

Spring 2025, Number 33



This is your community newsletter!



Roles & Responsibilities

At Roupell Park RMO, we work closely with Lambeth Council to maintain the estate and ensure residents receive the necessary services and repairs. However, it's important to understand the division of responsibilities between Roupell Park RMO and Lambeth Council to ensure that repairs are reported to the correct place and dealt with efficiently.

Roupell Park RMO responsibilities are:

- Rent collection and arrears management
- Responsive repairs under £5,000 to properties
- Short cycle void management
- Gas Servicing & Repairs to Albury Lodge, Brockham Drive, Capel Lodge, Deepdene Lodge, Fairview House and Hyperion House,
- Lettings within Lambeth Council's allocations policy
- Tenancy compliance
- Management of tenancy breaches
- Stage 1 Complaints
- Nuisance & anti-social behaviour management from residents who live on the estate
- Estate cleaning and caretaking
- Responsive repairs to communal TV aerial systems
- Management, maintenance and letting of garages
- Grounds maintenance
- Above ground drainage
- Service charge collection and arrears management
- Parking control & Enforcement
- Pest control service Communal and Residential
- Identifying estate improvements
- CCTV servicing and repairs
- General Responsive repairs and maintenance to the estate
- Bulk refuse removal
- Resident involvement activities
- Consent for non-structural works to properties on the estate
- Garage repairs
- Graffiti removal
- Produce annual accounts
- Elect board members

Lambeth Council Responsibilities are:

- Out Of Hours emergency responsive repairs
- Gas servicing and repairs to communal heating system
- Planned Maintenance to the Communal Heating System and Boiler House
- Door entry systems
- Electrical compliance communal and residential (EICR)
- Planned and responsive electrical repairs to communal areas of the blocks and street lighting not located on highways.
- Fire Safety Works
- Fire Risk Assessments
- Major and structural repairs
- Right To Buy administration
- Tree Management
- Asbestos management and removal
- Setting rent and service charges
- Repairs over £5,000 to properties
- External decorations
- Long Cycle Voids
- Refuse and Recycling services
- Below ground drainage
- Servicing and inspection of dry risers
- Allocations of empty properties
- Water compliance
- Lightning protection
- Lift inspections and repairs
- Stage 2 complaints
- Anti-social behaviour from non-residents
- Roof repairs
- Planning consent
- Capital works (new windows, doors kitchens and bathrooms etc.)



Note, not all of Lambeth responsibilities are reported directly by residents and in many cases, residents are reliant on Roupell Park RMO to report on their behalf. Nonetheless, by understanding our shared responsibilities, we can ensure that repairs and services are handled promptly and efficiently, helping to keep Roupell Park a safe, clean, and well-maintained place to live.

Thank you for your cooperation!

Pest Control

Roupell Park RMO is responsible for keeping all communal areas on the estate clear of pests. We understand that dealing with pests in your home can be stressful and frustrating. However, it is important to clarify the responsibilities for pest control as outlined in the Tenancy Handbook.

According to our policies, tenants are responsible for managing pest control within their properties. Although, we have traditionally supported all pest control services to tenants over the years it has now caused a significant strain on the finances. Therefore, Roupell Park RMO is unable to provide pest control services in all cases. Doing so would place a significant financial burden on the estate.

However, we recognise the challenges around pests' services and so we are proposing support by subsidising the costs. Featured in the table below are the costs tenants will need to pay for pest control services.

Pest Treatment	RPRMO charge to resident's cost	Lambeth Pest Control Cost
<i>Mice</i>	£40	£176.16*
<i>Rats</i>	£40	£176.16*
<i>Cockroaches</i>	£40	£176.16*
<i>Ants</i>	£40	£176.16*
<i>Flies</i>	£40	£176.16*
<i>Fleas</i>	£150	£176.16*
<i>Bedbugs</i>	£150	£241.80*
<i>Wasps Nest</i>	£50	£105.12*

*The cost is for initial visit and treatment. There are additional costs for further visits, and the number of rooms needed to be treated.

If you are experiencing issues with pests in your home, we encourage you to take early action by using recommended treatments or seeking professional services. For guidance on best practices, please contact Roupell Park RMO. By working together, we can help keep Roupell Park a clean, safe, and pest-free environment for all residents.

