



The Brockley Bugle

FEATURED ARTICLE

How to Get Involved

Our Residents Scrutiny Board encouraging involvement in the local community

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Resident Panel Appointments and Thank You to Janet

Welcome to your Spring 2021 Bugle.

Our sincere and heartfelt thanks goes out to Janet for her tireless work as Chair of the Resident Panel. In February we sent out a call for nominations to the role of Resident Panel Chair and Vice Chair and are delighted to present your new panel appointments:



Stephen Owen, Chair

Stephen Owen

- I'm a teacher by trade, currently a homemaker, school governor, dad to daughters in local primary and secondary schools and I have lived in Ladywell (and previously Crofton Park) for 18 years. I am Autistic, have mixed race children and interested in equality issues and access for all. I voluntarily run an international biology project.

- I have previously chaired a resident's group and am setting up a new one on my estate.

- My extensive experience of attending community group meetings such as Pinnacle and associated, medical centre, school and council etc. give me a very good indication of the local community, what they want, need and experience and what is good as well as what needs improvement.

- I have a bunch of practical ideas that equate to maximising benefits to ALL people and parties.

- I would value a greater understanding and appreciation of how all, 'related' Pinnacle group things work (including systems, logging, feedback and updates) and an honest evaluation of how residents feel and what they can realistically get, to clarify and match expectations and solutions. I'd like all resident communications to be logged/referenced/noted by all concerned to ensure any issues are clearly specified for tracking and reporting

Contact Stephen on stephen.owen@gmail.com or 07508 133 763





Sarah Robinson, Vice Chair

Sarah Robinson

I am a leaseholder and have lived in the Brockley area for 8 years. I am active in my local community, with an interest in improving our area and standing up for local interests; for example I have worked with Regenter recently to improve access to recycling facilities on my street. I want to help ensure the voices of tenants and leaseholders are heard, and that residents understand how they can have their say about the services provided to them by Regenter. My commitments to the Panel will be:

- To help ensure the views and interests of tenants and leaseholders are represented to the Panel, and that residents are able to hold Regenter to account on the services they provide.
- To encourage participation and engagement in the Panel by promoting its work to residents
- To encourage the participation of guest speakers at Panel meetings where this will help inform residents about issues and services affecting them (eg council officers, others)
- To uphold the code of conduct and encourage constructive engagement with Regenter/Pinnacle/Rydon

I look forward to supporting the Panel Chair, and to working with others to make a positive impact on the services Regenter provides to residents.

Contact Sarah on robinsonsarahlouise@gmail.com

'If you want to be added to the mailing list for either the Residents Panel or Leaseholder Forum please email brockley.customerservice@pinnaclegroup.co.uk'

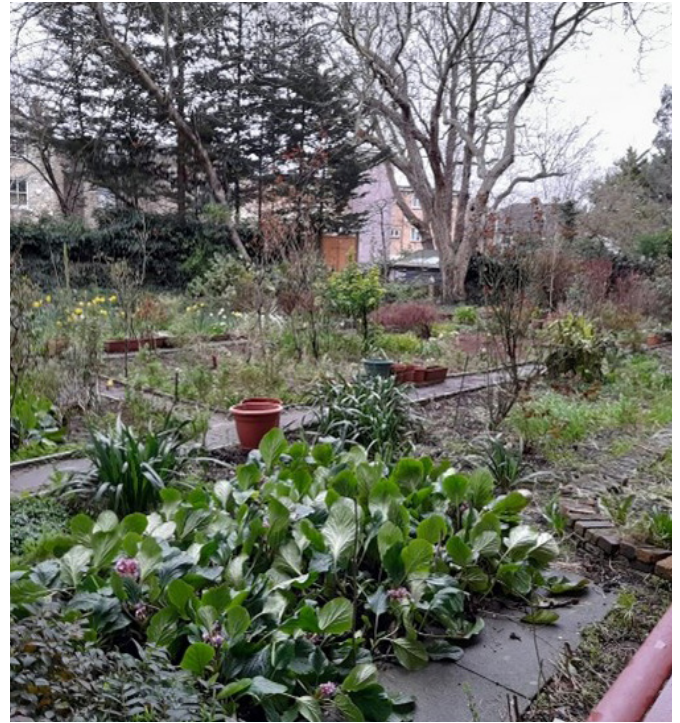


A Garden in Spring

Enjoy these wonderful musings from a fellow resident and current custodian of the Veronica House gardens:

