



Gloucester Grove gossip

Inside

Fun, FREE activities for all our residents

pages 4 and 5

FREE theatre tickets up for grabs!

page 3

Help to get online

page 6

Money advice

Universal Credit explained

page 7

Welcome
to our new-look newsletter packed with news and updates from your TMO!



**WIN
£20!**

check out the back cover for our summer competition

what's inside...

3 Special offers
Free theatre tickets plus pet chipping service

4 Get involved
Social activities for Gloucester Grove residents

6 Digital champions
Volunteer to help get others online

7 Money matters
Update on changes to welfare benefits

8 Don't forget the rent
How to pay your rent, win a £20 voucher and how to get in touch

tell us what you think

AND WIN!

We hope you like our colourful, new-look newsletter! Please let us know what you think and what you would like to read in our next issue, due out in the autumn. Send in your suggestions and if we chose your idea you will win a £10 voucher.

Welcome to our new look TMO newsletter!

Inside this summer issue you can read all about our exciting projects that look set to benefit lots of people in our local community – from social events and activities (page 4 and 5) to help with getting online (page 6).

Plus we've got some great offers, just for our residents, including free theatre tickets and free pet microchipping (see page 3)

We were established to deliver quality, value for money services to all our customers and ensure that residents are at the heart of the housing service. I am delighted to report that after our first full year of operation, we are performing really well (check out the figures for yourself on page 7). We couldn't have done this without your backing; we really appreciate all your enthusiasm and support. Our success is also down to the commitment of our staff and Management Board who work hard to bring about real improvements to our community.

There are exciting times ahead and our new business plan will guide our development over the next five years, ensuring we continue to respond to local needs. We are looking forward to working with Southwark Council and getting local people involved in the regeneration plans for our neighbourhood.

Finally, even though summer has only just started we are already planning for Christmas and I can confirm we will be holding our hugely popular senior citizen Christmas lunch again this December - watch out for details nearer the time!

Best wishes and enjoy the summer sunshine!

Bassey Bassey
TMO Chair



Special offers for Gloucester Grove residents...

FREE theatre tickets

Fancy a FREE trip to the theatre with the kids?

We have 20 tickets to give away to see the fun, family play *Septimus Bean And His Amazing Machine* courtesy of The Unicorn Theatre.

Suitable for ages 4-9 years old, the play is all about Septimus Bean, his fantastic invention and the fun he has trying to work out what his machine is for.

We have 20 tickets for the 3pm performance on Saturday 25 June. Please call us on 0203 643 6941 to claim your free seat.

We will allocate tickets on a first come first served basis

FREE pet chipping service



From April this year it became law for dogs to be microchipped and their details registered on an authorised database. A microchip allows lost or stolen pets to be identified and returned to their owner.

At The Scruffs Dog Show on Saturday 18 June between 1 – 4pm at Brunswick Park in Camberwell, London, SE5 you can benefit from FREE microchipping, neutering and healthcheck vouchers for your dog.

Missing pets often lose their tags or collars so a chip is a great way to ensure you are reunited with your pet if they are taken to a vet or an animal shelter. The chip is scanned and the wayward pet can be returned home to you safe and sound.

For more information about microchipping just go along on the day, and you can enter your dog in the show to win great prizes donated by Pets at Home.

Summer activities for residents

Get involved!

At Gloucester Grove TMO we offer much more to our residents than just a housing service. We are dedicated to making this neighbourhood an even better place for everyone who lives here.

As well as investing into improving your homes and neighbourhood to make the area look better, cleaner and greener, we also run lots of social activities to bring everyone together. It's all about promoting our great community spirit.





This summer
there are lots of
exciting events
and activities
for you to
join in

whatever
your age!



FREE family fun day

Saturday 13 August

Join in the fun between 12 and 6pm at Wickway Community Centre off St George's Way. There will be lots of FREE, fun activities for all ages including face painting, mini golf, and table tennis plus FREE refreshments and a raffle. If you would like to get involved in helping to plan and run this event please get in touch.

Coach trip to the seaside

Saturday 23 July

Climb aboard for a fun day out on the South coast. We will be heading to Portsmouth waterfront to enjoy a day on the beach. As we subsidise the trip, the cost is just £5 per adult and £2.50 per child. The coach will leave Wickway Community Centre at 9am, leaving Portsmouth by 6pm. Why not bring your friends and family too? Non residents can join us at a cost of £10 per adult and £5 per child. You will need to bring along your own car booster seat for children to use onboard the coach. To book your seat please get in touch using the contact details below.

FREE summer play scheme

25 July - 5 August

There's no excuse to be bored this summer holiday because we've got lots of exciting activities for children and young people to join in every weekday until Friday 5 August. If you are aged between 6 and 15 come along and have a go at fun activities including theatre, sports and games. The play scheme runs every weekday 9.30am - 4pm and costs just £1 a day registration fee. It's a great opportunity to try something new, make new friends and most of all, have lots of fun!

