

Wendling and St Stephens Close Newsletter

October 2020

Dear Residents of Wendling and St Stephens Close



I hope this Newsletter finds you all safe and well.

Although, I am sure that you would agree with me that the past six months have been very challenging and difficult for all of us.

Whilst I acknowledge it has been a long time since you have heard from us, I am pleased to introduce you to three new team members who have since joined us, Simon, Kharima and Dionne their roles are revealed within the newsletter.

However, more importantly I would like to take this opportunity of thanking all of you that participated in the recent survey, you will see from the result of that survey within Cllr Beales letter as attached, that the responses received as part of the survey have been positive, which now gives us the mandate to take you all to the next stage of the programme.

We will be running more informative step by step workshops that will be talking us through the next steps of our journey together, which I know everyone has been waiting for.

Although, in order to accomplish this we need to do things slightly differently, due to the COVID - 19 pandemic restrictions we have to work in full adherence to the government and NHS guidelines on social distancing for all our safety, it will mean that some of this work will be undertaken by means of digital virtual conference calls, with some aspects of the workshops being undertaken by telephone calls to individual households, that will incorporate door knocking exercises, we will continue to appraise the situation on a daily basis to look at safe alternative ways to engage with you as well, which I wish to assure you, we will be working very hard to reach out to every household on Wendling and St Stephens Close as part of our step by step consultation process with you This consultation element of the workshops is important and vital in order for us to move forward together on our journey to ballot.

In the meantime, ahead of any planned workshops you would have received booklets and other various information material delivered to you. So please ensure that you read all material information sent to you as part of this consultation process as this will form part of the workshops. As I need not remind you that it is important that your views and ideas are considered as part of these step by step workshops.

Wendling and St Stephens Close Newsletter

Please do not hesitate to email me should you have any enquires or questions at

larraine.revah@camden.gov.uk or alternatively you can contact either of my officers

Terry Wiggett on **0779 907 2134** or email **terry.wiggett@camden.gov.uk** or

Suzanna Hofferer on **0783 351 6875** or email **suzanna.hofferer@camden.gov.uk**

and they will forward all enquires to me.

I know it's been sometime since the last estate newsletter. Although, this newsletter I consider just the beginning of my personal commitment to you to ensure that all residents receive regular updates, as part of our conversations and journey together with meaningful consultation. I have also attached a copy of a letter from my colleague Cllr Danny Beales who is the Cabinet Member responsible – For Investing in Communities, Culture and an Inclusive Economy.

I really hope that you enjoy reading this addition of our newsletter,

I have the pleasure of introducing our new staff members to the Gospel Oak team

Simon Pickles - (Interim Development Team Leader) **Kharima Dada** - (Strategic Development Lead) and **Dionne Johnson** – (Consultation & Engagement Officer) who will now form part of the Gospel Oak Regeneration Team.

Cllr Revah Announcements:

Firstly, I would like to take this opportunity say a special thank you to all Wendling TRA members for their valuable contribution in volunteering their services from the onset of the COVID - 19 pandemic in March and throughout 2020, who have been assisting and supporting many residents of the estate who felt isolated and or were either shielding, unwell or generally unable to do normal day to day chores like shopping, collecting medicines due to the impact and result of the pandemic and the social distancing measures in place.

I would also like to mentioned that the TRA members have also stepped up to assist the estate caretaking service with regular cleaning duties throughout the pandemic and have continued to undertake regular weekly inspections of the estate along with reporting many defects etc. This is I consider a wonderful example of community spirit. Thank you to all the TRA members who gave up their own time to help and assist others.

Wellbeing: Counselling:

I know that many of you may be feeling isolated at this time and present moment due to the COVID – 19 pandemic, which has changed our daily lives in so many ways, I know that this has been a very stressful and difficult time for all with learning to adapt to the situation given the restrictions in place, we all have our own coping mechanisms in some way or another, but there are occasions when we do need to talk to someone about how we are feeling.

If you would like to consider counselling then please contact me at

larraine.revah@camden.gov.uk

and I can refer you direct or alternatively contact either **Terry Wiggett** on **0779 907 2134** or **Suzanna Hofferer** on **0783 3516 875** who will pass your details onto me.

