



working together in partnership

# BROCKLEY BUGLE

## WINTER 2012



**BEFORE TIME GOES, AND MONEY IS SPENT,  
FIRST BE SURE, TO PAY YOUR RENT !!!**

### **Make Rent Your Priority This Christmas!**

During the months of November and December around 30 households have been referred to court for Possession Orders as a result of rent arrears.

Our aim and ethos is not to evict tenants but to help them sustain and maintain their tenancy. However, where a tenant consistently withholds rent payments for no reason other than to do so, we will take every necessary action to repossess the property.

If you are experiencing difficulties, please contact your Housing manager on:

**020 7635 1200**

## BENEFIT CHANGES

### Benefit Cap

From April 2013, there will be a 'cap' (a maximum limit) on the total amount of benefit that people can get. The first benefit to be affected will be housing benefit. If you do not pay your rent in full you will be at danger of losing your home. The cap is likely to be:

- £500 per week for couples and lone parents
- £350 per week for single adults

You may be affected if you currently receive more than the maximum amount allowed by the Department of Work and Pensions (DWP). The benefits covered by the cap include Housing Benefit, Child Benefit, and the main out of work benefits, such as Income Support, Job Seekers Allowance, Child Tax Credit and Carer's Allowance. Households entitled to Working Tax Credit will be exempt from the cap as the change is intended to encourage claimants to work.

### What you need to do

Contact the Housing Benefit call centre or visit your local area service centre at:

- **The London Borough of Lewisham, 1 Laurence House, Catford Road, SE6 4RU**

You can make an appointment to see an adviser by calling:

- **020 8690 8444** or you can drop in:
- **Mon - Thurs 9am - 6pm**
- **Fri 9am - 6pm**
- **Sat 9am - 1pm**

You can also ring the DWP helpline. The helpline staff will provide general information about the changes but they will not have access to all of your benefit information.

- **0845 605 7064**
- **0845 608 8551** textphone for people with hearing or speech impairments.

Lines are open:

- **Mon to Fri 8am - 6pm**

The Directgov website also has a benefit cap calculator to help you find out how much the cap is likely to be at:

- **<https://www.dwpe-services.direct.gov.uk/portal/page/portal/bcc/lp>**

### Who will be exempt from the cap?

If you receive any of the following benefits you will be exempt from the cap:

- Working Tax Credit
- Disability Living Allowance
- Personal Independence Payment (from April 2013)
- Attendance Allowance
- The support component of Employment Support Allowance
- Industrial Injuries Benefits
- War Widows and War Widowers pension
- Working Tax Credit

## HOUSING ALLOCATIONS

### IMPORTANT NEWS FROM LEWISHAM COUNCIL

On 29th October 2012 Lewisham Council launched its new housing allocation policy in response to a number of core legislative changes introduced as part of the Localism Act 2011.

In response Lewisham has introduced the following changes to their policy:

- Households who do not have a housing need no longer qualify and as a result, all households previously awarded Band 4 priority under the old scheme have now been cancelled
- 5% of re-lets now being made available to the 'pan-London mobility scheme'
- New employment category introduced in Band 3
- Local connection criteria changes
- Income threshold now risen to £50,000
- Number of Homeseach bids that an active applicant can make each week has reduced from 5 to 1.
- Additional priority given to former armed forces personnel
- Introduction of 'starred' decants to allow for urgent moves in decant schemes

If you previously had an application on the Council's housing register which was awarded a Band 4 priority, you will have received a letter informing you that your application has now been removed from the register. This correspondence would also have included information on alternative housing options which may be available to you.

If you like further information and advice on the allocation policy changes or how they affect you, you can either contact the Council's Allocation team:

- **020 8314 6455**
  - **[HousingInterestRegister@lewisham.gov.uk](mailto:HousingInterestRegister@lewisham.gov.uk)**
- or alternatively you can contact
- **[BrockleyCustomerService@pinnacle-psg.com](mailto:BrockleyCustomerService@pinnacle-psg.com)**

## Stamp Out Housing Fraud

Since the beginning of the year Regenter Brockley and the London Borough of Lewisham have joined forces to tackle the unlawful subletting of properties managed on behalf of the London Borough of Lewisham. The exercise aims to recover tenancies which have been sublet in order to provide accommodation for those in genuine need.

