

Roupell Park

Resident Management Organisation Ltd

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



ROUPELL PARK RMO

Annual Report 2022/23

01 Chair's Report

Welcome to the annual report 2023.

This has been another highly successful year for Roupell Park RMO albeit not one without its challenges. We have done a huge amount of work on behalf of our residents in a fast moving national environment. Thankfully we were already well placed to deal with those challenges and we will continue to be as things develop further.

One of the Board's ambitions has been to be recognised as a flag ship TMO, not only in Lambeth but also across the country. At the National Federation of TMOs Conference, for the fifth time in a row, we have won an award in recognition of the exceptional work we have done. We also ran a workshop for other TMOs to attend, and hopefully to learn from us.

In terms of our continued development, we have agreed our Business Plan for the next 3 years. This sets out our ambitions over the next 3 years. I will not list them all, and you can view the whole plan on our website, www.rouPELLpark.co.uk. I do want to highlight what I see as the most important.

Firstly, we are of course committed to delivering the best services that we can in all the areas in which we work. We are fully



accountable to you and so we must give you the services that you deserve.

Also, we will

- Improve the wider environment on the estate. To do this we will work with the

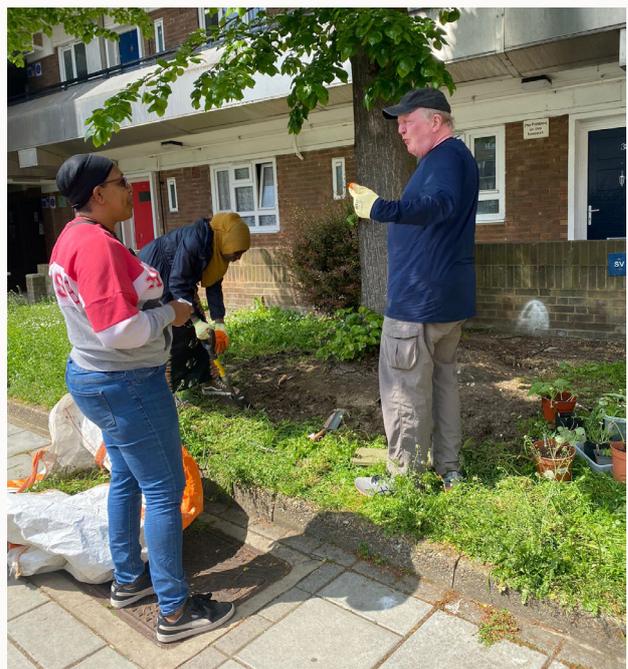
Council to ensure that they invest what is needed to keep the estate in a good state of repair. But we will also ensure that we increase the level of biodiversity on the estate by looking at the way we manage extensive green spaces. Finally in this section we will continue to encourage residents to improve the environment themselves. We are already providing raised beds where people can grow their own vegetables and flowers and we really want this to be extended across all the estate.

- We will continue to make decisions in a transparent way and to ensure that we are accountable to you. This will include making sure we meet the conditions of the Government's regulatory framework and that we are able to demonstrate this. I will explain more about this later
- We will look at the way in which we communicate with you. We know that many of our residents now prefer to be able to communicate with us by email and access information through our website. We need to make sure that we take into account these changes, whilst at the same time recognise that some people will still want to be communicated with in the traditional ways. We have already set up an email group so that we can send out important messages to you, not only to the whole estate but also block by block. We will continue to refine this over the next 3 years. If you want to join the group, please email us at roupellpark.co.uk.
- We will maintain excellent financial

controls to ensure that we remain on a sound financial footing. We will also ensure that our Board and Staff are well trained and we continue to look at the way we are organised so we can deliver the best possible services.

- Finally, we will continue to develop our wonderful community development programmes so that more people are able to engage with others in the community. We will do this through partner organisations, but we will also continue to apply for grant funding so we can invest even more in our community.

After the tragedy of the fire at Grenfell Tower we continue to work with the Council to deal with issues of fire safety. However, we also face new challenges in relation to mould growth and condensation in your homes. We recognise that these problems arise from a wide range of issues, some





around ventilation and trying to minimise the amount of moisture in your homes. But we also need to look at wider issues. We will work with you to try to deal with the problem and where we believe the problems to be structural will refer the matter back to the Council.

