



Introduction

Welcome to your guide on resident safety for Cavendish Apartments, Wyndham Road.

Customer safety is our number one priority and we're committed to ensuring your building is managed and maintained to a good standard. In this document, we've explained:

- Who to contact for any issues relating to your building
- Our responsibilities as your landlord
- Your responsibilities
- Evacuation strategy for your building
- How you can get involved

Who to contact: Leasehold Manager

Your building has a dedicated Leasehold Manager who is responsible for the following:

- Being your first point of contact for any issues or queries you may have
- Monitoring service standards, block cleaning, grounds maintenance, identifying communal repairs
- Supervising building maintenance and ensuring it is delivered in a timely way and to a good standard
- Maintaining accurate records of service charge costs
- Engaging with you and sharing building safety information

How we'll communicate with you

- Send general letters or newsletters to provide updates on operations and outstanding issues relating to building safety, as and when required. These will be sent via email unless you have requested a different communication method. Please let us know if you change your email address.
- Gather your views and share safety information for your building through a variety of methods. This could include speaking to you in person or online, via post, or electronic messaging to seek your views and share building safety information.
- Send occasional surveys to understand how you are feeling and what more we can do to improve our services or the safety of your development.
- Provide communications suited to your accessibility needs, including translations and printed versions of materials, on request.

You can find the contact details for your Leasehold Manager on the noticeboard on the ground floor of your building.

What we're doing: Our responsibilities

Repairs and maintenance

We're responsible for repairs to your building's structure, including the roof and guttering, and repairs to shared parts of the building, such as lifts and communal stairways. We're also responsible for your building insurance which helps to protect the entire building from accidents and disasters.

Building safety

We're responsible for all building and fire safety matters. We have a legal duty to ensure that a Fire Risk Assessment (FRA) is carried out in your building to identify and remove any fire risks and hazards, or to reduce these as far as possible. We also carry regular servicing and maintenance in your building, including lifts and electrical items.

Whenever we need to make decisions relating to safety in your building, we'll consult you first, through individual resident meetings and group sessions. If we need to carry out safety works where you live, we'll provide you with detailed information through webinars and resident meetings. For example, detail on what will be done, timescales, risks, potential disruptions, or costs. We'll also explain the options being considered and your views will be considered, and we'll let you know the final outcome in terms of the works that will go ahead. And we'll also keep you informed of the day-to-day activities involved in managing and maintaining your building as outlined in the 'How we'll communicate with you' section above.'

Working together: Your responsibilities

As a homeowner, you're responsible for maintaining the inside of your home. This includes:

- inside decoration, carpets, floors and fittings
- furniture and appliances
- internal plumbing and wiring
- doors inside and glass in your windows
- arranging for your own gas appliances to be serviced annually
- ensuring your front door complies with the current legislation on fire safety

Fire safety

It's important that you know what to do in the event of a fire in your home or building. Here are some steps you can take:

- **Check smoke alarms:** Please test your alarm at least once a month, even if your smoke alarm is mains powered, as it needs backup batteries, so the device works in a power cut. If the alarm is not working, try changing the batteries. If it's still not working after the batteries have been changed, please report this to us calling 0800 432 0077.
- **Cooking:** If you're using your cooker, keep tea towels, cloths and other flammable materials away from the cooker when it's in use. Make sure your cooking appliances are switched off properly when you're not using them.
- **Smoking:** We recommend using glass, metal or ceramic ashtrays. Make sure you stub out your cigarette fully before disposing correctly. Don't smoke in bed or in communal areas.
- **Keep communal areas clear of personal items and rubbish:** Make sure your communal areas are clear of rubbish, pushchairs, mobility scooters and other household items, to ensure that fire escape routes are accessible for everyone. Report any safety issues or hazards.
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Your building is a 'Stay Put' evacuation procedure

The National Fire Chief Council advises that if there is a fire in your building, but not inside your own home, then you are usually safer to stay in your flat unless the heat or smoke from the fire is affecting you.

