





## Respecting your neighbours

Changes in the way in which we live mean that many of us are at home more and therefore hear and see more of what is going on around us. This has led the Housing Ombudsman to offer new guidance on the way in which complaints of noise nuisance are handled and ideas as to how they are dealt with. The first thing that the Ombudsman is clear about is that most noise nuisance should not in most cases be classed as Anti-Social Behaviour and that a separate policy should be produced to deal with this. Roupell Park will be doing so over the next couple of months, and we will be consulting you about its contents. Noise nuisance is often about how we experience the noise that comes from day to day living. So, when thinking about how we behave we need to think about the affect it is having on our neighbours. All the same, if you are experiencing noise nuisance you need to consider whether that noise is avoidable given that Roupell Park consists largely of flats. People need to use their washing machines. Children play and they will cause noise. People do play music and watch television. Sometimes in just ordinary circumstances you will be able to hear noise that



bothers you, because of its nature, if it's intermittent or constant, high or low pitched. The main question is, when is the noise happening? What might be reasonable at 6.00pm is not necessarily acceptable at 10.00pm or 6.00am. And if someone is working nights then we need to think about what we are doing and how it will affect our neighbours. How often does the noise occur? It is not a problem to have an occasional party but let your neighbours know it is happening. Make sure you end it at a reasonable time so that people are not disturbed when realistically they and their children will want to be asleep. We need to have regard as to how sound is transmitted and what we can do that will reduce that

transmission. One of the things that has the greatest impact is where residents have put down wooden and laminate flooring. This acts like a drum and magnifies impact noise, however much insulation you place under it. It is a breach of the Lambeth tenancy agreement to put down solid flooring. In addition, leaseholders are obliged under the terms of their lease not to cause nuisance. In no circumstances will we ever give permission to lay solid flooring and if we get complaints of noise nuisance, we will expect it to be removed and replaced with carpet. If necessary, we will enforce this, using injunctions. However, the key here is about having tolerance and understanding about the affect you are having on your neighbours and whether the noise is reasonable. You do not have the right to live in silence. If you have a problem the best thing to do is to speak to your neighbour. They might not know the affect they are having on you. If you report a problem to us, we will not deal with it if you want to remain anonymous. Our first approach will be talk to everyone concerned. If we can't do that then we cannot do anything. We will also encourage people to undergo mediation. Sit you down in a room together to see if we can come to an agreement. This is unlikely to lead to a perfect solution, but rather to a compromise so that you can live more easily together.

## Pay your rent and service charge on time this Christmas

We know how hard it is, and it may be Christmas, but please remember to pay your rent and service charge! This is not to tell you to stop buying presents or hosting your family at Christmas, but please do budget ahead so that all your essential payments come first. It is a condition of your tenancy that your rent is always paid in advance and in full.

Missing rent and/or service charge payments during December and January means that you will start the New Year with arrears. Once you are in arrears it





is often difficult to clear them as we will expect you to pay extra each week to do so. Our housing officers will always seek to make an arrangement with you to clear your arrears but, if you break the arrangement we already have with you, we will have no option but to take legal action against you. This could lead to you losing your home and incurring court costs and having a money judgement taken out against you. Not only does this mean you will go further into debt but may prevent you from getting credit in the future.

If there are any changes in your circumstances that may affect your Universal Credit entitlement, make sure you update your claim quickly, so

that your monthly income is adjusted accordingly. Please also let the office know so that we can help where we can. It may avoid us having to take legal action against you. If you wish to discuss your rent account in more detail, please call **Albert**, your rental income officer, on **020 7926 0214**.

At the end of the day, we want you to enjoy your Christmas and New Year celebrations. In this way you're off to a good start in the New Year! The best way to pay your rent is by direct debit from your bank account.