The issues of nuisance and anti-social behaviour remain very high on the agenda. We continue to work with the police, Councillors, and council officers to deal with the anti-social behaviour on Rush Common. Although we do not have direct control of the area, we will continue to put pressure on others to deal with the problems.

On the estate it is important that we differentiate between anti-social behaviour

and nuisance. Anti-Social behaviour is largely deliberate or criminal. This will include hate crimes, domestic violence, verbal abuse, harassment, intimidation or threatening behaviour, continuously playing loud music, drug abuse, and fly tipping. In these cases, we will pursue a wide range of actions including, where we have the evidence, taking legal action.

It is important that we do recognise that neighbour nuisance is different. However much we would like to, no one can expect to live in silence. The sound insulation between flats is very poor. You will inevitably hear your neighbours moving about, children playing, washing machines and housework. You may even hear people's music and televisions, even when they are set at a reasonable level. In these cases, we will try to get neighbours to talk to each other and to mediate between them so that they are able to understand the impact that the nuisance is causing and engender mutual respect. We need to recognise that there is not always a solution.

In 2022 we carried out a survey of all our residents. Overall, 85% of our residents said they were satisfied or very satisfied with the services we provide. Only 4% thought it was poor or very poor. There were similar high satisfaction rates in relation to our repairs & caretaking. Even though some aspects of our services, such as dealing with complaints and anti-social behaviour, were generally well received we acknowledge that we still need to get better.

Having this information is crucial to us complying with the way the Government wants us to measure the way we deliver services. The expectation is that all landlords will put their residents at the centre of what they do and that they properly listen to them. As a TMO we already have a head start but we need to make sure that we do not rest on our laurels.

We have been engaging actively with the Council over several issues over the last year. We have been trying to get them to resolve some of the many defects arising from the major external works programme that they carried out. They have acknowledged that there are problems, especially with the coverings to the external walkways, private balconies, and roofs. Despite this they have still not come up with a solution, let alone do something about it. This is not only having a significant impact on residents' quality of life but, for leaseholders, there are real issues about why they are paying for defective work.

To continue to deliver our ambitions for the



future, we need more and more people involved. You could join the Board, become a block rep, come out and do estate inspections with us, improve the estate with grow beds, join our email group, or just reply to questionnaires. All of this is crucial so we can continue to improve.

I must pay tribute to Amanda Knopp who passed in November 2022. Amanda was a long standing Board member and someone who cared deeply for the community in which she lived.

We have also seen some staff changes over the last year. Rosaleen Jones left Roupell Park and Peter Chang retired. We have been joined by Richie Francis as a caretaker and Lauren Curtis as a customer services officer. Please join me in welcoming them to the Roupell Park family.

Let's continue to build our community by being respectful to each other, compassionate and caring.

Finally, I would like to thank the Board and all the Staff for their hard work and support over the last year and for playing their part in the journey we have been on over the last few years. Most importantly I want to thank you, our residents, for keeping faith with us so that we can deliver an even better Roupell Park in the future.

Mary Simpson
Chair.

02 Achievements

Since the last Annual Report we have:

- Continued to ensure that we put our residents at the centre of everything that we do, ensuring that we get everything right first time.
- Received an excellent audit report showing how strong our financial management systems are.
- Continued to develop the Board to further improve our governance standards.
- Further developed the staff team and Board to create a better integrated organisation.
- Received further national recognition, by winning another award received at the NFTMO Conference, underscoring our proficiency in forming collaborative partnerships.
- Successfully delivered a variety of organised sessions on our new sports pitch, with notable successes in girls' football.
- Revived our Community Gardening project and built 6 new planters, helping people from the estate to grow their own flowers and vegetables and take responsibility for the areas around their homes.
- Received external funding of £9.25K which enabled us to support three community projects: workshops for girls – youth forum (£2,000 The Bayo Foundation), gardening workshops (£2,623 Brockwell Live), and a lunch club (£4,625 Lambeth Wellbeing Fund).
- Set up a weekly lunch club that is designed to be particularly inclusive for women and older individuals.
- Built more partnerships to allow us to deliver new and innovative services so we can reach people who do not currently use them.
- Ensured that we met with the requirements set out in fire risk assessments to keep our residents safe.
- Worked with the police and Council to reduce the level of anti-social behaviour on Rush Common and agreed a strategy to enhance community safety.
- Re-designed our website to make it more accessible and easier to use.
- Launched a targeted email communication group which has enabled effective dissemination of information to the residents, with 130 email subscriptions recorded to date.
- Entered new, long term maintenance contracts.

