

**Southwark
Life**

Summer 2014

Housing News

Southwark
Council

WHAT'S IN THIS ISSUE?

10 A Day in the Life

Agbon Ilenbarenenmen explains why your rubbish is his passion



16 My Southwark

Volunteer extraordinaire and ultimate community champion Pat Notton gives us her personal highlights of living in the borough

08 Fire Safety

The London Fire Brigade provides some fire safety advice





CAN YOU
HEAR THE
ROAR?

**SOUTHWARK
PRESENTS**

#southwarkpresents
@southwarkevents

WHAT'S IN THIS ISSUE?

WELCOME TO THIS ISSUE OF SOUTHWARK LIFE HOUSING NEWS

Welcome to the summer issue of Southwark Life Housing News. It's the first one since I took on my new role as cabinet member for housing so I really hope you enjoy it. Southwark Council is determined to lead the way in London when it comes to housing and I'm looking forward to working hard to make sure that all our residents have warm, dry, safe homes with a high quality kitchen and bathroom.

In this summer issue, you can meet the friendly team who will be collecting your waste and discover more about what really happens to your rubbish when you throw it out - it's more surprising than you think. We've also got essential advice about how to stay fire safe.

And don't miss the fantastic interview with the inspiring Pat Notton on page 16, as she tells us all about the places she loves in Southwark and how she got involved in working for the community. If that inspires you to get involved yourself, on page 18 you can find out more about how you can get involved with the council and help shape the services that matter most to you.

It's always great to hear from you, so if a story has really made you think, do pop us an email, write to us or even send us a tweet to let us know your views.

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

TWEET TWEET

We're online – come and say hi.



@LB_southwark



www.facebook.com/southwarkcouncil



THE SOUTHWARK LIFE HOUSING NEWS TEAM

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04 NEWS IN BRIEF

Need-to-know stories making waves in the borough

06 THE BEST BAR NUN

Looking into Nunhead's brand new community centre

11 MEET THE TEAM

Say hello to your local Veolia waste and recycling collection team

12 HOME IMPROVEMENTS

Help and advice for leaseholders

14 HOUSING FRAUD

Bringing those who illegally sublet their home to justice

15 ASK SALLY

Columnist Sally Causer of Southwark Citizens Advice Bureau answers your money queries

20 COMPETITION TIME

A chance to win £50 in vouchers

FRAUDULENT ESTATE AGENT MADE TO PAY

An estate agent who committed housing fraud has become the latest to be penalised in Southwark Council's fight against illegal subletting.

Following a council led investigation, Mr Mans Kanu, an employee of one of London's leading estate and letting agencies, was found to be illegally subletting his council owned property in Walworth, Southwark.

Legal proceedings were taken against Mr Kanu and he was ordered to pay back £7188.33 as a part of a mutual agreement settled in Lambeth County Court. Councillor Richard Livingstone, Southwark Council cabinet member for housing, said "It is unacceptable that some people still feel that it's reasonable to abuse their tenancies and illegally sublet their homes. Our long waiting lists for council housing mean that each and every home is precious and cannot be used as a money making machine."

THE ELEPHANT AND THE NUN

This year The Elephant and the Nun will come together for one big day long celebration in Burgess Park on Saturday 16 August.

There will be a cracking world music stage from Global Local, stunning performances from the National Theatre and quirky and hilarious cabaret with Pull The Other One. You can also shop at the Africa Live market, celebrate the first birthday of the BMX track with special events, enjoy the wonderful Kinetika Bloco and taste the delicious delights of the food village throughout. With all the action kicking off from 12pm, it's one family festival this summer not to be missed.



For more information
Visit www.southwark.gov.uk/southwarkpresents



Southwark IN BI



THE POWER OF MUSIC AND ART

A charity that uses the power of the creative arts to transform the lives of society's most disadvantaged and vulnerable people has been changing the lives of children in Southwark.

Create Arts have organised a series of exciting events across the borough, including sensory music workshops that bring together autistic and non-autistic children at Redriff Primary School, dance activities to build relationships between adults at Bede Centre with children from Grange Primary School and song writing workshops to reduce isolation among vulnerable older people.

