

**Southwark  
Life**

Summer 2015

# Housing News

*Southwark*  
Council

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# WHAT'S IN THIS ISSUE?

## WELCOME TO THE SUMMER ISSUE OF SOUTHWARK LIFE HOUSING NEWS

In this issue we celebrate summer on **page 16 and 17** with some of our most exciting upcoming events, including the brilliant Elephant and the Nun festival which is taking place on Saturday 15 August. You won't want to miss it.

We also update you on the new and innovative ways we are working together to improve our repairs service on **page 8 and 9** and introduce you to Bilal Amin, one of our fantastic new communal repairs technical officers on **page 10**.

I'm sure you'll also enjoy hearing from Nancy Hammond on **page 18**, who is part of our young advisors team. She tells us all about her Southwark and engaging with the borough's young people.

We also update you on the exciting news that 1 O'Reilly Street is the first of our new homes at Willow Walk to be completed and is ready to welcome its first residents on **page 7**.

And don't miss out on learning about ways we are helping our young people. Turn to **page 14** to learn all about our Southwark Smart Savers and to **page 15** to hear about our youth guarantee.

With competitions, money advice and much more we hope you enjoy this issue and as always, please do get in touch with any comments or article ideas.

Best wishes  
Cllr. Richard Livingstone

### CABINET MEMBER FOR HOUSING

#### CONTACT US

Do you have something to say about Southwark Life Housing News? Write to: Letters, Southwark Life Housing News, Communications, Southwark Council, 160 Tooley Street, Second floor, Hub 5, SE1 2QH or email [SLHN@southwark.gov.uk](mailto:SLHN@southwark.gov.uk)

#### TWEET TWEET

We're online – come and say hi.

 @lb\_southwark  
 [www.facebook.com/southwarkcouncil](http://www.facebook.com/southwarkcouncil)

### THE SOUTHWARK LIFE HOUSING NEWS TEAM

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**Southwark Council**

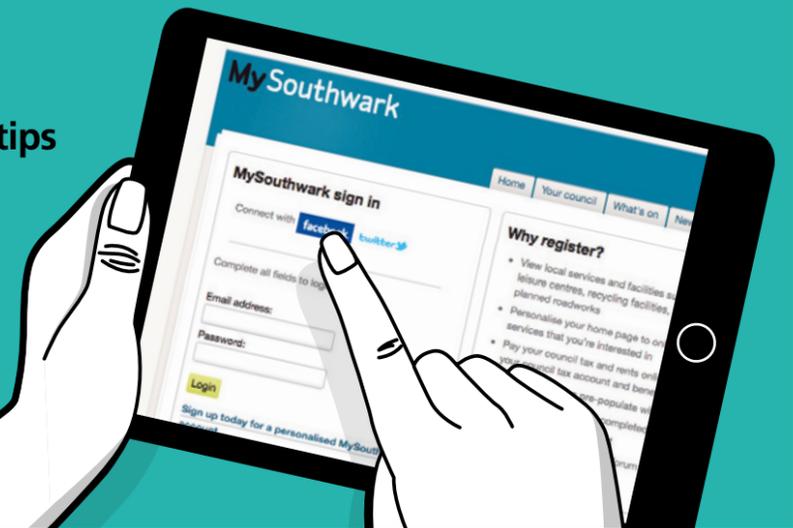
**SAM GAVE ME ATTENTION**  
**SAM GAVE ME A NEW PHONE**  
**SAM GAVE NAKED PICTURES OF ME TO OTHER BOYS**

**This is sexual exploitation.**  
Watch out for your child having new things that you didn't buy.  
**Learn the signs and protect your child.**  
[www.southwark.gov.uk/learnthesigns](http://www.southwark.gov.uk/learnthesigns)

# MySouthwark MyTime MyServices

## Council services at your fingertips

Access your council services anywhere, anytime by signing up for your personalised MySouthwark account at [www.southwark.gov.uk/mysouthwark](http://www.southwark.gov.uk/mysouthwark)



**100,000 MySouthwark users and counting**

## A COMMUNITY GARDEN FOR ALL



We have worked with Elmington estate residents and Brunswick Park primary school to design and revitalise the Benhill Road nature garden for everyone in the community to enjoy.

From beautiful birds, flowers and butterflies, finding mini beasts and frogs, visiting a wildflower meadow, to viewing the Pied Piper mural, there are loads of things for you and your family to see.

**i** For more information visit [www.southwark.gov.uk/benhillroad](http://www.southwark.gov.uk/benhillroad) or call 020 7525 1215

There are currently some product safety notices out about faulty Beko appliances including some fridge freezers, tumble dryers and gas cookers.

