



# Fair Community Housing

Newsletter

**New  
Year  
2021**

**Supporting  
you during  
Covid**

**Calling all  
budding  
gardeners: get  
involved with  
our pocket park**

**Find out  
about the  
improvements  
planned for  
our estate**

**New year treat for  
senior citizens**

Free shopping voucher giveaway  
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# Welcome...

**I would like to take this opportunity to introduce myself as the new Chair of the FCHS committee.**

As a lifelong Southwark resident I feel passionately about making our neighbourhood a great place to live, and that is why I got involved with the TMO. I'm here to represent our community, speak up on behalf of local neighbours and ensure we receive a quality housing service. I have lived in Devon Mansions for over 10 years and whilst I was aware of the TMO in the past, it is only since the Covid lockdown that I have been able to attend the online meetings and spend time finding out about how residents can get involved and genuinely influence the services we receive.

I am busy undertaking training to help me in my role, learning how the TMO works, how it has benefitted our community in the past and how the organisation plans to make further improvements to this neighbourhood. I would like to thank the outgoing Chair Helen and say I am looking forward to the challenges ahead; leading the Board and steering the direction of the TMO, working with the dedicated team of FCHS staff and representing my fellow residents.

**I wish everyone a safe and a peaceful new year and look forward to a brighter year ahead.**

**Patricia Strobino,**  
Chair of Fair Community Housing Management Committee



## Annual General Meeting

Our AGM was held online last year as Covid-19 restrictions meant we were unable to meet in person. Thank you to all the residents, Board members and other guests who attended online and took part in discussions about the Fair Community neighbourhood. Among the items on the agenda that was discussed at the AGM was the major works programme which is run in partnership with Southwark Council (you can find out more about planned improvements on page 7).

At the AGM, Board members also discussed the issue of reporting on monthly board meetings, and after listening to local opinion, the Board took the decision to ensure that summarised minutes of each meeting will be made available online via our website, visit [www.fairhousing.org.uk/](http://www.fairhousing.org.uk/) for details.

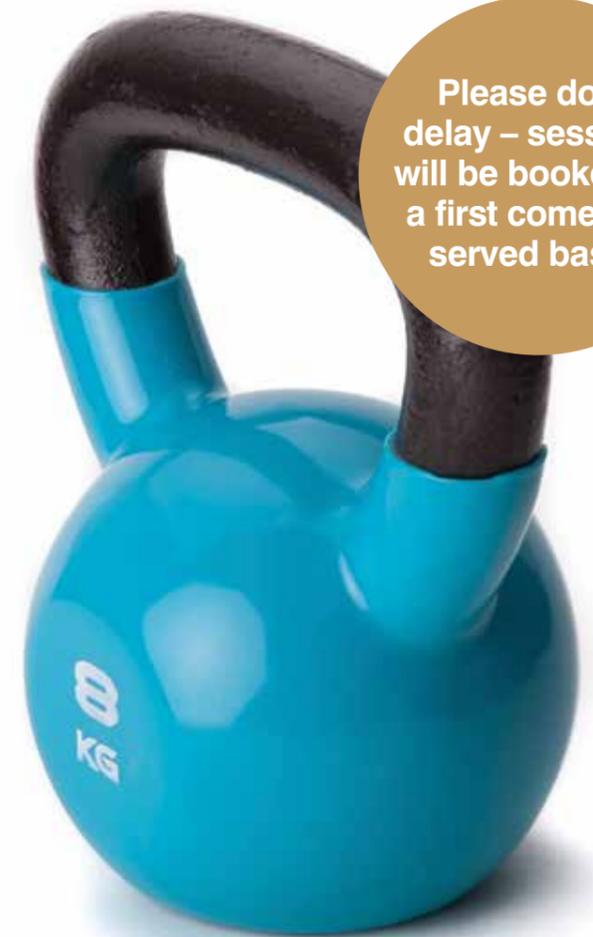
# Get fit for 2021

**If you want to shake off the Christmas excess and start the New Year on a healthy note we can help!**

We've teamed up with a professional personal trainer to offer FREE exercise sessions in a local park. We plan to start the sessions in the spring when the weather has warmed up and we invite you to join us to get fit, keep active, meet other people and have fun.

The fitness programme will be run over a series of sessions (a minimum of 4 weeks) and will be open to all ages and abilities. We're funding the fitness programme using the money saved from the seaside trip that had to be cancelled this summer because of the Covid-19 pandemic.

If you're interested in taking part in our fun fitness programme please get in touch with the Fair Community TMO office by calling **020 7378 0547** or emailing [faircommunity@southwark.gov.uk](mailto:faircommunity@southwark.gov.uk).