CREATE
ARTSORGUK



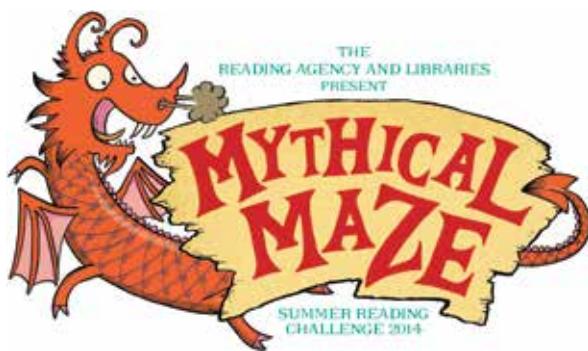
i To find out more about the charity and opportunities to get involved
Visit www.createarts.org.uk

SUMMER READING CHALLENGE 2014

This year, the Summer Reading Challenge is back from 12 July to 7 September with the theme 'Mythical Maze'.

Register your child at your local library where they can find their way around a labyrinth full of fantastical creatures from the world of legend and mythology, collecting stickers of each character along the way. Children aged four to twelve read six books of their choice to be entered into a prize draw to win an Android mini tablet device. There are also a range of activities and challenges for teens and children under five.

i Visit www.southwark.gov.uk/libraries for more information or pick up a brochure at your local library.



ALBERT WILLEY



We were very sad to hear of the passing of Albert Willey, who featured in the last edition of Southwark Life Housing News. Albert was recently awarded the Housing Heroes Lifetime Achievement award, in recognition of all that he did for the community over 50 years. As well as playing an active role in the Delawyk Resident Management Organisation and its predecessor the Delawyk Residents Association, he was a firm friend to neighbours young and old and his passing is a great loss to Southwark. We wish his family and friends our deepest sympathies.

THE BEST BAR NUN

Work has begun on Nunhead's brand new community centre, designed by and for local residents

Excitement is mounting in Nunhead as building work starts on the area's new community centre. Two years of intensive discussions between residents, Southwark Council and developers has resulted in a totally tailor-made community hub to really benefit local people and fit in with the unique character of Nunhead Green's conservation area.

Due to open its doors to the public early next year, the centre is to be run by local community group Nunhead's Voice. Having taken the lead on the consultations, they co-designed the two storey building with architects AOC to complement the neighbouring architecture and reflect Nunhead's vibrant heritage. The centre will have, for example, lots of features that will remind you of a traditional house, a nod to the Victorian terraces lining the green. And if you look at the front of the building, you may be surprised to see Jenny Hill, Nunhead's famous music hall singer, staring back at you from one of the pillars. The rear and side walls will be covered in art created by local residents and the site's two beautiful existing sycamore trees will be protected during the construction work to take pride of place in the community garden.



But it's not just going to be an attractive building. The centre has been designed with community practicalities very much in mind. Roadside parking spaces will be available for drop-off and blue badge holders, as well as a sheltered space for bikes and buggies. Plus, there will be plenty of pavement space in front of the centre to encourage community events like markets and fairs. A central chimney acts as a lightwell to keep the hall open and bright, whilst the first floor terrace will have a great view of the green. With 300m² of floor space inside the building, it boasts two halls, an open plan kitchen, an office and a meeting room, all for local use. Fitness clubs, children's parties and film screenings are just some of the activities planned for the centre.

The location was also chosen as a result of local feedback. On Scylla Road, next to the Old Nun's Head pub, it is perfectly placed to strengthen relationships with other community hubs at the pub meeting room, Salvation Army and Nunhead Library.

i Nunhead's Voice are always keen to welcome new members who'd like to help bring this project to life, so if you'd like to get involved or would like further information on this exciting development please **Visit www.nunheadsvoice.org**

"Nunhead is a unique area with a strong sense of community and a parade of great independent local shops. The green and pub give the centre a village feel and the idea has always been to encourage and build on this positive environment, making the brand new community centre a focus for people to come together."

**Councillor Fiona Colley,
Cabinet Member for Regeneration**



"The new community centre represents the heart of Nunhead and will provide an important hub and focal point for local activities. The members of Nunhead's Voice are proud that they have been instrumental in enabling the local community to be part of the planning and development of the centre."

Cris Claridge, Secretary of Nunhead's Voice

What is co-design?