## BEKO PRODUCT SAFETY NOTICES

**i** If you think this might affect an appliance in your home you can check at [www.beko.co.uk/safety](http://www.beko.co.uk/safety) or by ringing the customer care line on 0800 917 2018.

The Age UK London Business Directory aims to help you avoid rogue traders by connecting you with traders that you can trust. The directory can be accessed online at [www.aubdlondon.co.uk](http://www.aubdlondon.co.uk) or by calling free on 0800 334 5056, where a member of staff will search the directory for you.

## AGE UK

**i** If you are a business wanting to join then please email [ywatkins-knight@ageuklondon.org.uk](mailto:ywatkins-knight@ageuklondon.org.uk)

## FROM TOWN HALL TO CIVIC BUILDING



Following the damaging fire in March 2013 we have developed a vision for the future of the Walworth Town Hall (WTH) with community support. The new facility will include an enhanced library space, the Cuming collection and Southwark Museum.

There is also a flexible space for community and civic events, as well as ceremonies undertaken by the registrar's service. Ultimately, we want the WTH to be a civic building right at the heart of the community.

**i** Visit [www.southwark.gov.uk/wth](http://www.southwark.gov.uk/wth)

## New HEATING CONTRACTOR ANNOUNCED

In May we mutually agreed with heating contractors T Brown to terminate their contract. Since then contractors OCO have taken over responsibility for these repairs until the contract runs out next year. OCO are one of our top performing contractors with a proven track record for service.

Thank you for your patience whilst we have put the new arrangements in place, particularly to residents in some parts of the borough who may have experienced issues with their heating and hot water during that period.

This will not affect the way you report repair issues, but we hope it will mean we can provide you with a more efficient and responsive repairs service.

**i** If you do have any further questions please contact Paul Gathercole, Southwark Council's contract services manager on 020 7525 2625 or email [paul.gathercole@southwark.gov.uk](mailto:paul.gathercole@southwark.gov.uk)

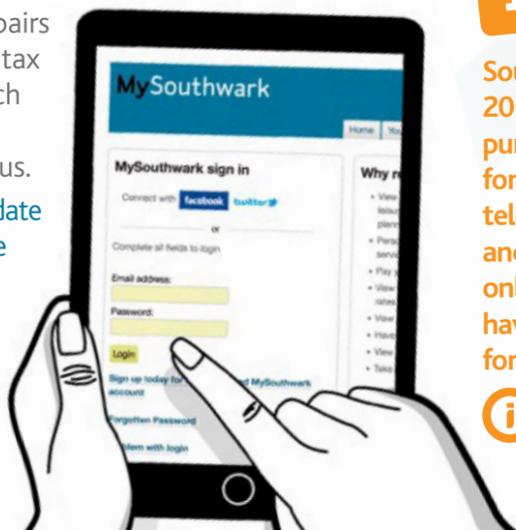
# Southwark IN BRIEF

## 100,000 MYSOUTHWARK USERS AND COUNTING

MySouthwark, the council's online self service portal, has reached a landmark 100,000 users.

That's a lot of reporting repairs in pyjamas, paying council tax while nipping out on a lunch break and renewing library books while stuck on the bus.

**i** To make sure you are up to date with all the ways it can make your life easier, sign up or log in to your account at [www.southwark.gov.uk/mysouthwark](http://www.southwark.gov.uk/mysouthwark)



## PARKING PERMITS NOW DIGITAL

Southwark residents who live in the 20 controlled parking zones can now purchase and activate parking sessions for their visitors via the web, SMS or telephone. By simply creating a personal and secure account through the new online permit system, residents can have instant access to order parking for one hour, five hours or all day.

**i** For more information visit [www.southwark.gov.uk/parking](http://www.southwark.gov.uk/parking)



## ARE YOU REGISTERED TO VOTE?

Each year we contact every household in the borough to collect up-to-date information for the electoral register.

All homes in Southwark will shortly receive a letter from us that will include a household enquiry form (HEF) which you will need to return to us to let us know who should be registered to vote at your address. From this information we can then invite any members of your household who are not registered, to register. It is really important that you either send the letter back to us or get in touch online. If we don't hear from you a canvasser will visit your address in the autumn.

**i** To find out more about how you can register online please go to [www.southwark.gov.uk/vote](http://www.southwark.gov.uk/vote)

## ELEPHANT EMPLOYMENT MAP

Hundreds of residents from across Southwark have found employment on one of the borough's major regeneration sites – Elephant Park.



A total of 379 people so far have been employed on the site, 166 of who were previously unemployed. All 379 employees will be on at least the London Living Wage as part of our commitment to fair pay.

