



NEW ACTIVITY!

TAI CHI SESSIONS FOR ADULTS

Tai Chi is a comprehensive form of exercise designed to benefit both mind and body. Andrew Petch is a certified instructor who is running trial sessions at Roupell Park, in the Community Centre on **Tuesday afternoons** from **1 – 2pm**. The exercises are designed to suit all adult residents, including those with mobility issues. All sessions are **FREE**; just turn up in some comfortable clothing and enjoy! For more information, call **Eva** on **07983 584767**



Outdoor classroom



BROCKHAM DRIVE COMMUNITY OFFICE CHRISTMAS OPENING HOURS:

24 December Christmas Eve	Office Open 10am -1.00pm. Phones 9am – 1.00pm
25 December Christmas Day	Office Closed
26 December Boxing Day	Office Closed
27 December	Office & Phones 9am – 4.00pm
30 December	Office Open 10am – 4.00pm. Phones 9am – 5.00pm
31 December New Year's Eve	Office Open 10am – 1.00pm. Phones 9am – 1.00pm
1 January 2020 New Year's Day	Office Closed

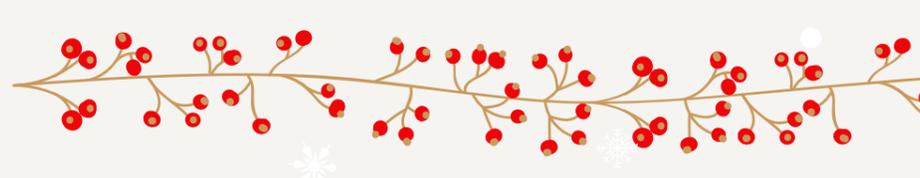
EMERGENCY Out of Hours 020 7926 6666

TV SIGNAL AT YOUR HOME

If you experience any issues with your TV channels, Stanley engineers have advised residents to reset their boxes by powering down the GTU on the wall. To do this, simply turn off at the switch point, allow a few minutes and turn back on.

On your GTU box you should have a green light (power) and a red light (signal from communal aerial). If you are experiencing problems and have Sky cabling, the red light on means you have communal reception but there may be an issue with your Sky reception. Do not do a factory reset, as this will change the original settings that the Sky engineer would have initially set up.

Sky Q - Sky engineers will install either a DSSR switch which boots the existing GTU box installed by our engineers or they may install an additional Sky Q GTU box. Please be aware that Sky Q is a relatively new product and may have issues with its own software. It is the responsibility of the Sky engineer to diagnose such issues and rectify. Remember that a red light shows power from the communal aerial and Roupell Park will not pay to send out our engineers to diagnose Sky related issues.



* THIS IS YOUR COMMUNITY NEWSLETTER *

THE BOARD AND STAFF OF ROUPELL PARK WISH YOU A MERRY CHRISTMAS AND A VERY HAPPY NEW YEAR!



Winter 2019/20, Number 21

WE KNOW IT'S CHRISTMAS BUT...

Roupell Park are currently the best TMO in Lambeth at collecting the rent and are better than the Council as well. We do this by supporting people who have real problems paying and coming to sensible agreements for debt to be repaid. On the other hand for people who break those agreements or choose to spend their money on other things, we take firm action including evicting people.

So... **PLEASE REMEMBER TO PAY YOUR RENT. NOTHING IS MORE IMPORTANT THAN KEEPING A ROOF OVER YOUR HEAD.**

KEEPING SAFE THIS CHRISTMAS

A couple of reminders this Christmas. Firstly, you are likely to have presents and more expensive things in your homes. Make sure you keep them safe. Make sure you keep your windows and doors locked and keep your presents out of sight so they don't tempt the opportunistic thief. Finally, remember that the most common cause of domestic fires is unattended candles. If you have candles lit in your home always ensure they are away from any flammable material, curtains, decorations etc, that they are firmly fixed and can't fall over and never leave candles alight unattended.

