

# Talk Housing

News for Royal Greenwich tenants and leaseholders

## WELCOME

Welcome to Issue 20 of the Talk Housing newsletter, packed with information for tenants and leaseholders. We hope you enjoy it and if you have any feedback or ideas for future editions we would love to hear them.

Please email [community-participation@royalgreenwich.gov.uk](mailto:community-participation@royalgreenwich.gov.uk)

SUMMER 2022 ISSUE 20



## Support in Crisis

### Inside

3. 20 Issues of Talk Housing 4. Support when money is tight 6. Greenwich Builds 8. Caletock Estate street party

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ROYAL *borough of*  
GREENWICH

## 5 minutes with Pat Slattery



I'm so proud to be Royal Greenwich's new Cabinet Member for Housing, Neighbourhoods and Homelessness. Having been brought up on the borough's housing estates, I know the importance of a safe, secure and good-quality home.

I am also conscious that with over 20,000 people currently on our housing waiting list, it is vital that we increase the supply of affordable housing, something we are working hard to achieve through our Greenwich Builds programme and maximising the number of homes affordable to local people in private developments.

When it comes to repairs, we are catching up on the backlog caused by Covid-19 and are working on major efficiencies to the service which should bring big improvements over the next couple of years. I can't wait to get to work with the Council's housing team, and build on all the work already started.

As well as being my first issue, this is the 20th edition of Talk Housing. Looking over past issues it's great to see how much has been achieved in the last five years, from work to tackle the climate emergency to the building of hundreds of new Greenwich Builds council homes.

We hope you have found it a valuable and entertaining resource, and that you will continue to read and find the information here useful.

Finally, we know that everyone across our borough – and the UK – is feeling the impact of the cost-of-living crisis. The Council will do everything we can to support you, whether you are struggling to make ends meet or are experiencing difficulties with your mental health. You can find information about services offered and organisations to contact on pages four and five.

### Pat Slattery

Cabinet Member for Housing, Neighbourhood and Homelessness

# 20 Issues

We are proud to announce that this is the 20th Issue of Talk Housing! Here are a few snapshots of our favourite front covers over the years.

Talk Housing is a key way that we communicate our housing updates to residents across the borough.

We hope you enjoy our 20th Issue and continue to support and read Talk Housing.



# News of Talk Housing



**WELCOME**

Welcome to Issue 18 of the Talk Housing newsletter, packed with information for tenants and leaseholders. We hope you enjoy it and if you have any feedback or ideas for future editions we would love to hear them.

Please email [community-participation@royalgreenwich.gov.uk](mailto:community-participation@royalgreenwich.gov.uk).

**Talk Housing**  
News for Royal Greenwich tenants and leaseholders

WINTER 2021 ISSUE 18

**Tackling climate emergency**

**Inside** | 3. Huge investment to our council homes 4. Reimagining housing services 6. Greenwich Builds

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ROYAL borough of GREENWICH

**WELCOME**

Welcome to Issue 14 of the Talk Housing newsletter, packed with information for tenants and leaseholders. We hope you enjoy it and if you have any feedback or ideas for future editions we would love to hear them.

Please email [community-participation@royalgreenwich.gov.uk](mailto:community-participation@royalgreenwich.gov.uk).

**Talk Housing**  
News for Royal Greenwich tenants and leaseholders

WINTER 2020 ISSUE 14

**Keeping You Safe**

**Inside** | 3. You said we listened 4. Keeping you safe 6. New build 7. Reporting a Hate Crime

@royal\_greenwich | royalgreenwich  
[www.royalgreenwich.gov.uk](http://www.royalgreenwich.gov.uk)

**WELCOME**

Welcome to Issue 8 of the Talk Housing newsletter. We have packed the newsletter with information for our tenants and leaseholders and hope that you find it enjoyable to read. We would love to have your feedback and ideas for future editions.

Please email [community-participation@royalgreenwich.gov.uk](mailto:community-participation@royalgreenwich.gov.uk).

