

# *bulletin*

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Issue 10 December 2006



**Culture Day**

**Black History Month**

**Anti Bullying @ CAFC**

**Mar House Launch**

**and much more...**

## Contents

- 2 Directors Report
- 4 Housing Management Issues
- 6 Sponsored Walk & Christmas Card Competition
- Year in Focus
  - 7 Mar House Launch
  - 8 Culture Day 2006
  - 9 Summer Programme
  - 10 Gardening Planting - Springfield
  - 11 Black History Month
  - 12 Community Awards
  - 14 Over 55s Events and Projects
  - 15 Anti Bullying @ CAFC
- 16 JKA Training
- 17 Augustina Guobadia & Sure Start
- 18 Greenwich Online
- 19 Environmental

## An Apology

We changed the way you can report repairs in September, with calls going direct to the contractor, cutting out unnecessary steps in the process, and allowing you to get an appointment there and then. I regret that this has taken a long while to settle down and may I apologise to all of you who have experienced unacceptably long delays in getting through. Urgent action is being taken to put this right and you should be noticing significant improvement by the time you receive this bulletin. Thanks for bearing with us whilst we implement the new system.

A. Kimmance

**bulletin**  
newsletter for



If you have any comments about this newsletter, or have something you would like to share with Charlton residents, please contact Nigel Pierce on 020 8319 9260 or alternatively write or e-mail to the address on the back page.

## Directors Report

2006 has been a year of both progress and challenges.

Highlights during the year have been:

- Results of the Tenants Survey showing significant progress since we last measured satisfaction in 2002.
- Completion of environmental works at Harold Gibbons, Elliscombe Mount, Mascalls and Springfield Grove.
- Culture day in July on Springfield Grove.
- Opening of the Police Safer Neighbourhood Office at 3 Mar House
- Another varied Summer Programme of positive activities
- Establishment of Charlton Triangle community awards programme
- Two Groups successfully funded through the Community Chest

We finally seem to be close to starting the new build programme. Everything is now in place apart from planning permission for Rectory Field Crescent, which is going to the Greenwich Area Planning Board on December 6th. The builders will move in as soon as planning permission is granted.

Community safety has also been high on the agenda and we have been working in close partnership with residents and the Safer Neighbourhood Team to tackle issues such as graffiti, vandalism, riding of unlicensed motorbikes, gangs and drug dealing, all of which impact on quality of life in the local community.

There have been some changes to the Charlton Board during the year. Michael Ward stepped down in September. Michael was on the Board from the very beginning, and was Chair for several years. He devoted a considerable amount of his time to ensuring the stock transfer promises were delivered. His presence on the Board will be missed. You also have a new tenant representative, Tim Ajimatanrareje from Valiant House

May I wish you all the best for 2007 and I look forward to the challenges in the coming year.

A handwritten signature in black ink, appearing to read "A. Kimmance".

## Christmas Arrangements

The Office will be closed on Monday 25th December and will reopen at 9am on Tuesday the 2nd January 2007.

If you suffer a genuine maintenance problem or other emergency over the Christmas break please call:

**0800 068 7707**

If you have a heating or hot water problem over the Christmas break please call:

**0800 317 715**

(Valiant House tenants please use general emergency number for all emergencies including heating & hot water problems)

Our caretaking team will be on duty over this period.

There will be 10 skips scattered around the estates to help with excess rubbish over the Christmas period. Please use black sacks and flatten boxes. (they are not intended for furniture)



## **Christmas Carol**

at St. Luke's Church at Charlton  
On Monday, 11th Dec 06

Time: from 4.00 pm – 5.00 pm

Come and sing along  
with the choir from local Schools  
Cheese, wine and light refreshments afterwards

**HAVE  
YOUR  
SAY!**

## **CTRA Christmas Meeting**

On the 12th December 2006  
at 7.00 pm

At Mascalls Meeting room  
Refreshments afterwards

## **Over 55's Christmas Party**

At Newbridge Club, SE3  
On Monday, 18th Dec 2006  
Time: 7.00 – 11.00 pm

Price: £1

Food, raffle and entertainment by Linda Jay Sounds

## **New Football Scheme CAFC Kickz project**

Three nights a week starts in  
January 2007 Shared between  
Cherry Orchard and Springfield Ball Courts  
Age range: 13+



# Housing Management Issues

## It doesn't pay to sublet!

We had a call about a flat that had been sublet for a while. We carried out usual checks to establish it was not a hoax call. Our checks were positive. We later spoke to the subtenant who at first was reluctant to talk to us but we got there eventually.