TAKING THINGS FORWARD

At Roupell Park we are always looking to get better and we set out our ideas for doing so in our business plan. We are writing our plan through to 2023 at the moment and we will be consulting on it in detail after Christmas.

However the Board and staff are looking at how we can really move the idea of tenant management forward. We want to talk to you about what you might want to do yourselves with our support. That might be about looking after the flower beds round your block or help to develop new ones. Or it might be about taking on some of the cleaning responsibilities in return for us doing extra work elsewhere.

Some people and blocks may not want to take things on. Others will and we will want to talk to our residents next year about whether we take our ideas forward.



WE WILL NOT TOLERATE AGGRESSIVE OR ABUSIVE BEHAVIOUR TOWARDS OUR STAFF

Dealing with issues such as repairs or rent and service charge arrears can be stressful and difficult. We understand that and know that you get frustrated. The staff at Roupell Park have been in housing long enough to have quite thick skins.

However some behaviours are just not acceptable. Shouting and swearing at staff is just not acceptable and neither are threats. If you are on the phone we will warn you that your behaviour is not acceptable and that we will hang up if you continue.

If you are in the office we will ask you to stop and then ask you to leave. If not we will call the police to have you removed.

We will also if necessary ban you from coming to the office or contacting us by phone. We will then only accept communications with you be post or email.

In the end, if your poor behaviour is extreme or persistent we will take legal action against you, either through seeking an injunction or seeking a possession order.

We are here to give a great service. Please do not abuse our good will.

CCTV

Residents are aware that we have installed CCTV on the Estate. The use of CCTV is governed by Data Protection. If unfortunately a crime is committed on the Estate, please report it to the police and obtain a crime reference number. The procedure is that the Police will contact the Community Office so that the Police can view the CCTV and take a decision on the appropriate action.

CONTENTS INSURANCE IS NOT A LUXURY

Some of our tenants and leaseholders think that contents insurance is a luxury and so don't bother. However they do not think about the consequences of not being insured. If there is a fire or a flood in your home you could suffer severe damage to your belongings such as clothes, furnishings and televisions as well as decorations. People often come to us and ask us to do the redecorations after a flood or to replace damaged furnishings. Our reply is always the same, 'we are not liable under the terms of your tenancy or lease and so you need to claim on your insurance.' People who do not have insurance have to pay for everything themselves and the costs can be huge. That is why the Council has arranged for low cost insurance to be available for its tenants and leaseholders. For as little as £19 you can insure up to £4000 of contents for a year. You can also pay in instalments. There is no policy excess and some items will be covered when you take them with you outside your home.

If you are interested come to the office and we will give you a leaflet. Or contact **Crystal Insurance** on **03454507286** or visit **www.crystal-insurance.co.uk**.

NOT TAKING OUT CONTENTS INSURANCE SIMPLY IS NOT WORTH THE RISK.

DLO (DIRECT LABOUR ORGANISATION) RECHARGEABLE REPAIRS

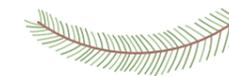
Subject to capacity, our DLO can undertake rechargeable minor carpentry and plumbing works. Examples include: ease and adjust front entrance door, lock change, supply and fit door chain, unblock U bend wash hand basin, unblock kitchen sink, renew taps.

Our DLO cannot undertake kitchen or bathroom modernisation jobs, plastering jobs etc.

If residents request a recharge job, it is subject to DLO capacity and the works must be paid for in advance.

CLEANLINESS AND HEALTH AND SAFETY ON THE ESTATE

RUBBISH DISPOSAL



There has been an increase of black rubbish bags being left outside individual properties where some residents expect that the caretaker will dispose of rubbish in the bin chutes for them. This is clearly not the caretakers' role. Each caretaker has more than enough on their to-do- list and they certainly don't need to undertake what is clearly a household chore. There might be exceptions applied, with disabled, elderly or frail. But for all others, please be respectful of your block's caretaker as well as towards your own environment, as rubbish attracts vermin eg. rats, squirrels etc. and thus can impact your own health and the health of others.

