

WIN A PAIR OF FREE TICKETS TO SEE A FILM AT THE DAVID LEAN CINEMA!

LOVE
WHERE YOU
LIVE

OPENHOUSE

The newsletter for Croydon Council tenants and leaseholders

WINTER 2019

THE HEAT IS ON

ECO HEATING SYSTEM BREAKS NEW GROUND

Croydon Council have launched a pilot scheme with Kensa Contracting to install a low-carbon ground source heat pump system for its residents that will cut the cost to residents and the environment.

The ground source heat pumps at the Croydon council-owned 10-storey block in New Addington will cut carbon emissions, help improve air quality, and save up to £300 per home per year on more households' heating bills.

(Find out more about the scheme on page 6 of OH eXTRA with exclusive drone video footage).

THE BIG
CONVERSATION
P8

NEW CROYDON COUNCIL HOMES UNVEILED



Three borough residents who had been on the council housing waiting list have now moved into the brand new one-bedroom flats in Flora Court, Thornton Heath, and will pay council rents. Councillor Alison Butler, Croydon Council's deputy leader and cabinet member for homes and Gateway services, said, "Ensuring people have affordable homes to live in is a top priority for the council. These new council homes are spacious, top-quality places to live and they underline why we set up Brick By Brick in the first place." (continued on page 4)

Delivering for Croydon

CROYDON
www.croydon.gov.uk

new year gear

OPEN HOUSE

DON'T MESS WITH CROYDON

TAKE PRIDE.

FRESH START

HOW TO USE THE APP

A new year often motivates us to improve or change our habits or routine. Giving up smoking, eating healthily or exercising more regularly are all great resolutions for the New Year.

Here's a round up of council services and schemes to get you started:

RESIDENT INVOLVEMENT

If you're a Croydon Council tenant or leaseholder or live on a council estate, get involved and tell us what you think about the housing services you receive from us.

There are a number of ways you can and it's a great way to meet your neighbours or other members of the community. You could become one of our Neighbourhood Voices and report on caretaking and grounds maintenance services. You can also engage with us online, over the phone or by post, whether it's joining us on an estate walkabout, a one-off focus group or spending a few minutes doing a quick survey- there's a role for you!

www.residentinvolvement@croydon.gov.uk

Email: residentinvolvement@croydon.gov.uk, Tel: 020 8726 6100 ext. 47350

DIGITAL LEARNING

With so many services now available online, from banking to booking travel, now is the time to learn or update your digital skills. If you're

reluctant to use digital technology, why not sign up to one of the free digital

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workshops available in our libraries. The courses provide an easy to understand introduction to computer basics such as how to use email, how to search for information using the internet and how to complete online booking forms. Everyone is welcome and learners can develop their skills at their own pace, supported by specialist tutors from the Red Door tech company.



OUTDOOR GYMS

If you're looking to start the new year by getting fit then why not give one of Croydon's free outdoor gyms a go? They are a great way to exercise in the open air and have a range of different stations to work out the whole body.

(Check out our feature on p6-7 in OH eXTRA for more details)



COMMUNITY CLEAN UP

Joining a community clean-up event is another great way to enjoy the

outdoors while improving the environment in your area and socialising with neighbours. If you are a resident, local business or organisation and would like to organise a community clean-up in your area or in any part of the borough, you can find out more by emailing champions@croydon.gov.

TENANCY DROP IN

Residents are now able to speak to tenancy officers in person in Access Croydon in Bernard Wetherill House, between 10am-4pm every day except Tuesdays.

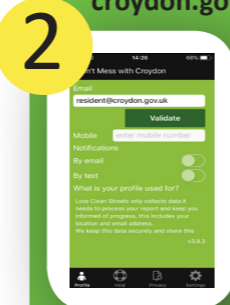
Residents can also hand in keys when a tenancy ends or documents relating to tenancy issues.

GET HEALTHY

Making the choice to lead a healthier lifestyle could mean quitting smoking or eating a healthy diet. Our Just Be service from our Live Well team can give you help, advice and guidance to get the new year off to a good start. They have a number of tools to help you, ranging from online support to exercise videos.