The older residents of the community garden - horse chestnut, black cherry, plum, maidenhair, elder, crab apple - line the east fence. Grey squirrel, a frog and a family of foxes (and cats) patrol their paths. Blackbirds, robins, great tits, wood pigeons, parakeets, woodpeckers and dunnocks will be joined in summer by jays. A pair of magpies make a nest in a bough of the plum tree.

Down at ground level, as the snowbells and purple and orange croci recede once again to their roots, they hand the baton of colour onto dark red, purple, yellow and pink primroses. Dark-blue grape hyacinth and daffodils add yet more colour. The pink and blue hyacinths add not only colour but scent. The pink flowers of elephant ear also contribute. Wallflower, rose, iris, iceplant, foxglove, rhododendron, red and black tulips, and forget-me-not are already in attendance. New buds of jasmine, honeysuckle and clematis line the trellises. The light-blue and pink ajuga line some paths. There is no sign yet of the love-in-the-mist, the scented lily-of-the-valley, lady's mantle, grannie's bonnet and sweet pea. The arum lily have yet to send out this year's leaves. Gladioli will only surface in summer. It is not certain that the fuchsia and marjoram herbs will survive for another year.



Once upon a time, there were chats of cabbages and carrots over the eighteen allotments. But the square plots have now lately departed along with their elderly residents. Sometimes residents make use of the double-plots which are now a lawn. The garden quietly does its work, happiest in the mid-morning: the trees grab the sunlight in the early morning before Veronica House itself steals all sun in the afternoon. The slugs and snails love the garden 24/7.



Voluntary Digital Role

If you or a family member are looking to get some experience in digital comms, copywriting and content creation, we'd love to hear from you. We're on the hunt for tech savvy residents looking to get some professional experience on their CV before making a move into a career in marketing and communications. You'll be supporting our work on the Brockley Bugle and developing new digital channels.

This is a voluntary role, but we will cover expenses and offer training and support, and the hours are flexible based on your availability. To apply, please get in touch with our Community Development Manager, Sam, on sam.mason@pinnaclegroup.co.uk



Estates Survey: Currently Underway

As part of the ongoing maintenance work on the Brockley housing estates, surveys are being carried out by AA Projects to assess the condition of the building and inform a plan of future maintenance work. Surveyors from AA Projects will be looking at all the external and communal areas of tenanted properties as well as internal areas where possible. The survey work is scheduled to take place through to autumn, and a covid-19 risk assessment is in place.



The surveyors will try to minimise any inconvenience to residents but they will need access to internal areas to get a full understanding of what future work needs to be

done. The surveyors require a visual inspection of the properties and all residents will be notified prior to internal surveys being carried out either by letter or text when the surveyors will be on their site. Thank you for your support in helping us improve the Brockley estate but if you have any questions or concerns then please contact your Housing Manager.

All surveyors will be carrying ID badges and we encourage residents to ask to see them before letting anyone into their homes. The badges will look like this:



Joe Bloggs
AA Projects
Estate Surveyor

Housing Office 020 7635 1200

Pinnacle Staff Spotlight

Yasmin Thomas - Income Collection Manager



Tell us a Bit about yourself

I'm an Income Officer, supporting people with their rent accounts and offering people financial advice, helping people to apply for benefits and manage their finances. Covid means we're much busier, there's a lot more work in helping people apply for universal credit, some people don't know it exists but find themselves needing support for the first time

You seem like you enjoy your job. What is a good day at work like?

