

Leaseink

Crawley Homes' newsletter for leaseholders – Issue 45



Invite to leaseholders' meeting

Save the date!

We would like to invite you to our next leaseholders' meeting on **Tuesday 16 January 2024** at the Town Hall from 6pm to 8pm.

If you are interested in attending, please let us know. Email tenantparticipation@ Crawley.gov.uk, call Terry on **01293 438434** or text

07393 761666.

If we have your email address, we will send a further invite by email in January.



Good Neighbour Agreement

We want to create a Good Neighbour Agreement to help our existing residents and new tenants create a welcoming and friendly community.

We've come up with some neighbourly standards and want your thoughts on them.

You can scan the QR code on the right to go to the survey that includes the standards or **complete it online**.



Alternatively, email tenantparticipation@ Crawley.gov.uk and tell us the six things you think should be in a Good Neighbour Agreement.

Are you missing out?

Check to make sure you are getting all the help you are entitled to.

Millions of pounds of government benefits and allowances go unclaimed every year.

One of the reasons is many people don't realise they qualify for them. Check if you're missing out.

Benefits and other government support are not just for those who are out of work. Households on low incomes are losing out.

Support that's going unclaimed includes:

- Child Benefit
- Pension Credit
- Council Tax Reduction
- Universal Credit



You can also get free money and debt advice from:

- **Citizens Advice Bureau** or call **0808 278 7969**
- **StepChange** or call **0800 138 1111**
- **Christians Against Poverty** or call **0800 328 0006**

Check online using a benefit calculator entitledto.co.uk or turn2us.org.uk



Responsibility for repairs

Your lease tells you who is responsible for repairing the various elements of the block and your flat. As a rule, you are responsible for maintaining the interior of your flat and we are responsible for maintaining any structural items and communal services, for which you are required to pay a proportion of the cost.

The table below illustrates some of the repairing responsibilities for leaseholders. Please refer to your lease for further guidance.

There is also a more comprehensive section in the Leaseholders' Handbook, that can be found [online](#).



Council

Leaseholder



Plumbing



Re-washer mains stopcock to block

Re-washer stopcock inside dwelling

Clear blockage or repair leak to main soil stack, rainwater pipes and gutters

Clear blockages or repair leaking waste pipe, trap, fitting etc., including branches up to the soil stack

Repair burst or leaking water pipe up to and including mains stopcock

Repair burst or leaking water pipe within your flat from the stopcock



Flooring



Flooring within flat: joists/wall plates, concrete floor slab, floor boards, concrete floor screed

Flooring within flat: floor tiles, skirting boards



Doors and windows

(Shared owners in Bridgefield House should check their lease as responsibilities for doors and windows are different for this block.)



External window frames of flats: frame, sashes, fixtures/ fittings/locks, cords and weights, putties, decorating external surfaces

External window frames of flats: decorating the internal surfaces of the frame and/or sashes

Glazing (window glass) to communal area windows

Glazing (window glass) to windows in the flat

Communal doors: communal door frame, communal door including fixtures/ fittings/locks

Own flat entrance door, frame and fittings

Repairs to communal door entry systems including the equipment within flats unless caused by vandalism



Heating



Heating and hot water: communal system, excluding equipment solely used inside flat

Heating and hot water: individual system and any flue liner



Electrical



All wiring in communal areas, including fittings

All wiring, including consumer unit and fittings within the flat.

Improving or altering your home

Permission first

Your lease states you need the landlord's prior written consent to make or permit any alteration and you need to do this before any work starts.

If you fail to do this, you will be breaking the terms of your lease. Any future sale could be put at risk, and we could take legal proceedings against you, which could lead to you losing your home.

Permission needed

You can redecorate the inside of your flat and replace some fittings within your property without our permission. However, other alterations may need our consent.

These include:

- Works affecting communal services or the structure of the building
- Installing or upgrading central heating
- Installation of replacement windows
- Any change to the internal layout of your property including fitting a new kitchen or bathroom
- Alterations to any services, i.e. electrics, gas, drainage, water



- Erection of a conservatory
- Erection of a TV aerial.

If you are thinking of doing this kind of work inside your home, or any alterations that affect your property, you must get our written permission before you go ahead.

You may also need to get Building Control approval and/or planning permission.

Please consult the council before installing laminate or hard wood flooring. Certain floor coverings can cause a nuisance for other residents and may be in breach of your lease.

Get in touch

If you would like further information or if you want to apply for permission, please contact your area surveyor.

[surveyors.east@Crawley.gov.uk](mailto:surveyors.east@ Crawley.gov.uk)

Pound Hill, Maidenbower, Northgate,
Three Bridges, Bewbush and Forge Wood

[surveyors.south@Crawley.gov.uk](mailto:surveyors.south@ Crawley.gov.uk)

Furnace Green, Tilgate, Broadfield,
Gossops Green

[surveyors.west@Crawley.gov.uk](mailto:surveyors.west@ Crawley.gov.uk)

Ifield West, Ifield, Langley Green, West Green,
Southgate

There is also more information on the council's permissions for improvements [web page](#).



Fire doors

If the front door of your flat opens to a shared corridor or enclosed stairwell it needs to be a fire door and meet certain standards.

This is essential for the safety of yourself, your household and your neighbours.


Fire doors create a barrier from fire and toxic smoke and prevent it from travelling around a building, allowing for evacuation and safe access for the emergency services.

It is the council's responsibility to check fire doors comply with the regulations, but it is the responsibility of leaseholders to ensure a suitable fire rated door with all its compatible components is fitted by a competent installer. A fire door only works if it's installed correctly.

