders Road or Shuttleworth Road please contact the council on 0208 8718871 or 0800 5872605 (free-phone 5-7 pm) and they will be happy to assist you.

Please note that if you park your vehicle anywhere in the estate car parks or in a controlled parking bay, without displaying an appropriate parking permit, it will be ticketed.

Anti-social Behaviour, Nuisance, Racial or other form of Harassment

Goulden House will not accept any anti-social behaviour on the estate. You, as the legal tenant or leaseholder are responsible for the behaviour of every person (including children) living in or visiting the property. Examples of anti-social behaviour include but are not limited to:

- Using abusive or insulting words or behaviour.
- Using or threatening to use violence.
- Vandalism of council property.
- Offensive drunkenness.
- Persistent arguing and door slamming.
- Noise or fouling from pets.
- Loud music.
- Rubbish Dumping.
- Speeding and dangerous riding of scooters

Wherever possible, any disputes between neighbours should be resolved amicably. Goulden House aims to provide a supportive and efficient service to help residents to settle disputes. Ultimately Goulden House can refer the matter to the Council for further action. You must not use or allow the property or any communal area to be used for any illegal or immoral activity such as drug dealing or prostitution.

SECTION 4 continued

Councils Responsibilities

Some repairs and services remain the responsibility of Wandsworth Council but you can still report these by contacting the Goulden House office.

Council Services

- Repairs and servicing of the Lifts
- Inspection and maintenance of play equipment
- The supply of water to all blocks including the installation and maintenance of pumps.
- Inspection and testing of water tanks
- Annual Gas carcasses checks and testing
- Servicing of any fire prevention equipment
- Supply of electricity to pole lighting

Council Repairs

- The external structures of buildings, including brickwork, lintels, the external walls and their openings and all load bearing, party and structural walls.
- The roof structures and roofs covering.
- The surface water and foul drains including gullies, access chambers and their covers.
- The water mains from the water board's supply pipe or stopcock to the mains stopcock in each dwelling.
- The gas mains from the gas board's main supply pipe to the meter in each dwelling.
- All underground services.
- Down pipes and repairs resulting from leaks and overflows.

We aim to

- Check all common areas of the estate each day, identifying priorities and ordering works as necessary.
- Remove rubbish and clean graffiti from the estate as soon as it is reported.
- Keep all entrances, corridors and stairways clean and tidy, responding to need rather than sticking to schedules.
- Maintain the courtyard and the grassed areas of the estate to a high standard.
- Provide an efficient and accessible rent collection service for council tenants giving residents appropriate welfare advice.
- Provide an excellent repairs service aiming to complete repairs to a high standard well within the timescales laid down by Wandsworth Council.
- Deliver a good service to all Goulden House residents according to their needs.
- Encourage active participation by residents and help to foster a community on the estate.
- Ensure that all residents can attend meetings and have access to information about the objectives of the organisation

Confidentiality

Goulden House has a very strict Code of Confidentiality. A copy can be obtained from the co-operative's Office. All personal information about any residents will be treated as confidential. Goulden House is registered for Data Protection.

Equal Opportunities

Goulden House aims to be an Equal Opportunities Organisation. We value the diversity of residents living in Goulden House and we will treat residents according to their needs, ensuring that all residents have access to our services and the opportunity to participate in the Organisation. We will not discriminate against any resident on any grounds but in particular on race, colour, religion, marital status, gender, sexual orientation, age or disability. A copy of our complete Equal Opportunities Policy and Procedure forms part of our management agreement with the Council and can be obtained from the Goulden House Office, free of charge to members.

Membership

All residents over the age of 18 are invited and encouraged to join Goulden House by buying a £1 shareholding. The more residents who are members - the more representative we are of our community. Holding a share entitles you to vote at all General Meetings and to stand for election to the Management Committee. You can influence what happens on the estate and what our priorities should be for the future by being a member

The Management Committee

The Management Committee is made up of residents of the estate and one council nominee. It is responsible for employing staff and contractors and running the estate on your behalf. At every Annual General Meeting, one third of the Committee memberships stand down to encourage new people to come forward although they can stand for re-election. The Committee meets quarterly and all residents are welcome to attend meetings and request items for discussion. The Board aims to keep you informed about what's going on through meetings, events and our regular newsletter. For more information visit our website: www.gouldenhouse.org

