



# Gloucester Grove gossip

August 2016

## Inside

**Make  
your voice  
heard at  
our AGM**

page 3

**What's On:  
a guide to free  
local activities**

page 4

**What a  
summer!  
Check out our  
terrific photos**

page 5

**Free IT  
courses**

page 6



**WIN  
£20!**

check out the back cover  
for our competition

# what's inside...

**3 Annual General Meeting**  
Come along to our meeting in September

**4 What's going on**  
A guide to some of the best free activities in the local area

**5 What a summer!**  
Pictures from our summer fun day

**6 Open up a whole new world**  
Get online

**7 Universal Credit**  
Your guide to Universal Credit

**8 Keep it down**  
Don't be a noise nuisance, and keep your estate clean and tidy

**WIN!**

Check out  
the back page  
for your chance  
to win £20

## Dear resident

### Welcome to the autumn 2016 edition of the TMO's newsletter.

Once again I would like to thank residents for their excellent support of the TMO. As well as continuously improving the housing services delivered to you, your TMO has also been providing a range of extra services for our residents which include regular activities and social opportunities that bring the community together. This summer we organised popular activities including a play scheme for children and a coach trip to the seaside. Check out the photos on page 5.

I'm happy to announce that we now have in place a five year business plan that sets the strategic direction for the organisation going forward. We will start to implement items which fall within the first year of the business plan and I am pleased to report that we are on track. An aspect of the 5 year plan is to identify opportunities to grow the number of properties managed by the organisation. We have identified and expressed interest to manage properties in our immediate neighbourhood. I will provide you with an update on how this is progressing in future.

You will be aware of Southwark Council's proposed plans to build additional homes around the estate – particularly to the rear of Andoversford Court. We are working effectively with the council to ensure that the views and interests of our community are reflected on the project. I will provide updates on any progress in future editions. Meanwhile, should you have any specific views you would like considered as part of the project, please contact the housing office or email [info@gloucestergrovetmo.org](mailto:info@gloucestergrovetmo.org)

Finally, our Annual General Meeting will be held on **Monday 19 September 2016** – this is where we report on the activities of the organisation within the last 12 months; present the audited accounts and appoint directors. As a member of the organisation it is important that you attend to shape the direction of the organisation. If you are currently not a member, you are also invited and will become a member on the day.

**Best Wishes**

**Bassey Bassey**  
TMO Chair



Run by residents for residents

# Come along to our AGM

Monday  
19 September  
7-9pm

at TMO Office,  
Wickway Court

- ✓ Find out how we have improved services over the past 12 months
- ✓ Meet staff and Board members
- ✓ Help elect our new directors
- ✓ Become a member of the TMO and have your say
- ✓ Free raffle
- ✓ Refreshments

“A TMO gives local residents the power to influence their housing services. Find out more and make your voice heard at the AGM.”

FREE  
childcare  
available on  
request

For more details please get in touch

Email: [info@gloucestergrovetmo.org](mailto:info@gloucestergrovetmo.org)

Phone: 0203 643 6941

Facebook: [facebook.com/gloucestergrovetmo](https://www.facebook.com/gloucestergrovetmo)

## Free Information Technology training

Knowing how to surf the internet and use Information Technology can open up a whole new world; talk to friends and family from across the world, pay your rent or order your groceries and compare prices to find a bargain on anything from holidays to energy suppliers. With a smartphone, tablet or computer you can do so much from the comfort of your sofa!

Whether you are an absolute beginner or just need to brush up on your internet skills, we offer FREE, friendly advice on anything to do with computers.

### We can show you how to:

- ✓ Send and receive emails
- ✓ Surf the internet
- ✓ Make and receive Skype calls
- ✓ Access Council services online
- ✓ Order your weekly grocery shop
- ✓ Manage Universal Credit (see page opposite)
- ✓ Find cheaper deals, compare prices and bag bargains!

Pop along to a FREE one hour session with our Digital Champion who will take you through some basic computer skills and show you how to make the best use of the internet.

