



MITCHAM GARDEN VILLAGE

Tenant Handbook 2021



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Welcome

Welcome to the Mitcham Garden Village Tenant Handbook 2021.
If you are a new tenant moving into the Village, this Handbook provides a few tips to make things a little easier for you as you get settled in.

For those who have lived at the Village for some time, this Handbook can act as a handy reminder and useful resource. If any of your details, or next of kin contacts details have changed since we last communicated, please ensure we are updated with your new information.

This is also your guide to the management team, what you can expect of us and what we expect of you, as well as additional information such as useful contact details.

We hope this will help you make the most of your home and the Village.

2021

The last 12 months have been a challenging time for all of us. However, here are some of the achievements that have been accomplished within that time to improve the Village environment.

- The main entrance to Mitcham Garden Village is vastly improved. The now gated main entrance provides additional security and peace of mind for all residents.
- The new path to the pedestrian entrance has proved popular – thank you all for your kind comments.
- A new CCTV system with ANPR (Automatic Number Plate Recognition System) has been installed in the Village, again increasing security and discouraging unwanted visitors.
- The new key suite was introduced to heighten security and make life simpler for residents who now have fewer keys to carry around.
- A new fire suppression system is available to each flat where the exit from the bedroom is via the kitchen.

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- All satellite aerials have been upgraded to receive Sky Q.
- We are looking forward to providing further improvements in the following 12 months.

Duty Manager Role

After serving Mitcham Garden Village for over 21 years, Pauline Weller's role as Duty Manager is coming to an end. Pauline has been an extremely valuable asset to the Village and close friend to many residents. We would like to thank Pauline for her many years of loyal service, always exceeding expectations and helping residents enjoy living on the Village. We wish Pauline all the best for the future and many happy years living at Mitcham Garden Village. Thank you Pauline.

The duties of the role will now be fulfilled by Allen Heritage.

Meet the Team

Established in 1998, the Allen Heritage management team draw on a wealth of experience in their field. Allen Heritage have been entrusted for several years by the Trustees of the Charity to represent them, ensure the Village runs smoothly and provide a secure and safe environment for all residents.



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About Mitcham Garden Village



Mitcham Garden Village was formally opened on the 20th June 1930. The development was funded by Sir Isaac Wilson. Whilst built to the standard of the 1930's era with outside WC's and basic facilities, continual year on year upgrading works ensure on-going improvement of the accommodation and environment.

Today, Mitcham Garden Village is a Registered Charity established to provide rental homes to local people who are mainly of retirement age and able to live independently within a small community.

The Charity is administered by voluntary Trustees who have entrusted Allen Heritage as their managing agents to deal with the day to day running of the Village.

New Tenants, Getting Settled In

- Your gas and electricity supplies should be connected when you move in.
- As soon as you move in, you should read the meters and let the gas and electricity suppliers know that you are the new tenant and are responsible for future usage.
- All homes on the Village are connected to a communal SKY satellite dish, should you wish to apply to SKY for their paid service.
- The water supply should be on when you move in. You should find out where the stopcock is because you may have to turn it off in an emergency. You do not need to tell the local water authority you have moved in, water rates are included within your monthly rental payments.
- It is your responsibility to tell Merton Council that you are the new tenant and are now responsible for the Council Tax.

Your Rent

- Your rent should be paid, in advance, on or before the 1st of every month by standing order or direct payment into the Mitcham Garden Village bank account.

Mitcham Garden Village

Account Number: 01508418

Sort Code: 30-91-35

- It is essential you include a reference for your payment – which should be your surname followed by your door number.
- Please note, rental payments will not be accepted in the form of cash or cheques.
- Your rent will be reviewed annually and increases will be notified to you in writing at least one month prior to the rent becoming due. It is your responsibility to inform your bank of any changes needed to your standing order mandate.
- You may be able to get help with paying your rent in the form of Benefits/Universal Credit, however, it is your responsibility to apply for this. Any benefits must be paid directly to yourself as we do not accept direct payment from benefit agencies.
- You can ask us for a rent statement showing the rent charge and your payments at any time.



The Neighbourly Village Environment

Mitcham Garden Village is a peaceful, community spirited environment. We ask all residents to be understanding and respectful to their neighbours and surroundings. Normal household noise will undoubtedly travel between properties and this cannot be avoided. However, we ask all residents to be especially mindful that between the hours of 10.30pm to 7.30am any noise be kept to a minimum.

If all residents continue to be kind and respectful towards their neighbours, the Village will continue to be a pleasant place to reside.