Co-design is a process by which service users (in this case Nunhead's residents) are heavily involved in the design of their own service or facility. This vastly improves the quality of design and empowers the people who are actually going to be using the end product to build a service that perfectly meets their needs.

NUNHEAD VILLAGE



FIRE SAFETY

Home fire safety guide for purpose-built flats and maisonettes

If there is a fire, do you know your plan?

Follow this advice if you live in a purpose-built block of flats or maisonettes, of any height, with shared communal corridors, external walkways, staircases or entrances.

If there is a fire or smoke inside your flat or maisonette:

- Get everyone out, close the door and walk as calmly as possible out of the building.
- Do not use the lift.
- Call 999, give your address including the number of your flat and state which floor the fire is on.

If there is a fire or smoke inside your flat or maisonette but your escape route is NOT clear:

- It may be safer to stay in your flat or maisonette until the fire brigade arrives. Close the door and use soft materials to

block any gaps to stop the smoke. Go to a window, call for help, call 999, give your address including the number of your flat and state which floor the fire is on.

If there is fire in another part of the building but not inside your flat or maisonette:

- Purpose-built blocks of flats and maisonettes are built to give you some protection from fire. Walls, floors and doors will hold back flames and smoke for a minimum of 30 to 60 minutes.
- You are usually safer staying in your own flat unless heat or smoke is affecting you. If you are in your flat, stay put and call 999. Tell London Fire Brigade where you are and the best way to reach you.
- If you are within the common parts of the building, leave and call 999.



Know what to do in a fire

KEEP YOUR PURPOSE-BUILT FLAT OR MAISONETTE SAFE

- Fit a smoke alarm and test it
- Fit at least one smoke alarm on each level of your home. Test it weekly.

Smoking

- Never smoke in bed.
- Never smoke in an armchair, if you think you may fall asleep.
- Do not leave a lit cigarette, pipe or candle unattended.
- Use deep ashtrays so that cigarettes cannot roll out, and don't throw hot ash into the bin.

Matches and candles

- Keep matches and lighters well out of reach of children.

Heating and electrics

- Sit at least three feet away from heaters. Never put a heater near clothes or furniture.
- Don't overload electrical sockets.

Communal areas, stairs and balconies

- Never store anything in communal areas including balconies. Items can block your escape route and be a fire risk.

TAKE EXTRA CARE IN THE KITCHEN

- Don't cook if you are tired or have been drinking.
- Never leave pans unattended when cooking.

If the pan does catch fire:

- Don't try to move it or throw water on it – it will make it worse.
- Turn off the heat if you can do so safely. If in any doubt, leave the room, close the door, shout to warn others to get out and call 999.

STAY SAFE WHEN YOU GO TO BED

- Close all the doors as this helps to prevent fire spreading.
- Check your cooker and heaters are turned off.
- Switch off and unplug electrical appliances except those that are meant to stay on, like the fridge.
- Keep door and window keys where everyone you live with can find them.

NEED TO KNOW



For more information about knowing your fire plan as a tenant and legal requirements and responsibilities for landlords, visit knowtheplan.co.uk

LIFESAVER

Get one. Test it regularly.

london-fire.gov.uk



A DAY IN THE LIFE...

AGBON ILENBARENEMEN
FACILITY CONTROLLER AT SOUTHWARK'S INTEGRATED
WASTE MANAGEMENT FACILITY (IWMF)



We all throw our rubbish out but it's not often you think about what happens to it once it's collected. For Agbon though, your rubbish is his passion – his job is to turn it into energy that heats Southwark's homes.

"When I started, my friends thought it was hilarious that a big bit of my job is working with people's rubbish. But once I explained about how exciting my job is, they actually wanted to know more about what I do."



WONDER DAY



If you are interested in learning more about the Mechanical Biological Treatment facility where Agbon works and want to see what happens to your black bag and recycling waste, visit Southwark's

Integrated Waste Management Facility for this year's Wonder Day Open Day. Home to one of Europe's most advanced recycling facilities, bring the family for a fun and fascinating day out and explore inside the facility with guided tours that take place throughout the day. There will also be a host of fun activities to occupy everyone including, free refreshments, face painting, bouncy castle, a bird of prey display, an interactive vehicle display and lots more.

