

Important Numbers

Estate Office: 020 8286 7474

Out of Hours: 020 8543 9750

(Clarion Tenants only)

Police (non-emergency): 101

Police Emergency: 999

Lift breakdown 0300 500 8000

Neighbourhood Wardens 07780977869

Bulk Rubbish (LBM): 020 8274 4901

**If you smell gas at any time please ring
the Gas Board on
0800 111 999**

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C H R I S T M A S

Glebe Court Management Organisation
233, Glebe Court
Mitcham, Surrey CR4 3NZ

General Enquiries and Repairs:
020 8286 7474

Estate Manager: Sandra Hall

Chair: Len Hillier

December 2024

Office times over the Holidays

**Tuesday 24th December
Closes at 12pm**

**Until the office re-opens at 10am
Thursday**

2nd January 2025

We will be operating a skeleton
caretaking service over the festive
period.

**Out of hours (Clarion tenants only) will
also be operating on a skeleton service
but can we ask that out of hours be
contacted in an emergency only. This
means anything that can cause damage
to yours or a neighbours property, back
surges into baths/basins or a risk to life.**

We will be checking the estate office
answerphone so if you have a balcony
light out or a similar job non urgent that
cannot wait until the New Year, please
leave a message with your flat number
and contact details and the nature of
your call and we will get back to you as
soon as is possible

Please help our caretakers by flattening
boxes before putting them in the bin
sheds and only putting **small bags of
rubbish down the chutes NO pizza
boxes please!**

Please do not dump any bulk rubbish
items by the bin sheds it will not be
cleared and will have to wait until the
new year when you contact the council.

Dear Residents

Once again, we are having big problems with the dumping of bulk rubbish on our estate especially mattresses. **If you don't want to breach your tenancy or lease then don't fly tip – simple!** Please find the bulk rubbish collection number on the left-hand side of this newsletter and arrange for your own bulk rubbish to be collected. We cannot allow bulk items to be piled around the estate for safety reasons. We have CCTV around most of the estate so we can check. We held our Annual General Meeting on Monday 25th November thank you to all who attended. Please be aware that over the New Year we **DO NOT allow fireworks** on the estate because of the trees and shrubs that can easily catch fire **nor loud parties**. **If you want a party – book a hall!** We like to make sure all of our residents enjoy the festive season and New Year. Again, any noise (loud music) will be still classed as noise nuisance and will be dealt with in the normal way. Following that, we all hope you have a very happy and peaceful time over the holidays from all of the committee and staff at Glebe Court. One last note, please try to refrain from carrying out too much noisy DIY works over the holidays. The festive holidays is the only time many of our residents get the chance to relax or spend time with family they would rather not hear drilling and banging for the duration of the festive season. Our agreed times for loud DIY **outside** of the festive season is weekdays from 8am till 5pm Saturdays 9am till 2pm and no loud works on Sundays. Residents have ignored this in the past but we will contact you if you choose to ignore this advice further! Just a quick reminder to keep all front balcony walkways clear of items as placing items such as clothes airers's is against fire regulations. Thank you

Although we hope you all have an enjoyable festive holiday and a Happy New Year we must inform all of our residents that we do not allow any fireworks to be ignited on the estate over the holidays and New Year. We ask for your co-operation in this matter to help us make it a safe and happy time. We have been receiving many complaints loud noise nuisance which is caused by a number of things so this newsletter will mention quite a lot about nuisance.

**Parking Permits are operating on Glebe Court throughout the holidays.
Please read the parking notices around the estate and contact PCM for
enquiries**



We all like to enjoy ourselves over the holidays but if you are inviting family and friends over during Christmas and New Year please remember to keep noise down to a minimum. Loud music should always be turned down by 11pm except on New Year's Eve when it changes to 12.30am. We live in a residential area whereby you have neighbours living above, below and to the sides of you and not everyone stays up late. **Our walls are not soundproof.** So, please give a thought in the evenings to your neighbours especially our older more vulnerable neighbours and those with young children, keep the noise level low. We have also had a few complaints about children jumping and screaming later on in the evenings. Please, could parents gently explain to their children that they do live in a flat with other residents living around them, below them and above them? Again, our walls are not soundproof. Your children may be allowed to be noisy well into the late evening but other children and babies may be put to bed earlier. Please take others into consideration.

To all residents if you need any information about your rent whether it be a statement or to see if your rent payments have been made you will now need to go onto Clarion's website or ring 0300 500 8000 and ask for the Income Team. The estate office can no longer give you this information. If you have a lift breakdown over the holidays please call Clarion on 0300 500 8000 and report the lift out of action.

The Glebe Court office does not provide a pest control contractor. This service is offered by Clarion housing.

If you are experiencing a pest problem, please call Clarion on 0300 500 8000 after the festive break

Do you have a plug drainer in every sink in your home? This is something we would advise all residents to buy. It saves a lot of food/hair blocking up the pipes also drain blocker helps



Leaseholders

If you are subletting your property do you have an annual Gas Safety Check carried out? If not, you are subletting illegally. If a property is being rented out then it is a legal requirement for the private landlord to have a gas check done by a qualified gas safety engineer each year. The checks are not expensive so we do advise that if you haven't had one done then please do not only to keep your tenants safe but to protect your property.

You are not required by law to have a gas safety check done if you are a leaseholder and are living in your property. If you need any further information or advice please contact the estate office.

IF YOU HAVE ANY PROBLEMS WITH ANY MAJOR WORKS THAT HAVE BEEN CARRIED OUT IN YOUR HOME, PLEASE RING VANESSA THE RLO FROM UNITED LIVING IF YOU NEED THE PHONE NUMBER RING THE ESTATE OFFICE

We know many of our residents are still experiencing major works on their blocks. Can residents of blocks in 1-14, 15-36, 37-80 and 81-102 PLEASE NOTE: if balcony lights go off over the holidays please ring Clarion housing. This will not come under the estate office responsibility. Clarion's number is at the top of this newsletter under contact numbers. Also leaks from gutters or roofs in those blocks - ring Clarion. In other blocks, if you see anybody on the scaffolding call the Police on 999. If it is not an emergency ring the office and leave a message - we will pick it up and send a caretaker as soon as we can. We will be popping into the office on a regular basis to check the messages.



*Wishing all our residents a very enjoyable festive season and a Happy New Year.
From all of the Committee and Staff at the*

Glebe Court J.M.O.