The case ended up in Court. It was a tough one. We spent over an hour in court arguing and coming up with evidence upon evidence and the judge was finally convinced that our Tenant was subletting. The Judge said 'I have no doubt that you were subletting the whole of your flat and you were making a lot of profit from it'. The Judge dismissed the Tenant's application and we got our flat back. We also informed the Homeless Persons Unit immediately so they didn't get another flat.

This is another success story but it couldn't have happened without your help. You are the eyes and ears of your community. Please let us know if you see or hear of this is happening again, your information will be treated in the strictest confidence.

## New staff for Charlton.

Your new Tenancy Officer is Ms Helen Ogunleye. Helen deals with all tenancy issues including Anti-Social behaviour, Mutual Exchange, Right To Buy, Right To Acquire, Tenancy sign up etc. She can be contacted on her direct line 020 8319 9256.

We have a new Income Officer for the Cherry Orchard Estate her name is Mrs Felicia Iyeye. Felicia deals with Rent Collection, Service Charge Collection and Former Tenants Arrears for the Cherry Orchard Estate only.

She can be contacted on her direct line 020 8319 9252. Mrs Y Odunoye an Income Officer does the same for all other Estates including Valiant House. She can be contacted on her direct line 020 8319 9251.

## A roof over your head.



What ever you do this Christmas period, please don't forget to pay your rent or service charge. Your home may be at risk if you are unable to keep up the payments.

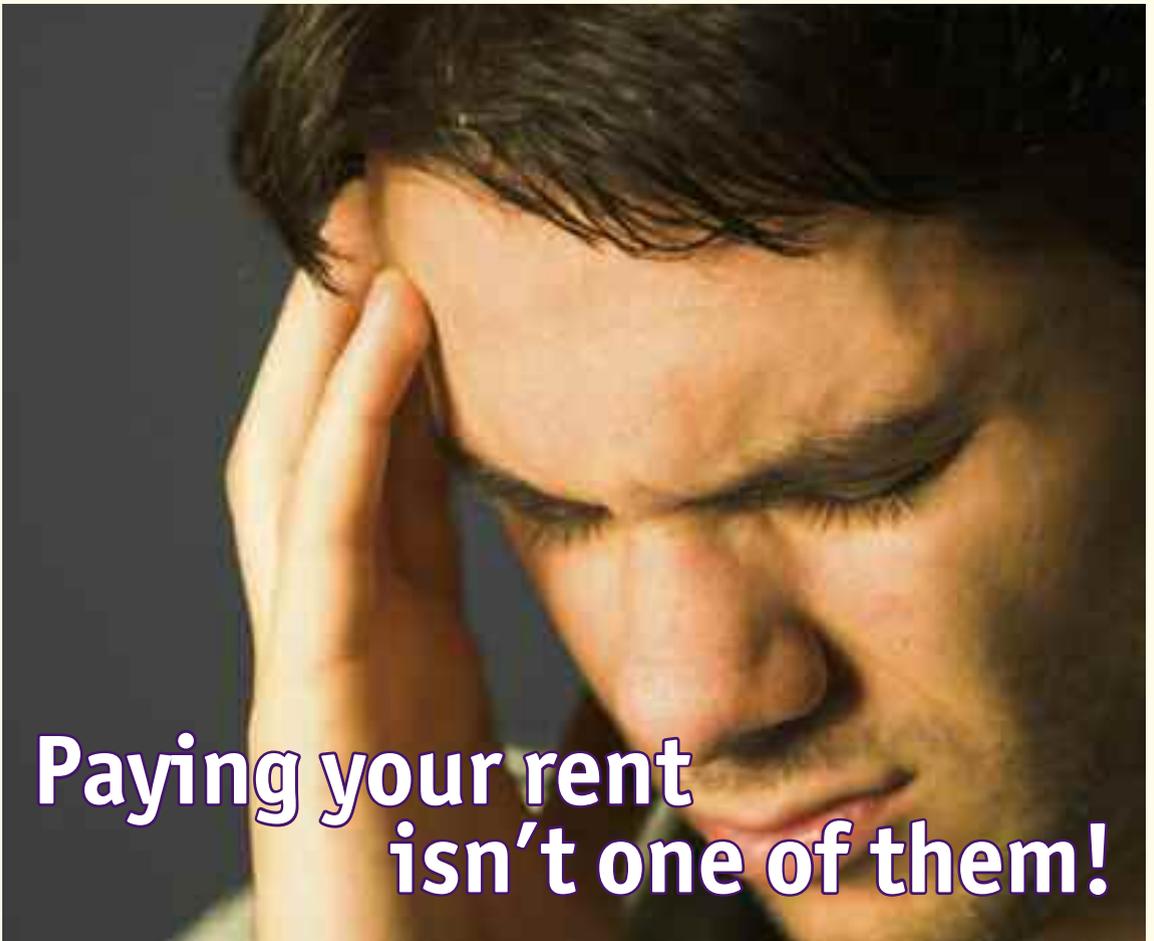
Ways to Pay your Rent/ Service Charge.