**Event date: Saturday 20 September
10am till 4pm**



Please note no open toes shoes or high heels can be worn during the tours. Children must be over seven and accompanied by an adult on the main tours.

Agbon, who has a degree in engineering, is part of the team that works with Southwark residents' black bag waste so that instead of ending up in a landfill, it gets turned into a fuel that we can use everyday at home and at work. It's done via a natural process, a bit like composting.

"The waste goes into huge tunnels to dry out, so on a typical day I'll start up the plant and then do checks to make sure that the water system and air scrubber, which cleans the air that comes off the waste, is working efficiently. This makes sure no nasty smells are released into the atmosphere. It's down to me and the team to make sure that the facility has been thoroughly cleaned and everything is working as it should."

"OK, yes, after a day in a waste facility you may pong a bit, but we get special clothes and a shower soon sorts things out. It's worth it; I find the work really interesting, plus I've made some great friends at work. My team feel like a second family to me."

Agbon's excitement about the potential for using rubbish to turn on the lights, power the telly or cook the Sunday roast really highlights that there's a lot more to the world of waste than you might think.

"You don't tend to think about what happens to your rubbish after it's been put in the bin, but what I do not only prevents waste from being landfilled but provides fuel and heating for local homes."

Agbon is positive and excited about his future prospects, "Thanks to Veolia's training scheme, I'm currently doing an NVQ in electrical engineering which provides me with the practical experience I need in this field. One day I would love to manage my own team as I think it would be really rewarding seeing people learn and improve."

"Even though on paper it may not sound very glamorous, I feel privileged to work in a job I enjoy and with people I really get on with."



MEET YOUR DEDICATED TEAM!

Recycling collection drivers for
 VEOLIA

MARC WALTERS

"These new changes have provided my team with full ownership of our round which is great as we have a real sense of pride about the work we do."



DAVE WORRALL

"It's good seeing familiar faces whilst undertaking collections and I think residents also appreciate seeing the same crew collecting their waste each week."



SAM MCCARTHY

"There is a real community spirit amongst the team and it's nice to be recognised and greeted by residents."



ROBERT JOZEFOWSKI

"Knowing my area really well means that residents can expect a great service from my team."



RUEL BROWN

"The changes have made our jobs more straight forward. It can take time to get used to new rounds but now we are dedicated to one round we are able to do our job even better."



Southwark Council's waste and recycling partner Veolia have been busy reorganising waste collection rounds to make them more efficient across the whole borough. To help reorganise services, some collection days needed to change. If you were affected by this, thank you for embracing the change.

WHAT THE CHANGES MEAN

- Dedicated collection teams have been given one collection area, helping them to really get to know the round which means we'll collect your bins more quickly and efficiently.
- Having the same teams dedicated to one area means you get a better service.
- The same recycling collection team and the same refuse collection team every collection day means you know who works on your flat or estate, making it safer.



To find out more

Visit www.southwark.gov.uk/wastecollection

LEASEHOLDERS' HOME IMPROVEMENTS

Can I make changes to my home?

When you own a leasehold flat or house you have the right to live in it and use the home as your own, for the time of the lease. The lease tells you what the leaseholder has to do, and what the landlord must do.

As a leaseholder you generally own everything within the four walls, including the inner face of the walls and ceiling, but excluding the bathroom and kitchen as they are landlord's fixtures and fittings. You do not own the external or structural walls.

The landlord must repair and maintain the building. However, the leaseholder will pay for this by paying the service charges.

As a leaseholder, there are certain things that you can and can't do with your house or flat. For example leaseholders must get landlord's agreement before making changes to the home. If not, you will be breaking the lease, and the landlord can take action.

These are changes you can make, without landlord's agreement:

- Rewiring
- Internal tiling
- Internal painting and decorating

All work must be done to a high standard.

If you have bought a house or flat and changes had already been made without asking the landlord, you must either ask for agreement, or put it back to how it was.



Social homebuy is changing

Did you know the council has a shared ownership scheme called social homebuy? It is an affordable scheme for council tenants, who want to buy their homes on a shared ownership basis.

The council's cabinet has agreed to give more discounts using the scheme. It will match the discount you can get with the right to buy scheme.

