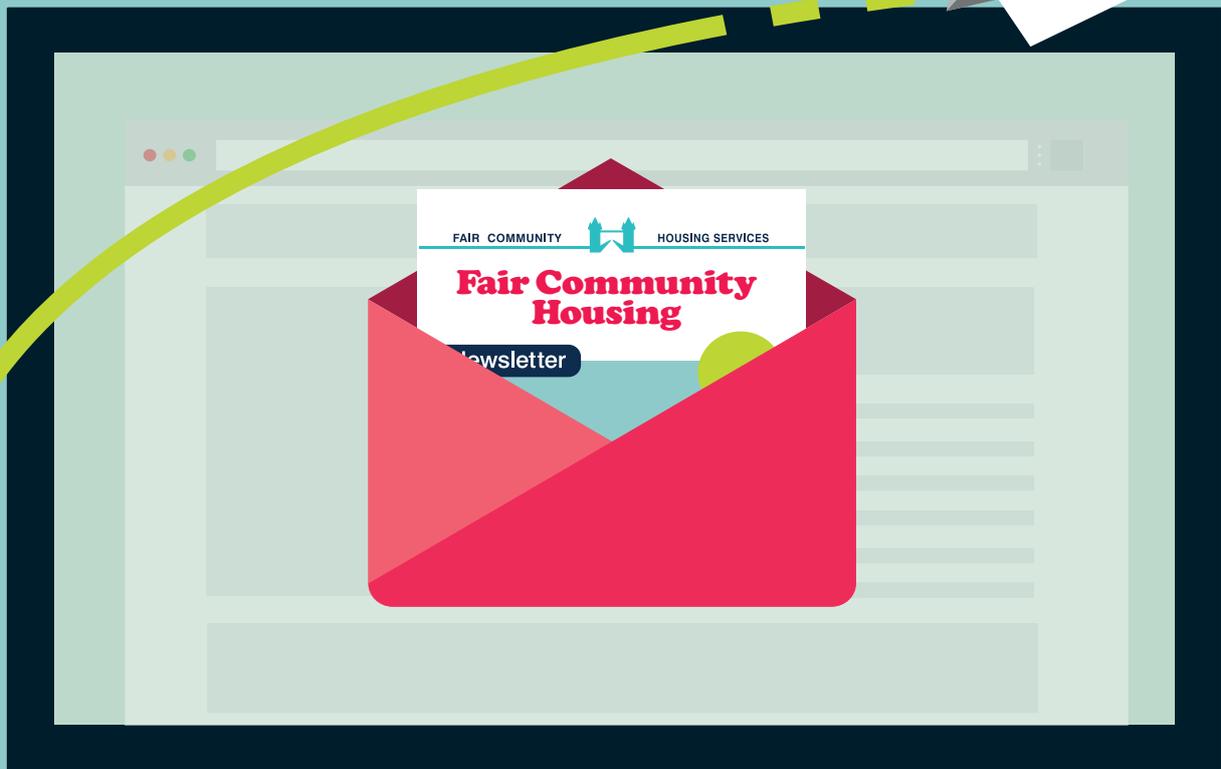




Fair Community Housing

Newsletter

Summer
2021



We're going digital

See back cover to find out how to receive this newsletter to your inbox

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Thank you

We would like to give a special mention of thanks to United Charities who helped to support a number of our vulnerable residents in a variety of ways through the lockdown.

Welcome...

What a summer it has been so far, with amazing highs on the football pitch and tennis court.

Our sporting heroes inspire us to be the best we can, even in the face of adversity. If you've been inspired to get active, check out the free activities on page 3 and please get involved.

As you can see on pages 4 and 5 it's been a busy few months for the Board. We've made significant cost savings and are making decisions to improve the condition of our estates. Over the next 12 months we will be focusing on improving governance and ensuring you receive the very best service.

I would like to give a special mention of thanks to Board members Kathy Atkins, Ken Higgins and Angela Simpson who have helped to put this newsletter together. We hope you will find it informative and engaging. Let us know if you have any feedback or ideas for our next issue.

