

We apologise in advance for any disruption the works cause, particularly to those residents living adjacent to the site. The works will be in operation Mondays to Fridays only, between the hours of 9am and 6pm. Should there be any exceptions to these hours, we will inform you separately.

One of the trees, which is close to the existing football pitch, is scheduled to be removed in the week prior to the works commencing, as a report on the health of the existing trees found that this specimen is not in good shape and, given its limited life expectancy, it would be best to remove it now. We plan to plant four trees in the area, so the final number of trees is greater than at present.

When everything is complete, we will have a launch event – more detail on this is to follow.

## Sunday Caretaking

We are constantly trying to improve on the services we deliver to you and from 1 August our caretaking service will expand to seven days a week. Sundays will primarily be dedicated to the cleanliness of the lifts, which should lead to a better service standard overall.

## Summer Programme Activities

Due to the football pitch refurbishment works, our summer programme activities are limited this year.

**Fulham Football sessions will cease to run from w/c 9 August** and will recommence once the works are completed, towards the end of September. More detail about this will be circulated later.

CEF Lyncx are running a **Summer Boot Camp** from 26 July until 20 August. Based mainly at Windmill Gardens, it's aimed at 8- to 16-year-olds. There are also volunteering opportunities for those 16 and over (expenses will be covered).

**SEND activities**, for young people with special educational needs, will run from our community centre over the same five-week period. They will be using the play areas on the estate for their games' sessions. The sessions concentrate on developing life skills, helping participants to be as independent as possible.

Sadly, there is no seaside **Coach Trip** this year, owing to the ongoing Covid environment.

**Coffee morning members are meeting again**, on Tuesday mornings from 10.30am – 12.30pm, at the community centre. If you would like to come for a coffee and a chat, please do so. Molly, the Chair, will be there to welcome you!

For further information about any of the articles, please contact **Eva Christmas** on **07983 584767** or email to: **EChristmas@lambeth.gov.uk**

# NEWSLETTER SUMMER

Number 26

## Service delivery from 26 July

Throughout the Covid 19 pandemic we have tried to give you the best possible service within Government guidelines. This means that at times we have not been able to offer the full service that we would have wished to, but we needed to keep you and our staff safe. We thank you all for your patience during this time.

We are now able to move forward again and will be aiming to bring as near a normal service as possible. However, we must all be cautious in our approach and we must continue to take care of each other.

This is particularly the case as infection rates remain high and are continuing to rise, even though the number of people becoming seriously ill and going into hospital are falling.

In terms of the way we provide services

- The office will be open to callers during normal working hours. However, we would encourage you to continue to contact us by phone or email wherever possible.

- We would encourage you to make an appointment before coming to the office. Staff will still be working from home some of the time, so if you need to see someone specific it is better to book in advance.
- We will continue to limit the number of people in the reception area and if it becomes too crowded, we will ask people to wait outside.
- We will ask people who come into the office to wear a mask and sanitise their hands.
- 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 continue to 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.

We will continue to keep our ways of working under review and will change this if and when circumstances change again.

## Fire Safety on Roupell Park

The issues of Fire Safety continue to be crucial for us all, particularly during a period of hot dry weather. Please therefore follow the rules that apply to fire safety on the estate.

If a fire occurs in your flat, you should leave the property immediately and dial 999 for the fire brigade. Where possible close the door where the fire is and always close your front door on the way out.

In the event of fire elsewhere in the block you should remain in your home and await the instructions of the fire brigade.

The only exception to this is where you have smoke or flames coming into your home. In those cases, you should leave your property and call the fire brigade.

You must not leave anything on communal balconies that will cause an obstruction or pose a fire risk. This includes:

- Door mats
- Flowerpots, hanging baskets etc
- Bikes, scooters etc. Plastics – i.e.

plastic garden furniture, children's toys etc.

- Vehicles – mopeds, scooters, or any other fuelled vehicles are not to be stored inside any resident's flat or in communal areas.
- DIY Materials – paint, wood, timber, mastics, glues and adhesives etc.
- Bicycles – Bicycles must be stored externally to the building, in your flat or a bike store inside the block.
- Clothing – All articles of clothing and footwear
- Washing Lines – washing lines must not be attached to any pipework or other parts of the building infrastructure.

Where we find any of these on the balconies, we will first ask you to remove them. If you do not, or we are unable to contact you, we will remove and dispose of them without further notice and will charge you for doing so. Do not leave any domestic waste, DIY materials or waste outside your home. Where you have rubbish take it straight to the bin. Where you are doing DIY make your own arrangements to remove it from the estate. Do not use the communal bins. This is not what they are for. Where we must remove rubbish etc we will charge you the cost of doing so.

**BBQ'S ARE NOT ALLOWED TO BE HELD ANYWHERE ON THE ESTATE. IF YOU HOLD ONE, WE WILL TAKE LEGAL ACTION AGAINST YOU AS YOU WILL BE IN BREACH OF YOUR TENANCY OR LEASE FOR ENDANGERING THE LIVES OF OTHERS AND THE SAFETY OF THE BUILDINGS.**

## Football Pitch Renewal

Great News! On 9 August we will start to upgrade our old football pitch to a modern, multi-sport (MUGA) facility which can be used for football, basketball, and netball. This has been a long-standing ambition that is happening now because of the enthusiasm of a previous generation of young people and their passion for football, and for sport in general.

The new facility, will allow us to engage more residents, encouraging wider participation in the activities on offer. As well as young people we encourage other age groups to get involved. We also make our activities more inclusive for girls' sport, and for people with disabilities. We already have agreements with Fulham Football club to run weekly football sessions for adults as well as provide sessions for those with disabilities, and girls-only sessions.

To allow this to happen major construction will need to take place by our contractor, Chiltern Sports.

This means that for a period of 6 weeks, or longer if there are any delays, there will be some disruption in terms of noise and dust generation. This will be kept to a minimum, but some nuisance is inevitable. Also, parking will be restricted on Deepdene Gardens, as large vehicles will have to gain access to the construction site. We will mark out the bays we will need and will leaflet all cars parked in them in advance before we put barriers up. Please work with us, so that large vehicles can access the site.

Chiltern will also set up a site compound on the grass near Albury Lodge. However, access to the building will still be possible. We will let those most affected know in advance what this will mean for them.

