



# Park Heights, 25 Robsart Street

## A guide for leaseholders



## Concierge

You have been provided with a concierge in your block 24 hours a day, seven days a week. This service is included in your service charges.

Below is the list of duties that your concierge carries out.

What your Concierge does	
<b>For your convenience</b>	Deals with enquiries from residents
	Records and deals with postal delivery matters
	Manages a key handling system for any residents so requiring (at the owner's risk, SW9 Community Housing will not accept responsibility)
	Manages the depositing, collection by relevant company and return of items of clothing for dry cleaning (see page 4 for more details)
<b>For your safety</b>	Monitors all internal and external cameras in and around the building
	Deals with any low level anti-social behaviour in partnership with SW9 Community Housing
	Refers any relevant anti-social behaviour instances to the Police Control Room for Ferndale Ward
	Keeps a log of all visitors to the building
	Regularly checks the AOV/alarm panel (see page 3 for more details)
<b>Block management</b>	Oversees door entry to block
	Arranges for clearance of rubbish and litter from public areas with cleaning staff
	Monitors visitors' parking bays for the block
	Carries out a weekly fire alarm check with SW9 Community Housing
	Deals with enquiries from visitors to the building
	Arranges the issuing of key/fobs for contractors working in the building (plant and communal rooms) and records their safe return
	Monitors the lift cameras and contacts SW9 Community Housing/lift company in the event of an issue with the lifts

The list below explains some of the duties your concierge does not do.

What your Concierge does not do
Sign for recorded deliveries
Carry shopping or awkward parcels
Release, park or move vehicles from the car park

## Fire safety

For your safety, fire alarms, automatic opening vent (AOV) panels, dry & wet risers, emergency lighting and sprinklers are fitted throughout the building.

We test the fire alarms in Park Heights once a week. The AOV panels are tested on a regular basis.

This building currently has a total evacuation policy as per Health & Safety advice. The total evacuation policy follows these guidelines:

- In the event of a fire in the building, all persons must leave the building immediately.
- Those occupants of the fire origin flat must evacuate the premises and summon the Fire Service.
- If a fire occurs in a common area, any persons in that area should leave the building and call the emergency services.

For your safety, access is required annually to inspect and service the sprinkler system. This should take no more than 30 minutes and consists of:

- A pressure test – testing the water pressure to the system is as expected.
- Visual inspection of sprinkler heads – to ensure they are not damaged or covered.

Communal areas should be kept clear at all times. This includes riser cupboards. Any items found will be immediately removed and disposed of.

Purposely made door mats must be in good condition and not become curled up at the edges. If they are deemed to be a trip hazard they will be removed.

## Cleaning

Our contractors provide a cleaning service of communal areas in Park Heights seven days a week, including two hours on a Saturday and Sunday.

## Post

Although the concierge will accept dry cleaning for you, please note the following conditions:

- You must collect your parcels promptly from the concierge.
- SW9 Community Housing does not accept responsibility for broken or stolen parcels.
- The concierge will leave a calling card for you if you are not at home when your parcel arrives.
- The concierge cannot accept oversized parcels and these are not allowed to be stored in the communal areas.

## Dry cleaning

The service provided by the concierge includes collecting dry cleaning on behalf of residents. Please note:

- Items of clothing are accepted by SW9 Community Housing for storage purposes only.
- Although SW9 Community Housing will take all reasonable care, any dispute about damage to an item, quality of the cleaning, removal of stains and the finish of the item including packaging, is between the resident and the cleaning company.

## Roof terrace

The roof terrace opens for resident use at 7am and closes at 11pm. Please ensure that you do not leave any rubbish on the roof terrace. The roof terrace is a smoke free zone.

## Bike storage

There are two bike stores available to Park Heights leaseholders. Access fobs to the bike stores are provided at the SW9 Community Housing office.

## Access fobs

Replacement fobs for the building can be ordered through the concierge. Payment must be made at the SW9 Community Housing office. The cost for replacing lost fobs is £30.

## Parking

There are parking bays available for visitors next to Park Heights and on Stockwell Park Estate. Visitor permits can be purchased at the SW9 Community Housing office for £4 per day or £2.50 per half day.

For more information on resident and visitor parking, please visit our website [www.sw9.org.uk](http://www.sw9.org.uk) or contact our office.