03 What do we want to achieve?

The business plan that was agreed by the residents of the estate in March of this year sets out a series of objectives for the next three years, through to March 2026. This can be found on our website. Our objectives for the next year clearly fall within the business plan.

The Business Plan sets out a series of broad objectives which will make sure that you, our residents, are at the centre of everything we do. These are -

- Creating a clean, safe, and welcoming environment with excellent facilities
 - Delivering excellent services that respond to the changing needs of residents
 - Promoting a safe, green environment and reducing our carbon footprint
 - Making our business stronger for the future
 - Building a strong, resilient, and cohesive community
- In line with these objectives over the next year, we will, amongst other things:
- Carry out a survey of all our residents to see how our residents feel about the services we deliver.
 - Ensure that our obligations in relation to fire safety and health and safety are met.
 - Further develop our communications strategy to ensure that it meets the needs of all of our community.
 - Continue working with partners to improve the quality of planting and biodiversity on the estate.
 - Provide further bike parking facilities across the estate.
 - Pursue external funding to allow us to deliver new projects extending beyond the scope of our normal service delivery.
 - Enhance and develop new collaborative partnerships to deliver new services to residents.
 - Widen the scope of the Multi-Use Games Area (MUGA) to new client groups, making it the centre of our health and well-being strategy.
 - We are committed to ensuring that everyone we work with, remains well-informed as we progress our programme, maintaining transparency throughout every step of our journey.

Community Development:

Achievements and Initiatives Overview

Looking back at the past year, we are proud to share some remarkable accomplishments in our ongoing mission to make Roupell Park Estate even better. Our main effort has been to create an exciting sports programme at our Multi-Use Games Area (MUGA). We've also made great strides in making the Estate greener and more environmentally friendly. Additionally, we've been working hard to support the most vulnerable members of our community, including our young people, who play a vital role in caring for our Estate, now and in the future.

1. MUGA SPORTS SESSIONS: OPPORTUNITIES FOR ENGAGEMENT

Our achievement highlight centres on diverse, organized sports sessions. These sessions foster community engagement, skill growth, physical activity and promote well-being. In collaboration with the Football Foundation, regular reviews ensure funding commitments are met. Key sessions include:

Girls-Only Football Kicks Sessions

Wednesdays, 5.30 to 7.00 pm

Our weekly Girls-Only Football Sessions designed for ages 11–16, have proven to be a resounding success. In partnership with the St. Matthew's Project and Fulham FCF, these sessions have welcomed a total of 37 girls, with an average attendance of 10

girls per session. The enduring popularity of these sessions reflects our commitment to promoting girls' participation in sports. The sessions not only provide a platform for football training but also empower participants by offering free FA Introduction to Coaching Football courses. In addition, girls have had a chance to participate in friendly matches outside Roupell Park and even enter the Capital Girls' League SW division.

Fulham FCF Football Kicks Sessions

Highly attended Thursday sessions for boys and girls (ages 11 to 18). 77 juniors and 32 seniors registered out of which 6 are girls, providing a consistent platform for organized sports Richmond Badmus, the head coach, shared his thoughts: "The Roupell session has become incredibly



significant for the boys and girls in the area. We have witnessed a noteworthy increase in participation numbers, and regular attendees have demonstrated remarkable skill development through the sessions. Many of them have even progressed to playing for local grassroots football teams.”

Community Football Sessions

Patricio the head coach, runs these community sessions on Mondays to engage children aged 7 to 11 years, attracting 19 registrations, and averaging 7 attendees per session. Providing a safe and enjoyable experience for younger participants, and engaging parents and guardians, too.

Holy Trinity Primary School Sessions

Our unique collaboration with the primary school offers school children exclusive tuition, contributing to the school’s footballing success, as the children feel more motivated to play well.

Community Play

Outside organized activities, families and school-aged children frequently use the pitch, affirming the project’s worth and demand.

