



July 2017

# Gloucester Grove gossip

Inside

**Free  
summer  
activities**

pages 4 and 5

**Free  
computer  
training**

page 3

**Keep the  
noise down**

page 6



**WIN  
£20!**

in our puzzle corner just for kids –  
see back cover

# what's inside...

3 Nurturing an estate of bookworms  
Free digital training

4 What's On this summer?

6 Keep vigilant against hate crime  
Universal Credit advice

7 Stay in touch

8 Children's puzzle corner  
New repairs number

## Welcome

Firstly, I would like to take this opportunity to say our thoughts and prayers are with all those affected by the fire at Grenfell House recently, and to reassure our tenants here at Gloucester Grove about our commitment to fire safety (see article at the bottom of this page).

We continue to invest in our properties, to make them safer and nicer to live in. Our current works include renewing the flooring in communal areas and improving the signs across the estate. I hope you will have noticed our new signs when you are out and about.

As well as investing into your homes and communal areas we fund social events and activities to bring our community together. I am delighted that once again we have a packed summer of fun events for residents including a seaside trip, playscheme and funday.

If you've got an idea or suggestion on how we could improve the neighbourhood please let us know. I would encourage everybody to attend our AGM on Monday 18 September at 7pm to find out more about your TMO.

Finally, I hope you enjoy reading this magazine but we want to know what you want to see in our next issue. Let us know if you would like to submit something or if you have any praise for a neighbour.

Best Wishes  
**Bassey Bassey, TMO Chair**

Once again we have a packed summer of fun events for residents



## Fire advice

Southwark Council has spent £62 million over the last eight years to improve fire safety in council housing in the borough. Following the tragic fire in Kensington recently, we understand that the council are now undertaking a major review of fire safety arrangements within council properties. However, you can also play your part in helping to keep your block safe by following this advice:

- Make sure you have a working smoke alarm in your home
- Keep balconies free from clutter
- Don't leave rubbish or bikes in communal areas or obstruct escape routes
- Make sure you know where your nearest fire exit is
- Please do not smoke in common areas of the block
- Always fully extinguish cigarettes and dispose of them carefully and safely

Remember if you need to store your bike you can rent a locker (see page 7 for details).



## Resident involvement

### Free digital training on the estate

**Want to improve your computer skills? Or start from scratch?**

We are offering FREE, friendly training right here on the estate, to help you get started.

Our Digital Champions can show you how to:

- send emails
- make a Skype call or use Facebook to connect with friends and family
- search for the best deals and compare prices
- order your weekly groceries
- look for a job
- apply for Universal Credit.

If you've got a smartphone, tablet or laptop bring it along for top tips and advice on how to get the most out of your device.

### Could you volunteer as a Digital Champion?

If you are confident with IT we can send you on a free training course to develop your knowledge and skills and show you how to teach others. It's a great way to add something to your CV and to help others in your community.

**For more details about the free training or to volunteer as a Digital Champion please call 0203 643 6941.**

# Nurturing an estate of book worms

**We want everyone at Gloucester Grove to get reading this summer so we are launching a community book exchange in the TMO office.**

Simply bring in your old, unwanted books to the office and swap them for new titles. It's a free and simple way for everyone on the estate to get to read more books without having to spend a penny.

We want books for all ages so please bring in your paperbacks, hardbacks, fiction and non fiction and books for babies, kids, teens and adults. You can take as many books as you like and keep hold of them for as long as you need, and when you've finish reading you can return them to us so other people can enjoy them.

*Please have a look at home and drop your unwanted books into the TMO office in Wickway Court.*

# Summer at Gloucester

## Kids Summer Play Scheme

July 24th - August 4th 2017 (weekdays)

Fun weekday playscheme for 6-15 year olds. Activities and excursions including bowling, cinema, London Zoo, Science Museum, British Museum, Greenwich Park and the whole family is invited to join in a BBQ in Burgess Park on August 4th.

Drop off 9.30am and collect 4pm each day at The Wickway Community Centre (in the Training Room).

Costs just £1 per day per child. Don't miss out: register before 17 July.

Children must bring a healthy packed lunch and a water bottle; comfortable shoes, waterproof jacket, sunglasses, sun cream and an oyster card (if over 10). Simply register your child at our Estate Office.



## Family Fun Day

12 August 12 - 6pm

at Wickway Community Centre

- Bouncy Castle
- Face Painting
- Assault Course
- Doctor Who impersonator
- FA Accredited football coaches with fun football activities
- Free raffle

Free food including Caribbean, jerk chicken, salad, fruit, desserts and soft drinks plus free candy floss and popcorn for the children. Volunteers needed to help on the day.