If you are thinking about taking the first steps to home ownership, why not give our social homebuy team a call on 020 7525 7431 to ask any questions.

Leathermarket JMB leading the way

Leathermarket JMB is celebrating after finding out that this year, they are going to have 60 per cent more funding available to keep their homes looking their best.

The JMB major works committee have agreed that the available budget for decorating and refurbishment will be increased from £1,440,833 to £2,297,045.

Leathermarket was the first tenant management organisation (TMO) in the country to look after its own finances and has been a great example of how a TMO can make a big difference to local people.



MOST IMPRESSIVE LANDLORD SUPPORT FOR TMOs

Congratulations to the tenant management initiatives team who have won for the second year Most Impressive Landlord Support for TMOs at the National Federation of TMOs (tenant management organisation) annual conference.

The team supports 15 TMOs who manage 4,300 homes across the borough. Their work includes helping TMOs access services, arrange large repairs as well as supporting new TMOs. This has made a difference to many Southwark residents.

Thanks to the JMB collecting 101.73 per cent of the rent, managing contracts really efficiently and a self financing arrangement pioneered by Southwark Council and Leathermarket JMB they have been able to increase the funding available for work on the estates.

JMB Chair John Paul Maytum MBE said, "We're absolutely delighted to have this 60 per cent increase in funding for work to our estates this year, which is a direct consequence of the unique way the JMB is run and funded. Our residents can expect to see a real difference in the coming year because of this."

IN THE DOCK...

Bringing those who illegally sublet their home to justice

Southwark Council is cracking down on housing fraud and it means business.

An increased drive to combat tenancy fraud has resulted in more than 600 council properties being recovered in the last two years, representing 12 per cent of the national total last year. A recent case uncovered by the council's antifraud team is that of Mrs Modupe Benson-Odefila. While in fact living in her own house in Essex, Mrs Benson-Odefila had been illegally collecting rent from the illegal tenant she had installed in her council property. She had been cheating the council and those in desperate need of a council home since September 2010.

Following discovery of the fraud in April of this year, Mrs Benson-Odefila was charged and brought to account in court where the judge left her in no doubt of the severity of the crimes of illegal subletting and housing fraud. Mrs Benson-Odefila was ordered to pay £12,472.01 to cover court costs and the profits she had made from her illegal rent income. Both she and the illegal tenant who had been residing in the property were ordered to pay a further amount of £4,872.44 each to cover the arrears of rent, use and occupation charges.

However unlike many cases of housing fraud, Mrs Benson-Odefila has been cooperative, and we

are working with her to collect all the money owed. If needed we will take Mrs Benson-Odefila to court again and put a compulsory charging order on her Essex property. We are committed to making sure that those that commit housing fraud do not profit from their illegal action. Through tenancy checks, checking bank addresses against tenancy records and other measures, we are continuing to lead the fight back against those seeking financial gain by abusing the housing system.



REPORT IT

We need your help to make sure we continue to put roofs over the right heads. If you suspect someone is unlawfully or wrongly claiming a tenancy, please contact us on **020 7525 4686** or email us at **housingfraud@southwark.gov.uk**. Your report will be treated in the strictest confidence and can be given anonymously.

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.

I have heard about something called the Big London Energy Switch.

I'm a tenant and I owe a bit of money to my energy company. Can I still take part and how much could I save?

SALLY SAYS...

The Big London Energy Switch is a chance for people to save money on their gas and electricity bills. London councils including Southwark are running auctions to get the best deal for local residents. Registration for the next auction opens on 5 August. The more people that register for The Big London Energy Switch, the greater the buying power and the lower the price that may be offered.

Savings depend on how much energy you use, but recent schemes have seen a yearly saving of between £60 and £200 per household, so there is nothing to lose by registering. You may be on the best tariff already but it's worth checking out.

Anyone who pays a household energy bill can take part, even customers on prepayment meters, as long as you don't owe more than £500 on your fuel costs. However, people living on estates with district heating systems will only be able to take part in the electricity aspect of the switch.

To register visit biglondonenergyswitch.org.uk. If you don't have an internet connection or email address you can contact the CAB Big Energy Switch line on **08000 901 948** and **03333 218 323** (freephone).



