



# Gloucester Grove ● gossip

April  
2017

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**WIN  
£20!**

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## Don't miss out

Make sure you don't miss out on any important news or updates such as community events or repairs to your block. We need your correct contact details so we can call, email or text you to let you know about things that affect you. Pop into the office or ring us on 0203 643 6941.

# Welcome

**With spring in bloom and winter behind us, it's a good time to think of warmer, sunnier times ahead.**

And it's not just the weather that is looking brighter, our TMO is going from strength to strength and we are looking forward to a dazzling future ahead.

I am delighted to report that residents are set to benefit from a number of regeneration initiatives on the estate. There has been a recent consultation on the latest redevelopment plans at the Angel Oak Academy site, which is earmarked to provide new homes including affordable properties. Further regeneration to our estate includes improvement works to the green area behind Alder House and next to Cator Street properties. We will keep you posted on development!

By the time you receive this newsletter you would have noticed the new and improved block and communal signage across our estate, I hope you agree that it looks very smart! We are also about to introduce bicycle lockers on the estate, having recently been successful with our funding application. If you are interested in renting one please pop into the TMO office.

Check out our latest update on Universal Credit (page 6) to make sure you know what to do and how to complete an online application. Remember, if you are having problems paying your rent and making ends meet we can help you find advice and support. Don't bury your head in the sand, talk to your housing officer on 0203 643 6941 if you are worried, and we can work out a way forward together.

We want even more residents to get on board and work with us to further improve our community and our housing service. Find out how you can become a member of our TMO and join us on our exciting journey to make real changes here (see opposite page).

We are currently exploring the possibility of providing free, estate-wide internet access so our residents can access our services and benefit from all that the internet has to offer. Read more about this on the opposite page. We are even offering free training to help more of you get to grips with technology and learn how to use a computer and get online (see page 5).

Best Wishes  
**Bassey Bassey, TMO Chair**



*it's not just the weather that is looking brighter, our TMO is going from strength to strength...*





**Make sure  
your voice**

**is heard**

**Paying too much  
for your broadband?**

**Or maybe you don't even have  
access to the internet at home?**

**FREE estate wifi  
could be coming soon!**

**We want everyone to benefit from the internet  
and so we are looking into the possibility of  
offering free wifi to all our residents.**

We've asked BT to carry out some work to see if this is possible. BT engineers will be carrying out a survey on the estate on 10th and 11th April 2017 to check the signal strength to homes. All the engineers will be carrying ID, please give them access to your property so they can complete the survey. We want to help more people get online to benefit from the internet and our online services.

**Need  
help to get  
online?**

Check out page 5 for details of our FREE computer and internet training sessions just for residents in Gloucester Grove.

**If you've got a good idea, a comment or even a complaint about any housing issues on the Gloucester Grove Estate let us know, we're here to listen to what you have to say.**

Anyone living here can become a member of our TMO and have more of a say into how your housing service is run

Becoming a member of the TMO is really easy; simply pop into the office and complete a quick form. That's it!

Once you are a member you have a much stronger voice in how we run things, plus you can find out more about how we work. By becoming a member you will join other residents here who want to work with us to make a change for the better. You will be able to vote at our AGM, stand for election as a resident Board member and speak up on behalf of your neighbours on things that really matter to you.

Check out page 5 for details of our own TMO FREE activities right here on the estate.

# What's on

With spring in full bloom and the weather getting (a bit) warmer, it's a brilliant time to enjoy the great outdoors. There are lots of fun, family friendly activities on offer locally, and the best news is many are free or low cost. So get up off the sofa and get out and about this spring.

## FREE fun for under 5s

Children under 5 and their parents or carers are invited to join in the fun at regular Bookstart sessions held in libraries across the borough throughout term time. The free sessions include stories and rhyme and adults are encouraged to join in too!

