





ROUPELL PARK DURING THE PANDEMIC

For anyone under the age of 80, 2020 has probably been the most challenging year for the country they have lived through. For many of us our plans and dreams have been put on hold. We haven't been able to see our loved ones and sadly for some of us we have lost them.

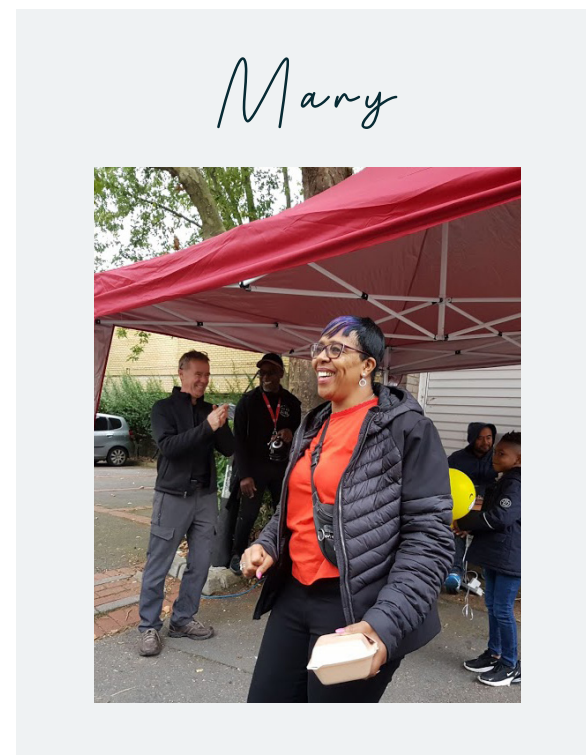
Too many people have lost their jobs or seen their incomes reduce massively. Many people are lonely and isolated. Many of us have become used to Zoom meetings, but they are no substitute for giving a loved one a hug. People's mental health has suffered, and people have delayed going to see their doctors even though they are putting their long-term health at risk.

Perhaps above all it has just been the uncertainty of what is going to happen next.

Despite this lots of people have done amazing things. It is not just the nurses and doctors but everyone else working in our hospitals. It has been the delivery drivers, the shop workers and the people working on public transport and so many more.

And here on Roupell Park we have in our own way proved ourselves to be a great community.

Let me begin by thanking all the staff. Many have continued to come onto the estate to deliver the services that you, our residents deserve and often under difficult circumstances. We have kept the estate clean and tidy. We have made sure repairs were done, including inspections to ensure that the work was done properly. We have supported both tenants and leaseholders to pay their rent and service charge by giving help and advice, only taking action where we absolutely had to. Staff have been there to take your calls to help and explain as best they could.



We have also tried to continue to support our community. Some of our services like the after-school club and youth forum have moved online. We ran successful summer and half term events to keep our young people engaged and active. We have worked to deliver food parcels to those most in need and did the shopping for some of our most vulnerable people.

All this when many of our staff faced difficult times and choices themselves and the team pulled together to help each other get through the challenges they faced.

I also need to thank all of you for your patience in these difficult times and the way in which so many of you have helped to support your neighbours. I would particularly like to thank all of you who have helped with the food deliveries and who have ensured that neighbours always have someone to talk to and turn to for help.

I would also like to thank you for your understanding of the limitations to the service that we have been able to offer. Let me assure you that we will be working as hard as possible to bring our services back to normal as soon as we are able.

In the meantime, let me wish you a very happy Christmas and a successful and safe New Year.

Chair RPRMO

Mary

PARKING RESTRICTIONS

We have been taking a lot of calls about parking restrictions on the estate in recent weeks. We have decided that because restrictions were not in place for some of the year we will extend the existing permits until 1 April. Therefore you do not need to worry about renewing your permit at the moment.

Our aim will simplify the way in which we issue permits in the future and we will encourage as many people as possible to do this electronically via our website. Of course we will deal with paper applications but this will also be dealt with in a different way.

The cost of annual permits will increase to £50 in April and that of day permits to £5 from 1 January. We will write to everyone in the new year about to apply for a permit.