Below are the weblinks to the Tenants Handbook and areas highlighting residents' responsibilities in relation to pests.

<https://www.lambeth.gov.uk/housing/council-tenants/your-tenancy/tenant-handbook>

<https://www.lambeth.gov.uk/sites/default/files/2021-09/Handbook%204%20Your%20Environment.pdf>



Bulk Collection

Fly-tipping continues to be a challenge at Roupell Park, and we want to take a moment to thank those residents who have responsibly contacted the Estate Office to arrange for the collection of bulky waste. Your cooperation helps keep our community clean and safe for everyone.

Unfortunately, despite these efforts, fly-tipping is still taking place across the estate. Dumping unwanted furniture, appliances, and other waste in communal areas or near bin stores not only creates an eyesore but also leads to additional removal costs, which affect the overall estate budget.



To address this ongoing issue, Roupell Park is investing in additional CCTV coverage to monitor problem areas and deter illegal dumping. At the same time, we have had to allocate more funds for waste removal, which could be better spent on improving services and facilities for all residents. We urge all residents to dispose of waste responsibly by arranging collections through the Estate Office. If you witness fly-tipping, please report it so we can take action.

The table below highlights the charges for the disposal of the following items:

Item	RPRMO cost	Charge to residents
<i>Mattress (per unit)</i>	£42	£30
<i>Fridge / Freezer / Washing Machine / Dishwasher (per unit)</i>	£90	£50
<i>Sofa (per Unit)</i>	£42	£30
<i>TV / Monitor</i>	£54	£40
<i>Cookers</i>	£42	£30
<i>Dining table and chairs (x4)</i>	£75	£40
<i>Wardrobe / Bedframe / Chest of drawers (per unit)</i>	£60	£30
<i>American style fridge freezer (per unit)</i>	£120 – £150	£90
<i>Bric-a-brac (3 black bags)</i>	£30 – £60	£30
<i>Garden Waste (per 500kg)</i>	£75	£40
<i>Tyres (per unit)</i>	£25	£15

Together, we can keep Roupell Park a cleaner and more pleasant place to live for everyone.

Respecting your home and Environment

Important Reminder: What Not to Flush Down the Toilet

We would like to take a moment to remind everyone about the importance of disposing of waste properly, especially when it comes to what goes down the toilet. While toilets are essential for everyday use, they are not designed to handle certain items, and flushing unsuitable objects can lead to serious plumbing issues.

Items such as wipes (even those labelled as “flushable”), sanitary products, cotton buds, and food waste can cause blockages and create unpleasant back surges, particularly in ground-floor flats. These blockages are not only inconvenient but can also lead to costly repairs and potential damage to your home.

To help prevent this, please ensure that all unsuitable items are discarded in your regular waste bins, not flushed away. For larger items or bulk waste that can't go in your regular bins, we also offer a Bulk Waste Service, which allows residents to dispose of larger items safely and responsibly.

Important Fire Safety Information for All Residents

The Fire Risk Assessments (FRAs) have identified the following key points to help ensure the estate remains safe and compliant with health and safety regulations:

Keep Communal Areas Clear

It is essential to keep all communal areas free from combustible materials or waste. This includes items like chairs and bicycles stored outside residents' doors, which must be removed immediately. This allows for easy escape in case of an emergency.

Private Balconies

Residents are reminded that private balconies must also be kept clear of combustible materials or waste items, including barbecues.

✓ **Smoking and Vaping:**

Please be mindful of smoking or vaping in enclosed spaces, such as balconies, communal areas outside residents' doors, and in stairwells.

✓ **Parking of Petrol Vehicles:**

All petrol vehicles, including mopeds and motorcycles, should be parked in the designated spaces across the estate and not outside residents' doors.

✓ **E-Bikes and E-Scooters:**

As lithium-ion batteries used in e-bikes and e-scooters can present a serious risk of fire or explosion in certain circumstances, please take care not to store, charge, or leave these items unattended in communal areas. For more information on safety guidelines, please refer to the government's website: <https://www.gov.uk/guidance/government-safety-message-on-e-bikes-and-e-scooters>

Home Alterations – Permission Required

Residents wishing to make alterations to their homes must first request permission from Roupell Park. This includes any changes to bathroom and kitchen fittings, such as replacing toilets, baths, washbasins, kitchen worktops, sinks, and cabinets.