## MAINTAINING QUALITY HOMES:

# NEW KITCHENS AND BATHROOMS

We have launched an ambitious improvement programme to deliver a quality kitchen and bathroom for every council tenant. As part of this programme, we will be replacing all kitchens older than 20 years and bathrooms older than 30 years.



One of the estates that has already benefited from the improvement programme is the Hawkstone estate.

Tenants on this estate have been given control over the design of their new kitchen and bathrooms, from choosing the layout to the door handles.

Mrs Moody of Canute Gardens within the Hawkstone estate has lived in her home for over 35 years and recently had her new kitchen and bathroom replaced.

*"I'm very pleased with my new kitchen and bathroom. It was lovely being able to choose exactly how I wanted my kitchen to look."*

If your home is due for the works we will be in touch to organise a survey to be taken.

Fairer future

Quality affordable homes

## Welcome to OUR NEW COUNCIL HOMES AT WILLOW WALK

The first of our 11,000 new council homes, at 1 O'Reilly Street, Willow Walk, is now complete and welcoming its first residents. There are two blocks, one for general housing needs and one offering temporary accommodation.

### Are you one of the new 1 O'Reilly Street residents?

Sign up to MySouthwark to find out what services are available in your area, pay your rent and council tax, renew library books, report repairs and much more. Visit [www.southwark.gov.uk/mysouthwark](http://www.southwark.gov.uk/mysouthwark)

### WHERE SHOULD WE BUILD NEW HOMES?

We need you to tell us where you think we could build new council homes. Visit our interactive map and let us know at [www.southwark.gov.uk/11000homes](http://www.southwark.gov.uk/11000homes)

We also want to hear your views on how to develop high quality council homes which support healthy and thriving communities. Your feedback will help us identify the most important design features, community facilities and amenities for our residents, such as improved lighting, green spaces and access to local shops.

#### Join us at the following events:

- Bermondsey Carnival – 4 July
- Butterfly Walk, Camberwell – 11 July
- Eid festival – 17 or 18 July
- Peckham Square – 8 August
- The Elephant and the Nun festival – 15 August

For more housing information go to [www.southwark.gov.uk/housing](http://www.southwark.gov.uk/housing)

Have your say online or check out our full programme at [www.southwark.gov.uk/11000homes](http://www.southwark.gov.uk/11000homes)

# FOCUS ON REPAIRS

As part of our commitment to provide quality affordable homes to all our residents we have invested in several new ways to tackle repairs.

## COMMUNAL REPAIRS

We are very proud to introduce our new communal repairs team. The team has been gradually recruited since last summer and has already made a huge difference to the repairs service. Each officer has their own area where they make sure any communal issues have been sorted or reported. You can learn more about a typical day for a communal repairs technical officer in our interview with Bilal Amin on page 10.

## ESTATE ACTION DAYS

Our new and improved estate action days now include the deep clean team who will leave your estate looking as good as new. The communal and housing repairs teams are also on site, as well as safer neighbourhood police, recycling experts and ground maintenance teams. Easy fix communal repairs are sorted on the spot. You can also report individual housing repairs or more complex communal issues. And if you have any repair or housing questions these are the people to answer them. To find out when an action day is coming to your estate go to [www.southwark.gov/estateactiondays](http://www.southwark.gov/estateactiondays)

## ALL ABOARD

Ok it's not new, but the mobile housing office makes its rounds across the borough every day, visiting different estates and key locations. So make sure you come aboard for friendly advice from council officers, or to login onto our housing services online. You can report repairs or antisocial behaviour, as well as follow up on any issues or concerns. All are welcome; there is assisted disabled access and comfortable interview areas, as well as the odd biscuit and cup of tea.

To find out when the mobile office is coming to your area visit [www.southwark.gov.uk/mobilehousingoffice](http://www.southwark.gov.uk/mobilehousingoffice)

## THE SKY'S THE LIMIT

We have recently invested in next generation SkyVac gutter cleaning machines. They allow us to survey and clean gutters from ground level, without the need for expensive scaffolding or ladders. Look out for one on your estate; they are hard to miss.

## HOW CAN YOU HELP?

With 50,000 homes to look after across the borough, the housing team can't fix everything themselves. They need your help so they can focus their time and expertise on more complex problems.

## FIX IT AT HOME VIDEOS

This is why we've produced a series of Fix it at Home videos to show you how to do simple repairs around your home. The videos cover a whole range of subjects from mould to blocked sinks and central heating problems. A blocked toilet for most of us is a daunting prospect. But by following our video, nine times out of ten, fixing it will take you five minutes max. You'll be left flushed with success and you won't be caught short waiting for a plumber. Go to [www.youtube.co.uk/southwarkcouncil](http://www.youtube.co.uk/southwarkcouncil) to check the videos out.