We do appreciate that occasionally issues may arise between neighbours, and you should speak with each other to resolve any issues in a friendly way. Our experience shows that this is the best approach to satisfactorily resolve the vast majority of issues swiftly and amicably.

If this does not resolve the situation it is important to remember that we can only become involved in the most serious of incidents of anti-social behaviour, normally by liaising with the local authority or the Police.

Anti-Social behaviours that may warrant Police or local authority intervention include;

- Continued and Regular Excessive Noise (not household noise)
- Verbal/physical abuse, vandalism, harassment, intimidation, hate related incidents based on race, sexual orientation, gender, disability, religion, age etc.
- Any other criminal behaviour

Please keep a note of any crime reference number or local authority reference so we can liaise where required.

Communal Areas and Facilities

Mitcham Garden Village is proud of the communal facilities and delightfully maintained open green spaces it provides for its residents. We are grateful for the respect shown by the Villagers in ensuring that these facilities continue to be enjoyed by all.

To ensure these high standards continue please observe the following rules;

The **Open Green Spaces** are there to be enjoyed during daylight hours only, unless express permission is given for an event. Please treat the grass areas with respect and dispose of any litter responsibly.

Communal Washing Lines - There are two drying areas which are for the benefit of all residents, seven days a week. However, please ensure your washing is removed in a timely manner to ensure fair usage for all.

Communal Hallways - We need to ensure that all properties with communal hallways remain free of items that might cause or contribute to a fire, or which might present a trip hazard. Please help us by not placing or storing any items in the communal hallways.

Parking - The car parks provide ample parking spaces for the use of residents. Your visitors are welcome to park in the car parks for short stays only. Thankfully we now have an ANPR (Automatic Number Plate Recognition System) in place to discourage the misuse of this facility.

Gardening Equipment – A basic range of garden equipment is available to borrow at no charge. Please see page 13 for further details.

Refuse Areas – Merton Council are responsible for the collection of household waste and recycling from Mitcham Garden Village. Please ensure your waste is disposed of responsibly and the recycling bins are used appropriately.

Skips – The Village provides two skips on a regular basis, one for green waste and the other for non-recyclable, non-food waste items that are unsuitable for general refuse disposal. We provide this service free of charge to Villagers, and will continue to do so on the understanding the service is not abused. It is essential that the area is kept clean and tidy and items are disposed of correctly.

Sky Dish – All properties now have the ability to connect to Sky Q via the communal satellite dish. Please contact Sky directly to make use of their paid service should you require it.

Visitors – Your visitors are welcome to enjoy your home and grounds whilst with you. As a reminder, guests are requested not to stay on the Village for any more than 14 days in an 8 week period without express permission (not to be unreasonably withheld).

Your Garden

Your garden is there for you to enjoy and it is a pleasure to see that so many Villagers take such pride in making their gardens look delightful, especially in the spring and summer months. Please remember these basis rules that we request you adhere to;

- It is your responsibility to maintain your garden to a neat and tidy standard. If you require assistance with gardening we can arrange a gardening quote for you.
- As tempting as it is, we strongly request that Villagers do not feed wildlife in the Village as this encourages vermin.
- Garden structures i.e. sheds etc. are not permitted unless prior express permission is granted. Consent will not be given for garden ponds due to vermin and health and safety concerns.

Gardening Equipment – A basic range of garden equipment is available to borrow at no charge. Please ensure that equipment is used as the manufacture intended and returned in a clean and usable state. Please inform us of any breakages (no charge for accidental breakages) so we can replace the equipment where necessary.

Garden Safety – Gardening is a relaxing and enjoyable form of exercise, but it can pose risks. Here are our suggestions to minimise potential injuries;

- Wear appropriate clothing such as enclosed shoes, long trousers and gardening gloves
- Be aware of electrical leads and make sure you do not cut through them.
- Use the right tool for the task, and take care in using it correctly
- Don't over do it when gardening, take regular breaks and stay hydrated.
- Bend at the knees and don't lift heavy objects.
- Avoid uncomfortable positions and stretch regularly especially back stretches.
- Attend to any cuts, bruises or insect bites immediately.



Fire and Electrical Safety in Your Home

Every home at Mitcham Garden Village is fitted with a mains powered fire detection alarm. Although mains powered, the system has a 'back up' battery. An alarm will alert you when the 'back up' battery is low and needs replacing. If you hear this sound, please contact us and we will arrange for the battery to be changed.