My team is lovely and it's a friendly working environment. I genuinely enjoy conversations with residents and getting successful outcomes, some people I speak to are quite stressed because they're struggling with rent payments and it's really satisfying to be able to help people out because you know they're finding it hard. Sometimes it's quite emotional. I'm quite an empathetic person, I should have been a counsellor.

Do you have any hobbies?

I like cooking. If I was going to try and impress someone, I'd make them pasta. Chorizo and prawn linguine.

How has lockdown treated you?

Lockdown has been hard for me! I'm usually out with my friends a lot and that's been hard. I like going to the gym during normal times, mostly using weights, I want to get stronger! New activities? Mostly bingeing on Amazon Prime and I've started skipping this week, I just needed to be more active during the day and we used to do it at school.

What are you most looking forward to doing after lockdown?

Going to Bluewater and shopping, then dinner, then cinema, then if I've got any energy, heading to a club!

Where is your favourite local place?

Coqfighters, the burger place. The food is delicious!!

Who would your ideal dinner party guests be?

Kim Kardashian, Anthony Joshua, Jennifer Lopez. That's probably it, I don't really obsess over celebrities!

What advice would you give your younger self?

Listen to your parents and save money as soon as you start working, I'd be rolling in it! Get yourself some savings as soon as you can.

If you are interested in applying for an apprenticeship you can find details of these at www.lewisham.gov.uk/apprenticeships