As part of this exercise the Council's Anti-Fraud and Corruption team is undertaking a data matching exercise to identify tenancies that may be sublet. This will ensure that the legal tenant is occupying the property. During this exercise your personal information will be held and processed in accordance with the principles of the Data Protection Act 1998. It will be kept secure at all times and only authorised persons will have access to it.

Anyone with information about a housing fraud within the borough of Lewisham can report their concerns on the 24 hour free phone Hotline:

- **0800 085 0119**
- or by email:
- **[reportfraud@lewisham.gov.uk](mailto:reportfraud@lewisham.gov.uk)**

## TRA CORNER

### Foxborough Gardens Mural Project

The Foxborough TRA has set aside funds to create a mural on the fence that runs along the back of the estate near the railway line. Brian Okello, an artist who worked with Pinnacle PSG to create a mural at Mozart playground in Westminster, will be assisting and local school children will help in the creation of the mural.

### Tenant Scrutiny

Regenter Brockley, and all other housing providers, are required to provide opportunities for residents to scrutinise the services they receive from their housing managers and providers. Richard Tomkinson of TPAS has been engaged by the Lewisham Tenants Fund to help Regenter Brockley residents to develop a Tenant Scrutiny Panel. If you are interested in getting involved or in finding out more contact Pinnacle PSG:

- 0207 635 1200

### “Making the Difference” award

Peter MacDonald, chair of Clare TRA, received this award at Pinnacle PSG’s annual Resident Conference in October in recognition of the exceptional work he has done on his estate and in the community. Congratulations Peter!

### Brockley TRAs

There are currently 5 TRAs in Brockley: Adelaide Avenue TRA, Clare Estate TRA, Foxborough Gardens TRA, Lilac and Alder House TRA and Nuding Close/Shell Road TRA. For information about meeting dates, activities and how to get involved or for help in starting a TRA where you live please contact Jim Duke:

- 0207 635 1210
- 07982 006 770
- Jim.duke@pinnacle-psg.com

### Tyrwhitt Road Neighbourhood Watch Beautification Project

The Tyrwhitt Road Neighbourhood Watch, with support from Regenter Brockley, has received grants of £500 each from the Ladywell and Brockley Ward Local Assemblies to place planters and hanging baskets on the street. Bryan Pope, vice chair of the Regenter Brockley Residents Board is leading on the project.

## Yew House Community Safety Day

On Saturday 25th August 2012, Regenter Brockley working in partnership with the Safer Neighbourhood Team, held a Community Safety event at Yew House, St Donnatts Road after receiving increasing numbers of reports of drug use to the area. If you have any concerns with increased crime to your estate please e-mail your enquiries to:

- [communitysafety@lewisham.gov.uk](mailto:communitysafety@lewisham.gov.uk)

## LEASEHOLDER’S CORNER

**SERVICE CHARGE BILLS** based on actual costs for the last financial year 2011-2012 should be sent to you in the next few weeks.

All leaseholders must provide us with your up to date contact details to enable us to get hold of you in case of an emergency, such as a leak from or affecting your property. Failure to do so could be a breach of your lease and result in action being taken against you. If you do not live in your leased property you must provide your current address and contact number and your sub-tenant’s contact details in case we cannot reach you.

The following statement was provided by the Brockley Leaseholders Association:

“The **Brockley Leaseholders’ Association** is run for leaseholders of Brockley ex-council properties. We meet regularly to discuss issues we have with Lewisham Council, our freeholder, and Regenter Brockley, the PFI housing management consortium. For more information please contact the Chair Steven Mills:

- [brockleyleaseholders@gmail.com](mailto:brockleyleaseholders@gmail.com)

The Leasehold Advisory Service is also a helpful place to seek advice:

- [www.lease-advice.org](http://www.lease-advice.org)

## Announcements

**Residents Christmas Party** We will hold our annual Christmas party for residents on Thursday 20 December at St Andrews Centre from 6:30 pm. All residents are invited and children are especially welcome. Please bring a contribution of non-perishable food. This will be donated to St Andrews for Christmas food hampers for people in need.

