

House Keeping Rules & Reminders



Bulk Rubbish:

Please respect your neighbourhood and do not dump bulk rubbish on your estates. Southwark Council operates a Bulk Collection Service for up to 10 items. The cost for this service is £16 and should be booked via the website:

www.southwark.gov.uk/bins-and-recycling/bulky-waste-collections



Smoking and Cigarette Ends:

It is against the law to smoke anywhere in the communal areas of the block, including lifts and staircases. Action will be taken against anyone found guilty of this.

The estate cleaner is also continuously clearing cigarette ends from lobbies and courtyards. Please refrain from throwing cigarette ends on the pavements and courtyards and kindly dispose them responsibly.



Blocked Chutes:

Chutes **MUST NOT** to be used for large items nor overfilled with rubbish bags. Please use the waste bins provided on the estate for these. If you discover a blocked chute, please report it to the TMO office on 020 7018-5355 or the Estate Cleaner. We will take actions against anyone found guilty of using chutes improperly.



Please DO NOT leave bin bags outside your front door or by the chute:

Residents are requested to take rubbish/ bin bags and deposit in the chute or bin room downstairs immediately and not leave it outside the front door to dispose it later. This is unsightly, attracts vermin and often oil sips through the bags causing stain on the landings and balconies.

Irresponsible dumping of litter, rubbish, waste and bins is a breach of tenancy and lease conditions. We will recharge cost of removal and may take legal action against anyone (including actions by your visitor) found guilty of blocking the chute(s); dumping bulk rubbish/items in the block; or not disposing litter, rubbish, waste, etc properly.



Noise Nuisance:

Noise nuisance is a serious breach of lease and tenancies. TMO with the Council will take strong action against anyone found guilty of noise nuisance.

You can report the noise nuisance to Southwark Councils Noise Team on 020 7525-5777 or the TMO Manager on 020 7018-5355

Any DIY works should only be carried out during weekdays between 8am to 6pm & weekends between 10am to 5pm, unless there is an emergency repair that cannot wait.



Bicycles on lobbies, landings & balconies:

Bikes on landings, lobbies and communal balconies are causing serious obstructions and are becoming a health and safe issue.

*Please kindly take your bike inside and keep it in your back balconies OR if you wish to **rent a bike locker**, please call Southwark Council on 020 7525-5630.*



Recycling:

Please use recycling bins provided in the courtyards. They are clearly marked for recycling and **MUST NOT** be used for food waste or non-recyclable items. Recycling sacks are also collected from outside your front door on **Thursday mornings**, but you must put the recycling in the **clear sacks** provided by the Council the night before or by 6am Thursday morning. You can order free recycling sacks online – www.southwark.gov.uk



Useful Numbers

TMO Office - 020 7018-5355, email: wcomanager@outlook.com

Bulk rubbish collections, recycling or missed collections - call 020 7525-2600

Housing Benefit/ Universal Credit: please call 020 7525-1880

Pest control: please call 020 7525-2600 or 0800 952 4444

Parking permits & Parking issues on the estate: please call 020 7525-3587 or parking@southwark.gov.uk

Keys for intake cupboard or roof access: communalkeyrequests@southwark.gov.uk

Gas/ carbon monoxide leak: National Grid 0800 111 999.

Power cut in your home: UK Power Networks 0800 316 3105.

Reporting Serious ASB: 020 7525-5777 **SNT:** 020 8721-2440 riverside.snt.met.police.uk