**RouPELL Park Group Email subscriptions £50 voucher to be won**

We are broadening the ways in which we communicate with you, so that the information we send out to you is faster, more tailor-made to your needs, is easy to deliver at no extra cost in staff time, and enables us to provide you with information at short notice. An example of the benefit relates to a breakdown of services (say, heating or hot water), where email allows us to keep you informed of actions on an almost 'live' basis. So, if you haven't already done so, we are inviting you to subscribe



to our email system. At the time of us writing this newsletter, we now have 102 subscribers. But, for our communications to be effective, we need much more. To help attain our next target, when we reach our 200 th subscriber, we will have a lucky dip in which one of our resident subscribers will win a £50 Amazon voucher. The lucky winner will be notified, unsurprisingly, via email. If you change your mind and you no longer want to remain subscribed, you can always tick the unsubscribe button which you can find at the bottom of each email sent to you. Clearly, we do not want to see you go. Please subscribe by visiting our website: <http://www.rouPELLpark.co.uk/content/resident-survey>

**Christmas safety measures**

We really hope you enjoy your Christmas celebrations after yet another difficult year. Please consider safety measures over the holiday period to ensure you stay safe in your home. 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. Other considerations include:

- Please check your Christmas lights to make sure that they have the British Safety Kitemark and that there are no signs of burning around the plugs. Turn any lights off and unplug them when you go out or go to bed. Please do not decorate communal areas.
- If you have old Christmas lights, consider replacing them with newer LED ones, which meet much higher safety standards, don't get as hot, and are cheaper to run.
- Keep decorations and cards away from fires and other heat sources such as light fittings.
- Don't leave burning candles unattended – make sure you put them out before going to bed – and do not

- put candles on Christmas trees.
- Check children's gifts are for the correct age group and from reputable retailers, and that they comply to safety standards.
- Check to see if toys need batteries, never use the batteries from a smoke alarm.
- Look out for small items that young children could choke on, including parts that have fallen off toys or from Christmas trees, button batteries, and burst balloons.
- Give yourself enough time to prepare and cook Christmas dinner to avoid hot fat, boiling water and sharp knife accidents that come from rushing and keep anyone not helping with dinner out of the kitchen. Wipe up any spills quickly.
- Falls are the most common accidents so try to keep clutter to a minimum. Make sure stairs are well-lit and free from obstacles, especially if you have guests.
- Make sure you extinguish cigarettes properly and don't smoke when tired.

### Beware bogus callers

Sadly, over Christmas there are people who want to exploit people by betraying their trust and stealing from them. Do not let anyone in your home unless you know who they are. All our staff and our contractors working on the estate, will have their photo ID badge. If they don't have them just close the door and call the office and we will verify. If you are having things delivered, make sure that the delivery company do not just leave items outside your home. If you are not going to be at home either arrange for a delivery to a neighbour or a local collection point. Make sure your doors and windows are shut when you are not in and that people cannot look in and see your presents; do not keep them close to windows.



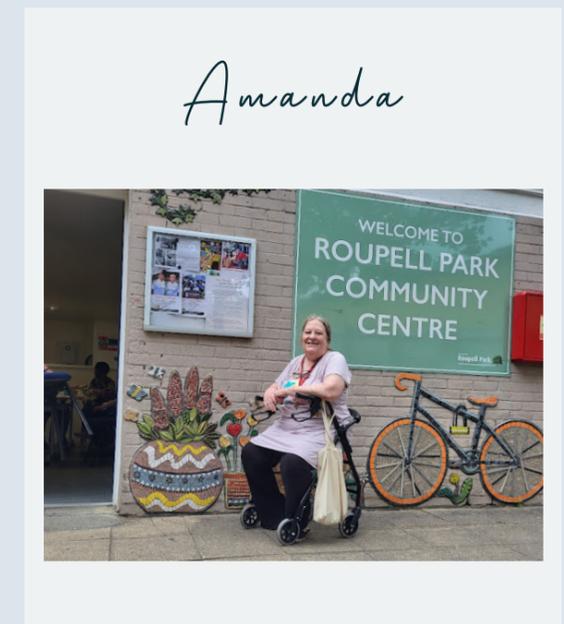
## Community updates

### Keep-fit Fridays

On Friday mornings at 11.15am there is a seated keep-fit class in the Community Hall, run by Linda. Linda is a Roupell Park resident and retired teacher, so now she wants to give something back to her community, by way of teaching a regular yoga session, which she very much loves herself. The class is a mixture of yoga, strength training (using weights), cardio and stretching, all to music. This class is a great way to improve overall fitness, increase flexibility and strengthen muscles. It is suitable for all ages and abilities. It's a great way to meet new people and have fun. Please come and give it a try. Younger residents might benefit, too; all those 18 and over are invited to come along. This session is FREE of charge.

