

JMB News

Spring 2009

LEATHERMARKET

JMB

Giving you the cleaning you want

Leathermarket JMB are making sure that all residents know what level of cleaning to expect, by setting out the core cleaning standards for our estates.

JMB Directors have worked with the cleaning team to put together the standard.

This explains the work that cleaners should carry out every day, what should happen at least once a week, and what should happen at least once a month.

The cleaning standard also explains how we are checking that the quality of cleaning work is good enough.

The cleaning work will be monitored by weekly inspection of every block, with full estate inspections carried out every month.

The JMB will then report back to residents every year about how many inspections were carried out, how many were passed and how many were failed.

JMB Cleaning Manager Brenda McAleer explained: "The JMB's Directors, Tenants and Residents Associations and individual residents have told us how important it is to make sure our estates are cleaned properly.

"This is why we have put this cleaning standard together to make sure that everybody knows exactly what to expect and to help make sure we keep our standards up to scratch.

"The cleaning standard sets out minimum standards, and we would hope to regularly be doing more than this.

"However we will always prioritise our cleaning to the areas that need it most, particularly if mess or rubbish could be harmful to our residents. Because of this we can't guarantee that we will be able to do this absolutely every day as there may be more urgent things we are working on.

"But if people think we are missing the standard then they should let us know."

● **If you think your cleaning is not up to standard**, then contact the cleaning team by e-mailing cleaning@leathermarketjmb.org.uk, coming in to the office or calling 020 7525 1600.

Rent increases
Southwark Council has decided that rents are to rise by the government-set rate of 5.86% (an average of £4.54 per week) with tenant service charges rising 31p per week.

Rents for garages and sheds are to rise by 25% (an average of £2.45 per week). Heating charges will rise by 14.5%.

The JMB cleaning standard

Every day:

- All estate staircases checked and any problems dealt with
- Lifts mopped
- Dog mess and dirty waste removed from paths and walkway
- Bin areas checked
- Any emergency situations dealt with (such as floods)

● Play areas checked

At least once a week:

- A full sweep of all paths and hard areas
- All stairs and ground floor lobbies washed
- A full litter pick of grass areas
- Bin areas swept and mopped
- Any bulk items removed (*three*

times per week as needed)

Once a month:

- Notice boards should be cleaned and any out-of-date notices removed
- Cobwebs, handrails, ledges and tiles cleaned
- Litter pick of hard-to-reach shrub beds

Residents are the reason we are here

Making our estates cleaner, greener, safer

The JMB has a programme of refurbishment works across all our estates to bring our environment up to the standards that people expect.

As well as the JMB's programme, hard work from the Tenants and Residents Associations in the JMB area has brought in many of thousands of pounds of funding for other projects through the support of local councillors and Southwark's 'Cleaner Greener Safer' scheme.

JMB investment

The JMB investment follows on from last years works, which included redecoration in 13 blocks and resurfacing on roads and paths. This year the JMB has set

on a co-ordinated programme of gardening to prepare our estates for the summer, brightening up dull grassed areas with new planted areas on the Elim and Meakin estates, improving the area outside the JMB office and even putting planters in the lobby of the Burwash House tower block.

Our gardeners have also been hard at work on other estates, preparing the existing plants to look the best for the summer.

Planning money

Residents of Archdale House and Mendham House are now more secure thanks to a £70,000 scheme to install entryphones and security front doors. The JMB was able to install the doors after local councillor Tim McNally



Lawson Estate: the new play area takes shape



Mendham House: Cllr Tim McNally discusses the new entry doors with the JMB's Alan Gawler

secured the money from the developers of Bermondsey Square.

Community Council cash

Groups across the JMB have been successful in securing money for improvements through the Cleaner, Greener, Safer bids to the local Community Councils. In particular JMB Director Debbie Walsh and her colleagues on Lawson TRA have secured £40,000 for a



Archdale House

new children's play area on the Lawson estate.

If you have an area that needs improving let the JMB know. feedback@leathermarketjmb.org.uk



Elim Estate



Kipling Estate: Gardeners get ready for summer



JMB Office



Meakin Estate



Burwash House: planter in the lobby



Meakin Estate

'Fair share' formula sees leaseholder charges rise

The leaseholder service charge bills for the year 2007/8 are being finalised at moment. Unfortunately charges will be increasing again for a number of reasons:

Leaseholders living on estates with district heating will get the biggest increase. This is because of the high cost of fuel in 2007/8, which leaseholders have to pay in full.

Government has given new rules on

how leasehold charges are calculated by sharing out the costs of running the estate. Both the JMB and Southwark Council have to make sure leaseholders pay their fair share of all the costs that are due.

