



**Cottington Close Resident Management Organisation (CCRMO)**  
**RESIDENT HANDBOOK**

This handbook is an outline of the services CCRMO provides  
& the standards that you can expect of us.

For all information, policies & procedures & our service standards  
Visit the CCRMO website:

[www.cottingtonclosermo.com](http://www.cottingtonclosermo.com)

Request full copies of our policies in person from:  
CCRMO Office, No 1 Opal Street, SE11 4HZ  
Or by telephone – 0207 926 8105.

For in depth information relating to you and your property, please refer to your  
Lambeth Tenant Handbook  
or  
Lambeth Homeowners Handbook

# Contents

## **Page 4 - Welcome To your new home**

- Useful contact information for tenants

## **Page 5 - About Cottington Close Residents Management Organisation CCRMO**

- who are we?
- who owns the estate?
- who does what?
- The Modular Management Agreement (MMA)
- CCRMO Policies

Page 4 - Services delivered by CCRMO

Page 5 - Services delivered by Lambeth Council

## **Page 8 - Rubbish & Recycling**

- where to leave your rubbish around the estate
- what you can/ cannot recycle

## **Page 9 - Customer Care**

- CCRMO customer care standards
- Complaints policy
- How to make a complaint

## **Page 9 - CRMO Equalities Policy**

- Aims

## **Page 10 - Access & Involvement**

- Aims
- How to contribute to life on the Estate
- Annual General Meeting (AGM)
- Newsletter
- Board meetings
- Sub-committees

## **Page 10 - Repairs & maintenance**

- How to report a repair
- Repairs for which tenants are responsible
- Repairs for which CCRMO are responsible
- Grounds maintenance
- Caretakers

# Contents

## **Page 12 - Anti Social Behaviour (ASB)**

- How CCRMO deal with ASB
- Reporting an ASB complaint
- CCRMO commitment to you
- **Victim Support**
- Contact details

## **Page 16 - Rent & Service Charge Collection**

- CCRMO responsibilities to Tenants & Leaseholders
- Rent Arrears
- Leaseholder Service Charge Arrears

## **Page ??- Cottington Community Garden (CCG)**

- About the garden
- CCG constitution
- CCG rules for using the garden
- Gardening sessions
- Using the garden for BBQ's or parties

# WELCOME TO YOUR NEW HOME

Your new address is:

Your Housing Officer is:

Contact Details:

## USEFUL CONTACT INFORMATION FOR TENANTS

### For Housing/Reporting Repairs & Parking Monday - Friday

CCRMO Office: 9.30am - 4.30pm (2.30pm Wednesdays)

Call: 020 7926 8105

Email: [cottingtonclose@lambeth.gov.uk](mailto:cottingtonclose@lambeth.gov.uk)

Website: [www.cottingtonclosermo.com](http://www.cottingtonclosermo.com)

### For any urgent problems in your home or communal areas outside CCRMO office hours

#### Monday - Friday 5pm till 7am & weekends:

Call:

Lambeth Out of Hours Service 020 7926 6666

### For out of hours problems with your gas central heating and hot water:

Contact our gas contractor Smith & Byford directly:

0800 091 2140 or 0208 652 7015

### Other Emergency / Help Numbers:

#### Gas leaks:

National Gas Emergency Service

0800 111999

#### Loss of electricity:

UK Power Networks on 0800 0280247 / 0333 2022022

#### Lambeth Council:

020 7926 1000

#### One Lambeth Advice:

0800 254 0298 (advice on benefits, debt, housing) <https://onelambethadvice.org.uk/contact-us/>