**SECTION 4
continued****GOULDEN HOUSE Services**

The list below outlines the range of cleaning and caretaking services, which Goulden House provides:

- Cleaning of staircases, handrails, banisters, landings and walls. Removing graffiti in all common parts.
- Cleaning of windows (all internal stair and landing windows). Doors, floors, lobbies, lights and light fittings.
- Clean rubbish chute and chambers. Clearing litter from all common parts of the estate. Removing any bulky rubbish.
- General upkeep of the roof access, tank rooms, access to tank housings and roof security.
- The replacement of light bulbs excluding pole fittings.
- General upkeep of the common grounds and gardens of the Property. Cutting communal grassed areas and maintaining flower beds and shrubs.
- Clearing play areas and play equipment especially of glass.
- Weed control, sweeping, snow and leaf clearing and salting of non adopted roads, (including drainage gullies), footpaths, storesheds and garages.
- Any bulkhead lighting of the grounds, non adopted roads and footpaths (including the replacement of light bulbs).
- Entry-phone systems including all associated doors, cables, door fittings, and any other items associated with the entry phone system.

The successful care and upkeep of the estate is dependent on an effective partnership between the residents and Goulden House Co-op. It is the responsibility of residents to keep the front of their own homes clean and tidy. All shared areas i.e.: corridors and stairwells are cleaned by Goulden House, but it is the responsibility of all residents to ensure that members/visitors of their household do not discard litter or damage any part of the property.

SECTION 4 continued

GOULDEN HOUSE Repair Responsibilities

- The plumbing including cold water systems beyond the main stopcock in each dwelling including pipes, valves, stopcocks, cisterns, overflows.
- The Council's plumbed fittings including baths, sinks, basins, WC suites, taps and waste fittings but excluding plumbing installed for washing machines, dishwashers etc.
- The electrical services from the Electricity Board's meter including internal wiring.
- The Council's internal fixtures and fittings.
- Re-glazing of broken windows to dwellings where break has known cause and Council is liable but excluding metal and UPVC windows.
- The rainwater system including gutters and fixings.
- The common parts of the Property including refuse chambers and rubbish chutes, store sheds.
- Electrical services for the supply to the common parts including wiring, conduits, socket outlets, switches and bulkhead light fittings.
- Fences, enclosure walls and gates that belong to the Council.
- Roads, footpaths, and courtyards not adopted for maintenance by the Council under its statutory powers as Highway Authority.

SECTION 2



Moving into your new home.

When you sign the tenancy agreement, you will be informed of the start date of your tenancy. This is the date you become the legal tenant. From this date you are responsible for the property and for payment of rent. You are responsible for arranging the connection of electricity, gas and water to your home. You should give the gas and electricity companies as much notice as possible of your moving in date. London Electricity usually require at least 3 days notice to connect your supply.

LONDON ELECTRICITY 0800 096 9000

BRITISH GAS 0845 955 5510

THAMES WATER 0845 200888

Paying your Rent (Council tenants and Storesheds)

The Goulden House office will issue you with a paying-in book, which you must use to pay your rent. Rent must be charged weekly on a Monday. You will be advised exactly which dates you should pay your rent. Rent can be paid at all branches of HSBC. The nearest branch is located on 240 Lavender Hill Clapham Junction

Decoration Allowance

Goulden House does not provide any decoration allowance however, some tenants may qualify for the Councils scheme if they meet certain criteria. Please contact the office for more information.

FOR LEASEHOLDERS

Paying your Service Charges

The Council will send you a bill annually for your service charges and you should pay the Council using the payment methods that they give you.

SECTION 2 continued



Cleaning and Disposal of Rubbish

Residents are responsible for ensuring that their own rubbish is disposed of only in the chutes and paladin bins provided. Do not leave rubbish bags in the corridors, on the balconies or stairwells. If you are physically challenged and cannot use the chutes, please contact the Goulden House office and special arrangements can be made. All rubbish is collected on Wednesday with the exception of bank holidays.

Bulk Refuse

If you have any bulky items that you need help disposing of, please contact the Goulden House office and we will be happy to assist you. Do not leave any items of rubbish around the estate. This is a fire hazard and a danger to children. Dumping rubbish is a breach of your tenancy conditions / lease agreement.

