

Under 5's

Stay and play drop-in sessions on our estate! The sessions will start on **Monday 20 February and then every following Monday from 9.45am – 11.30am; term time only.** Sam, who is a fully qualified nursery worker, will be overseeing the sessions along with our resident volunteers Cammelia and Ephragie. Without our parent volunteers it would not be possible to run these sessions, so thank you both for your contribution!

The sessions are entirely free of charge. We have stocked up on a range of toys and play activities, to guarantee fun and interactive times for both children and their parents. This is an excellent opportunity to exchange tips and spend time in a safe environment with other toddlers and their parent/carers. Fruit will be provided, but please bring your own healthy snacks to share. For more info please ring Eva on 07983 584767.

Young People

Homework Club continues with its after school tuition and study support in Numeracy, Literacy and Science for young people in between 6 and 11+ years of age on **Mondays and Wednesdays at our Roupell Community Centre from 5-7pm; term time only.** Registration forms can be found in our office reception area. There are still some spaces available; for more info please ring Navlet Williamson on 07984 337812 or 0207 737 4274. The group currently attending has had some exceptional results in respect of school grades and general attainment levels at school!



Football sessions with Millwall coaches are taking place every **Friday, from 4 to 6pm** at our 5-a-side football pitch and are geared at young people from 8 years of age onwards. **Inter-estate Football tournament** organised via CEF Lyncx and supported by Millwall coaches will take place in Kennington Park on the 17 Feb; parental consent is a must. Taking part in tournaments is just one of the perks of having a regular attendance at the sessions. For more info, please ring Dean on 07984 033221



If you are a girl aged 14 years +, you can take part in **Girls Sports** every **Thursday evening from 5pm** – we would like to see more of our girls staying active. The sessions are taking place either at our 5-a-side pitch or at Streatham Youth Community Trust. Please ring Chez on 07341 478240 to confirm your attendance.

All Age Groups

Social Games Evening - If you like playing games, then this is a chance to show off your skill or just an opportunity to come out of your home and meet others for a social get together. **Wednesday, 1 March from 6-8pm will be the first games evening;** open to all ages! If well attended, it will continue on a weekly basis. You will have an opportunity to play chess, Scrabble, dominos and cards, or sit around and just be sociable. We will provide light refreshments so all you have to do is to bring yourself and perhaps your friend(s)!

For more info ring
Eva on 07983 584767.



Elderly

Senior Citizens' Group coffee morning meets every Tuesday at our Roupell community centre from 10.30am until 12.45pm. A few new members, who only joined recently after much encouragement, have commented how pleased they are that they have done so. There are a few other activities related to the group: Bingo on Tuesdays, IT sessions on Tuesday afternoon and yoga classes on Fridays from 10 to 11am. You do not have to be an



official member to be able to attend any other sessions. It is all free of charge, so nothing to lose! This group will keep you busy!

Roupell Park Community Office
Brockham Drive, Brixton, SW2 3RY
Office number including repairs: 020 7926 0214

Lambeth Call Centre: 020 7926 6000/6666 (Out of hours after 5:00pm)
Email: roupellpark@lambeth.gov.uk
www.roupell.co.uk
Twitter: @roupellpark
Facebook: RoupellPark

Our opening times are:

Monday	8.30 - 17.00
Tuesday	9.00 - 17.00
Wednesday	9.00 - 13.00 (office closed in the afternoon for staff training, but phones will be answered)
Thursday	8.30 - 17.00
Friday	9.00 - 16.00

This Is Your Community Newsletter

Roupell Park

Resident Management Organisation Ltd

Working together to provide high quality homes and create a fair, strong and sustainable community



February/March 2017, Number 12

PLANNING FOR OUR FUTURE

In 2014 the Board agreed a new business plan for the period up to April 2017. This set out our ambitions for the future and laid the foundations that allowed us to be awarded our Kitemark for service excellence last year. We also set out a new vision for the organisation:

Working together to provide high quality homes and create a fair, strong and sustainable community

We now need to agree a new business plan for the organisation to take us through to April 2020. This newsletter summarises the things that we want to achieve over the next three years and the challenges that we will face. It also looks at some of the options as to how to spend the surpluses we hold in the bank for the benefit of you, the residents of the estate.

This can only be a summary as the draft plan is over 80 pages long. However the full document is available on our website www.roupellpark.co.uk

Simon Oelman, Roupell Park Director.

Our Objectives

The plan sets out a list of things we want to achieve over the next three years as well as how we have done in delivering the existing plan. The following are seen as being some of the most important objectives that we want to deliver by April 2020.

Delivering high quality homes and services:

- ✓ Work closely with Lambeth Council to ensure the completion of the external and internal works programme to the satisfaction of residents
- ✓ Monitoring the caretaking and grounds maintenance services to ensure that they continue to deliver high levels of customer satisfaction
- ✓ Improve existing shrub and flower beds to improve overall look of the estate
- ✓ Work with police and other agencies to deal with nuisance and antisocial behaviour on the estate
- ✓ Regularly review existing policies, procedures and service standards to ensure they are fit for purpose
- ✓ Increase number of services available on-line
- ✓ Develop processes for residents to take greater control of the monitoring of services and to enable residents to drive service improvements
- ✓ Address any areas where we are not meeting agreed standards in particular relating to the management of complaints and Anti-Social Behaviour

- ✓ Offer repair services to residents over and above our contractual obligations to improve the condition of their homes and quality of life and where appropriate generate additional income
- ✓ Carry out preventative maintenance when repairs operatives are present in people's homes
- ✓ Deliver a more effective planned maintenance service with a view to developing an 'MOT' style property maintenance function.