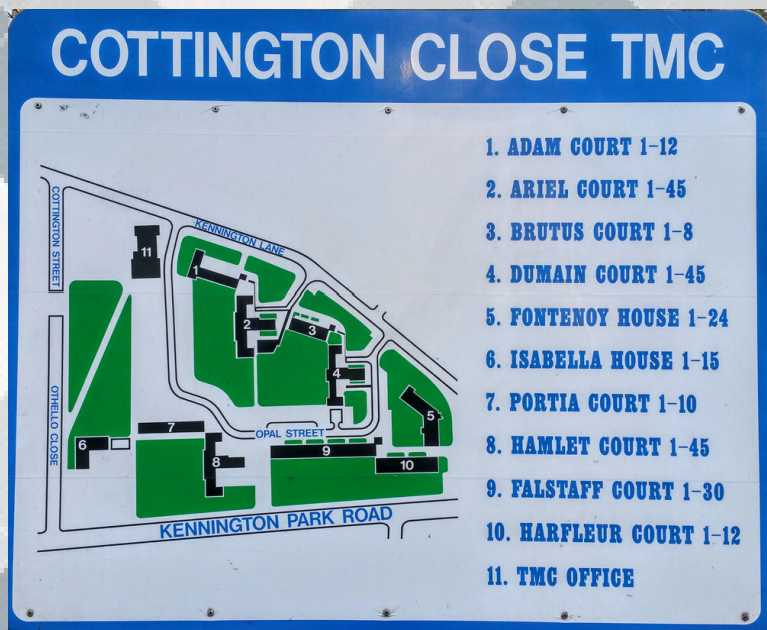
#### Report a Crime or Get Advice from the Police:

Police Emergency/Ambulance/Fire – Call 999

Police non-emergency – 101

#### Prince's Ward Safer Neighbourhood office:

020 8721-2627



Cottington Close Estate is owned by Lambeth Council ('the landlord')

CCRMO manages services on behalf of Lambeth Council under the terms of a *Modular Management Agreement (MMA)*.

Because of this relationship, Lambeth Council remains responsible for carrying out some services & CCRMO is responsible for others. The services CCRMO provide are listed in the MMA.

Under the terms of the MMA, Your agreement (tenancy or leasehold) is with Lambeth Council, it's enforcement is delegated to CCRMO.

## Who are we?

CCRMO is a not-for-profit benefit organisation which means that any 'profit' (surplus) we make must be used for the benefit of Cottington Estate and its community.

We are a member-owned organisation. Each member ('shareholder') holds a share to the value of £1 which entitles them to participate in our decision-making processes at our Annual General Meeting (AGM) and to stand for election to the board. You become a Member by signing a shareholder form in the office and paying £1

We deliver services to and for all of the residents of Cottington Close, regardless of whether or not they are members/ shareholders.

CCRMO is managed by a Management Board consisting of residents who are elected at our AGM or co-opted during the year. All resident board members are volunteers and do not receive payment for their work on behalf of CCRMO.

The Board is responsible for deciding the way the estate is run which includes agreeing all policies and procedures. They are also responsible for overseeing staffing and Health and Safety, providing scrutiny and overview of the services we provide and for making sure that targets set by the Lambeth Council and the Board are met.



## **Responsibilities of CCRMO:**

- Ensuring effective governance of our organisation including; increasing membership, supporting board membership and sustainability, accountability, an effective split between governance and operational activities
- Consulting and involving residents through meetings, surveys, newsletters and events to ensure the services we provide meet their needs.
- Managing our finances.
- Providing an estate-based office.
- Effective management of contractors employed by CCRMO and ongoing assessment of value for money.
- Monitoring the effectiveness of contractors employed by Lambeth Council and representing the needs of Cottington Close's residents to the Council.
- Ensuring regular satisfaction surveys are carried out and the results analysed, reported back to residents and acted upon.
- Producing an Annual Report to all residents on our performance across all areas.
- Working with other agencies and community groups to identify and address the needs of our community.