## MySouthwark

If you do need to report a repair make sure you are one of our 100,000 plus residents signed up to a MySouthwark account. It means you can report repairs, track appointments and check your repairs history online, all from the comfort of your duvet. It saves everyone time, there is no hanging on the phone and you can do it anytime, anywhere. Requests are instantly logged and appointments made. If any further communication is needed, you are given top priority and will receive an email from the team within half an hour during the day. So what are you waiting for? Go to [www.southwark.gov.uk/mysouthwark](http://www.southwark.gov.uk/mysouthwark) to sign up or log in to your account.

## MOVING OUT OF YOUR PROPERTY

Last but not least we ask that if you move out of your property you leave it in the same condition you found it. This includes removing any flooring, curtains or furniture you have put in. Clearing an empty property and making it ready for the next tenant costs the council around £7,000 a time. Multiply that by 1,600 to 2,000 vacated homes a year and it reaches mindboggling sums. This is why we are launching a new strategy for recharging people who don't leave their home in the state set out in their tenancy agreement. So make sure you're not hit with a big bill for 'accidentally' forgetting Great Aunt Maude's favourite three piece suite. Go to [www.southwark.gov.uk/movingout](http://www.southwark.gov.uk/movingout) to find out more.



# A DAY IN THE LIFE...

## BILAL AMIN COMMUNAL REPAIRS TECHNICAL OFFICER

"When I started six months ago, this estate was like a maze, now I know it like the back of my hand" says Bilal Amin. Bilal is one part of the new communal repairs technical team. Each member of the team is given an area or 'patch' to look after, in which they inspect and report on communal technical repairs. Bilal's patch is in the south of the borough, and if you live in Peckham or Nunhead you may have seen him wandering around, inspecting all the external and internal communal areas to your estate.

Bilal is responsible for a large area, of around 12 individual estates all of different sizes, and the aim is to carry out an inspection on each every month. This translates as an inspection pretty much every day. These are booked in with the resident service officer and the local TRA. "We walk around the estate and inspect any repairs that are needed such as blockages to drains, broken guttering, underground leaks, smashed windows and that kind of thing," he says. "It's also very important to be aware of health and safety, with things like

“ if I had paid for the repair out of my own pocket, would it be good enough? If not I will raise a recall on the job. ”

communal doors not operating correctly, slipped roof tiles or uneven paving that can become a trip hazard."

Bilal also helps run estate action days on his patch. He is a big fan of these as he says, "they are really useful for getting a lot done. We have an extra budget for these so we can do some really useful things then and there which go beyond our normal remit. Last time I arranged the hire of a cherry picker for the day and it went around clearing guttering to those hard to reach places. I have also got people in to paint the communal areas which are great for giving a bit of a facelift."

His normal hours are 8am to 4pm but the team often goes above and beyond to make sure everything gets done. "It is a really intense job, and very busy but there is a really good management team in place. The team itself is great, one of the best I've worked in.

We bounce ideas off each other and there is a lot of support." He adds, "there is also a lot of combined knowledge in the team which really helps."



Bilal previously worked at the repair contact centre and his knowledge of the IT systems have stood him in good stead.

He normally gets in early to raise repair orders and write reports. Bilal will then go out onto an estate in the morning, come back to raise more repairs and go back out to the estate again in the afternoon. And then you guessed it, back to the office for more report writing. As well as reporting new repairs, he also needs to keep an eye on the progress of those he's already raised. He is given a list each month of all the repairs due for completion and checks at least 60 to make sure they reach his standards. Bilal's approach is "if I had paid for the repair out of my own pocket, would it be good enough?" he says. "If not I will raise a recall on the job."

Even with all the challenges he is really enjoying the job. "I've always wanted to have a job where I get out and about and manage my own time. It's really satisfying to see issues get fixed and the condition of the estates improving."

# TIRE THEM OUT



**ENERGISE**  
SOUTHWARK

**FREE** swim and gym if you're 18 or under and live in Southwark



Visit [www.southwark.gov.uk/energise](http://www.southwark.gov.uk/energise) for times and to register

# Fostering

Is now the right time for you to foster with Southwark?

Fostering gives stability and support to children and young people who are unable to live with their families. In Southwark we especially need foster carers for teenagers and siblings.