### Coffee morning on Tuesdays

The coffee morning meets on **Tuesdays from 10.30am until 12pm**. The last date for this year is **20th of December**. The main purpose is to promote social interaction over a cup of coffee and a cake. Often, they do painting and craft activities. Linda, one of the residents, often brings her paints and teaches



others how to express themselves artistically, whilst adopting new techniques. Even those who cannot paint are enjoying this new skill. A Christmas pub lunch is planned in January, to beat the January blues. If you want to qualify, you must attend at least one of the meetings before mid-January 2023.

### Tribute to Amanda Knopp

Sadly, on the 25th of November, we lost one of our long-standing residents, Amanda Knopp, in the 68th year of her life. Amanda had lived on the estate for over 50 years. She was an active member



of the coffee morning group and loved spending time with us and other elderly residents who became her good friends. I never heard her say anything bad about anybody and I am glad I was her friend. Amanda was also a valuable Board member, a great contributor, and always had something useful to say. She was highly educated, and her life experiences were most unusual, which made her an interesting person to talk to. Her health had been frail for some years now, but Amanda didn't lose her vivacious spirit. We will all miss her very much.

**Molly Sinclair**, resident and chair of the coffee morning group.

### Christmas Hampers for the elderly and vulnerable

This Christmas, Roupell Park Board will again be providing Christmas hampers for our elderly residents. Each hamper will be delivered to the allocated address in person, by one of the Board members. The main aim is to give something back to our lovely elderly population, as an acknowledgement of their contribution to our community, and to wish them Merry Christmas in person. Currently, delivery dates are planned to commence on 5th

### Festive gathering



December. If the resident is not at home at the time of the visit, the Board member will arrange for the hamper to be re-delivered on an alternative date.

As the festive season comes with a lot of extra costs, which can make it a difficult time for some of our more vulnerable residents, The Board has taken the decision to deliver extra hampers to our most vulnerable families too, to alleviate some of those financial pressures.

### Walking Football Open Day in the New Year

Fulham FC Foundation are hosting an open day on **Monday 23rd January, from 1pm to 2pm** to try out Walking Football; a game which is played at walking pace. It's aimed at adults, aged 18+, of all abilities. Whether you've played football before or not it doesn't matter as this session caters for all levels. It is good for anyone with mobility issues, who is unable to run due to injuries, or prefers to play sport at a slower pace. You don't have to sign up, you can just just turn up at our multi-use games area (MUGA) and try it out on the day! If we get a good attendance, we will introduce walking football as a weekly session, available to all free of charge.

### Game of boccia



Walking Football will be followed by a hot drink at our Community Centre and for a chat with the coaches. Those who wish to stay for a Chair exercise session are most welcome, it starts at 2.15pm. Again, newcomers are particularly encouraged to join in on this day.

### Chair exercise every Monday afternoon with Fulham FCF

Join Fulham FC Foundation every Monday at Roupell Community Centre, **from 2.15 until 3.45pm** for a cup of tea and a quiz followed by some light chair-based exercise to get you moving for the week ahead. The FFCF expert coaches facilitate a range of activities and exercises throughout this fun session including games, such as Boccia. Boccia is a precision ball sport, like bowls but the ball itself is smaller and light. It always gets the competitive spirit out of the participants. More adults of all age groups (18+) are invited. There's no need to sign up, just turn up and join in! We promise, you will love this session. The last session will be held on **Monday 19th December** and the first one in the New Year will be held on the **9th January**.



## Organised football sessions for young people

### Fulham Kicks Thursdays

There are two sessions taking place on **Thursdays**: The Fulham FCF Kicks Football sessions for Juniors, for 10 – 14 year-olds, takes place **from 5.30-7.00pm**, and another follows on, Fulham FCF Kicks Football for Seniors, which is for 15-18 year-olds, and takes place **from 7.00 – 8.30pm**. These sessions have two coaches and are geared to improving your game and learning the principles of team play. To register, you must use Fulham’s online portal: <https://fulhamkicks.com/sessions.htm?venueid=240>



In addition, Fulham FCF are hosting Holiday Kicks from the **19th - 21st December**, at Ferndale Community Centre; these sessions also include free lunches. The last session this year will be held on the 21st December. Sessions will resume on 12th January 2023.

