

LOVE
WHERE YOU
LIVE

OPEN HOUSE

The newsletter for Croydon Council tenants and leaseholders

Welcome to Open House!

You'll notice that we've made a few changes to the look and feel of Open House, part of our campaign to get more of you actively involved in helping us to improve your homes, neighbourhoods and housing services.

We'd like Open House to reach more of Croydon Council's tenants and leaseholders. Over the coming months, we will be sending 'at a glance' paper versions of Open House to all Croydon Council tenants and leaseholders and encouraging residents with access to the internet to sign up to receive the full online version of Open House by email. We're committed to keeping in touch with all our residents, and will continue to provide printed copies of Open House to those who request it and to those without access to the internet.

If you want to start using the internet and develop your digital skills, but you're not sure where to start, turn to page four where there's information about all the support that's available in Croydon.

To receive an online version of Open House, or if you've got ideas for future editions, call **020 8726 6100 ext. 47350** or drop us an email at residentinvolvement@croydon.gov.uk

2018 – a big year for housing

A multi-million-pound investment in affordable homes and better contracts for council tenants are among Croydon's housing highlights of 2018.

In October, Croydon Council was awarded £61 million to build 888 affordable homes in the borough through the Mayor of London's new council homebuilding programme that aims for 11,000 new homes across the capital.

Croydon is already building council homes in the borough. Council-established developers Brick by Brick (BxB) currently have planning consent on around 40 sites, which will provide 1,036 new homes, of which 498 (48%), will be affordable. The first homes will be completed early in 2019.

Also in October, the council announced it was removing fixed-term contracts for new council tenants. Another improvement for council tenants in 2018 is the borough's post-Grenfell programme to install fire sprinklers in 26 of its tallest housing blocks, which is almost complete. For more on the sprinklers programme and improved council tenancies, see inside on page 2.

Croydon is also working on two schemes to increase housing supply specifically for people who might otherwise need council-run temporary accommodation. The first is a project to give 10 local long-term rough sleepers their own flat and specialist wraparound support for their needs. Made available through a successful council bid for a £500,000 Government grant towards tackling homelessness in the borough, these first 10 flats will be in place by March, with help for a further 10 rough sleepers in 2019/2020.

The other scheme to increase housing supply is Croydon Affordable Homes, a council-created charity set up to get Croydon families out of temporary accommodation and into genuinely affordable places to live. To date, the council has bought over 165 mainly two- and three-bed flats and houses costing tenants a maximum 65% of the average market rent.



Work nears completion on fire sprinkler installation in council tower blocks. Page 2



Get involved and get your voice heard. Page 3



How to stay warm this winter. Page 7



'Like' the resident involvement in Croydon Facebook page to keep up to date with the latest news and views.

Visit www.facebook.com/croydonresidentinvolvement

If you would like to contribute to Open House, contact:
residentinvolvement@croydon.gov.uk

Contact the editor

We hope you enjoy this edition of *Open House*. If you have any feedback please email: residentinvolvement@croydon.gov.uk

Large print: to receive Open House and other housing information in large print, please call 020 8726 6100 ext. 47350.

Council sprinkler programme nears completion

Work has begun on the last of 26 Croydon tower blocks whose residents are getting new fire sprinklers under the council's £10m retrofitting programme.

Days after the Grenfell Tower fire in June 2017, Croydon Council announced it would retrofit sprinklers in its 25 tallest residential blocks of 10-12 storeys and an eight-storey sheltered block.

That autumn Croydon became the first council in the country since Grenfell to start retrofitting sprinklers in its high-rises.

Now the council is retrofitting sprinklers at the programme's last blocks, including Cromwell House in Waddon. When it is complete, more than 1,250 households across the borough will have had the upgrade.

The £10m programme will come from the council's housing budget after the Government rejected three Croydon requests for a funding contribution. This will delay other necessary long-term council housing repairs like bathroom or kitchen upgrades.

In October, delegates from England's largest local authority, Birmingham City Council, visited a Croydon block fitted with sprinklers ahead of their own programme.