## Free football coaching

- Boys and girls aged 4 to 17 children can come along for FREE soccer sessions run by FA accredited professional coaches. Every Thursday 5.30-7pm at the Burgess Park Astro Turf. Simply register at the TMO office on or before Thursday and join in that week!



# fun Grove



Save  
the date

On 11  
November we  
will be running a  
coach trip abroad!  
Check out our next  
issue for more  
details.

## What's On in Southwark?

### **Bermondsey Carnival** 1 July

**FREE** entry Live music, massive jumble sale and fun fair.

### **Wimbledon on the big screen**

**FREE** entry, food, music, dancing, lawn games and of course the tennis on big screens in Pottersfields Park, Tooley Street.

### **Mint Street Festival** 15 July

**FREE** family-friendly community music festival.

**Camberwell Fair** 22 July from 12pm, Camberwell Green  
A celebration of Camberwell's music, people and culture.

### **Free family activities at The Unicorn Theatre**

between 30 August and 2 September.

**The Great Fete** Peckham Rye Common, 2 September  
including lots of stalls, dog show, children's fancy dress,  
Punch and Judy, coconut shy and sack races.

### **Peckham Festival** 14th-17th September

Celebrating creative and cultural Peckham including live  
music, art, food and craft stalls.

**Check out [www.southwark.gov.uk/events](http://www.southwark.gov.uk/events)  
for more event listings**

## Coach trip to Brighton

22 July

Only £7 per adult and £3 per child for Gloucester  
Grove TMO residents. The coach will leave Wickway  
Court at 9am and leave Brighton at 6pm.

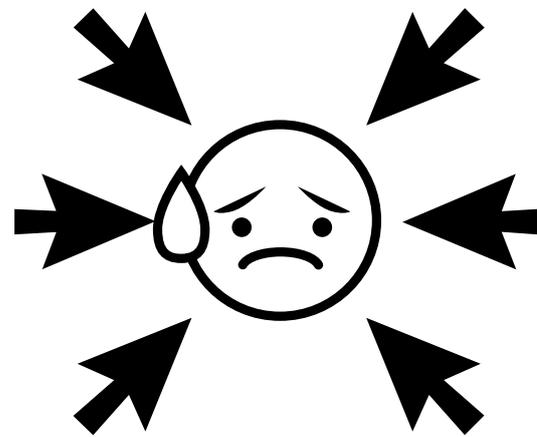
Buy your ticket before 14th July, call to check  
availability. Bring your friends and family too!  
£10 per adult and £5 per child for non-residents.



## Free theatre tickets

The Unicorn Theatre are offering Gloucester Grove  
tenants **FREE** tickets for selected performances  
between September 2017 and July 2018.  
Contact the Estate Office to register your interest.

To book your place and get more details about any of our TMO events listed  
above please pop into the TMO office in Wickway Court or call 020 3643 6941.



# Keep vigilant against Hate Crime

In light of the recent terrorist attacks, there may be concerns in our communities around the possibility of an increase in hate crimes.

Your call could save lives.

Southwark police are closely monitoring the situation and, along with Southwark Council we will work with them to ensure stern action is taken against all perpetrators.

## Report it

We all need to be vigilant against terror attacks so if you see or hear something that could be terrorist related, trust your instincts and call the confidential anti-terrorist hotline on 0800 789 321.

If you are a witness or victim of a hate crime, please report it. For more details visit [www.southwark.gov.uk/hatecrime](http://www.southwark.gov.uk/hatecrime)

# Keep the noise down

As the weather warms up please remember to keep the noise down.

More doors and windows will be open so think of others (especially if you live in a flat).

- Planning a bbq or get together? Warn your neighbours (or better still, invite them along), make sure the music isn't too loud, turn the bass down on the stereo and ask your visitors to leave quietly.
- Kids playing outside? Ask them not to kick balls against neighbours' fences and walls and don't forget to send them to our free football sessions (see page 4).
- Please don't play loud music, practise musical instruments or use drills and noisy power tools before 8am (or 10am on weekends).



If you're suffering with noise problems please call Southwark Council on 0207 525 5777 to report the problem.

## Universal Credit (UC) advice

Universal Credit is now in operation across the borough. Make sure you complete your application correctly and as soon as possible. On the application, you must list your Landlord as 'London Borough of Southwark', the address is 160 Tooley Street, London, SE1 2HQ and the number is 0207 525 5000.

Don't forget to complete all sections of the form. You'll need your tenancy start date and your rent breakdown (we can provide these details). You will need to go online to make your applications at [www.universal-credit.service.gov.uk](http://www.universal-credit.service.gov.uk) Check out page 3 if you need help with using the internet.