**Tapiwa is leaving** Tapiwa Jiya, Regenter Brockley’s leasehold manager, will be leaving us on 14 December to return to Zimbabwe. She will be missed by everyone here at Pinnacle as well as by the leaseholders of Brockley who she has served with sincerity, honesty and dedication. We are very sorry to see her go but we wish her every success in her future endeavours.

We do have arrangements in place for staff with leasehold experience to provide and maintain the service.

## Cyclical Decorations Programme

Equipe, the repairs contractor for the Regenter Brockley partnership, will be undertaking a programme of cyclical decoration and repairs to common areas for Regenter Brockley residents. Consultation will take place in 2013. An inspection to identify the proposed works will be carried out for all properties and residents will be consulted before the works are undertaken.

## BUILDING A BETTER COMMUNITY

### Safer Neighbourhoods

#### Police Notice—Burglary Advice

The Ladywell Safer Neighbourhood Team is striving to reduce the number of burglaries in the ward and in the Brockley area. Statistics on recent and historical burglaries occurring around this time of year show that properties are targeted in the late afternoons and early evenings when houses are in darkness and the occupants are at work.



To help prevent offences we strongly recommend that you consider using Timer Switches. These can be easily programmed to switch lights and radios on and off when you are not in.

#### What do burglars want?

Burglars want an easy life. They are looking for a property with poor security where nobody's home. They want to see windows left open, open side gates, ladders and tools easily accessible to use to gain entry with. They like high hedges or fences to skulk and hide their behaviour, but hate security lighting and dogs. They like to window shop too so don't show them what you've got through your windows.

If you notice anyone acting suspiciously or hanging around for no apparent reason then dial 999 in emergencies and for non-emergencies dial 101. Don't for one minute think that you are wasting police time. It is better to be safe than sorry. If you have any concerns with crime in your neighbourhood please email:

■ [communitysafety@lewisham.gov.uk](mailto:communitysafety@lewisham.gov.uk)

Thank you.

*Ladywell Safer Neighbourhood Team*

### Parking Enforcement

Regenter Brockley are introducing parking enforcement to the Brockley Area starting with a Pilot Project at Lewisham Way, and will be rolling the service out throughout the year to all the estates, subject to resident consultation. We will notify you in advance and arrange a consultation meeting with you if we intend to introduce parking enforcement to your area.

The Lewisham Way pilot project has begun, using the parking enforcement contractor CES Services Limited, and is showing significant signs of success, especially with the control of Anti-Social Behaviour. Patrols are carried out 24hrs per day seven days a week so permits must be displayed in the front windscreen or on the dashboard of vehicles at all times. We issue one resident and one visitors permit per household per year and each permit costs £10.

### Crime and Anti-Social Behaviour

Most reports of Anti-Social Behavior that come into the Regenter Brockley office are for noise nuisance and leaks into neighbour's properties. Complaints about dog fouling are increasing, but those complaining are often unable to identify the perpetrator or are afraid to do so. Our Estate Staff are now trained and are able to issue dog fouling notices and spot fines if they encounter any resident allowing their dog to foul on our estates. Please get in touch with us if you witness this happening. Any reports of dog fouling by residents will be kept confidential.

Incidents of drug use on some estates have reduced due to our collaboration with the police and residents. We work closely with the Police and attend meetings such as the Multi Agency Risk Assessment Conference (MARAC), the Anti-Social Behaviour Multi Agency Panel and Ward Panel meetings. The Police attend all our Residents Board meetings and give updates about hot spots and crime within our local areas.

Residents are encouraged to form Tenants and Resident Associations (TRAs) especially when they are experiencing problems on their estates. We work closely with existing TRAs and encourage the Safer Neighbourhoods Team to attend their meetings to discuss safety and security issues and concerns.

