

WIN TICKETS TO SEE TIM VINE IN CINDERELLA AT FAIRFIELD HALLS IN OH XTRA!



OPENHOUSE

The newsletter for Croydon Council tenants and leaseholders

FIRE SAFETY SPECIAL

THE

autumn edition #106

CROYDON CONNECTION

FULL FIBRE BROADBAND FOR OUR CROYDON RESIDENTS

Croydon's aim to become a 'smart city' and digital hub moved a step closer as it signed off on an agreement with two network providers to supply its residential blocks with access to affordable fibre broadband internet.

After months of intense planning and negotiation, the council can now begin to close the 'digital divide' for residents who have been unable to take advantage of the benefits of full fibre broadband such as high speed internet connectivity and competitively priced television packages, having now finalised arrangements with suppliers, Community Fibre and Open Reach. The council is determined that everyone should have the same opportunity to access technology, as it plays an ever more important role in modern life.

The installation comes at no cost to the council or residents, with residents only paying if they choose to subscribe to a package. Free Wi-Fi will be provided in communal areas of sheltered housing and council owned community buildings. Also in the pipeline, as part of the project, are apprenticeships for Croydon residents and support for residents who are new to digital technology and what it can provide.



DAVID LEAN LISTINGS

The David Lean cinema is a fantastic independent cinema and community run venue which shows a range of movies from current mainstream favourites to art-house hits.

The recently refurbished cinema, in Croydon Clocktower offers special screenings for those with dementia, hearing impairment and mothers with babies. Open House Online our email newsletter will feature films for the coming month to keep you up to date with all the latest movies. We will also be offering our residents the opportunity to win free tickets. So don't miss out, sign up to our mailing list to receive Open House and Open

House Online: www.croydon.gov.uk/housing/residents/ohnews

Tel: 020 8768 06100 ext. 47350

DATE FOR YOUR DIARY!

Our new health & safety panel is on Wednesday 23 October, 6.30pm-8.30pm at Bernard Wetherill House, 8 Mint Walk, Croydon, CR0 8EA. If you're passionate about health and safety in your homes or buildings or have concerns to raise, contact katherine.monk@croydon.gov.uk or call 020 87266100 ext. 47350 to confirm your place.

Delivering for Croydon

CROYDON
www.croydon.gov.uk

FIRE SAFETY



SAFETY DAY FUN FOR EVERYONE

7 SIMPLE STEPS TO HELP KEEP YOU SAFE

Fire can start anywhere in the home so it's sensible to have an awareness of the potential dangers that can lead to a fire and the steps you can take to prevent unnecessary risks. The London Fire Brigade issue simple advice and guidance to house holders which can help you stay safe from harm.

1 Early detection is vital so fit smoke alarms in your lounge/ living room, bedrooms, landings and hallways. Also fit a heat alarm in your kitchen. It is important to ensure smoke alarms are fitted in the right place – don't fit a smoke alarm in the bathroom as steam can cause false warnings. Always follow the manufacturer's fitting instructions. Heat alarms detect the increase in temperature caused by a fire but will not be set off by cooking fumes.

2 Smoking is the most common cause of fatal fire in the home so the best way to reduce the risk is not to smoke! If you're not ready to quit you can follow these suggestions: Smoke outside and always make sure cigarettes are put out properly. Never smoke in bed or anywhere you could fall asleep. Do not leave any type of lit cigarette or pipe unattended. Use proper ashtrays and never throw hot ash into the

bin. Keep matches and lighters away from children.

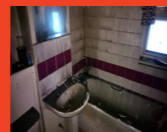
3 Busy lives often mean kitchens are the hub of the home. Small lapses in concentration in the kitchen can lead to serious fire risk. Never leave pans unattended when cooking. Don't cook if you are tired, have been drinking alcohol or taking medication that might make you drowsy. If the pan does catch fire don't tackle the fire yourself or try to move the pan. Never throw water onto it as this can create a fireball. If you can do so safely – turn off the heat. Leave the room and close the door. Shout to warn others to get out, stay out and call 999.