# Stay in touch

**Make sure you don't miss out on important information about your home and tenancy.**

We are starting to use text messaging to send you important news and information on things like when lifts will be out of action, upcoming events and activities and repairs in your block etc.

Make sure we have your up to date mobile number. Pop into the TMO office, give us a call on 020 3643 6941 or email [info@gloucestergrovetmo.org](mailto:info@gloucestergrovetmo.org)

## Make sure your voice is heard

**Being a TMO means that anyone on the estate can have a say and get involved with the housing service.**

So, if you've got a good idea, a comment or even a complaint please let us know. Anyone living here can become a member of Gloucester Grove TMO and have a much stronger voice in how we run things. Interested? Just pop into the office and complete a quick membership form.

Don't forget to come to our AGM on **Monday 18 September 2017 at 7pm** in the estate office. You can find out about how we work and how we spend our money improving your neighbourhood. Everyone is welcome – please pop into the Estate Office if you would like to attend.

### Cycle lockers

The first phase of cycle lockers on the estate will be available by the summer. For those of you that have expressed interest, the TMO will be in contact with you shortly with more information.

## How we are performing

The figures below show you how we performed over the last financial year.

The smiley faces mean we are meeting our targets in all these areas and the neutral means we almost reached the target.

% of rent collected  
**98.7%**



Repairs completed on time  
**100%**



Average number of days to relet a property  
**15.3**



Complaints dealt within 15 days  
**100%**



% of antisocial behaviour complaints dealt with in target time  
**100%**



## New repairs number

Southwark Council has a new repairs number

**0300 300 3600**

Dial this for out of hours requests and Council repairs such as door entries, lift outages, heating and hot water and ventilation.

Although this is no longer a freephone number, many customers will find their telephone package includes calls to 0300 numbers and won't be charged at all.

# Children's puzzle corner



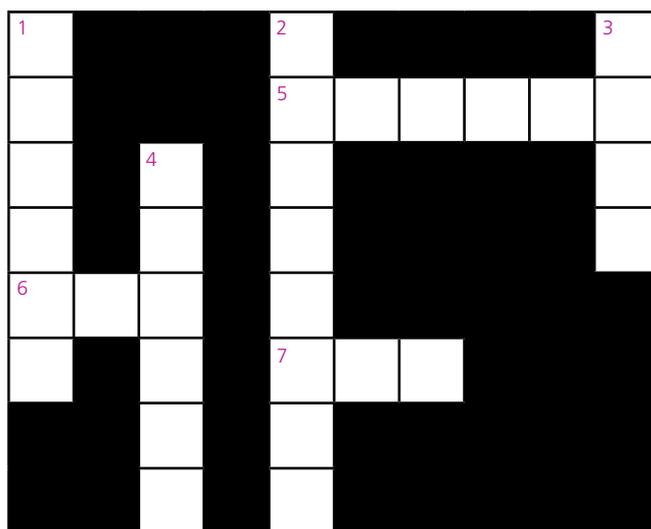
Children under 16 are invited to enter our fun summer crossword below to win a £20 gift voucher. Just drop your completed crossword into our TMO office in Wickway Court by August 1, 2017.

### Down

1. What is the month after July?
2. Where is our coach trip going this summer (see page 5)?
3. We will soon be sending you these with news and information (see page 7)
4. One of the activities during the summer play scheme (see page 4)

### Across

5. You can get a free ticket for this at our fun day (see page 4)
6. What shines in the sky at summertime?
7. If you sun bathe you get a sun\_ \_ \_



Name

Age

Address

Telephone number

Competition rules: Open to Gloucester Grove TMO residents only. Winner will be chosen at random and may be published in our next newsletter. The judge's decision is final and no correspondence will be entered in to. We will not pass on your details to any third party.



**Congratulations to Faithia who won the competition in our spring newsletter.**

## Get in touch

Pop in for a chat:

TMO office, Wickway Court, Cator Sreet, London, SE15 6QD

Call us: **0203 643 6941**

Email: [info@gloucestergrovetmo.org](mailto:info@gloucestergrovetmo.org)

Visit our website: [www.gloucestergrovetmo.org](http://www.gloucestergrovetmo.org)

Follow Gloucester Grove TMO:

 [www.facebook.com/gloucestergrovetmo/](http://www.facebook.com/gloucestergrovetmo/)

 [@GloucesterGrove](https://twitter.com/GloucesterGrove)

**Got a suggestion about the newsletter or how we can improve your neighbourhood?**

**Your TMO provides the following services:**

- day to day repairs
- cleaning and ground maintenance
- lettings
- extra support for our residents, including organising events and activities
- Collecting your rent

If you have a repair relating to your heating or hot water, lift or door entry or for any out of hours emergency repairs please contact Southwark Council on 0300 300 3600.