## **Services provided by CCRMO under the MMA**

- Responsive repairs and maintenance up to £5,000 per repair
- Gas servicing and repairs
- Pest control
- Maintenance of CCTV systems
- Maintenance of estate lighting
- Discretionary decoration services for Seniors
- Cleaning the communal areas of all blocks
- Maintaining the public gardens and grounds
- Graffiti removal
- Bulk refuse removal service please leave by the side of the Caretakers portacabin
- Parking enforcement
- Day to day inspections of the grassed areas
- Managing and preparing void properties for re-letting costs up to £5,000
- Identifying the need for major works and lobbying the Council to programme them
- Delivering improvement works funded from an identified specific budget
- Dealing with tenancy management issues including; investigation into complaints of anti-social behaviour, unlawful occupancies, breach of tenancy or lease agreement
- Dealing with succession claims
- Processing mutual exchanges
- Giving consents to residents for a range of topics from home improvements to keeping pets
- Arranging and processing on estate transfers for downsizing tenants
- Monitoring tenants' rent accounts, taking action on rent arrears when appropriate
- Assisting residents with housing benefit claims
- Managing leaseholder service charge arrears and taking legal action when appropriate
- Accompanying bidders on assisted viewings of vacant properties
- Providing an initial meeting for all new tenants to sign tenancy agreement, receive advice on their tenancy rights and responsibilities, introduce CCRMO membership and participation
- Settling in visits for new tenants
- Tenancy audits - to make sure that the right person is living in the property

## Lambeth Council delivers the following service for Cottington Close:

### Out of hours emergency service

Monday- Friday 5pm-7am & weekends

Call: 0207 926 6666

### Services retained by Lambeth Council under the MMA

- Maintenance of lifts, dry risers and lightning conductors;
- Asbestos removal;
- Setting rent levels;
- Leaseholder's service charge billing and collection of major repairs charges;
- Maintaining the structure of the buildings;
- All repairs over £5,000;
- Programming, commissioning and undertaking major works including Decent Homes works in consultation with CCRMO;
- Refuse collection;
- Tree maintenance;
- Road lights;
- Underground drainage;
- Lift servicing and maintenance;
- Water tanks servicing and maintenance;
- Removal of abandoned vehicles;

WE HAVE POLICIES AND PROCEDURES OR SERVICE STANDARDS FOR THE SERVICES WE DELIVER. On the following pages are summaries of the way we will deliver our key services. Fuller details are available elsewhere on our website.

[www.cottingtonclosermo.com](http://www.cottingtonclosermo.com)



