

## USEFUL NUMBERS

### McCarthy Court Management Organisation Ltd

#### IN AN EMERGENCY.

After Hours Service .....020 8871 7490  
British Gas .....0845 609 1122  
Transco (Gas emergencies) .....0800 111 999  
London Electricity .....0800 028 0247  
Thames Water .....0845 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

McCarthyCourt



## RESIDENTS' HANDBOOK

## Table of Contents

Section	Title	Page No
	<b>Introduction.....</b>	<b>3</b>
<b>One</b>	<b>About McCarthy Court Cooperative.....</b>	<b>4</b>
<b>Two</b>	<b>Your New Home.....</b>	<b>7</b>
<b>Three</b>	<b>Safety and Dealing with Emergencies.....</b>	<b>9</b>
<b>Four</b>	<b>Repairs and Maintenance.....</b>	<b>11</b>
<b>Five</b>	<b>Your rights—Making a Complaint .....</b>	<b>19</b>
	<b>Useful Numbers.....</b>	<b>20</b>



McCarthy Court Co-op  
21 Stanmer Street  
Battersea  
London SW11 3HF

Vat: N0: 863662402

Telephone: 020 7228 2894  
Fax: 020 7978 6006  
E-mail:  
office@mccarthycourt.org

Financial Services Authority  
Registration No: R29783R

## SECTION 5

### YOUR RIGHTS IF WE GET IT WRONG



#### Who is eligible to complain?

Any resident who has a complaint against the McCarthy Court or those acting on its behalf may use the Complaints Procedure. A copy is displayed in the McCarthy Court 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 McCarthy Court.
- Complaints about the standard of caretaking and cleaning.
- Complaints about the speed or standard of repairs carried out by McCarthy Court.
- 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 the McCarthy Court 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 McCarthy Court unless the complaint has been made to the Board.

Any complaints not covered by the McCarthy Court 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 McCarthy Court 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 and you can help by not littering these areas. The play areas are there to encourage your children to play outdoors. Please encourage your children to play sensibly.

### Pest Control

If you find any of the following pests in or near your home please report this immediately to the McCarthy Court 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 of tenanted properties

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 McCarthy Court office.

**MCCARTHY COURT Office**  
21 Stanmer Street  
Battersea, London  
SW11 3EQ

**VAT NO:** 863662402  
**Telephone:** 020 7228 2894  
**Fax:** 020 7228 2894  
**E-mail:** [office@mccarthycourt.org](mailto:office@mccarthycourt.org)

**Financial Services Authority: Registration No: R29783R**

## INTRODUCTION

This is a handbook for all residents of McCarthy Court. 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 McCarthy Court Co-operative's Office on: **020 7228 2894**.

### About McCarthy Court

McCarthy Court 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.

McCarthy Court, which was built by Wandsworth Council in 1978, comprises of two low rise blocks with an inner garden between.

There are 78 flats. 42 one bedroom flats and 36 two bedroom flats.

The whole estate is covered by an intercom system and a 24 hour recording CCTV system making it a safe place to live

## SECTION 1

**About  
McCarthy  
Court****McCarthy Court Management  
Organisation**

McCarthy Court Management Organisation 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. McCarthy Court was developed as a TMO by residents with the support of the Office of the Deputy Prime Minister and the London Borough of Wandsworth and took over the management of the estate in 2005.

**Our Aims and Objectives**

McCarthy Court Management Organisation's objective is to ensure the estate is maintained to the highest possible standards and to provide a first class service to the residents. McCarthy Court Management Organisation is a registered Friendly Society and is run by a Board of residents who are elected at the Annual General Meeting. All lawful residents of the estate over the age of eighteen are eligible to join McCarthy Court Management Organisation by purchasing a share which costs 10p for life membership. If you haven't joined yet, please do think about it. As a member of McCarthy Court Management Organisation 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 Board at the Annual General Meeting.

## SECTION 4 continued

**Parking**

Please be aware that vehicle ticketing is in operation around the estate. If you do have a vehicle and need to apply for a garage, please contact the McCarthy Court office or, if you want to apply for a controlled parking permit which will allow you to park on Banbury Street, Stanmer Street 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, apart from a controlled parking bay displaying an appropriate parking permit, you will be fined.

