



THIS IS YOUR COMMUNITY NEWSLETTER



Winter 2023, number 30



Dear Resident,

As we approach the end of the year, we extend a warm welcome to the final newsletter of 2023. In this edition, our focus is on bringing you Christmas updates. We will run a separate edition in January 2024, dedicated to community updates, ensuring you have the most up-to-date information and opportunities to get involved in the new year.

Best wishes for a joyful holiday season!



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



Navigating the Cost-of-Living Challenges Together

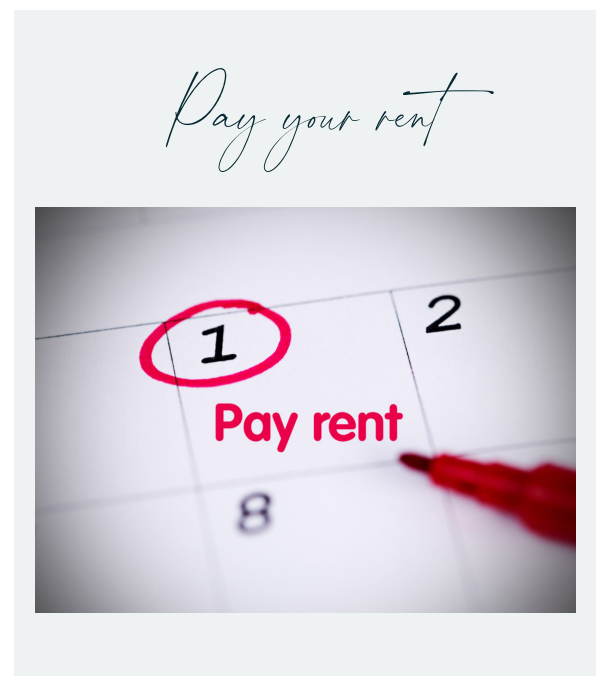
This year, the cost-of-living crisis has made things less comfortable than we might have hoped. However, one thing remains certain: the dedicated Roupell Park staff are here to assist you in managing your finances and overcoming any difficulties you may face.

Ensuring a Stress-Free Holiday Season through Timely Rent Payments

As we approach the festive season, it's crucial to prioritize timely rent payments and manage your bills wisely. While the holiday season brings its own expenses, sticking to a budget and fulfilling essential bills, including rent and service charges, is paramount. Timely rent payments are a fundamental condition of your tenancy agreement.

Delaying rent payments in December and January can result in starting the New Year with arrears, making it challenging to catch up. Our housing officers are committed to establishing mutually beneficial arrangements, but failure to follow the agreed-upon plan may lead to legal action. This, in turn, poses the

risk of losing your home, incurring court costs, and obtaining a money judgment against you. Such consequences not only deepen your debt but may also impact your future credit prospects. If your circumstances change, affecting your Universal Credit entitlement, promptly update your claim for an accurate adjustment of your monthly income. Notify our office as well, allowing us to provide assistance and potentially prevent the need for legal action. For a comprehensive discussion about your rent account, feel free to reach out to **Albert**, your rental income officer, at **020 7926 0214** or email him at **AEze@lambeth.gov.uk**





Our primary goal is for you to enjoy a festive Christmas and embrace the New Year with positivity. Opting for direct debit from your bank account remains the most convenient way to guarantee timely rent payments.

Staying Vigilant Against Bogus Callers This Christmas

As we approach the festive season and the days grow shorter, the occurrence of bogus callers tends to rise, making it crucial to stay vigilant. Bogus callers, also known as doorstep fraudsters, rogue traders, or distraction burglars, often pose as legitimate service providers to gain access to homes. They may falsely claim to be from utility companies, charities, your local office, the Council, offering maintenance work, cleaning, or gardening services. Unfortunately, these schemes often target the elderly or vulnerable.

To prevent falling victim to this type of crime, we strongly advise residents to adopt the “Lock, Stop, Chain, Check” method:

Festive get-together



LOCK: Secure front and back doors and windows. Keep doors and windows locked even when at home.

STOP: Consider whether you are expecting anyone to attend your property. If you feel uncomfortable, don't answer the door and keep it locked.