# Rubbish & Recycling on Cottington Estate

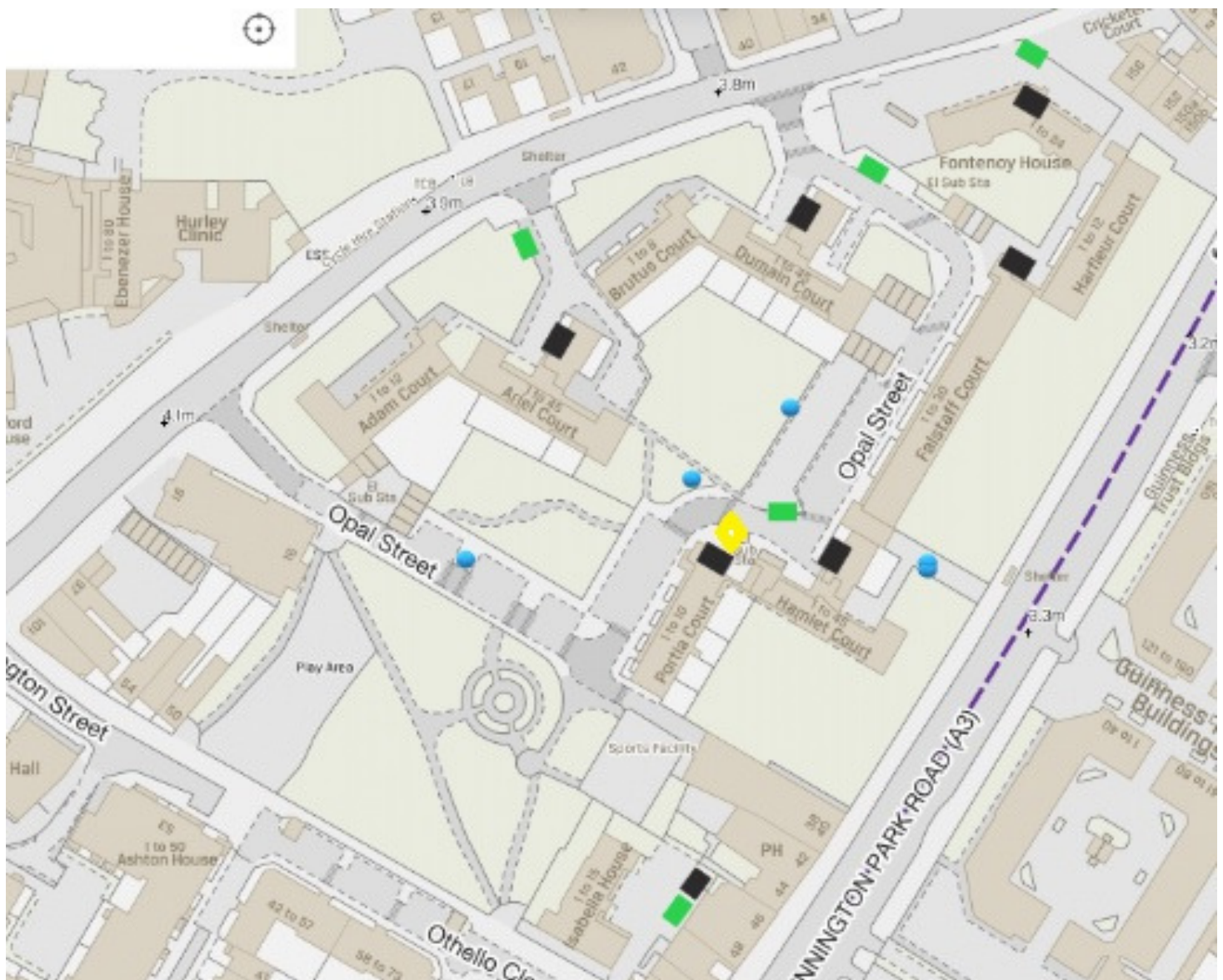
See the map / key below for position of rubbish and recycling bins

Green Box - Recycling

Black Box - Domestic Waste

Blue Circle - Small Street Bin

Yellow square - Area for large items to be collected (Outside Portacabin by Hamlet Court)



Please make sure that bags and sacks go into all the bins and not on the floor around them

Please respect other residents by not leaving rubbish on the floor

Please do not encourage vermin by leaving rubbish on the floor of bin sheds



# Recycling On Cottington Close Estate

All recycling should be washed and dry before putting into the green bins

All cardboard must be flattened

## Did you know.....

Placing items that can not be recycled in the recycling bins contaminates ALL the recycling  
Think of the environment

What CAN be recycled					
Paper & Card	 Newspapers & magazines	 Card & cardboard	 Toilet & kitchen roll tubes	 Egg boxes	 Junk mail & catalogues
	Plastics, glass, cans & cartons	 Plastic bottles	 Plastic packaging (tubs, trays, etc.)	 Glass jars & bottles	 Cans & tins

CCRMO Every voice counts . . .

SATISFACTION  
TRUST  
ASSISTANCE  
LOYALTY  
SUPPORT  
COMMUNICATION  
FEEDBACK  
SERVICE



## Our Customer Care Standards

We are here to:

- Be courteous and treat you with respect. Try to offer you the help and advice you need. If we are not able to help you immediately, we will tell you when we will get back to you and do so.
- Arrange for a translator if you need one, including signing, for face to face and telephone discussions.
- If you ask us, arrange for letters and other communications to be provided in an appropriate language, large type or braille.
- Treat everyone fairly in compliance with our equal opportunities and diversity policy.
- Greet you when you arrive in reception and ensure we understand why you have come to see us
- See you at the time of your given appointment if you have one.
- See you within 10 minutes of your arrival if you do NOT have an appointment
- Offer a private interview when you ask us or where this appropriate.
- Answer the phone within 5 rings when you call, give you our name and tell you, you have called Cottington Close RMO.
- Ensure our out-of-hours answer phone tells you what to do in the event of an emergency
- Respond to all correspondence within 10 working days. Emails will be acknowledged within 72 working hours. If we are unable to do so we will let you know why and when you can expect a reply

