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Winter 2015

Brockley Bugle

FEATURED STORY

2015 in review

Take a look at some of the activities we have held throughout 2015.

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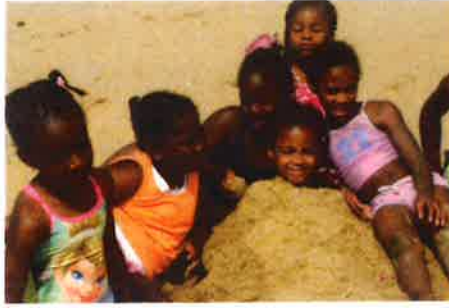
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2015 in review

At the end of 2014 some of our younger residents and Father Christmas joined us for a Christmas Party at the St Andrews Centre. It was so much fun that we are doing it again this year, on **21st December 2015**.

During the summer we supported two outings as part of the St Andrews Centre Summer Play Scheme. As a result of Pinnacle's donation to this programme, over 50 children from Brockley were able to have a day at the seaside.

For the fourth year in a row, we provided both funds and organisational support for the Tyrwhitt Road Street Party in June.

The Clare Estate Kitchen Garden is now in its fifth year of operation. Pinnacle PSG has been part of this project since it began and we hope that it will continue as a way for Clare Estate residents to learn

about gardening and for children and adults alike to experience growing some of their own food.

In January 2015, Pinnacle presented gardening awards to residents, in categories including private flower gardens, private and communal food gardens and for gardens in pots, containers and on balconies. It was particularly moving to make a posthumous award to Mrs Jean Melvin of Augustine House, which was accepted by Jean's daughter and daughter-in-law.

We made a grant in support of the Brockley Society's Mass Photo event. Brockley: Then&Now is a mass group portrait of local residents taken on 19 July 2015 on Hilly Fields, Brockley, at the start of a larger project to explore the changes in the community since 1918. Photo used by permission of Brockley Society / © Frizbee.

Welcome



Maxeene McFarlane

Contract Manager

Welcome to the Winter 2015/16 edition of the Brockley Bugle. I would like to take this opportunity to wish all of our residents a joyous holiday season and a happy, healthy and prosperous new year.

Looking forward to 2016, Universal Credit is to be introduced, either very late in 2015 or early in 2016. Its introduction has suffered many delays and we are still not sure exactly when it will be implemented but it will replace existing benefits including Job Seekers Allowance, Housing Benefit, Tax Credits and Disability benefits. The programme will first be introduced for single claim benefits and will eventually be rolled

out to everyone who receives benefits. Universal Benefit will be paid directly to the claimant, so even if you are on full benefit you will need to make arrangements to pay your own rent to Lewisham. The changes will affect thousands of residents, many of whom will fall into arrears with their rent payments as they wait a minimum of five weeks for their first Universal Credit payment.

The system is becoming tougher, with more sanctions, reclassifications, exclusions and suspensions of payments. Pinnacle PSG has introduced a debt advice surgery run by Project 170 and held at the Pinnacle office.

We urge people who may be affected to seek advice from this project and follow the advice given to safeguard their financial well being. Advice is available by appointment only and appointments can be made by contacting the Pinnacle office.

Coping with changes in rules and cuts in benefits can be difficult emotionally and psychologically as well as financially. If you feel you are suffering emotional or psychological distress as a result of the benefit changes please tell your housing manager so that we can refer you to the appropriate agencies for help and support.



Leaseholder's Corner



Sandra Simpson

Leasehold Manager

We have contacted all leaseholders that still have a sum to pay on their major works account. The deadline of July 2013 for full payment was extended to **31 March 2015**.

We asked any leaseholders who had any queries about their account to contact the leasehold team to discuss their case. The 31 March 2015 deadline has passed, the full amount is due on all accounts and legal action will begin on any unpaid accounts.

What if I need longer to pay for the works?

The following bullet points give you an idea of some of the options available. They are not designed to give you financial advice. We advise you to seek independent financial advice.

