

Leaselink

Crawley Homes' newsletter for leaseholders

This edition of Leaselink comes at the end of a very different 18 months. The Covid-19 pandemic presented many challenges for both Crawley Homes and you, our leaseholders. As we move towards a new normal we would like to thank everyone for their help, patience and understanding as we tried and tested new ways of working to make sure we could keep everyone as safe as possible.

Problems paying your invoice?

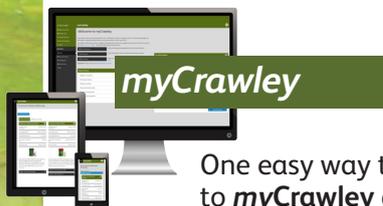


If you are having problems paying your invoice, please don't put your head in the sand; get in touch with us. We can talk you through the options you have.

Whether you have been on furlough, lost your job during the pandemic or had other financial pressures please get in touch, we want to help.

Going digital

When the Town Hall closed to the public in March 2020, like many others across the country working from home became the new normal. Where our services involved work we could not do from home or meant visiting you at home, extra precautions were put in place or we changed the way we did things. Digital ways of working became essential, emails, online forms and virtual meetings all played their part and will continue to do so in many ways.



One easy way to 'go digital' is to sign up to **myCrawley** and even better, **click here**, to sign up for e-Billing and get all your future invoices and reminders by email.

Appointments only

Although we are returning to work at the Town Hall, entry for the public is by appointment only. Please don't just turn up. Call the Contact Centre on **01293 438000** to find out more or book an appointment with the person you need to see.

Find out more at [crawley.gov.uk/coronavirus](https://www.crawley.gov.uk/coronavirus)

Contacting us

Please be patient. We are experiencing a high volume of contacts, both calls and emails and it's taking time to answer them all.

To help us out please make sure you leave clear contact details in any voicemail message along with a concise description of your enquiry.

We have experienced some issues with our main number, so until we know this has been sorted out you will find some direct dial numbers overleaf.

Contacting you

To help us keep you informed we need to have your contact details, and if you sublet, contact details of your tenants or someone who can gain access for us in an emergency.

Leaks continue to be a big problem. A small unexpected leak can cause serious damage if it can't be stopped.

When we needed to evacuate Milton Mount earlier this year we found gaps in the information we held and meant we had problems contacting some of you.



We've included a contact form and reply paid envelope with the October invoices. Please complete and return this by post or email your details to leasehold.services@crawley.gov.uk

Fire safety

Our sterile area policy for communal areas 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.

Rob, our new Sterile Areas Officer, has started and he and his team will dispose of any items found in these areas. They will be removed without notice and you may be charged for their removal.

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

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

Remember, your lease requires 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.

The new Town Hall

Find out more about the proposals for the new Town Hall and other developments on the Invest Crawley website, visit investcrawley.co.uk

You can also see a time-lapse video of the construction so far on the **council's YouTube channel**.

Contacting us

Payments

Card payments over the phone

01293 438000

24-hour automated payments line

01293 438312

Card payments online

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

If you are unable to get through on the number above officers can be contacted directly as below:

Sean Penfold **01293 438401**

Hayley Deacon **01293 438335**

Kim Belton **01293 438491**

leasehold.services@crawley.gov.uk

Repairs

01293 438111

housing.repairs@crawley.gov.uk

Nuisance and anti-social behaviour

01293 438438

asb@crawley.gov.uk

Crawley Borough Council

01293 438000

comments@crawley.gov.uk

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

Permissions for improvement

crawley.gov.uk/permissions

Housing Officer contact details

crawley.gov.uk/housingofficers

Information on Leasehold Services

crawley.gov.uk/leasehold

Payment

crawley.gov.uk/payments

Report a problem

crawley.gov.uk/tellus

myCrawley

my.crawley.gov.uk