***Where we make mistakes, please let us know, so we can apologise to you, put it right and learn from it, to make sure it does not happen again.***

# Complaints

**A complaint is telling us that we have done something wrong or have not met your expectations.**

**We take every complaint of poor service very seriously we will use them to learn how to improve our service.**

- If you are reporting a repair for the first time that is not a complaint, it is you making a request for a repair. However, if you tell us we did not do the repair on time or did it badly then that is.
- Reporting anti-social behaviour is not a complaint and is dealt with under our anti-social behaviour procedures. However if you don't think that we dealt with your report properly then it is a complaint.



## **Examples of a complaint:**

- Telling us that our cleaning or grounds maintenance service is not up to scratch.
- Telling us that a staff member has been rude or has not behaved properly towards you
- Telling us that we have not followed our policies and procedures

You can complain in person in the CCRMO office, by phone, by letter, email or through our website.

If your complaint is about a service we provide, we will carry out an assessment of your complaint and aim to put right the problem. We will respond in 5 working days.

## **If you are not happy with our response then you should contact:**

The Estate Director at the CCRMO Office

E-mail: [iramadi3@lambeth.gov.uk](mailto:iramadi3@lambeth.gov.uk).

You will receive a response within 5 working days.

## **If you are unhappy you have the choice to ask the CCRMO Board to review your complaint.**

[Cottingtonboard@gmail.com](mailto:Cottingtonboard@gmail.com)

## **If you remain unhappy with the response you should contact:**

TMO Client Team Complaints

E-mail: [TMOClientTeam@lambeth.gov.uk](mailto:TMOClientTeam@lambeth.gov.uk)

Online: <https://www.lambeth.gov.uk/housing-and-regeneration/council-and-social-housing/tenant-management-organisations-guide>

Telephone: 0207 926 1000

## Equalities

Cottington Close Estate is a diverse place to live and respecting its diversity and to ensure equal access to services are at the heart of what we do. Our aims:

To deliver a fair and equitable service to all residents living on the estate taking into account any special needs of residents and where possible, tailoring services accordingly

To ensure the composition of the CCRMO membership and Management Board seeks to reflect the diversity of our community

To encourage active participation from all persons or groups of persons living on the estate

To ensure all residents have access to meetings and information concerning the activities of CCRMO

To ensure no member of staff, management board, resident or user of services provided by CCRMO suffer discrimination.

To work towards the elimination of harassment in our community, supporting victims and taking action against perpetrators

To take positive action to overcome the results of unfair discrimination by encouraging and helping groups who may feel excluded to participate in our decision-making process and to receive fair treatment in respect of service delivery and employment opportunities.

To ensure all residents, employees, contractors and agents are dealt with fairly and equitably on the basis of their merits, abilities and potential without any unjustified discrimination in relation to:

- Age
- Disability including physical or mental impairment which has substantial and adverse long-term adverse effects on their ability to carry out normal day-to-day activities
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race (including colour, nationality, and ethnic or national origins)
- Religion or belief
- Sex
- Sexual orientation

***We will monitor our services to ensure that meet our aims and that where we find that we are not meeting the needs of all our customers to take action to put it right.***



Cottington Close  
**RMO**  
Every voice counts

## Resident Access & Involvement in life on Cottington Estate

Resident involvement and engagement is at the centre of what CCRMO stand for and we will therefore put resident participation and involvement at the centre of everything that we do. However we recognise that everyone has busy lives and that they will all want to be involved in different ways in the way and at the time that suits them.