## Repairs and maintenance

### How long will my repair take?

The length of time your repair takes depends on what needs to be done. We put each repair into a category:

#### **Emergency repairs (within 24 hours)**

Emergency repairs are situations where there is a risk to someone's health or safety, a home is not secure, or there is damage that is rapidly getting worse. Examples of emergency repairs include gas leaks, lift failure, boiler failure and uncontrollable leaks that are causing serious damage.

Emergency repairs should be reported via telephone on 020 7326 3700 rather than by email. You can call this number 24 hours a day. If it is outside our working hours, you will be automatically transferred to our out-of-hours service for emergency repairs.

We aim to make the problem safe within 24 hours. Some emergencies will be higher priority than others and may require a quicker response rate. If our contractor can't fix the problem straight away, they will carry out a temporary repair to make it safe.

#### **Urgent repairs (within 7 days)**

Urgent repairs are situations where there is not an immediate risk to health or safety, or to the structure of the building, but there would be if the problem were not resolved. Examples of urgent repairs include containable leaks that are getting worse and essential communal lights.

We aim to complete urgent repairs within seven days.

#### **Routine repairs (within 28 days)**

Routine repairs are for things that are unlikely to cause serious health and safety problems or serious damage if they are not fixed straight away. Examples of routine repairs include decorative works, containable minor leaks and non-essential communal lighting.

We aim to complete routine repairs within 28 days.

#### **Planned repair work**

Planned repairs are bigger pieces of work that take longer to arrange. For example, work where we need to use specialist contractors, carry out surveys, or do more investigation.

These could include upgrades/replacements to paths, flat roofs, windows and fixing major problems with water supply and/or drainage.

This type of work is carried out on a pre-planned programme. Residents are consulted before any major work takes place and will be kept informed at each stage of the programme until completion.



## Which repairs are leaseholders responsible for?

	Leaseholders are responsible	SW9 Community Housing / Network Homes are responsible
Internal decoration	✓	
Internal repairs including to walls and floors, internal doors and windows, toilets and baths	✓	
Adding extra security within property, for example fitting mortice locks	✓	
Glazing repairs to internal doors and cupboards	✓	
Clearing blocked sinks, toilets and baths where the blockage is in the property	✓	
Replacing light bulbs, fluorescent tubes, electrical plugs, fuses and batteries in smoke alarms and carbon monoxide detectors within property	✓	
Replacing keys and locks	✓	
Fitting waste and supply pipes for washing machines and dishwashers and vents for tumble driers	✓	
Repairing any damage that you, a member of your household or a visitor caused	✓	
Repairing internal fixtures, fittings and equipment	✓	
Keeping the structure of your home in a good state of repair		✓
Repairing the roof, external walls, drains, gutters, communal windows, front doors and external doorframes		✓
Repairing internal floors, ceilings, plasterwork and skirting boards	✓	

	Leaseholders are responsible	SW9 Community Housing / Network Homes are responsible
Repairing communal floors, ceilings, plasterwork and skirting boards		✓
Maintaining communal heating systems		✓
Maintaining and decorating common halls and stairways		✓
Making good any plaster work or damaged decorations that have resulted from our error		✓
Treating infestations of rats, mice and some insects		✓
Preventing infestations of rats, mice and some insects	✓	
Repairing or replacing any white goods (even for those we provided with your property – for any problems you must refer back to the manufacturer)	✓	
Repairing lifts		✓
Carrying out any repairs to cycle stores		✓
Maintaining communal gardens and playgrounds		✓
Repairing communal TV aerials		✓

For more details about who is responsible for the repairs in your home, please see your Lease Agreement.




Community  
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## Office opening hours

Monday	9am – 5pm
Tuesday	10am – 5pm
Wednesday	9am – 5pm
Thursday	9am – 7pm
Friday	9am – 5pm
Saturday	closed
Sunday	closed

When our office is closed, you can still report emergencies by calling our usual number **020 7326 3700** and our out-of-hours service will respond to you.

## Contact us

-  [www.sw9.org.uk](http://www.sw9.org.uk)
-  [info@sw9.org.uk](mailto:info@sw9.org.uk)
-  020 7326 37000
-  6 Stockwell Park Walk  
London, SW9 0FG