- At any pay point centre (by cash using your rent swipe card).
- At any Post Office (by cash or cheque using your rent swipe card).
- By Direct Debit (Direct Debit is an easy and effective way for you to make regular payments direct from your bank account. We can give you a form to set this up. This is for rent and service charge).
- At your Housing Office (Cheques only, for rent and service charge payments).
- Online via Giro banks Bill pay website. [www.billpayment.co.uk](http://www.billpayment.co.uk) (you can use your Debit Card. Some Credit cards are acceptable. Please remember to quote your payment reference number).

To discuss a payment plan, ask now to arrange an appointment with your Income Officer.

Shola Ladenika  
Housing Manager

Regrets, i've had a few...  
Some things can be put off  
until another day.



**Paying your rent  
isn't one of them!**

In the last year 152 tenants have been evicted because they didn't pay their rent – don't be the 153rd! If you are having difficulty paying your rent please contact your income officer or housing officer, who will be able to give you advice on dealing with debt.



# Sponsored Walk

Following on from last years fund raising event: Abseiling down Valiant House in support of the Macmillan Cancer Relief, several tenants and four CTH staff undertook the more sedate and definitely safer sponsored walk along the Thames Pathway.

The walk which took place on May 21st represented our chosen charity project for 2006

in support of the Macmillan Trust. The planned route started at the Thames Barrier and was scheduled to finish at Tower Bridge, however the planning did not take into account the weather. As we all set off, the rain came down and then the heavens opened. Fortunately this did not dampen the spirits of most of the walkers who still managed to raise a smile as well as a staggering £58,000 for the trust.



# Christmas Card Competition

## Hollie Jenkins - The 2006 Christmas card competition winner

This year's winning Christmas card design went to sparkling 10 year old Hollie Jenkins. Hollie was over the moon when realised that she had won and said that 'the only other prize she got so far was when she was 5 years old and that was for a Hoola Hoop competition'.

Hollie is very active: she attends Mascalls Youth Club activities on Mondays, Tuesdays and Thursdays as well as Jubilee Kids club at Mascalls on Wednesdays.

When asked how does she like living at Charlton, she answered 'I loved it and I wouldn't change anything'.

Thanks Hollie and keep up the good work!



## Year in Focus...

## Mar House Launch & Ball Court Opening

The Rt Hon Nick Raynsford MP officially launched 3 Mar House and the Springfield Ball Court in May of this year, heralding anew the approach to community safety throughout the Charlton Triangle area. BBC's TV Crime watch presenter, Nick Ross came to address the audience and played an active role in the opening of the first Safer Neighbourhood Team office in Greenwich. In his speech he talked about the national issues facing Safer Neighbourhood Teams and assessed the overall progress made locally from the original debate he hosted at Charlton House in 2004.

The official launch declared the Ball Court open for use by local young people and saw the Safer Neighbourhood Team take formal possession of 3 Mar House. Working in partnership with local services, the Community Safety Panel including Youth Service, Charlton Triangle Homes staff together with local tenants and residents has provided a framework to tackle some of the ongoing community safety issues facing Charlton Triangle Homes and the broader SE7 area.

Although there is much to do and anti-social behaviour is still prevalent, several initiatives have and continue to make a difference to local tenants and residents. One of these being the Safer Neighbourhood Team running Drop In sessions from the Charlton Triangle Homes Office, as a confidential way of dealing with local issues, collecting information and providing a valuable link between the police and local tenants and residents.



# Year in Focus...

# Culture Day 2006

Charlton Triangle Homes in partnership with local tenants and residents held a major event on July 15th to celebrate the different cultures living in and around the Charlton Triangle Homes area. With over 20 different community groups, local schools and service providers taking part in the day, the community celebrated different cultures through music and traditional dress with local tenants providing food from around the world.

The Charlton Triangle Homes staff were very evident throughout the day working along side tenants and residents to make the event a success. African Drummers started the proceedings with a procession of local children dressed in flags from around the world. Other acts included local community groups, international fashion show, dance troupes and a local Irish dancing group.

The day represented a significant development from last year: The catering was solely supplied by local residents, who had earlier received their health and hygiene certificates, all the stage acts were local groups and the community were heavily involved in the overall planning and coordination of the event.

The steering group have already met to evaluate the day and are ready to begin plans for Culture Day 2007 which so far looks to be even bigger and better than this year's event.





