

WINTER 2024/25

Leathermarket JMB

BULLETIN

Residents are the reason we are here



See inside for
our Corporate
Strategy and
future plans

Christmas & New Year office opening hours

Tuesday 24 December – office closes at 1pm
Wednesday 25 - Friday 27 December – CLOSED
Monday 30 December – usual opening hours
Tuesday 31 December – office closes at 1pm
Wednesday 1 January – CLOSED
From Thursday 2 January – normal working hours

If you have an emergency when the office is closed please call the Out of Hours' Service on **0207 450 8000**.

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Welcome from the Chair...

Thank you to everyone who came to our AGM in October.

We had a packed hall and a busy agenda. With Directors elected (see below), accounts approved, and the JMB voted in to continue its operations, we can focus on the work ahead of us. Our future plans are outlined in the Corporate Strategy (see pages 8-11). As we work towards our targets we look forward to engaging with even more residents, and welcome everyone to share their views and contribute their experience (see page 6 for the variety of ways you can have your say).

Better understanding the condition of all our properties is key to future planning and so our

Property Services Team are busy undertaking Stock Condition Surveys. Please make sure you're at home at the designated time to let the surveyor in – see page 5 for details.

It's important you don't miss out on any benefits you are entitled to this winter so please check the back cover for the latest advice on the Winter Fuel Payment and talk to your Resident Services Officer or Citizens Advice Southwark if you find yourself struggling. Finally, I wish all and everyone of you a merry Christmas and a very happy New Year!

Christine Parsons
Chair of Leathermarket JMB Board



Message from Bob Heapy, CEO

Welcome to our Christmas newsletter, and best wishes for a very happy festive period.

I have been with the JMB for nearly six months now and it's been great getting to know the business, the local area and in particular you, our residents. It's certainly been a busy year that has seen us refocus on getting the basics right, improve communications and really listen to the voices of our community. I look forward to further driving forward our success and improving the service over the coming years, as outlined in our new three-year strategy.

The AGM was a lively event where we were able to hear a variety of views about the JMB. Residents voted in favour of the agenda items and we heard a number of motions and questions. We also announced the reforming of the Communications sub committee which will further improve how we communicate with residents and resident groups.

Finally, if you do need to contact us over the Christmas period please note our holiday opening times and emergency contact details on the cover. Wishing you all a peaceful and successful 2025.

The Board of Directors 2024-25 as voted in at the AGM

From Crosby, Lockyer & Hamilton TRA:
Christine Parsons and John Lynch

From Kipling TRA:
Clive Shaw and Yuan Potts

From Lawson TRA:
Abimbola Akinwumi and Jacqui Roche

Co-opted Directors:
Ian Newman, Martin Green, Michael Adu and Peter Baffoe



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.

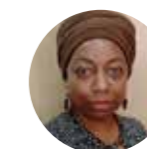
They work to ensure that every resident of Leathermarket JMB is looked after to the highest standard and liaise with other members of our staff to keep our neighbourhoods clean, safe and well-maintained. Some of the patches have recently changed so please check below for details of your local RSO:



Gina Bradley
Resident Services Manager
Covers Decima Street, Elim Estate, and Meakin Estate
Meakin Estate, Elim Estate, Decima Street 44-66, Rephidim Street 36-48, Bermondsey Street 221 and 223-33
• 020 7450 8013
• 07507 937003
• gina.bradley@lmjmb.org.uk



Edith Gyan-Apenteng
Covers Tyers Estate, Tanner House, Whites Grounds, Snowsfields, Mendham
• 020 7450 8020
• 07852 540178
• edith.gyanapenteng@lmjmb.org.uk



Heather St Louis
Covers Crosby, Lockyer & Hamilton
Dunsterville Way 17-54, Guy Street 2-20, Villers Court, Weston Street 115, Mulvany Way, Hamilton Square, Lockyer Estate, Crosby Row, Porlock Street 2/4/9
• 020 7450 8018
• 07535 270966
• heather.stlouis@lmjmb.org.uk