**Talk Housing**  
News for Royal Greenwich tenants and leaseholders

SUMMER 2019 ISSUE 8

**The Great Get Together**

**Inside** | 3. Investing in your home 4. Life on the Barnfield Estate 6. A review of the year

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ROYAL borough of GREENWICH

**WELCOME**

Welcome to Issue 10 of the Talk Housing newsletter. We have packed this newsletter with information for our tenants and leaseholders and in celebration of our 10th edition, we've included 10 fun things to do in the New Year. We hope you enjoy it and if you have any feedback or ideas for future editions we would love to hear them.

Please email [community-participation@royalgreenwich.gov.uk](mailto:community-participation@royalgreenwich.gov.uk).

**Talk Housing**  
News for Royal Greenwich tenants and leaseholders

WINTER 2020 ISSUE 10

**Happy New Year!**

**Inside** | 2. Residents Satisfaction Survey 4. Borough Wide Housing Panel 6. Check out our online board

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[www.royalgreenwich.gov.uk/housing](http://www.royalgreenwich.gov.uk/housing)

ROYAL borough of GREENWICH

## The rising cost of living is affecting communities across the borough.

Find out what support you can get by visiting [royalgreenwich.gov.uk/cost-of-living-help](https://royalgreenwich.gov.uk/cost-of-living-help)



  
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## Support when money is tight. We are here for you.

£

### Struggling to pay debt?

If you are struggling to pay your debt off and need support, you can get free face-to-face welfare benefits and debt advice from the Council at weekly drop-in sessions, called Advice Hubs, across the borough. For more information on when and where to find your nearest hub, visit

[royalgreenwich.gov.uk/advicehubs](https://royalgreenwich.gov.uk/advicehubs)

You can also get advice from the following websites:

- The Money Advice Helper: **0800 138 7777** or visit [moneyhelper.org.uk](https://moneyhelper.org.uk)
- Citizen's Advice Bureau: **020 8278 7965** or visit [citizensadvice.org.uk](https://citizensadvice.org.uk)
- Debtfree London: **0800 808 5700** (freephone) or visit [debtfree.london](https://debtfree.london)
- The National Debt Line: **0808 808 4000** or visit [nationaldebtline.org](https://nationaldebtline.org)



### Energy bills support

If you are struggling with gas and electric bills – these websites include helpful information on what to ask for when contacting energy provider, including if you have a prepayment meter.

- [citizensadvice.org.uk](https://citizensadvice.org.uk)
- [fuelbankfoundation.org](https://fuelbankfoundation.org)

Residents who are over 60, caring for a young or vulnerable person or having problems paying their winter *fuel* bills could be eligible for support from Stay Warm Stay Safe. Find out more:

[royalgreenwich.gov.uk/staywarm](https://royalgreenwich.gov.uk/staywarm)



## Help with food costs

### Food bank

Food bank vouchers are given out by many organisations in the borough including various council departments, the jobcentre and LiveWell Greenwich. A voucher for the food bank is given in an emergency when you do not have sufficient food to manage. Find out more by visiting [greenwich.foodbank.org.uk](https://greenwich.foodbank.org.uk).

### Free School Meals

You may be able to get free school meals, school clothing grants or school journey grants for your child. Find out more at [royalgreenwich.gov.uk/freeschoolmeals](https://royalgreenwich.gov.uk/freeschoolmeals)

### Holiday Meals

Free meals are available throughout the school holidays for any child that needs one. Find out more: [royalgreenwich.gov.uk/holidaymeals](https://royalgreenwich.gov.uk/holidaymeals)

### Healthy Start

If you're more than 10 weeks pregnant or have a child under four, you may be entitled to get help to buy healthy food, milk and vitamins to promote good health. Find out more by visiting [healthystart.nhs.uk](https://healthystart.nhs.uk)



## Mental Health support

If you need urgent help, you can call the Samaritans for free on **116 123** or email [jo@samaritans.org](mailto:jo@samaritans.org). In an emergency, always call **999** or go to your nearest NHS hospital Accident and Emergency (A&E) department.

The charity Mind also provides a variety of services for residents including free counselling. Find more information at [blgmind.org.uk/greenwich-mental-health](https://blgmind.org.uk/greenwich-mental-health) or call **01689 811222**.