COME AND TELL US WHAT YOU THINK

Open meeting, 21 February at 7pm

On Tuesday 21 February at 7.00pm we are holding an Open meeting to go through the business plan in more detail. The meeting will be held in the Community Centre next to Hyperion House and there will be light refreshments served from 6.45pm.

This is your chance to have your say and to ask any questions you may have. You are also, of course, able to put any comments you have in writing or via the website.

Our Objectives continued

Making our business stronger for the future

- ✓ Ensure RPRMO remains on a sound financial footing through effective financial management
- ✓ Increase amount in designated Contingency Reserve Fund to 25% of annual allowances
- ✓ Develop a Board sustainability process and ensure Board and membership is representative of the community
- ✓ Ensure the Board are well trained and able to fully carry out their duties
- ✓ Increase membership to 50% of eligible households
- ✓ Increase the number of residents engaged in the consultation and involvement process
- ✓ Boost the national profile of RPRMO through attendance at regional and national conferences and events
- ✓ Explore options for future management and investment in Roupell Park including self-financing and stock transfer.

Building a strong and cohesive community

- ✓ To maintain strong partnerships and build new ones to deliver a programme which provides with a wide range of services and gives better value for money
- ✓ Identify alternative sources of income through capital and revenue grants to enhance service delivery.
- ✓ Fully develop a model for measuring Social Value to demonstrate our services deliver value for money
- ✓ Improve communications with residents and other stake holders through widening use of social media as well as improving information on our website and production of regular newsletters
- ✓ Establish an effective youth forum
- ✓ Develop and deliver a programme to reduce levels of social isolation of vulnerable people living on the estate
- ✓ To increase child care provision and train our tenants to become child-minders.

The Financial Environment in which we work

The main source of income received by RPRMO is allowance that we receive from Lambeth Council. The allowance we receive for 2017/18 will be £1,359,297. This is based on the calculation of allowances negotiated in 2014.

However, a new allowance settlement will need to be agreed from April 2018. This will be based on the reduced rental income of 1% a year imposed on the Council by Central Government. This has already had an impact on the Council's services and will inevitably now affect us.

In the draft Business Plan we have made two projections as to what our finances will look like over the next 3 years. In the first we have assumed that the allowance we receive will fall by 5% per year over the period of the plan. This is felt to be the most likely

outcome. However, things could be significantly worse and we have therefore also made a projection of allowances being cut by 10%.

In both cases RPRMO will be under severe financial pressure. Whilst we will make a surplus in 2017/18 if allowances are cut by 5% we will break even in 2018/19 and face a deficit of £66,501 in 2019/20. If allowances are cut by 10% we can expect a deficit of £68,990 in 2018/19 and of £205,533 in 2019/20.

Both of these scenarios will therefore require a mix of reductions in expenditure and increasing the level of income. If allowances are reduced by 10% this would inevitably affect our ability to deliver some of the objectives set out in the plan and lead to significant reductions in the breadth and quality of the services that we offer.

USE of SURPLUSES

Any surpluses made can be used in two ways. Firstly, money is transferred to the designated reserve to ensure that we are able to deal with one off financial shocks. The rest of the surplus is transferred into a fund to be used to improve the overall environment of the estate. The decision of how to spend that money is made by the membership. A number of suggestions have been made as to how to spend the surplus fund which currently stands at £278,922 and will increase through to April 2018. It should however be noted that some expenditure will result in ongoing maintenance costs that will in turn increase the level of deficit faced by RPRMO.

Suggestions for the use of surpluses are as follows:

- ◆ Enhancing the green areas on the estate
- ◆ Repairs to parking bay areas including resurfacing and marking bays
- ◆ Improved marking of the estate boundaries to enhance security especially along Rush Common and Summers Road
- ◆ Enhanced lighting to communal areas
- ◆ Decorating areas of the blocks that have not been done as part of the major works
- ◆ Install additional CCTV
- ◆ Upgrade lighting and surface to football pitch (subject to match funding)
- ◆ Repair and improve paving to areas where RPRMP are responsible

Once residents have given their views on these options or made others, they will be worked up into more detailed costed schemes and then be subject to further consultation.

DELIVERING EVEN BETTER CUSTOMER SERVICE

Roupell Park are always looking to improve the way we deliver our services to you and to make sure we deliver against our service standards. We have therefore changed the way we deliver our front line service:

- ✓ We now have a **dedicated customer services team** so you can always speak to someone when you phone or call in the office and that first person can deal with your query
- ✓ We have invested in staff training to make sure that all our staff are able to deliver the highest quality and professional customer service
- ✓ The reception area has been enlarged so that we always have customer services staff available at reception and that we are able to deal with two customers at a time thereby shortening your waiting time
- ✓ We have a single phone number for you to contact – 0207 926 0214. This will always be answered during office hours.

Our customer services team will be able to deal with all your requests for repairs as well as being able to

give you rent statements and balances and most of your general requests either about the services we or the Council deliver. This will then enable that your housing officers, Stefan Tavernier-Gustave and Sylvia Faucher and the maintenance manager, Colin Carnegie are available to deal with complex and urgent issues.

Where the Customer Services team are not able to deal with your enquiry, and it is not urgent, they will make an appointment for either the housing officer or maintenance manager to visit you at home or in the office. Obviously, if the matter is urgent, we will ensure someone gets back to you immediately.

The Customer Services team will also be your first point of contact if you have a complaint about the service you receive. They will acknowledge your complaint and monitor its progress to make sure you receive a reply on time. You can complain by phone, by calling into the office, in writing or by email addressed to rouPELLpark@lambeth.gov.uk or through our website www.rouPELLpark.co.uk

Please do not phone Sylvia, Stefan or Colin directly. They may not be available to answer your call or may be busy elsewhere and so if you come into the office please ask the front office team to deal with your query in the first instance.