

Annual General Meeting

We had a very lively Annual General Meeting in September when many residents got involved and raised local issues.

A vote was taken on whether the TMO should continue to run the housing service or hand back responsibility to Southwark Council. We are delighted that the result was in favour of the continuation of the TMO.

The following eight local residents were elected by members to sit on the Board. They will represent their neighbours to ensure local voices are heard and that the TMO continues to meet local needs.

Patricia Strobino (Chair) Ken Higgins Kathy Atkins
Teddy Amoyaw Vanessa Shone Phillipa Ferreira
Angela Simpson Oteng Ashabre

Special General Meeting

There was not enough time at the AGM to cover everything so the Board held a special General Meeting a month later in order to ratify a revised set of TMO rules and to approve the contract we have with Southwark Council to run the housing service (called the Modular Management Agreement).

Unfortunately, the new rules were not approved by the membership at the meeting and so we will continue to use the existing version. However, we are pleased to report the Management contract was ratified at the same meeting and we anticipate both parties to sign the new version and for it to be adopted in early 2022. We will update residents when this is published.

Board members hard at work



Board member Ken Higgins will be joining our Chair Patricia Strobino, to meet with Kieron Williams, Leader of Southwark Council soon. They will discuss how TMOs and the council can work better in partnership for the benefit of all local residents.

When he's not volunteering to represent his neighbours on the Fair Community Board, Ken a decorated army veteran, is very active in the Royal British Legion Poppy Appeal. In the run up to Remembrance Day, he was out and about encouraging and supporting many poppy sellers across the borough. Well done Ken!

Major works

Southwark Council's programme of major works (which includes external decorations, guttering, new kitchens and bathrooms (subject to survey), fire safety works and new windows) is continuing and making progress. If you have any questions about the major works programme email Julie Spencer, Resident Liaison Officer at Engie Ltd julie.Spencer@engie.com or call 07917 093450.



TMO office Christmas opening hours



Over the festive period our TMO office at 2 Fair Street will be open as follows:

24th December (Christmas Eve) – Office closed from 1pm
27th and 28th December (bank holidays) – Office closed
31st December (New Year's Eve) – Office closed from 1pm
3 January 2022 (bank holiday) – Office closed

If you need to report emergency repairs over Christmas when the office is closed please call Southwark Council on 0800 952 4444.

Get involved

Did you know that all residents of Fair Community can become a member of the TMO and vote at our meetings. Being a member of FCHS gives you a voice to raise local issues. Membership costs just 10p. Simply ask at the TMO office or visit <https://fairhousing.org.uk/membership/>

How we performed July to September 2021



Number of repairs completed

154



Satisfaction with repairs

100%



Percentage of complaints completed on time

100%



Percentage of repairs completed on time

96.8%



Percentage of rent collected

97.4%



Percentage of estate inspections completed

100%

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

Produced by Ocean Edge PR Ltd www.oceanedgepr.co.uk



Fair Community Housing

Newsletter



Message from the Chair

In a year that has been dominated by talk of climate change and how we can all better protect the environment, we will no longer be printing our newsletters for every home.

Not only will this reduce our carbon footprint, but will reduce costs and ensure we are delivering value for money to you – our residents. So, this landmark copy of our newsletter is the last issue we will be posting through letterboxes. In future we will email it to your inbox and upload copies to our website (and we'll put up notices in blocks to announce when each new issue is live). Check out the box at the bottom of the page for details to ensure you don't miss out.

We know that Christmas is an expensive and often stressful time of year so we have included a useful guide to a variety of organisations providing advice and support on a range of issues – from debt to mental health. If you're struggling with money worries please get in touch – we can help. And remember that your rent and service charge still need to be paid even at Christmas.

Finally, I would like to wish all residents and staff at Fair Community Housing Services a very merry Christmas.

If you're wondering what to do over the holidays check out our guide to fun, free, festive activities to enjoy locally.

Patricia Strobino
Chair of Fair Community
Housing Services



Inside this issue:

- Meet the new Board
- Money advice
- Useful phone numbers
- Christmas activities

Don't miss out!

We don't want anyone to miss out on the newsletter when we move to a digital format so please ensure we have your correct email address. Please send us your details (including name, home address and email):

- Email faircommunity@southwark.gov.uk
- Write down your contact details on a piece of paper and pop it into the TMO office at 2 Fair Street.

If you don't have an email address or access to the internet you can still request a hard copy of the newsletter from our office.

Christmas events



There's lots of free or budget friendly ways to enjoy the festive season in our local area. Check out our guide to affordable local festive events and activities.

Lantern parade

Thursday 9 December

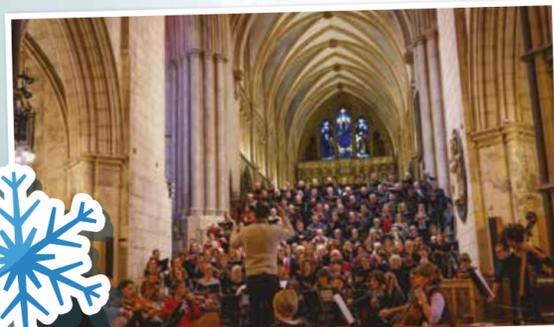
Children from three local primary schools will be taking part in a festive Lantern Parade on Thursday 9 December and singing carols as they go. The parade will start from St John's graveyard walking to London Bridge via More London and Hays Galleria.