## Livewell Greenwich

All sorts of things affect our health and *wellbeing*. For information, support and advice about your physical and mental health and wellbeing, please call LiveWell Greenwich on **0800 470 4831** or visit [livewellgreenwich.org.uk](https://livewellgreenwich.org.uk). They can give advice on:

- Money, debt and benefit advice
- Employment and training
- Housing support
- Social and community activities



## Benefits advice and financial hardship support

If you need advice on your entitlement, challenging benefit decisions, or to make sure you're claiming all the benefits you're entitled to, you can call the Welfare Rights Public Advice Line **020 8921 6375**, Monday, Wednesday or Thursday, 10am to 1pm. Visit [royalgreenwich.gov.uk/benefitsadvice](https://royalgreenwich.gov.uk/benefitsadvice) for more information.

## Universal Credit

If you need help managing or understanding your Universal Credit claim, please call our Universal Support Team on **020 8921 3333**, Monday to Friday, 10am to 4pm. You can also use the online form at [royalgreenwich.gov.uk/contactwelfare](https://royalgreenwich.gov.uk/contactwelfare)

If you have an urgent financial need, you may be eligible for the Council's Emergency Support Scheme. You can find more information online at: [royalgreenwich.gov.uk/ESS](https://royalgreenwich.gov.uk/ESS)

You can also find further advice, from energy and water bill support to benefits information and further financial support schemes, at [turn2us.org.uk](https://turn2us.org.uk)

Find out more at [royalgreenwich.gov.uk/cost-of-living-help](https://royalgreenwich.gov.uk/cost-of-living-help)

# Work begins on our largest council home scheme so far



**We are excited to announce construction work has started on the largest development so far in our Greenwich Builds programme.**

This fantastic new development at *Kidbrooke Park Road North* will provide 117 homes, 12 of which will be wheelchair accessible, for local people on our housing waiting lists. There will also be a nursery for new tenants and local Kidbrooke residents alike.

## **Innovative energy centre maximises efficiency**

We're building a state-of-the-art energy centre to serve our new Kidbrooke Park Road development with heating and hot water through an efficient air source heat pump system, combined with thermal stores and an electric boiler.

The heat pumps will contribute to at least 90% of the heating and hot water demand, reducing carbon dioxide emissions and running costs for tenants.

High sustainability standards will be achieved by using air source heat pumps (see inset below), solar panels and efficient insulation, while large landscaped outdoor areas and a tree-lined corridor with 69 new trees will provide plenty of outside space for residents.

The new homes are due to be complete in 2024.





## New homes for residents with learning difficulties



We are pleased to announce that a new development of purpose-built homes for people with learning disabilities is now under construction in West Greenwich.

The scheme will house nine residents across six homes, two of which are wheelchair accessible, with an extra bedroom for staff.

Each home will have access to a sensory garden, vegetable planters and an external dining area. A screened roof terrace will also be available for residents to use. New homes will be due for completion in 2023.

## Do you know how SIP panels help us build council homes?

Using state of the art technology, new council homes will be built a whole lot faster. This includes modular construction and structured *insulated* panels, or SIPs for short.

SIPs consist of rigid foam insulation sandwiched between two solid panels, which are made off-site then craned into place to make buildings. This allows for faster, more energy efficient and less disruptive construction.

SIPs buildings are much more efficient than those built using older methods, with interiors which are cool in summer but retain heat in the winter. They are around

50% more energy efficient, so running costs for tenants are reduced, and are much quieter to live in thanks to the amount of insulation used.

SIPs are also stronger than traditionally made building surfaces, and can be used in roofs and floors to span as much as 18 feet without additional support, allowing for more flexibility in building design.

If you want to see a building made with SIPs just head over to Green Way in Eltham, where you'll see two newly completed Greenwich Builds homes providing a shining example of the SIPs method!