Graffiti and Vandalism

In our effort to keep this estate a clean and welcoming environment for us all to live in, we would encourage all residents to work with us and report all graffiti to Goulden House staff. Removal of racist or offensive graffiti is a high priority and it will be cleaned off within 24 hours. The Council or Goulden House will take legal action against any person who damages the estate. Please help us to make Goulden House the home we want it to be. The Council runs a graffiti hotline where you can report graffiti which you have seen anywhere in the borough.

Graffiti hotline number is 0208 871 7049.

Elderly and Disabled Tenants

Elderly or disabled residents who have no-one else to help them can approach Goulden House to get help to carry out small jobs in certain circumstances. If you are an elderly or disabled tenant reporting a repair, please let us know, as in certain circumstances priority will be given.

SECTION 4 continued

What is not an emergency?

A blocked sink, a toilet that will not flush or a leak of some sort. Please do not call the emergency number for repairs of this sort. This is not an emergency and will be attended to the next working day by Goulden House staff.

Please note, unfortunately we do not receive any allowance for the re-decoration of any homes. However the Council may have a redecoration policy if you meet certain criteria i.e.; have a disability or are elderly. Please contact the Goulden House office or the Council for more information.

Please note all Goulden House staff carry Photo Identification; please be careful who you let into your property. Occasionally we are required to use outside contractors. If you are unsure that someone is genuine please ask to see their ID or telephone the Goulden House office

Tenants Responsibilities

It is the responsibility of tenants to report to the Goulden House office any defects as soon as possible. It is also the responsibility of the tenants to take care of their home and not allow negligence or abuse, either by members of the household or by their visitors. Any alterations or additions to the property or its fixtures must have the written permission from the Goulden House or the Council. If any defect arises out of such negligence or abuse, the tenant will be liable to be charged the full cost of any materials and labour used to remedy any defect or damage caused. This would include any damage to the property of third parties.

Leaseholders

If you are a leaseholder or a tenant of leaseholder, Goulden House cannot carry out repairs for you within your property, the manager can recommend a suitable contractor and liaise with them to arrange access however, you will be charged in the same way as if you were using an outside contractor directly. The service charges you pay for cleaning, caretaking and grounds maintenance are calculated by the Council who will send the service charge bill to you in the normal way.

SECTION 4
continued



Emergency Out of Hours Repairs

If you have an emergency repair such as a major pipe burst or any repair that presents a danger to people, you can contact Wandsworth Housing Patrol service on 020 8871 7490. Housing Patrol will arrange for a contractor to 'make safe' the problem until the Goulden House office is open when staff will carry out the repair during normal working hours.

Please note this service is for emergencies ONLY. Goulden House will be charged by Wandsworth Council for this service. If you repeatedly call Housing Patrol for what is not an emergency, you will be charged for this service.

Emergency repairs
Target action time
Examples of type of repair

Priority	Target date in working days	Examples of type of repairs
1	Within 24 hours	Major burst etc, unable to isolate supply danger to person Emergencies, burst pipes, loss of power
2	3 Days	Total or partial loss of power heating or hot water Repairs to water supply installations, services to elderly or disabled residents
3	7 Days	Repairs to water supply installations, services to elderly or disabled residents Work to vacant properties or re-letting
4	20 Days	Repairs to windows, doors and minor leaks Routine, e.g. brickwork, re-pointing, fence repairs

SECTION 2
continued

Repairs Maintenance & Refurbishments

What you need to do

If you are planning any refurbishment or alteration works on your property. Please get in touch with the Coop Office where staff will advise you on whether planning permission or other authorisation is required from Wandsworth borough Council.

Leaseholders using contractors for interior works should ensure that any mess is cleared from common parts. If our caretakers are obliged to do extra work cleaning up after building or renovation work or if damage is caused to the lifts and communal areas. The Co-operative reserves the right to charge the leaseholder responsible.

For any other repair or maintenance issue, please do not hesitate to contact the Co-operative staff members who will be happy to advise.

Communal parts

For fire safety reasons no storage of any furniture, bikes, pushchairs or equipment is allowed in the common parts or under staircases even for a short period of time. Contact the office if you need to dispose of any furniture or bulk rubbish.

Balconies

Clean your balcony regularly and make sure that the drain is not blocked. Call the office if you think that there is a problem with the drain. Balcony ceilings should be painted white as they are considered common parts of the estate. The internal brick wall on the balcony should be left as it is or can be painted red brick, no other colours are permitted.



SECTION 2 continued

**Dogs**

All dog owners must keep their pets on a leash on the estate and prevent them from fouling the common areas including the gardens. It is a requirement that pets do not cause any form of nuisance to the neighbours.