4 With phone chargers, games consoles and household appliances, it's important to be aware of the potential dangers that can be caused by misusing electrical equipment. Never overload electrical sockets. If you have to use a fused in-line adaptor or extension lead – know the limits. Don't leave items on continuous charge. Keep electrical appliances clean and in good working order.

5 Only leave essential appliances switched on, such as the fridge or freezer. Turn all other

REAL LIFE FIRE

One tenant in a Croydon block of flats had removed internal fire doors when they were decorating. Fire doors in the home can help to slow the spread of smoke and fire. So when a fire broke out due to a faulty microwave the blaze spread quickly through the flat and could not be contained. Luckily the tenant and her three children were not at home when the fire took place. Sadly, the family pet dog died due to smoke inhalation.



electrical items off when they are not in use. Heating and lighting in the form of a gas/electric heater or candles make for a pleasant home environment but be aware of the risks that they present. The intense heat of a heater can start a fire so ensure you: Sit at least one metre away from heaters. Keep heaters well away from anything that can catch alight and never use them to dry clothes. The naked flame of a candle has more obvious risk so ensure that you follow these basic guides: Candles, tea lights and incense should only be placed in stable,

heat resistant holders. Keep them away from materials that may catch fire such as curtains, furniture, papers and clothes. Keep matches and lighters away from children.

6 A safe bedtime ritual will help ensure you sleep free of worry: Close all doors as this helps to prevent fire and smoke spreading. Switch off and unplug electrical items such as TVs. Avoid charging devices like mobile phones when you sleep. Make sure candles are out before you go to bed. Check your cooker and heaters are turned off.

7 Should the worst happen and fire break out in your home follow this advice: If any of your smoke alarms go off, get out and call 999. Shout 'FIRE' to warn others and don't stop to pick up valuables. Check closed doors with the back of your hand. Do not open the door if it feels warm – the fire may be on the other side. Smoke can kill, get down as low as possible where the air will be clearer. If your escape is blocked by fire it may be safer to stay put and wait to be rescued.

For more details on fire safety in the home: www.london-fire.gov.uk/safety/the-home/



Fire suit challenge



Life saving challenge



Quiz challenge

Each year the Fire Brigade's Crossfire team organises the All Ages Family Safety Challenge (AAFSC) in co-operation with Croydon's Community Development team. The AAFSC, now in its eighth year, is a project designed to improve safety in Croydon's households. It covers a variety of safety topics including fire, internet, road and first aid, providing valuable health and safety information

to community members of all ages and includes practical workshops. Any community group can get involved and can sign up to safety workshops which build up to a final event in February half-term, which tests the safety knowledge of entrants with a mixture of fun quizzes and challenges.

If you're a member of a community group and would like to take part, contact a member of our community development team for further information. It's great fun and could save lives.

Email: community.development@croydon.gov.uk
Tel: 020 8768 06100 ext. 60459

BOOK A FREE SAFETY VISIT

Home fire safety visits provide fire safety advice, including information on fire prevention, detection and escape. The London Fire Brigade (LFB) can also fit free smoke alarms and specialist alarms where needed.

To book a home fire safety visit contact the LFB:
Freephone: 0800 028 4428
Email: smokealarms@london-fire.gov.uk

IS YOUR DRYER DANGEROUS?

In this Fire Safety special edition of Open House we want to alert you to an announcement by appliance manufacturers Whirlpool who have announced that a number of its tumble dryers have been found to be unsafe.

It is estimated by the government that 750 fires have been caused by the dryers produced by the company in the last 11 years.

Some tumble dryers sold under the Whirlpool brands of Hotpoint, Indesit, Creda, Swan and Proline made between 2004 and 2015 are being recalled.

If you are concerned that you own a dryer that fits this description you should:

- Go to the Whirlpool webpage and check the model of tumble dryer (www.whirlpool.co.uk).
- Call 0800 151 0905 to check whether the tumble dryer needs to be replaced.

- If your tumble dryer is affected, unplug the machine and then contact Whirlpool on 0800 151 0905 to arrange a free replacement.

PROTECT YOUR PROPERTY

Did you know that Croydon Council does not insure your home contents?

