



The Brockley Bugle

IN THIS ISSUE:

- P.2** Cost of Living Support
- P.4** Guest Blog: Amadou Ferreira, Residents' Panel Vice Chair
- P.5** Trevor Wilson: Going the Extra Mile
- P.5** Grounds Maintenance Update
- P.6** Brockley Max Arts Festival: 2-10th June 2023
- P.10** Rydon Updates: Complaints Process
- P.11** Rydon Updates: Damp Prevention
- P.14** Rydon Updates: Landlord Gas Safety Checks
- P.15** Brockley Team



Cost of Living Support

If your household is struggling through the current Cost of Living crisis, you are not alone and support is out there. We have summarised what's available in a few key areas below:

Debt

Pinnacle has its own financial inclusion team, who provide a wide range of support to residents, including help to understand any benefits entitlements and applying for additional support when it's needed, debt management strategies and other general financial advice. The team is headed up by Martin Keating, who recently secured an additional £18,000 in backdated housing benefit for a Pinnacle resident. You can contact him via martin.keating@pinnaclegroup.co.uk or [020 4518 1447](tel:02045181447).

Elsewhere:

- Advice Lewisham can be reached on [0800 231 5453](tel:08002315453) or advicelewisham.org.uk for enquiries about benefits, housing, debt, employment, immigration, family & consumer issues

You can also speak to the independent organisation Money Helper at moneyhelper.org.uk or call [0800 138 7777](tel:08001387777) for free, confidential advice.

- Use the excellent Worrying About Money form at worryingaboutmoney.co.uk/lewisham, and see what support is available for you locally

- Citizens Advice Lewisham are an independent charity offering guidance and support to people living and working in Lewisham, reach them on [0800 231 5453](tel:08002315453) or citizensadvicelewisham.org.uk/get-help

If you are experiencing feelings of distress and isolation, or are struggling to cope, The Samaritans offers support; you can speak to someone for free over the phone, in confidence, on 116 123 (UK and ROI), email jo@samaritans.org, or visit the Samaritans website to find details of your nearest branch

Rent

If Housing Benefit or Universal Credit doesn't cover all your rent, you could make a claim for a discretionary housing payment (DHP) to help pay your rent. To apply online, just google 'Lewisham DHP' or call them on [020 8314 6000](tel:02083146000).

Warmth

Lewisham Local has put together a brilliant list and interactive map showing all the warm spaces that have opened across the borough, and what facilities, refreshments etc, are available. Head to lewishamlocal.com/lewisham-warm-spaces/ or reach them on [0208 488 9224](tel:02084889224).

Food

Lewisham Foodbank requires users to have an e-voucher which can be obtained from a professional, or by calling Community Connections Lewisham: [0330 058 3464](tel:03300583464) or the National Citizens Advice Freephone Helpline on [0808 208 2138](tel:08082082138). They have five centres:

- Salvation Army Deptford, Mary Ann Gardens, SE8 3DP, Mondays 12pm - 2pm

- Salvation Army Lewisham, 4 Albion Way, SE13 6BT Tuesdays 10am - 12pm

- St John the Baptist Church (Downham) 353 Bromley Road, SE6 2RP Wednesdays 12pm - 2pm

- Perry Rise Baptist Church, Perry Rise, SE23 2QL, Thursdays 12- 2pm

- Salvation Army Catford, 23 - 25 Brownhill Road, SE6 2HE, Fridays 10am-12pm.

St Peter's Church has a Food Bank and Social Supermarket, Wednesdays 12-4pm at Wickham Road, SE4 1LT. Members pay £3 per week, more details here: stpetersbrockley.org.uk/foodbank.

If you're at least 10 weeks pregnant or have a child under 4 years old, you might be able to get free vitamins and Healthy Start vouchers for milk, fruit and vegetables and infant formula milk.

Ask your midwife or health visitor for an application form. You can also call the Healthy Start helpline on [0345 607 6823](tel:03456076823) and ask them to send you a form.

Guest Blog: Amadou Ferreira, Residents' Panel Vice Chair

Brockley is a vibrant community, filled with people from all walks of life. As a resident and Vice Chair of the Residents' Panel, I have seen first-hand the positive impact that resident engagement can have on our community.

In this blog, I would like to highlight some of the best social activities and events that can help build stronger connections among residents.

Brockley is home to a great number of activities that are accessible and enjoyable for everyone. From movie nights to community gardening, there is always something to do and enjoy. These events provide an opportunity for residents to come together and socialize, which is crucial for building a sense of community.



