

# LeaseLink

Crawley Homes' newsletter for leaseholders

## New contractors for Crawley Homes

### Responsive Repairs and Planned Maintenance works 2020 to 2030

We'd like to thank all of you who responded to the consultation.

We have appointed Mears Group and Wates Property Services to manage the maintenance of the council's housing properties around the town from 1 April 2020. This follows the formal consultation process for procuring new responsive repairs and planned maintenance contracts.

These new 10-year contracts are Qualifying Long Term Agreements (QLTA) for both day-to-day repairs and planned works, however some specialist works such as lift maintenance will continue to be completed by independent contractors.

Please note: The council must carry out a separate 30 day consultation for any work carried out under the long-term agreement that would result in a charge to any one leaseholder of more than £250.

Mears will be working in Broadfield, Forge Wood, Furnace Green, Maidenbower, Pound Hill, Southgate, Three Bridges, Tilgate

Wates will be working Bewbush, Gossops Green, Ifield, Ifield West, Langley Green, West Green, Northgate

Please note that the out-of-hours service will be operated by both Mears and Wates. Both contractors will cover the whole town on a week on/week off basis.

### Local and green

Mears and Wates came top in both quality and price, scoring highly for their approach to the environment and their commitment to the community.

This includes local labour and apprenticeships, local supply chains, cutting the use of plastics and reducing carbon emissions.

**MEARS**

**Wates**  
LIVING SPACE

### Two areas, one number

There will be two clear areas, where Mears and Wates will complete both repairs and planned works, but there is just one number you need to have.

**01293 438111**

Call this to get in touch with us about repairs and maintenance.

### Fire safety Sterile areas

This isn't about infection but it is about your safety.

Our sterile area policy for communal areas now includes flats with open communal areas as well as enclosed ones.

**This means NOTHING can be left or stored in communal areas.**

Keeping them clear means that in an emergency you'll be able to get out safely and the emergency services will be able to get in without falling over anything.

**We will remove items.**

Items found in these areas will be disposed of without further notice and you may be charged for their removal.

Please make members of your household, any tenants you have and any visitors aware of this.

Remember, your lease covenants you to keep all passages, staircases, paths and other communal areas in the property clear of obstruction of any kind and if you leave or store anything in communal areas you will be breaching your lease.

**NO shoes**  
**NO bin bags**  
**NO doormats**  
**NO pushchairs**  
**NO bicycles**  
**NO plants**  
**NO motorbikes**  
**NO mobility scooters**  
**NO clothes dryers**  
**.....NOTHING**



## “It’s been like that for weeks”

### What do you do?

- The communal door is broken, what do you do?
- Lighting not working in the communal area, what do you do?
- That overflow is still dripping? what do you do?

### “Someone else will do something”

They probably won’t. We all lead busy lives and it’s easy to hope someone else will report a problem, but if everyone thinks the same nothing happens.

### Tell us

We need people to report problems, in some instances further damage could be caused if the problem is left, for example a dripping overflow can soak walls.

### Be proud of where you live

It’s difficult if neighbours don’t appear to share your values, but take a stand and report problems to us. Help us to maintain your block.

## Save the day

The next leaseholders meeting will be on **Thursday 16 July 2020 in Committee Room A at the Town Hall from 6.30pm to 8pm**

Save the day in your diary or email [TenantParticipation@Crawley.gov.uk](mailto:TenantParticipation@ Crawley.gov.uk) to let us know you’d be interested. We can then invite you by email about 10 working days before the meeting. If you have no email, then you’ll need to save the day as we won’t be sending any invites by post.

Next  
meeting

## Have we got your contact details?

### What we need to know is:

- Your name
- The address of your flat and where you live if you don’t live in your leasehold flat
- A phone number
- Your email address if you have one.

### Are they up to date?

Usually we only need to contact you to send you the half-yearly invoices, but sometimes we need to get hold of you in a hurry, especially if there is a flood or fire and we need to make sure you get all the relevant notices for your flat.

If you don’t live locally then we’ll also need a phone number of someone nearby who can act for you.



### Tell us

If you think your details might be out of date email us at [leasehold.services@Crawley.gov.uk](mailto:leasehold.services@Crawley.gov.uk) or call us on **01293 438392**.

Later in the year we’ll ask all leaseholders to provide contact details and your cooperation with this would be appreciated.

## Contacting us

### Payments

Card payments over the phone  
24-hour automated payments line  
Card payments online

**01293 438000**  
**01293 438312**  
[Crawley.gov.uk/payments](http://Crawley.gov.uk/payments)

### Leasehold Services

Queries on the calculation, billing and collection of management charges. Enquiries in connection with sales and assignments

**01293 438392**  
[leasehold.services@Crawley.gov.uk](mailto:leasehold.services@Crawley.gov.uk)

### Repairs

**01293 438111**  
[housing.repairs@Crawley.gov.uk](mailto:housing.repairs@Crawley.gov.uk)

### Nuisance and anti-social behaviour

**01293 438438**  
[asb@Crawley.gov.uk](mailto:asb@Crawley.gov.uk)

**Crawley Borough Council** For other council enquiries  
**Town Hall, The Boulevard,**  
**Crawley RH10 1UZ**

**01293 438000**  
[comments@Crawley.gov.uk](mailto:comments@Crawley.gov.uk)  
[Crawley.gov.uk](http://Crawley.gov.uk)

Permissions for improvement

[Crawley.gov.uk/permissions](http://Crawley.gov.uk/permissions)

Housing Officer contact details

[Crawley.gov.uk/housingofficers](http://Crawley.gov.uk/housingofficers)

Information on Leasehold Services

[Crawley.gov.uk/leasehold](http://Crawley.gov.uk/leasehold)

Payment

[Crawley.gov.uk/payments](http://Crawley.gov.uk/payments)

Report a problem

[Crawley.gov.uk/tellus](http://Crawley.gov.uk/tellus)

**myCrawley**

[my.Crawley.gov.uk](http://my.Crawley.gov.uk)