KEEPING SAFE OVER CHRISTMAS

Sadly, Christmas is a time when some people take advantage of others and this is even more the case during the difficult circumstances in which we find ourselves. So, a few reminders –

- If you are having things delivered by Amazon etc make sure they do not leave it outside your home. If you are not going to be at home either arrange for it to be delivered to a neighbour or a local collection point.
- Make sure that people cannot look in and see your presents etc. Do not tempt people.
- Keep your windows and doors shut when you are not in.
- Do not let anyone into your home unless you are confident you know who they are. Any contractor we send will have an ID badge. If in doubt don't let them in. Call the office or the police.
- Remember that the biggest cause of domestic fires are candles. Never leave candles alight when you go out, make sure that curtains etc cannot be blown over them and then catch on fire, and if possible do not leave candles alight when you are not in the room. Battery operated candles are very realistic now and much safer!

EXPECT VAT CHARGES WHEN WE SEND YOU AN INVOICE

Please note that when we raise an invoice to anyone, including you our resident, we must charge VAT, as we are a VAT registered Company. If we do not include VAT on the invoice, the auditors will have our guts for garters. 😊

For example, if we charge you £40, Roupell Park will only earn £33.33 if VAT is included in the £40. Roupell will have to pay £6.67 to HMRC. (£33.33 + VAT £6.67 = £40)

Repairs



PLANNING FOR CHRISTMAS

Christmas is just around the corner and for many that comes with added financial pressures. We understand how difficult it can be to juggle the cost of presents and food in the upcoming weeks, but it is important that rent payments continue to be made.

It may be tempting to overspend at Christmas, but make sure essential bills, such as rent, water, electricity, gas and council tax, come first. It is a condition of your tenancy that your rent is always paid in advance and in full. However, if you are already in arrears and have an agreement in place with your Incomes' Officer, make sure that you stick to this agreement before you start buying gifts. The best way to make your payments is by standing order from your bank account. We are here to help with replacement swipe cards and you can make payments by calling **Albert on 07983414762.**

Get the New Year off to a good start by making sure you don't miss any payments and keep a roof over your head!

Food Project



FOOD PROJECT

As many of you will know we have for the last few months been delivering food parcels to families badly affected by the Covid 19 pandemic and some of our most vulnerable residents. The project has been very well received and in many ways a great success.

It was always our intention that this would become a community run project, although Roupell Park staff would of course continue to support it. However the length of time the crisis has lasted and changes in the circumstances of some of our volunteers means that we have had to suspend the scheme.

We would really love to start doing the deliveries again but cannot do so without help from residents on the estate. If you think you can give us 2 or 3 hours help during the day let us know and we will see what we can do.



SERVICE DELIVERY DURING COVID-19

We are having to review the way in which we deliver services on a regular basis as Government rules change. At the time of writing we have been placed into Tier 2. This may have changed by the time this is delivered, so we will continue to write to you as changes happen.

Our aim is to deliver the best and most comprehensive service we can whilst keeping you and our staff safe. The ways we will do this are set out below:

1. Coming to the office

When the office is open this will be on an appointment only basis. If you need a repair to be carried out or have any other query please phone or contact us by email. The only exception to this will be where you require a 1-day parking permit. In these circumstances we would encourage you to buy more than one to limit coming to the office.

We will also expect you to wear a mask when you come into the office. We will supply you with a single use mask if you need one. We will also ask that you use a hand sanitiser when you enter the office.

We would also ask that you come on your own to any appointment although we recognise that you may need to bring your children. If you do, they will be expected to behave appropriately and any child over the age of 11 will be asked to wear a mask.

2. Repairs

When you report a repair, we will ask you if you or any member of your family are showing any symptoms of Covid-19 or are socially isolating. If this is the case, we will only do emergency repairs.

When we are doing a repair in your home our DLO will always wear masks and gloves. We will expect you to -

- Have the area in which we are going to work clean and clear of any obstructions.
- Keep 2m from our operatives. Where possible you should stay in a separate room.
- Keep the room in which our staff are working well ventilated.

Where you do not keep to these conditions our staff have been instructed to leave your property and not to carry out or complete a repair.