Finally, please help us to reduce our carbon footprint and reduce costs by opting to receive future newsletters electronically. Complete and return the form on the back cover and you'll be entered into a prize draw to win some great prizes.



Patricia Strobino,
Chair, Fair Community Housing Services

Meet the new Board

These local residents have been elected to sit on the FCHS Board to represent the views of the local community. The Board meet regularly to discuss local issues and work with the TMO staff to ensure the housing service meets local needs. If you would like to attend a Board meeting or would like the Board to raise an issue on your behalf, please contact the TMO Estate office (contact details on back cover).

Members of the Board have helped to produce this newsletter to ensure the content is relevant to local residents and provides an update on how we are working to improve your homes and neighbourhood. If you have an idea for an article in our next issue please get in touch (contact details on back cover).

Patricia Strobino – Chair
Ken Higgins – Vice Chair, Board Member Safer Neighbourhoods
Teddy Amoyaw – Treasurer
Vanessa Shone – Secretary, Board Member Safer Neighbourhoods

Angela Simpson – Board Member
Sara Brown – Board Member
Kathy Atkins – Board Member, Potters Field Committee and Shad Thames
Oteng Asabre – Board Member

Social activities

Covid meant it was impossible to organise face to face social events last year, but now that restrictions are easing we are delighted that local activities can resume. Check out what's taking place this summer and let us know if you have any suggestions for future events or activities you would like the TMO to organise.

Picnic and garden workshop

We held a picnic in the pocket park at Coxson Way on Sunday 18 July. Avant Gardening ran a free gardening workshop and invited local people to put forward ideas for the future of the pocket park. The family event was part of London's 'Festival of Ideas', find out more online at www.london.gov.uk and search for Festival Of Ideas. If you missed the event but have ideas about the park please get in touch with the TMO office.



Activities for children and young people

The Salmon Youth Centre in Old Jamaica Road offers a variety of activities and support for young people aged six to 25. During the summer holidays they plan to offer a programme of fun events and activities. For more details visit www.salmonyouthcentre.org email info@salmonyouthcentre.org or call 020 7237 3788.

Get Fit for summer

Want to get fit for the summer but can't afford the gym? Don't worry as we've teamed up with a professional personal trainer to offer FREE exercise sessions in a local park.

So grab your trainers and join us for fun, community workout sessions in the summer sunshine. It will be a great opportunity to get fit, keep active, meet other people and have fun (all whilst meeting social distancing guidelines).

The fitness programme will start in August or September and will run for 4 weeks. Open to all ages and abilities from toddlers to pensioners, no fitness experience is necessary, it's just an opportunity to have fun and get moving.

It is being funded using money saved from the seaside trip that had to be cancelled last summer due to Covid-19.

Book your **FREE** place today. Call **020 7378 0547** or email faircommunity@southwark.gov.uk.

Football crazy

Potters Field Park hosted the European Cup Football Village, a month-long free event to celebrate the European Championships.

Local residents were able to watch the matches on a large screen and enjoy a variety of family events and food and drink stalls.



Update on the Board

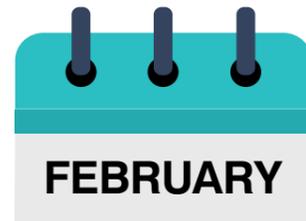
Members of the Board work to ensure that FCHS is delivering a quality service to the local community, that homes and estates are well managed, and that local people have the opportunity to get involved and influence the housing service. Here is a brief summary of just some of the work they have undertaken this year.



Over 60s received a **Christmas shopping voucher** worth £15, in place of the usual Christmas lunch that unfortunately had to be cancelled due to Covid.

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Following concerns raised by residents that Southwark Council hadn't fully consulted with the community about **major works**, the TMO Board got involved. They asked the Council to communicate clearly with residents outlining the scope and timings of works to each block. The Quality Homes Investment Programme (QHIP) includes major works such as concrete repairs, external decorations, roof works, guttering, new kitchens and bathrooms (subject to survey), fire safety works and new windows. As this is such a large programme affecting many households, the Board are keen that residents can get involved and ask questions or raise concerns. Board members agreed to take a seat at the regular QHIP progress meetings with Southwark Council, to ensure residents' voices are heard. If you would like to act as a spokesperson for your block and provide feedback about the major works please get in touch.