Do you have a spare bedroom and have time, enthusiasm and commitment to offer? You will receive excellent support, training and a generous allowance. **If you live in Southwark, are approved as a Southwark foster carer and care for a Southwark child you will be exempt from council tax.**

**Get the facts on fostering**

[www.southwark.gov.uk/fostering](http://www.southwark.gov.uk/fostering) ☎ 020 7525 4497 or 020 7525 0971 ✉ [fostering@southwark.gov.uk](mailto:fostering@southwark.gov.uk)



**Come to our drop-in sessions to find out more:**

**Mondays from 5pm to 7pm**  
Domali Cafe  
38 Westow Street  
SE19 3AH

**Thursdays from 9am to 11am**  
Andersons  
139 Bellenden Road  
SE15 4DH

[www.southwark.gov.uk/fostering](http://www.southwark.gov.uk/fostering)

# ASK SALLY

## ANSWERING YOUR MONEY QUESTIONS...



Whether you're having money worries, need some advice about loans or have a question about benefits, Sally Causer of Southwark Citizens Advice Bureau (CAB) has got straightforward, no-nonsense advice you can really use.

Someone has been going from door to door on my street and I'm concerned they might not be a legitimate trader. What should I do?

### SALLY SAYS...

As a general rule it is worth trusting your instincts – if an offer sounds too good to be true, it probably is. Scammers often use cold calling and doorstep sales to target victims, so before agreeing or signing anything first tell someone you trust about the offer. Having this conversation with a family member, friend, or a good neighbour could stop you from losing money.

Always take a moment to check out traders' details. Check with the trader that they belong to a professional organisation, such as TrustMark, and then phone the organisation or look on their website to make sure it's true. Legitimate traders should be happy for you to take their details and say you need more time to make a decision. Avoid handing over money before a job is started. A reliable trader won't ask you to do this as they should have the money to cover materials until they are paid. If you are concerned about an offer, think you may have been caught out by a rogue trader, or are concerned for a neighbour, call the Citizens Advice helpline on **0345 404 0506**. If you've been scammed, report it to the police and to Action Fraud.

I lost my job a few months ago. I've been struggling with my finances for a while, and now it's got to the point where I can't afford bills like council tax or my rent. I'm worried that if I can't find a solution soon, I might be taken to court and evicted. I also owe money to my bank and on credit cards. What can I do?

### SALLY SAYS...

The earlier you get help with debt problems the easier it is to get them sorted. Trying to carry on as if everything is normal can make things worse, as debts can pile up quickly. Letting your creditors, especially the council, know if you will be unable to pay them is key. It is important that you prioritise paying certain debts, such as the rent, council tax or energy bills, to keep a roof over your head and the heating on. Depending on your circumstances you may be able to get support through benefits, so it is worth checking this with the Department for Work and Pensions, or your local CAB. You can also contact the council's Rightfully Yours team. Go to [www.southwark.gov.uk/rightfullyyours](http://www.southwark.gov.uk/rightfullyyours) to find out more or call **020 7525 7434**.

Drawing up a proper budget of your expenses can identify areas you can cut down on. Before you turn to a loan to cover costs, think carefully about future repayments and interest that will be due on the loan.

CAB offer free, confidential and independent advice, can help you work out costs and negotiate with your creditors, and may be able to help you get debt free by looking at the appropriate options available to you.

## GOT A QUESTION FOR SALLY?

Email [SLHN@southwark.gov.uk](mailto:SLHN@southwark.gov.uk)

Sally can't answer all letters personally but if you need help with money issues contact Southwark Citizens Advice Bureau on **0344 4994 134**.

For full details of opening times and more useful information about the advice agencies in Southwark please visit [www.southwarkadvice.org.uk](http://www.southwarkadvice.org.uk)

citizens  
advice  
bureau

# HOME OWNERSHIP SERVICES

## Check your service charge account online through MySouthwark

Over the past few months lots of Southwark residents have signed up to access online services through MySouthwark. But did you know you can also check your service charge information online?

Over 100,000 residents have already registered for MySouthwark accounts – of these, almost 2,000 homeowners have also registered to view their service charge accounts through MySouthwark. It's quick, simple and secure, so why not take a few minutes to complete your registration?

Once signed up you can access information on service charge invoices and account balances at any time, all from the comfort of your own home.

### Step 1

Log in to your MySouthwark account, then follow the link to My housing services in the MySouthwark services section.

### Step 2

Choose the type of account you want to view and then provide the details requested. You will need your service charge account number and PIN.

Unique PINs for homeowners to access their accounts were sent out by post in October 2014. If you haven't received a PIN, please contact us at [hsg.homeownership@southwark.gov.uk](mailto:hsg.homeownership@southwark.gov.uk) to have one sent to you.

## GARAGES TO RENT

We have secure lock up garages for rent across the borough which offer value for money, flexibility and freedom. They may be used for storing motor vehicles or for other storage purposes, with the exception of any flammable or combustible items.

The standard rent for a secure Southwark council tenant, resident leaseholder or a resident freeholder who pays service charges is £18.62 a week. Anyone who does not fall within these categories will be charged a private sector rent of £27.50 per week (inclusive of VAT).