Quarterly estate inspections are undertaken by Housing Managers with residents to identify issues around repairs, caretaking and grounds maintenance. This allows us to work together to identify areas of concern, and take account of residents' views to resolve issues and combat Anti-Social Behavior.

If you have concerns around Anti-Social Behaviour in your area, please contact us at the Regenter Brockley Neighbourhood Office. Please help us to help you by reporting any concerns you have.

### Residents Satisfaction Survey

You may receive a call from one of our staff as it's that time of year when we run an important survey to find out what you think about the services you receive from Regenter Brockley. This is your opportunity to say what you think we get right and what you consider we need to improve on. It takes around 2 minutes to complete and everyone who takes part will be entered into a prize draw to win **£150!**

## SAVING ENERGY, SAVING MONEY

In the spring edition of the Brockley Bugle we informed you that an energy project pilot had taken place in December, and that we would be rolling out the scheme on a bigger scale in the early months of 2012.

During March and April we visited 25 residents, with the hope of showing them quick and easy ways to reduce their heating, gas and electricity bills. The appointments focused on areas such as appliances on standby, lighting and electric heating.

After the appointment we sent each resident a report detailing how much they could save if they followed the recommendations. Everyone who took part in the project was able to make some savings, with lighting being the biggest area for potential savings.

Feedback about the project was very positive:

*“Excellent idea, everyone should take part, showing me how to use the thermostat and the timer has saved me money!”*

*“Thank you for showing me how to save money”*

*“Very, very good, was explained fully and the advice given was very helpful”*



## Some Facts About Energy Use

### HEATING USAGE

It can cost roughly twice as much to heat a house constantly compared with morning and evening only. It is a myth that leaving the heating on all the time will use less energy than having it on only at timed periods.

### HEATING THERMOSTAT

A heating thermostat will stop your house overheating by keeping the temperature constant and comfortable. Overheating your house by an average of 1 degree can cost you 10% more over a year.

### ELECTRIC HEATING

Electricity costs roughly three times as much as gas.

### KETTLE

Multiply the number of times the kettle is used per day by £2.20. This gives the typical annual saving you can make by leaving no spare water in the kettle, by using a small kettle or an eco kettle.

### LIGHTING

The energy saving project showed that, for most people, the area offering the greatest potential savings was in switching to low energy light bulbs. Replacing one 100 watt filament bulb in a hall, kitchen or living room could save £23 per year.

## COMMUNITY ADVICE CLINIC

### Worried about paying your rent? 170 can help

Introducing a new advice clinic offering free advice for Lewisham tenants:

- Rent arrears
- Housing benefit
- Managing your finances

For more information and to book an appointment telephone:

- 07976 046927

#### HOW TO FIND US:

- 170 New Cross Road,  
London SE14 5AA

#### Nearest train:

- New Cross Gate

#### Bus routes:

- 21, 136, 436, 53, 171, 172,177, 453, P13



## Walkabouts For 2013

	PROPERTY	TIME
17/01/2013	Foster Hse	1.00pm
	Hawthorn Hse	1.15pm
	Lewisham Way 158	1.30pm
	Colin Blanchard Hse	1.45pm
	St Peters Ct	2.00pm
	Wadcroft	2.15pm
	Geoffrey Ct	2.30pm
	Clare Estate	2.45pm
07/02/2013	Tyrwhitt Rd	1.00pm
	Greatfield Cl	1.20pm
	Eastern Rd	1.20pm
	Ermine Rd 93-131	1.50pm
	Ermine Road 63-65	2.10pm
	Embleton Rd	2.25pm
	Algernon Rd	2.40pm
	Viney Rd	3.00pm
	Brookbank Rd	3.00pm
	Nuding Cl	3.30pm
28/02/2013	Shell Rd	3.30pm
	Somerset Gdns	3.50pm
	Adelaide Ave	1.00pm
	Ivy Rd (meet at 1-11)	1.15pm
	Comerford Rd	1.30pm
	Brockley Rd	1.45pm
	Whitbread Rd	2.00pm
21/03/2013	Rushey Mead	2.15pm
	Dressington Ave	2.30pm
	Foxborough Gdns (meet 105-151)	2.45pm
	Garages Crescent Way	12.30pm
	Garages Braxfield Rd	12.45pm
	Erica Hse	1.00pm
	Wickham Rd 62	1.20pm
	Alder Hse	1.35pm
	Lilac Hse	1.35pm
Walter Taylor Ct	2.00pm	
Acacia Hse	2.15pm	
Wickham Estate (meet Jasmine Hse)	2.30pm	