Roseline Abo
Covers Lawson Estates
Joyce Newman House and Joseph Lancaster, Lyly House, Jonson House, Alleyn House, Kempe House, Chettle Close, & Middleton House, Peveril House, Cardinal Bourne, Great Dover Street, Bartholomew Street, Burge Street
• 020 7450 8016
• 07516 030738
• roseline.abo@lmjmb.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@lmjmb.org.uk



Julie Barks
Covers Kipling Estate
Burwash House, Simla House, Dunsterville Way 1-16, Helder Court 1-20, Archdale, Marklake, Weston Street 122 -130
• 020 7450 8026
• 07852 540178
• julie.barks@lmjmb.org.uk

How to report an ASB

If you are affected by antisocial behaviour please report it.



Criminal incidents – in an emergency always dial **999**. For non-urgent crime call the police on 101 or report online at: <https://www.met.police.uk/ro/report/>

Noise nuisance – report excessive noise to Southwark Council's Noise and Nuisance Team on **0207 5255777**.

Rough sleeping – if you see anyone sleeping rough in a bin room or communal area please call Street Link on **0300 500 0914** or report online at <https://thetstreetlink.org.uk/>

Welcome to new staff



Sana Pervez
Building Compliance and Data Manager



Alex Botiz
Contracts Coordinator

Follow us on social media



Updates from Tenant and Resident Associations

New wildlife area for Kipling Estate

Thanks to funding from Southwark Council's Cleaner Greener Safer programme, a wildlife area complete with pond has been established at the estate to add to our other successful green projects.

In October, Groundwork London brought a brilliant team of corporate volunteers to help dig out the pond and build two compost bins.

The nature area will also include wild flower meadows and native species of plants to help attract wildlife, increase biodiversity and also to hide the party wall at the back of the site. The pond will be fenced and gated to enable residents to enjoy quiet, private time amongst nature.



"The new area is a great asset and we are looking forward to seeing tadpoles on the estate next Spring!"
Clive Shaw, Chair of Kipling Estate TRA.

Improvement works at Hamilton Square, Crosby Row and Lockyer Estates



Local residents at the consultation event in the summer.

Residents were invited to a community workshop in the summer to discuss local issues and priorities, and share their ideas for what would make their estate a better place to live.



Scan to view a digital copy of the proposals



It was just part of the community consultation organised by local architects Belong Studio, who have been commissioned to develop an Action Plan of local improvements, with a focus on reducing crime and antisocial behaviour. Now residents are invited to give their thoughts on the proposals so they can be developed into a final design in the next stage. Please scan the QR code to view a digital copy of the proposals and to leave your feedback. A printed copy of the proposals can also be viewed in the JMB office reception.

Stock Condition Survey

To help us plan future maintenance and improvement work, we are currently undertaking a stock condition survey to assess the condition of our homes.

Between November 2024 and January 2025 the three surveyors pictured will visit every JMB property to identify any issues and inform our future spending priorities.

Please scan the QR code right to provide your most up-to-date contact details so the surveyors can get in touch to arrange a convenient time to survey your home. It is important to make sure you are in at the designated time and provide access to every room in your property including the loft space. The surveyor will present photographic ID but if you are unsure about letting a stranger into your home please contact us on **020 7450 8000**.



Scan to provide your up-to-date contact details



Meet our surveyors



Hakan Hassan



Kenny Korsah



Huzaifa Karbhari

Help us plan our CCTV and Lettable Standard Policies

We are still consulting on these policies, so if you haven't had your say yet simply scan the QR codes on the right, and then read the details and respond to the brief questionnaires attached.

CCTV Policy Consultation



Lettable Standard Policy Consultation



Help to lower your energy bills!

We are partnering with SE1 Solar to offer every resident on the Kipling Estate a free energy saving kit, along with support to access grants, debt relief and other services to help save money and keep warm – look out for more information locally.