Southwark Cathedral Christmas celebration

Monday 13 December 7pm

Celebrate the season without having to leave home. The Mayor of London hosts his annual Christmas Carol Service with Christmas carols from the choir. To view this service please visit the following link www.london.gov.uk/events/2021-12-13/mayors-christmas-carol-service-2021



Community Christmas Sing-in at Southwark Cathedral

Wednesday 22 December 12.45pm

Wear your Christmas jumper and join in the carols and traditional Christmas songs at Southwark Cathedral's family event. Booking in advance is essential as spaces are limited. Visit <https://cathedral.southwark.anglican.org/whats-on/community-christmas-sing-in>



Creative workshop at Walworth Gardens

Award winning organic, community garden Walworth Gardens in SE17 is offering all Southwark residents the chance to enjoy one free workshop from their programme per year. Workshops include vegetable growing, soap and candle making, botanical skin care and introduction to herbal medicine. For more details visit <https://localoffer.southwark.gov.uk/youth-offer/things-to-do/events-and-workshops/walworth-garden-workshops/>



Tower bridge experience

Walk across the glass floor at Tower Bridge and pay just £1 each. This is a special offer for Southwark residents. Visit www.towerbridge.org.uk/plan-your-visit/community-ticket for details.



FREE

Christmas lunch for seniors

As we go to press we are in the final stages of planning our traditional Christmas lunch for senior residents which will be held at the Hilton Hotel on Wednesday 8th December. This is just one of the ways our TMO works to provide 'extra' services to benefit our local community.



Enjoy a baking day at home

Save money on Christmas presents by making your own gifts. These simple cookies are cheap and easy to bake and make a thoughtful (and tasty) Christmas present.



Christmas cookies

225g butter
110g sugar
275g plain flour
1 tsp cinnamon

Heat the oven to 190C/170C fan/ gas 5. Mix together the butter and sugar until light and fluffy. Sift in the flour and cinnamon and mix to form a dough. Place walnut-sized balls on a baking sheet and flatten with the back of a spoon. Bake for around 10 minutes until golden brown. Cool before eating!

Try mixing in a handful of chocolate chips, raisins or nuts before baking to create different flavoured cookies.

Useful contacts providing advice and support

Christmas is an expensive time of year, but it's still important that you pay your rent and service charges on time or you could risk losing your home.

Visit our website for details on how to make a payment <https://fairhousing.org.uk/rent-and-charges> If you're struggling with money please talk to us so we can work out a way forward.

As a TMO we're here to do more than simply provide you with a home. We can offer advice and point you in the direction of agencies who can help with a range of issues. Please see below for details of useful contacts.

Financial Advice and support

If you need advice or support with money worries, benefits or debt, you can pop into the TMO office and pick up a Cash First leaflet which contains lots of useful information about agencies who can help.

Legal Advice

Free legal advice is available from law students working under the supervision of practising solicitors, at The London South Bank University Legal Advice Clinic. Drop-in sessions are available Tuesdays to Fridays during term time, as well as a virtual clinic where you can receive legal advice via online video meetings. There is also a Windrush Justice Clinic providing initial advice on likely eligibility for the Windrush Compensation Scheme.

For more details visit www.lsbu.ac.uk/legaladviceclinic email: legaladvice@lsbu.ac.uk or call 020 7815 5450.

Food banks and community shops

If you're going hungry and struggling to buy groceries there are local organisations who can help.

Peckham Pantry 49-53 Peckham Park Road, London, SE15 6TU. Tel 0207 732 0007. At the community shop you pay £4.50 which gives you access to fresh fruit and vegetables plus store cupboard favourites to the value of £15. www.peccan.org.uk/peckham-pantry

Borough Food Co op Borough High St, London, SE1 1JA. The food cooperative provides members with low cost food to help reduce food bills and tackle food insecurity. It also reuses surplus food to prevent food being thrown away.

Southwark Food Bank 21 Peckham High Street, London SE15 5SE. Tel 0207 732 0007. Find out more at <https://southwark.foodbank.org.uk/>



Dealing with debt

If you're struggling with debt don't bury your head in the sand. Here is a list of organisations who can help you get to grips with your money problems and move forward:

Southwark Council Emergency Support Scheme

0207 525 434

www.southwark.gov.uk/benefits-and-support/emergency-support

If you've had a sudden loss or reduction to your income and can't meet your household's basic needs, you can apply for support such as a food gift card or help with your energy bills.

Citizens Advice Bermondsey

0808 278 7849

www.citizensadvicebermondsey.org.uk

Step Change

0800 138 1111

www.stepchange.org

Debt Support Trust

0800 085 0226

www.debtsupporttrust.org.uk

Christians Against Poverty

0800 328 0006

www.capuk.org

Mental Health

Southwark Wellbeing Hub

0203 751 9684.

Email southwarkhub@together.uk.org

SLAM (South London Maudsley NHS Foundation Trust)

0800 731 2864

www.slam.nhs.uk/

Southwark Association for Mental Health

0207 358 7279