For more details visit [http://www.2.southwark.gov.uk/events/event/904/bookstart\\_sessions](http://www.2.southwark.gov.uk/events/event/904/bookstart_sessions) or email [southwark.libraries@southwark.gov.uk](mailto:southwark.libraries@southwark.gov.uk)

## FREE board games night

**18 May 4-6pm**

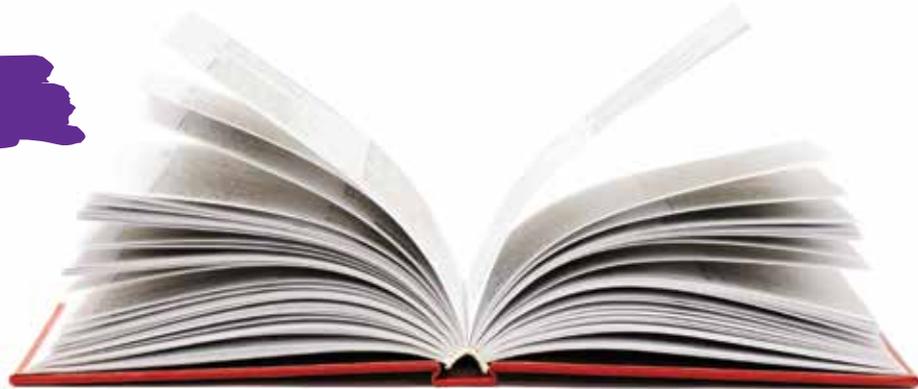
Calling all 13 to 17 year olds; join in the fun at Nunhead Library, Gordon Road, SE15 3RW for a night of games and activities. There will be a range of board games to play. No need to book in advance just turn up on the day. Buses P12, 78 go to the library.



## The library that comes to you

Did you know Southwark Council offers a free home library service, delivering books, CDs and DVDs direct to your door once a month? The service is available for people who cannot get to their local library; ideal for those with disabilities, older people and anyone with limited mobility.

Visit: [www.southwark.gov.uk/libraries/adults/home-library-service](http://www.southwark.gov.uk/libraries/adults/home-library-service)



## Bookshop visit

**27 July**

Young people aged 13-17 are invited to help choose new books for the library service during a special trip to Foyles Bookshop on Charing Cross Road. Meet at Nunhead Library to travel to the bookshop. All young people will need written permission to attend and parents and carers can go as well. For more details please contact [southwark.libraries@southwark.gov.uk](mailto:southwark.libraries@southwark.gov.uk)

# Free football fun!

Calling all children aged 6 to 15. We offer FREE football coaching for boys and girls every Thursday 5.30pm - 7.30pm at the Burgess Park Astro Turf.

Run by a professional football coach the sessions are a great way to get kids outdoors and:

- ✓ Learn football skills (maybe even launch a footballing career)
- ✓ Keep fit and active
- ✓ Learn teamwork skills
- ✓ Make new friends
- ✓ Have lots of fun!

Just pop into the TMO office to complete a registration form before attending the next football session.

Forthcoming activities for our residents

Coach trip - 22 July  
Family fun day - 12 August  
Senior citizens Christmas lunch - 7 December

## Look forward to FREE summer activities

We will be running our popular summer playscheme again this year between 24 July and 4 August, look out for details in our next issue.

We need more volunteers to get involved, so please get in touch if you enjoy working with children. It's great experience for your CV and we'll even pay your travel and lunch expenses.

## Need help to get online and use a computer?

With more and more services moving online, and more discounts and deals available on the internet it really does pay to be able to surf the web.

But not everyone has the confidence to get online, or even access to a computer.

That's why we are offering FREE, friendly training right here on the estate, to help you get started.

You can learn how to send emails 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 or apply for Universal Credit. You can even bring along your smartphone, tablet or laptop and learn how to use it.

The sessions are relaxed and informal and run by other local people who have volunteered to become Digital Champions. With the potential of free wifi in homes across the estate, there has never been a better time to learn how to get online.

Have you got IT skills you can share?

If you're confident using IT please volunteer as a Digital Champion. We will 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 course or to volunteer as a Digital Champion please call 0203 643 6941.

# Do you know how Universal Credit (UC) affects you?

Universal Credit is one of the biggest changes to the benefits system and combines several different benefit payments into one. It is now in operation across the borough.

## Don't delay!

A delay in applying for UC could affect your ability to pay the rent so make sure you complete your application correctly and as soon as possible.

Top tips for making your UC application

- UC applications need to be made online at [www.universal-credit.service.gov.uk](http://www.universal-credit.service.gov.uk).
- When you set up your account make sure you complete all sections of the form (even where it does not apply to you).
- Make sure you have the following information to hand (we can provide these details if you need them):
  - Your tenancy start date
  - Your rent breakdown
- Don't forget you need to list all the occupants in your home.
- You will need to verify your documents which you can do online or you can book an appointment with someone from UC over the phone.
- Remember it is your responsibility to use your UC to pay your rent, so it's a good idea to set up a standing order or Direct Debit, then you know your rent will automatically be paid each month.