Welfare and Financial Advice Service

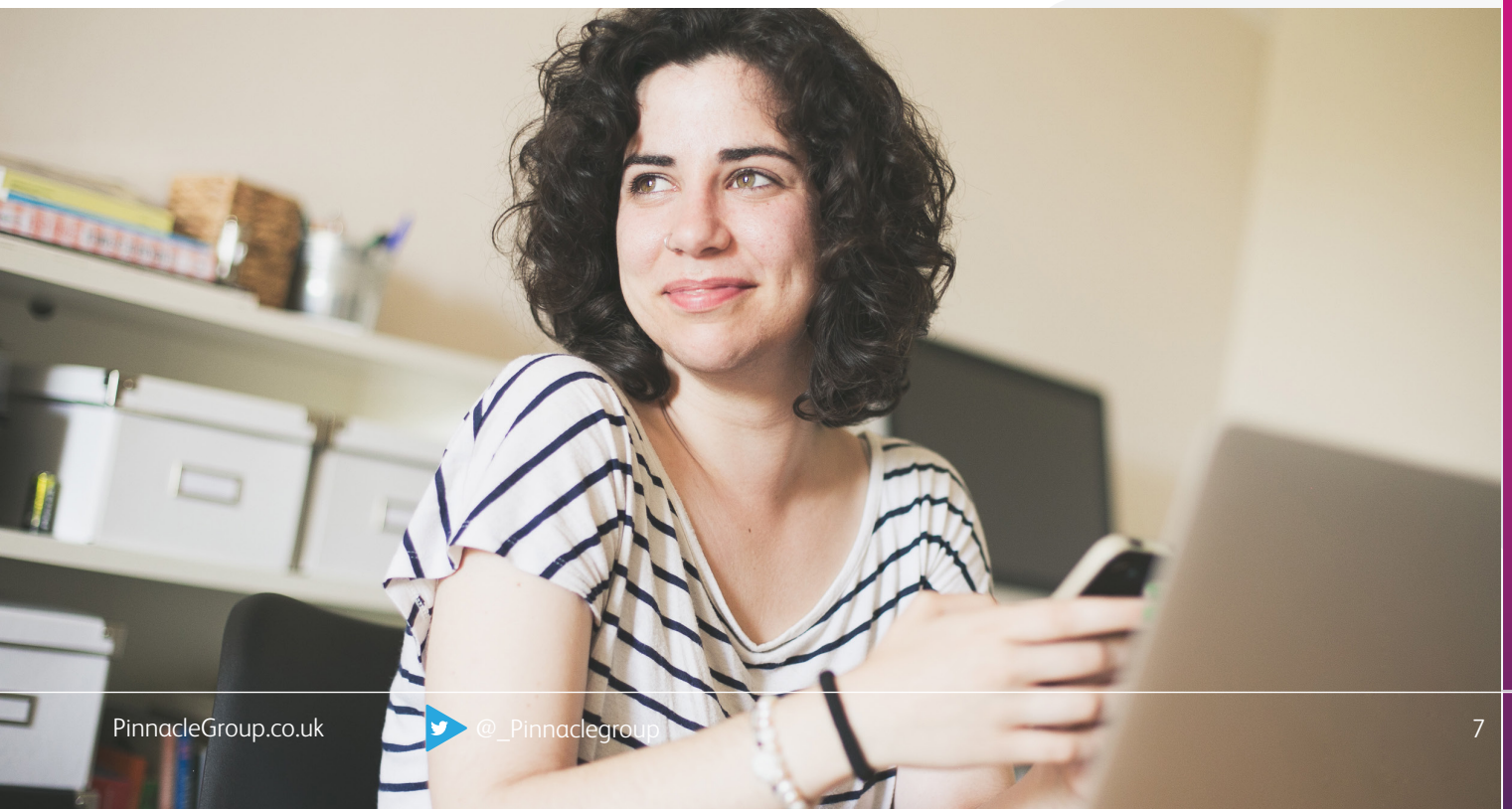


Martin Keating is Pinnacle's new Welfare Advice and Financial Inclusion Manager. He has been working hard in recent weeks, meeting and supporting residents.

Since October, Martin has supported a total of 124 residents, securing £59,000 of additional funds for residents with a further £43,000 in the pipeline. He has made sure homes are affordable for new residents, helping with benefit claims and calculations, meaning residents can focus on the stressful task of moving house. Martin has also signposted 3 residents for debt counselling and had furniture delivered to residents who are struggling financially and a further 11 people have been supported to claim additional money to help pay their rent. If you:

- Need some help and advice about paying your rent
- Help with making a claim to any kind of benefit or allowance
- Need help to understand or obtain benefits you're entitled to
- Need help if you disagree with a decision made on your claim
- Help to apply for additional financial help eg DHPs, hardship funds and grants
- Need some general advice about money and debts

Martin is here to help. Either ask your Income Officer to refer you or contact him directly on martin.keating@pinnaclegroup.co.uk or on **07985 871635**.



Income Team Update

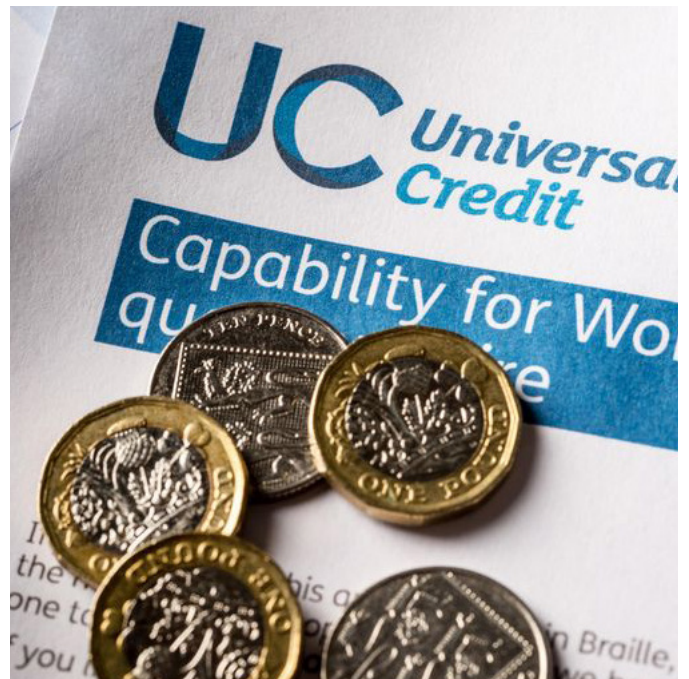
All residents should have received their rent increase notifications for 5th April 2021. What does this mean for my rent payments?