### CCRMO Will

- Ensure all our residents from our diverse community are able to get involved and get their views across including supporting groups from parts of the community who would not otherwise be involved
- Provide training for residents to help them to get involved
- Actively try to recruit new members of CCRMO and the Board
- Make sure that the feedback we get from you is used in shaping our services, including an annual residents survey
- Use a variety of ways to talk to residents including our website, newsletters, public meetings, community groups and events
- Ensure you receive quarterly newsletters each year plus our annual report
- Hold an Annual General Meeting every year

# EVENTS



Cottington Close  
**RMO**  
Every voice counts



**COTTINGTON COMMUNITY GARDEN**

# Repairs

## How to Report a Repair

The way in which you report a repair will vary according to the type of repair that you need and the time on which you request it.

## General Repairs

Day to day repairs should be reported to the CCRMO Office. You can either do this by coming to the office, reporting by email [cottingtonclose@lambeth.gov.uk](mailto:cottingtonclose@lambeth.gov.uk), calling us on **02079268105** or using the contact us form on our website.

If your repairs relates to heating or hot water and your own individual gas boiler you should call our Gas Contractors Smith & Byford on **0800 0912140**.

## Out of Hours

After 5pm or at weekends and bank holidays all repairs should be reported through the Lambeth Living Contact Centre on **02079266666**.

## Who does what?

**The information below applies only to tenants. In most cases we are not responsible for repairs to the inside of leaseholder property. We do however remain responsible for the maintenance of the structure of the estate. Detailed advice for Leaseholders can be given by CCRMO staff.**

## CCRMO is responsible for repairing and maintaining

- The structure e.g. walls, roofs, joists and beams, external doors and door frames, damp, rot and woodworm, drains and gutters
- Window frames, window catches and safety devices, glazing to communal areas, glazing to your home where the repair was caused by a defect
- Water gas and electricity supplies to your home, all council owned pipes and waste pipes
- Baths, basins, sinks, toilets, cisterns, kitchen cupboards and work surfaces  
Gas fittings and appliances such as central heating, water heaters, boilers, the communal heating and hot water system
- Electrical wiring including sockets and switches provided by us
- Communal areas such as pathways, estate roads, hallways, communal stairs and lighting, balconies and waste chutes
- Fire equipment, door entry systems, communal television aerials, external decorations and decorations to communal parts
- Parking enforcement (but not removal)

## Repairs



You **ARE** responsible for the following repairs in your home

- Decorating the inside of your home and minor internal repairs.
- Blocked sinks, basins and baths
- Replacing blown fuses and resetting trip switches, replacing light bulbs
- Internal and external door handles, locks, catches and keys if not due to disrepair caused by the age of the door or fitting
- Phone wires and sockets
- Repair any changes or improvements that you carried out, for instance if you fitted your own kitchen.

You **MUST NOT** carry out these repairs yourself:



- works to the electricity supply or wiring
- works to the gas supply
- works to your heating system
- You must **NOT** change or otherwise alter your front entrance doors as these may be fire safety doors
- You must **NOT** make alterations to the internal structure of the building without written permission from either CCRMO or Lambeth council

For further information please see [www.bit.ly/39A50J0](http://www.bit.ly/39A50J0)



### Contents Insurance

Crystal Insurance Scheme

We strongly encourage all of our tenants to take out contents insurance.

We are not responsible for repairing or replacing your belongings or in most cases carrying out redecorations to your home. You should protect your home contents and belongings, things like, clothes, furniture, TV's, carpets even your jewellery.

You can either arrange this through a private company

or

Lambeth Council have teamed up with Thistle Tenant Risks and Allianz Insurance plc to offer our tenants and leaseholders the chance to insure their home contents and belongings through the Crystal Insurance Scheme.

To find out more

Ask your housing officer in the office for an application pack,

or call: Crystal Insurance Scheme 0345 450 7286

or

visit [www.crystal-insurance.co.uk](http://www.crystal-insurance.co.uk), where you can request a call back

## Grounds Maintenance

CCRMO is responsible for -

- Mowing and maintaining grass areas including strimming and edging
- Maintenance of all flower and shrub beds
- Maintenance of hedges
- Pruning and maintenance of shrubs and plants (but not trees)
- Improving the quality of the grounds on the estate



For each element we mark the service excellent, acceptable, poor or unacceptable. Our contract also includes provision for improving the standard of planting on the estate, including encouraging wild life and bio diversity.