- **Increasing your mortgage:** Leaseholders

who already have a mortgage on their home can apply to their mortgage lender to have the cost of the works added to their existing mortgage. The mortgage lender pays for the major works. The leaseholder then makes payment to the mortgage lender over the remaining period of the mortgage.

- **Re-mortgaging:** Leaseholders may consider arranging to re-mortgage their property with a different mortgage lender. The new mortgage takes into account the cost of the works. Sometimes it is possible to re-mortgage at a lower rate of interest than you are paying on your current loan.

- **Other loans:** Generally loans offering the lowest rate of interest are those that are secured on the property. Other loans can be obtained but these tend to have

higher interest rates.

- **Equity loans:** There are a number of different schemes designed to assist elderly homeowners to release the equity value in their home.

- **General:** If you are considering taking out a loan to pay for the work it is important that you read all of the terms and conditions carefully. Some loans have heavy penalties if you pay the debt off early. It is important to remember that if you fail to keep up the repayments on a loan secured against your property your home could be repossessed.

It is particularly important that you receive legal and financial advice before entering into one of the schemes or taking out a loan. Citizens Advice Centres and Age UK may be able to give further advice.

Out of hours repairs service

We provide an emergency service for urgent repairs that are required outside of normal office hours. This service is available to address urgent problems and emergencies that pose an immediate health or safety risk. The repair will be limited to making safe the dangerous situation. In most cases a follow up call will be required during regular office hours to carry out a more permanent repair.

Out of hours calls are very costly, as you will know if you have ever had to call a plumber in the middle of the night. Typical rates are £50 or more per half hour. If you make a call for an out-of-hours repair that is not an emergency you may be recharged for the cost of the call out.

Coffee, cake and the search for a cure



£254 raised at coffee and cake morning at St Andrews Church

The World's Biggest Coffee Morning is Macmillan Cancer Support's flagship fundraising event.

Each year, members of the general public host their own coffee mornings. Events are held worldwide with most taking place within the UK where the charity operates. The donations received go towards Macmillan services. One in three of us will face cancer, and the money raised at the coffee mornings helps Macmillan Cancer Support make sure no one has to face it alone.

This year, Pinnacle PSG and Rydon invited their tenants, staff, friends and communities to join their team for a BIG coffee and cake morning to raise funds to help Macmillan achieve their goal. We held the coffee morning at St Andrews Church from 10am until 12pm on 25th September 2015.

Overall the morning was a great success, with many people coming out to join us and we raised more than **£254** for Macmillan Cancer Support. We would like to say a big thank you to everyone who joined us for our coffee morning and helped to support this great cause.

Lewisham Warm Home Scheme

Help for vulnerable residents to stay warm and healthy

Lewisham Council has introduced a Warm Home Scheme that can provide a support package to help vulnerable residents stay warm and healthy during the colder months.

If you are concerned about a neighbour or relative in Brockley please contact our Customer Service team on brockley.customerservice@pinnaclepsg.co.uk or 0207 635 1200 and Pinnacle PSG staff will make a referral to the Warm Home Scheme.

Keeping warm over the winter months can help prevent colds, flu or more serious health conditions such as heart attacks, strokes, pneumonia and depression. The chances of these problems are higher for these vulnerable groups:

- elderly or frail people
- people with a long-term health condition
- people with a mental illness
- people with a disability (long or short-term)
- people with a cardiovascular disease
- people with a respiratory disease
- families on a low income with children aged under 5.

The scheme provides support packages to those most in need. A referral to the scheme provides people with a free winter home financial and health support package including:

- a home visit from an energy advisor
- stay warm pack
- advice on how to keep warm
- advice on switching tariffs
- fuel debt advice
- ...and much more.



Community news and upcoming events

Controlled Parking Zones Consultations

Consultations on Controlled Parking Zones (CPZ) are on the horizon in some areas of Brockley. CPZ is an issue that arouses strong feelings.

These zones can have an impact on traffic and parking in areas adjacent to those where they are introduced as well as in the CPZ areas themselves, where visitors and trades people will need a permit even when visiting residents who do not have a car. Further information is available from Lewisham Council and from the Brockley Society.