Try these helpful tips to save money on your energy bills this winter:

- Use draught excluders to seal gaps around the windows and doors
- Switch to LED lightbulbs which use less energy and cost less to run
- Fitting reflective radiator foil (Radflek) behind radiators means less energy is needed to heat the room
- Turn down the room thermostat to save money, the best setting is around 21°C
- Reduce your boiler flow temperature to save on your heating bill, set it to 60°C for maximum efficiency

Ways to Have your Say

We want to make it as easy as possible for all JMB residents to have their say and know that we are listening.

Our resident-led Sub-committees look into various aspects of how we deliver your housing service and we invite residents to get involved in the Sub committee that interests you:



Performance Sub-committee looks at the quality of important services such as repairs and cleaning.



Major Works Sub-committee helps decide on and monitor major works in your homes and neighbourhoods.



Finance Sub-committee helps decide how the JMB spends your rent money and monitors value for money.



Homeowner Sub-committee monitors the services that are exclusive to homeowners.



Communication & Participation Sub-committee Looks at how we communicate and engage with residents. This group is re-launching and the first meeting will take place on Wednesday 5th February 2025, 5:30pm – 7pm, in the JMB Office Board Room. You can also join in online via Teams.



Building & Fire Safety Panel Open to residents in the high-rise blocks Burwash, Joyce Newman, Marklake Court, Nashe, Peveril, Simla and Symington, the Building & Fire Safety Panel is a chance to discuss any safety concerns. The next meeting will take place on Tuesday 4th March 2025, from 6pm.

Get involved

If you are interested in joining a Sub-Committee or panel, or finding out about other ways to get involved and help improve the service you receive please contact Igor our Resident Engagement Officer on 020 7450 8024 or email igor.novokreshchenov@lmjmb.org.uk

Do you live in or near Bermondsey Street?

Anyone who lives or works in this local neighbourhood may be interested to know about a not for profit association established by volunteers to share information and act as the voice of local people on local issues. As well as producing a weekly e-bulletin packed with local news, the group also organise a programme of regular events and activities and publish self-guided walks and fascinating stories of local history. Find out more at <https://bermondseystreet.london/>

Stay safe this Christmas

Don't provide opportunities for thieves this Christmas. Please be vigilant and ensure garages, sheds and stores are always locked and secure, and report any suspicious activity to us using the contact details on the back page.



How your leftovers can help the planet!

We are delighted to announce the introduction of food waste recycling to our estates.

New laws mean that you must now start separating your recycled food waste from your other recycling, and so in partnership with Southwark Council we have installed 23 food waste bins throughout our neighbourhood like the one pictured.

You should already have received information from the council about the new service along with a 5-litre food waste caddy for your kitchen (but you can use your own container, if you prefer).

You can buy compostable liners or use newspaper if you want to line the caddy. Then simply put all your unwanted or leftover food into your caddy and then empty it into your outside food waste bin for collection.

Why recycle your food?

Almost half the rubbish we throw away in Southwark is food. Food waste produces greenhouse gas emissions which harm the environment. Recycling your leftover food will reduce waste and help tackle climate change, save the council money and the food can be turned into renewable energy and fertiliser for farmland.

For more information about the food recycling service please ask at the JMB office or visit <https://www.southwark.gov.uk/waste-and-recycling/household-waste-and-recycling/food-and-garden-waste/food-waste>



What to put in your caddy?

Please put all cooked or uncooked food in your caddy including:



eggs and dairy products



fruit and vegetables including banana skins



teabags and coffee grounds



meat, fish and bones



bread, pasta and rice



plate scrapings

No amount is too small and you'll be doing your bit for the planet.





Corporate Strategy 2024-2027

Planning for the future

This strategy sets out our offer to local residents for the next three years, and outlines our purpose, values and objectives as a business.