CHAIN: Open the door with the chain or door bar in place. These act as a barrier when talking to unexpected callers. Use a door viewer or window to communicate if possible.

CHECK: Verify the identification of the person attending your address. If they cannot show proper identification, do not



allow them access to your property. Call the police immediately. If in doubt, contact the company they claim to represent and confirm their credentials.

Residents can report bogus callers or anyone suspicious by phoning our office at **020 7926 0214** or emailing us at **roupellpark@lambeth.gov.uk**. We also encourage you to contact the police at **999**, as this can help prevent others from falling victim to these criminals.

Stay safe this Christmas season by implementing the measures outlined above.

RouPELL Park Group Email Subscriptions - Enter to Win a £50 Voucher!

As we approach the end of the year, we want to express our gratitude to the 138 residents who have already subscribed to our email system. Though we haven't quite reached our goal of 200 subscribers, we're excited to spread some festive cheer. Congratulations to Our Lucky £50 Amazon Voucher Winner!

One fortunate subscriber will receive a £50 Amazon voucher as the result of a lucky dip draw, scheduled for the 10th of January 2024 at our office. We're grateful to all



subscribers and encourage more residents to join our digital community. The winner's name will be published in our January newsletter.

WHY SUBSCRIBE?

Being part of our email system offers numerous benefits. Stay informed with updates on service breakdowns, upcoming events, or community meetings at a moment's notice. Subscribing is easy—just visit our website: <https://gmail.us14.list-manage.com/subscribe?u=e-23f972a682db337e2d86368d&id=-b6256844a2> to fill out a brief subscriber survey. If you ever change your mind, opting out and unsubscribing is always an option.



With your continued support and subscriptions, we hope to reach the 200-mark soon. Who knows, the next lucky winner could be you! Happy Subscribing and Happy Holidays!

New: Staying Fire Safe: Essential Tips for a Merry Christmas

As we approach the festive season, it's crucial to ensure our homes remain safe and secure. Christmas to many, brings more joy, laughter, and more decorations, but it also demands extra caution, especially when it comes to fire safety. Here are some essential tips to keep your home safe during this festive time: The most important thing you can do to stay safe over Christmas is check that your smoke alarms are working. If they don't work and start to beep, please contact our office straightaway; we will arrange either for the onsite DLO operative or RGE operative to come to your property to fix the problem asap, depending on the type of detector it is.

1. Mindful Decoration Placement: Avoid placing decorations near heat sources, such as candles, heaters, or fireplaces. Keep Christmas trees well-watered to prevent them from becoming dry and more susceptible to catching fire.

2. Responsible Candle Use: Use flameless LED candles as a safer alternative. If you choose traditional candles, never leave them unattended and place them in stable holders. Keep candles away from combustible materials and out of the reach of children and pets.

3. Electrical Safety: Check your fairy lights and decorations for any signs of damage before use. Don't overload sockets or extension cords. Turn off lights and decorations before leaving home or going to bed. Check your Christmas lights to make sure that they have the British Safety Kitemark and that there are no signs of burning around the plug.

Christmas lights





4. Cooking Caution: Stay attentive while cooking and never leave the kitchen unattended. Avoid spilling fat and hot water, to prevent any accidents. Keep flammable items, such as kitchen towels or curtains, away from the cooker

5. Emergency Preparedness: Ensure everyone in your household knows the escape plan in case of a fire. Test smoke alarms regularly and replace batteries if needed.

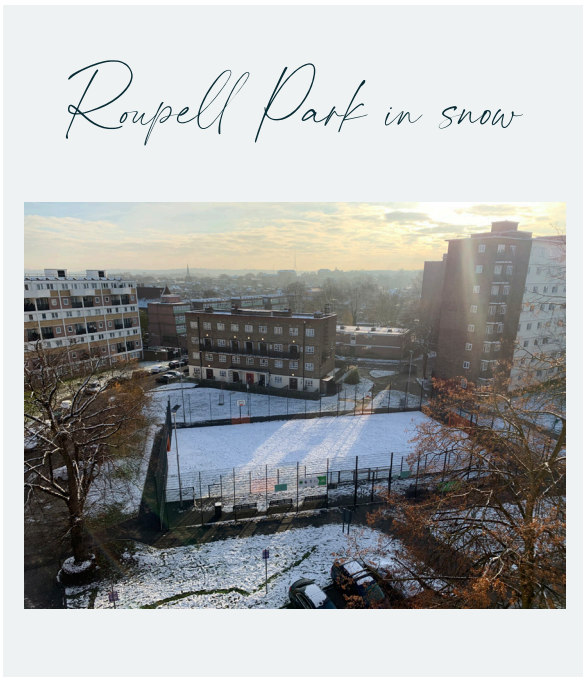
6. Proper Disposal of Wrapping Paper: Avoid burning wrapping paper in the fireplace, as it can ignite quickly. Dispose of wrapping paper safely, following local guidelines.