CONTRACTORS

Please note, the contractors procured directly by Roupell Park are:

- a) **DLO - Milton and Alex**
- b) **Swale Heating (gas individual)**
- c) **RGE Electric**
- d) **SRS Windows**
- e) **Cosyseal Windows**
- f) **Purdy (reactive repairs) who use a variety of subcontractors, eg. Hardy Drainage**
- g) **ERND (reactive repairs)**

Additionally, there are contractors employed by Lambeth, for whom access is coordinated by Lambeth Contact Centre:

- h) **T Brown (communal heating)**

The contractor will contact you direct to make an appointment. If you contact Lambeth 'out of hours' other contractors might attend if a repair can't wait, eg. Mears (Mears will be attending to defective waterproofing on individual balconies in mid-January 2021).

Every contractor that comes to your home to carry out work must carry their ID badge. If at any time a contractor can't show you ID, do not let them in. If you want confirmation of their identity, please call our office direct on **020 7926 0214**.

DISPOSING OF FURNITURE AND OTHER LARGE ITEMS

Last year we spent more than £14,000 disposing of large items dumped in the communal areas. This year it will be more and that means we have less to spend on more important things. This is also very dangerous and poses a huge fire risk.

We have CCTV in place and we are already charging people when we see them dump rubbish and will continue to do so.

We can however dispose of your large items for you and much cheaper than the Council would charge: Sofa- £40; Cooker- £40; Wardrobe- £30; Table and chairs- £30; Fridge Freezer- £50; Fridge- £40; Washing machine- £50; Carpets- £30; Matresses and Beds- £40.

If you need us to remove things like old kitchens etc please contact us and we will give you a quote. If you do not ask us to collect the rubbish we will add 50% to the disposal costs and will, if necessary, take legal action for the recovery.

To arrange collection, please contact Brockham Drive Community Office to arrange payment on **020 7926 0214**. Please note that all payments must be made through the Community Office only and a receipt will be issued to you.



WINDOW REPAIRS

During the winter period your window locks and handle mechanisms may become stiff. You can lubricate the window catches and locks with 3-in-one oil, WD-40 or Mr Sheen.

Your assistance in lubricating the windows will be greatly appreciated as this helps to prevent more expensive window repairs in the future. Our budgets are tight, and we have greatly overspent on window repairs in this financial year. As a result, it is our intention not to undertake window repairs to every window in your home. However, we will ensure that you have at least one operational window in each room to ensure that a window can be opened for ventilation.

Coffee morning



SKY Q

If you want a Sky Q box in your home, your contract will be with Sky who are also responsible for its installation. In most cases the communal system will support Sky Q but this cannot be guaranteed and you will need to discuss this with Sky before entering into a contract.

Where the signal is strong enough Sky can complete the installation from inside your home. They do not need access to the roof, and we will not allow Sky engineers roof access. Neither will we allow any alterations to the communal aerial system.

Please do not call Roupell Park for any problems you might have with the Sky Q. this is for you to resolve with Sky independently.

FOOTBALL SESSIONS WITH FULHAM FC

Following the lockdown, Fulham FC Foundation are pleased to confirm the return of Roupell Park Kicks. The sessions will take place on **Thursdays from 5.30-6.30pm**. Due to the festive break, there won't be any sessions from 17 Dec 2020 until 7 Jan 2021. To maintain safety for all, and in line with the current legislation, the sessions will have a maximum capacity of 15 young people. All young people must book online, for each session separately. The link to Kicks can be found at <http://www.rouPELLpark.co.uk/community-projects>

Fulham staff are asking everybody to bring hand sanitiser and to check-in with the QR Codes at the session, to support the NHS Track and Trace. Any questions, including how to apply, please contact **Paul Smither: kicks@fulhamfc.com**

FOOTBALL PITCH - UPDATE

We are awaiting full planning approval from Lambeth Planners and are progressing with our funding application to secure the full amount needed for the renewal of our football pitch. Watch this space in 2021; we will come back with more detailed information as we progress.

