

Residents Code of Conduct

Each tenant receives the London Borough of Lambeth's *TMO Tenants' Handbook* and each leaseholder receives the London Borough of Lambeth's *Home Owners' Handbook*. If you do not have a copy, please ask for it at the Estate Office. These are important documents which, together with your agreement or lease, explain what you are required to do to keep your home, so please read them carefully.

The Wellington Mills Code of Conduct has been written in order to help all residents, including sub-tenants, to understand the practical application of some of these conditions on our estate. Although our guidelines may not be legally enforceable, unlike the conditions made by LBL, they describe in simple terms what we hope everyone will do to keep the estate a pleasant and friendly place to live.

Observing this code shows courtesy and respect for your neighbours.

1. **Payment.** Our ability to manage the estate properly depends on the prompt payment of rent and service charges.

Guidance

- 1.1. All housing and garage rent and service charges must be paid on time and in advance.

2. **Anti-social behaviour.** Wellington Mills is a pleasant place to live because we respect one another and our own and neighbours' property.

Guidance:

- 2.1. No loud music or other loud noise after 11 p.m., unless you have negotiated a later time with your neighbours for a specific event e.g. a birthday party. Be aware that the use of balconies or gardens and open windows allows sound to travel widely. Noise should be lowered at the request of neighbours at any time and should remain lowered.
- 2.2. Noisy repairs should be carried out between 9 a.m. and 5 p.m. on weekdays only. Minor DIY may be undertaken at weekends between 10 a.m. and 4 p.m.
- 2.3. Residents and non-resident leaseholders must provide floor covering suitable to avoid the transmission of noise.
- 2.4. Washing machines and other noisy domestic equipment should not be used after 8 p.m. at night.
- 2.5. Care should be taken to prevent slamming when opening and closing gates and doors on common parts of the estate.
- 2.6. Residents must ensure that they, their families, sub-tenants and visitors do not indulge in petty vandalism.
- 2.7. Residents should not be involved in criminal activity in their own property or on the estate.

3. **Harassment and Racial Abuse.** As a co-operative we believe in maintaining an inclusive and law-abiding community.

Guidance

- 3.1. Residents, their families and friends must not cause a nuisance by harassing or abusing anyone, in particular other residents, estate staff and tradesmen or visitors on the estate.

4. **Property and Estate Cleanliness.** We are proud of our estate which has won an award for best kept estate. We'd like to keep it that way.

Guidance

- 4.1. Residents are responsible for the care and cleanliness of their property as set out in their lease, including the upkeep of gardens and balconies.
- 4.2. Residents are responsible for cleaning their windows, exterior woodwork and the area of walkway outside their property.
- 4.3. Washing may only be hung outside if below the top of the balcony or garden wall.
- 4.4. Advertisements and notices (e.g. estate agents' signs or flags) may not be displayed except with permission.
- 4.5. Individual satellite dishes or aerials are not permitted if the Estate provides appropriate centralised services. If the Estate does not provide the appropriate service, written permission from the Estate Office is required for individual dishes which should be inconspicuous and sited below the balcony. Residents must ask the Estate Manager to use the Estate's contractors to install an individual dish and will be invoiced by them. Dishes will be sited as inconspicuously as is consistent with good reception.
- 4.6. Residents must seek and follow advice from Lambeth about the weight of containers or other items permitted on balconies.
- 4.7. Leaseholders must seek and follow advice from Lambeth about changes to the internal structure and hot water systems of flats.
- 4.8. Leaseholders must seek and follow advice from Lambeth about subletting. The Estate Manager must be fully informed. Sub-tenants must be given a copy of this code. It is the leaseholder's responsibility to see that this code is adhered to.

5. **Rubbish.** We want to maintain a healthy environment and a tidy estate for the benefit of residents.

Guidance

- 5.1. Residents must dispose of rubbish in the appropriate chutes and bins.
- 5.2. Rubbish must be wrapped except when using the green bins.
- 5.3. Rubbish must be disposed of only between the hours of 8 a.m. and 8 p.m.
- 5.4. Care must be taken to shut the hatch door to the rubbish chute quietly.
- 5.5. Residents should have a key, obtainable from the Estate Office, to their nearest bin room in order to dispose of larger items of rubbish.
- 5.6. Some large items, especially of a hazardous nature like fridges, will require special collection. Please seek advice from the Estate Office.

- 5.7. Litter or rubbish must not be left anywhere on the estate including the garage areas.
6. **Pets.** We expect pets to be controlled on the estate in order to minimise nuisance and in particular health risks to children
Guidance:
- 6.1. Written permission from the Estate Manager to keep a pet is required and cannot unreasonably be withheld.
 - 6.2. Pets must not foul the estate. It is the responsibility of the owner to clean up after a pet which fouls any part of the estate including inside any property.
 - 6.3. Dogs barking frequently can cause a nuisance. Noisy dogs may be reported to the noise control service at Lambeth Council.
 - 6.4. Dogs should be kept on a lead on the estate. Care should be taken near children and the elderly.
7. **Parking.** We want to maintain our harmonious co-operative community. Residents, their family and friends are expected to observe the terms of the garage tenancy agreement.
Guidance
- 7.1. Garages may not be sub-let.
 - 7.2. Garage and parking bay keys or cards are the responsibility of the person renting and may not be copied or issued to others.
 - 7.3. Garages must be kept tidy and free from inflammable or hazardous substances.
 - 7.4. Residents must not obstruct the garages or parking bays.
 - 7.5. Major repairs to vehicles are not permitted within the garage areas.
 - 7.6. If there is no signed garage tenancy agreement, the Co-operative has the right to reclaim a garage if it is not being used to garage a vehicle and there is a waiting list.
 - 7.7. Tradesmen working on the estate are required to park where directed by the Estate Manager during office hours only.
8. **Playgrounds.** We believe the safety of children is paramount.
Guidance
- 8.1. Children should always be supervised by an adult when using the playground.
 - 8.2. Adults who use a playground regularly may be issued with a key. Otherwise a key to the playground must be collected from the office when required and returned the same day.
 - 8.3. The playgrounds may only be used between 9 a.m. and 8 p.m. in the summer and 9 a.m. and 4 p.m. in the winter.
 - 8.4. The garages and other parts of the estate are not suitable for play; activities such as bicycling, skateboarding and ball games are not permitted.
 - 8.5. Children should be encouraged to minimise noise in stairwells and walkways out of respect for older residents.



If you feel that these conditions are not being met and you are unable to solve the problem by discussion, please follow the instructions in our leaflet 'Making a Complaint' (see Leaflet 3).

Compiled by the Management Committee and endorsed by the General Meeting, November 2004, amended by the Management Committee, July 2008 and December 2012, approved by the General Meeting, January 2013.

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