The Board were concerned that the TMO was paying for the maintenance of a **fire alarm system** at Devon Mansions that should in fact be paid for by the council. The TMO terminated the old alarm contract and Southwark Council installed a new alarm system and have agreed to pay the ongoing costs from now on. This means an annual saving of £12,000 for the TMO.



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The Board vetoed a request for a **Farmers' market** to be held in St John's Churchyard.



A **Special General Meeting** was held online for residents, councillors, council officers and TMO staff to discuss local issues and for residents to voice queries or concerns. Residents were able to submit questions in advance, most of which were answered on the night. The meeting covered many issues including an update on the council's major works programme, training for Board members, FCHS constitution and governance and also responsibilities of Southwark Council and the TMO. It was agreed that minutes of each Board meeting will be published on the Fair Community website (with anything of a sensitive or personal nature omitted).



Following the easing of restrictions the Estate Office was able to reopen and the regular **Estate Inspections** were able to resume (following Covid safety guidelines). These estate walkabouts take place every Thursday at 11am when residents are invited to join the TMO staff and a member of the Board for a tour of the estate to check for any issues, problems or repairs needed. If you would like to join an Estate Inspection please contact the TMO office (contact details on back cover).

Looking ahead

The Board has very clear priorities over the next 6-12 months to help improve working practices and deliver an even better service to residents.

The Board want to:

- Clarify the rights and responsibilities of residents, the TMO and Southwark Council.
- Review the TMO policies and procedures to ensure all stake holders have an understanding of how the TMO works.
- Ensure that training and development of staff and Board members is carried out efficiently and with understanding.
- Conduct a comprehensive review of the TMO website to enable residents to access services remotely and also provide a "paper trail" of any enquiries.

Board member Kathy Atkins says

We are going to review and update the MMA (the Modular Management Agreement) which is the legal contract with Southwark Council that delegates management responsibility to the TMO. Working with the Council and TMO staff we plan to update the MMA agreement in order to make a number of improvements that we hope will benefit tenants and leaseholders

Annual General Meeting

Our AGM will take place on Thursday 23rd September 2021 and we hope it will be face-to-face rather than a virtual meeting. Look out for more details in the coming weeks or contact the TMO office for information.



If you have any questions about the major works programme contact:
Julie Spencer, Resident Liaison Officer at Engie Ltd via email julie.Spencer@engie.com or call her on **07917 093450** or contact the TMO office and the Board will let the major works project team at Southwark Council know.

Keeping our estate safe

We all want to live in a neighbourhood that is friendly and feels safe. The TMO works with local partners including Southwark Council and the Police to tackle crime, in particular antisocial behaviour, to ensure residents feel safe and secure.

Tackling antisocial behaviour

Unfortunately Potters Field has been a hot spot for antisocial behaviour in recent weeks with large numbers of people congregating in the area. However, together with the police, Potters Fields Park Management Trust, Team London Bridge, More London and Shad Thames Residents we have been working collaboratively to restore peace to the local neighbourhood.

Police have issued dispersal orders, introduced alcohol restrictions and have been working to break up crowds and move people on. In addition, security officers have been in place at the weekends to further prevent crowds from gathering.

The Euro Football Village that was in place on the greens at Potters Field between 11 June and 11 July employed security 24/7 to help ensure there was no antisocial behaviour and evenings were quieter.



What is antisocial behaviour?

Antisocial behaviour is defined as 'behaviour which causes harassment, alarm or distress to others. Examples include:

- Excessive or persistent noise eg loud music or TV
- Abusive or insulting behaviour
- Shouting, screaming, swearing or drunkenness
- Using violence or threatening behaviour
- Vandalism, graffiti or fly-tipping.
- Using cars or motorbikes illegally



Repair responsibilities



If you need to report a repair please check the list below first to see whose responsibility it is.