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

McCarthy Court will not accept any anti-social behaviour on the estate. You as the 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/mopeds.

**Wherever possible, any disputes between neighbours should be resolved amicably. McCarthy Court aims to provide a supportive and efficient service to help residents to settle disputes. Ultimately McCarthy Court 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 McCarthy Court office.

### Council Services

- The supply of gas for the communal heating system
- Repairs and servicing of the communal heating system
- Inspection and maintenance of play equipment
- Tree management and arboriculture work
- The supply of water to all blocks including the installation and maintenance of pumps.
- Inspection and testing of water tanks
- Annual servicing of dry risers
- Servicing of any fire prevention equipment
- Servicing of communal roof extractor fans
- 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 and the stopcock in each dwelling.
- The gas mains from the gas board's main supply pipe to the meter in each dwelling.
- Floors, including joists and floorboards and any other type of construction e.g. concrete.
- All underground services.
- All external pole lighting.
- Maintaining and repairing all heating and hot water systems.
- Down pipes and repairs resulting from leaks and overflows.

## We aim to

### SECTION 1 continued

- 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 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 McCarthy Court 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 activities of the organisation



### Confidentiality



McCarthy Court 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. McCarthy Court is registered for Data Protection.

### Equal Opportunities



McCarthy Court aims to be an Equal Opportunities Organisation. We value the diversity of residents living in McCarthy Court 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 McCarthy Court Office, free of charge to members.

### Membership



All residents over the age of 18 are invited and encouraged to join McCarthy Court by buying a 10p 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 Board. 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 Board 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 Board stand down to encourage new people to come forward although they can stand for re-election. The Board meets quarterly. The Board aims to keep you informed about what's going on through meetings, events and drop-ins.

### SECTION 4 continued



### MCCARTHY COURT Services

The list below outlines the range of cleaning and caretaking services, which McCarthy Court provides:

- Cleaning of staircases, handrails, banisters, landings and walls. Removing graffiti in all common parts.
- Cleaning of windows (all internal communal doors), doors, floors, lobbies, lights and light fittings.
- Clean and remove rubbish from chute chamber.
- 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 including clearing litter from the estate
- 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, store sheds and garages.
- Maintenance of any bulkhead lighting on the grounds, non-adopted roads, footpaths and underground garage areas (including the replacement of light bulbs).
- Entryphone systems including all associated doors, cables, door fittings, and any other items associated with the entryphone system.

**The successful care and upkeep of the estate is dependent on an effective partnership between the residents and McCarthy Court. 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 the McCarthy Court staff, 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

### MCCARTHY COURT Repair Responsibilities for tenants:

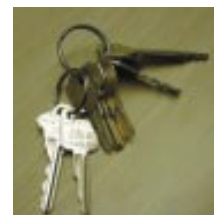
- The cold water systems beyond the main stopcock in each dwelling including pipes, valves, stopcocks, cisterns and overflows.
- The Council's plumbed fittings including baths, sinks, basins, WC suites, taps and waste fittings but excluding plumbing installed for washing machines, dishwashers etc.
- 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 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.
- Underground garages

For all properties

- The rainwater system including gutters and fixings.

## SECTION 2

### YOUR NEW HOME



#### Moving into Your New Home.

McCarthy Court Board members hope to have introductory meetings with all new tenants and leaseholders to tell them about McCarthy Court and the services we provide. When you sign the Tenancy or Lease Agreement, you will be informed of the start date of your tenancy/lease. This is the date you become the legal tenant/leaseholder. From this date you are responsible for the property and for payment of rent, service charges and heating and hot water if appropriate.

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.