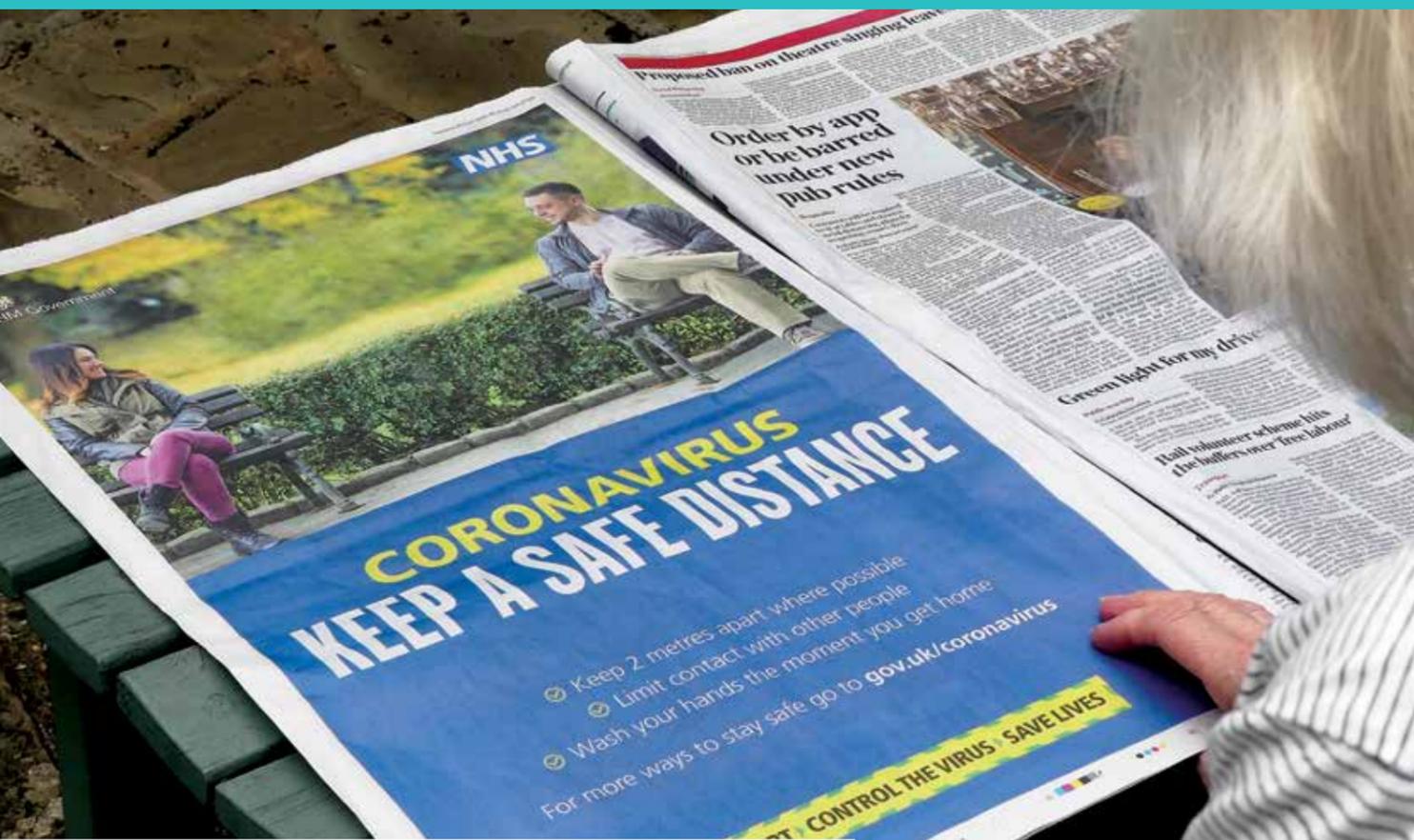


Please don't delay – sessions will be booked on a first come first served basis!

## New year treat for our senior citizens

**We are kicking off 2021 with a special treat by sending £15 worth of one4all shopping vouchers to all our residents over 60.**

The vouchers can be spent in shops or online. This is in place of our usual festive lunch for seniors which had to be cancelled last December due to Covid restrictions. We hope the gift vouchers will help spread some good cheer in these difficult times.



# Supporting our community during Covid-19

**Last year was challenging for everyone as Covid-19 has disrupted our way of life.**

At Fair Community Housing we've been committed to maintaining essential services, whilst ensuring the safety of all our staff and residents.

During lockdown we have to close the estate office in line with government advice, but we always ensure that communication channels remain open and residents can get in touch with staff via telephone and email.

