



An Introduction...

Welcome to our first ever newsletter for Orchard Court. We trust you know all about your surroundings in terms of the local shops, schools, GPs, hospitals, recreational facilities, parks and such forth.

However, we are not sure what you actually know about the local estate where you live? We would like to share a bit more about the community you live in and who you live amongst. Firstly, for those who are not familiar, we will share with you how many landlords operate on the Bell Green site and the roles we all play. This is intended to refresh your memory and also provide you with useful information.

Bell Green is made up of two schemes. Orchard Court and Pear Tree Court. Pear Tree Court, the smaller red brick building wrapped around and on top of Sports Direct, is owned and managed by Optivo Housing Association. Orchard Court, the much larger grey building (where you live), has three Social Housing Landlords: Clarion Housing (The Head Lessee); Lambeth & Southwark Housing Association and us, New World Housing Association.

Clarion are the head lessee and are responsible for the care, maintenance and upkeep of the buildings fabric, the communal areas, the grounds and lifts within the whole Bell Green site. They are also responsible for the caretakers and management of the retail unit - Sports Direct. As well as Clarion being accountable to all the other landlords on the Bell Green site, Clarion are also accountable to the rent-to-buy/shared owners who occupy Orchard Court. The underground car park area is for the sole use of the tenants who live on the ground floor apartments (homes for life properties) and selected shared owners units.

Amongst the various duties and task Clarion carry out on the site, they also have to address any concerns raised by the retail unit and shared owners who are their 'tenants'. They have appointed a Neighbourhood Response Officer who works very closely with the local councils and police.

It is likely you may have had a visit or been approached by them from time to time. They patrol and inspect the site regularly ensuring things are as they should be or following up from reports of concerns. We have regular contact with Clarion and should they see anything of concern on camera or during their visits this image is sent to all potential landlords to address.



CLARION
HOUSING



**Lambeth &
Southwark**
HOUSING ASSOCIATION



NEW WORLD
HOUSING ASSOCIATION

Although all four Social Housing Landlords have varied policies, procedures and strategies in place, on a scheme such as Bell Green it is important that we engage with a joint approach (working together) to achieve our ultimate goal which is to ensure tenants satisfaction for the homes and neighbourhood we provide and you live in.

WE'RE
working
TOGETHER



next **Getting involved &**
time **Knowing about your service charges**

Anti-Social Behaviour

What does Anti-Social Behaviour mean to you? As the nation emerges from lockdown and a very strange 18 months, it is interesting to see that people are still spending more time at home than ever before. This has led to an increase in Anti-Social Behaviour (ASB) complaints especially relating to noise nuisance.

As a resident, neighbour and member of the wider community it is often important to think about how our own actions can affect those around us. What one person may consider excessively loud may be considered by another acceptable and this can be the case for all types of behaviour. This is why it can often be a challenge to identify what is deemed as ASB. It is defined in the Crime and Disorder Act (1998) as: Acting in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as (the defendant).'

This definition is widely used within social housing and is why New World will investigate any issue relating to ASB based on a single complaint. Being the victim of ASB can often be a frustrating situation because not only can it impact on your daily life and enjoyment of your home, if the perpetrator does not respond to requests for the behaviour to stop or does not believe what they are doing is ASB it can take time for the legal process to take effect and achieve the desired outcome.

So, if you are experiencing ASB what can you do to help New World resolve the issue?

Speak with the other person: if you feel it is safe to do so speak with the person involved. Often they may not be aware that their actions are affecting those around them. This can often be the quickest and most effective way to stop ASB.

Report the issue as soon as you can: if speaking with them has not worked or you do not feel able to please report it to New World as soon as possible. This can be done by email to info@newha.co.uk or by phone **020 8675 0320**.

Record the date, time, the names of those involved (if known) and what happened: one of the most important bits of evidence in any ASB case are the diary sheets kept by the victim. New World can supply you with diary sheets or

you can keep an electronic record on your phone and/or write it down in a diary or on a piece of paper. These dates can help New World access the correct CCTV if it took place in a communal area or to build up a picture of the ASB which is occurring.

Report ASB to the police: if you believe a crime is being committed we also urge you to report this to the police. This can either be done via 999 (in an emergency), 101 or online at www.met.police.uk/ro/report/ocr/af/how-to-report-a-crime/

Do not suffer in silence: if your daily life and/or enjoyment is being affected by the behaviour of neighbours please report it. Everyone has the right to live peacefully in their homes.

If you receive a letter from New World regarding an ASB complaint being made about you, a household member or visitor we understand that this can be distressing. If you believe the allegations are false it is important that you make contact with your housing officer immediately to discuss.

***If in doubt, stop and think...
how could this affect those around me?***

ASB Telephone Survey

We would like to thank all those who took part in our recent telephone survey. To show our appreciation for your time, we have entered all tenants who participated into a draw and the first 5 names will receive a £20 gift voucher!



The conclusion from this survey indicated that there are behaviours happening within Orchard Court that are causing a nuisance to a number of other tenants who live there. The frequent nuisance behaviours mentioned were noise (banging of doors, shouting & screaming), children unaccompanied by any responsible adult/person, running & playing ball games around the scheme, and residents abusing the car parking and bin areas. The frequency of these incidences were weekly on average. There were a number of other serious nuisances which included, things being thrown from balconies by tenants living above, fly-tipping in and around the scheme and stalking. We are currently working through a series of action plans to put an end to these nuisance behaviours. In the meantime we are strongly urging all tenants to follow protocol. If you witness anyone (tenant, resident, visitor or simply just a member of the public) engaging in any criminal activities, your first point of call should be to call the police! We will update you all with the plans in place once we have engaged with our specialist and other professional agencies.