2. GREENING THE ESTATE: ENRICHING BIODIVERSITY

In addition to the MUGA project, we have embarked on a remarkable ecological initiative designed to enrich our Estate’s green landscape and enhance its biodiversity. With the invaluable support of external funders, the Brockwell Community Fund (£2.6K), and in collaboration with our key delivery partner, ‘Social Landscapes’, we have undertaken a series of planting workshops. This undertaking aligns perfectly with our commitment to creating a more sustainable and vibrant community environment.

Planting Workshops

Five workshops which took place from March to July invigorated existing spaces and introduced new planters. Enthusiastic participation from 24 residents, both adults and children, resulted in planting around 20 diverse species, including shrubs and flower beds. Noteworthy are six personalized planters in front of Outwood, Dunsfold, Tilford, and Tanhurst House. Residents tend to their own herbs and vegetables, fostering a personal bond with communal areas.

We extend our heartfelt gratitude to

each participant who has embraced this endeavour with enthusiasm and dedication. Your efforts are shaping our community into a greener, more sustainable, and harmonious space for all to enjoy.



3. EXTERNAL RECOGNITION AND CEF LYNXCX IMPACT

NFTMO Award 2023: National Recognition

In June 2023, we proudly accepted an award at the NFTMO Conference, an annual gathering of Tenant Management Organizations. Hosted in Stratford-Upon-Avon, the award celebrated our partnership with CEF Lyncx, highlighting their integral role in delivering impactful community initiatives. This recognition underscores our unique and influential collaboration.

4. CEF LYNXCX'S YOUTH INITIATIVES: MAKING A DIFFERENCE

SEND Disability Sessions

In collaboration with CEF Lyncx, our 6th year of tailored sessions for young individuals with disabilities (ages 14-25) witnessed 35 participants, with 20 attending each session.

The activities which take place during each half-term, Monday to Friday, include life skills, interactive learning, and outdoor ventures like museum visits, park outings, and multi-sports sessions on the MUGA. Parents attest to the profound impact, fostering independence and friendships, while providing a crucial support network. The sessions culminate in a joyful Saturday night disco from 6 pm to 9 pm, where participants can immerse themselves in music and dance, just like any other young person. The disco becomes a showcase of their talents, and some truly shine on the dance floor.



Virtual Study Support

CEF Lynx continues to provide a free study support schooling programme that helps in literacy, numeracy, and science four days a week, with each session lasting two hours.

Throughout last year, 22 students from Roupell Park took part, with an average attendance of 20 per session. Of the 22 accepted into the programme, 14 were primary school-aged children, while 8 were of secondary school age. The other 138 registrations originated from various parts of Lambeth, benefiting from the program's accessible online format.

The success of the project remains evident, as children and parents continue to report positive outcomes. Given the challenges posed by the Covid-19 pandemic on learning, parents highlight the program's invaluable support in maintaining their children's educational progress. The affordability crisis further underscores the importance of this scheme as a vital safety net for accessing free learning support, especially for low-income households.

Statistics show that 53% of the overall participants have achieved an improvement of over 2 levels in their reading, while 65% have seen a similar improvement in Numeracy.

All parents noted improved learning attitudes at home, implying that continued participation in the study support

intervention will likely yield enhanced attainment across various school subjects.

Twelve Roupell Park residents were among the 96 children who received Raspberry Pi Computers. This initiative, supported by CEF Lynx in partnership with the Raspberry Pi Foundation, aimed to bridge the technology gap among children from low-income households.

Half-Term Activities

The School Holiday provision is available every six weeks during school holidays. It is run from the nearby Windmill Gardens and is open to other young people from Lambeth. In the past year, 42 (22%) out of the total 190 beneficiaries were young individuals from Roupell Park Estate. This meant that many families had the assurance of a safe space for their children during Easter, May, Summer, October, Christmas, and February school holidays. Over 56 days, children had the opportunity to participate in a variety of activities, ranging from sports and arts and crafts to creative arts and leadership workshops.





Each day offers a diverse range of enjoyable and educational activities, including volunteer and paid opportunities for those aged 16 and over. Some of our young people have been volunteering in these sessions for some years now, forming wider friendship groups away from the Estate. The scheme's inclusion of paid work allows these young people to continue as role models, mentoring the younger generation. Additionally, each day includes FREE hot and healthy lunches, providing a significant benefit amidst the cost-of-living crisis.