I bought a dress in the sales but when I got it home there was a tear and a mark on it. When I took it back to the shop they told me that they don't do refunds on sale items. What are my rights?

SALLY SAYS...

You have just as much right to expect the item that you are buying to be of good quality as if you had bought the item before the sale. The only difference with sale items is that if they were clearly marked as 'shop soiled' or imperfect you would not be able to ask for a refund, because you would have been aware when you bought the item that it was not going to be perfect.

If the shop won't give you a refund contact the Citizens Advice consumer helpline on **03454 04 05 06**.



GOT A QUESTION FOR SALLY?

Email 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 **0844 4994 134**

For full details of opening times and more useful information about the advice agencies in Southwark please visit

www.southwarkadvice.org.uk

Sally works for Southwark Citizens Advice Bureau Service (CAB) which is an independent local charity. Southwark Council does not take any responsibility for the information provided.



MY SOUTHWARK

Pat Notton, long-time Southwark resident, volunteer extraordinaire and ultimate community champion, tells us about...

What's your connection to the borough?

I have lived in my little street in Southwark for over forty years, just five minutes away from the Scovell Estate's Queensborough Community Centre, which I've been chairperson of for fifteen years. It's only been a few years since I stood down as chair of the tenant's association. I also help out with the wonderful Blackfriars Settlement, which befriends isolated older people in the community and am a trustee of the St George's the Martyr charity. They support older people, we have eighty on holiday in the Isle of Wight at the moment.

Tell us what you love about living in Southwark

I love that it is such a diverse community, especially around here in the Elephant, I call it the heart of Southwark. People don't think of Southwark as a friendly place but it really is. Especially the elderly, they tend to be forgotten but they are lovely in Southwark.

Where's the best park in the borough?

It would have to be Geraldine Mary Harmsworth. It's not only a park, its next to the Imperial War Museum and it's got a cafe and the lovely Tibetan Peace garden with a statue of the Dalai Lama at the front, right opposite St George's Church. It's great for a bit of peace and quiet and there is space for all to enjoy.



If you were leader of the council for the day what would you change?

So much, hundreds of things. I'd get loads of volunteers from the office to go around the community and talk to the elderly, not promise them anything but listen and see what they could do to help them. I'd also go around and see what local shops we need and promote them, we have a great arcade of local businesses on Great Suffolk Street, we don't need any more supermarket chains.

What do you love most about where you live?

My little street is lovely, it's very small with only 33 listed flats. What I like most is that we all know each other, and we've become like a group of friends. We'll have impromptu barbeques and things like that. You've got young people, you've got babies, you've got ninety year olds. When I moved in forty years ago, one side of the street was all one bedroom flats and bedsits for elderly people, so it's always been ingrained that we all look after each other. I love it.





Image courtesy of Better Bankside

Where's the one place you'd recommend that someone new to the borough should visit?

If they really wanted to engage with the community and become part of it, I'd suggest going to a community centre, Blackfriars Settlement is brilliant if you're older. You can just walk in and get involved, and they have so many clubs to try out.

Tell us where you'd take someone special for dinner

I'd take them to the Union Jack pub on Union Street for dinner. I've been going there for years and used to help run the pool club.

Where's the best shop in the borough?

I love the arcade on Great Suffolk Street. There is a great butchers who are always very supportive of the community centre, and old people with not much money can go in and just get a couple of sausages or rashers of bacon. Terry's Cafe next door is a great meeting place, and it's like going back in time with all the photos and music from way back. Austin, who runs it, really cares about the community. There is also a fantastic corner shop just next to where I live called Charlie's, they are feeling the pinch now though since Sainsbury's opened opposite.

Where's your favourite place to unwind?

Palace Bingo at the Elephant and Castle shopping centre. It's my little hideyhole. I have met so many nice new people in there. I try and take Tuesdays off from the community centre to go, my kids have always said they know where to look when they can't find me! We have bingo at the community centre on Mondays as well, which is always popular.

How easy is it to get involved in volunteering in Southwark?