Stopcocks

You regularly need to check the state of the stopcocks in your property. They should be turned anticlockwise and back again at least once a year, to prevent them from seizing up. Most stopcocks can be found in the cold-water storage tank or in hot water storage cupboard.

Leaks

If you notice that water is leaking in your flat or that the sanitary equipment is leaking please call the Co-op office during working Hours or the Housing patrol out of hours.

Plants:

Plants put on balcony walls are welcomed but they must be secured. Please make sure that your plants are on the inside of the new railings. Please ensure that your pots are fitted with water retaining bases to avoid nuisance to neighbours below when watering your plant.

Residents database

Leaseholders who are subletting their property carry the responsibility of informing their tenants about the Co-ops rules and showing them all the amenities and facilities available.

Leaseholders or tenants should contact the Cooperative's Office to get their details registered in the residents database

SECTION 4

CONCIL TENANT REPAIRS AND MAINTNANCE



Please, note Goulden House is not responsible for replacing any units, worktops, basins or other furnishings that have been destroyed or damaged by the tenant. Any windows that are broken due to the fault of the tenant will be boarded up and made safe but will not be replaced. Goulden House is not responsible for repairing anything that derives from tenants own improvements.

How do I report a repair?

Repairs can be reported either by telephoning the office between working hours of 9am - 5pm; or alternatively, visiting the office located at the corner of Winders and Shutleworth Road which is open to personal callers between the hours of 9am-11am and 3pm to 4pm. These hours may change from time to time.

Our telephone answering service is available 24hours. All repair requests will be logged and a receipt with job number will be given which will acknowledge the repair, state its priority and confirm mutually convenient access. An initial inspection will take place to determine the nature of work, likely cost and responsibility, i.e.: Tenant/ leaseholder or Council.

Wandsworth Council's repair time scales will provide a minimum standard for Goulden House repair requests and will be logged and dealt with as follows:

See next page



SECTION 3 continued



Electricity

What to do if my electricity goes off?

- Check to see whether other properties are also affected, if they are, call the electricity board, 0800 028 0247 (emergencies or loss of supply).
- If only your home is affected, check the main fuse box to see whether the trip switch has turned your supply off. Modern fuse boxes have a tripping mechanism instead of 'blowing' a fuse, they automatically switch off.
- If you cannot find the cause of the problem call the Goulden House office.



Water

Check where your main stop cock is for turning water off in an emergency, it is usually in the toilet, or in the kitchen as this should be the first thing you do in the event of a flood. Please contact Goulden House office if you are unsure where this is.

Condensation

What is condensation and how can I prevent it?

Condensation is caused by too much moisture and not enough ventilation.

Here are a few simple steps that you can take to reduce condensation.

- Leave the windows open when you are cooking or taking a bath.
- Do not block air vents or extractor fans.
- Make sure tumble dryers are properly installed and have ventilation.
- Keep a constant temperature during winter months
- Avoid drying your clothes on radiator without adequate ventilation

SECTION 3

SAFETY AND WHAT TO DO IN AN EMERGENCY



Fire

What can I do to protect my home against fire?

There are lots of simple safety precautions you can take to help reduce the risk of fire in your home.

- Do not store flammable liquids, bottled gas or paraffin in your home.
- Always keep fire doors shut, and keep exit routes clear.
- Bicycles should not be chained to handrails on the stairways or balconies or left in the corridors.
- Residents should not leave any obstructions in the corridors or stairwells.
- Do not overload sockets.
- Install Battery Fire Alarms in all of your rooms

In the event of a fire or a suspected fire, please call the Fire brigade - 999

Gas

Make sure you know where your gas meter and the main gas supply tap is. If in doubt, ask at the office.

What to do if there is a gas leak in my home?

If you think you may have a gas leak or can smell gas you should follow these simple steps:

- Open the doors and windows for ventilation.
- Ensure that all gas appliances are switched off.
- If you can still smell gas, turn the gas supply off at the meter and phone the gas emergency service:

TRANSCO Tel No: 0800 111 999

If there is a strong smell of gas when you enter the front door, do not go inside. Gently close the door and telephone the gas company.

- Do not use matches or naked flames or smoke.
- Do not turn any electrical switches on or off



GOULDEN HOUSE RECYCLING POLICY & STRATEGY

