

Lawson Estate Newsletter

September 2022

Resident Services Officers - Adnan Rahman, Alethea Dougall &

Gina Bradley



Dear residents

The purpose of this newsletter and future ones is to keep tenants/residents informed of all developments and general news relating to the Lawson Estate.

The Nation Mourns Queen Elizabeth II

We express sincere condolences to the Royal Family at this time as they mourn the loss of their beloved, mother, grandmother, great – grandmother and aunt, her Royal Highness Queen Elizabeth II. This is truly the end of the era. As a strong female leader she has inspired many around the world, but it has also been her humanity and compassion as a mother, grandmother and great grandmother and her commitment to public service, that has touched and resonated with so many of us.

Cost of living Crisis

Cost of living crisis:
A guide to some of the support available in Southwark

June 2022

The cost of living crisis will impact on most of us. Southwark Council have published a guide detailing the support services and options available. This has useful information about the Southwark Emergency Support scheme, Hardship Fund, Food Pantries, Community Fridges, Rose Vouchers (for pregnant women and families with children under 5), and Energy Grants.

Copies of the guide are available from the JMB office or electronically at [Main headline \(communitysouthwark.org\)](https://www.communitysouthwark.org)

Pension Credit - are you a pensioner on a low income?

Pension Credit is a benefit for people over the state pension age. It tops up your income if you're struggling to make ends meet.

To make a claim for Pension Credit, you should call the DWP Pension Credit claim line direct on **0800 99 1234** or visit www.gov.uk/pension-credit/how-to-claim.

Handyperson: The Handyperson service is available for those aged over 50 to do odd jobs for your flat that are not a part of the JMB's repairs obligations. Below is a list of some of the services they provide of which some are free. The complete list of free and chargeable works can be located on the website -

<https://www.ageuk.org.uk/lewishamandsouthwark/services/handyperson/>

To access this service you can contact Age UK on handypersons@ageuklands.org.uk

Free Service	Paid Service
Fitting hand and grab rails	Replacing locks
Taking down wires and cables	Putting up shelves or units
Smoke alarm checks	Assembling flat pack furniture
Put up curtains, blinds and rails	Moving furniture

Happy Feet: Happy feet is an affordable toenail cutting service for those over the age of 50. Information on clinic locations and prices are on the website:

www.ageuk.org.uk/lewishamandsouthwark/services/footcare/ . For an appointment, please email happyfeet@ageuklands.org.uk. Please note there is a 1 – 2 week waiting time due to being a small team.

Bogus Callers



Bogus calling is a real issue. People have provided access to their homes and finances to fraudster presenting as representatives from contractors, utility companies etc. Here are some measures you can take to keep yourself safe from bogus callers:

- Use chains and spy holes to prevent forced entry.
- Insist on seeing identification. No ID turn them away.
- If it sounds too good to be true, it most likely is.
- Ask callers to wait outside

If anybody presents themselves as a representative of JMB and you are not sure contact us.

Fire Safety

The Government is introducing new rules to increase the safety of people living in blocks of flats. We need your help to implement the new rules and ensure the highest level of fire safety.

Ring the fire brigade

- In the unlikely event of a fire please phone the fire brigade on 999, and do not assume that someone else must have done this already.

What to do next

- The strategy for your block is to you to stay-put in your home, as this is the safest option. The only exceptions to this are:
- The fire is inside your home, in which case you should leave your home and block immediately
- You are instructed to leave by the fire brigade
- The exception to this advice is the houses on Trinity Street converted into flats, where our advice is to leave. The wooden floors and stairs means that there is a higher likelihood of fire and smoke spreading between flats.

Personal evacuation plans

- Nationally, the Government is trying to work out how to support vulnerable people who live in tower blocks in the event of a fire. In the meantime, the JMB is working on a list of residents who have restricted mobility or cognition (understanding of an emergency situation), who might find it difficult to leave quickly if there is a serious fire.
- We want to make this information available to the fire brigade, so that they can provide direct assistance in the case of an incident.
- If you think someone in your household falls within this category, please contact us. To date, we have collected health status information for secure tenants, but not for leaseholders or their private tenants. We are particularly keen to hear from leaseholders or their tenants for this reason.

Fire alarms

- The JMB will provide fire alarms for secure tenants, leaseholders and private tenants at no cost. If you do not have an alarm, please let us know.
- Please test your alarms regularly. If you do not know how to do this, again let us know.

Front entrance door – door closure

- A lesson learned from Grenfell towers is that front doors should have a working door closure. The reason is that if you have to leave your flat quickly because of a fire, the door will close behind you and help to contain the fire.
- Again, it does not matter if you are a secure tenant, leaseholder or private tenant if your front door does not have a working door closure please let us know and we will attend to this.

