

WINTER 2024

Leathermarket JMB

BULLETIN

Residents are the reason we are here

Award winners at Leathermarket!



New homes declared champions

The 34 new apartments at Joyce Newman House and six new houses at Joseph Lancaster Terrace which were competed in 2021 have been declared the 'Best Affordable Housing Development' at the Inside Housing Development Awards recently. The scheme was developed by our sister company Leathermarket Community Benefit Society (CBS) to provide much needed new housing for local people, and to encourage residents who were under occupying larger homes to move to modern and accessible one-bedroom flats, in order to free up family homes for others.



Blooming-lovely at Crosby Row

Green-fingered residents at Crosby Row have picked up a community gardening award from The Royal Horticultural Society (RHS). Local residents have received a well-deserved Achievement Award as part of the RHS Growing Together competition that was run in partnership with BBC's The One Show.



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Welcome from the Chair...



Happy New Year, dear residents!

I am delighted to introduce this first newsletter of 2024 which contains details of our latest news including two award wins (as featured on the front cover) and our plans for the future.

And the future will be overseen by our new Board of Directors (see page 4) and our new Chief Executive Andrew Furtek who brings a wealth of experience and a dynamic vision for the JMB (see page 5).

Andrew has now taken over the reigns from former JMB Manager Andy Bates who retired in December with a huge send off from the local community as featured on page 8.

As well as a new Chief Executive we have also recently recruited some new members of staff (see page 4).

It is an exciting time at the JMB as we look to the future with our new team and build on the positive result of the vote taken at the AGM when residents voted 134 in favour of the JMB (with 6 abstentions and 1 vote against).

We will be exploring more ways that we can all work together to benefit our neighbourhood and involve our community.

Please remember that we are run by residents for residents so it really is important that you get involved and make your voice heard. There are lots of ways for you to do this – see page 6 for details of the different sub-committees that hold the JMB to account and ensure residents receive value for money and a high quality housing service.

Christine Parsons
Chair of the Board
Leathermarket JMB



Money worries?

If you're struggling to make ends meet you may be entitled to receive a £100 voucher to help pay for energy bills, food or other essentials. Check out the page opposite for details or speak to your local Resident Services Officer.

Apology

The JMB would like to formally apologise to Richard Lee of Bermondsey Street Residents Association for recording and minuting comments at the previous JMB AGM (7 November 2022) and General Meeting (28 November 2022) that he had been given an

assurance would not be published. Following a complaint from Richard Lee about this matter we undertook a review and confirmed that we had indeed agreed to remove these comments from the minutes, and had failed to do so. The JMB apologises to Richard Lee for this error and has agreed to remove the comments from the records. The revised minutes of both meetings can be viewed on the JMB website.

Follow us on social media



Meet your Resident Services Officers

Our professional and dedicated team of RSOs are here to address any query you may have about your tenancy, the estate you are living in, or the JMB operations in general.

They work to ensure that every resident of Leathermarket JMB is looked after to the highest standard and liaise with other members of our staff to keep our neighbourhoods clean, safe and well-maintained.

Some of the patches have recently changed so please check below for details of your local RSO:



Gina Bradley

Resident Services Manager

- 020 7450 8013
- 07507 937003
- Gina.Bradley@leathermarketjmb.org.uk



Roseline Abo

Covers Lawson Estates

Joyce Newman House and Joseph Lancaster, Lyly House, Jonson House, Allyn House, Kempe House, Lyly House, Chettle Close, & Middleton House, Peveril House, Cardinal Bourne, Great Dover Street, Bartholomew Street, Burge Street

- 020 7450 8016
- 07516 030738
- Roseline.Abo@leathermarketjmb.org.uk



Beatrice Brown

Covers Decima and Meakin

Meakin Estate, Elim Estate, Villiers and Decima Street, 36-48 Rephidim Street

- 020 7450 8020
- 07852 540178
- Beatrice.Brown@leathermarketjmb.org.uk



Bankole Ajayi

Covers Lawson Estates

Falmouth Road, Trinity Street, Brockham Street, Greene House, Symington House, Munday House, Beeston House, Nashe House

- 020 7450 8014
- 07727 350420
- Bankole.Ajayi@leathermarketjmb.org.uk



Julie Barks

Covers Kipling and Crosby, Lockyer and Hamilton Estates

Burwash House, Simla House, Dunsterville Way 1-16, Helder Court 1-20, Archdale, Marklake, Weston Street 122 – 130, Crosby Row, Hamilton Square, Guy Street, Dunsterville Way 17-54, Mulvaney Way 1-30, Lockyer Estate, Villiers Court, Weston Street 115, Porlock Street

- 020 7450 8026
- 07852 540178
- Julie.Barks@leathermarketjmb.org.uk



Bee Melanin

Covers Bermondsey Street

Tyers Estate, Tanner House, Whites Grounds, Snowfields, Mendham.