A RESIDENT'S VIEW

Brian Black was one of the first Croydon Council tenants to get the new sprinklers when his block at College Green in Upper Norwood was completed in early 2018. The 69-year-old, who had witnessed 2017's Grenfell Tower fire 10 miles away from his eighth-floor flat, said: "I was delighted when I heard that Croydon Council was going to do this and I was surprised how quickly they were off the blocks. It's a very good thing that they are doing. To retrofit them is costly but what value do you put on people's lives? They give such peace of mind."



COUNCIL IN PLEDGE FOR TENANTS' RIGHTS

Croydon Council has reintroduced lifetime social tenancies in its own housing stock.

The council announced at a full council meeting in October that it was removing fixed-term social tenancies that are reviewed every five years, which had been introduced before the current administration came to power in 2014. As of 9 October 2018, anyone who signs a new contract with the council will have an open-ended assured contract without a time limit as long as they meet the usual tenancy conditions.

To ensure that the council homes continue to meet tenants' needs, Croydon will continue to offer incentive schemes so residents who

no longer need larger homes can downsize elsewhere and free the property up for others.

The council also announced at the meeting that it would become the first local authority to publicly back the #EndUnfairEvictions campaign, joining Generation Rent, the London Renters' Union, ACORN and the New Economics Foundation calling for an end to Section 21 of the 1988 Housing Act, which allows private landlords to evict their tenants without a reason.



Could you be on our new health and safety panel?

If you are a Croydon tenant or leaseholder and interested in joining a new health and safety advisory group, get in touch.

The council is in the early stages of setting up this group to make it easier for residents living in council homes to get their voices heard if they have safety concerns.

The group will come up with recommendations to improve and maintain safety in council homes and buildings, and will consist of council housing residents, representatives of London Fire Brigade, councillors and council officers.

If you are interested in getting involved, please contact resident involvement manager Katherine Monk on katherine.monk@croydon.gov.uk or call 020 8726 6000, ext: 47350.

Get involved, get your voice heard

Croydon Council is responsible for around 14,000 tenants' and leaseholders' homes. It's our responsibility as landlord to make sure that all residents living in council homes feel able to have their say on the housing services we provide. Involved tenants and leaseholders are helping us to improve services and make their street, estate or block places people want to live. Why not join them?

Getting involved can help you improve council housing services for yourself and others, get free training, improve your IT, office and literacy skills or get a reference for your CV.

There are a number of different ways to get involved as a tenant or leaseholder volunteer, depending on what interests you. It can take up as much or as little time as you want. We'll always offer all the training and resources you need and cover any costs - like travel and childcare.

If you don't have time to attend meetings, you can still get involved by doing a quick survey, or having your say on an online discussion group. If you've more time on your hands, you could join us on an **estate walkabout** - a great way to flag any issues affecting communal areas such as green spaces, security, rubbish, fly-tipping and repairs. You could become one of our **mystery shoppers**, where you get to 'test' our services, tell us what we did well and work with us on how we could make improvements.

We're also on the hunt for residents to join our **neighbourhood voice** scheme. You complete a quick monthly inspection of your block and surrounding area and give us feedback about housing services such as caretaking and grounds maintenance.

To find out more about all the different ways of getting your voice heard, just contact the resident involvement team on 020 8726 6100 ext.47350, email residentinvolvement@croydon.gov.uk or visit www.croydon.gov.uk/residentinvolvement.



Why our residents get involved...



YAW BOATENG, tenant & member of scrutiny, complaints and tenant and leaseholder panels

"I've been involved since 2013. One of the most rewarding things about getting involved is learning from each other, sharing good practice and being able to make things better for the wider community."



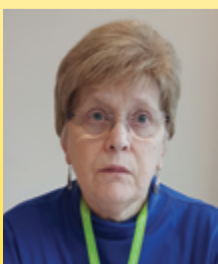
SHARON FINCHAM, tenant & sheltered housing panel member

"It's a passion of mine to ensure that we live in a safe place. By getting involved I'm able to get mine and others' voices heard."