- Please ensure that rent payments are recalculated from 5th April 2021 to ensure that you are paying the correct amount.
- Contact your bank to update your Standing order.
- If you are in receipt of Universal Credit, it will be your responsibility to log onto your journal and update your new rent and charges from 5th April 2021. www.gov.uk/sign-in-universal-credit
- If your Universal Credit account is managed on the phone, please call 0800 328 5644.

We understand that many of you have been affected by Covid-19 and if your income has been affected in anyway, you may be eligible to apply for Universal Credit to help with living and housing costs. To make a new claim visit <https://www.gov.uk/apply-universal-credit> or call 0800 328 5644.

With all new and amended claims, ensure that

Regenter Brockley is entered as the landlord to avoid any delay in payment. The income team remain dedicated to supporting and advising our residents during these trying times, so please contact us if your circumstances have changed or you require some advice with benefits or support with paying your rent.



Bulk Waste Collections

Many of us have used lockdown to have an overdue clear out, but if you live in one of our blocks (not street properties, sadly), did you know we offer a free bulk waste collection?

If you are unable to take large items to the tip yourself, you can ask Pinnacle to pick up four household items from you, including carpets, chairs, beds and sofas. Fridge and freezer collections happen separately from other items and collections must be prearranged and happen from the ground floor. To arrange a collection please contact customer services via the details on the back page. Please note that the price of this service to leaseholders has increased slightly as it now includes the cost of the disposal as well

Residents in street properties can find out more

about bulky waste collections here:

[lewisham.gov.uk/myservices/wasterecycle/dispose-of](https://www.lewisham.gov.uk/myservices/wasterecycle/dispose-of)



Leaseholder Update

Shorthold Tenancy Agreements

If you're a leaseholder and have rented your property out, do let us have your most up to date tenancy agreement and let us know if you're not living there. Please also remember that flats can't be rented on a short term basis, eg on Airbnb, but can under a shorthold tenancy agreement. This can include a flatshare as long as it's not rented out per room or for less than six months and everyone living there must be covered by the same agreement.

Waste Collection Costs

The cost of bulk waste collection has increased to leaseholders because the cost for the tipping of bulk waste is now included in the overall bill. Previously the team weren't charging for this and Pinnacle and Lewisham Council were sharing the cost of visits to the dump. A decision has now been taken to recharge the full cost of the complete service.

If there is waste outside your block, on the pavement, please contact the waste team at London Borough of Lewisham and report it on lewisham.gov.uk/myservices/environment/street-cleaning/flytipping/report-a-flytip

If the rubbish is dumped inside the boundary of the block please contact Brockley.customerservice@pinnaclegroup.co.uk to give full details of where and when it was dumped and if possible, the flat number that dumped it.

Fire Doors

We understand that a number of leaseholders would like an update on the fire door replacement programme that we wrote to you about last year:

Some leaseholders were advised that their own flat entry door may not be compliant with full fire regulations and were asked to check their door and replace or participate in a replacement programme.

Since that advice was given, Pinnacle have been asked to advise leaseholders to hold off doing any work to their flat entry door until further surveys are undertaken.

I would like to apologise that we are not yet in a position to update you further on the surveys or any timescales for the fire door replacement programme. We understand this is frustrating for many of our leaseholders and we will of course let you know as soon as we have an update.

Any leaseholders concerned that their door needs urgent replacement due to damage, please email Brockley.customerservice@pinnaclegroup.co.uk and let us know. You will then be told what steps to take.



Antisocial Behaviour

This past year has been extremely difficult for most. The current lockdown and the pandemic has significantly impacted our communities and we've seen the best of Brockley through volunteer initiatives including the local St Peter's Church and window displays showing gratitude for NHS staff and key workers.

Where residents are spending longer periods indoors, we have seen a substantial rise in the number of antisocial behaviour reports, ranging from noise nuisance and criminal activity, to threatening behaviour, we often see graffiti on the estates too. You can report anti-social behaviour by phone, in writing or by email. You can also report incidents anonymously, however it's difficult for us to act without evidence. For ASB related to criminal activity or if you feel unsafe in your home, in the first instance, please report this to the police on www.met.police.uk/ro/report , 101 or 999 if it is an emergency.