Replacing your possessions as a result of fire, theft or accidental damage can be very expensive so we have teamed up with Allianz Insurance to offer you affordable and flexible insurance to protect the most important things in your home. To find out more phone: **020 8726 6100**.

Web: www.croydon.gov.uk/housing/counciltenants/insurance

HOUSING ROUND UP

NEED HELP TO DOWNSIZE?

If you are living in a property that has become too big for your needs, you are eligible for help in downsizing to a smaller property. If a Croydon Council tenant moves to smaller accommodation in the borough we will pay for the cost of removals and pay £2,000 for each bedroom that becomes available through the exchange. For more details contact our under occupation officer. Email downsizing@croydon.gov.uk Tel: 0208 726 6100 ext.10006.

FAIRFIELD OPENS

The opening ceremony for the newly refurbished Fairfield Halls took place in September as the venue geared up to open its doors to the public in October. The star studded event was attended by Dame Judi Dench, who opened the Peggy Ashcroft Theatre, and London Mayor Sadiq Khan who opened the building.

The refurbishment is the first phase in the development of a new cultural quarter in Croydon's town centre—a major milestone in the town's ongoing regeneration. To win tickets to this year's panto, Cinderella, see p8 in OH eXTRA.

OH eXTRA!

To continue reading Open House eXTRA, our new 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. Tel: 020 8726 6100 ext. 47350.

QUICK FIX TIPS # 2: HOW TO REPLACE THE BATTERY IN A SMOKE ALARM

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

The London Fire Brigade recommend that all homes are fitted with smoke alarms but it's important that these are maintained or they will not work when you need them most.

Here in the second of our videos from our repairs team, we show you how to safely change a battery in a smoke alarm. For more help and information: repairs.surveys@croydon.gov.uk



COURT CLEAN UP

This August a team of volunteers from Croydon Council teamed up to take part in a "Don't Mess with Croydon" community clean-up event with residents of Laxton Court, Thornton Heath to tidy their garden space. The residents of the sheltered housing block, take great pride in the garden, which they share with Kettering Court. Sadly, the garden had deteriorated and rubbish had been dumped by fly-tippers.

The twenty-five strong volunteer team helped spruce up the gardens so that the residents could continue to grow vegetables and enjoy the outdoor space again. By the end of the day and after a lot of digging the team accumulated 70 bags of green waste, fly tipped items and litter.

To get involved with a community clean up, check out the council's website: www.croydon.gov.uk/environment/dontmess/community-clean-ups-in-action. Email: champions@croydon.gov.uk or Tel: 020 8726 6200 / 07825 103788

HAVE YOUR SAY ON REPAIRS SERVICES

Croydon's repairs & maintenance contract with Axis Europe which started in April 2014 delivering responsive repairs, voids, gas and communal boiler servicing and maintenance to all council owned homes is coming up for review in March 2021.

A comprehensive review is currently being carried out so the council can decide whether to extend the existing contract for a further four years or to take the opportunity to look at other options for the delivery of this contract.

It is important that we find out residents' views as part of this process. The link at the bottom of this article takes you to a short survey where you will have the opportunity to tell us what you think of the service and if you have any feedback on what, if anything, could be improved.

Feedback is confidential and you do not have to provide your name or address.

<https://getinvolved.croydon.gov.uk/survey/903>

Paper surveys are available on request from Fiona Harding. Phone 020 8726 6000 ext. 62246.

GET INVOLVED

JOIN OUR TEAM OF INVOLVED RESIDENTS.

Sign up to get involved at:

www.croydon.gov.uk/residentinvolvementform

& THE CHANCE TO WIN A

£50

SHOPPING VOUCHER

PRIZE DRAW WINNERS

Peter Cooper, Thornton Heath, Ann Cox, Addiscombe, Kathy Doherty, Addiscombe

100

YEARS

OF COUNCIL

HOUSING

EXHIBITION

Friday 2 August saw the launch of the 100 years of council housing exhibition in Croydon Clocktower. The event was attended by residents, local historians, council staff and dignitaries who came to celebrate and acknowledge the important role council housing has played for so many Croydon residents. The event was officially opened by Cllr Alison Butler, Cllr Oliver Lewis and resident involvement team manager,