It is clear that the last several years have been challenging for all Social Housing businesses and their residents. Economically we have seen high levels of inflation which caused a cost-of-living crisis for those living in our homes and a significant increase in our service costs. Fuel prices have been especially volatile and the cost to insure our homes and maintain operations have increased significantly above inflation. Rent increases have been capped below inflation and our main external stakeholder Southwark Council has experienced revenue cuts and the need to invest significant sums in their housing stock. All this has made it much more difficult to 'balance our books'.

We have seen an increase in legislation and regulation across the sector. The Building Safety Act 2022, the Fire Safety Act 2023, new Consumer Regulation and

Tenants Satisfaction Metrics from 2024 and Awaabs Law all require additional resources to enable us to comply. We have also seen a more active ombudsman and regulator, the reputation of the sector at an all-time low in the media, and a large increase in the volume of complaints and disrepair claims; all of which divert resources from direct service delivery.

Regardless of these factors, Leathermarket JMB continues to perform well when compared with our peers. We will be nimble and agile, making robust decisions based on what we can afford to deliver, while continuing to always put residents first, caring about our community and taking pride in what we achieve.

Christine Parsons
Chair of Leathermarket JMB Board

Redefining our purpose, values and objectives as a business

Our purpose is helping people flourish

We do this by providing homes that are decent, warm and secure, by providing great services delivered locally and by making a positive difference to the communities we serve as well as by providing an inclusive and inspiring place to work for our colleagues.

Our strategy objectives

- That our residents remain our number one priority and the reason we are here.
- We will work to achieve a successful ballot in 2026.
- We will focus on improving our offer to residents particularly around our responsive repairs service, estate cleaning, horticulture and estate services, which impact on the lives of our community.
- We will do more to reflect and embed the 'resident voice' in every aspect of our organisation by actively listening to our residents and encouraging comments, using complaints, feedback and satisfaction data to tangibly influence and improve services, while not forgetting to report outcomes back to residents.
- In the context of the many external challenges issues faced by the sector and our residents head-on, it is more important than ever that we create a long term, financially robust, successful and sustainable organisation. We aim to achieve this through a collaborative and resilient approach. We will work together to ensure that we protect core services and continue to invest in existing homes. In all that we do, we will deliver value-for-money and exercise sound financial decision making.
- We will prioritise, where we can, investing more in our homes, estates and local communities. Equally, we will continue to invest in and develop our colleagues because our talented workforce is critical to delivering excellent local services.

Our values



We do the right thing and keep our promises



We only spend what we can afford



We celebrate diversity



We are kind to each other, and we pull together



We love new ideas



Delivering a positive outcome to the 2026 continuation ballot

This is our key focus going forward and to achieve this we will improve the ways we engage and communicate with our residents, to build trust and confidence by:



Clearly communicating what differentiates Leathermarket JMB from the Council

- ✓ Renegotiate the management agreement with Southwark Council to ensure it is fit for purpose and supports our strategic priorities
- ✓ We work in a very targeted geography, have a local presence and are accessible
- ✓ We are agile, able to react quickly to problems or issues
- ✓ We are close to and understand the needs of our residents
- ✓ We understand our homes and estates
- ✓ Our staff are visible on our estates and are knowledgeable, informed and approachable
- ✓ We care about the residents and our environment



Focusing on getting the basics right

- ✓ Improve overall resident satisfaction in all areas of the business to more than 80%, with staged targets from 2024
- ✓ Improve resident satisfaction with last transaction to more than 85%
- ✓ Improve resident satisfaction with last repair to more than 90%
- ✓ Improve satisfaction with our handling of complaints to 70%
- ✓ Demonstrate to residents in our communications how resident feedback and lessons learnt from complaints have been used to influence and improve services
- ✓ Reduce the number of complaints that progress to stage two by 15%
- ✓ Respond to the building safety complaints mailbox in 48 hours
- ✓ Ensure performance reporting information is appropriate for our needs and that we can demonstrate positive performance against the new Tenant Satisfaction Measures, when compared to our peers
- ✓ Annually, ensure completion of all priority fire risk assessments and any actions arising
- ✓ All Building Safety Cases are complete by end of 2025, conscious of the changing legal environment
- ✓ Ensure we are fully compliant with gas servicing, electrical testing, legionella, lift servicing, asbestos management, fire safety – and if not fully compliant have a clear plan to be so