## JUNE 2022 UPDATE

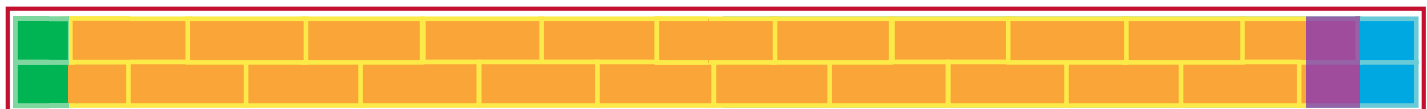
We're building over 750 sustainable council homes for local people! Here's our progress so far:

**30 homes being designed**

**23 homes awaiting approval**

**676 homes being built**

**34 homes completed**



[royalgreenwich.gov.uk/greenwichbuilds](https://royalgreenwich.gov.uk/greenwichbuilds)



## Caletock Estate street party

Residents from Caletock Estate had a grand royal time hosting a street party in celebration of the Queen's Jubilee. More than 60 parties took place across the borough with neighbours, families and friends gathering to mark Her Royal Majesty's Platinum Jubilee.

Pictured with members from the Caletock Estate Residents Association is Leader of the Council, Cllr Anthony Okereke, Cllr Adel Khairh the Cabinet Member for Equality, Culture and Communities and ward Cllrs Rowsha Hanan, Maisie Richard Cottell and Majid Rahman.

If you'd like to see the incredible photos from the bank holiday weekend, including festivities from Together 22, Platinum Picnic in the Park, the Beacon Lighting and Street Parties across the borough visit: [royalgreenwich.gov.uk/summerevents](https://royalgreenwich.gov.uk/summerevents)





## The Greenwich Society

### Our heritage and our future



**The Greenwich Society is a vibrant, successful membership organisation and registered charity formed over 60 years ago. We aim to improve the quality of life for the local community and act as a strong and meaningful voice for those who live and work in Greenwich.**

From quiz nights to supporting action groups on planning/housing developments, the environment and transport, the Society runs a wide-ranging programme of fun activities and social events all year round.

The Society publishes an informative newsletter every two months and actively collaborates with various other local community groups.

We are looking for new members from a wide range of perspectives and backgrounds; Council Tenants, Leaseholders and Social Housing residents, people who care passionately about Greenwich and can contribute fresh thinking and new ideas to the Society. If you would like the opportunity to meet with others who have similar interests, values and concerns then why not join the Greenwich Society?

Find out more about the Greenwich Society online: [greenwichsociety.org.uk](http://greenwichsociety.org.uk)

Email us for further information on how to join: [membership@greenwichsociety.org.uk](mailto:membership@greenwichsociety.org.uk)

You can also follow us on social media



@greenwichsoc



@greenwichsoc

## Fly-tipping – what you need know

**Are you getting rid of large items? Do you know how to get rid of your bulky waste?**

Don't just dump it, use our bulk waste service to get rid of your waste.

Over the past few months, we have seen unauthorised dumping of waste including household items in local areas and this has been raised by several residents and businesses.

Fly-tipping is a serious concern for the environment for a number of reasons;

- Fly-tipping attracts vermin to the local area which can cause health issues.
- Incorrectly disposed of waste can be toxic or act as a choking hazard to animals.
- Toxic waste can pollute the local soil, affecting local plants and wildlife.

If you are a Royal Borough of Greenwich tenant, we offer a free collection service for residents to dispose of their bulky waste.



If you need help in disposing of bulky waste or if you have any questions, please contact us at [housing-caretaking@royalgreenwich.gov.uk](mailto:housing-caretaking@royalgreenwich.gov.uk) or call the Contact Centre on 020 8921 4661.

# A year in review 2021-2022



**Target 90%**  
55.45% of Stage 1 complaints responded to in 15 working days.



**Target 100%**  
96.59% of Fire Risk Assessments completed within last 12 months.



**Target 90%**  
77.16% of non-urgent repairs were completed by the target time.



**Target 92%**  
90.39% of responsive (but not emergency) repairs for which appointments made and kept.

**Target 56 days**  
The average time to re-let a council property is 129 days.

**Target 100%**  
99.88% of rent collected.



**Target 95%**  
93.95% of Supervisor Caretaking inspections passed.



**Target 100%**  
99.93% of properties gas serviced within the last 12 months.



We work hard to maintain our standards.

For more information contact the Community Participation & Diversity Team.

