

Date: Thursday 2<sup>nd</sup> August 2012

Your Reference:



**Our Reference:** HASC/HM/LN

**Enquiries to:** Lena Nzenwa

**Camden Town  
District Housing Office**  
London Borough of Camden  
Third Floor  
Bidborough House  
38-50 Bidborough Street  
London WC1H 9DB  
Tel: 020 7974 4444  
Fax: 020 7974 6487  
Textlink: 020 7974 6866

Dear Resident

### **Changes to the Estate Officer in the St Pancras & Somers Town Ward**

I am writing to all residents and interested parties to advise you of changes to the delivery of housing management services to the St Pancras & Somers Town Ward. From Monday 6 August 2012, I Lena Nzenwa, will join the St Pancras & Somers Town Team and will now manage the patch.

As an Estate Officer I will continue to provide a housing management services to include:-

- breaches of tenancy and anti social behaviour issues eg: domestic violence, noise nuisance or harassment etc
- tenancy management issues eg: succession, assignment, mutual exchanges and lettings, referral to support services etc;
- leasehold queries including right to buy and alterations etc.

If I am absent/away from the Office, the team will continue to provide cover in the usual way so that resident queries will be dealt with speedily.

Caretaking issues can be reported directly to the caretaking Supervisors Mary Phee (07958 594 448) for Curnock Estate & Tony Summerbell (07770 326 707) College Place Estate. All other enquiries such as grounds maintenance and external cleaning, estate parking & sheds, pest control, rent, repairs, housing mobile patrol etc should be directed to Contact Camden on T: 020 7974 4444.

### **Smoke alarms**

Residents may be aware that from time to time we undertake a smoke alarm installation exercise with the fire brigade. We are also taking this opportunity to promote this new scheme and I enclose a letter which explains this and a form for you to complete if you wish to be part of the scheme.

Thank you for your cooperation.

Yours faithfully

Lena Nzenwa

**Estate Officer, St Pancras & Somers Town Ward**



Date: 07 August 2012

Your Reference:

Our Reference: HASC/HM/LN

Enquiries to: Lena Nzenwa



Camden Town District Housing  
Office

Third Floor  
Bidborough House  
38-50 Bidborough Street  
London WC1H 9DB

Tel: 020 7974 4444  
Fax: 020 7974 6487  
Textlink: 020 7974 6866

Dear Resident

### Free Smoke Alarm Installation

The Council is working in partnership with the London Fire Brigade, to improve fire safety in its properties. As a result we are organising Home Fire Safety Checks and the installation of free battery operated smoke alarms to all properties in this area.

The smoke alarms provided have a 10-year battery life and are free of charge. We recommend that anyone with an existing smoke alarm, that is more than 3 years old, should take this opportunity to have a new smoke alarm fitted.

You do not need to do anything further, as we will automatically refer you because you live in a council property. However if you already have a smoke alarm or don't want one fitted, please contact me within the next 7 days to refuse this free installation.

The Fire Brigade will undertake a home visit to each Camden resident and explain the following:-

- what to do in the event of a fire,
- how to prevent fires in the home

The visit will take no longer than 30 minutes and a new battery operated smoke alarm will be fitted whilst they are there.

NB: **Do not allow anyone into you home without checking their identification.** The fire brigade will contact you to make an appointment before they visit you at home. Their staff will be wearing regulation uniform and will carry identification.

If you have not had a reply to your request within 2 months, please contact the Euston Fire Station T: 0208 555 1200 extension 84746.

Yours faithfully

Lena Nzenwa

Estate Officer



## Home Fire Safety Check Referral Form

**Name**

**Address**

**Contact Telephone No.**

**Email address**

**Please select a preferred appointment from the options below**

*NB: The fire brigade will contact you to agree an appointment before calling.*

	Mon	Tue	Wed	Thurs	Fri	Weekend
<b>Morning</b>						
<b>Afternoon</b>						

*Limited weekend/evening appointments may be possible subject to availability*

**Terms and conditions:**

The smoke alarm will be installed by trained representatives from the London Fire Brigade. The London Borough of Camden does not undertake repairs to the alarms and once installed it becomes your responsibility.

If your smoke alarm becomes damaged in any way, you are advised to contact the Fire Brigade directly. They will advise if/when they can fit a new alarm.

***I understand that by signing this form, I accept all future responsibility for the battery operated smoke detectors once it is fitted.***

**Signature**

**Date**