Another great initiative is the Brockley Street Art Festival, which brings local artists together to create stunning murals and installations throughout the neighbourhood. Not only does this festival showcase the talents of our community, but it also beautifies our streets and encourages residents to explore their surroundings.

In addition to organized events, there are many informal ways to engage with your neighbours. For instance, a book club or a weekly walking group can provide a great way to get to know people and share common interests. Taking part in community-based volunteering is also an excellent way to meet new people while giving back to the community.

Overall, resident engagement is vital for building a strong and cohesive community in Brockley. By participating in social activities and events, residents can build meaningful connections with each other and create a sense of belonging. Whether it's through organized events or informal gatherings, there are plenty of opportunities to get involved and make a positive impact in our community.

If you're interested in setting up a community project, like those mentioned by Amadou above, please contact our Community Development Manager on sam.mason@pinnaclegroup.co.uk or via the main switchboard



Send us your Details

If you don't get regular communications from us – including invitations to housing surgeries and estate inspections – that probably means we don't have the correct contact details for you. If you'd like to send us updated contact details, please get in touch on [0204 518 1447](tel:02045181447) or brockley.customerservice@pinnaclegroup.co.uk.



Trevor Wilson: Going the Extra Mile

Our sincere thanks to caretaker Trevor Wilson for his amazing work of late, here Contract Manager Andra Stoicanescu tells us more:

I take this opportunity to congratulate Trevor for his wonderful performance and appreciate his efforts towards Going the Extra Mile in achieving residents' satisfaction. Trevor's efforts to deliver excellence are appreciated and valued. Actions speak louder than words, and Trevor's tell an incredible story!

Andra's views are backed up by this lovely piece of feedback we received from a resident:

We are residents of Viney Road and wanted to say that the caretaker does an amazing job. He takes

such pride in what he does. Many people open car doors and drop their rubbish, dump unwanted furniture etc wherever they like. Other residents allow their dogs to mess without clearing it. All of this our wonderful caretaker deals with and then starts all over again the next day!

Congratulations to Trevor on his Going the Extra Mile award, sounds like it's very well deserved indeed.

Grounds Maintenance Update

Area Manager, Nikki Walker, gives us an update on the work of the Grounds Maintenance team over Winter and their plans for the coming months:

The GM team have been working hard through the winter months, to bring the estate's green spaces back to their full glory. All of the shrub beds have sharp, crisp edges and the shrubs have all received a nice trim, ready to bloom again in the warmer weather.

The team will now focus on the moss that builds up over the darker and damper days, so that the whole estate will be a beautiful environment again for Spring and Summer.

The team has also been busy replacing some of the trees on the estate, including these two fruit trees, freshly planted at St Peter's Court:



Brockley Max Arts Festival: 2-10th June 2023

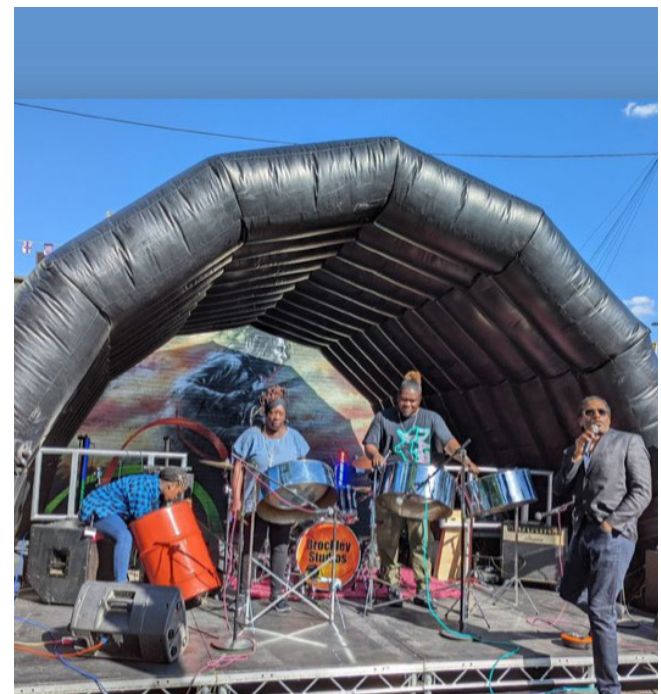
Event organiser and fellow resident Elisabetta gives us the lowdown:

Brockley Max is a much-loved nine day community arts festival. It celebrates local talent and takes place in various venues in Brockley, Ladywell, Honor Oak and Crofton Park. It's a non-profit festival that everyone can attend, and this year is its twenty second year!