KEEP-FIT SESSIONS FOR YOUNG PEOPLE WITH SEND

Exercising is very important for the health of our young people, including those with disabilities. In partnership with CEF Lyncx, we have developed a keep fit programme: fitness, fun and games for young people who have Special Educational Needs and Disabilities (SEND). The Programme will run virtually **every Saturday from 12 - 2pm from 5 December 2020**, which means that you or your child will be able to exercise in the safety of your own home. The sessions will stop for the festive break and will recommence in the new year on 16 Jan 2021. The sessions are FREE of charge, but we are asking for your committed attendance. If you would like to join, please contact **Navlet on 07706 179 851** or register on cefi.org.uk.



MORLEY COLLEGE SEATED PILATES COURSE IN 2021

In partnership with Morley College, we are able to run a six-week online Seated Pilates course; on **Thursdays at 2pm - 3pm, from 21st January - 25th February** (no half-term break) The course is free of charge, so all you need is Wi-Fi and a laptop or smart phone.

The course is aimed at all age groups including those with limited mobility and the elderly. It will help you develop muscular strength and flexibility. It not only works the core and legs in a way that positively affects balance, but it also mobilizes all major joints. A part of the class is set to music and repeated every week to develop coordination and cognitive function. The breathing exercises and stretches at the end of the class might help reduce stress and bring a sense of calm and focus.

If you are interested, then please apply online by dropping an email to **Eva at EChristmas@lambeth.gov.uk** or call on **07983 584767**.

We will then send you your log-in details, a week ahead of the start date of the course.

YOUTH FORUM

At Roupell Park, we are committed to including young people's voices in everything that we do. This is why we have been working closely with CEF Lyncx to develop our youth voice via the Youth Forum, which has been active for the past few years.

The Youth Forum has been meeting virtually for the most part of this year, via Zoom. The meetings are held every second Tuesday of each month where young people come together and talk about things that really matter to them and their community. We want more young people to join the Youth Forum, to ensure that their voices are heard and that what matters to them is included in our future plans. We would like every young person to register, as this is a good platform for accessing other things such as work practice, courses, workshops, and half-term activities. For anyone who is aged 12 years and over and would like to join, please contact **Christian Johnson on 07706 179 851**. There is going to be a Christmas meal for the Youth Forum, as a **'thank you'** and in recognition of their ongoing commitment over the past year; the date will be decided at the next meeting on 8 December. It will most likely be in the form of a take-away, delivered to each person's home address, given the current restrictions.

VIRTUAL STUDY SUPPORT FOR YOUR CHILD

Sessions have been and remain virtual, for the most part of the year. For some this is a plus, whereas others cannot wait to go back to 'normal'. But, being on Zoom seems to be the new normal so, if you haven't embraced it yet, perhaps now is the time to do it.

The study programme offers supported learning in literacy, numeracy and science on your screen, in your home. The only prerequisite is to be a Lambeth resident, which you are, given the fact that you live on Roupell estate, and to have an email address and access to the internet; the sessions are FREE of charge to you. You can choose which day of the week suits your child best, as the sessions run on **Mondays, Tuesdays, Wednesdays, and Thursdays, from 5 - 7pm**.

The virtual model has proved to be a great success. Firstly, it enables more young people to take part from the comfort and safety of their own homes; it involves parents in the process to a much greater extent, given the fact they are responsible for the child's behaviour during the sessions. It enables younger siblings to take part - so altogether, it is more of a family affair. It has also helped those families who had initially struggled to become more familiar with the whole digital approach, so they are now more able to use it to their advantage.

The last session for this year will be on 10 December and, in the new year, the sessions will resume in the week commencing 11 January 2021. To apply, please contact **Navlet Williamson on 07706 179 851** or register on cefi.org.uk. There are still a few spaces available.

COFFEE MORNING GROUP

The coffee morning group has been temporarily suspended, despite the fact that the lockdown measures have been lifted, as we are still operating in a high risk Covid environment. We are in the process of testing a virtual coffee morning. If you'd like to take part, do send us your email address, to **EChristmas@lambeth.gov.uk**, and we will forward an invitation. It will take place on **Tuesday mornings, from 10.30am until 11.30am**.