If you smell smoke or see or hear of a fire in another part of your building

- The building is designed to contain a fire within the flat where it starts

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Harry Randall
Flat 20 Cavendish Apartments
16A Wyndham Road
SE5 0BP

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- Being your first point of contact for any issues or queries you may have
- Monitoring service standards, block cleaning, grounds maintenance, identifying communal repairs
- Supervising building maintenance and ensuring it is delivered in a timely way and to a good standard
- Maintaining accurate records of service charge costs
- Engaging with you and sharing building safety information

How we'll communicate with you

- Send general letters or newsletters to provide updates on operations and outstanding issues relating to building safety, as and when required. These will be sent via email unless you have requested a different communication method. Please let us know if you change your email address.
- Gather your views and share safety information for your building through a variety of methods. This could include speaking to you in person or online, via post, or electronic messaging to seek your views and share building safety information.

- Send occasional surveys to understand how you are feeling and what more we can do to improve our services or the safety of your development.
- Provide communications suited to your accessibility needs, including translations and printed versions of materials, on request.

You can find the contact details for your Leasehold Manager on the noticeboard on the ground floor of your building.

What we're doing: Our responsibilities

Repairs and maintenance

We're responsible for repairs to your building's structure, including the roof and guttering, and repairs to shared parts of the building, such as lifts and communal stairways. We're also responsible for your building insurance which helps to protect the entire building from accidents and disasters.

Building safety

We're responsible for all building and fire safety matters. We have a legal duty to ensure that a Fire Risk Assessment (FRA) is carried out in your building to identify and remove any fire risks and hazards, or to reduce these as far as possible. We also carry regular servicing and maintenance in your building, including lifts and electrical items.

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As a homeowner, you're responsible for maintaining the inside of your home. This includes:

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- **Smoking:** We recommend using glass, metal or ceramic ashtrays. Make sure you stub out your cigarette fully before disposing correctly. Don't smoke in bed or in communal areas.
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Jai Bai
Flat 1 Cavendish Apartments
16A Wyndham Road
SE5 0BP

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Matthew Churchill
Flat 2 Cavendish Apartments
16A Wyndham Road
SE5 0BP

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Luis Custodio
Flat 23 Cavendish Apartments
16A Wyndham Road
SE5 0BP

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We're responsible for repairs to your building's structure, including the roof and guttering, and repairs to shared parts of the building, such as lifts and communal stairways. We're also responsible for your building insurance which helps to protect the entire building from accidents and disasters.

Building safety

We're responsible for all building and fire safety matters. We have a legal duty to ensure that a Fire Risk Assessment (FRA) is carried out in your building to identify and remove any fire risks and hazards, or to reduce these as far as possible. We also carry regular servicing and maintenance in your building, including lifts and electrical items.

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Jacob Topham
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We're responsible for repairs to your building's structure, including the roof and guttering, and repairs to shared parts of the building, such as lifts and communal stairways. We're also responsible for your building insurance which helps to protect the entire building from accidents and disasters.

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We're responsible for all building and fire safety matters. We have a legal duty to ensure that a Fire Risk Assessment (FRA) is carried out in your building to identify and remove any fire risks and hazards, or to reduce these as far as possible. We also carry regular servicing and maintenance in your building, including lifts and electrical items.

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Maria Nicacio
Flat 17 Cavendish Apartments
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SE5 0BP

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Charles Jawor
Flat 41 Cavendish Apartments
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SE5 0BP

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Giovanni Villa
Flat 42 Cavendish Apartments
16A Wyndham Road
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What we're doing: Our responsibilities

Repairs and maintenance

We're responsible for repairs to your building's structure, including the roof and guttering, and repairs to shared parts of the building, such as lifts and communal stairways. We're also responsible for your building insurance which helps to protect the entire building from accidents and disasters.