## Looking after our vulnerable residents

We have kept in close contact with residents we know are vulnerable and most likely to need support. If you, or someone you know, is vulnerable and needs help please get in touch on **020 7378 0547** or email [covidsupport@southwark.gov.uk](mailto:covidsupport@southwark.gov.uk).

For more advice about the range of support on offer including resources for parents and carers, support for businesses and advice on financial help, please contact Southwark Council on **0207 525 5000** or visit [www.southwark.gov.uk/covidsupport](http://www.southwark.gov.uk/covidsupport)

## Paying your rent and service charges

We know that Covid-19 has had a big impact on many household budgets with many people working reduced hours or finding themselves out of a job completely. If you're struggling to make ends meet don't bury your head in the sand. It's essential to tackle debt before it gets out of control and if you don't pay priority bills like rent there can be serious consequences. Talk to your Housing Officer on **020 7378 0547** if you're finding it hard to pay your rent and we can work out a way forward together.

If you are a leaseholder you can access help and advice from Southwark Council online at [www.southwark.gov.uk/home-owners-services/service-charges](http://www.southwark.gov.uk/home-owners-services/service-charges).

Check online that you're receiving your full benefit entitlement at [www.gov.uk/benefits-calculators](http://www.gov.uk/benefits-calculators)

## Repairs

While the country is in lockdown our repairs service has to concentrate efforts on providing essential services only and routine scheduled appointments are on hold. This is to limit risks to both staff and residents and keep everyone as safe as possible. After lockdown our repairs staff will be working hard to get through the backlog of repair jobs and return to a normal service as quickly as possible.

## Estate cleaning

Keeping communal areas as clean as possible is more important than ever so our estate cleaning schedules have remained unchanged during the lockdown period. However, always remember to wash your hands when you get back home especially after using high-touch areas like handrails, communal doors and lifts.

We've had to suspend our usual TMO estate inspections during the pandemic but members of our staff team still carry out ad-hoc estate walkabouts. If you have any issues or concerns, for example about cleaning or grounds maintenance, please report them to the estate TMO office and our staff will ensure they are dealt with.



## Antisocial behaviour and noise nuisance

Phone 101 to report a non-emergency concern about antisocial behaviour. For noise complaints contact Southwark Council's Noise Team on **0207 525 5777** or email [noiseandnuisance@southwark.gov.uk](mailto:noiseandnuisance@southwark.gov.uk)



**Finally, the most important action we must all take in avoiding the spread of Coronavirus is to stay home to save lives and to protect the NHS.**

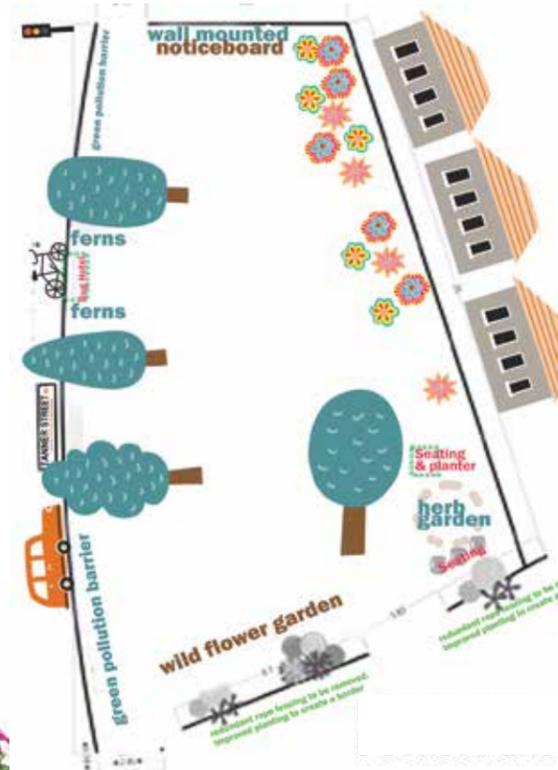
# Let's get growing!



We have exciting plans to further develop our pocket park at Coxson Way in 2021. This little oasis provides a lovely spot to sit and relax in and is open to residents and the wider community to use.

Thanks to funding from the council's Cleaner, Greener, Safer programme we will be working with Avant Gardening to make the garden area even more bio-diverse and nature friendly.

We will be running a series of workshops in 2021 when you can come along and help us to plant up and make improvements in the garden. This follows on from a successful gardening event last September when local residents rolled up their sleeves to lend a hand in the garden.



