

**Tenancy & Leasehold Services  
Neighbourhoods & Housing**

1 Hillman Street  
London  
E8 1DY

Contact number: 0208 356 3330

Email: [Neighbourhood@hackney.gov.uk](mailto:Neighbourhood@hackney.gov.uk)

Mr VV XXXX  
1 Barbel Court  
Clapton Common  
London  
E9 9AP

Date 01/09/2021

Dear Mr XXXX

## Welcome to your new home

We would like to welcome you to Tower Court.

I hope you will enjoy living in your home and the opportunity it provides to create a new community.

So you can settle in, I have outlined some key pieces of information which will help you in making the most of your home and the services we provide.

## Who can I contact?

If you need our help you can contact Housing Management on **020 8356 3330** or by email at: [neighbourhood@hackney.gov.uk](mailto:neighbourhood@hackney.gov.uk)

We can help if you have any problems with the operation of items in your home, with repairs or defects and any concerns you may have about the communal areas.

If there is an emergency out of hours defect and or repair please contact **020 8356 1998**.

We are here to answer your questions or deal with any issues in your home or tenancy. Your Housing Officer is Megan Holden, who can be contacted on the details listed above.

In order to offer you the best possible service we will be available: Monday to Friday 9.00am - 5.00pm.

## Charges:

You can make a payment over the telephone by using the automated payment line on **020 8356 5050** using a debit card quoting your payment reference number or you can pay your service charges online through the Hackney website quoting your reference number as the invoice number.

Your reference number is **service charge payments received spreadsheet column c**

Alternatively you can pay online using Hackney Councils Bank Details below:

- Bank: Lloyds
- Account number: 00634021
- Sort code: 30-00-02
- Ref (Your Hackney Council reference number)

Please make sure you quote your Hackney Council reference number.

Your regular monthly payments are £ **service charge payments received spreadsheet column I**. (monthly service charge tab)

## Information on your new home

### Keys and fobs:

As part of moving into your new home you have been issued with the relevant keys and fobs, these keys and fobs will only give you access to your floor and your property. It is advisable that you leave a set of these keys with someone else in case you lose them. We do not keep spare copies of your keys and there will be a charge for replacement or additional fobs.

### Doors:

The external communal doors in all the buildings at Tower Court will be Shabbat controlled. For residents who observe Shabbat, during Shabbat the doors should be opened by using the key provided, when it is not Shabbat the fob should be used.

For residents who do not observe Shabbat, there is no difference in the access method between the Shabbat mode and the normal mode. Residents can continue to present their fobs as usual. In normal mode, the use of the fob will cause the magnetic lock to be demagnetised, opening the door, whilst in Shabbat mode, the magnetic lock will already be off, but the fob will cause the door to unlatch.

### Lifts:

There are lifts in all of the blocks at Tower Court. One of the lifts in Peregrine Court and Barbel Court will be Shabbat controlled and will therefore operate from sunset on Friday to midnight and then from sunrise on Saturday to midday. Then the lifts will be back in operation as normal. The one lift in Peregrine Court and Barbel Court will



also operate in Shabbat mode on some Jewish festival days. There are no other shabbat lifts on the scheme and this will not be installed in the future

**Decoration of your home:**

Please do not decorate your home in the first 12 months. As part of the defects process your home will be inspected. If there are no issues identified at the end of defects you will be able to decorate your home.

**Pictures and televisions:**

Please do not put up items such as pictures, mirrors, shelves and televisions on your wall during the first 12 months. You are able to use self adhesive hooks.

**Alterations and improvements:**

You are not permitted to carry out any alterations or improvements to your home including installing dishwashers, without the express permission of your landlord; Hackney Council. If you would like to carry out any alterations or improvements, please write to the new build team including details of the proposed alteration and we will request permission from your landlord.

**Pets:**

If you would like to keep a pet at your property you will need to get the written permission of the Hackney Council. You must complete a pet request form which you can get by contacting the new build team. Please do not get a pet before receiving permission.

**Home contents insurance:**

The London Borough of Hackney holds the building insurance for your block, we are not responsible for the contents of your home. Please can you ensure that you take out your own insurance to cover personal items in the event of loss or damage.

## **The upkeep of communal areas**

**Communal lights:**

The communal lights at Tower Court are PIR operated lights, they will not operate on a PIR system during Shabbat however emergency lighting will continue to operate.

**Communal repairs:**

As the landlord it is our responsibility to maintain the structure of your block and estate as well as any communal or shared areas.

If you need to report a repair for the structure or the communal and shared areas, please call us on 020 8356 1998.

**Cleaning of communal areas:**

The communal areas of Tower Court will be cleaned each week and a cleaning schedule will be put up on display in the block noticeboard soon.



If you have any concerns about the cleaning, please contact us.

**The communal areas should be kept clear of all items including shoes, boxes, bikes, washing and buggies.**

**Refuse collection:**

The general refuse for Tower Court will be collected on the days as indicated on the notice in the block noticeboard.

Please ensure that you separate your general waste from items that should be recycled and put them in the correct bins.

Please do not leave bulk refuse items in the bin store. It is important that you make your own arrangements for their removal or call 020 8356 5566 to arrange a collection.

**Car parking:**

This development does not have provision for residents parking so please do not park a vehicle on the scheme. There are 6 disabled parking bays on the rear access way which have been allocated to blue badge holders, if you have not been allocated a disabled bay please do not park a vehicle on the scheme.

**Fire Safety:**

You must not keep any items that may cause or increase the risk of fire in any shared areas (including stairs, walkways and storage areas) or put the safety of others at risk.

You must not keep any items that may cause or increase the risk of fire in any private external areas (including building or storing combustible structures or materials on private balconies) or put the safety of others at risk.

I do hope the information above is helpful and that you settle into your new home successfully.

Yours sincerely

Loulla Weekes  
Area Housing Manager