Building safety

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- **Smoking:** We recommend using glass, metal or ceramic ashtrays. Make sure you stub out your cigarette fully before disposing correctly. Don't smoke in bed or in communal areas.
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Andreas Metaxas
Flat 34 Cavendish Apartments
16A Wyndham Road
SE5 0BP

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Lewis Bright
Flat 32 Cavendish Apartments
16A Wyndham Road
SE5 0BP

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Anjelah Balachandran
Flat 32 Cavendish Apartments
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Charlotte Langley
Flat 19 Cavendish Apartments
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Matthew Juden
Flat 29 Cavendish Apartments
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What we're doing: Our responsibilities

Repairs and maintenance

We're responsible for repairs to your building's structure, including the roof and guttering, and repairs to shared parts of the building, such as lifts and communal stairways. We're also responsible for your building insurance which helps to protect the entire building from accidents and disasters.

Building safety

We're responsible for all building and fire safety matters. We have a legal duty to ensure that a Fire Risk Assessment (FRA) is carried out in your building to identify and remove any fire risks and hazards, or to reduce these as far as possible. We also carry regular servicing and maintenance in your building, including lifts and electrical items.

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- arranging for your own gas appliances to be serviced annually
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- **Smoking:** We recommend using glass, metal or ceramic ashtrays. Make sure you stub out your cigarette fully before disposing correctly. Don't smoke in bed or in communal areas.
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George Coe
Flat 16 Cavendish Apartments
16A Wyndham Road
SE5 0BP

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Robin Abrams
Flat 36 Cavendish Apartments
16A Wyndham Road
SE5 0BP

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Jeremy Jones
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Alastair Bruce
Flat 26 Cavendish Apartments
16A Wyndham Road
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Callum Walker
Flat 26 Cavendish Apartments
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We're responsible for all building and fire safety matters. We have a legal duty to ensure that a Fire Risk Assessment (FRA) is carried out in your building to identify and remove any fire risks and hazards, or to reduce these as far as possible. We also carry regular servicing and maintenance in your building, including lifts and electrical items.

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- doors inside and glass in your windows
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- **Cooking:** If you're using your cooker, keep tea towels, cloths and other flammable materials away from the cooker when it's in use. Make sure your cooking appliances are switched off properly when you're not using them.
- **Smoking:** We recommend using glass, metal or ceramic ashtrays. Make sure you stub out your cigarette fully before disposing correctly. Don't smoke in bed or in communal areas.
- **Keep communal areas clear of personal items and rubbish:** Make sure your communal areas are clear of rubbish, pushchairs, mobility scooters and other household items, to ensure that fire escape routes are accessible for everyone. Report any safety issues or hazards.
- **Familiarise yourself with the fire signs and exits:** This includes where the stairs are (do not use lifts in the event of a fire). Don't interfere with safety items which includes removing or propping open fire doors in your building.
- **Keep your home maintained and all safety items serviced:** Allow access for our teams to maintain fire safety equipment.

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Timothy John
Flat 25 Cavendish Apartments
16A Wyndham Road
SE5 0BP

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Jack Fletcher
Flat 30 Cavendish Apartments
16A Wyndham Road
SE5 0BP

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Luke Stringer
Flat 13 Cavendish Apartments
16A Wyndham Road
SE5 0BP

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Luke McCormack
Flat 24 Cavendish Apartments
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Mithun Ramanandi
Flat 10 Cavendish Apartments
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- doors inside and glass in your windows
- arranging for your own gas appliances to be serviced annually
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It's important that you know what to do in the event of a fire in your home or building. Here are some steps you can take:

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- **Cooking:** If you're using your cooker, keep tea towels, cloths and other flammable materials away from the cooker when it's in use. Make sure your cooking appliances are switched off properly when you're not using them.
- **Smoking:** We recommend using glass, metal or ceramic ashtrays. Make sure you stub out your cigarette fully before disposing correctly. Don't smoke in bed or in communal areas.
- **Keep communal areas clear of personal items and rubbish:** Make sure your communal areas are clear of rubbish, pushchairs, mobility scooters and other household items, to ensure that fire escape routes are accessible for everyone. Report any safety issues or hazards.
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- **Keep your home maintained and all safety items serviced:** Allow access for our teams to maintain fire safety equipment.