We take all reports seriously and investigate them thoroughly. In the first instance you should speak to the person responsible to resolve the issue but only if it is safe to do so, or record the incidents on paper. We can send you printed diary sheets if

this helps. Whilst we will not disclose your details when investigating the complaint, realistically the alleged perpetrator may know who has made the complaint. Depending on the severity of a case, we may need residents to come forward as witnesses, but will seek permission first. Some issues are easily resolved with a phone call or a letter however, in some instances, mediation or a community protection notice will need to be put in place. You can help make life easier for those around you by being considerate of your neighbours when carrying out daily activities.

The following suggestions can make all the difference:

- Lay rugs on wooden floors to absorb some noise
- Operate vacuum cleaners and washing machines before the evening starts
- Inform your neighbours before undertaking DIY projects
- Listen to music at a reasonable level - what is normal to you, may not be normal to others!
- Be open to having discussions with your neighbours

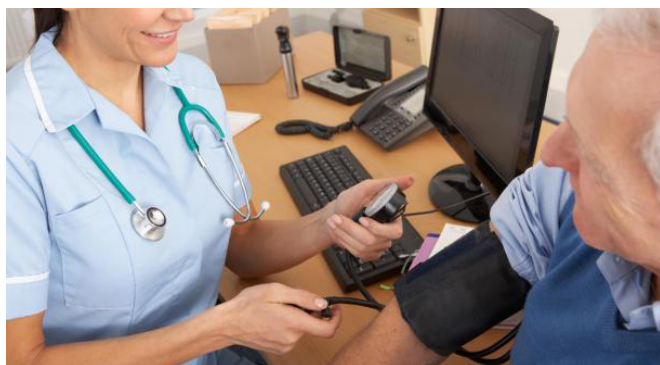


Estate Inspections

Below we catch up with Contract Manager, Nikki, on inspections under lockdown: 'Usually residents are welcome to join any inspection, not just the one for the address they live in. However under current restrictions we are not allowed to meet with more than 2 people so it's only me and the relevant housing manager on inspections at the moment. Once the restrictions lift to allow 6 to meet outside then we will resume the inspections with me, the housing manager, Rydon, Lewisham Council and Regenter B3 and we look forward to residents joining us when it's safe and legislation allows that to happen.' Inspections during the next 3 months are as follows:

Block						Time	Housing Manager
Cherry Tree House, Foster House, Hawthorn House, Alban House, Birch House ,Yew House, Columba House & Lewisham Way	2nd September 2020	18th November 2020	3rd February 2021	21st April 2021	7th July 2021	Meeting Point @ Cherry Tree Hse entrance 10am	Swarna
Nuding Close, Shell Road, Algernon Road , Embleton Road, (63-65) & (93-131) Ermine Road Somerset Gardens	9th September 2020	25th November 2020	10th February 2021	28th April 2021	14th July 2021	Meeting point @ Cherry Tree Hse entrance 10am	Shanique
Wadcroft Court, Geoffrey Court, Erica House, St Peters Court, Colin Blanchard, Alder House & Lilac House	16th September 2020	2nd December 2020	17th February 2021	5th May 2021	21st July 2021	Meeting point @ Wadcroft Court entrance 10am	Swarna
Viney Road & Brookbank Road	23rd September 2020	9th December 2020	24th February 2021	12th May 2021	28th July 2021	Meeting point @Viney Road entrance 10am	Shanique
Almond House, Oak House , Elm House, Vulcan Terrace, Myatt Court,	30th September 2020	16th December 2020	3rd March 2021	19th May 2021	4th August 2021	Meeting point @ Almond House House entrance 10am	Swarna
Greatfield Close , Eastern Road & Tyrwhitt Road, Crescent Way, Braxfield	7th October 2020	23rd December 2020	10th March 2021	26th May 2021	11th August 2021	Meeting point @ Greatfield Close entrance 10am	Shanique
Bede House, Asaph House, Edmund House, Andrew House , Aldham House , Dunstan House, & Laburnham House, David House, Augustin House	14th October 2020	30th December 2020	17th March 2021	2nd June 2021	18th August 2021	Meeting point @ Bede House entrance 10am	Swarna
Adelaide Avenue , Ivy Road, Comerford Road , Brockley Road, Whitbread Road	21st October 2020	6th January 2021	24th March 2021	9th June 2021	25th August 2021	Meeting point @ Adelaide Avenue entrance 10am	Shanique
Jasmine House, Syringa House, Veronica House, May Tree, Ash Tree House, Walter Taylor Court, Acacia House, Lime Tree House, Hazel House	28th October 2020	13th January 2021	31st March 2021	16th June 2021	1st September 2021	Meeting point @ Jasmin Court entrance 10am	Swarna
Dressington Avenue, Foxborough Gardens & Rushey Mead	4th November 2020	20th January 2021	7th April 2021	23rd June 2021	8th September 2021	Meeting point @ Dressington Ave entrance 10am	Shanique
Chestnut House, Holly Tree, Pear Tree, Conifer House, & Poplar House, 62 Wickham Road	11th November 2020	27th January 2021	14th April 2021	30th June 2021	15th September 2021	Meeting point @ Chestnut House entrance 10am	Swarna