Partner Collaborations and Empowerment

CEF Lyncx's partnerships with the Metropolitan Police and Royal Navy

changed perceptions and engaged young participants in leadership, team-building, and career workshops, during half-term activities.

This year, we have been fortunate to secure £2,000 in funding from the Bayo Foundation to facilitate leadership workshops tailored to girls. This accomplishment is a direct result of our continuing collaboration with CEF Lyncx and their work in empowering our young community members via the Youth Forum.

5. CARING FOR OUR ELDERLY: FOSTERING CONNECTIONS

Coffee Morning - Tuesdays, 10:30 AM – 12:30 PM

The enduring Coffee Morning tradition, founded by resident Molly 15 years ago, remains a weekly cornerstone of our community. Molly's enthusiasm continues to lead despite a slight decline in attendance due to recent losses, including cherished member Amanda Knopp. While changes have occurred, the Coffee Mornings maintain a vital role in connecting members, especially during the challenging winter months.

Chair Yoga - Fridays

Linda, a retired teacher and resident, hosts Chair Yoga sessions every Friday. from 11:00 AM to 12:00 PM. These sessions offer a welcoming space for both regulars and new participants to engage in gentle exercise and camaraderie.

Fulham FCF - “Fulham Memories”

Mondays from 2:15 PM to 3:30 PM feature “Fulham Memories,” a session conducted by Fulham FCF coaches at our community centre. With an average age of 80, around 8 people from a group of 13 subscribers participate in chair exercises, interactive quizzes, and ‘boccie’ games. The coaches’ positive rapport with attendees elevates the experience, leaving participants uplifted and united.



6. NEW COMMUNITY INITIATIVE: AMANDA’S LUNCH CLUB

Amanda’s Lunch Club is the most recent community venture that has taken shape. Supported by a £4.6K grant from the London Community Foundation, this project emerged from resident Nouar’s creative vision.

Amanda’s Lunch Club is rooted in memory of Amanda Knopp, a cherished neighbour and former Board member. Nouar’s gesture of preparing daily hot meals for Amanda inspired the initiative, continuing the legacy Amanda left behind. Every Friday, Nouar prepares a meal, focusing on our elderly residents who often make do with quick snacks. The response has been overwhelmingly positive.

In Conclusion: Weaving the Fabric of Community

As we reflect on the range of initiatives from the past year, it’s clear that they mean more than just planned activities—they’re like threads that tie our community together. By making a supportive environment and giving chances for everyone to get involved, Roupell Park Estate shows how deeply it cares about the well-being, respect, and happiness of all its residents.

As we think about the future, we are inspired to keep building on these foundations. With teamwork, fresh ideas, empathy, the caring spirit that defines our estate will continue to flourish. Our residents will always remain at the heart of everything we do.



05 Annual performance

In relation to rent arrears and service charges, this has been a deeply disappointing year.

The cost of living crisis has had a considerable impact on many of our tenants and this has had a big impact on our rent arrears performance. We have tried to take a balanced approach between supporting our tenants and taking enforcement action. Going forward we will have no choice but to increase the level of enforcement and taking legal action as we cannot afford our performance to slip further. We met the Lambeth standards as well as those that we have set for ourselves, except for current arrears as a percentage of rent roll. Even here there was a significant improvement over the previous year.

For service charge arrears, the level of major repairs bills has continued to impact on the collection of arrears. In addition, leaseholders continue to pay against their

account number rather than the most recent invoice number. This means that those payments have been made to major repairs rather than day to day service charges. Again going forward we are taking a much harder line and are referring many cases to our solicitors to recover the debt.

In relation to relet times we have missed our own target but have performed better than that set by the Council. The problem related to delays in receiving nominations from the Council, although we did meet our internal targets for making the property ready to let.

However, we have considerably improved our performance in dealing with complaints, carrying out a review of how we deal with them.