Communal fire doors

- Please don't wedge these open. If there is a fire, we need these doors to hold back fire and smoke and allow residents to either stay in their flats or leave safely via the communal staircase.

Responsible Dog Ownership

- There has been an increase in complaints about problematic dogs. Permission should be sought in advance and where granted we expect residents to exercise responsible dog ownership.
- Dogs must be chipped and registered with the JMB.
- **Keep your pet on a lead and pick up your dog's mess!**

Major Works

Symington House

Lift Renewal of both lifts

- Works were started by Liftec Lifts Ltd on the 20th June 2022 and are progressing. The first lift is due to be complete by October 2022, with second lift then commencing and due to complete by mid-December.
- The current noisy stage of the works caused by removing concrete filled landing door frames have been completed. We thank residents for their patience.

Water Tank Renewals; (Symington House, Kempe House and Middleton House)

- The water tanks are old galvanised steel, 50-60 years old, approaching end of life and require complete renewal.
- Works have commenced by H2O Nationwide Ltd 30th August 2022 and is progressing.
- Works are currently anticipated to take 10 weeks to complete across all three blocks.

Renewal of Mains Electrical Supply Cables; (Symington House)

- Substantial resident disruption was caused by previous electrical failure; the complete installation requires renewal including the fuse-board re-location to a lower accessible position.
- Works will also enable residents to change their energy supplier if they wish.
- Surveys and design work is being undertaken to draw up options and proposals for consideration.
- Works may include CCTV adaptations possibly including the refuse bin area; door entry adaptations and other security measures which will be discussed with residents.

Lawson Estate Phase 2; Jonson, Lyly & Greene House

- Cosmur Construction (Contractor) are progressing works which will include roof renewal, rainwater goods, concrete and brickwork repairs and redecorations to external and internal communal areas.
- The compound has been set up and scaffold erection is complete on Jonson House and continuing to Lyly House.
- A further resident's meeting will be arranged.

Lawson Estate Phase 2; Nashe and Munday House

- Project tenders have been returned and leaseholder Section 20 consultation is in progress.
- Committee Approval will be required before arranging for works to start on site.

Anti-Social Behaviour

A combination of regular JMB site visits and the increased presence of the Chaucer Safer Neighbourhood Team (SNT) has led to a marked decrease in ASB. On Symington and Nashe House, the SNT's random and frequent patrols of the blocks, due to residents reporting has been a successful counter measure.

Please continue to report to us and when appropriate the police, any instances of anti-social behaviour/crime you experience.

Useful contact details are:

- **Chaucer SNT: 0208 721 2441**
- **Southwark's Noise Nuisance Team: 0207 525 317**
- **Police on 101 or 999 for serious offences.**

Parking

All parking operations remain suspended. This is currently under discussion and you will be updated once it is finalised. Please can you ensure your vehicles are parked within marked bays only!

Estate Walkabouts – Cleaning Standards

- RSO's have been regularly going on estate inspections with colleagues from the repairs and estate services teams. These walkabouts continue to be open to residents, with the details of times and meeting point on the noticeboards and on our website. We hope you join us!
- The Deep Cleaning Schedule for all the blocks has been amended, further details to follow. The mobile team have had to halt the jet-washing of the stairwells, landings, deep cleans of the communal areas due to the government's hose pipe restrictions. We are assessing other measures of action to take and will update you when there is a definitive plan.

Gardening

- The team has been highly successful with the maintenance and upkeep of the communal areas across the estate, and welcomes residents' continued support with this.

Tenant and Resident Association (TRA) Meeting

We will be holding the **next meeting** with the Lawson TRA on, **Thursday 15th September from 7pm to 9pm** at **The Roundhouse Hall, Cardinal Bourne Street, SE1 4EJ**. Half an hour of the meeting will be specifically to discuss Symington House issues.

The dates for the meetings for the rest of this calendar year are:

- 13th October 2022
- 10th November 2022
- 8th of December 2022

Rent

Have you had a change in circumstance or income? Are you experiencing difficulty paying your rent? Do not suffer in silence. We can help get you back on track. Give your RSO a call and let's see what we can do to assist you.

Resident Engagement

We want to ensure that residents have a voice and can influence our decision-making and priorities. We are particularly concerned with hearing from residents who feel their voices have not been listened to in the past.

We have three questions for residents:

- Do you want to get involved and help the JMB make decisions?
- What can we do to support you?
- If you don't want to get involved, why not?

Contact us via email at residentservices@leathermarketjmb.org.uk or call on 0207 450 8000.



“Residents are the reason we are here”