1 to 48 Wendling – Lift Refurbishment Update

Many residents will have noticed that we have completed one lift already out of the two at Wendling tower, this is part of a major overhaul project to the lift cars and doors. The 2nd lift is currently work in progress now through the program of works, we are expecting this to be completed in the next two weeks. So far, the information received indicates that the improvement upgrades to the lift car and the lift doors have improved, we are aware that there have been some minor mechanical teething problems which are to be expected with any new mechanical equipment. This has now settled down and reports are the lift is running more efficient and reliable. The new lift car lighting has significantly improved better lighting for the users. The improvements to both the doors and the lift buttons, will greatly reduce waiting times for parts or repairs. We hopefully will be able to update you further in the next newsletter on the completion of the works.

What to expect from our day to day reactive services?

Changes to your housing repairs service

We are making changes to improve your housing repairs service

The new priorities are below. However, to keep staff and residents safe, limit the number of people going into tenants' homes and prevent the spread of Covid-19 for the foreseeable future we are only going to be carrying out emergency and urgent repairs. Please do not report any routine or non-urgent repairs because we are not doing this type of work now. We will let you know as soon as this changes.

| Priority | Description | Timeline |
|-----------------------------|--|-----------------------|
| Emergency (day or night) | When there is an immediate threat to your (or other residents') health, safety, security or to your home. Sometimes a temporary repair will be carried out to make the home safe and secure, with the full repair completed later. Examples include making a window or your front door safe and secure after damage or stopping a serious uncontrollable leak in your home. | 6 hours to 24 hours |
| Urgent | When the problem is causing discomfort, inconvenience or nuisance to you or other residents and is likely to lead to further damage if it isn't fixed. Sometimes a further visit is required to complete the repair when special parts are required. Examples include restoring partial loss of power, such as to a socket(s) or lighting within your home | 10 working days |
| Routine | Problems that need fixing but aren't causing serious discomfort, nuisance or inconvenience to you or other residents and are unlikely to lead to further damage. Examples include repairing a minor containable plumbing repair such as a dripping tap. | 20 working days |
| Longer Term | This would include more exceptional circumstances for works that are not urgent and require manufacturing. These would usually be programmed when parts and resources are available for example replacement fencing, UPVC windows and doors, bespoke joinery, ironware, etc. | Up to 45 working days |

How to report repairs

- Report a repair online any time at camden.gov.uk/housing-repairs
- Call **020 7974 4444** option **3** then **1**, Monday to Friday between 8am and 6pm. For an emergency repair outside of these hours call **020 7974 4444**.

Staying safe and well

Your safety is always our priority. Any repairs officer who comes to your home will be following strict guidance from the Government and our public health team to keep you and them safe, and to prevent the spread of Covid-19. They will wash or sanitise their hands regularly and wear any personal protective equipment (PPE) needed to carry out the work in your home.

Camden Rent service and your Neighbourhood Housing Officer:

The Council wants to let every council tenant residing on Wendling & St Stephens Close know that your neighbourhood housing officer Kiran Bhanderi is here to help you. The council wishes to assure you that nobody is going to be evicted for not paying rent because of the COVID-19 pandemic, but if you're struggling or worried about paying your rent or other bills due to a change of circumstances, it is really important that reach out to us in order to speak to us as soon as possible so we can offer advice.

Otherwise, you need to continue to pay your rent as normal. We understand the financial challenges faced by many of our tenants due to the pandemic, whether it be a change of circumstances or other. We really don't want any of our tenants to build up debt without talking to us about your personal situation. We do as a local authority need to carry on collecting rent.

For any questions about rent or other housing related issues or to discuss the potential of obtaining other benefits entitlements you may be entitled too as a result of a change in your personal circumstances. Please contact your neighbourhood housing officer as soon as possible on **020 7974 1334** or email kiran.bhanderi@camden.gov.uk.

What's New?

Wendling & St Stephens Close Next Generation:

Following on from the recent letter drop to all residents on the 5th October 2020 which was relating to all children aged 4 to 16 years of age, which includes any children or grandchildren within this age group who reside in your home, who would like to participate in the next generation group.