DESCRIPTION	LAMBETH STANDARD	OUTTURN 2021/22	TARGET 2022/23	OUTTURN 2022/23	TARGET 2023/24
Rent Collected as % of annual rent role	99.5	105.2	105	98	100
Current Arrears as % of rent role	NA	4.9	4.5	5.4	4
% Service Charge Collected	102	107	105	95	105
Average relet time (days)	30	26	23	26	20
% gas services within 12 months of previous service	100	100	100	100	100
% satisfied with repairs	95	96	100	97	100
% repairs completed on time	97	100	100	100	100
% complaints dealt with on target	95	86	100	100	100
% tenancy checks completed	10	77	15	35	15

06 Financial performance

The Audited accounts for 2022/23 have been circulated with the agenda and can also be found on our website, www.roupellpark.co.uk.

We received a management allowance of £1,360,552 from the Council and generated £72,325 in other income. This gave a total income of £1,432,877 as compared with £1,591,361 in 2021/2122.

In summary the accounts show:

- A deficit of £57,278 in 2022/23, as compared with £2,907 in 2021/22
- Total reserves of £654,785 (£712,063 in 2021/22)
- A surplus fund of £374,305 (£378,397 in 2021/22)
- Designated reserves of £280,168 (£333,354 in 2021/22). This is 25% of allowances, which is our agreed financial target.

The deficit of £57,278 compares with a budget surplus of £31,107.

The main reason for the deficit this year was an increase in the cost of electricity and gas for the communal heating and hot water system, and communal lighting. Because of these changes, we have handed back all responsibility for the payment of these bills to the Council as it was threatening our overall financial viability. This hand back happened from 1 January. We estimate that without doing so we would have incurred a deficit of at least £80k.

07 Damp and Condensation

It's Not Your Fault That You Have Damp or Mould in Your Home.

Since the tragic death of Awaab Ishak in Rochdale, the issue of damp and condensation in people's homes has increased in the public consciousness and the importance placed on it by all landlords. This has been backed up by a change of approach by the Housing Ombudsman, who has changed their guidance as to how to deal with reports.

There are lots of factors that can cause damp and condensation, which can be difficult to deal with. Working with you we are determined to overcome these challenges.

TYPES OF DAMP

There are two causes of damp and mould growth:

- 1. Penetrating damp.** This is the result of a leak into your home because the damp proof course has failed, which is exceedingly rare on Roupell Park. In all

cases you will see staining in the area affected and see water dripping into your home. Mould growth is unlikely to occur until any leak has been going on for some time.

- 2. Condensation.** Condensation occurs when warm moist air comes into contact with cold areas in your homes. This might be walls, ceilings, or windows. This will cause streaming windows, and mould growth in walls and ceilings. Condensation can happen anywhere in your home, but the most frequent places are in the kitchen and bathroom.

WHAT CAN YOU DO?

If the problem is not too bad or has just started, try wiping the area down with a mild bleach solution. Also make sure that you keep your home well ventilated, in particular the kitchen and bathroom. Make sure that you use the fan when cooking and if possible open the window. In the

bathroom have the fan running when you are having a shower or bath and open the window afterwards.

You should also wipe up any condensation that forms on windows and windowsills.

In general, try to keep your home well ventilated. Do not block up air vents, keep the trickle vents on your windows open, and when possible open the windows for 10 minutes a day, especially in the bedrooms when you get up.

If the problem persists or you are worried then contact the office and we will arrange an urgent visit to diagnose the problem and give you help and advice.

REPAIRING OBLIGATIONS

Our obligations for repairs vary between tenants and leaseholders. For tenants we have an obligation to deal with both the inside and outside of your home. If you are a leaseholder, then you have the responsibility to deal with mould growth in your home. We are only responsible for the outside of the property and will only intervene if the cause of the problem is structural.

WHAT WILL WE DO?

The first thing to re-emphasise is that this is not your fault.

We will work with you to understand what the problem is and to find a solution. This may be giving you advice but may include, for our tenants, us doing a mould wash to bring the problem back under control and look at how we can improve the level of ventilation in your home, especially the kitchen and bathroom.

We will confirm what we are going to do in writing, including telling you when we will be taking any action and will make a follow up appointment with you so that we can see if there has been an improvement.

Where the issue is external, for instance from a leak, we will do the repairs.

Where we are unable to do the repair because of its type or severity, or the problem is structural, either where there is rising damp or where there is another cause such as cold bridging, we may need to refer the problem to the Council for them to undertake work.