In addition to the rates above, we offer discounts for older people or disabled applicants. You are entitled to a concessionary rate of £5 off the full rent provided you are a Southwark council tenant, a resident leaseholder, or a resident freeholder who pays service charges, and fit one of the following criteria:

- You are over 70
- You are registered disabled and in receipt of a mobility allowance for transport.

You can use our interactive map to view the areas where we have garages. Just go to [www.southwark.gov.uk/garagesmap](http://www.southwark.gov.uk/garagesmap)

If you want to rent a garage, you can fill out an application form online at [www.southwark.gov.uk/garagerent](http://www.southwark.gov.uk/garagerent)

Alternatively you can contact the garages team directly by calling **020 7525 5630** or emailing [garages@southwark.gov.uk](mailto:garages@southwark.gov.uk)

Fairer future

Strong local economy £

YOUR KIDS WILL BE QUIDS IN WITH

# SOUTHWARK SMART SAVERS

Do you squirrel it away or spend in a day? Pinch pennies or pay through the nose? Southwark Council has teamed up with London Mutual Credit Union to help everyone save smarter, starting with 11 year olds.\*

£10 vouchers have been sent to every year 6 and year 7 child living in Southwark as part of new council initiative Southwark Smart Savers. To claim the £10, children just have to take their voucher to one of five London Mutual Credit Union branches in the borough and deposit their £10 into a new or existing savings account. As well as this, every child who claims their voucher will be entered into a draw to win one of six iPad minis.\*\*

The scheme is designed to give young people experience of money matters, budgeting and handling cash to teach them how to be financially responsible and independent when they're older, creating a generation of Southwark Smart Savers. With the great services that London Mutual offer, we're hoping mums and dads get involved too, as it's never too late to start saving. And you don't have to save a lot – put aside a little every month and you'll be laughing all the way to the credit union.

### If your child saves:



£5 a month for one year  
= £60  
= A new pair of trainers



£5 a month for six years  
= £360  
= 14 driving lessons when they turn 17



£5 a month for ten years  
= £600  
= Return flights to Thailand for that first adventure holiday.

### What is London Mutual?

London Mutual Credit Union is a not for profit organisation offering a safe and convenient place to save and loans at a very reasonable rate of interest.

It is estimated that as many as five per cent of people in the UK have no bank account at all. In a climate where some are turning to extortionate payday loans to pay the rent or buy clothes for their children, the council are determined to help residents find positive alternatives. Find out more about London Mutual at [www.creditunion.co.uk](http://www.creditunion.co.uk)

Help us to create a generation of Southwark Smart Savers, and help them learn to make sound financial decisions throughout their lives.

\*Children living in Southwark who were or will be 11 years old between 1 September 2013 and 31 August 2015 are eligible for the current scheme. \*\*Terms and conditions apply, see [www.southwark.gov.uk/smartsavers](http://www.southwark.gov.uk/smartsavers) for details.



If you have any questions about the scheme, or if your child is eligible but you haven't yet received your voucher, please email us at [southwarksmartsavers@southwark.gov.uk](mailto:southwarksmartsavers@southwark.gov.uk)

Fairer future

Strong local economy £



# LEAVING SCHOOL?

Whatever your future holds there's something in Southwark for you.

GUARANTEED.

We want every young person to have something to do when they leave school. Southwark has opportunities for every school leaver who wants to learn, work or train. Find out more on Southwark's website.



SOUTHWARK YOUTH GUARANTEE

[www.southwark.gov.uk/youthguarantee](http://www.southwark.gov.uk/youthguarantee)

## THE ELEPHANT AND THE NUN

The Elephant and the Nun returns on Saturday 15 August, from 12pm to 8pm in Burgess Park, SE5.

This large, free family festival features a weird and wonderful mix of events and activities guaranteed to capture the imagination. Expect fantastic performances on the music and dance stages and lots to do in the family area. There is also a food village, an African market and funfair.

The festival welcomes back Kinetika Bloco, an exuberant performance group of over 100 young musicians and dancers from Southwark and Lambeth. You won't miss them as they don colourful costumes, with performances influenced by the Caribbean, Brazil, west and southern Africa and New Orleans jazz, funk and hip hop.

## BLACKFRIARS STORIES: BOUNCING CATS AND BOOM BOOM PUPS

On 9, 10 and 11 July, come on a journey into the world of **AnimalLand**, where **beat box and rap come together set within a graffiti maze**.

Join spoken-word artist Maxwell Golden and graffiti artist Mr Dane in this outdoor, immersive and fun packed adventure for children and their families. There will be performances during the day and after school.