For more information visit the Just Be website at www.justbecroydon.org or telephone 020 8604 7719.

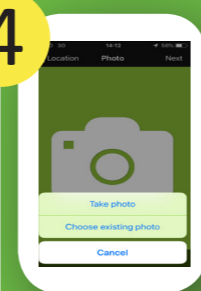
You can report fly tipping through your smartphone on our DON'T MESS WITH CROYDON app. Download the app for both iPhones and Android smartphones by visiting www.croydon.gov.uk/environment/dontmess/dont-mess-with-croydon-app.



STEP 1: After downloading the app to your phone you will see a green icon with the Don't Mess with Croydon logo on your screen (see above). This is your app (application). Press the app to open it and the first page will open. (Image 1). You have 3 choices: 'Begin' 'Report' and 'Settings.'

STEP 2: Press 'Settings.' This is important as you need to register your details to report an issue. Type your email into the first white space and your mobile number into the second. (Image 2) Use the sliders underneath to choose how you would like to receive messages, then click 'Validate.' Log into your email account to complete registration.

STEP 3: Once registered you can begin. On the home page press the 'Begin' button. This should detect your location on a map (Image 3), indicated by a blue circle. There is also a red pin which you can move to the location of the fly tipping. Once you have dragged the red pin to the location, press 'Next' in the black bar at the top right of your screen.

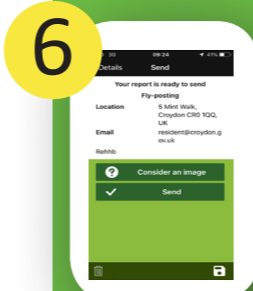


STEP 4: Now it's time to take your picture. Press the camera icon (Image 4) and you will be asked whether you want to take a picture or use a picture you have already taken. Make your choice and then press 'Next' again.

STEP 5: Now you will be asked to give a brief description of the issue you are reporting (Image 5). Here you can give any extra details you'd like to include. The Hashtags box is optional so you don't have to fill in this space. The 'Category' is required so push the dark green button and choose the most appropriate from the list supplied. This may bring up some additional questions that must be answered. When finished press 'Next'.

STEP 6: If everything has been completed correctly, your report will be ready to submit. Click 'Send'. (Image 6). If you haven't completed the form correctly your error will be highlighted and you may have to go back and correct your report. You can do this by pushing the word 'Back' at the top of the screen on the left.

Did you know that you can also report missed recycling collections and household, garden and food waste collections online by registering with My Account at www.croydon.gov.uk/myaccount. If you need help getting online, you can contact our digital engagement and inclusion officer for help at daniel.powell@croydon.gov.uk or by calling 020 8726 6100 ext 47350. You can still report fly-tipping by phone on 020 8604 7000.



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WINTER WARMER SPECIAL

AVOID A HEATING FREEZE

The cold days and dark nights are already upon us, so it's a good idea to check your heating is working properly before the freezing months of January and February.

Boilers can stop working because of a drop in pressure. If your boiler stops working, check the pressure dial and inspect all of your radiators and pipes for leaks. You can report any issues to the repairs team online at www.croydon.gov.uk/myaccount or by calling the repairs line on 020 8726 6101.

If you feel cold patches on your radiators they may need bleeding to release air in the system. You can easily do this yourself using a radiator key, but make sure you turn off your heating first.

Check radiators aren't obstructed by curtains or furniture and make sure rooms are kept warm by

setting the thermostat at a low temperature throughout the day and night. The ideal temperature is between 18 and 21 degrees.

During months when the temperature is freezing, heating issues can be caused by a frozen condensate pipe. This can be easily fixed by pouring hot water onto the pipe to thaw the ice inside. You can prevent this happening by insulating the outside pipe (see video, p5).

Fill in gaps around windows, doors, letterboxes, floorboards and cat flaps to stop drafts. Spending a few pounds on a window draught excluder and insulation tape can help you save on your heating bills and is easy to fit.

Do not block up air vents as these are needed to allow gases to escape from your home, such as carbon monoxide.

HOUSING ROUND UP

'Croydon Council Homes Unveiled' (continued from cover)

Named after local First World War soldier Flora Sandes, the development in Chipstead Avenue was unveiled on 16 December 2019.