7. Responsible Smoking Practices: If you smoke, use deep, sturdy ashtrays, and ensure cigarettes are fully extinguished before disposal. Never smoke in bed.

8. Falls are the most common accidents so try to keep clutter to a minimum, especially if you have guests.

Remember, the holiday season is about joy and celebration. By taking a few extra precautions, you can ensure a safe and happy Christmas for you and your loved ones.

Wishing you all a wonderful and fire-safe holiday season!



Keeping the Festive Cheer Neighbourly: Dealing with Noise Nuisance During Christmas

As the festive season approaches, bringing joy and celebrations, it's important for us to consider our neighbours and maintain a harmonious living environment. Noise nuisance can be a common concern over Christmas, with gatherings, parties, and festivities in full swing. By being considerate, communicating with neighbours, and following some simple guidelines, we can ensure that the festive season is enjoyable for everyone. Here are some tips:



1. Communicate and be considerate:

Before hosting any gatherings, take a moment to inform your neighbours about your plans. This simple act of communication can go a long way in building understanding. Be mindful of the time and keep the volume at a reasonable level, especially late at night. If you anticipate a particularly lively event, give your neighbours a heads-up to allow them to make necessary arrangements.

3. Set reasonable hours for festivities:

Establish reasonable hours for your Christmas celebrations, especially if they involve music, games, or other noisy activities. This ensures that everyone can

enjoy the festive spirit without causing undue disturbance during the quieter hours of the night. Consider using headphones for loud music or festive films, especially during late hours.

4. Be aware of your surroundings:

If you're attending or hosting an event, be mindful of the noise levels, particularly caused by hard floor surfaces. Encourage guests to wear slippers and to be considerate and keep noise to a minimum when entering or leaving your property. If guests include young children, make sure they have plenty of planned quiet entertainment, so they don't run around your home unattended. This will also prevent any accidents from happening.

5. Report concerns promptly:

If you find yourself affected by noise nuisance from neighbours, it's crucial to address the issue promptly. Keep a record of the disturbances, including dates and times, and report it to us, your local office. We can intervene if necessary.

Christmas is a time for joy and shared celebrations. Let's spread the cheer and make this Christmas a memorable and harmonious one for all residents.

Stay safe!





This Christmas season, please note the adjusted opening hours below:

Friday, 22nd December

office hours are 10am – 1pm. Phones 9am-1pm. Repairs to out of hours after that.

Monday, 25th December (Christmas Day) – Tuesday, 26th December (Boxing Day)

Closed.

Wednesday, 27th December

Office hours are 10am - 4pm. Phone hours are 9am – 5pm.

Thursday, 28th Dec

Office hours are 10am - 4pm. Phone hours are 9am – 5pm.

Friday, 29th Dec

Office hours are 10am – 1pm. Phones 9am-1pm. Repairs to out of hours after that.

Monday, 1st January (New Year's Day)

Bank Holiday Closed

Tuesday, 2nd January

Normal opening hours resume 9am – 5pm

Repairs: During this period, we will be handling emergency calls only. If you have a repair when our phone lines are closed, please call the Council's out-of-hours number at 020 7926 6000. This includes issues with the communal heating and hot water system. For faults on your individual heating system, please contact Swale Heating at 01795 477098.

Parking over the festive period: We have suspended parking enforcement on the estate from Friday, 22nd December, until Tuesday, 2nd January.

Thank you

**for your understanding & cooperation. We wish you a Merry
Christmas and a Happy New Year 2024!**