FREE football coaching

every Thursday 5.30-7pm

With Euro 2016 about to kick off in France, the whole country is set to go football crazy! Get in the action at our weekly football sessions at the Burgess Park Astroturf where you can learn football skills, keep fit and have fun. The training is run by professional, qualified coaches and is open to boys and girls aged 6 - 15. Spaces are limited, so please call 020 3643 6941 to book your free place.

find
out more

For more details about any of the events on these pages please call us on 0203 643 6941 or pop into our office in Cator Street.



NEEDED:

Digital champions

Are you a confident IT user?

Could you pass on your skills to help other people in your neighbourhood get to grips with using computers and surfing the internet?

We are looking for local people to volunteer as Digital Champions to help others get online.

We want even more of our residents to benefit from all that the internet has to offer, such as finding cheaper deals on anything from insurance and holidays, to grocery shopping and electricity suppliers. Plus with Universal Credit applications having to be made and managed online it is crucial that more people know how to use IT confidently.

If you volunteer to become a Digital Champion we will send you on a free training course to develop your knowledge and skills and show you how to teach others. For more details and to attend the next training course on Wednesday 29 June please contact us on 0203 643 6941.

If you haven't got access to IT at home don't forget you can use a computer for free at your local library. If you need help and support to get online ask us for an appointment with a Digital Champion.

More council services online

The days of standing in queues or waiting on the telephone are over thanks to the array of services that are now available online. You can now do lots of jobs from the comfort of your own home, from paying your rent, reporting a repair, renewing your library book or requesting a recycling bin. Visit www.southwark.gov.uk for more details.



Money matters

There are lots of major changes taking place to welfare benefits and it's important that you understand how you and your family will be affected.



One of the major changes to the benefits system is the introduction of Universal Credit.

Universal Credit rolls together six benefits into one monthly payment. It is designed to support people who are on a low income or out of work, and it will be rolled out in Peckham Ward in October/November this year.

As Universal Credit will be paid directly into your bank account, you will be responsible for budgeting your money, paying your bills and making sure your rent is paid on time. It's a good idea to set up a Direct Debit or Standing Order so that your rent is paid automatically each month and you won't have to worry about missing a payment. For more information about the changes to the welfare system, or for confidential advice on budgeting and managing your money, please pop into our office for a chat.

Keep it down!

Please be aware of your noise levels, especially during the summer months when people leave their windows open. If you are having a bbq or get together please keep the music down and make sure you and your guests don't disturb your neighbours. Noise nuisance is a form of antisocial behaviour and together with Southwark Council, we can and will take action against you if you breach your tenancy agreement.

How we are performing

The figures below show you how we are doing.

The smiley faces mean we are meeting our targets and the sad faces mean we need to do more to reach our targets.

% of rent collected
101.5%



Repairs completed on time
98.9%



Average number of days to relet a property
52.9



% of members enquiries answered on time
100%



% of complaints dealt with in target time
100%



Wiw!

a £20 shopping voucher

Kick off summer in style with a £20 shopping voucher. Simply answer the question below and send your answer along with your name, address and contact number to: summer newsletter competition, Gloucester Grove Estate TMO, Wickway Court, Cator Street, London, SE15 6QD. Closing date: 30 June 2016.

Q. What date is our summer fun day?

(Clue – check out page 4!)

Rules: Open to Gloucester Grove TMO residents only. Winner will be chosen at random and may be published in our next newsletter. The judge's decision is final and no correspondence will be entered in to. We will not pass on your details to any third party.

Don't forget the rent

Your rent pays for important services and improvements to your homes and neighbourhood so it's crucial that you pay in full, and on time. With lots of different ways to pay, it's easier than ever to keep your account up to date:

- **Direct Debit or Standing Order**
the easiest and most convenient way to pay. Contact your housing officer on 0203 643 6941 to obtain the necessary forms and never worry about missing a payment again.
- **Online**
visit www.southwark.gov.uk/payforit and make a payment from the comfort of your own home
- **Post**
cheque or postal order (made payable to Southwark Council)
- **Telephone**
call 0845 6000 611 and pay by credit or debit card. Lines are open 24 hours a day 7 days a week.
- **Customer payment swipe card**
use at a Post Office or any shop displaying the Pay Point sign. If you haven't got a Swipe Card talk to your Income Officer.



Get in touch

Pop in for a chat:

**TMO office, Wickway Court,
Cator Street, London, SE15 6QD**

Call us:

0203 643 6941

Email:

info@gloucestergrovetmo.org

Visit our website:

www.gloucestergrovetmo.org

Got a suggestion about the newsletter or how we can improve your neighbourhood?



Your TMO provides the following services:

- day to day repairs
- cleaning and ground maintenance
- lettings
- extra support for our residents, including organising events and activities
- Collecting your rent

If you have a repair relating to your heating or hot water, lift or door entry or for any out of hours emergency repairs please contact Southwark Council on 0800 952 4444.