ASHISH PATEL, tenant & member of sheltered housing panel

"Being involved makes me feel happy because I'm able to help fellow residents who may struggle to get their voices heard because of language barriers, disability or age."



SHERYL READ, tenant, former chair & member of sheltered housing, scrutiny & complaints panels

"I was grateful when I first got housed and found that you can influence better from the inside than you can from the outside."

Thankyou event held for resident reps



More than 40 residents' representatives met the Mayor of Croydon and were treated to a free Christmas buffet in thanks for their involvement in shaping housing services in 2018.

The annual resident involvement Christmas buffet was laid on by council repairs contractor Axis on 13 December at Croydon Town Hall, where they met up with staff, councillors and the Mayor of Croydon, Councillor Bernadette Khan, and took part in a raffle that raised over £100 for Cancer Research, her chosen charity. There were also recognition awards for two people who have made ongoing and longstanding contributions to resident involvement in Croydon. The first went to leaseholder Colin Wood, who is stepping down after many years of dedicated service on various panels, and the other was to Guy Pile-Grey for his many years of service on panels and in his local community. Each received a framed certificate and panettone.

Croydon's Libraries and Museums Need You!

Do you have IT skills? Could you help a child with their homework? Could you help a resident who can't get to the library? If the answer to any of these questions is yes, then you could join our growing band of volunteers whose mission it is to help others in the community and make a real difference to residents' lives at local libraries or the Museum of Croydon.

There are many ways in which you could contribute and help someone who really needs it. We offer full training and we can offer times to suit you. To find out more you can visit the following pages on our website:

- To be a library volunteer: www.croydon.gov.uk/leisure/libraries/volunteer
- To find your local library: www.croydon.gov.uk/leisure/libraries/find-your-library
- To be a museum volunteer: www.museumofcroydon.com/volunteer

Start your volunteering journey with us and make a difference to your community.



GET INVOLVED ONLINE!

LOVE WHERE YOU LIVE

Croydon has signed up to the Government's Digital 2020 strategy, which has the simple aim of helping residents use technology so they can access services and information online more easily.

We're doing our bit by developing online discussion groups to make it easier for residents to get involved and have their say from home without having to travel or attend meetings. You can also now watch Croydon Council's Tenant and Leaseholder Panel meetings live online as they happen from the Town Hall. (Turn to page eight for dates of future panel meetings).

Around one in seven of you told us in our 2016 STAR survey that the council could do more to help with digital skills and providing access to equipment. Here's what help is on hand:

- **Go ON Digital Zones:** friendly, local spaces across Croydon where digital champions show you how to get online, use a tablet, smartphone, laptop. Visit: www.croydon.gov.uk/community/go-on-croydon/digital-zones
- **Free wi-fi** is available in all libraries, and computers can be booked for free for up to two hours. Visit: www.croydon.gov.uk/leisure/libraries/library-services
- **Free 1-1 digital skills sessions** for parents, carers and residents in some Croydon libraries on Thursdays from 10am - 2pm. Contact events@myoutspace.co.uk or call 020 3700 1034 or 0203 700 1027.

You can also call the resident involvement team on 020 8726 6100 ext. 47350 or email residentinvolvement@croydon.gov.uk for help and advice relating to getting involved online.

TEN BUDGET BUSTERS FROM OUR LIBRARIES

Joining the library is free and gives you access to books and other materials, PCs with internet access, and space to study or work in 13 branch libraries across Croydon. If you have not visited libraries for a while, let us tell you about free services you may not be aware of. If you have internet access many of these services are available to you at home!

In the library

- Free wi-fi and free 2-hour internet access in all 13 libraries across Croydon with your library card
- Free regular family events including rhyme times for under-fives and craft activities for all ages
- Free author talks, reading groups and adult clubs such as Knit & Knatter, exercise and mindfulness sessions – see our What's On Guide for more information.
- Ancestry – free access to this family history resource available free in your local branch or in the Museum of Croydon

At home and on the go – free with your library card!