These are the first completed council homes built for Croydon residents by local developer Brick By Brick. Each of the three new council homes has its own private balcony or garden, sustainable heating, and is a short walk from the library, local shops and public transport.

New resident Blanche Takwi, 46, had to move into temporary accommodation last year because a serious illness meant she could no longer continue her job as a qualified care support worker or stay in her old flat. Her new council home in Flora Court means she is close to the hospital and her GP as her recovery continues.

Flora Court also has 24 shared ownership homes due to complete in the New Year. Anyone buying a 25% share in one of these shared ownership flats costing £315,000 will pay £78,750 and put down a 5% deposit costing £3,688.

OH eXTRA!

To continue reading Open House eXTRA, our online supplement, or to download this edition, visit: www.croydon.gov.uk/housing/residents/ohnews or go to our facebook page: www.facebook.com/croydonresidentinvolvement If you're unable to go online, please contact us to receive the full eight-page printed magazine or our monthly e-bulletin Open House online by calling 020 8726 6100 ext. 47350.

QUICK FIX TIPS # 3: HOW TO THAW A CONDENSATE PIPE

(Please note: to play this video you will need Adobe Reader software which uses a Flash player)

INTERACTIVE FEATURE

If your boiler stops working during the winter it may be due to a frozen condensate pipe. This is the pipe that discharges waste water from your boiler. In this video we show you how to thaw out the condensate pipe.

QUICK FIX TIPS # 4: HOW TO TEST THE HEATING CONTROL

In the winter it is important to make sure that your central heating is working properly and that the controls give you the warmth you require. In this video we show you how to test your heating controls.

FREE ENERGY ADVICE CAFES FOR RESIDENTS

If you need help, advice or guidance on how to reduce your energy bills and keep your home warm then help is at hand at our new 'Energy Cafes', running every Tuesday in New Addington until the end of March 2020.

The cafes are run by South East London Community Energy (SELCE), a not for profit organisation that provides impartial one-to-one guidance to households.

Energy advisor Chris Warlow is available to advise residents every Tuesday between 2pm-5pm.

The Energy Cafes are held at **New Addington Pathfinders, 120, Central Parade, CR0 0JW.**

- Advice will include:
- How to switch energy tariffs
 - How to manage fuel debt
 - Grants for insulation and/or new heating systems
 - Fuel grants (War Home Discount, Winter Fuel Payments etc.)
 - Practical tips to cut your fuel bills while staying warm and healthy.



GARDEN SCHEME PAYS OFF



Our repairs & maintenance team have been co-ordinating garden improvements at Brookhurst Court Extra Care scheme, including external cleaning, general tidying of the gardens and re-furbishing garden furniture to encourage residents to spend more time in the gardens and outside spaces. Community payback teams in Croydon put in many hours to help with the improvements and tools and materials were provided by our repairs and maintenance contractor, Axis Europe. The bulk refuse team also helped by removing green waste. A great team effort all round!

PUMP IT UP!

YOU CAN FIND OUTDOOR GYMS IN THE FOLLOWING LOCATIONS:
 GOLDCREST WAY, NEW ADDINGTON; PURLEY WAY PLAYING FIELDS; UPPER NORWOOD RECREATION
 GROUND; KING GEORGE'S FIELD; LLOYD PARK AND GRANGEWOOD PARK

Why ground sourced warmth could be the future for heating in the borough

(Continued from cover story) The project comes after Croydon Council declared a climate emergency this summer, and aims to contribute towards a local target of cutting the borough's carbon emissions by 34% by 2025.

The forty-four flats are the first in Croydon to have ground source heat pumps retrofitted, replacing the existing electric storage heaters. An individual 'shoebox' ground source heat pump will be installed in each flat.

The heating distribution system is set up to prevent overheating in communal areas. Heat pumps in each flat give residents control over heating in their individuals homes and the freedom to change energy suppliers for cheaper energy tariffs.

As well as saving residents between £260 and £300 a year off their bills, the ground source heat pumps are cost less for the council to maintain than storage heaters. The replacement of the tower block's electric storage heaters with the ground source heat pump system also cuts lifetime carbon emissions by the equivalent of a 242,317-mile car journey or driving around the world ten times!

