



WELL DONE TO ALL OUR RESIDENTS

We wanted to start our Newsletter by saying a BIG 'Well Done!' and thank our residents for being so understanding and helpful over the past two months.

It has been a very difficult time for everyone, we know, and it isn't over yet. But we are trying to get back to some sort of normality over the coming Summer, please bear with us.

CCRMO Office, 2nd Floor, 1 Opal Street, SE11 4HZ

Our new temporary **Housing Officer, Rahatul Islam**, started in February 2020. What an induction! It has been non-stop for Rahatul – he arrived just as lockdown started but has been amazing in helping to provide support to residents during these tricky times. Many of you will have already met him.

We are incredibly pleased to tell you that we have successfully recruited our **new CCRMO Estate Director**, who starts at the **end of June. Idham Ramadi** is coming to us from **Lambeth Council**. We know you will join us in welcoming him.

Rahatul and **Kelly** (CCRMO's Customer Service Manager), are still available to **answer your tenancy queries, assist with housing, parking and repairs**, and generally point you in the right direction.



Visiting the Office

Due to **lockdown** we had to **close the CCRMO office to visitors**, but while things have changed a bit upstairs, you can ring our doorbell and we will either **come down to see you outside** (our new-normal office) or we may see you in the office on a **one-in, one-out** basis. We have new screens up to protect everyone, and lots of hand rub etc.

Repairs:

We are still only doing **Priority Repairs** for now. But let us know what the issues are and we will schedule work in according to the priority and get other repairs done as soon as we can. Meanwhile, what a grand job the caretaking team have done over lockdown.

Gas & Gas Safety:

We are up to date on all our Gas Safety Checks and Smith & Byford our gas engineers continue to come out on call for gas heating and hot water issues. We thank them for keeping us safe over the past months.



Parking:

Over the last 2 months we suspended the rules for Visitor Parking – but **pay-for-parking and patrols (and ticketing) will begin again on Monday 18 May**. This is due to an increase in off-estate visitors blocking up our parking bays as people start returning to work. So please – do not risk a ticket. You can come to the office and purchase any tickets you may need from Monday 18 May. Please buy a few at a time to limit trips to the office.

Parking on Cross-Hatched Areas and in other people's Parking Bays – DON'T DO IT!!

It is dangerous and rude – and as from Monday you will get ticketed and we will not revoke the ticket.



Tenants and Leaseholders Insurance

Although we have all been in lockdown, that has not stopped accidents and worse happening.

Leaks and fires can ruin your home and your finances – get **low cost insurance** which **covers you** for home contents against fire, theft, flood, water damage and much more. **The Council and CCRMO are not responsible for your home contents and belongings**, this is your responsibility. You should protect your home contents and belongings, things like, clothes, furniture, TV's, carpets and jewellery.

Lambeth have teamed up with Crystal Insurance, all tenants and leaseholders are eligible to apply. Low Sums insured – so you aren't paying for cover you don't need. You can pay fortnightly or monthly by cash at a pay zone or post office, monthly by direct debit or annually by cheque, debit/credit card. There's no Excess to pay if you make a claim. No minimum-security requirements.

Optional extensions are available for an additional premium, such as: Personal possessions (cover for items away from the home) Wheelchairs, Mobility Scooters and Hearing Aids

To find out more, go to <https://love.lambeth.gov.uk/lambeth-homes-affordable-insurance/> call Crystal Insurance Scheme on 0345 450 7286 or visit www.crystal-insurance.co.uk where you can request a call back!



Still Shielding or in Self-Isolation and need a helping hand?

Contact the Cottington Close Mutual Aid Group on 07719721410.

The volunteers (residents from our estate) can help you with errands, shopping or just a friendly chat on the phone.



Feeding the Wildlife - PLEASE DON'T!!!!!!

We have had dead foxes (average cost £300 to have removed), pigeon fouling (costs for pigeon netting, annoying for people with balconies, messy on pavements and other areas) and too many squirrels which eat electrical wires, not to mention free meals for rats & mice – all this costs YOU money – pest control & removal charges are added to your bills.

