

CLAPTON PARK NEWS

SUMMER 2023



Clapton Park
Management Organisation
"The Poppy Estate"

Welcome to our newsletter – just for residents of Clapton Park TMO...

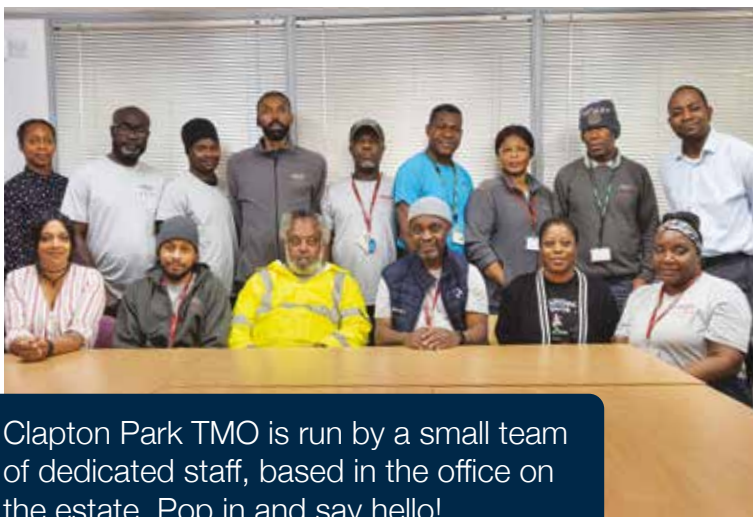
"I would like to take this opportunity to introduce myself as Head of Operations and to say a warm welcome to our new staff team: Charmaine Dennis Housing Services Manager, Patmarie Stephenson, Pauline Lodi, Mitchell Afram-Gyening, Dee Bhgwanji and Yeazmin Stewart. Together we are all looking forward to working with the Management Board and local residents in order to deliver meaningful improvements to your community.

We are committed to improving customer services and ensuring all aspects of your housing service are delivered to the very highest standards.

Your feedback is important to us and we are keen to hear from you about what you think we do well, where we could improve, and how we should improve services to ensure that Clapton Park is a safe, enjoyable and well maintained place to live.

I hope you find this newsletter useful – please get in touch and tell us what you think."

Abiola Olatunji,
Head of Operations Clapton Park TMO



Clapton Park TMO is run by a small team of dedicated staff, based in the office on the estate. Pop in and say hello!

DATES FOR YOUR DIARY - UPCOMING EVENTS FOR OUR RESIDENTS:

- **Family funday on the estate** 12 August
- **Coach trip to Clacton-On-Sea** 31 August
- **AGM** 11 September
- **Santa's Grotto** 21 December

For more details about any of these events please pop into the estate office or get in touch.

PHONE PROBLEMS

Our office phone system, which is supplied by Hackney Council is being upgraded, as the current system is not working properly. If you experience problems contacting us by phone please pop into the estate office or send us an email: cpmo@hackney.gov.uk

STRUGGLING WITH THE COST OF LIVING?

We offer free money advice sessions in the estate office every Wednesday morning between 10am and 12.30pm (by appointment only). Pop in to book your slot with a specialist advisor from the Hackney Marsh Partnership, and receive friendly, impartial help and advice on all aspects of managing your money and tackling debt. Check you're receiving your full benefit entitlement and find out about food bank vouchers.



LOOKING AFTER OUR GREEN AREAS

We have recently appointed an interim ground maintenance contractor, World Wide Plants, to care for the pockets of colour and greenery across the estate. This includes cutting grass in the communal areas during summer and pruning shrubs in the autumn. We hope by spring you will notice an improvement and the estate will soon be bursting with colour.

We would like to hear your suggestions on how to improve the communal green areas and what you think of the interim contractors. Your input will help us to select a permanent grounds contractor and ensure we receive value for money and a high quality service.

HAVE YOU GOT GREEN FINGERS?

There are growing spaces around the estate that you can use to grow your own plants. So, if you have green fingers but no garden of your own and



would like your own plot please get in touch to find out more, or let us know if you have a suggestion on how some of the more underused growing spaces could be put to better use.

If you enjoy getting out in the fresh air and caring for the environment why not join Clapton Green Gym? The group of volunteers meet weekly to help tend to Millfields Parks. It's a great way to keep fit and active whilst meeting new people and improving the local area. No experience is necessary, plus you'll learn practical skills such as gardening and conservation. Meet outside the Nye Bevan Lower Community Hall, Overbury Street, E5 0AW at 10:45am every Friday or email claptongreengym@gmail.com for details.



NEW FACILITIES FOR OUR COMMUNAL AREAS

Following requests from residents, we have recently invested in new bike hangers in Millfields, Nye Bevan and Clapton Park to provide secure cycle parking storage for use by local residents..