## BLACKFRIARS STORIES: GONE IN 20 MINUTES (G120)

Gone in 20 minutes will feature spectacular street theatre and music plus street and contemporary dance.

Blackfriars Stories will be hosting the first of two London showcase events on Friday 28 August, with 12 performances between 12pm and 6pm on the southbank between Coin Street and Tate Modern.

Six emerging outdoor artists have been commissioned to create groundbreaking new work as part of a national outdoor arts development programme, supported by Arts Council England and produced by Remarkable Productions in association with Event International.



## ROTHERHITHE FESTIVAL

Rotherhithe Festival will be taking place on Saturday 11 July, from 11am to 9pm, where visitors can enjoy music, entertainment and food. This wonderful, free local event will be taking place at King Georges Fields, SE16.

# SUMMER FUN

Southwark presents a jam packed programme of family events

## BE A READING RECORD BREAKER THIS SUMMER

Children of all ages can learn about weird, wonderful and wacky records from around the world as part of this year's record breaker Summer Reading Challenge from Saturday 11 July until Sunday 6 September.

We have a range of fun and interactive activities for children and young people to take part in and our third Southwark libraries graphic art competition will run during the summer holidays.

If you're not already a Southwark library member it's free and easy to join.

**i** Go to your local library or visit [www.southwark.gov.uk/libraries](http://www.southwark.gov.uk/libraries) to find out more about how you can get involved.

## GET ON YOUR BIKE

There are lots of fun BMX bike activities taking place at Burgess Park. The whole family can get into gear with this disciplined sport through trying out bike limbo, relay races and skills to impress on the BMX track.

The Burgess Park BMX track is also available for hire. Get on track with an organised school holiday activity, child's birthday party, local community cycling opportunity, or a corporate event.

**i** Find out more by calling 020 8546 9842, or visit [www.southwark.gov.uk/burgessparkBMX](http://www.southwark.gov.uk/burgessparkBMX)  
**t** @BurgessParkBMX



## GET INVOLVED: RUMBLE IN THE JUMBLE

If you have cupboards full of old stuff that are just not used anymore but are in perfectly good condition, there's still a chance for you to host your own Rumble in the Jumble stall and raise a bit of cash for yourself or a charity of your choice. To host a stall at The Elephant and the Nun, please apply by Monday 13 July at

[www.southwark.gov.uk/summertrading](http://www.southwark.gov.uk/summertrading)



## GET INVOLVED: VOLUNTEER

Volunteering at events is a great way to meet new people, see behind the scenes, gain useful work experience and a chance to give something back to your community. For more information visit [www.southwark.gov.uk/stewards](http://www.southwark.gov.uk/stewards)

**i** For more information on our upcoming events, please visit [www.southwark.gov.uk/southwarkpresents](http://www.southwark.gov.uk/southwarkpresents)  
**t** Follow us on twitter @southwarkevents

**y** Check out all the highlights of last year's events programme with our YouTube video at [www.youtube.co.uk/southwarkcouncil](http://www.youtube.co.uk/southwarkcouncil)



# NANCY HAMMOND

## YOUNG ADVISOR AND SOUTHWARK RESIDENT

Tells us about her Southwark...



### What's your connection to the borough?

I live in East Dulwich, near Goose Green. I also work in the borough as part of the council's young advisors scheme. The scheme runs projects across the borough, helping to empower young people to speak up about issues and pursue their interests. I've been working on a project in Peckham for ten months.

### What is your role as a young advisor?

My role is mainly split between mentoring and a programme called Street Base. Street Base is normally held most nights of the week and teams of us go out to different areas, such as Burgess Park, where we talk to young people who spend time there. We try and engage with them about their passions and interests. If they agree we pass that information on to the relevant agencies who contact them about how to pursue their interests.



In 2014/2015 young advisors engaged with over 2,000 young people through Street Base.



London Phoenix LFC

Thursday is my mentoring day at the base in Peckham. We normally have a topic for the week and anybody aged nine to 18 can come along to get advice. It is about helping young people make positive choices about their future. We get a good turn out of people especially when it's a nice day.

We also help out at council events a lot, such as the Weighting circus show at Dulwich Park.

### What's your favourite part of the job?

I just enjoy engaging with young people. I think they find it easier to talk to us because we're a similar age to them. And I think they find it easier to trust us because we are also young people and we're talking for them. The different young advisor teams stick to the same areas of the borough so people get to know who we are and build up a relationship with us.

### What do you love about Southwark?

There is always lots of things going on. It's a diverse community but everyone comes together when there are events going on.

### Best park in the borough?

Burgess Park. It's really big and there are loads of things you can do. There are football pitches, tennis courts and a BMX track. It's also a good shortcut to other places; it's much nicer to walk through than going around the outside.