Expect over 60 events from live music, poetry, art exhibitions, talks, theatre and craft workshops and much more. Check out the programme in May: www.brockleymax.co.uk or sign up to our mailing list to be kept up to date with what's on. <https://tinyurl.com/ce7kr337>.

This year we're crowdfunding for the Opening Night - a free event to kick off the festival with six hours of live music on the 2nd of June by Brockley station <https://tinyurl.com/yr823h39>. We also have an amazing volunteer programme with a host of roles available with as little as a couple of hours commitment. Find out more here: <https://brockleymax.co.uk/volunteer-2023/>.

And if you are a local business and want to sponsor the festival or advertise in our programme contact elisabetta@brockleymax.co.uk. For more information <https://brockleymax.co.uk/festival-sponsors-2023/>.







ST PETER'S
BROCKLEY
COMMUNITY
GARDEN

Come garden together!

Creating a green space in the heart of Brockley.

Join us for great community and therapeutic gardening, and join one of our monthly gardening workshops.

All are welcome!



Every Thursday, 2-5pm
Every 4th Saturday of the month, 10am-1pm

For more info email
communitygarden@stpetersbrockley.org.uk

REDUCE-REUSE-RECYCLE

A guide to what you can put in your recycling bin



✓ YES PLEASE, RECYCLE

✓ Glass bottles and jars



Wash and dry all items to remove any traces of food before placing them loosely into the bin.

✓ Plastics pots, tubs, trays and bottles



✓ Paper and cardboard (please flatten all boxes)



✓ Cans, cartons, Tetra Pak™ aerosols and foil



✗ NO THANKS, DON'T RECYCLE

- ✗ Black bin liners
- ✗ Textiles
- ✗ Tissues (paper towel/wipes)
- ✗ Light bulbs
- ✗ Polystyrene
- ✗ Pet food pouches
- ✗ Gas cannisters
- ✗ Food waste
- ✗ Garden waste
- ✗ Nappies
- ✗ Crisp packets and sweet/biscuit wrappers
- ✗ Batteries and electrical waste

Placing non-recyclable items in your recycling bin can result in good quality material becoming contaminated and unrecyclable.

For a complete list of what can and can't be recycled, visit lewisham.gov.uk/recyclable
Or email recycle@lewisham.gov.uk



Lewisham
recycles

020-897-1 2

Rydon Update

Rydon Updates: Complaints Process

Please continue to raise requests for service through our dedicated call centre, who will be pleased to advise you the landlord's responsibility and arrange a work order. Your repairs line can be contacted on the below number:

Brockley repairs line: **0800 083 9683**

Or at DL-MiCC-Brockley brockleycso@rydon.co.uk

In addition to this, we are committed to listening to our customers' comments and complaints regarding our services with the aim of resolving any issues as well as improving the quality of our service. We will show this commitment by ensuring our complaints process is:

- Easy to access and understand, clear and simple to use
- Responsive to the reasonable needs of complainants
- Prompt, with established time limits for action, and keeping people informed of progress, especially when investigations take longer than expected
- Fair, with an opportunity for a full and impartial investigation
- Proportionate to the matters complained about

You can contact the Regenter team to tell us about your enquiry or complaint at:

Brockley Housing Office: **0204 518 1447**

Or via email to Brockley Customer Service brockley.customerservice@pinnaclegroup.co.uk

Or, in writing or in person to: 111 Endwell Road, Brockley, London SE4 2PE

You can also access the complaints policy via pinnaclebrockley.co.uk or directly via Lewisham Council.

Stage 1

Once we have received your complaint, a service manager will investigate and send you a response within 10 working days. The manager will let you know what we can do to resolve your complaint.

Stage 2

If you are unhappy with the response that you have received at stage 1, you can ask for your complaint to be reviewed. The Corporate Complaints Team will write to you within 20 working days with their decision.

Stage 3

If you are unhappy with the response that you received at stage 2, you can ask the independent adjudicator to carry out a review of your complaint. The independent adjudicator will send a response to you within 30 working days.

For all stages of the complaint's procedure, there may be times when it may take us slightly longer to respond to your complaints procedure. If this is the case, we will write to let you know when you will receive a response.