Each flat, where the exit from the bedroom is via the kitchen, will have a new fire suppression system. In the event of a fire, these modern systems produce a high pressure fine mist and are designed to allow occupants to safely leave the building whilst causing minimal water damage.

To help prevent fire in your home, there are a number of simple steps you can take:

- Ensure that you and your visitors adhere to our strict 'No Smoking' Policy at all times
- Avoid using chip pans and never leave them unattended
- Do not dry clothes around fires, heaters or cookers
- Do not block vents or grills on heaters
- Do not overload plug sockets
- Unplug electrical appliances when not in use
- Do not block exits or escape routes (this includes clutter on stairs, hallways and landings)
- Do not keep inflammable goods such as bottled gas or paraffin
- Do not carry out works to gas appliances or the electrics, works must only be carried out by our approved contractors

What to do if there is a fire in your home:

- Get Out
- Stay Out
- Dial 999 and ask for the Fire Service
- Do not re-enter the property unless it is safe to do so



Keys and Security

Your front door key is part of a key suite that cannot be cut by anyone other than our appointed master locksmiths. There may be a charge for lost keys and we only provide each tenant with one of these keys.

Please do not attempt to change or add any locks or bolts. This will hinder access to the property in the event of an emergency.

There are lots of things you can do to help keep your home secure:

- Always close and lock all windows and doors whenever you leave the property.
- Do not put a label on your house keys which gives your address.
- Always check the identity of callers to your home before letting them in.
- Never leave valuables on display and hide smaller items.
- Install timers on lights or radios when the property is unoccupied.

The General Maintenance of Your Home

The general upkeep of your property is very important.

If you have a repair, which you believe is the responsibility of the Village, please report it to us as quickly as possible.

For all maintenance issues, please visit www.mitchamgardenvillage.co.uk and click on the 'maintenance and repairs' tab, follow the simple instructions which will report your issue to us immediately. The situation can then be assessed swiftly and an appropriate course of action taken.

If you do not have access to the internet please call Allen Heritage on 020 8654 7000 between the hours of 9.00am – 5.00pm Monday – Friday. Please note this method of reporting can result in a much slower response time than reports that are made online.

Outside of these hours and for emergency maintenance issues only (such as being locked out, loss of heating, water leaks etc) please call Mascot on 020 8274 5940.

We will periodically contact you to arrange a visit to your home. This is your opportunity to discuss any maintenance issues and improvements that you feel might be required. However, if any of the issues are safety related such as trip hazards, they should be raised immediately.

In addition, for your on-going safety, we will arrange a visit from a certified Gas Safe engineer and a registered electrician to undertake safety inspections, these occur annually and five yearly respectively.

Simple Electrical Advice

If a light or appliance stops working a circuit breaker may have "tripped". Sometimes the cause of the problem is simply an appliance you have plugged in. We would therefore recommend that you unplug all appliances before you reset the circuit breaker. You can then plug them back in one at a time, and if the circuit trips you know that particular appliance has caused the problem. If you cannot find the cause of the fault, or you cannot reset the circuit breaker, please report it.





Independent Living

Accommodation at Mitcham Garden Village is for those capable of independent living. However, we appreciate that some residents may begin to require extra support.

If you have first floor accommodation and feel you require a ground floor flat due to health and mobility concerns, please let us know and we can then discuss the future availability of ground floor accommodation.

Currently we are able to install, where practical, handrails and shower chairs as well as key safes for carers, at no extra cost. We are not currently offering any other adaptations.

Unfortunately, if these adaptations are not sufficient to maintain your independent living, you may eventually find that more suitable accommodation will need to be sought elsewhere.

Useful Information

Reporting Maintenance

www.mitchamgardenvillage.co.uk

Allen Heritage - Monday to Friday, 9am to 5pm

020 8654 7000

mgv@allenheritage.co.uk

Out of Hours Emergency

Mascot - 020 8274 5940

Please note: Non-emergency calls to this number may result in a charge

Emergency Services

For Police, Fire & Ambulance Service - 999

Gas Emergency - National Gas 0800 111 999

Electricity/Power cuts - Call 105 from a mobile or London UK Power Networks 0800 028 0247

Non-Emergency Services

Police Non-Emergency - 101

NHS Helpline - 111

Age UK Merton (formerly Age Concern) - 020 8648 5792

Thames Water - 0800 316 9800

Merton Council

020 8274 4901

www.merton.gov.uk

Contact Merton Council if you require assistance with:

- Rubbish & Recycling
- Social Care
- Benefits Council Tax & Housing
- Report Noise Nuisance