### Girls-Only Football - Brixton Hill Kicks

Time: **Wednesdays, 5.30 - 7.00pm**  
Age group: 10-18 years

A combined session with the St Matthew’s Project and Fulham FCF, these sessions promote **girls- only football**. Players of all abilities are welcome to join in for an hour and a half of coaching and 3 competitive 6-a-side-games. For those looking to progress, this can offer a direct route into the SMCF U15s team and the AFC Wimbledon Academy. How to register? Please use Fulham’s online portal: <https://fulhamkicks.com/sessions.htm?venueid=240>

For more information, contact **Dwight on 07535 891 133** or email [dwightbarnett28@hotmail.co.uk](mailto:dwrightbarnett28@hotmail.co.uk).

### NEW SESSION!

### Mondays - Community Football for girls and boys: 7 – 11 years of age

This session follows on from the High Trees Primary school football session, and is led by the same coach, Patricio. Patricio is also the chairman of the Brixistane Football Club, which is based in Brixton. Patricio lived on Roupell Park estate throughout his formative years, and on this very pitch he made his first football steps. He is very passionate about giving something back to his community. Patricio will teach young children, between the ages of **7-11 years**, not only football skills but how to apply the principles of fair play and collaboration on the pitch, as this is what it takes to get the best results. The session is **FREE** of charge.

### NEW SESSION!

### Tuesdays Football for younger children from 5.30 – 6.30pm

We have agreed to trial a programme on Tuesday evenings with the Unity Football Club, who are based in Kennington. The club is run by parent volunteers and the sessions are led by fully qualified

coaches. The football session **from 5.30 - 6.30** is for children who are **6 – 9 years** of age, to teach them their first steps, and is open and free of charge to residents. The session that follows on, **from 6.30 - 7.30pm**, is for their Club children only, who are **9 – 12 years** of age. Even so, they might be able to accommodate a few young people from Roupell Park Estate. There is no need to register, but just turn up on a first come first served basis. A maximum of 15 children can take part in any one session.

### Winter Breeze Camp 2022 with CEF Lynx

In partnership with CEF Lynx we are providing 8 days of boot camp for young people from **7 – 16 years** of age. The camp is held at Windmill Gardens, SW2 5DA which is just across the road from our estate. The activities include arts and crafts, multi-sports and games, youth enterprise workshops and much more. A **FREE** healthy lunch is provided for all every day of the camp. Registrations are now open. To register, email: **#Winter-Breeze 2022** to [COMMUNITY7@CEFI.ORG.UK](mailto:COMMUNITY7@CEFI.ORG.UK)

For further enquiries, contact: **Christian on 07706 179 851**. The spaces are allocated on a first come first served basis and are free of charge to you.



We will be restricting opening times over the Christmas period, and these are set out below:

**Friday, 23 Dec** office hours are 10am – 1pm. Phones 9am-1pm. Repairs to out of hours after that.

**Monday, 26 Dec** – Boxing Day Closed

**Tuesday, 27 Dec** – Bank Holiday Christmas Day Closed

**Wednesday, 28 Dec** – Office hours are 10am - 4pm. Phone hours are 9am – 5pm.

**Thursday, 29 Dec** – Office hours are 10am - 4pm. Phone hours are 9am – 5pm.

**Friday, 30 Dec** – Office hours are 10am – 1pm. Phones 9am-1pm. Repairs to out of hours after that.

**Monday, 2 January** – Bank Holiday Closed

**Tuesday, 3 January** – Normal opening hours resume 9am – 5pm

During this period, we will be dealing with emergency calls only. If you have a repair when our phone lines are closed, you should call the Council out of hours number on **020 7926 6000**, including if you have a problem with the communal heating and hot water system. If you have a fault on your individual heating system, you should call Swale Heating on **01795 477098**.

Parking over the festive period – We have suspended parking enforcement on the estate from **Friday, 23 December until Tuesday, 3 January**.

**WORKING** *together* **TO PROVIDE** *high*  
*quality* **HOMES AND CREATE A FAIR,**  
**STRONG AND SUSTAINABLE** *community.*