If you are not satisfied at the end of stage three, you could refer your complaint to the Housing Ombudsman. This is a free service.

Housing Ombudsman Service, 81 Aldwych, London WC2B 4HN

Tel: **0300 111 3000**

Email: info@housing-ombudsman.org.uk



Controlling Damp and Mould

Up to 50% of indoor environments in the U.K where people live, work and play have too much moisture in them. This makes the environment stuffy, and prone to black mould. It can create a coldness that makes more heating necessary and increases your energy bills.

If you are experiencing condensation, damp, or mould in your home you should report it to the following dedicated repairs line without delay: **0800 083 9683.**

Occupants of such properties are at an increased risk of experiencing respiratory infections and health problems. Some people are more sensitive to mould than others, and some groups are especially vulnerable, including babies, children, the elderly, and those with existing respiratory problems, such as allergies and asthma, and anyone who is immuno-compromised (e.g., chemotherapy patients). It's therefore essential that you contact us about these problems as soon as they are apparent and allow our team access to assess the problem and take necessary action.

If a property is damp but there is no building defect present, we will advise you of changes you can make to reduce the amount of moisture generated in your home and use the space heating and ventilation effectively to alleviate these symptoms and work with you to manage the root cause.



Cleaning your Cyclone/Infinity/Filterless fan

Note: Before you begin the setup procedure, fully read the cleaning guide to familiarise yourself with the procedure.

Fan power: A magnetic switch is located inside the fan, when removing the front cover the fan will temporarily switch off to allow maintenance.

Cleaning your Cyclone Fan:



fig1.

Locate the two screws at the base end of the fan cabinet and loosen them until they are clear of the fan case. Pull the front cover away from the lower part and unhook from the top.



fig2.

With the cover off you will see the fan scroll and the impellor that will require cleaning.

Looking at the left hand image - pinch the two clips together in the centre of the impellor.

Lift the impellor away with your other hand

The impellor can then be cleaned in a sink using a gentle soap product avoiding harsh chemicals

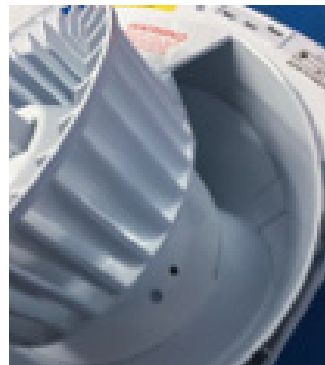


fig3

Clean the fan scroll (sides of impellor) using a similar gentle soap product wiping around with a soft cloth.



fig4.

Using the left hand image - ensure the small hole on the right of the motor is clear of debris.

Avoid inserting objects into the hole simply wipe or blow any debris clear, this will allow the humidity sensor is able operate correctly.

- When re-assembling the fan make sure there is no residual water left in the cabinet or on the impellor.
- Re-seat the impellor firmly back onto the motor hub with a definite click.
- Refit the front cover firmly making sure its fully home all the way around so the switch inside the fan is operated by the cover.






If you are having difficulty in carrying out the procedure please call **01423 810810** opt.4 or email: technical@envirovent.com.

5 STEP FIRE DOOR CHECK

Suspect the building you're living in, working in or visiting has a faulty fire door?

Don't walk by. Report it to Rydon Repairs helpline below.

You could save a life that day.

	CERTIFICATION	GAPS	SEALS	HINGES	CLOSING PROPERLY
WHAT TO CHECK	 <p>Look for a label or plug on top (or occasionally on the side) of the door.</p>	 <p>Check the gaps around the top and sides of the door are consistently less than 4mm when the door's closed. The gap under the door can be slightly larger (up to 8mm), but it does depend on the door. Ideally, you should not see light under the door.</p>	 <p>Look for any intumescent seals around the door or frame. Check they're intact with no sign of damage.</p>	 <p>Check all hinges are firmly fixed (three or more of them), with no missing or broken screws.</p>	 <p>Check the door closes firmly onto the latch without sticking on the floor or the frame.</p>
WHY	Without a certification mark, you cannot be sure this really is a fire door.	Make sure gaps are not so big that smoke and fire could travel through the cracks.	Be sure the seals will expand if they're in contact with heat, and will stop the fire (and in some cases smoke) moving through the cracks.	Be sure the door has been properly maintained, and in the intensity of a fire will perform properly.	A fire door only works when it's closed. A fire door is completely useless if it's wedged open or can't close fully.
HOW	Use a mirror or the selfie function on your camera phone.	Use a £1 coin to give a feel for scale, this is about 3mm thick.	Take a look at the edges of the door and frame.	Open the door and take a look at the hinges.	Open the door about halfway, let go and see what happens when you allow it to close by itself.
CONCERNS	REPORT IT	REPORT IT	REPORT IT	REPORT IT	REPORT IT

Helpline for Brockley Residents is 0800 083 9683



Rydon Updates: Landlord Gas Safety Checks

Landlords have a duty of care to their tenants.