- 07852 540191
- 020 7450 8012
- Bee.Melanin@leathermarketjmb.org.uk

Cost of Living Support Vouchers

This winter we are partnering with Southwark Council to help deliver Cost of Living Support vouchers to households on low incomes.

The £100 vouchers can be used to help pay for energy bills, food and other essentials. The scheme will run until 29th March 2024. Even if you have already received a payment last year you may still be eligible to receive a second payment in the period 1 January – 29 March 2024.

Applicants need to be referred by us so talk to your Resident Services Officer to find out if you are eligible.



Meet the new Board

At the AGM in October 2023 residents elected and coopted the new JMB Directors to sit on the JMB Board. The new composition of the Board is as follows:

Crosby, Lockyer and Hamilton TRA – Christine Parsons and John Lynch

Lawson TRA – Abimbola Akinwumi and Peter Skelton (both new Directors)

Kipling TRA – Clive Shaw and Yuan Potts

Co-opted Directors – Peter Baffoe, Michael Adu and Martin Green

Meet the new Directors

Abimbola Akinwumi

"I decided to join the Board as I have lived on the Lawson Estate for 24 years and wanted to give back to my community and bring diversity. Although I have little experience in housing issues I am ready to learn. I work for the NHS as a clinical analyst, and also have experience as a mentor and previously worked in the United States for a Domestic Abuse charity. As a Director, I'm looking forward to working for the benefit of all JMB residents, making sure that every voice is heard."



Peter Skelton

"I've been part of the Lawson TRA for some time now, having lived on the estate for 12 years. My experience as a member of the Lawson TRA has given me insights that I feel will be of benefit to the whole of JMB and will empower more residents to take part in its operations."



Staff changes

Farewell

The following three Directors have all stepped down and we would like to say thank you for their invaluable input and service:

Deborah Walsh (Lawson TRA),
David Oakley (Bermondsey St TRA) and **Lee Page**
(Co-opted Director).

Welcome...

to the new members
of our staff team:

Serge Corti – Interim Head of Property Services
Sanjana Thord-Gray – Gardener

And congratulations to Jeffery Dowling who has been promoted to Head Gardener!

Farewell and best of luck to staff members Sandra Martin and Wayne McAllister who have recently left the JMB for pastures new.



Serge Corti



Sanjana Thord-Gray

Introducing Andrew Furtek

the new Chief Executive of Leathermarket JMB

Although I have only been in post a short time I can already see what a special place Leathermarket is, and just how important a resident-led housing service is to this community.

I am genuinely honoured to have been offered the job to lead the JMB, and would like to take this opportunity to introduce myself to you and let you know a bit about me.

I was born and grew up in south London, moving out to Surrey in my thirties where I live with my partner and our children. I have worked in the social housing sector for 35 years, starting out in housing management, then moving into resident involvement and community development, and more recently I have managed repairs, major works and supported housing. Throughout my career, I've always strived to make sure housing providers work in partnership with residents.

We are after all at heart, a service provider, so we need to know what residents want in order to deliver a great service. I believe that working for a Tenant Management Organisation like the JMB is the pinnacle of that approach, where residents are in control and have the chance to truly shape how we perform.

Outside of work, I am a school governor at a local secondary school and enjoy writing, recording and performing music.

I've already had the pleasure of meeting many residents and I would like to thank everyone for making me so welcome, and for those who have already shared ideas and concerns with me.



I know the cost of living crisis has had a big impact locally and residents are also concerned about our repairs service and the maintenance of homes. These are all things that we have to get right, and keeping you safe in your homes has to be our number one priority. We also want to make sure that you get the support you need, if and when it's needed and that you can always trust the JMB to be on your side.

We have a lot of work to do, and I am really looking forward to working with residents, directors and staff, to build on the work that has already been done, to make sure Leathermarket JMB is a great place to live and to work.

Andrew

Disrepair claims

We are aware that residents are being actively contacted by teams of people acting for no win, no fee solicitors, and being encouraged to submit claims for disrepair.

Some of the callers claim to have been authorised to do so by the JMB. We have neither commissioned nor authorised any third party to contact our residents on this subject. We would always warn you in advance of any such actions.

We are working on the text of our Responsive Repairs Policy that we will be putting out for consultation shortly – dates and locations will be posted on our website and on Facebook.

If you have a repair issue, please refer it to our team:

- Call us on **020 7450 8000**
- Email **repairs@leathermarketjmb.org.uk**
- Talk to your Resident Services Officer.