Although, due to current restrictions we will be asking the children to complete any work assignment within their homes at this stage as to ensure their safety, homework packs can be delivered to your home. So if your children are interested to participate in this group then please contact **Suzanna Hofferer** on **0207 974 4427** or email suzanna.hofferer@camden.gov.uk if you would like any further information or to sign up to join the group.

Forthcoming Workshops

We envisage that due to the pandemic it will be sometime before we will be able to meet in person due to the government restrictions in place, which we are monitoring daily.

However, whilst the restrictions are in place, we are looking to continue consultation via virtual methods, including communicating with you via telephone, letters and emails. We are also putting together a schedule of meetings, workshops and events, which means we can still update our residents as well as gather your feedback whether it be positive or negative your voice counts most. However, given the uncertainty during these times we will aim to plan meeting dates no more than two months ahead. We will be holding a series of resident workshops and leaseholder workshops, details of both have been sent separately with an invitation via the post.

The first virtual workshops for residents are scheduled for **Wednesday 28th, Thursday 29th** and **Friday 30th October**. You need to register for a one to one session.

Tenant Timetable 28th 29th & 30th October 2020

| Wednesday 28th | 9 am - 9.15 am | 1 pm - 1.15 pm | |
|----------------|---------------------|-------------------|--|
| | 9.20 am - 9.35 am | 1.20 pm - 1.35 pm | |
| | 9.40 am - 9.55 am | 1.40 pm - 1.55 pm | |
| | 10 am - 10.15 am | 2 pm - 2.15 pm | |
| | 10.20 am - 10.35 am | 2.20 pm - 2.35 pm | |
| | 10.40 am - 10.55 am | 2.40 pm - 2.55 pm | |
| | 11 am - 11.15 am | 3 pm - 3.15 pm | |
| | 11.20 am - 11.35 am | 3.20 pm - 3.35 pm | |
| | 11.40 am - 11.55 am | 3.40 pm - 3.55 pm | |

| Thursday 29th | 9 am - 9.15 am | 1 pm - 1.15 pm | 5 pm - 5.15 pm |
|---------------|---------------------|-------------------|-------------------|
| | 9.20 am - 9.35 am | 1.20 pm - 1.35 pm | 5.20 pm - 5.35 pm |
| | 9.40 am - 9.55 am | 1.40 pm - 1.55 pm | 5.40 pm - 5.55 pm |
| | 10 am - 10.15 am | 2 pm - 2.15 pm | 6 pm - 6.15 pm |
| | 10.20 am - 10.35 am | 2.20 pm - 2.35 pm | 6.20 pm - 6.35 pm |
| | 10.40 am - 10.55 am | 2.40 pm - 2.55 pm | 6.40 pm - 6.55 pm |
| | 11 am - 11.15 am | 3 pm - 3.15 pm | 7 pm - 7.15 pm |
| | 11.20 am - 11.35 am | 3.20 pm - 3.35 pm | 7.20 pm - 7.35 pm |
| | 11.40 am - 11.55 am | 3.40 pm - 3.55 pm | 7.40 pm - 7.55 pm |

| Friday 30th | 9 am - 9.15 am | 1 pm - 1.15 pm | |
|-------------|---------------------|-------------------|--|
| | 9.20 am - 9.35 am | 1.20 pm - 1.35 pm | |
| | 9.40 am - 9.55 am | 1.40 pm - 1.55 pm | |
| | 10 am - 10.15 am | 2 pm - 2.15 pm | |
| | 10.20 am - 10.35 am | 2.20 pm - 2.35 pm | |
| | 10.40 am - 10.55 am | 2.40 pm - 2.55 pm | |
| | 11 am - 11.15 am | 3 pm - 3.15 pm | |
| | 11.20 am - 11.35 am | 3.20 pm - 3.35 pm | |
| | 11.40 am - 11.55 am | 3.40 pm - 3.55 pm | |

If you have any queries, please get in touch with a member of the team:

Suzanna Hofferer, 07833516875

Terry Wiggett, 07799072134

Kharima Dada, 0207 974 2057 for all Leaseholder enquires

Email: wendling@camden.gov.uk

Watch out for newsletters and updates on our webpages at:

www.camden.gov.uk/wendling-estate-and-st-stephens-close