## Caretaking

CCRMO is responsible for cleaning and keeping tidy

- Stair cases, windowsills, balustrades, walls and ceilings
- Landings, entrance lobbies and corridors
- External walkways
- Communal Lighting
- Lifts
- Estate roads and parking spaces other than highways roads that are the responsibility of Lambeth Council
- Grassed areas and flower beds but not the grounds maintenance service
- The outside walls of the blocks and estate boundary walls and fences
- Bins, bin chambers and rubbish chutes
- Communal doors and Windows



For each element we mark the service excellent, acceptable, poor or unacceptable.

The performance of our caretakers are monitored regularly by the estate director and board members.

We encourage any resident of the estate to take part in the monitoring process.





## Anti Social Behaviour (ASB)

We take anti-social behaviour very seriously and do everything we can to resolve any problems.

Defining ASB is not easy and this is covered in the Service Standard.

Reports of ASB may be made in person in the office, by telephone, letter, on our website or email details on Pg 2 of this handbook.

All cases will be treated with the utmost confidentiality.

### How will we deal with reports of ASB

Cases will be responded to according to the table set out below.

Priority	Definition	Maximum Initial Response
High	Actual or substantiated threats of physical assault, serious intimidation or harassment of whatever nature, domestic violence, serious criminal activity and serious damage to CCRMO property	1 Working day
Medium	Minor criminal activity, drug dealing, verbal abuse, intimidating behaviour by groups or individuals, significant noise nuisance, dangerous dogs	3 Working days
Low	Minor neighbour disputes, domestic noise, pets, refuse, parking, property condition, gardens, subletting and fraud	10 Working Days
Non tenancy related	Non housing related matters or issues in other agencies jurisdiction. Complaints will be acknowledged within the set time span but in cases such as those relating to safeguarding will be dealt with immediately.	10 Working Days

In cases where there is criminal activity we will in most cases report the matter to the police and work in partnership with them to resolve the problem. In order for us to investigate a complaint of ASB we will need the following information from you:

- Details of the nuisance
- Who you think was responsible
- Whether you spoke to the alleged perpetrator or anyone else e.g. the police
- What would you like us to do about it

The most successful options for resolving ASB are persuasion and mediation. In most cases our investigations will involve talking to other people including the perpetrator. Only in the most serious cases where we have sufficient evidence to give a strong chance of success will we take legal action.

## Our Commitment to You

When we take on a case of ASB we will:

- Listen to what you are telling us in a supportive way
- At all stages be open and honest about what we can or cannot do
- Tell you if we are not going to act on your complaint and why
- Agree an action plan with you and talk to you at least once a month so you know what we have done. Update the plan if needed
- Only take the action that you are comfortable with - unless there is serious criminal activity.
- Agree with you before share information with anyone else
- Tell you if we feel there is nothing more we can do that we are going to close the case and why

**After we have handled your case, we may ask if you feel comfortable to complete a satisfaction survey of the way we handled it.**

## Extra Support for You

Dealing with antisocial behaviour is hard . . .



can help you cope with the effects by:

- Providing support by phone and face to face – it helps to have someone to talk to speaking to the different agencies involved on your behalf
- Reassuring you that they are listening to you and will take action if possible keeping you up to date with what is being done
- Helping you understand the process of tackling crime and antisocial behaviour, which can take a long time
- Giving you advice about your personal safety and home security
- Supporting you in mediation to try and resolve the problem
- Helping you contact other agencies and services that can also offer help
- Supporting you if a case goes to court.

### Contact them by:

Requesting support online: [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

Contacting your local Victim Support team: 020 7801 1777

Calling their Support line FREE : 08 08 16 89 111

If English is not your first language and you would like support, call their support line and let them know which language you speak, and they will call you back with an interpreter as soon as possible. Victim Support welcome calls via *Next Generation Text* on 18001 08 08 16 89 111.