**BRITISH GAS 0845 955 5510**

**THAMES WATER 0845 200888**

#### Paying your Rent and other charges

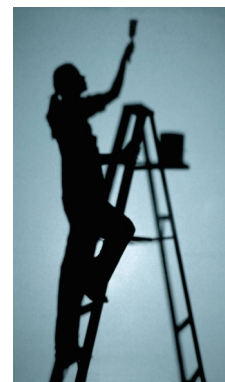
The McCarthy Court Office will issue you with a paying-in book, which you may use to pay your rent/charges at the bank. Rent and other charges are charged weekly on a Monday. You will be advised exactly which dates you should pay. You can pay at all branches of Barclays bank. The simplest way to pay is by standing order, you can get a form from our office. The nearest Barclays branch is located on 7-11 St Johns Hill, Clapham Junction

#### Leaseholders: Paying your Service Charges

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

#### Decoration Allowance

McCarthy Court does not provide decoration allowances to new tenants however some residents may qualify under the Councils Redecoration Scheme if they meet certain criteria. You can get further information from our office or directly from Wandsworth Council



## SECTION 2 continued

**Cleaning and Disposal of Rubbish**

Residents are responsible for ensuring 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 infirm and cannot use the chutes, please contact the McCarthy Court 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 McCarthy Court 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 the McCarthy Court staff. Removal of racist or offensive graffiti is a high priority and it will be cleaned off within 24 hours. The Council or McCarthy Court will take legal action against any person who damages the estate. Please help us to make McCarthy Court 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 Residents**

Elderly or disabled residents who have no-one else to help them can approach McCarthy Court 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 McCarthy Court staff.

Please note all McCarthy Court 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 request to see their ID or contact the office.

**Tenant's Responsibilities**

It is the responsibility of tenants to report to the McCarthy Court 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 McCarthy Court 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 and you ask McCarthy Court to do repairs for you within your property, the Manager can assist by providing the contact details of an appropriate contractor from our list of approved contractors. McCarthy Court can also act as a liaison between the contractor and the occupants of the property. The leaseholder will be billed directly by the contractor and McCarthy Court does not accept responsibility for any works carried out.

The service charges you pay for cleaning, caretaking and grounds maintenance are calculated by the Council on receipt of our annually audited accounts. The Council will then 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 persons, 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 McCarthy Court Office is open when staff will carry out the repair during normal working hours. Please note this service is for emergencies **ONLY**.

McCarthy Court 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. please ask to see their ID or telephone the McCarthy Court office.

### 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 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. There are bicycle racks provided at each end of the first floor corridor, in both blocks.
- Residents should not leave any obstructions in the corridors or stairwells.
- Do not overload sockets.
- Install battery smoke alarms in your property. London Fire Brigade can assist with advice and installation.

**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:

**National grid on: 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.

### SECTION 3 continued



#### Electrics

##### What to do if my electricity goes off?

- Check to see whether other properties are also affected, if they are, call the electricity board, 0845 6000102 (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 it automatically switches off.
- If you cannot find the cause of the problem call the McCarthy Court Office

#### Water

Check where your mains stop cock is for turning water off in an emergency, it is usually in the toilet, as this should be the first thing you do in the event of a flood. Please contact McCarthy Court 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 in all rooms during winter
- Do not use radiators to dry clothes without adequate ventilation



### SECTION 4

#### REPAIRS AND MAINTNANCE



Please note McCarthy Court is not responsible for replacing any units, worktops, basins or other furnishings that have been damaged by the tenant or their visitors. Any windows that are broken due to the fault of the tenant will be boarded up and made safe but will not be replaced. McCarthy Court is not responsible for repairing 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, by visiting the office located in the basement at the corner of Banbury & Stanmer Street. The office is open to personal callers between the hours of 9am-5pm on Wednesday and 9am until 12noon on Friday. These hours may change from time to time. Please check on the notice boards located in the block or on the office door.

When the MCMO Office is closed, personal callers can go to the Goulden House Office which is located on the ground floor Entrance A, on the corner of Winders and Shuttleworth Road. You can call on 020 7924 5213. Our telephone answering service is available 24hours daily.

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. Is it rechargeable to tenant/ leaseholder or Council.

**See next page For minimum standards in dealing with repairs & Maintenance requests**

#### Residents database

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

**Leaseholders or tenant should contact the Co-operative's Office to get their details registered in the residents' database**