The introductory sessions take place at the Gloucester Grove TMO office on the last two Tuesday's of every month between 11am-12noon.

Book your free place at our upcoming sessions on:  
Tuesday 20th September, 11am – 12noon  
Tuesday 27th September, 11am – 12noon  
Tuesday 18th October, 11am – 12noon  
Tuesday 25th October, 11am – 12noon

Book your  
free place at  
least 5 days  
before the  
session



# What's going on?

Check out our guide to some of the best FREE activities and events locally for people of all ages to enjoy.

## Free swim and gym for local residents

Local residents can access free swim and gym facilities in six of the borough's leisure centres. Go free anytime on Friday or after 2pm on Saturdays and Sundays. Plus over 60s can access Silver sessions for free and disabled residents can use all leisure centres for free seven days a week. For more details visit [www.southwark.gov.uk/freeswimandgym](http://www.southwark.gov.uk/freeswimandgym) or pop into your local leisure centre.

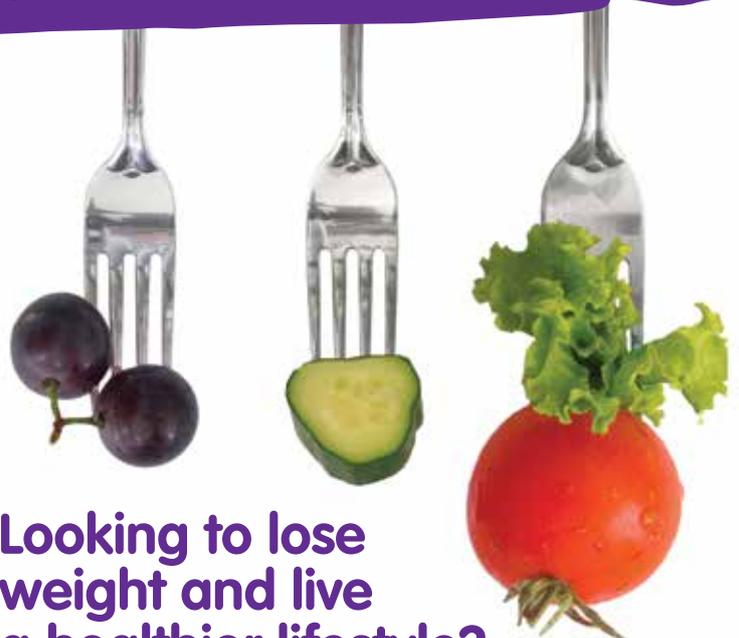


## Free fun for under 8's

Come and meet other families at free Saturday play sessions at 1st Place Children and Parents' Centre. Dads, uncles, grandads all welcome. Chumleigh Street, Burgess Park, SE5 0RN. 11am to 1pm on the following Saturdays: 10, 24 September, 8, 22 October, 5, 19 November and 3, 17 December. For more details call Judy on 020 7740 8070.

## Free Outdoor Film Festival Friday 9 & Saturday 10 September, 7.30pm in Burgess Park

Peckham and Nunhead Film Festival is a free event to bring people together to enjoy films they might not have seen in places they may not have been. Giving local filmmakers a chance to screen their films in front of an audience.



## Looking to lose weight and live a healthier lifestyle?

Just for women, the Southwark Weight and Activity Programme (SWAP) is a 12 week structured programme to help you manage your weight, get active and learn to cook healthier meals. Costing just £10 to include three months free gym membership. Find out more at The Bridge, 73 – 81 Southwark Bridge Road, London SE1 0N or email [SWAP@thebridge-uk.org](mailto:SWAP@thebridge-uk.org) or call 020 7089 6250.

## Have a say in your community

Don't forget to pop along to our AGM on Monday 19 September 7-9pm, at the Housing Office in Wickway Court. See page 3 for details.

## Southwark Family Information Service

For more information on activities, holiday play schemes, childcare, family support and advice visit [www.southwark.gov.uk/familyinfo](http://www.southwark.gov.uk/familyinfo)

# What a summer!



## Nonstop fun

Lots of our younger residents had a great time on our special play scheme which included trips to top attractions including London Aquarium and the Natural History Museum. Special thanks to the play scheme staff for entertaining the children for the two weeks. Also, our family fun day in August was a huge success amongst residents of all ages, as you can see from our photos!