I just walked into the Blackfriars Settlement one day to be nosy and haven't looked back since. I'd recommend just going for a walk and talking to people to find out what's needed. Or go and ask in a library or visit the first floor of the Elephant and Castle shopping centre, where there is a volunteering centre. Especially for young people who can't find a job, volunteering will make your CV so much better. And the satisfaction you get at the end of the day from putting a smile on someone's face is worth more than wages. It means the world.

What did it feel like to win the Volunteer of the Year award?

Very, very humbling to realise that people recognise what ordinary people do and want to honour them for it. I was very honoured, and there is even a picture of me collecting the award up in the Union Jack pub. The Queensborough Centre won one as well, it is lovely that little places like this are finally being recognised for the work they do.

i Want to share your Southwark with SLHN? Email us and let us know what makes the borough special to you
Email SLHN@southwark.gov.uk

WE NEED YOU



Our residents play an important role in helping us to improve our services. We need you to let us know when we do well and what we could do better. We know not everyone has the same concerns, and you are not all able to get involved in the same way. Please complete our online questionnaire so you can tell us what you want to be involved in and how you would like to have your say.



i For more information
Visit www.southwark.gov.uk/getinvolved

Join our resident mystery shopping team

Work with us and join our team of mystery shoppers. We are looking for people, who can assess our services fairly, and record information.

To join our volunteer team you do not need previous experience in mystery shopping, as we will provide guidance and training; each successful shop will be rewarded. To find out more complete our online questionnaire by 1 September 2014.

i For more information
Visit www.southwark.gov.uk/getinvolved



Like us on Facebook

Southwark's resident involvement team has launched a Facebook page full of information about what the teams are doing. This will be a quick way of finding out what's happening in your area and keeping up to date with resident involvement matters.

i Follow us and like us
Visit www.southwark.gov.uk/residentsinvolvement



Join us at Community Councils

Southwark's Community Councils are an ideal way to make sure you have a say in the provision of services and resources in the areas where you live. If you have an interest in your local community or just want to find out what is going on why not come along to your next community council meeting.

i For more information
Visit www.southwark.gov.uk/communitycouncil



USEFUL HOUSING CONTACTS

Housing services for council tenants

Tel: 020 7525 2600
Monday to Friday – 8am to 6pm

Rent

Pay by Direct Debit:
020 7525 2600

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

Pay online:
www.southwark.gov.uk/payforit

To pay in person:
Peckham cash office:
19-23 Bournemouth Road, SE15

Walworth cash office:
177-179 Walworth Road, SE17

Opening hours:
Monday to Friday – 8.30am to 4pm

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 (24 hrs)
Online: www.southwark.gov.uk/repairs

Utilities (emergencies)

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

Leaseholders/freeholders

Home ownership unit
Monday to Friday – 9am to 5pm
Tel: 020 7525 1400

Email: hsg.homeownership@southwark.gov.uk

Southwark antisocial behaviour unit
Tel: 020 7525 5777 (24 hours)
Email: sasbu@southwark.gov.uk
Web: www.southwark.gov.uk/sasbu

Southwark Homeseach
Bidding hotline: 0845 270 0655
Bidding text line: 07781 486 526
Advice line: 020 7525 4140
www.southwarkhomeseach.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



WORDSEARCH

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E	E	G	F	O	Y	O	T	N	Y	N	W	W	A	M
T	S	A	I	C	T	S	X	R	E	A	O	O	U	A
X	Y	N	S	T	G	A	D	E	S	H	O	N	C	D
L	G	Q	G	E	N	S	V	T	I	P	P	D	F	V
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O	E	L	A	P	A	R	K	D	S	Y	C	E	R	V
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O	I	S	N	E	D	M	M	L	N	H	R	R	N	K
Z	Q	A	A	R	Z	H	O	U	S	I	N	G	I	O
K	S	A	M	B	A	U	R	A	T	I	O	D	A	M
P	L	P	C	E	H	G	N	I	L	C	Y	C	E	R

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

**Joshua Adeyemi from Camberwell
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:

SPOT THE DIFFERENCE



**There are 9 slight differences
in the two pictures of players
of South Lambeth Samba with
families at the Floodtide event.
Can you spot them?**

Send your completed competition entries to Southwark Council, Southwark Life Housing News, Communications team, PO BOX 64529 by 31 September 2014. Winners will be notified by letter and announced in the next edition of Southwark Life Housing News.

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.