If you have any questions or would like to discuss your plans, please get in touch with us at **020 7926 0214**. We're happy to help!



Important Notice: Rent Adjustments and Direct Debits

As you may be aware, there has been a recent rent increase. Albert, our Housing Officer, would like to kindly remind all residents to update their direct debits and standing orders to reflect the new rent amounts.

To avoid any issues with your payments, please ensure that your payments are adjusted in line with the new rates.

If you need assistance with making these changes or have any concerns regarding your rent or payments, please don't hesitate to get in touch with Albert directly via email at AEze@lambeth.gov.uk or by calling him on **020 7926 4707**. Albert is here to help and can provide support or guidance if you experience any issues or need further clarification.

Thank you for your prompt attention to this matter. By keeping your payments up to date, we can ensure that your account remains in good standing.

Reminder: Residential Parking Permits for 2025/26

Don't forget to purchase your residential parking permit by **30th April 2025** – the cost is **£120**.

Please park responsibly! Avoid blocking pedestrian or building entrances. If you have an overnight visitor, ensure two visitor permits are displayed as patrols start at 7am. Visitors' scratch permits can be bought in advance with no limit on how many.

If you have a Disabled Badge, make sure it's clearly displayed on your window each time you leave your car.

Let's be considerate to others—park within the marked bay lines to help everyone find a space.

For any questions, contact us at **020 7926 0214**.

Attention All Leaseholders!

Are you aware of the ongoing dispute between Roupell Park estate leaseholders and the council regarding the Major Works bill for works carried out between 2016 and 2021?

A group of leaseholders has come together to actively challenge these issues with the council and is inviting others to join them in this effort. If you share these concerns, now is the time to stand together and make your voice heard.

Join us in holding the council accountable. Contact the Leaseholder Task Group via email at leaseholderstaskgroup@gmail.com or the Estate Office for more information.

Have Your Say: Roupell Park Logo & Website Refresh

We want to hear from you! We're considering updating the Roupell Park logo and website, and your input is invaluable.

To ensure we capture as many residents' views as possible, please take just five minutes to complete our short questionnaire using the link below:

<https://forms.gle/ByxR7GDicccidZ1f7>



Stay Connected: Get Real-Time Community Updates by Email

We are still printing the newsletter, but we encourage you to stay up to date with community news and updates through our website and subscription email service.

Do you check the RP website for updates? Are you signed up to receive email alerts? If not, you're missing out on key benefits, including:

- ✓ Real-time estate updates
- ✓ Maintenance and repair notices specific to your block
- ✓ Information on community activities and events
- ✓ Important safety and security alerts

Currently, only 140 residents have subscribed, despite there being 575 properties. Digital connection is part of daily life, so why not stay connected with your landlord too?

Email updates are fast, efficient, and convenient. Many residents who have subscribed find them useful and informative. You can unsubscribe at any time, and your details will remain confidential. To subscribe, simply email roupellpark@lambeth.gov.uk or EChristmas@lambeth.gov.uk with the subject line "SUBSCRIBE".

Reminder: Free Community Activities for Residents

Coffee Morning – Tuesdays, 10.30 am – 12:30 pm

Our senior residents meet every Tuesday morning to enjoy a cuppa and a chat. It's a great opportunity to socialise, especially for those with a sweet tooth! Step out of your home, connect with your neighbours, and feel part of the community. The more people you get to know, the more you'll feel a sense of belonging.

Chair Exercise – Fridays, 11am – 12pm

Led by our dedicated resident Linda, these sessions offer a balance between gentle and more strenuous exercises. Whether you want a light workout or something more challenging, this class caters to all fitness levels, including those with limited mobility.

All exercises are done either seated on a chair or using a chair for support, making it an accessible and enjoyable way to stay active.



The Lunch Club – Wednesdays & Fridays, 1.30pm – 3.30pm



Originally started as a tribute to a beloved neighbour, the Lunch Club has grown into a well-established community activity, now in its third year. Nouar prepares fresh, healthy, and halal meals, ensuring inclusivity for our Muslim community. Every dish is made with care and love.