Covid-19 Information



Infection rates in Lewisham continue to fall, 12 positive tests up to 28th May, down from 19 the previous week. This is great news, and with new Indian variant cases causing concern, all the more reason to do the basics well and ensure the recovery stays on track. The main symptoms are:

- a high temperature – this means you feel hot to touch on your chest or back
- a new, continuous cough – coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours
- a loss or change to your sense of smell or taste

Most with coronavirus have at least 1 of these symptoms. If you've any of the main symptoms of coronavirus:

- Get a test to check if you have coronavirus as

soon as possible.

- You and anyone you live with should stay at home and not have visitors until you get your test result
- Anyone in your support bubble should also stay at home if you have been in close contact with them since your symptoms started or during the 48 hours before they started.

Book your test by going to <https://www.gov.uk/get-coronavirus-test> or calling 119. this was due to change soon after printing, so it's worth checking up to date information. You can book a vaccine if any of the following apply to you:

- you are aged 25 and over
- you've previously got a letter saying you're at high risk from coronavirus (clinically extremely vulnerable)
- you are an eligible frontline health worker
- you are an eligible frontline social care worker

Book your vaccine at <https://www.nhs.uk/book-a-coronavirus-vaccination/do-you-have-an-nhs-number> or call 119

General Support, Befriending and Food

For general support, including befriending and access to food, contact Lewisham Community Connectors on 0330 058 3464 weekdays 9.30am-4pm. NHS Volunteers are available for help collecting shopping and medication, refer yourself or someone else on 0808 196 3646. Lewisham has many foodbanks, including at St Peters Church locally, find out more at www.stpetersbrockley.org.uk/foodbank or call Citizens Advice Bureau on 0808 208 2138. If you're over 60 and would like a chat with a familiar voice, charity Silverline offer this to Lewisham residents, reach them on 0800 4 70 80 90



Financial Support and Mental Health



Pinnacle's own Welfare and Financial Inclusion Manager, featured earlier in this newsletter is able to provide practical support anyone in financial difficulty, reach him on martin.keating@pinnaclegroup.co.uk or call 07985 871635