UC only applies to people of working age. You will not be affected if you are of pension age.

## Need help?

Don't worry, there are lots of places where you can get help to complete the UC online application form:

- Visit your local job centre
- Try talking to friends and family
- Our TMO staff can help (give us a ring on 0203 643 6941)

If you don't have a computer or internet access at home you can make an appointment to get online for free in our TMO housing office, at The Job Centre or any local library.





# Get your home ready for spring

Spring is traditionally a time to give your home a good clean, declutter and freshen up. Follow our top tips to get your home looking its best without spending a fortune:

You don't need to spend money on expensive floor cleaners on the balcony. Simply sweep and then mop with warm, soapy water to get your balcony looking sparkling. Please don't sweep the debris down the drain as it will get blocked and remember there are people living below you so make sure nothing falls off your balcony.

Got a stinky kitchen bin? Try cleaning it with soda crystals and hot water and always wrap leftover food in newspaper or carrier bags to stop it smelling. Please remember to take your rubbish to the bins, don't leave it outside your door.

Let the spring sunshine into your home. After you've cleaned your windows try buffing with scrunched up newspaper.

White vinegar mixed with an equal quantity of water is a cleaning super tool you can use to brighten windows, freshen laundry and remove spots from carpets. Make it smell great by adding orange peel or herbs and let it infuse for at least a week.

If you've got large or bulky items to get rid of, such as a sofa or mattress visit [www.southwark.gov.uk](http://www.southwark.gov.uk) or via call 0207 525 200 and arrange for it to be collected.

## How we are performing

The figures below show you how we performed between November 2016 - January 2017.

The smiley faces mean we are meeting our targets in all these areas.

% of rent collected

**98.1%**



Repairs completed on time

**99.9%**



Average number of days to relet a property

**13.2**



Complaints dealt within 15 days

**100%**



% of antisocial behaviour complaints dealt with in target time

**100%**



# Need access to a meter cupboard?

If you are changing energy supplier or need to read your meter please give us 24 hours notice before you need access to the meter cupboard. Let us know if you have an appointment with your supplier so that we can make sure the cupboard is unlocked for you.

# Your TMO working for you

Gloucester Grove is run by residents for residents. We are responsible for running many of the housing services on your estate including:

- ✓ Repairs and maintenance (mainly carried out by our onsite handy person)
- ✓ Cleaning and grounds maintenance
- ✓ Getting empty properties ready for new tenants
- ✓ Collecting your rent (and offering advice if you're having trouble paying)
- ✓ Dealing with your tenancy queries
- ✓ Welcoming new tenants to our estate

We'd love to hear from you if you have a query or a suggestion about the housing service, and don't forget you can become a member to help improve the estate for everyone (see page 2 for details).

# Get in touch

Pop in for a chat:

**TMO office, Wickway Court, Cator Street, London, SE15 6QD**

Call us: **0203 643 6941**

Email: **info@gloucestergrovetmo.org**

Visit our website: **www.gloucestergrovetmo.org**

Follow Gloucester Grove TMO:

 **www.facebook.com/gloucestergrovetmo/**

 **@GloucesterGrove**

# Puzzle corner

Win!

## Think of all the Easter eggs you could buy for £20!

Find the 6 Easter words hidden in our wordsearch below and you could win a £20 shopping voucher. Pop your completed wordsearch into the Estate Office (or post it to us at: Gloucester Grove Estate TMO, Wickway Court, Cator Street, London, SE15 6QD) before April 14, 2017.

EGG HUNT      BONNET  
 DAFFODIL      BUNNY  
 CHICK          HOLIDAY

D	A	F	F	O	D	I	L
B	U	N	N	Y	E	T	Y
O	S	N	A	O	T	K	U
N	Y	U	E	H	C	H	D
N	P	D	H	I	S	G	V
E	G	G	H	U	N	T	E
T	I	C	L	W	Q	H	U
C	H	O	L	I	D	A	Y

Name

Address

Telephone number

Wordsearch 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.

## 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 0800 952 4444.