In these circumstances we will continue to put pressure on the Council to act but we are not able to control how quickly they will act.

Dealing with nuisance and anti-social behaviour

Dealing with complaints of nuisance and anti-social behaviour are some of the most difficult things that we have to deal with. They are also a huge cause of distress to residents and conflict between them.

It is however important that we recognise that there is a difference between nuisance and ASB. We all know that there is little or no sound insulation between flats on the estate. It is therefore inevitable that people will hear the sounds of their neighbour's day to day living. The following are examples of what we would clarify as nuisance rather than ASB –

- Household noise due to everyday living (e.g. babies crying, banging doors, flushing toilets, vacuum cleaning, etc)
- Children playing
- One-off parties or celebrations at reasonable times
- Cooking odours or smells
- DIY in reasonable hours (8am – 8pm)

No one has the right to live in silence.

We will deal with these problems by encouraging people to talk so that they understand the impact that these are having on each other. We will if

necessary also arrange mediation between neighbours and encourage people to take actions that will make the matter better. This might include putting down carpets and thinking about when they use their washing machine or do the cleaning.

If no solution can be found, then we will not be able to intervene further.

Anti-Social behaviour is different. In most cases it will be as a result of a deliberate action or failure to take consideration of their actions in a reckless manner. It may also affect more than one household. This will also include the behaviour of family members or visitors. ASB is both defined in law and in your tenancy and leasehold agreements. Examples of the types of behaviour we would consider to be anti-social are -

- Domestic violence and abuse
- Physical violence
- Hate related incidents (based on

race, sexual orientation, gender reassignment, disability, religion, or belief)

- Other Harassment
- Verbal abuse, harassment, intimidation, or threatening behaviour
- Drugs misuse or drug dealing
- Alcohol related nuisance
- Vandalism and damage to property including graffiti.
- Prostitution
- Other criminal behaviour
- Noise (e.g. persistent loud music)
- Misuse of communal areas or public spaces causing obstruction on stairs, holding parties, or BBQs on the estate
- Fly-tipping, leaving rubbish sacks on landings, lobbies, throwing things out of windows.

Where we have reports of these activities we will investigate. Where the issue is criminal we will work with the police, who in many cases will need to take the lead in gathering evidence and taking action.

Dealing with ASB is never quick. Our first course of action will be to talk to the victim and if they are in agreement, with the alleged perpetrator. Unless the matter is criminal, we will not be able to take the matter forward unless we can do this. In most cases we will attempt to get the perpetrator to change their behaviour and stop the ASB.

Where needed we will take legal action against the perpetrator. This can take two forms, seeking an injunction or taking possession action. It must be remembered

that legal action will only be successful if a judge can be persuaded to agree to give the necessary order. This will always require a high degree of evidence, and this will almost certainly be from more than one person. This is why police involvement is often crucial. We will only take a case to Court if we believe, usually having taken legal opinion, that we have a good chance of success.

It is crucial that in terms of nuisance and ASB we are honest about what we can and cannot do and how long it will take, and even if we are likely to be able to resolve the problem at all.



Meet Lauren

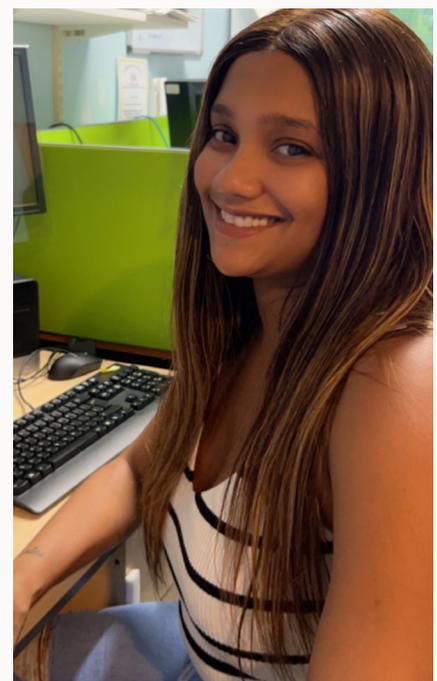
Lauren joined Roupell Park in January 2023 as a temporary staff member. In May 2023, she was offered a permanent position as a Customer Services Assistant. Lauren's quick wit and ability to connect with both staff and residents has already left a positive impact. She radiates kindness and has a unique talent for turning an ordinary office day into an enlivened working environment. Lauren approaches her work with dedication, taking her responsibilities seriously.