## Rent Arrears

Tenants sometimes have problems paying their rent for a number of reasons so when we are dealing with rent arrears we -

- Will focus on preventing arrears by providing tenants with the information, support and advice required to maximise their income and to prevent, minimise or manage debt. We will try to sustain tenancies using legal proceedings and eviction as a last resort.
- Will act in a pro-active way based on a strong emphasis on personal contact in the collection of rent and the prevention of rent arrears.
- Will ensure Information in relation to rent arrears will be accurate, easy to understand and contain clear information in relation to repayment options, methods of payments available and relevant support and advice agencies.
- Recognise the needs of vulnerable tenants and will ensure that we work in a way that supports them to pay their rent and support them in repaying their arrears.
- Will work with key partners in Lambeth Council, the Health Service and the voluntary sector to take a holistic view of residents to provide a more efficient rent recovery service.
- We will work with partners to maximise benefits take up for residents through signposting and advice.
- We will take legal action up to and including eviction where tenants do not engage with us, where there is a history of broken agreements or where arrears have increased to an unsustainable level.
- We will take legal action where appropriate what ever the level of outstanding debt.

## Leaseholder Service Charge Arrears

CCRMO is responsible for the collection service charges for leasehold property on Cottington Close in relation to the day to day provision of services including repairs and maintenance, but not charges in relation to major works and legal costs.

- Will focus on preventing arrears by providing leaseholders with the information, support and advice required to maximise their income and to prevent, minimise or manage debt.
- We will manage service charge collection in a pro-active way based on a strong emphasis on personal contact.
- We will seek to collect all service charges on the property during the financial year in which they are due.
- We will work with residents to clear arrears as quickly as possible in a way that is sustainable and maximises the likelihood of the debt being cleared but with the intention that all arrears will be cleared within the current financial year.
- Leaseholders who do not live on the estate, if they can, should pay their day to day service charge invoice in full.
- Legal proceedings will be used as a last resort and only where no arrangements to pay service charges are made or where those agreements are broken.
- We recognize the needs of vulnerable people and will ensure that we work in a way that supports them to pay their service charges.
- We will work with key partners in Lambeth Council, the Health Service and the voluntary sector to take a holistic view of residents to provide a more efficient recovery service.

## Parking on Cottington Close Estate



There is parking enforcement on Cottington Close Estate. Enforcement is Monday to Friday between 08:30 and 17:30.

You will need a permit to park your car on the Estate. They cost £1.50 a day.

This is the same price when buying permits for friends and family to visit you (friends and family must not park on Cottington Close Estate and go elsewhere, the permits can only be given out when friends/family are planning to visit your home).

Residents of Cottington Close Estate (tenant, leaseholder or tenant of a leaseholder) can purchase long term permits. These cost £3 a week. Subject to availability, you may be given a bay. . If you would like one, please contact the Estate Office. You will be asked to pay 6 or 12 months in advanced as stated in the agreement, as well as provide documents.

At all costs, please avoid parking in a bay that isn't yours nor on cross hatches. This will help make sure emergency vehicles have access in the event of an emergency.

To report a vehicle breaching our rules, please take a photo and email to [ccrmoparking@gmail.com](mailto:ccrmoparking@gmail.com)

## Storage sheds

We have store sheds on the Estate. These are for storing goods. Please avoid storing flammable material in them. They cost £2 a week. Please contact the Estate Office for further information. In the event that one is not available, you will be placed on a waiting list. Since April 2023, there is a one shed one address policy in place.

## Cycle hoops

Nestled between Falstaff Court and Hamlet Court is a cycle hoop. Storage is safe, secure and affordable at £52 per year. Please contact the Estate Office for further information. In the event a space is not available, we can put you on a waiting list. Alternatively, there are bicycle racks between Falstaff Court and Harfleur and Fontenoy House and Dumain Court.

## Bike Hangars

You will find vertical bike hangars around the Estate. These cost £2 a week to hire. If you're interested in one, please contact the Estate Office. In the event they are fully utilised, you will be added to the waiting list.