Wildlife is lovely, but it does not need you to feed it.



Water Rates & Rebates

Tenants as well as Leaseholders now must **pay** their **water charges directly to Thames Water**, not via rents. You should now be receiving individual bills from Thames Water. If you have questions about this, contact the office.

Several of you have asked how you can claim Water Charges back from Lambeth Council. This is on hold, as Lambeth have presented an appeal to the Courts to stop the repayments. We will let you know when and if the rebate scheme opens again. There is a list you can add your name to at the CCRMO office.

Service Charges

CCRMO is paid by Lambeth Council to collect Leaseholder Service Charges. We take this responsibility very seriously as a Board and staff team. We are currently working on ensuring that all Leaseholder Service Charges are paid, from all years. We are very grateful to all our Leaseholders who have worked with us to clear previous years' arrears, and to understand how and when to make their payments.

A few Leaseholders who are unable or unwilling to make their payments and who are now in **serious arrears** are being **referred to our Solicitors for Arrears Collection**.

Bulk Rubbish

DON'T JUST DUMP IT OUTSIDE YOUR BLOCK!!!! If you can carry it downstairs, we are pretty sure that most of you can take as far as the Bulk Rubbish area by the Caretaker portacabin. Ask for help if you cannot manage.

Again, this is NOT a 'freebie' – all the dumped Bulk Rubbish must be dealt with by the Caretakers, and then we pay £1000's every year for it to be taken away from the estate. So, then these charges get added to your bills – it's true, there is no such thing as a free service. ☺ **Try to recycle, donate or sell more and dump less – everyone benefits.**

Smoke Detectors

Check your smoke detectors twice a year and vacuum gently with the soft brush attachment. More tips and information can be found here www.fireservice.co.uk

If you hear someone else's smoke alarm, please check it out. Do not assume someone else will deal with it.



Walkways

Make sure the walkways to your front door are clear. No bikes, plants or clutter should be in the way of fire fighters working to put out a fire. CCRMO will remove any obstructions.

Is your Washing Machine Safe?

There are half a million **Hotpoint washing machines** that pose a fire risk in the UK, check yours is not one of them here.

www.washingmachinerecall.whirlpool.co.uk

If you are worried about any health and safety on our estate, please report it to the office: call 020 7926 8105

REMEMBER – all residents on Cottington Close Estate can become Shareholders in the Cottington Close Estate Resident Management Organisation.

Have Your Say and Join Us!

How do I join?

The cost is £1 for a lifetime membership to the RMO. The membership entitles you to a right to vote at the general meetings and to nominate/be nominated as a Board Member. Residents over 18 years old will need to complete their own form.

Shareholder forms are available at the office.

New boards are nominated and elected at the annual general meeting (AGM). The next AGM will be September 2020.



USEFUL NUMBERS

Cottington Close R.M.O. – 9am to 5pm

- Housing Issues
 - Parking
- Reporting Repairs

Call - 020 7926 8105

Email - cottingtonclose@lambeth.gov.uk

Or use the online contact us form on our website

www.cottingtonclosermo.com

Out of Hours Repairs:

Monday to Friday 5pm till 7am & WEEKENDS

Any urgent problems in your home or communal areas?

Phone the Out of Hours Service - Lambeth call centre on 020 7926 6666

**Problems with your gas central heating and hot water, please contact our Gas Contractors
Smith & Byford directly on 0800 091 2140 or 0208 652 7015**

Other Emergency and Help Numbers:

Gas leaks: National Gas Emergency Service on 0800 111999

Loss of electricity: UK Power Networks on 0800 0280247 / 0333 2022022

Lambeth Council: 020 7926 1000

One Lambeth Advice: 0800 254 0298 (advice on benefits, debt, housing)

<https://onelambethadvice.org.uk/contact-us/>

Report a Crime or Get Advice from the Police:

Police Emergency/Ambulance/Fire – Call 999

Prince's Ward Safer Neighbourhood office: 020 8721-2627

Police non-emergency – 101