A sunny day by the seaside

Almost 70 residents joined us for a coach trip to Portsmouth seafront in July. We hope to make this an annual event so please let us know if you have a suggestion of where we should visit next summer.



---

# Housing matters

## Respect your neighbours



**Noise nuisance is one of the most common causes of neighbourhood dispute so please be a good neighbour and keep the volume down when you're watching TV, playing music or practising a musical instrument.**

Barking dogs, DIY, parties and barbecues can all be noisy and potentially cause upset so please consider your neighbours and keep the noise down – especially in the evenings and at weekends.

If you are being disturbed by noise nuisance call Southwark Council's 24 hour Contact Centre on 0207 525 5777 to report the problem. Don't forget to tell us about your complaint on 0203 643 6941.

---

# Look after your neighbourhood

**Please remember it is a condition of your tenancy or lease agreement that you don't leave rubbish in shared areas or blocking doors.**

Not only does it look awful but it's a safety hazard and can block your escape route in an emergency.

Please put all your household rubbish and recycling in the chutes or bins provided. If you need to get rid of large, bulky items like furniture or mattresses please contact Southwark Council and arrange for a collection.

Visit [www.southwark.gov.uk](http://www.southwark.gov.uk) for more details.





# Money advice

Universal Credit will be rolled out across Southwark in October.

## What is Universal Credit?

It is a new way of paying benefits and rolls six benefits (including Housing Benefit) into a single monthly payment that will be paid directly to you.

## How is it paid?

Universal Credit is paid directly into your bank account each month. You will be responsible for paying your bills and ensuring your rent is paid on time so it's a good idea to set up a Standing Order or Direct Debit to pay your rent automatically (we can help you set this up).

## Need a bank account?

If you don't have a bank account and have had problems accessing high street banks try talking to a Credit Union. They can help you open an account regardless of your previous credit score and can also help you budget and manage your money sensibly.

## Problems getting online?

Applications for Universal Credit must be made online so you will need access to the internet. If you aren't confident using a computer and going online please sign up for a FREE session with our Digital Champion (see opposite page). We offer friendly advice to get you started and can help with your Universal Credit application. Don't forget you can also access the internet at your local job centre or library.

## Advice and support

For more information about Universal Credit and for confidential money and debt advice please visit [www.southwark.gov.uk/info/200459/welfare\\_reform](http://www.southwark.gov.uk/info/200459/welfare_reform) or call a housing benefits advisor on **020 7525 1880**.

## Performance

The figures below show you how we performed between April – June 2016.

The smiley faces mean we are meeting our targets in the following areas.

% of rent collected  
**101.3%**



Repairs completed on time  
**99.5%**



Average number of days to relet a property  
**11.5**



% of members enquiries answered on time  
**100%**



% of complaints dealt with in target time  
**100%**



# Win!

## a £20 shopping voucher

Simply answer the question below and send your answer along with your name, address and contact number to:  
autumn newsletter competition,  
Gloucester Grove Estate TMO,  
Wickway Court, Cator Street,  
London, SE15 6QD.

Closing date: 30 September.

**Q. What date is our AGM?**

(Clue – check out page 3!)

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.

## Our services

# Hard at work for you



Did you know that we deliver the following housing services:

- **Responsive repairs and maintenance**  
Our on-site handyman ensures routine repairs are completed quickly and efficiently, ideally on the first visit.
- **Cleaning and ground maintenance**  
To keep all communal areas clean and green.
- **Void (empty) properties**  
We turn empty properties around quickly.
- **Rent collecting**  
We can offer money and debt advice if you are having problems paying your rent.
- **Tenancy Management**  
Pop into our Estate Office Monday to Friday with tenancy or lease agreement queries.
- **Letting**  
Properties are allocated by the Council but we welcome new tenants to the estate.
- **Support for leaseholders**



## 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.