We have also installed three new benches in Clapton Square to provide more places for you to sit and relax, just in time to enjoy the summer weather.

And don't forget to let us know if you have any ideas of how we can further improve the estate.

NEED A REPAIR?

Before you report a repair for your home please check to see who is responsible for fixing the problem as some minor repairs are your responsibility, while most other issues are down to us or Hackney Council to fix.

- Give us a call on **020 8356 6300**
- Email **cpmo@hackney.gov.uk**
- Pop in to the estate office at 4a Gilpin Road, Hackney, E5 0HL
- If you need to report an emergency repair out of office hours please call **020 8356 3691**.

We will refer you on to Hackney Council if the repair falls under the Council's responsibility.

If you are a leaseholder you are responsible for repairs in your home but please get in touch to report an issue with a communal area in your block.

HOW LONG WILL MY REPAIR TAKE?

Repairs aim to be completed with certain timescales:

PRIORITY 1

Emergency - within 24 hours. Emergency repairs where the delay might seriously put your possessions at risk or cause serious inconvenience.

PRIORITY 2

Urgent - within 7 days. Urgent jobs are those where delays might cause gradual damage to the property or your possessions.

PRIORITY 3

Routine - within 28 days. All other repairs under our responsibility.



JOIN AN ESTATE INSPECTION

Keeping your neighbourhood clean and safe is our top priority and we carry out regular estate inspections to ensure standards are maintained. If you would like to join an inspection to point out any local issues or concerns, please look out for your invite or get in touch to find out when the next walkabout will take place.



WANT TO HELP MAKE YOUR NEIGHBOURHOOD AN EVER BETTER PLACE TO LIVE?

We're looking for TMO residents to volunteer as Estate Champions in order to raise issues on behalf of your neighbours and work with us to improve the housing service for everyone. Get in touch to find out more.

ARE YOU COVERED?

Look around your home, could you afford to replace all your belongings if they were damaged, lost or destroyed?

No one knows when disaster may strike so we strongly advise you to take out contents insurance to cover the cost of your personal possessions in the event of a fire, flood, act of vandalism or crime.

FIRE SAFETY

E-bikes and e-scooters are increasingly popular but fire and rescue services are reporting an alarming increase in the number of fires caused by their lithium-ion batteries overheating or even exploding.

If you own an e-bike or e-scooter:

- Always use the official charger that came with your product.
- Never leave it charging while you are asleep or away from home.
- Never charge or store your vehicle in communal areas or stairwells (if you do it will be removed).

For more top tips on e-scooter safety please visit www.london-fire.gov.uk/safety/lithium-batteries/charging-electric-bike-and-electric-scooter-lithium-batteries/

HOW TO REPORT ANTISOCIAL BEHAVIOUR



We want everyone to feel safe in Clapton Park and we work with Hackney Council and the police officers in our local Safer Neighbourhood Team (SNT) to tackle any antisocial behaviour (ASB) complaints.

To report ASB please contact us on **020 8356 6300** or email cpmo@hackney.gov.uk and we will agree an action plan to try and resolve the issues.

Our dedicated SNT ward officers are: PC Clancy, PC Groenewald and PCSO Ahmed. You can contact the Team on **07879 486460** or email cemailbox.kingspark@met.police.uk

CONTACT YOUR LOCAL COUNCILLOR

If you would like to speak to one of your local ward Councillors please find the details below or drop into the councillor surgery which takes place on the third Saturday of every month between 11 am – 12 noon at Vi Forrester Tenants Hall, Gilpin Road, E5 OHL

Cllr Lynne Troughton - 020 8356 2072 lynne.troughton@hackney.gov.uk

Cllr Ali Sadek - 030 8356 4456 ali.sadek@hackney.gov.uk

Cllr Sharon Patrick - 020 8356 7621 sharon.patrick@hackney.gov.uk

FREE DIGITAL SKILLS TRAINING FOR OVER 65'S

- Need help with your emails?
- Want to book a GP appointment online, or order an online shop?
- Struggling with your mobile, laptop, computer or tablet?
- Need to know how to stay safe from scams?

Book your free training session today. Call **0800 048 7642** or visit abilitynet.org.uk/BTDigitalSkills

GET IN TOUCH AT THE CLICK OF A BUTTON

Our new website will be launching later this summer where you will be able to access lots of useful services 24/7 including contacting us, reporting repairs, paying your rent or applying for a new garage. Look out for more details soon.

GET IN TOUCH

If you have any comments about any of the articles inside or you have an idea for our next issue please get in touch.

Drop in to the housing office for a chat: 4a Gilpin Rd, London E5 0HL. Call us on **020 8356 6300**