Please note a UPVC door is not compliant.

As this is a fire safety essential, if we have advised a leaseholder that their front door needs work or needs replacing and nothing happens, we will remove and replace the door and recharge the leaseholder.





Take the quiz

Condensation, damp, and mould

1. Do you cover saucepans with a lid when cooking?	Yes <input type="checkbox"/> No <input type="checkbox"/>
2. Do you open a window in your kitchen to allow water vapour to escape when you're cooking?	Yes <input type="checkbox"/> No <input type="checkbox"/>
3. Do you dry your washing outside in the fresh air when you can?	Yes <input type="checkbox"/> No <input type="checkbox"/>
4. If you have to dry your washing inside you don't hang it over the radiators but put it in a room with the window open.	Yes <input type="checkbox"/> No <input type="checkbox"/>
5. Are extractor fans working and switched on?	Yes <input type="checkbox"/> No <input type="checkbox"/>
6. If you use a tumble dryer, is it properly vented to the outside and if it is a condensing tumble dryer, is the window open in the room when you use it?	Yes <input type="checkbox"/> No <input type="checkbox"/>
7. Is your bedroom well ventilated at night? (A window left slightly open or the door to your room left ajar and air vents left open?)	Yes <input type="checkbox"/> No <input type="checkbox"/>
8. Can air circulate freely between your furniture and the walls?	Yes <input type="checkbox"/> No <input type="checkbox"/>
9. Do you keep your heating on low all day when it is cold?	Yes <input type="checkbox"/> No <input type="checkbox"/>
10. Are the airbricks open and not blocked by furniture or other items?	Yes <input type="checkbox"/> No <input type="checkbox"/>
11. Do you mop up any condensation or water everyday – this includes windows and windowsills?	Yes <input type="checkbox"/> No <input type="checkbox"/>
12. Do you shut kitchen and bathroom doors when bathing and cooking to stop water vapour from spreading around your home?	Yes <input type="checkbox"/> No <input type="checkbox"/>

How did you do?

If you said yes to them all you are helping yourself to reduce condensation and avoiding damp and mould in your home.

Six or more yes answers is a great start. Try and see if you can say yes to a few more.

Under six, it would be great if you could attempt a few more. These measures can really help to keep your home healthy.



How can we get in touch with you?

As you are a leaseholder we have a postal address we can write to, but if you have tenants, have we got the address you live at to send you invoices and notices?

Do we have a phone number we can call if there is an emergency at your leasehold flat, this doesn't have to be you but someone who can give us access to the flat?

We are about to move our leasehold information to a new housing database and it would be great if we could start off with up-to-date contact information for all our leaseholders.

Email your details to us at leasehold.services@crawley.gov.uk with Contact as the subject line, send them to **Leasehold Services, Crawley Borough Council, Town Hall, The Boulevard, Crawley, RH10 1UZ** or text **07393 761666** – don't forget to give the address of your leasehold flat.

Safety snippets

The Building Safety Act 2022

A significant part of the Act identifies 'higher-risk buildings' with regulations that apply specifically to these buildings, including the provision of an accountable person.

Only two blocks of council-owned flats meet the definition of a higher-risk building with more than seven storeys. These are Milton Mount and Bridgefield House.

Gas safety

An annual gas safety check will ensure you and your home are safe. You must do this by law if you let your flat to tenants.

You can find a qualified and registered engineer on the Gas Safe Register [website](#).



Fly-tipping

Leaving unwanted items in drying areas, bin stores or other communal areas is fly-tipping.

It's unsightly and unsafe as it could contain toxic or dangerous material or have sharp edges. Fly-tipping can be a fire hazard as well as potentially blocking fire escape routes.

In August, our team cleared more than 11 tonnes from communal areas. This must be paid for by all tenants and leaseholders, unless we have proof who left it and in these cases we will recharge the clearance costs to them.

If you are getting new furniture or appliances, make use of any options where they will take away the old one.

The council offers a bulky waste collection service. There is a cost for this, although residents on certain benefits may qualify for a free collection every 12 months.



Call 01293 438772 or visit the council's **bulky waste collections web page** for more details.



Contacting us

Payments

Card payments over the phone:
01293 438000

24-hour automated payments line:
01293 438312

Card payments online:
[crawley.gov.uk/payments](https://www.crawley.gov.uk/payments)

Leasehold Services

01293 438392
leasehold.services@crawley.gov.uk

Queries on the calculation, billing and collection of management charges. Enquiries regarding sales and assignments.

Emergency repairs

01293 438111
housing.repairs@crawley.gov.uk

Nuisance and anti-social behaviour

01293 438438
asb@crawley.gov.uk

Crawley Borough Council

For other council enquiries:
Town Hall, The Boulevard, Crawley RH10 1UZ
01293 438000
comments@crawley.gov.uk

Other useful web links

Permissions for improvement
[crawley.gov.uk/permissions](https://www.crawley.gov.uk/permissions)

Housing Officers' contact details
[crawley.gov.uk/housingofficers](https://www.crawley.gov.uk/housingofficers)

Information on Leasehold Services
[crawley.gov.uk/leasehold](https://www.crawley.gov.uk/leasehold)

Report a problem
[crawley.gov.uk/reportaproblem](https://www.crawley.gov.uk/reportaproblem)

Help with money worries
[crawley.gov.uk/moneyworries](https://www.crawley.gov.uk/moneyworries)

[my.crawley.gov.uk](https://www.my.crawley.gov.uk)