- **Free online magazines** with over 50 titles including BBC titles, Cosmopolitan, Countryfile, The Economist, Good Housekeeping and many more.

- **Free digital library of e-books and e-audio books** to borrow and download wherever you are. Download an audiobook to listen to on your phone.
- **Free online newspapers** on European New stream including extensive national and regional UK publications, and European newspapers in all languages, plus international publications such as the Wall Street Journal, all with an amazing search facility.
- **Are you learning to drive?** You have free access to the driving theory test Pro-Theory online.
- **Are you looking for a job, want to improve your CV or are starting a new business?** You have free access to universal skills with CV-building advice, and law & rights/law & business with free and up-to-date access to legal resources & consumer rights, and information relating to starting, growing and operating a business in the UK, including funding, business support and regulation.



COUNCIL SUPPORT ON RESIDENTS' UTILITY BILLS

Croydon leaseholders and people in shared ownership homes are being encouraged to take advantage of a council scheme that ensures they keep warm and save money.

The Croydon Healthy Homes initiative was approved last March by the council's cabinet to give over 600 struggling households savings of up to £400 a year through help with energy costs. This includes:

- Free energy assessments
- Support to find and switch to the best tariffs for gas and electricity
- A property survey to see if they need larger energy-saving measures, such as wall insulation
- Advice on whether they are eligible for help with their bills and support signing up
- Optional help with fitting free energy-saving measures, including LED lightbulbs and carbon monoxide detectors
- Help on how to use your heating controls, including smart meters

Each assessment will include the fitting of small energy-efficiency measures such as radiator reflector panels, support with energy bills and advice on avoiding damp and mould issues. Residents receiving these assessment visits can also find out about other local support such as fire safety and healthier living.

Eligible households are referred to the Greater London Authority's Warmer Homes scheme, which funds the installation of new energy-efficient boilers, cavity wall and loft insulation, and other improvements for homeowners.

Croydon Healthy Homes is open to leaseholders in council blocks, private homeowners and tenants who are either over 70, receive at least one benefit or have someone in their household with a long-term health condition. They can refer themselves for an assessment or can be referred by professionals such as GPs or social workers.

Based on Government figures, Croydon has over 16,000 households that are considered to be fuel poor, meaning they have higher than average energy costs that would leave them with a disposable income below the poverty line.

For more information, and to register for the free scheme, visit the council website via <https://www.croydon.gov.uk/environment/sustainabledev/croydon-healthy-homes>



Energy efficiency for council tenants

SHINE (The Seasonal Health Intervention Network) London is a fuel poverty referral network which offers council tenants with FREE advice about how to reduce utility bills, tackle energy debt & stay warm during the winter months.

SHINE is a single point of referral, bringing together dozens of schemes to support anyone living in a London borough who is struggling to heat their home.

To qualify for the **SHINE** heating service, the household must have an income below £16,190 or where a household member falls under a SHINE target group:

- someone with a disability
- someone who has a long-term health conditions worsened by the cold
- a child under 15
- an adult over 60

You can get in touch using the helpline is 0300 555 0195 or you can find out more at www.shine-london.org.uk

Croydon Works for borough residents

Croydon residents looking to boost their skills and employment prospects can join a council jobs brokerage service.

The initiative works with local businesses to bridge skills gaps and ensure local candidates are trained to meet the increasing demands of employers. The service offers free recruitment, free training courses and employability support and specialises in a number of sectors including retail, administration, construction, engineering, social care, hospitality and security.

An initial meeting was arranged with the recruitment manager at Highfield House care home in Purley and their recruitment requirements were identified. They expressed a preference for local candidates and were also keen to make an impact to the local community. Croydon Works then got to work sourcing local candidates and offered the full 360 degree recruitment service. Job adverts were placed on a number of platforms and cascaded to Croydon Works' referral partners.