Chris Stock. The exhibition featured a range of memorabilia, historical documents and first-hand accounts by Croydon residents as well as an interactive installation from local artist, Pins, which gave visitors a chance to contribute to the display. The exhibition is now touring local libraries and will be available to view in the following locations:

- SELSDON LIBRARY: 1-14 OCT 2019
- NEW ADDINGTON LIBRARY: 16-28 OCT 2019
- THORNTON HEATH LIBRARY: 29 OCT- 11 NOV 2019
- PURLEY LIBRARY: 12 -25 NOV 2019
- COULSDON LIBRARY: 26 NOV-9 DEC 2019
- ASHBURTON LIBRARY 10 -23 DEC 2019
- CENTRAL LIBRARY 7-20 JAN 2020



INTERACTIVE FEATURE MAKING THE MURAL

RESIDENT MEMORIES

"My name is Kim Watkins. I was born 1st March 1957 in Mayday Hospital, Croydon. After living in Bermondsey we moved into my first Croydon home in 1966, a three bedroom house in Oak Bank, Fieldway, New Addington. My sisters and I went to Castle Hill School.



When we first moved to Fieldway there weren't any shops on the estate. We used to go to an old coach converted into a shop for convenience foods as in those days the only other way of buying was from a milkman and a bread man.

As children we spent a lot of time in the back garden for entertainment. I remember we made a tent from an old blanket thrown over the washing line and bricks were used to hold it in place until Mum needed the line for washing; great fun for me and my sisters. We were always having fun on our swing and sometimes we'd make jam sandwiches and have a bottle of orange juice for a picnic.

After about six months in our new home we exchanged to another three bedroom house in Burford Way, New Addington.

When we moved to Burford Way where there was a coal man as well. I remember Mum always ran out of money on a Thursday and would ask the milk man for eggs / bacon and a loaf of bread and he would always help her to make sure we had tea that day. Dad would come home with his wages in a brown envelope and the milkman was paid back the following day...how times have changed now." (This is an extract from Kim's account on our Facebook page www.facebook.com/residentinvolvement)

INVOLVED RESIDENT

Petrena Johnson, known as Petra, was elected to the post of vice-chair of the Tenant and Leaseholder Panel earlier this year. A proud mother, she is extremely passionate about her community, which is why she decided to become involved.



Originally from Jamaica, she adopted the UK as her home almost two decades ago. Petrena believes in giving back to her community by getting involved.

She is extremely proud to be a resident of Croydon and wants to see it get city status eventually. She is committed to helping it become one of the best places to live, work, study and play in London.

"I volunteered for the Tenant and Leaseholder Panel because I want to help shape the direction in which the borough is heading and I aim to give my new role as Vice-Chair my full involvement and unwavering commitment, assisting wherever I can."

TLP is held at the Town Hall and is open for anyone to attend.

It's also broadcast live on the council's website at (<https://www.croydon.gov.uk/democracy/dande/broadcasts>). If there's something you'd like raised at the meeting, just email resident.involvement@croydon.gov.uk or call 020 8726 6100 ext. 47350).

NEXT TLP MEETINGS: 15 October 2019
11 February 2020

WIN FREE PANTO TICKETS

Fancy four free tickets to this year's star studded panto at the all new Fairfield Halls? Oh yes you would? Then simply send the word 'Cinderella' to us by email or post with your name and address and we will draw the winner at random. It could be you 'going to the ball.'

This year's pantomime, *Cinderella*, is the perfect festive family outing and stars comedian Tim Vine, *Strictly Come Dancing* winner Ore Oduba and children's favourite Cat Sandion from CBeebies. For more details visit: www.fairfield.co.uk/whats-on/cinderella/

Send the word *Cinderella* with your name and address to:

Email: residentinvolvement@croydon.gov.uk

Address: residentinvolvement, Zone 3A, BWH, 8 Mint Walk, Croydon, CR0 8EA

Full prize draw T&C's available on our website or on request: www.croydon.gov.uk/housing/residents/prize-draw-terms-and-conditions

