



Housing

News for Royal Greenwich tenants and leaseholders

Summer 2018 Issue 4

YourVIEW

launched – sign up to have your say.

The Council wants your views on how your home, your estate and your neighbourhood can be improved. The YourVIEW campaign aims to recruit a pool of tenants and leaseholders who are keen to give their views and work with the Council to shape and improve the Royal Borough’s Housing Services. So join up to have your say on improving the quality of homes, the services you receive, safety and the environment you live in. Taking part in YourVIEW is also a great chance to make a difference to your community, meet new people and gain extra skills.

There are many different ways to get involved and residents can choose how much time they can give. Opportunities on offer include:

- spot checks of services
- estate walkabouts
- meetings and workshops
- surveys
- online document checking.

Residents from all backgrounds and ages are also being invited to become tenant representatives, so turn to the back page for more on this role.

How do I get involved?

Joining YourVIEW is easy so make sure your views count and sign up now by visiting: www.royalgreenwich.gov.uk/yourview or emailing: yourview@royalgreenwich.gov.uk or calling 0208 921 5149. Alternatively fill in the YourVIEW leaflet and return it to one of the drop-off points.

Glyndon Community Orchard



Pupils from Foxfield Primary School helped plant out a scrumptious addition to the Glyndon Estate. The Glyndon Community Orchard which features 50 fruit trees was part funded by the Council and the London Mayor’s Greener City Fund.

Talk Housing



As the new Cabinet Member for Housing I joined the Royal Borough's newly elected Leader, Councillor Danny Thorpe, as he met residents on the Glyndon Estate in Plumstead as part of a borough wide tour on his first day in office.

Housing remains a key issue for many people in the borough – as it does across the Capital. The visit was hugely informative and it reinforced my view that the best way to drive forward improvements to our housing services is to listen to what you, our tenants and leaseholders, have to say and to show that we are acting upon your concerns. As we walked around the estate, residents pointed out a number of issues that were of concern to them. As a result of their input, I have already ensured that we will regularly clear gutters at all Council homes across the borough. I will make sure we start a programme of redecorating internal staircases as part of our proactive works to ensure everyone has a place to live which they can be proud to call their home.

The Council is doing all it can to ensure that we can increase the number of homes we can make available for local people. One of the ways we are doing this is through a new Housing Delivery Board which will work to identify new locations that we can use for building social housing. In recent years we have built new Council homes on a number of garage and other unused sites on estates but we now want to increase this program. You can help us deliver more homes by identifying sites on estates which could be converted for housing use.

Listening to the views of tenants and leaseholders has to be at the heart of everything we do which is why we have launched the YourVIEW campaign. The campaign, covered in this issue of Talk Housing, features a whole host of ways people of all ages and backgrounds can get involved and have their say.

I look forward to meeting many more of you in the coming months and working with you to improve our estates and housing stock.

Feel free to email me on

chris.kirby@royalgreenwich.gov.uk

or message me on twitter [@ccakirby](https://twitter.com/ccakirby)

Chris Kirby

Cabinet Member for Housing



Universal Credit – are you IT ready?

It is now more important than ever that residents get their IT skills up to speed with the roll out of Universal Credit (UC).

From July, in the Deptford SE8 and Lewisham SE13 postcode areas, and from October in the rest of the borough, residents applying for six working age means tested benefits will be directed to claim UC. Visit www.royalgreenwich.gov.uk/universalcredit for more details.

Claims for UC are made and managed online using a smart phone, tablet, laptop or computer with internet access.

There is FREE support available across Royal Greenwich provided by the following organisations, to help you make your claim and improve your IT and other employment skills:

- Job Centre Plus provides support and advice. Speak to your work coach at Forest Hill, Woolwich or Bexleyheath Job Centres.
- Learn My Way IT training sessions are available at libraries. For information drop into your local library, call: **020 8854 8888** or visit: www.royalgreenwich.gov.uk/libraries
- Go Train - IT and employment skills training. Call: **020 8854 1935** or email woolwich@go-train.co.uk
- Greenwich Local Labour & Business (GLLaB) offers support for residents to access jobs and training. Call **020 8921 2440** or visit: www.royalgreenwich.gov.uk/GLLAB
- The Point provides support for young adults (up to 20 years or 25 if vulnerable) Call **020 8921 8224** or email: early-help-refer@royalgreenwich.gov.uk



Cycle storage units are being installed on estates across Royal Greenwich. Like to have one on your estate? Email: central-neighbourhood-office@royalgreenwich.gov.uk

Bin it, don't block it.

Remember never throw away fats, oils or grease down sinks and drains as they solidify and cause blockages. In extreme cases giant 'fatbergs' can be formed from fats combining with wipes, nappies and sanitary items which can block main sewers. Need help to clear drains? Call **020 8921 8900**.

First World War centenary blooms



Children and residents joined the Council Park's staff to create 'ribbons' of poppies on housing estates across the Royal Borough. The mass planting project is part of the Royal British Legion's commemorations to mark the centenary of the end of the First World War.

Tackling Hate Crime

If you believe you have been a victim of a hate crime or if you witness an incident remember that support is at hand.

The Greenwich Inclusion Project (GrIP) works to make the borough a more harmonious place and provides support for victims of all forms of hate crime.

Hate crime occurs when an individual is targeted simply for being who they are. This could be due to their race, faith, nationality, sexual orientation or because of

a disability or mental health issue. The crimes can take the form of verbal abuse, physical assaults or attacks on property.