Applicants were screened by job brokerage officer Angela Woolnough, who leads the health and social care sector for Croydon Works. The process involved sifting CVs and screening candidates to assess suitability as well as holding information sessions to give an overview of what to expect on a

day-to-day basis in the job and information about the company. This was key to ensuring candidates knew exactly what they were getting into and that they were a good fit for the role.

Mandeep, head of recruitment for Highfield House, said: "Highfield House started working with



CROYDON WORKS



Angela at Croydon Works in January 2018. The service we have received has been impeccable, the level of understanding, quality of candidates, the success rate are second to none. I'm extremely pleased to be working with Croydon Works and can see this relationship continuing well into the future. It's rewarding to see so many of the candidates Angela has placed with us succeed in our organisation."

Orella Roache, a resident who was helped by Croydon Works after moving to the borough from Northampton, said: "I made an appointment to see Angela, who discussed a couple of roles she had. I found Angela lovely, very nice and supportive. The information I was given was very detailed. I was booked for an interview at Highfield House, and was offered a position as a healthcare assistant. Seven months later, I'm now working as a senior healthcare assistant. I would like to thank Croydon Works, in particular Angela, for helping me find this company. I would recommend Croydon Works to other people who are looking for jobs; they have lots of options, they don't only do caring. Thank you, Croydon Works."



BIN COLLECTION CHANGES DESIGNED TO BOOST RECYCLING RATES

A new waste collection schedule, alongside new larger recycling bins, was introduced across Croydon in September.

These changes were designed to help boost the borough's recycling rate from 38% towards more than 50% over the next two years while making collections more efficient.

If committed residents can help Croydon achieve its ambitious target of recycling more than half of all the refuse produced in the borough, Croydon will be one of the greenest boroughs in London.

Visit www.croydon.gov.uk/environment/rrawd to find out more about recycling in the borough and check your collection day.

Many estates and blocks of flats have recycling facilities installed and they can often be found in the bin sheds or close to them. Any items that cannot be recycled in the boxes or bins should be taken to the nearest household reuse and recycling centre or you can book a bulky waste collection. A dedicated email address has been set up to help answer any residents' questions. For more information, contact wasteservices@croydon.gov.uk between 9am and 5pm, Monday to Friday.

COUNCIL COMMITS TO FAIR AND ETHICAL COUNCIL TAX COLLECTION

Croydon Council has signed a commitment to fair and ethical council tax collection, and pledged to proactively offer help to those struggling with bill payments to prevent them getting further into debt.

Croydon is among the first local authorities in the country to sign the council tax protocol which has been developed by Citizens Advice (CAB) and the Local Government Association (LGA).

The protocol sets out how local authorities can work in partnership with local advice agencies like the CAB to support residents who may be getting into council tax arrears, adopting a proactive approach and early intervention to help prevent them getting further into debt.

Councillor Simon Hall, cabinet member for finance and resources, signed the protocol with Claire Keetch, chief executive of Croydon CAB, demonstrating their commitment to working in partnership to achieve

ethical council tax collection.

In delivering the principles of the council tax protocols, Croydon Council will build on the success of its award-winning Gateway project, which supports struggling families to manage their finances and help their employability prospects. Council tax officers will work closely with colleagues in the housing and Gateway to assess residents' situations and help them to achieve long-term solutions.

Claire Keetch, chair of Citizens Advice Croydon, said: "Our statistics consistently show a high number of our debt clients have council tax arrears and so I am delighted that Croydon Council has taken the important step of signing up to this council tax



protocol. Citizens Advice Croydon and Croydon Council meet regularly to discuss practical and policy issues around the collection of council tax, and the protocol builds on this relationship, enabling closer working to help those struggling with bill payments find solutions, prevent further penalties and get back on track financially."

Do you qualify for free food and vitamin vouchers?

Families in Croydon are being encouraged to apply for Healthy Start vouchers for free food and vitamins.

Pregnant women and families who receive certain benefits, and have a child or children under the age of four, can use the food vouchers for fresh or frozen fruit and vegetables, and fresh or formula milk.