Best of all, meals are completely free, helping to support residents through the cost-of-living crisis while encouraging healthier eating habits. If you often eat alone or rely on quick, unhealthy meals, this is a great way to enjoy nutritious food in good company.

We warmly welcome you to join us!

Free Sports Sessions at the MUGA – Get Involved!

Girls-Only Football Sessions Are Back!

We're excited to re-launch Girls-Only Football Sessions, starting **Monday, 28th April, from 6.00 – 7.00pm**. Open to girls aged 11 to 16, these sessions provide a fun and supportive space to train and build confidence.

We have partnered with St Matthew's FC, helping young female players develop their skills and progress into competitive football. The sessions are completely free and could lead to further training opportunities, including the chance to play in matches.

Girls from outside the estate are also welcome! For more information, contact EChristmas@lambeth.gov.uk. We look forward to seeing you on the pitch!

Back to Netball – Join the Fun This Spring!

Our first 10-week trial of Back to Netball was a great success, and we're now launching a second round! With spring approaching, it's the perfect time to get involved. Sessions restart on **Monday, 28th April, from 7.00 – 8.30pm.**

Led by England Netball-approved coach Veronica Hyatt, these free sessions are open to all women, regardless of experience. It's a fantastic way to stay active, improve fitness, and meet new people. If we have enough players, we'll organise a match day.

For more details or to join, email EChristmas@lambeth.gov.uk or call 07983 584767.



Football Kicks Sessions for Young People

Our well-established Kicks football sessions, run by Fulham FC's senior coach Christian, take place every Thursday and are split into two groups:

Ages 8–11: 4.30 – 5.30pm

Ages 12–16: 5.30 – 7.00pm

These sessions focus on skill development, teamwork, and personal growth, helping young people build confidence both on and off the pitch. Sessions are safe, supervised, and completely free. Advance booking is required. Please register at www.fulhamkicks.com.

Walking Football for Adults

Walking football takes place every **Wednesday** from **7.30 – 8.45pm** and is run by Lambeth Walkers FC.

Designed for adults, especially those aged 45+ or recovering from surgeries, these sessions provide gentle exercise in a friendly, team-based environment. Both men and women are welcome.

Sessions are free, and new players are encouraged to join. For more information, contact **Mark** at **07432 048 486**, email **team@lambethwalkersfc.co.uk**, or simply turn up on the day.



Saturday Football Sessions for U12s

Every **Saturday** from **10.00am – 12:00pm**, Bridge the Gap Studios runs free football sessions for children aged 8 to 12. Young people from across South London take part in this structured programme, designed to provide a fun and enriching experience.

Bridge the Gap also offers creative opportunities in film and drama, allowing participants to explore new interests beyond football.

For more details, contact **Tsion** at **020 3322 3013** or email **tsion.martins@bridgethegapstudios.com**.

EASTER BREEZE 2025 – *Nine Days of Fun!*

Young people aged 7–15 can join CEF Lyncx for an action-packed Easter Holiday Bootcamp! From **7th to 17th April, 10:00 am – 4:00 pm** at Windmill Gardens, enjoy arts & crafts, multi-sports, a bicycle workshop, and healthy lunches.

Places are limited and allocated on a first-come, first-served basis. For those 16+, volunteering opportunities may be available for past attendees.

SEND provision is also available for young people with disabilities aged 14–30, focusing on medium to low-level support.

To register, contact **Christian** at **07706 179 851** or **community7@CEF.org**. For SEND enquiries, reach out to **Navlet** at **07984 337 812**.

Stay on Top of the Game – Virtual After-School Study Support



CEF Lyncx offers a Virtual Study Support Programme for Key Stage 1–3 (Years 1–9), providing extra help in English (literacy) and Maths (numeracy). Sessions run **Monday to Thursday, 5:00–7:00 pm**, during term time, allowing students to learn from home with expert tutors following the national curriculum.

With small class sizes and dedicated support, this initiative helps young learners boost their skills and confidence. Limited places are available—register now!

For more details, contact **Christian Johnson** at **christian@CEFI.org.uk**.