Contractors Kensa, who are installing the system, expect to complete the works by spring 2020 to coincide with an 18-month, £3.2 million refurbishment to the block including new insulation, a replacement roof and windows, landscaping and new parking.

The £700,000 heating system is funded through the council's ring-fenced housing budget and energy credits from energy regulator Ofgem.



"We started a community group, called Kinetic Kontrol, centred around use of the outdoor equipment, to promote health, wellbeing and a sense of pride in our community. We originally started as two brothers teaching each other calisthenics. We now have 15 plus members who join us regularly for workouts and meetings.

It became apparent to us that we could use fitness and personal training to make a difference in our community and beyond. Young people in our community were seemingly in the headlines for all the wrong reasons so we began to work towards making Kinetic Kontrol a more socially aware enterprise by promoting the group and its activities to young people.

We hosted a summer fun day at Purley Way Playing Fields which was attended by over 500 people, and hope to make this an annual event.

Outdoor gyms in Croydon have not only enabled us to grow stronger and healthier, as individuals they are bringing young people in Croydon's communities together," Edris Kizito, Kinetic Kontrol.

Visit: www.croydon.gov.uk/leisure/parksandopenspaces/outdoor-active-spaces for details of Croydon's outdoor gyms.

INTERACTIVE FEATURE

Just BE CROYDON
 Ready to make a change?
www.JustBeCroydon.org



HAVE YOU JOINED IN THE BIG DISCUSSION?

Things will look very different in ten years' time and the Big Conversation asks what we want Croydon to be like. Your answers will help create a joint vision for Croydon 2030 and get us talking about how we get there. We want everyone who lives, works and spends time in Croydon to get involved because we all have a part to play. We want to get Croydon talking – to us and to each other – about the big issues that affect us all.

There are six big topics to talk about and we've set out some of the challenges and what the council is already doing to tackle them. Are we doing enough? What more could be done? What might people be prepared to do for themselves or their communities?

The Big Conversation runs until the end of January 2020.

DECENT HOMES FOR ALL

We're encouraging residents to talk about the challenge of making sure Croydon is a place that everyone can call home. Our homes need to meet the needs of a changing population. They need to be affordable, sustainable and connected technologically. We have already heard from people who are trying to address these issues in Croydon through blogs and videos; and residents have been getting involved too.

HOW YOU CAN JOIN IN

- Have a conversation with your friends, family or community group
- Download the discussion guide to help you or see some of the videos online for inspiration
- Complete the survey online or pick up a paper copy from your local library
- If you're under 21 take our young person survey instead
- Email bigconversation@croydon.gov.uk
- Have your say on Twitter, Instagram and Facebook using [#bigconversationcroydon](https://twitter.com/bigconversationcroydon) Find out more at www.bigconversation.org.uk
- Printed copies of the survey will be available at all Croydon libraries and you can drop printed copies off at the library too.

HOW HOMES IN 2030 WILL BE DIFFERENT

"In 2030 I feel like homes will need more solar panels. I know that there are some already but I feel like more homes should have them," Nazifa Chowdhury, Croydon resident and Croydon Council apprentice.

"I think one of the main things that we're going to need is really improved data and internet speed for new homes." Alex Hall, Senior Development Manager, Hub



HOW TO BUILD NEW HOMES IN CROYDON

Rob Shaw, from the Crystal Palace Community Land Trust blogged: "As a society we've been failing to build enough houses of the right kind for several decades. The Community Land Trust model is very different to that of the traditional private sector or even the public sector."

Colm Lacey, Managing Director of Brick by Brick blogged: "Ours is a deliberately ambitious initiative, aiming to deliver 500 homes per annum, of which half will be affordable."

WIN TWO FREE MOVIE TICKETS FOR A FILM OF YOUR CHOICE



Fancy a couple of free tickets to see the latest blockbuster or indie flick? We have a pair of tickets to give away free. If you fancy a romantic evening or a night out with friend the David Lean cinema is the place to be. Just send us the letters 'DLC' with your address and contact number to residentinvolvement@croydon.gov.uk or telephone