At 30 years of age, Lauren is a devoted mum to a 13-year-old son. She takes her role as a parent seriously and strives for excellence. Her greatest passions are travelling and music, and she often combines the two by attending various music festivals around the world. Among the most memorable countries she's visited are Barbados, Ibiza, and Italy. She particularly enjoys solo travel adventures.

ABOUT YOUR ROLE:

"I've been working as a temp for many years, primarily in the social housing sector. Applying for my current role here at Roupell Park felt like a natural step. Little did I know that I would be offered a permanent position within months, which came as a delightful surprise and boosted my confidence. I'm truly grateful for the warm welcome, encouragement, and support I've received from everyone, especially from Jeanette, my line manager, and Simon, the director."

Lauren also expresses her aspiration to study housing management, showcasing her ambition in this field. Her strong digital savviness is an asset to the office. She adapts quickly to new situations and possesses



excellent people skills. Lauren effortlessly builds rapport with residents and excels at calming them down. She has a knack for empathising with their situations by putting herself in their shoes.

Perks of your role:

“One aspect I truly value is that our office is embedded within a tight-knit community. Unlike my previous positions, I now have the opportunity to personally interact with the residents, assist them, and get to know them on a personal level while resolving their problems. The dynamic of a small team and a smaller office environment suits me well. The supportive staff members

have significantly contributed to boosting my confidence. Our regular staff meetings serve as an excellent platform for sharing knowledge and insights.”

Something memorable:

Lauren giggles while she reminisces: “Attending the NFTMO Conference in June this year was an incredible experience. I had the opportunity to spend the entire weekend connecting with colleagues from across the country. The experience was so surreal that it almost transported me to America. I particularly revelled in the ABBA disco show. And the icing on the cake was that we actually won! That was pretty cool!”

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Meet Richie

Richie, an invaluable new member of our team, seamlessly blends practicality with his own unique approach to tasks as our dedicated caretaker. Richie is renowned for his constant desire to stay productive and engaged, a trait that extends well beyond his role. A committed advocate for green living, he has particular interest in minimizing waste and embraces an eco-conscious lifestyle. A proud father of two children, Richie currently navigates life as a single parent. Originally from the Midlands, his journey to London during adolescence hasn't dimmed his connection to his roots. His profound connection with nature and preference for smaller communities underscore his character.

THE PERSONAL TOUCH:

'I'm A family man at heart, my two children, Sherine (23) and Daniel (18), fuel my dedication. Though unattached now, my origins trace back to Derby in the Midlands. While I've adopted a Londoner's identity, my Midlands spirit remains vibrant.'

About my role:

'In the wintery days just before last Christmas, I embarked on my journey at Roupell Park, initially joining through an agency. By March '23, the privilege of a permanent position as an estate caretaker was extended to me. This was pure luck. Having dedicated around five years to Pinnacle, I diversified my pursuits shortly before the onset of the Covid pandemic. My passion for antiques, furniture, upcycling, and restoration found a natural connection, and led me to exploring other options. In response to Covid pandemic, I chose to return to Pinnacle. My role included caretaking, cleaning, and gardening, with a specialized focus on deep cleaning. Luckily, I was able to seamlessly integrate this "specialist role" into my present position, I found that my suggestions have been warmly embraced. There are also challenges. A significant one is witnessing avoidable waste, and a lack of individual responsibility for creating this in the first place.'



Perks of my role:

Working at Roupell give me the freedom to tackle tasks in my own unique way, provided that standards are met. Freedom from micromanagement, even from my line manager, Stefan, has enabled me to manifest my creativity and uplift our environment. The surge of frustration comes from observing excessive fly tipping with no accountability.

I also see the multifaceted nature of caretaking, which transcends the conventional where we, the caretakers function in multiple roles, and sometimes act more as estate wardens. We assist residents with tasks such as grocery deliveries and aiding the elderly during lift outages. Residents recognize and appreciate our contributions, and they acknowledge our help beyond cleaning.



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