To contact the GrIP call **020 3747 9864**. Hate crimes can also be reported to housing officers or the police by calling 101 for a non-emergency however in an emergency always call 999.

Summer fun

The festival season is in full swing across Royal Greenwich bringing a host of free open air entertainments and performances to a park and open space near you.

- 14 July – SummerFest in Rockcliffe Gardens, Plumstead, 12-5pm
 - Party in the Park in Queenscroft Gardens, Eltham, 12-5pm
- 15 July – Family Fun Day in Avery Hill Park, Eltham, 12-4pm
 - Plumstead Live! on Plumstead Common 3pm-8pm
 - Summer Sunday Music in Well Hall Pleasaunce, 3pm-5pm
- 22 July – Concert in the Park at Eltham Park South, 3pm-4:30pm
 - Summer Sunday Music in Well Hall Pleasaunce, 3pm-5pm

To find out more, visit parksfest.org

Be considerate to your neighbours

Summer brings longer warmer days for everyone to enjoy outdoor activities but along with soaring temperatures noise levels can also rise. Please be considerate to other residents and remember to keep the music down particularly between 11pm - 7am. Contact the Council's Noise team on **020 8921 8921**.

Experts to check fire safety

Specialist fire risk assessors are working with the Council to carry out fire safety reviews of the Royal Borough's 95 high-rise residential blocks.

The Council has appointed Savills to undertake this year's annual fire risk assessments to provide further reassurance to residents following the Grenfell Tower fire tragedy a year ago.

The consultants will carry out independent Fire Risk Assessment reviews of all the Royal Borough's high-rise buildings in support of the work of the Council's in-house Fire Safety team. The reviews aim to give reassurance that all the Royal Borough's high-rise buildings comply with current fire safety regulations. Escape routes, access arrangements for the emergency services, fire signage, fire doors, fire door closers and emergency lighting are all to be checked in the reviews. The findings of the reviews will be published on the Royal Borough's website with the first to be posted during the summer months.

In the weeks following the Grenfell Tower fire, last June, the Council reviewed all the fire risk assessments for its high rise buildings which are carried out at least once a year. The London Fire Brigade also carry out their own checks. The Council remains committed to following all recommendations arising from the ongoing investigation into the Grenfell Tower fire in Kensington. Residents can help with fire safety by ensuring that they have a working smoke alarm in their property and by making sure the closing devices on front entrance doors and communal fire doors are not prevented from working. Visit: www.royalgreenwich.gov.uk/firesafety

Get involved and have your say

YourVIEW – what the tenant reps say:

• Estate walkabouts

Join your local councillors and repairs and caretaking officers for a walkabout on your estate.

“Who better to point out needs than those who live there? So far we have achieved a much needed handrail and a desired path to be tarmacked. Attend and see what you can do.”

(Sandra)

• Online Reading and Communications Group

This online reading group is helping us to produce better and clearer publications.

“Being involved with the group has improved my knowledge of how the Council works and has given me an opportunity to voice my opinion on a variety of subjects” (Pauline)

“I am disabled so to be able to have my views taken into consideration is good as it is not possible for me to get to meetings.” (Irene)

• Your Local Housing Panel

The panels meet four times a year and provide a great opportunity for residents to give their views on housing services.

“I feel that I have a say about what happens in my area through attending my local housing panel. I’ve become more confident in myself and my ability to speak up at meetings.”

(Helen).

Caretaking Survey

Thanks to everyone who took part the results are being used to improve our services. Visit: www.royalgreenwich.gov.uk/caretakingcharter

For weekly news updates on issues relevant to tenants and leaseholders sign up at: www.royalgreenwich.gov.uk/alerts

Pride of the Royal Borough

Three women who have made outstanding contributions to housing services have been honoured with the Royal Borough’s highest accolade. Pauline Webb, Bridget Perry and Alison Cullen were among the Civic Awards 2018 winners. Tenant Pauline Webb, who has served as the chair of Housing Panels for nearly two decades, was recognised for her substantial volunteer work. Bridget Perry was honoured for her work with the Armada Community Project which serves the residents of the Hughesfield Estate in Deptford. Alison Cullen won the award for her work as a Housing Panel chair and as a borough wide representative.



Better Together



Residents are invited to discuss the topic “Feeling Safe” and will be able to meet key people from the Council at Better Together meetings this month.

- Eltham, New Eltham and Shooters Hill Tuesday 17 July from 6.15pm until 8.45pm Eltham Centre, 2 Archery Road Eltham SE9 1HA
- Blackheath and Greenwich Monday 23 July from 6.15pm until 8.45pm. The Forum at Greenwich, Trafalgar Road Greenwich, SE10 9EQ
- Charlton, Kidbrooke and Woolwich Tuesday 24 July from 6.15pm until 8.45pm Charlton House, Charlton Road, Charlton SE7 8RE

Visit www.royalgreenwich.gov.uk/bettertogether or call 020 8921 5585

Got an idea of what you would like to see in Talk Housing?
Contact: participation@royalgreenwich.gov.uk

If you do not wish to receive Talk Housing please call 020 8940 0666 or email info@londonletterbox.co.uk



Remember you can pay your housing charges online using a debit or credit card at www.royalgreenwich.gov.uk/pay

You can also check your housing charges and account on line. To register for this service go to www.royalgreenwich.gov.uk/housingselfserviceguide