Ensuring we are all about our people (both residents and staff)

- ✓ Demonstrate to residents, in our Annual Report, quarterly newsletter and other communications, how resident feedback and lessons learnt from complaints have been used to influence and improve services
- ✓ Perform in the upper quartile of the Tenants Satisfaction Metrics when compared with our peers
- ✓ Demonstrate and publish successful outcomes from community investment initiatives
- ✓ Develop 'one team' key performance indicators to be included as a target in all appraisals
- ✓ Deliver core training and development opportunities to all colleagues
- ✓ Encourage teamwork by annual 'job swap' and staff volunteering days
- ✓ Increase colleague satisfaction to more than 85% with LMJMB as an employer via an annual survey in 2025 and develop a baseline
- ✓ Increase the number of internal appointments to 25% for all roles
- ✓ Decrease annual staff turnover
- ✓ Increase workforce diversity to reflect the community we serve.
- ✓ New IT integration programme delivered by end of financial year 2024/25



Creating a long-term, robust and sustainable business

- ✓ 98% of rent due collected annually
- ✓ 90% of service charges due collected annually
- ✓ Void turnaround time reduced to 15 working days
- ✓ Review all non-core expenditure to assess continued viability and value-for-money
- ✓ Deliver a balanced budget outturn position at year end in 2024/25 and 2025/26
- ✓ Develop and publish an Asset Management Strategy in 2025
- ✓ Start Home Energy Surveys in late 2024 with an aim to reduce the running and utility costs of homes in real terms
- ✓ Begin to implement the sustainability strategy, starting with annual staged SAP/EPC targets, towards a minimum C rating by 2030
- ✓ All homes meet revised Decent Homes Standard by 2027
- ✓ Deliver one apprenticeship for every £1m of spend on capital and revenue programmes
- ✓ The LMJMB Board and Committees better reflects the diversity of the communities we serve
- ✓ Trial a Resident Scrutiny Committee
- ✓ Expand the colleague volunteering programme to benefit local communities
- ✓ Develop a green sustainability strategy for LMJMB and publish by the end of 2025

Looking forward to post-2026

The successful delivery of this strategy will allow us to achieve a successful outcome to the continuation ballot in 2026 and act as a springboard to further success.

We will do this by gaining the confidence of our residents, and by offering them the best deal for themselves and the wider community.

We then look forward to growing Leathermarket JMB as a successful, sustainable business, continuing to work closely with our residents to improve and develop better, more efficient services that are closely tailored to local needs.

Don't be left in the cold this winter

This winter, only those aged 66 or above and claiming Pension Credit will be eligible to receive a Winter Fuel Allowance worth £200 or £300.

But with thousands of pensioners eligible but not claiming Pension Credit, there is a worry that many older people will miss out on much needed financial help this winter.

If your weekly income is less than £220 a week (single person) or £330 a week (couple) you could apply for Pension Credit. This means you will keep your Winter Fuel Allowance and could get extra help including:

- **£150 Warm Home Discount from your energy supplier**
- **Free dental treatment and eye tests**
- **A lower Council Tax bill**

To make a claim for Pension Credit

- Visit www.gov.uk/pension-credit
- Call **0800 99 123** (Textphone **0800 169 0133**).

For help and advice on eligibility or making a claim:

- Call **020 7525 5000** (select option 3)

Or contact:

- Citizens Advice Southwark on **080 8278 7849**
- Age UK Southwark on **020 7701 9700**

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@lmjmb.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.