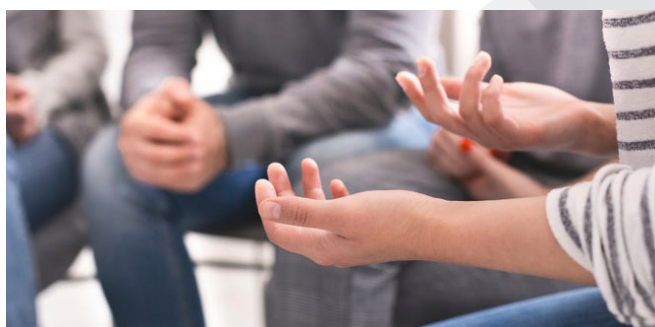
For free, impartial money advice you can also call Citizen's Advice Bureau on 0800 231 5453. Residents who have been told to isolate and can't work as a result might be eligible for a one off payment of £500 to support them to make ends meet. Check your eligibility at lewishamwebforms.powerappsportals.com/supportpaymentapplication/ or call 0208 314 3535. We know many people are struggling with pressures brought about by covid-19 and lockdown after a difficult 12 months for many. Lewisham Mind are there for anyone having a hard



time with their mental health. Contact them on 01689 811222 or at blgmind.org.uk/contact/. If you need immediate support, dial 111 or call your GP.

Domestic Abuse

Athena is a Lewisham charity offering support to anyone affected by domestic abuse, reach them on 020 7395 7700 or call the National Domestic Abuse line on 0808 2000 247 or via nationaldahelpline.org.uk. If you're in danger and cannot speak, dial 999 and once connected press '55' to alert the police



Your Brockley team is here to help

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

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

Our reception is currently closed to the public during the second national lockdown. You can still phone or email from 9-5 Monday to Friday.

for enquiries please email or call us at

Telephone: 0204 518 1447

Email: Brockley.customerservice@pinnaclegroup.co.uk

Nikki Walker – Contract Manager
Brian O'Regan & Jermaine Burke – Bulk Waste Operative
Ian Churchill, David Allensby, Jamie Beale & Peter Droba – Grounds Maintenance Operative
Michel Bernadin & Manuel Pereira – Deep Clean Team

Cleaning Operatives:
Ronald Powell
Clive Wynter
Shaun Campbell
Trevor Wilson
Joseph Junisa
Denzil McNeil
Richard Campbell
Prince Robinson



Area Manager
Kenneth Gill

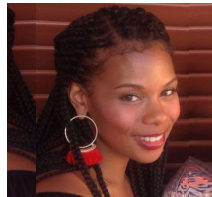
Customer Service Team



Kenny Wong
Customer Service Manager



Sonia Straker
Customer Service Advisor



Amber McCoy
Customer Service Manager

Housing Team



Shanique Campbell
Housing Manager

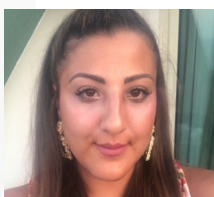


Swarna Ragu
Housing Manager

Income Team



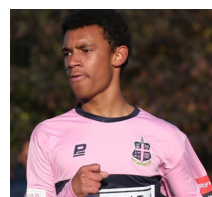
Adesuwa Kwei-Armah
Income Manager



Yasmin Thomas
Income Collection Officer



Ato Arku Nelson
Income Collection Officer



Samuel Foxwell
Income Collections Apprentice

Leasehold Team



Sandra Simpson
Project Manager



Lorna Jones
Leasehold Officer

Email:
brockley.customerservice@pinnaclegroup.co.uk

Website:
www.pinnaclebrockley.co.uk

BIN IT RIGHT



Lewisham

A guide to what you can put in the recycling bin

✓ YES PLEASE, RECYCLE

✓ Glass bottles and jars



Wash all items to remove any traces of food and place all clean and dry items loose in the bin.

✓ Plastics pots, tubs, trays and bottles



✓ Paper and cardboard



✓ 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
- ✗ Bubble wrap
- ✗ Food waste
- ✗ Garden waste
- ✗ Nappies
- ✗ Crisp packets and sweet and 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 www.lewisham.gov.uk/recyclable





Contact Us

Our Number has changed, Please use the below phone number to reach us.

Telephone: 0204 518 1447

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

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

Telephone: 0204 518 1447

Email: brockley.customerservice@pinnaclegroup.co.uk

Website: www.pinnaclebrockley.co.uk

Translation available on request