Fair Community TMO Repair Responsibilities (Repairs not Replacements)

- ✓ Plumbing (internal & landlords plumbed fittings)
- ✓ Hot water and heating systems including boilers
- ✓ Communal parts of properties including cleaning
- ✓ Electrical services from the meter/ communal lighting
- ✓ Landlords internal fixtures and fittings
- ✓ Re-glazing broken windows (not due to damage or neglect)
- ✓ External windows and doors including frames
- ✓ Notices; store sheds and facilities
- ✓ Graffiti removal
- ✓ Roads and parking areas not adopted for maintenance by the Council

Please call the TMO on **020 7378 0547** or email: Faircommunity@southwark.gov.uk

Southwark Council Repair Responsibilities (Includes Replacements)

- ✓ Lifts including internal lift lights
- ✓ External structure of the building
- ✓ Roof structures and coverings including TV Aerials
- ✓ Door entry systems including fobs and Assa key replacements
- ✓ Rainwater systems including gutters
- ✓ Surface waters and foul sewers
- ✓ Water mains from supply pipe to meter
- ✓ Floors including joists and floorboards
- ✓ All underground services
- ✓ All window replacements
- ✓ External lighting
- ✓ Major works/cyclical maintenance
- ✓ Estate Parking including permits (residents and visitors)
- ✓ Pest Control including appointments

Please call Southwark Council on **0800 952 4444** or report online at www.southwark.gov.uk



Your responsibilities as a tenant

- ✓ Plugs and chains to baths; basins and sinks
- ✓ Toilet seat repair/replacement
- ✓ Internal light bulbs including fluorescent tubes
- ✓ Front door locks/forced entry (unless due to crime or wear and tear)

How to report antisocial behaviour

- ➔ If you see or experience low level antisocial behaviour on the estate please report this to the TMO office on **020 7378 0547**.
- ➔ You can report noise nuisance to Southwark Council's Noise Team out of hours by calling **020 7525 5777**.
- ➔ If it's an emergency always dial **999**

Going digital

We will be sending future newsletters digitally.

Please complete the form below and let us know how you would like to receive your copy in the future.

Name

Address

Email address

I would like to receive future copies of the newsletter:

Paper copy through my letterbox

Electronic copy to my email inbox

Everyone who returns this form will be entered into a draw to win prizes including a £15 gift card and luxury treats from Selfridges.

Please cut out and return this form to the TMO office. Alternatively send an email with your contact details and how you would like to receive the newsletter to: **faircommunity@southwark.gov.uk**

The prize draw will take place at the AGM on 23 September, 2021.



Useful contacts

Local councillors

Councillors for London Bridge and West Bermondsey

Humaira Ali **02075255359** humaira.ali@southwark.gov.uk

William Hougbo **02075255335** william.hougbo@southwark.gov.uk

Damian O'Brian **02075250233** Damian.O'Brian@southwark.gov.uk

Struggling with debt and money worries?

These debt charities could help

Citizen Advice Bermondsey - **0808 278 7849**

Step Change - **0800 138 1111**

Debt Support Trust - **0800 085 0226**

C A P - **0800 328 0006**

Mental health support

Southwark Wellbeing Hub - **0203 751 9684**

email southwarkhub@together.uk.org

SLAM (South London Maudsley NHS Foundation Trust - **0800 731 2864**

Southwark Association for Mental Health - **0207 358 7279**

Community shops

With help from organisations like FareShare, community shops act as subsidized supermarkets, offering members the chance to stop in and pick up £20-25 worth of groceries for £4.50.

Contact the community shops below for more details.

Peckham Pantry, 49-53 Peckham Park Road, London SE15 6TU.
Tel **0207 277 7075**

Borough Food Co op, The Crypt St George The Martyr Church,
Borough High Street, London SE1 1JA. Tel **0207 357 7331**

How we performed

183 Number of repairs completed

95.6% Percentage of repairs completed on time

99.12% Percentage of rent collected

100% Percentage of complaints completed on time

100% Percentage of estate inspections completed

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
• TMO Estate Office opening hours
• 10am to 5.30pm Monday to Friday

• Call us on:
• **020 7378 0547**

• Visit our website:
• www.fairhousing.org.uk