The free vitamins are specifically designed for pregnant and breastfeeding women, and growing children, to boost their immune system and aid healthy development.

The vitamins are available in exchange for vouchers from children's centres and some health centres.

Benefits for those who qualify include:

- A pregnant woman is entitled to food vouchers worth £3.10 per week from when they are 10 weeks pregnant and free vitamin tablets.
- Pregnant women under the age of 18 are entitled to Healthy Start vouchers - whether they are on benefits or not.
- Families with a baby under one receive two food

vouchers per week worth £6.20.

- Those with a child or children between one and four, can get one £3.10 voucher per child per week. Pregnant women with a child under one and another under four could receive an extra £12.30 per week.
- Children between six months and four years are also entitled to free vitamin drops.

Parents need to apply to receive the vouchers and vitamins. Application forms and information are available online, from health visitors, children's centres, the Job Centre and Access Croydon on Mint Walk.

Check if you qualify on the Healthy Start website www.healthystart.nhs.uk/do-i-qualify

For more information, visit www.croydon.gov.uk/beststart or email - healthystart@croydon.gov.uk



Keep your home warm and safe in cold weather

While there's not much you can do to stop it getting cold outside, you can still keep you and your home warm with a few small tips to make a big difference.

- 1** Set your thermostat between 18°C and 21°C. Maintaining a low constant heat when the weather is cold is more effective than short bursts of high heat and should also stop pipes freezing if the temperature drops.
- 2** Check your radiators are not obstructed by curtains or furniture like your sofa, as this will not allow the heat to properly enter the room.
- 3** You can also easily make your radiators work more effectively. Simply cover a thin sheet of card with tin foil and place it behind your radiators; this will reflect the heat back into your rooms, meaning they warm up faster and retain more heat. If DIY isn't your thing, you can also buy ready-made foil insulation.
- 4** If your radiators are cold to the touch at the top then there may be trapped air in the systems stopping them from fully heating up. Bleeding a radiator is simple and something you can do yourself - see the council website for more information on how to do this.
- 5** Heat from the sun is free, so make the most of it. Open your curtains and let in the sunlight during the day. When it gets dark, shut your curtains, which act as another layer of insulation and keeps warmth in your rooms.
- 6** Block draughts on windows and doors to keep cold air out and warm air in.
- 7** If the weather is excessively cold your boiler condense pipe may freeze, which will cause your heating to stop working. You can stop this from happening by insulating the outside pipe. If the pipe does become frozen you can easily thaw it using boiling water from a kettle or a hairdryer and then making sure you insulate the pipe with lagging to stop it freezing again. See our website for more information on how to do this.



REMEMBER THESE ARE THE WAYS THAT YOU CAN REPORT A REPAIR:

Online: Report a repair via My Account or Croydon Council's website <https://my.croydon.gov.uk/User/Login>

Telephone: Call our contact centre on **020 8726 6101**. Our contact centre is open 24 hours a day, 365 days a year for reporting repairs.

Email: Send an email to croydonrepairs@axiseurope.com



CROYDON CELEBRATES 100 YEARS OF COUNCIL HOUSING

In 1918, following the First World War, Prime Minister David Lloyd George gave a speech in which he pledged "to make Britain a fit country for heroes to live in."

Part of his plan was to reward the brave soldiers who had fought in the war with, "homes fit for heroes" and in 1919, exactly one hundred years ago, the Housing Act was passed to enable the construction of state funded, social housing that would meet the needs of the people.

We're celebrating 100 years of social housing through a variety of activities, including an exhibition of historical documents and photographs from council and library archives, alongside the ordinary and extraordinary stories of residents who've lived or are living in Croydon Council homes.

If you have treasured memories or stories you'd like to share or know someone that would, we'd love to hear from you. Contact residentinvolvement@croydon.gov.uk or call us on 020 8726 6100 ext 47350



TELL US YOUR COMMUNITY SAFETY CONCERNS

The Safer Croydon Partnership (SCP) has launched a survey of everyone who lives in Croydon to better understand crime concerns and inform future plans to tackle local issues.