Fly-tipping

Fly-tipping is defined as the 'illegal deposit of any waste onto land that does not have a licence to accept it'.

Tipping a mattress, electrical items or a bin bag full of rubbish in the street causes a local nuisance and makes an area look ugly and run down. At the larger end of the scale fly-tipping can involve several truckloads of construction and demolition waste being tipped on different types of land.

Uncontrolled illegal waste disposal can be hazardous to the public, especially if it contains toxic material or asbestos. There could be a risk of damage to watercourses and soil quality from the dumped waste.

In 2016/17 more than one million incidences of fly-tipping were dealt with by councils in England. The estimated cost of clearing up this waste was over £58 million.

Fly-tipping is a serious criminal offence for which you can be prosecuted. The courts have various powers available to them to tackle fly-tipping, including imprisonment, unlimited fines and an order to deprive rights to a vehicle used to commit the offence.

What should you do if you see someone fly-tipping?

Report fly-tipping, and find out more about it, including what you must do to dispose of your waste legally. Fly-tipping is the illegal dumping of household or trade waste and is a crime. If you see anyone fly-tipping, or spot fly-tipped rubbish, please report fly-tipping online at: www.lewisham.gov.uk/myservices/environment/street-cleaning/report-flytipping or call 0800 028 2028.

Where can I take my fly-tipping waste to?

Take your waste to one of our household waste recycling centres (tips) instead. Pay for a large item (bulky waste) collection. Donate items, in good condition to a re-use scheme. Arrange a business waste collection. If you use a private waste company, check they are registered - find a registered waste carrier online at www.gov.uk

Vandalism

We have witnessed an increase in reports relating to acts of vandalism.

These range from damage caused to electrical cupboard, communal door handles being busted, communal ceiling tiles being removed, to lifts being held open by objects causing the lift to malfunction.

Some of these acts have been caught on camera and appropriate action being taken. Others have gone unchecked, leaving those most affected to become more frustrated.

Whilst acts of vandalism are tolerated by some residents, this is a criminal offence and very disturbing to others residents. All Landlords within Bell Green have a responsibility to our tenants to provide a safe, clean and healthy environment. This task is compromised when we have people who show no regard for their environment or the other families in the complex.

We would strongly encourage you to report any acts of vandalism to the police, your housing provider (or the on-site caretaker) giving details of the persons responsible so the appropriate action can be taken and put an end to this alarming act. We would like to give you the assurance that any information shared with us will be treated in the strictest confidence.

Let's work together to end this criminal activity



next time **What is an injunction & what implication can this have on my tenancy?**

Your Housing Options

Family changes are inevitable causing this to be the main reason for a need to move home.

When your family increases and your home becomes too small you become 'overcrowded' and desire a larger property. When children grow up and leave the home, your home is then under occupied and you face the need to downsize. In some cases, you may find you have health issues and the support network in place is too far from your current home so need to relocate to another area.

All these scenarios are very common and at times, extremely hard to resolve. We are always trying to source swaps for tenants who we know are in need of them, however there are usually obstacles preventing these from happening. One tenant may like the property but not like the other area, the room sizes, the parking facilities, schools, etc...

The search for a swap can seem very daunting and at times pointless. Don't give up searching! There are a range of platforms that are in place to help with moves. Transfers, exchange, enrolling on a housing waiting list and moving into private accommodation. Sometimes, knowing someone who wants to move in to your home and you want to move into their home is a great way to start the process.

So if your home is too large or too small, or you simply just need to move into a different area, try speaking with friends and family members in the hope they can help to find suitable people that may want to exchange with you.

next time **Choose the home you want and can afford for you & your family**



Cyclical Works

New World have been notified by Clarions planned investment team that they plan to carry out a range of upgrades to the communal areas.

These include: **External works** - redecorate and varnish previously decorated areas and replace cycle doors with fire doors and frame & coded lock; **Internal communal works** - replace damage/missing suspended ceiling tiles, door stops and sockets in communal areas; **Overhaul communal windows** - repair damage/broken hinges; handles & restrictors; **Decorate all previously decorated communal walls and skirting** - hallways and stairwells and **Repair/replace flooring** - where damaged & deep clean all flooring throughout.

Clarion will be working in partnership with United Living to carry out these works. We do not have the dates when these works are scheduled to take place, however we welcome the upgrade and hope this is good news for you too. If you feel there are areas that may have been overlooked and should have been included in this planned works, please let us know. Your ideas are important to us and we want you to be a part of the upgraded planned works happening in your apartment.



next time **Who's responsible for what regarding maintenance?**

TENANTS' CORNER

We would like to give you (our tenants) the chance to use this space to tell a story, share tips and ideas, advertise any household items wanted or for sale, introduce yourselves and maybe your business

Share your story, tips and ideas with other residents of Orchard Court here. Send to us at the address below, or email: info@newha.co.uk and we'll include it if we can. We look forward to hearing what you have to say...

FOR YOUR CHANCE TO

Win
£50
TAKE PART IN OUR
quiz

A chance for two tenants to WIN £50.

We will give £10 to every correct answer.

All answers must be on one sheet of paper, and sent to the office address below.

- 1 What is the name of the Caretaker/s who work at Orchard Court?
- 2 How many Landlords operate within Bell Green, and what are their names?
- 3 Name three internal works that Clarion in conjunction with United Living plan to do at Orchard Court?
- 4 How much money did the councils in England spend on fly-tipping in 2016/17?
- 5 Fill in the missing words. New World can supply you with _____ or you can keep an electronic record on your phone and/or write it down in a diary or on a piece of paper.

All entries will be entered into a draw which will take place on Friday 22nd October 2021. Winners will be notified by phone within two days after that date. **Good Luck.**



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