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Jack Price
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SE5 0BP

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Whenever we need to make decisions relating to safety in your building, we'll consult you first, through individual resident meetings and group sessions. If we need to carry out safety works where you live, we'll provide you with detailed information through webinars and resident meetings. For example, detail on what will be done, timescales, risks, potential disruptions, or costs. We'll also explain the options being considered and your views will be considered, and we'll let you know the final outcome in terms of the works that will go ahead. And we'll also keep you informed of the day-to-day activities involved in managing and maintaining your building as outlined in the 'How we'll communicate with you' section above.'

Working together: Your responsibilities

As a homeowner, you're responsible for maintaining the inside of your home. This includes:

- inside decoration, carpets, floors and fittings
- furniture and appliances
- internal plumbing and wiring
- doors inside and glass in your windows
- arranging for your own gas appliances to be serviced annually
- ensuring your front door complies with the current legislation on fire safety

Fire safety

It's important that you know what to do in the event of a fire in your home or building. Here are some steps you can take:

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- **Cooking:** If you're using your cooker, keep tea towels, cloths and other flammable materials away from the cooker when it's in use. Make sure your cooking appliances are switched off properly when you're not using them.
- **Smoking:** We recommend using glass, metal or ceramic ashtrays. Make sure you stub out your cigarette fully before disposing correctly. Don't smoke in bed or in communal areas.
- **Keep communal areas clear of personal items and rubbish:** Make sure your communal areas are clear of rubbish, pushchairs, mobility scooters and other household items, to ensure that fire escape routes are accessible for everyone. Report any safety issues or hazards.
- **Familiarise yourself with the fire signs and exits:** This includes where the stairs are (do not use lifts in the event of a fire). Don't interfere with safety items which includes removing or propping open fire doors in your building.
- **Keep your home maintained and all safety items serviced:** Allow access for our teams to maintain fire safety equipment.

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Your building is a 'Stay Put' evacuation procedure

The National Fire Chief Council advises that if there is a fire in your building, but not inside your own home, then you are usually safer to stay in your flat unless the heat or smoke from the fire is affecting you.

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Shkelzen Beqiri
Flat 8 Cavendish Apartments
16A Wyndham Road
SE5 0BP

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Kathryn Stewart
Flat 5 Cavendish Apartments
16A Wyndham Road
SE5 0BP

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Mark Buchanan
Flat 31 Cavendish Apartments
16A Wyndham Road
SE5 0BP

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Natalya Beam
Flat 35 Cavendish Apartments
16A Wyndham Road
SE5 0BP

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Farnaz Ladani
Flat 11 Cavendish Apartments
16A Wyndham Road
SE5 0BP

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- internal plumbing and wiring
- doors inside and glass in your windows
- arranging for your own gas appliances to be serviced annually
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Fire safety

It's important that you know what to do in the event of a fire in your home or building. Here are some steps you can take:

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- **Cooking:** If you're using your cooker, keep tea towels, cloths and other flammable materials away from the cooker when it's in use. Make sure your cooking appliances are switched off properly when you're not using them.
- **Smoking:** We recommend using glass, metal or ceramic ashtrays. Make sure you stub out your cigarette fully before disposing correctly. Don't smoke in bed or in communal areas.
- **Keep communal areas clear of personal items and rubbish:** Make sure your communal areas are clear of rubbish, pushchairs, mobility scooters and other household items, to ensure that fire escape routes are accessible for everyone. Report any safety issues or hazards.
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Mr Joshua Vaughan
Flat 37 Cavendish Apartments
16A Wyndham Road
SE5 0BP

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Kate Phillips
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Sam Sharland
Flat 15 Cavendish Apartments
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Pierfrancesco Lanzilotti
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Alexander Pestell
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