The JMB have refurbished most estates including better lighting, resurfacing and some decorating. Some of this was paid from other sources, but the rules say that

leaseholders have to pay their share of any work paid for by the JMB.

In blocks with lifts, maintenance costs have increased significantly, as they have across Southwark. Stricter safety requirements and new maintenance arrangements have increased costs.

Many leaseholders tell us that they are concerned about rising costs and payment arrangements for service

charges. While leaseholders often raise these issues through their local Tenants and Residents Association, **we want leaseholders to come along to a special meeting at the JMB office at 6:30pm on Tuesday March 31.**

If you have any concerns about your bill you should contact the Home Ownership Unit. You can ring them on 020 7525 1400.

JMB People

Every issue we will feature a story from someone who lives or works in the JMB area. This issue, JMB Customer Services Officer **Ruth Wilson** tells of her trip to Robben Island in South Africa.

In the footsteps of Nelson Mandela

In January as part of a family holiday to South Africa, we went on a visit to Robben Island where Nelson Mandela was imprisoned for more than 18 years.

Our tour guide - who had been a prisoner on the island - showed us the bare cell where Nelson Mandela spent 18 years of his life and the yard where prisoners were forced to spend hours breaking rocks in the baking African sun. The most amazing part was learning how the prisoners spent their years preparing to build the new South Africa.

The guards tried their best to stop any learning, but the ANC had a policy of making sure that the educated lawyers and journalists taught the other prisoners - even those who couldn't read or write at all.

We were told that a lot of this teaching took place in the smelly open-air toilet area as this was the only place that the guards wouldn't go to. Some



Mandela's prison cell

prisoners even left with degrees.

It was truly amazing to visit such an important place in African history and to see for myself the appalling conditions that Nelson Mandela and his colleagues were forced to endure just because they stood up for their rights.

If you have an interesting story to tell then we'd love to share it with your neighbours. E-mail feedback@leathermarketjmb.org.uk or contact the JMB office to let us know.



Ruth and her daughter with their guide - a former prisoner

Keeping our community alive

The JMB has government funding to research what residents think are the big issues in our wider neighbourhood, not just on the JMB estates. We are also talking to other local organisations, including the council and voluntary organisations, to see if we can work together to tackle these issues.

We know that consultation exercises in the past have produced long lists of things to do, but less action. Therefore we want organisations to be realistic about what they can deliver.

So far, this work has found that residents are generally happy with the tenant-managed housing organisations (including the JMB, Haddonhall and Tanner House). The main concern is how to keep people's enthusiasm and involvement in the TMOs and other voluntary organisations that contribute so much to the area. Older residents feel the decline in neighbourliness particularly keenly.

The issues identified are:

- How do we keep these organisations going when people are giving less and less time to local activity. How do we get people

aged under 35 involved.

- How do we support groups and activities where people meet, talk and work together with people who are different to them?

- How do people get to know about the good work being done in the area and how they can get involved?

- Organisations rely on bidding for money to keep going. With fewer people involved this gets harder – leading to organisations like Charterhouse closing services.

- How do smaller organisations work together to make the most of the money they have?

- These organisations have traditionally worked by having meetings. Would a different way of working get more people involved?

- Young people find it hard to get good out-of-school activities.

- How do people get together to deal with issues bigger than just their organisation?

These are serious issues. What makes us optimistic is that if we can come up with solutions they will not require a massive amount of money to solve.

If you have any good ideas on

any of these issues we'd like to hear from you. You can e-mail any ideas you have to feedback@leathermarketjmb.org.uk or come in to the JMB office.

New kitchens and heating for 227 homes

Up to 227 homes on Crosby Row, Whites Grounds and the Elim & Meakin estates will get new kitchens and boilers.

The work will be carried out in tenants homes in a 14-month long £2.2 million refurbishment scheme starting in March.

The JMB will arrange meetings in March for people living on the estates to discuss the details of the work. A small number of homes which already have recent kitchens and boilers won't get a second replacement.

If you have any questions contact the JMB programme team by e-mailing feedback@leathermarketjmb.org.uk or calling the JMB office on 020 7525 1600.

Useful numbers and contacts

JMB Office

020 7525 1600

26 Leathermarket Street, London SE1 3HN
Mon-Fri 9am - 4:45pm (Weds 9am - 1pm)
e-mail enquiries@leathermarketjmb.org.uk

Emergency Repairs

020 7525 1600 (24 hours)

For cleaning, gardening, non-emergency

repairs, rent enquiries and all other business please phone this number from Mon-Fri 9am - 4:45pm

Lift Problems

020 7525 1600 Mon-Fri 9am - 4:45pm

Evenings & Weekends 0800 952 4444

Leaseholder & Service Charge Enquiries

020 7525 1400

A housing office, not a call centre.. Leathermarket JMB