The Brockley and Ladywell Local Assemblies

The Brockley and Ladywell Local Assemblies continue to meet in both these wards. All residents of the wards are welcome at Local Assembly meetings which set priorities within each ward and award funds to projects to achieve these priorities.

Information on Local Assembly activities, priorities, meeting times and locations are available on the Lewisham Council website.

The next meeting of the Ladywell Assembly will be early in 2016 at a date and time to be announced. You can contact Sam Dias, the Ladywell Local Assembly Co-ordinator, on **020 8314 6743** or at **sam.dias@lewisham.gov.uk** for more information.

The next meeting of the Brockley Assembly will be on **Tuesday 9th February 2016** at the Leander Centre. You can also contact the Brockley Local Assembly Co-ordinator, Maya Onyett, on **0208 314 8208** or by email: **maya.onyett@lewisham.gov.uk**.

Pinnacle PSG's Children's Christmas Party

The Pinnacle Children's Christmas Party has become an annual event.

It will be held this year on **21st December 2015** at the **St Andrews Centre**.

Further information is available from Lewisham Council and from the Brockley Society.

Date:
21st December
Venue:
St Andrews Centre
Time:
12.30pm - 2.30pm
RSVP:
To Sonia Straker
on 0207 635 1200

Don't become homeless in 2016!

Remember to pay your rent on time or face eviction!



The festive season is upon us. Pinnacle PSG appreciates that your financial obligations will be compromised at this time of year but you are reminded that your rent remains your top priority. Tenants who fail to keep their rent account up to date are increasingly likely to start 2016 with action being taken against their tenancy. Any court action taken against you may result in a County Court Judgement leading to adverse credit (no loans or credit cards!) and possibly even eviction.

The following options are available for you to pay your rent:

1. Direct debit

You can set up a direct debit; the most convenient method of paying your rent every month automatically.

2. Standing Order

Set up a standing order. You can set up a standing order to pay us rent every month automatically, using the bank details below. Please ensure your 10 digit rent account number is used as 'reference'. We can send you a standing order form if you need one.

- Account name: London Borough of Lewisham
- Account number: 93380513
- Sort code: 20-00-00
- Bank: Barclays Bank Ltd.

3. Pay by card

You can pay by card at any:

- Post office
- Paypoint location

Please see the back of the card for further instructions when making payments at any of the above locations.

4. Pay using our automated telephone service

You can pay over the phone by calling 020 8690 8707.

When using the service, please choose the relevant option for 'Housing Rent' and then enter the ten digit rent account number printed at the bottom of the card when prompted. Please note: the service does not always provide the balance on the account, however you may still use it to make payments, provided the rent account number is correctly entered and accepted.

5. Make a BACS payment/s

You can make a BACS payment to Lewisham, using these details:

- Account name: London Borough of Lewisham
- Account number: 93380513
- Sort code: 20-00-00
- Bank: Barclays Bank Ltd.

Hitting our targets

As we move into the new year, we feel this is a good time to reflect on all that we have achieved over the past twelve months and to look forward to the coming year ahead. We have worked closely with Lewisham Council throughout the year in the delivery of housing management services to our residents in Brockley. We believe that this strong partnership between ourselves and the London Borough of Lewisham has helped in achieving a continually improving service.

The most important areas within our contract are performance and hitting targets. So far this year our performance has been good in all areas. Here are some of the highlights:

- Our robust auditing of tenanted properties has ensured that the correct people are living in them and appropriate action has been taken where unauthorised persons have been found in occupation. In the first eleven months of 2015 we repossessed eleven properties and obtained one unlawful profit order.
- We have been re-letting our empty homes very quickly with the average turnaround time of 18.88 days.
- We have worked closely with the police and other local agencies to tackle all levels of anti-social behaviour within the properties we managed with one suspended possession order and one injunction order obtained.
- Number of tenancy audits undertaken: 237.
- Percentage of tenants attended to within 15 minutes of arrival at office: 100%.
- Percentage of open office hours in the month: 100%.
- Percentage of correspondence items responded to within the required deadline: 100%.