## FREE family gardening event

When restrictions ease we hope to arrange a gardening event where local residents will be invited to lend a hand planting hedges along the perimeter of the street facing side of the park. As well as looking great, the hedges will provide a pollution barrier and we will carry out air pollution tests before and after to measure the effects of the new hedges. We will advertise details of the event nearer the time.

We also have exciting plans for future workshops later in the year, including a wildflower planting event which we hope will help to encourage bees, butterflies and other insects to the park.

Local school children and residents will be creating a bespoke noticeboard to showcase their designs and later in the year we'll be asking for volunteers to help us plant thyme, sage, rosemary and wild garlic in the newly formed herb garden.

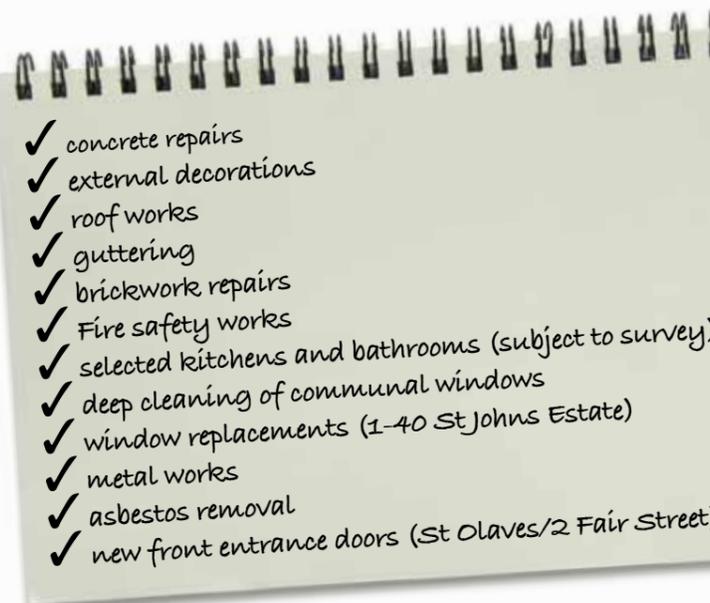
Don't worry if you have no experience of gardening, we will provide all the equipment and support needed at each session. For more details and to find out how you can get involved with the pocket park just contact the Fair Community TMO office by calling **020 7378 0547** or emailing [faircommunity@southwark.gov.uk](mailto:faircommunity@southwark.gov.uk).



## Improvements for 2021

The estate will be benefitting from a wide range of improvements during 2021 that are being carried out as part of Southwark Council's Major Works programme.

You may have already noticed scaffolding starting to go up across the estate which is in preparation for the work to start. The whole programme, which will take over a year to complete, is being carried out by the council's contractor Engie Ltd. Here is an overview of what will be taking place:



If your home or block is to receive work you will receive a letter outlining the details but if you have any queries or questions about the major works programme you can contact Julie Spencer, Resident Liaison Officer at Engie Ltd via email [Julie.Spencer@engie.com](mailto:Julie.Spencer@engie.com) or call her on **07917 093450**.

## How we are performing

The figures below show how we performed between July and September 2020.

These are the most up to date figures available at time of going to print.



Number of repairs completed

**187**



Percentage of members enquiries responded to in target time (1 enquiry received)

**100%**



Percentage of repairs completed on time

**96.3%**



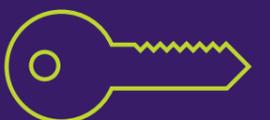
Average time to relet empty properties (voids)

**17.5 days**



Percentage of complaints responded to in target time (6 complaints received)

**100%**



Percentage of rent collected

**96.8%**

# We're here to help

We are still working during the pandemic to deliver your housing service. Although our estate office has to close in line with government restrictions, our staff are still available if you need to get in touch.

You can phone or email any weekday between **10am and 5.30pm.**

Telephone **0207 378 0547**

Email **faircommunity@southwark.gov.uk**

## Keeping you safe

Please keep communal areas clear of rubbish, clutter and personal items such as pushchairs and bicycles.

It is essential that walkways, stairwells, block entrances and all communal areas are kept clear as these are your escape routes in an emergency.

We know the majority of residents respect the rules and keep communal areas clear but we do carry out inspections and we will remove any items that pose a fire risk.

Please make sure you put your rubbish and recycling in the correct bins and help keep your block and the neighbourhood looking good.



Let's keep the neighbourhood looking good!

## Get in touch

Got an idea for an article for our next newsletter or a suggestion on how we can improve the local area?

• Fair Community Housing Services  
• Horselydown Offices  
• 2 Fair Street  
• London  
• SE1 2XA

• Call us on:  
• **020 7378 0547**  
• Visit our website:  
• **www.fairhousing.org.uk**