

Please Do Not Dump Rubbish On The Estate.

Unfortunately, a small number of selfish people dump their unwanted belongings across the estate, leaving it to our caretaking team to move them. There are several reasons why this is a problem -

- This is a fire risk – mattresses, chairs, packaging, old kitchen units and general rubbish burns. If it is close to one of the blocks the fire might well spread to people's homes and put lives at risk.
- It makes the estate look unsightly – we pride ourselves on how clean and tidy Roupell Park is. Visitors to the estate often comment on this. A dumped mattress makes the place look dirty and uncared for.
- It means the caretakers can't get on with their normal jobs. If the caretakers are busy clearing your rubbish, it means they cannot be doing other things.
- It costs money – in 2023 we spend nearly £20,000 clearing bulk rubbish, plus the cost of running a van. That is money we cannot spend on repairs and those costs are passed on directly to leaseholders in their service charges.

The Council offers a low-cost removal service, and we will also clear your belongings for a small fee.

Don't be selfish, take pride in your estate and make Roupell Park a better place to live.



STORING ITEMS ON BALCONIES

We know there is not a lot of space in your homes and that sometimes people store items on their private balconies. They are for you to use but please give some thought about what you do put on them. Please do not store readily flammable material, as this could be a risk to you and your neighbours. Obstructing the balcony might also prevent your escape in the event of fire, or stop the fire brigade getting in.

We have put new bike stores across the estate, please use these rather than keeping bikes on the balcony. You won't then have to carry wet and muddy bikes through your home.



RPRMO Budget

There is probably not a public sector organisation in Britain that is not saying that they haven't got enough money and are having to make cuts just to balance the books. Sadly, in many cases that is true, and I'm afraid the same is true of Roupell Park.

The money we get from the Council to run the estate has reduced again this year. That means we are going to have to look very carefully at how much we spend and where. We still plan to give the best service possible, carrying out repairs more quickly and to a better quality than the Council. We will continue to deliver a first-class caretaking service with the same staff on site every day, rather than mobile caretakers who will change from week to week.

We will still provide free leisure activities for our young people and others on the estate, and the surrounding community. That simply doesn't happen on many estates across Lambeth.

But we will have to be careful. It means that in most cases we will repair rather than replace, as we would do today. It might mean delaying minor repairs, like a dripping tap until the problem gets worse. It will be about looking at windows and sealing them up, if there are other windows that work in the same room. It means we will be concentrating on doing repairs to people's homes, and not dealing with non-urgent repairs elsewhere.

It means that sometimes we will have to say no to repair requests. We will do that politely and tell you why. Please do not be rude if this happens to you. An answer may be upsetting but arguing and being abusive will not change the decision, and neither will a complaint to another member of staff. No will mean no.

We will of course look at all our residents as individuals and so if you are vulnerable, we may be able to do more for you than someone who is able-bodied or has family.

But things are going to be tight, so please be polite and accept what we say we can and cannot do.



Damp and Mould

There has been a lot of media coverage recently about problems tenants, across the country, are suffering in their homes. We know there are problems on Roupell Park and we want to work with you to solve the problems.

Having mould and condensation in your home is not your fault. There are many causes of mould growth and many solutions. Sometimes the solution is simple but on other occasions it might be more difficult.

Two things are certain. Mould growth will get worse over time and if you don't tell us about it, together we cannot solve the problem.

We are already improving the ventilation in people's homes, doing anti-mould washes, and giving advice on what residents can do. We have also identified cases where the cause of the problem is a leak, often from the flat above.

If you don't tell us we can't do anything about it, so if you have mould growth in your home give us a call and we will work with you to get rid of it.