This is a legal duty to repair and maintain gas pipework, flues and appliances in a safe condition, to ensure an annual gas safety check on each appliance and flue, and to keep a record of each safety check. Please keep an eye out for your appointment letter and call us on **01322 623186** if your set appointment is inconvenient.

We are always looking to improve our service delivery. Part of this is completing most of our safety checks in the summer months to allow us more time to attend breakdowns and fit parts in the winter.

If you normally expect us in the winter, we would really appreciate it if you could call us and arrange to have your Gas Safety Check completed this summer. This will help us to increase our availability when you need us most. Thank you for your understanding and assistance.

Rydon Updates: Top tips for Conserving Energy

- Ensuring insulation to the property is sufficient
- Use Eco settings on boilers/home IT equipment such as, televisions, computers etc if appliances have this setting.
- Adjusting heating timeclocks etc to not run excessively.
- Ensuring that there are no drafts around openings such as windows and doors
- Turning down the hot water temperatures to combi boilers or immersion heaters (around 50c).
- Wash hands using the cold tap
- Keep shower time to a minimum.
- Invest in a 4-minute shower timer.
- Turning down their TRVs (thermostatic radiator valve) in rooms that are not currently being used.
- Ensuring room heating thermostat is set down (Comfortable temp around 21 c) and no higher.
- Turning off unwanted lights and power to appliances such as chargers or appliances on standby.
- Change lamps/fittings to LED type if there are old existing filament or fluorescent type lamps.
- Close curtains at night.
- Reduced use of a kettles and electric clothes dryers.
- Ensure that washing machine loads and dishwashers are full and not half loads.
- Washing clothes on a lower temperature setting.
- Use lids on pots and electricity to reduce cooking time and use of electricity or gas
- Monitoring of your energy use (Apps and Smart monitors from your energy supplier)

Your Brockley team is here to help

Feel free to contact us at any time should you require any assistance.



Area Manager
Kenneth Gill

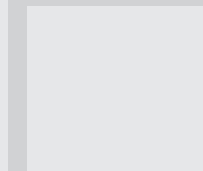
Leasehold Team



Sandra Simpson
Project Manager



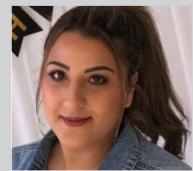
Lorna Jones
Leasehold Officer



Melanie Khan
Housing Manager



Swarna Ragu
Housing Team
Leader



Yasmin Thomas
Housing
Manager

Income Team



**Adesuwa
Kwei-Armah**
Income Manager



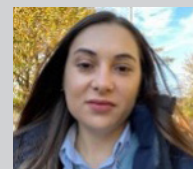
Ato Arku Nelson
Income Collection
Officer



De-Vante Johnson
Income Collection
Officer



Sonia Straker
Customer Service
Advisor



**Andra
Stoicanescu**
Contract Manager

Customer Service Team

Facilities Management Team

Nikki Walker
– Area Manager

Brian O'Regan & Jermaine Burke
– Bulk Waste Operative

**Ian Churchill, David Allensby
& Matt Baily**
– Grounds Maintenance Operative

Wayne Garaway & Deborah Kelly
– Deep Clean Team

Cleaning Operatives:

Ronald Powell
Clive Wynter
Shaun Campbell
Trevor Wilson
Denzil McNeil
Saidley Byles
Michel Bernadin
Douglas Din

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

For enquiries please email or call us at:

Telephone: **0204 518 1447**
Email: [Brockley.customerservice@
pinnaclegroup.co.uk](mailto:Brockley.customerservice@pinnaclegroup.co.uk)

Website: www.pinnaclebrockley.co.uk

Useful contacts



Visit the housing office:

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



020 4518 1447



www.pinnaclebrockley.co.uk



brockley.customerservice@pinnaclegroup.co.uk

Translation available on request.