## CONTACTING US

### CONTACT INFORMATION

#### Brockley Housing Office,

■ 111 Endwell Road, Brockley, London, SE4 2PE  
e: BrockleyCustomerService@pinnacle-psg.com

#### Management Team

■ **Alwyn Lewis, Contracts Manager**  
e: Alwyn.Lewis@pinnacle-psg.com t: 020 7635 1208

■ **Suzanne Ste-Croix, Housing Manager, Svcs Manager**  
e: Suzanne.Ste-Croix@pinnacle-psg.com t: 020 7635 1206

■ **Chris Samms-Thompson, Housing Manager**  
e: Chris.Samms@pinnacle-psg.com t: 020 7635 1202

■ **Eileen Scott, Housing Manager**  
e: Eileen.Scott@pinnacle-psg.com t: 020 7635 1204

■ **Linda Francis, Housing Manager**  
e: Linda.Francis@pinnacle-psg.com t: 020 7635 1205

■ **Ato Arku-Nelson, Housing Manager**  
e: Ato.Arku-Nelson@pinnacle-psg.com t: 020 7635 1203

■ **Paul Brooks, Housing Manager**  
e: Paul.Brooks@pinnacle-psg.com t: 020 7635 1214

#### Customer Services

■ **Hazel Newvell, Customer Service manager**  
e: Hazel.Newvell@pinnacle-psg.com t: 020 7635 1207

■ **Gloria Kyei-Nimako, Cust Svcs Officer**  
e: Gloria.Kyei-Nimako@pinnacle-psg.com t: 020 7635 1207

■ **Swarna Rague, Cust Svcs Officer**  
e: Swarna.Rague@pinnacle-psg.com t: 020 7635 1211

■ **Katie French, Customer Services Officer**  
e: Katie.French@pinnacle-psg.com t: 020 7635 1212

#### Leasehold & Finance

■ **Tapiwa Jiya, Leasehold & Finance Officer**  
e: Tapiwa.Jiya@pinnacle-psg.com t: 020 7635 1209

#### Resident Participation

■ **Jim Duke, Resident Participation Officer**  
e: Jim.Duke@pinnacle-psg.com t: 020 7635 1210  
m: 07982 006 770

### EXAMPLES OF WHO TO RING FOR WHAT

We are aware that residents sometimes get confused with who does what and who is responsible for certain aspects of their homes and surrounding areas. We have therefore provided examples and telephone numbers of who to contact for your queries. Obviously we are unable to cover for every eventuality, but hopefully this will make things a bit clearer.

WHO?	NUMBER
<b>Pinnacle PSG Housing - Landlord:</b>	<b>0207 635 1200</b> <b>9.00am - 5.00pm</b> <b>Mon - Fri</b>
Neighbour nuisance, rent queries, housing and allocations, reporting abandoned properties & vehicles, cleaning, graffiti, and ground maintenance	The individual officer contact details can be found to the left.
<b>Equipe/Rydon:</b> Leaks, loss of heating or electrics, faulty locks, blocked WCs, drains when they affect the whole block	<b>0800 083 9683</b> <b>8.30am - 5.30pm</b> <b>Emergency out-of-hours service starts at 5:00pm</b>
<b>Lewisham Council:</b> Removal of white goods etc. Replacement of wheelie bins, road repairs and refuse/recycling collection	<b>0208 314 6000</b> <b>The switchboard is available 24 hours a day, 7 days a week.</b>

**Freephone Repairs Number**  
**0800 083 9683**