- Percentage of complaints responded to within the required deadline: 100%.
- Percentage of Members Enquiries responded to within the required deadline: 100%.

We set up a welfare benefit/debt advice surgery that has been running for the last twelve months.

- The surgery is run by the 170 Project for the first three Fridays in the month.
- Case recording is confidential and the advice given is impartial.
- The service is independent and confidential.
- The service is a referral service with fixed appointments for Brockley PFI tenants.

We will review the service in the forthcoming year with the aim to expand it to every Friday in a month. Pinnacle PSG will also be looking at rolling out the service as a drop in service; however the Housing Team will still be able to refer cases.

Looking to the next year, our aim is to build upon our current good performance working with Lewisham Council to continue improving its service across all areas. Among the main priorities will be welfare reform. We recognise the need for regular, clear but easily absorbed communication with our tenants affected by welfare reform, therefore, we will be looking at organising residents events regarding future welfare benefit changes.

Finally, we would like to thank residents for their continued support during the past twelve months; we look forward to working with you over the coming year.

St Andrews Centre - Vacancies

St Andrews Centre is looking to appoint practitioners for a variety of roles within its nursery.

The closing date is 31st December 2015 at 5pm. Interviews will be held week beginning **18th January 2016**. For further information and an application form please contact:

Johann Williams on **0208 694 2459** or saintandys@aol.com

Niki Teather on **0208 692 5041** or NikiT@standrewsnursery.org

Nursery Practitioners (full time/term time only/casual staff)

Must have: NVQ level 3 or equivalent, an understanding of EYFS and relevant childcare practices and at least 1 year post qualifying experience of working with children aged from birth to five years. £18,000 pro rata (inclusive).

Qualified Play Worker (level 2/3) (Level 2 qualification holders must have English and Mathematics grade C or above and be willing to undertake training to achieve a level 3 qualification) 15 hours per week, from 3pm to 6pm, Monday to Friday, term time only, some additional work during play schemes may be available.

£8.40 per hour (inclusive).

Apprentice (fixed term, 1 year)
To work with children aged from 3 months to 12 years within our after school club, parent and toddler group and nursery; must be willing to undertake a recognised childcare qualification. 20 hours per week, starting salary £4 per hour, rising to £5/£6.

Youth Worker (fixed term, 1 year)
To work within our junior youth club that meets every Monday (term time only). Must be qualified in youth work and have at least 1 year experience working with young people.

Contact us!

Regenter Brockley Housing Office
111 Endwell Road, Brockley, London, SE4 2PE

Office hours: 9.00am to 5.00pm, Monday to Friday

Telephone: 0207 635 1200

Email: brockley.customerservice@pinnaclepsg.co.uk

Please send all emails to this address so that we can track them and make sure they are answered by the correct team members.

Website: www.regenterbrockleypfi.com

Housing Management Team



Maxeene McFarlane
Contract Manager
T: 0207 635 1200



Adis Pajic
Assistant Contract Manager
T: 0207 635 1210



Ato Arku-Nelson
Housing Manager
T: 0207 635 1203



Valerie Jules
Housing Manager
T: 0207 635 1204



Natalie Teixeira
Housing Manager
T: 0207 635 1214



Kim Hinge
Housing Manager
T: 0207 635 1202

Estate Services



Mark Harrison
Performance Manager
T: 0207 635 1215

Customer Services



Swarna Ragu
Customer Service Officer
T: 0207 635 1211



Keneisha Stanley
Customer Service Officer
T: 0207 635 1216



Sha Cabana
Customer Service Advisor
T: 0207 635 1212

Leasehold Team



Sandra Simpson
Leasehold Manager
T: 0207 635 1209



Antonia Phillipse
Leasehold Assistant
T: 0207 635 1212

Repairs

For any maintenance issues such as leaks, loss of heating or electrics, faulty locks, blocked toilets and drains affecting the whole block, please contact Rydon.

Freephone Number (from landline)
0800 083 9683
Freephone Number (from mobile)
01322 623 017

For all enquiries other than reporting a repair, please contact the Rydon Customer Care Team, Laura Harris or Shirley Spooner, on 0207 635 3580.