Please note that the bin collection days over the upcoming Bank Holidays, have now changed to:

- Christmas Day collection will take place on **Thursday 26 December 2019**
- Boxing Day collection will take place on **Friday 27 December 2019**
- the New Year's Day collection will take place on **Thursday 2 January 2020**

BLOCKAGES

If your kitchen sink or wash hand basin becomes blocked, you can attempt to remove the blockage manually. Please do not use chemicals as they can corrode the pipework and are a health and safety risk/issue to our DLO and contractors. If chemicals are used, it can delay our staff and contractors when rectifying the blockage reported so that the job cannot be completed within the service standard timescale.

BULK RUBBISH

We, Roupell Park, are charged for the disposal of bulk items - examples include mattresses etc. If you have a bulk item that needs to be removed, please contact us and we can make a minimum charge to remove and dispose; eg. a dining room table, sofa etc. You will be charged the caretakers' charges which are £20.00 + VAT. If items are discarded irresponsibly, we will check the CCTV to identify the offender and they will be recharged accordingly.



SENIOR CITIZENS FESTIVE COFFEE MORNING

Our Senior citizens Coffee morning group remains active and meets **every Tuesday without fail** at our Roupell Park Community Centre **from 10.30am until 12.30pm**. After a catch up over a cuppa, it's bingo time! Membership to the group is free of charge and fairly regular attendance is the only commitment asked of you.

On **Tuesday 10 December**, Molly, the chair of the group, will organise a festive-themed coffee morning, providing the perfect opportunity to meet your neighbours over a mince pie and a glass of sparkling wine. If you have considered joining but haven't yet managed to do so, come along. The members are really supportive of each other and look after one another well. Coming up, soon after Christmas, is a pub lunch outing to beat the January blues; you wouldn't want to miss it. For more information contact **Eva** on **07983 584767**.

Coffee morning



SOCIAL GAMES EVENING

Takes place on **Wednesdays from 7 – 8.30pm** at our Roupell Park Community Centre. For those who like playing games, there is a range to choose from: monopoly, trivial pursuit, dominos or cards... depending what most prefer on the night. There are evenings when conversation takes over and it's all about a chat over a cuppa. The evenings are drop-in sessions so you can attend at your leisure. The last session of the season will be held on the **11 December** with some festive refreshments.

The social games group is completely self-financed and supported by a group of resident volunteers. May we take this opportunity to thank them for their dedication and invite more residents of all age groups, to join the group! For more information, call **Eva** on **07983 584767**.

Social Events



ROUPELL PARK YOUTH FORUM

If you are a young person, aged between 11 and 19 years of age and want to be involved in Roupell Park Youth Forum, then please come forward. The group meets on the first Thursday of each month at our RP community centre, where they discuss various topics. Most recently, the Forum has been looking at how to keep our estate cleaner, greener and safe. The meetings also provide first-hand involvement in what the Community Development programme offers and how they can influence it; it gives young people a voice, with representation on the Board. The fun bit is deciding on new trips and outings. You can also join as a volunteer, if you are aged between 19 and 25 years; we have plenty of volunteering opportunities.

For one outing, taking place on the **14 December**, young people have chosen to hold their festive do at the Cosmo in Croydon. This event is totally free of charge to the members, as an end of year treat for their dependable attendance and for running their annual programme.

The Forum reps will be attending the Roupell Board meeting in early 2019 where they'll be able to demonstrate to the Board what they have achieved over the past year, enabling them to secure the budget necessary to run the programme in the future.

The date of the next meeting is scheduled for **Thursday, 6 February 2020**.

If you would like to join the group or need more information, ring **Christian Johnson** on **07706 179 851**.