Please also let your Resident Services Officer know if the repeated targeting from these no win no fee solicitors is causing you distress.

The JMB is run by residents for residents

As a member of this community you can volunteer to get involved with us and have your say on how we are run. One of the ways you can do this is by joining one of our resident-led Sub Committees that overview the work that we do.



Performance Sub-Committee

To look at the quality of important services such as repairs and cleaning.

2024 meeting dates:

21 February
15 May
14 August
4 December



Major Works Sub-Committee

To decide which major works are undertaken and monitor the delivery.

2024 meeting dates:

12 March
28 May
16 July
17 September
12 November



Finance Sub-Committee

To decide how the JMB spends its money and monitor the value for money being achieved.

2024 meeting dates:

5 February / 18 March
20 May / 29 July
9 September
18 November



Homeowner Sub-Committee

To monitor provision of services that are exclusive to homeowners and to assist the two-way flow of information in that regard.

2024 meeting dates:

13 May
16 September
2 December

If you are interested in joining one of the Sub-Committees or would like to know more details please contact Igor Novokreshchenov, our Resident Engagement Officer on **020 7450 8024** or email igor.novokreshchenov@leathermarketjmb.org.uk

Fire Safety

Thank you to everyone who provided us with valuable feedback as part of our Building Fire Safety consultation for our high-rise blocks.

A special thanks to those residents who expressed an interest in joining the Building Safety Panel who will work with us to create the Building Safety Engagement Strategy for each block. This document will set out the safety features, how to stay safe, what to do and who to contact in an emergency. It's really important that we create these Strategies with residents to make sure they are understood and include residents' ideas on safety.

We will be setting up Panel meetings in the near future with the aim of completing this work by the end of March 2024.



If you live in a high rise block and are interested in taking part and haven't put your name forward please get in contact and check on our website leathermarketjmb.org.uk and Facebook for updates.



Looking after your estates



Cleaning

We know this service needed improvements and so we have changed the way we work to focus on problematic areas and deliver more reliable and consistent cleaning, in order to keep estates clean and safe. The mobile team were busy jet washing, deep cleaning blocks, clearing leaves and green waste before Christmas and we hope you can already see the difference.

Looking ahead over the next few months, we will be focused on keeping lifts, communal glass and lobby areas clean and will recommence jet washing in the spring once the weather improves.

Grounds Maintenance

Following the appointment of new gardeners, the Grounds Maintenance Team are now at full capacity and ready to raise gardening standards in 2024. We hope you will soon notice marked improvements in the look of our grounds. Expect an influx of seasonal colourful bedding plants this spring/summer which will really brighten up the estates.



Communal Electrics

We have had issues with lighting in some blocks and want to update you on the situation. We have now put a programme in place and appointed Grout Electrical to carry out the works.

Kempe House was completed before the Christmas break alongside Meakin Estate 79-89. Works will start on the other affected blocks this month and will take around one to three months to complete at – Elim Estate, Dunsterville Way 37-54, Lyly House, Jonson House and Greene House. Whites Grounds needs extensive work and will take longer to resolve, so we have installed temporary lighting in the meantime.

Farewell Andy!

After a 30 year career at Leathermarket JMB, Andy Bates' retirement party was never going to be a quiet affair!

Hundreds of people including residents, staff and local dignitaries came together in December to bid farewell and wish him the best in retirement.

There was live music from our Finance Manager Berni McEwan and local resident Tony Morley, along with many heartwarming speeches applauding Andy's achievements and his unfaltering dedication to the JMB.

“

Andy's work at Leathermarket wasn't a job or even a career, it was a lifetime mission.

Liam McGrath, Leathermarket CBS



“

The professionalism that Andy brought with him was of real benefit to the people of Leathermarket JMB. Andy leaves Leathermarket that is bigger, better and stronger, with more homes for the residents.

Labour MP for Southwark Neil Coyle



“

If you cut Andy open, you'll find "JMB" written through. He went above and beyond for everybody who lives on these estates.

Deborah Walsh former resident Director



“

Tackling the housing crisis in our city I know is an agenda that Andy and Leathermarket have played an important part in contributing to, as well as powerfully advocating for more new council homes and social housing rights.

Mayor of London Sadiq Khan

GET IN TOUCH

If you have a comment or query about your housing service or a suggestion for the next issue of this magazine please let us know.

- Phone the JMB office on: **020 7450 8000**
- Email us: **residentservices@leathermarketjmb.org.uk**
- Visit our office at **26 Leathermarket Street, London SE1 3HN**
We are open 9am to 5pm Monday, Tuesday, Thursday and Friday, and 9am to 1pm on Wednesdays.