As well as asking which crimes and anti-social behaviour issues cause residents most concerns, the survey is also looking at people's experience of travelling on local buses, trains and trams.

There are also questions on reporting crime - why people may not report it, whether they are happy to report it, how more could be encouraged to report it and awareness of reporting methods.

The SCP brings together the council, police, fire brigade, health and probation services, along with businesses, the community and voluntary sector groups.

To take part in the survey, visit: getinvolved.croydon.gov.uk



CRACKING TIME AT RESIDENTS' CHRISTMAS LUNCHESES

More than 150 residents living in sheltered housing enjoyed a Christmas lunch and entertainment at two free events in Kenley and New Addington laid on by council staff and local volunteers.

The community development team invited residents aged 55 and over from the council's 26 sheltered schemes to the events on 10 December and 17 December, which were hosted by Old Lodge Lane Baptist Church and Addington Community Association respectively.

As well as getting a traditional Christmas turkey with all the trimmings provided by the Guiding Hands team and music spanning six decades from singer Jessica De Giudici, the diners were given transport to and from the lunches by Croydon Accessible Transport and HML Circuit.

Around 80 people attended each of the lunches, including local ward councillors, plus the baptist church event was visited by The Mayor of Croydon, Councillor Bernadette Khan.

Thanks go to volunteers who helped at the events from the council's resident involvement, quality, tenancy, Gateway, and leaseholders teams, plus help from Age UK and New Addington Pathfinders.

The Christmas celebrations follow other council-run events laid on for Croydon sheltered accommodation residents, including a Silver Sunday get-together at St George's Church in October 2017.



Celebrating #OurDay

On Wednesday 20 November your resident involvement officer Gemma Smith met residents of College Green in Upper Norwood who had taken part in the #OurDay2018, an annual social media event led by the Local Government Association that celebrates everyone who works in public services by showing what they do for residents.

The day was a big success – with the #OurDay hashtag trending nationally on Twitter by mid-morning. Lots of councils and other local government bodies took part, posting photos and videos that stretched the length and breadth of the UK.

New handyperson service begins

Residents in council blocks will be able to call on the new caretaking handyperson service early in 2019.

There are three staff members in the team – Bill Penfold, Ian Bernard and Bockarie Musa – all of whom have a wealth of caretaking experience. They will be carrying out specific tasks, such as deep cleaning of blocks, repairing wheels to bin store rubbish bins, clearing poorly maintained alleyways and communal land, and repairing signs.

The team will have a van and shall be looking to improve areas for our residents in the communal areas.

Ian said: "We are really looking forward to making a difference for our residents. A good example of the work we shall be doing is clearing away rubbish from areas that have been misused."

If you have an area where you think that this service might help please contact Adam Curtis at adam.curtis@croydon.gov.uk or call 020 8726 6100.



DATES FOR YOUR DIARY

Tenant & Leaseholder Panel	Tuesday 16 April 2019	6.30pm	Council Chamber, Town Hall, Katharine Street, Croydon CR0 1NX
Tenant & Leaseholder Panel	Tuesday 9 July 2019	6.30pm	Council Chamber, Town Hall, Katharine Street, Croydon CR0 1NX
Tenant & Leaseholder Panel	Tuesday 15 October 2019	6.30pm	Council Chamber, Town Hall, Katharine Street, Croydon CR0 1NX

Always check to confirm dates and venues, as these can change at short notice. You may also be able to reclaim travel costs to meetings by completing a claim form (supported with receipts). For any further information or to confirm meeting details, contact the resident involvement team by email residentinvolvement@croydon.gov.uk, telephone **020 8726 6100 ext 47350** or visit www.croydon.gov.uk/residentinvolvement.

Keep up to date with the latest resident involvement news and opportunities to get involved by visiting www.croydon.gov.uk/residentinvolvement. Like us on Facebook by visiting www.facebook.com/croydonresidentinvolvement