### What would you do if you were leader of the council for a day?

I'd organise a really good event, one for everyone to take part in. Maybe a community sports day which I'd hold in one of the parks. I'd want to bring the whole community together.

### One place someone new to the borough should go?

Dulwich Park is nice, especially on a sunny day. There are tennis courts and a boating lake.

### What is your favourite thing to do in your spare time?

Football, I play for the London Phoenix LFC. Especially girls, I'd tell them to go and join a team, even if it's not at a high level. Girls aren't normally encouraged to play football but it is a great sport.

### What's your favourite place to unwind?

Dulwich Woods are ten minutes from my home. It's really quiet and on a nice day you can sit and look over at the Shard. You can walk all the way from Dulwich to Sydenham through it.



To find out more about the young advisors scheme go to [southwark.youngadvisors.org.uk](http://southwark.youngadvisors.org.uk)



Want to share your Southwark with Southwark Life Housing News? Email [SLHN@southwark.gov.uk](mailto:SLHN@southwark.gov.uk) and let us know what makes the borough special to you.

# WORDSEARCH

MOBILE SAVERS SUMMER  
 BUS GUARANTEE EVENTS  
 KITCHENS ADVISOR GUTTERS  
 COLOURS YOUNG COMMUNAL

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SOLVE BOTH PUZZLES FOR  
 YOUR CHANCE TO WIN  
 A £50 SHOPPING VOUCHER

Levi Quebomra was  
 the lucky winner last issue.

Tell us what you would like to see in the  
 next issue of Southwark Life Housing News.

1

2

3

Name:

Tel:

Address:  Age:

Comments about the magazine:

# USEFUL HOUSING CONTACTS

## HOUSING SERVICES FOR COUNCIL TENANTS

Tel: 020 7525 2600  
 Mon to Fri – 8am to 6pm

## RENT

Pay by Direct Debit:  
 020 7525 2600

Pay by debit/credit card:  
 0845 6000 611 (24hrs)

Pay online:  
[www.southwark.gov.uk/payforit](http://www.southwark.gov.uk/payforit)

To pay in person:  
 There are 162 PayPoints and  
 17 Post Offices where you can  
 pay housing rent, council tax and  
 social care contributions. Contact  
 us to obtain an LBS swipe card.  
 To find your nearest PayPoint  
 go to [www.paypoint.co.uk/](http://www.paypoint.co.uk/)  
[paypointlocator](http://paypointlocator)

To pay by post:  
 London Borough of Southwark  
 Income Collection Business Unit  
 PO BOX 11767  
 153-159 Abbeyfield Road  
 London SE16 3ZF

## REPAIRS

Tel: 0800 952 4444  
 Online: [www.southwark.gov.uk/repairs](http://www.southwark.gov.uk/repairs)

## UTILITIES (emergencies)

Electricity: 0800 096 9000  
 Gas: 0800 111 999  
 Water: 0845 200 800

## LEASEHOLDERS/ FREEHOLDERS

Home ownership unit  
 Mon to Fri – 9am to 5pm  
 Tel: 020 7525 1400  
 Email: [hsg.homeownership@southwark.gov.uk](mailto:hsg.homeownership@southwark.gov.uk)

Southwark Antisocial  
 Behaviour Unit  
 Tel: 020 7525 5777  
 Email: [sasbu@southwark.gov.uk](mailto:sasbu@southwark.gov.uk)  
 Web: [www.southwark.gov.uk/sasbu](http://www.southwark.gov.uk/sasbu)

Southwark Homesearch  
 Bidding hotline: 0845 270 0655  
 Bidding text line: 07781 486 526  
 Advice line: 020 7525 4140  
[www.southwarkhomesearch.org.uk](http://www.southwarkhomesearch.org.uk)

## WRITE TO SOUTHWARK LIFE HOUSING NEWS

The Editor  
 Southwark Life Housing News  
 Communications team  
 PO BOX 64529  
 London SE1P 5LX  
 or email  
[SLHN@southwark.gov.uk](mailto:SLHN@southwark.gov.uk)

# SPOT THE DIFFERENCE



There are  
 five slight  
 differences in  
 the two pictures  
 of Nelly  
 (Helen) Orford,  
 an award  
 winning Hula  
 Hoop artist  
 performing at  
 the Weighting  
 circus  
 spectacular in  
 Dulwich Park.  
 Can you spot  
 them?

Print off and send your completed competition entries to  
 Southwark Council, Southwark Life Housing News, Communications team, PO BOX 64529  
 by 15 August 2015. The winner will be notified by letter.

The information you provide will be used fairly and lawfully. Southwark Council will not knowingly do anything which may lead to the breach of the Data Protection Act 1998.