Phone 020 8921 5149 or email [community-participation@royalgreenwich.gov.uk](mailto:community-participation@royalgreenwich.gov.uk)



## News for Royal Greenwich tenants and leaseholders

Some of our services are below the set targets and we are working hard to improve these. If you are interested in helping us to improve our service standards please email

**YourVIEW@royalgreenwich.gov.uk** we'll keep you up to date with any engagement opportunities.

Housing complaints are a focus for us in 2022-23 with the introduction of the Housing Ombudman's new Complaint Handling Code. We are reviewing our approach to complaint handling and will deliver a range of improvements over the next 6 months with a focus on learning from where we have made mistakes or failed to meet residents' expectations.

Due to Covid-19, there has been a backlog of non-urgent repairs. Work commenced in July 2021 to clear the backlog. The number of outstanding non-urgent repairs is currently under 2,000. Whilst this backlog is being cleared, regrettably, the published target of 90% will not be achieved, however, it is anticipated that the service will improve by the end of 2023 and the targets will be met.

Repairing of empty properties was affected by Covid-19. We commenced working on the backlog of over 400 properties following the easing of restrictions in July 2021. A review of the service is underway to change how we repair and let properties and to get us closer to meeting the set target.

### Estate Parking is changing.

New resident and visitor permits will be available online soon.

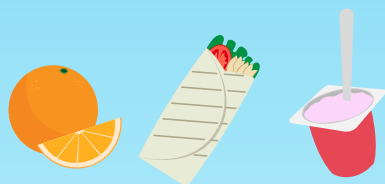
We will write to all residents on affected estates to explain how and when you can purchase your permit.

More information at [royalgreenwich.gov.uk/estateparking](https://royalgreenwich.gov.uk/estateparking)

### Holiday Meals

The Council will be offering meals to children from Monday to Friday. This will start from 26 July 2022 and end 27 July 2022. There's no sign-up required, simply turn up to your closest serving location and pick up a meal.

Visit [royalgreenwich.gov.uk/holidaymeals](https://royalgreenwich.gov.uk/holidaymeals) for more information.



### Estate Walkabouts

Our next round of Estate Walkabouts start in June and ends July 2022. For more information, please visit

[royalgreenwich.gov.uk/estatewalkabouts](https://royalgreenwich.gov.uk/estatewalkabouts)



### Elections

We have just wrapped up elections in May 2022. To find out who your ward councillors are please visit our website [royalgreenwich.gov.uk/find-my-councillor](https://royalgreenwich.gov.uk/find-my-councillor)

# Cost of Living Taskforce

The Council has created a specialised taskforce to work on providing the best support for residents to allow them to manage the rising cost of living.

Over the coming days and weeks, we will be speaking directly with residents through our officers, Cabinet Members, ward councillors, community champions and local partners to engage with you to ensure every member of our community is given a voice.

Our neighbourhood teams will be visiting our estates and asking you directly, how we can better support you.

Being able to feed your family and keep them warm in the colder months, are not luxuries. These are basic human rights, and the Council want to make sure they remain so.

Find out more at [royalgreenwich.gov.uk/cost-of-living-taskforce](http://royalgreenwich.gov.uk/cost-of-living-taskforce)

## Leaseholder support

If you are a leaseholder and you are struggling to pay your service charge please email

[home.ownership@royalgreenwich.gov.uk](mailto:home.ownership@royalgreenwich.gov.uk) or call **0208 921 8501**

## Wordsearch

Have a go at completing our wordsearch, and you could be in with a chance of winning a prize.

There are 10 words in the wordsearch below which will be in italics within this newsletter. You can either:

Email the 10 words to [YourVIEW@royalgreenwich.gov.uk](mailto:YourVIEW@royalgreenwich.gov.uk) or tear out the back page and return this to the Community Participation & Diversity Team at the Woolwich Centre, 35 Wellington Street, SE18 6HQ.

**Please submit with your full name, mobile/telephone number and email.**

Thank you to those of you, who sent in your answers from Issue 19.

Congratulations to **Nicole** for winning the last wordsearch!



The words from the last wordsearch are: Impact, Safety, Regulator, Vote, Remember, Solar, Community, Dedication, Parking, Online