Youth forum speeches



AFTER SCHOOL STUDY SUPPORT CLUB

Free tuition in Numeracy, Literacy and Science for age group 7-12 years of age is taking place every week on **Wednesdays and Thursdays from 5 – 7.00pm** at our RPCC (term time only). The last sessions for this term will be held on the **11 and 12 December**. The After School Club will resume in the New Year, in the week commencing 6 Jan 2020 with an opportunity for new members to join in! Parents' welcome evenings will be held on **Wednesday 8 and Thursday 9 January from 5 – 5.30pm**. For more information, please contact **Navlet Williamson** on **07984 337812**.





FRIDAY FOOTBALL WITH FULHAM FC

The ever so popular Fulham FC Foundation football sessions, which take place **every Friday 5 – 7pm and Tuesday 5–6pm** at our 5-a side football pitch, will mark its last session of 2019 on **Friday 20 December** and will restart in the New Year, on **Tuesday 7 January 2020**. The sessions are for boys and girls from 8–17 years of age.

There are add-on perks for those who attend on a regular basis, such as monthly tournaments which take place at various venues, like Fulham FC’s Training Ground, and a variety of workshops and other opportunities.

As an end of year treat, a select group of young people, who throughout the year attended regularly and displayed exceptionally good behaviour, will be taken to Nando’s on **Saturday 21 December** as an acknowledgement of their commitment. For more information about the outing, please speak to one of the coaches at the next session.

All sessions are **FREE** of charge but note that parents do have to complete a consent form and the young person involved has to complete a membership form before the child can play.

For more information, contact **Paul Smithers** psmithers@fulhamfc.com or call on **07500 108495**.

Football



MOSAIC WORKSHOPS

Hyperion Pocket Park Garden was launched earlier this year. Funded by the Burberry Foundation, our delivery partners Art4Space are planning an additional mosaic installation, to be completed by the beginning of March 2020.

Two preparatory workshops will be held, each targeting different age groups:

On **Wednesday, 15 January 2020** from **5 – 7pm**, aimed at young people

On **Tuesday, 28 January** from 10am – 12pm, aimed at adults and the coffee morning group.

Both workshops are **FREE** of charge, with no experience necessary to join either workshop. For more information, please ring **Eva** on **07983 584767**.

FRIDAY MORNING CHAIR YOGA FOR ADULTS

Takes place **every week from 10.30am until 11.30am** at our Roupell Park Community Centre and is generally well attended and very popular. Gurpreet, the yoga tutor, makes each session varied, welcoming and age appropriate. Don’t be fooled by the fact that the exercise takes place in a seated position, this include stretches, resistance work as well as relaxation and breathing techniques. The members have reported an increase in their general wellbeing, as well as more supple joints. The date of the last session for this calendar year is **Friday, 13 December**. The sessions will recommence again in the New Year, starting **17 January 2020**. For more information, call **Gurpreet** on **07791 640914**.

INDEPENDENT LIVING AND WELLBEING SESSIONS FOR YOUNG PEOPLE WITH DISABILITIES (SEND)

We have just launched a programme of activities for young people, aged 14 – 30 years with special educational needs and disabilities (SEND), with CEF Lyncx as our delivery partner. The overall aim of these sessions is that they will equip these young people with the skills necessary for independent living, so the sessions will vary in topics and will include: computer literacy, basic healthy food preparation and fitness.

The sessions already run on **Mondays from 5.30pm until 7.30pm** at our Roupell Park Community Centre, but there is space for more members to join the group. The last session for this term will take place on **9 December**; the sessions will recommence on the **13 January 2020**. The sessions are **FREE** of charge, but there might be a minimum charge required for the field trips or special events.

As a way to mark the end of the year, a **SATURDAY WINTER DISCO** will be held on the **7 December from 5 – 9.30pm** at our Roupell Park Community Centre; plenty of dancing will be involved. Price per ticket is £10. For more information or to apply, contact **Navlet Williamson** on **07984 337812**.

Mosaic workshop

