

LEATHERMARKET

JMB

**GUIDE TO BEING
A GOOD NEIGHBOUR.**

INTRODUCTION

Whether you are a council tenant, leaseholder or you are renting a property from a leaseholder, we want everyone to have quiet enjoyment of their home. Leathermarket JMB is your local tenant-managed housing office.

Please take time to read these guidelines; they are designed to make your life and those of your neighbours comfortable and stress-free.

ALL RESIDENTS

Be part of your community: Being part of a community makes people happier and safer. We want you to get involved, have your say and make your contribution. You can have a say on what happens on your estate by joining your tenants & residents association (T&RA). Please contact Leathermarket JMB for details of your local T&RA.

Noise: All residents have the right to quiet enjoyment of their home. This means your neighbours should not be able to hear you, your family or guests outside of your property. Please be extra careful after 10 o'clock at night, or in the summer when you have your windows open.

Parties: Flats are not suitable venues for large and noisy parties. There are two venues in the JMB area that are suitable for parties – call the office for contact details. A few local pubs will also hire out a room.

DIY: Sometimes you may want to undertake DIY (Do It Yourself) improvement works that are noisy. We ask you to do these at reasonable times, especially if power tools are being used. Leathermarket JMB recommend noisy DIY is only carried out between the hours of:

Monday – Saturday	8am – 7pm
Sunday	11am – 3pm

Noisy neighbours: If your neighbour is being noisy the JMB ask that you make an initial polite approach to them. If the noise level does not reduce let us know. If you need a quick response, especially out of office hours, contact Southwark Council's noise team on 020 7525 5777 (24 hour service).

Do not let strangers into your block: If you do not know somebody don't hold the door open or buzz them into the block.

Be careful who you invite in: You are responsible for the behaviour of people that you or your family invite on to the estate. Please make sure that they act responsibly.

Keep your estate clean: Cleaning the area outside your front door is your responsibility. Do not leave rubbish on your doorsteps – put it straight into the estate bins (except residents on Hamilton Square who can leave bags out on the day of collection only). The JMB offer a free collection service for bulky items – please call us to book.

Dispose of cooking oil carefully. Do not pour cooking oil straight down your sink. It congeals, blocking waste pipes and provides food for rats. Be careful how you throw it away as leaking cooking oil stains the balconies and stairways. You can heavily dilute it with hot water and plenty of washing-up liquid, or put it into a water-tight container, freeze it and throw it away.

Permission for works: Contact the JMB before considering installing satellite dishes, security gates, laminate flooring, removing internal walls, replacing kitchens and bathrooms, plumbing and gas works

- **Installing satellite dishes.** The JMB does not give permission for satellite dishes to be fitted to the fabric of the block, as it damages the structure. If a telephone or satellite company is running wires on the outside of the block please make sure that

they do not leave unsightly wires dangling down;

- **Fitting security gates or grills.** These must be safe, with immediate release in the event of a fire. The JMB will never give permission for grills that put your safety in danger.
- **Fitting laminate floors.** These must be soundproofed with 10mm thick underlay if you are above ground-floor level.
- **Removing internal walls.** You need our permission.
- **Tenants removing supplied fittings and fixtures** (especially bathrooms and kitchens). You need our permission.
- **Altering gas fittings or plumbing.** You need to be especially careful with gas fittings. Ask for our permission and advice.

For any works, make sure they are carried out to a high standard. You will be held liable for any damage to your own or other people's property caused by works you do or get someone else to do.

Switching off your water. Make sure that you know where your stopcocks are and that they work. If you get a leak, you will be able to stop water damaging your own and your neighbours' properties. If you are not sure where they are, please contact our repairs department.

If the water in the block goes off: You must make sure that you turn off taps and take out plugs otherwise you may flood yourself and anybody who lives underneath you.

Lifts. If most of our lifts are wedged open they will lock out. They can usually be restarted by sending the lift to another floor from the floor it is stuck on.

Fire risk Do not store inflammable material in your flat, garage or shed.

Rubbish chutes. Some of our rubbish chutes are noisy, please only use them between 7am and 10pm. Please only use carriers bags. Large black bags and builders rubble will block the chute. Ensure that sharp items are wrapped up.

Insurance. We strongly recommend all residents take out contents insurance. Unfortunately one of the consequences of living in a flat is that leaking washing machines, overflowing baths etc. often affects others. You need insurance cover in case building components wear out and cause damage to your property. Alternatively you may damage your neighbour's home or your neighbour causes damage to yours.

Dogs. Dogs should always be kept on a lead when out on our estates. Dog excrement must always be cleaned up

Smoking. This is now illegal in enclosed communal areas including lifts, lobbies and communal stairs.

Pigeons/rats/foxes. Do not feed or leave waste food accessible in communal areas.

SECURE TENANTS OF SOUTHWARK COUNCIL

Your tenancy is important. Southwark has thousands of people on its waiting list. If people do not value their tenancy we will go to court to repossess the flat; so that it can be given to someone who will value it.

The basic obligations of secure tenants are set out in the tenancy agreement and tenants' handbook. There are four points that we want to re-enforce:-

Tenancy. The tenancy is granted to you. You cannot pass the keys on to someone else when you leave. This would be completely unfair to the thousands of people who desperately need somewhere to live. As a tenant managed organisation we take passing on keys very seriously. We will seek to prosecute and stop people from ever getting another social housing tenancy. The tenancy agreement sets out the grounds upon which an assignment or succession of a tenancy may take place.

Rent. Your rent pays for services and you need to pay it.

Leaving. When you move into your new home it will be repaired to a good standard. When you leave you should give us 28 days notice so that we can visit and make sure that the flat is returned to us in the same good condition that it was let to you.

Gas safety. We have to do an annual gas check of your home. Our contractor will try and agree a time that is convenient to you. We need your co-operation.

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Office opening hours
Monday, Tuesday, Thursday and Friday 9am - 4.45pm
Wednesday 9am - 1.00pm

NOVEMBER

2008