Up to 100 children and young people a day took part in a five-week programme of activities and events organised by Charlton Triangle Homes over the Summer holidays. In the run-up to the holidays local youngsters were asked to choose the kind of activities, locations, and times that would suit them best and the result was a varied programme delivered by around 12 service providers.

The demand-led approach ensured a full attendance and produced a wide range of activities, from the conventional ball sports,

including football and basketball to the more diverse, such as landscape gardening, book and film making, together with a whole host of outdoor activities provided by teachers from Charlton Manor School.

Local residents remarked that it was 'remarkably quiet round here during the summer holidays' acknowledging that young people were positively engaged for the majority of the summer which was reflected in the incidents of reported anti-social behaviour for the same period.



# Year in Focus...

# Planting & Landscape Gardening Springfield



The planting day added much needed finishing touches to the wildlife garden and provided a fitting final  to both our Landscape Gardening summer programme, as well as marking the end of Charlton Triangle’s extensive environmental works on the Springfield Estate.

When young people were asked about activities in the summer, Landscape Gardening, was a popular choice and as a result of the consultation, we were able to organise various landscaping projects for five out of the six weeks during the summer holiday.

One of the skills learnt was carpentry. Springfield Estate saw a fully decked platform with benches for the outside classroom. Valiant House was improved with 3 fully constructed stand alone items - a large picnic table, a Wendy House, and a twenty foot bridge!

The plants and planting day was led by Groundwork and included local children, teachers and parents from the local schools, CTH staff and two landscape gardeners. The Wildlife Garden makes up an outdoor classroom during term time, where local children and young people can assess growth and the attraction of insects, bugs and wildlife to the area. All we need now is some fine growing weather so that the plants, all 250 of them, can get established.





Black History Month is a regular feature on the cultural calendar and this October Springfield Crèche and Greenwich Online Centre in partnership with Charlton Triangle Homes joined forces to present a day of celebration and cultural sharing. In the morning a local story teller and musician engaged and encouraged participation from the under 5s audience by dramatising well known African folk tales using music, rhythm and dance to bring the stories to life.

A huge supply of traditional clothes were also available for anyone, parents included, to try on and sample first hand what it felt like to dress up in traditional costume.

In keeping with other black history & cultural celebrations, traditional food, prepared and served by local tenants and residents offered a wide choice and gave the local community an opportunity to sample the delights of a varied collection of cultural cuisine.



The afternoon continued with a project prepared by Greenwich Online in the weeks leading up to Black History Month: Personal testimonials from local members of the black and ethnic community recalled what it felt like to come to England back in the 1950s and offered some detail about their first impressions. Local poets and musicians provided a contrasting interlude performing traditional songs and offering some insights into what it means to be black and living in Charlton in the here and now.



The evaluation of the event is yet to take place but I for one would be suggesting that they would be hard pushed to improve on what was an enjoyable, educative and very well attended event.

# Year in Focus...

After 7 years Michael Ward felt it was time to step down from the Charlton Triangle Board. As chair of the Board, Michael presided over the original stock transfer in 1999 and played a full and active role in both the physical and community regeneration of the area.

Even in retirement Michael's passion for innovation and commitment was realised in the launch of Charlton Triangle's new Community Awards Scheme. It was felt that the scheme, which will be named after him, was a fitting way to remember his legacy and would be presented annually to tenants and residents for their individual contribution to the community throughout the year.

Held in Blackheath and part funded by Channel 4 Films, the evening kicked off with speeches from Barry Smith, Brendan Sarsfield, Councillor John Fahy and Michael himself who went on to present the first two community awards to Sharon Mann and Lorraine Cocklin for their individual contributions to the Charlton Triangle Community.

With the formality over, a celebratory meal gave invited tenants, CTH staff, together with past and present Board members a chance to reminisce, talk over the successes and plan the future goals and challenges facing Charlton Triangle Homes.

# Community Awards

## Michael Ward Retires



Andrew Kimmance, Michael Ward, Brendan Sarsfield



Michael Ward, Sharon Mann



Lorraine Cocklin, Michael Ward



Brendan and John



Edina



Group Photo



Karen



Nigel



Sharon



Shola



Sue Annan and Yasmin



Tracy, Frank and Yasmin



Yasmin, Derek, Helen and Shola



Eva and Kara Mia



Felicia

## Year in Focus...

## Over 55s Events and projects



The over 55s have had a busy 2006 with four different outings to the theatre to see such diverse performances as Me and My girl, the Rat Pack & My Fair Lady to Thoroughly Modern Millie. The weather played an unusually important part to the Over 55s calendar this year - the trip to Brighton took place on the hottest day of the year where temperatures soared to a sizzling 37 degrees and conversely the trip to Hastings was on the coldest and wettest June day ever recorded.

This year the theme for summer party at Wentworth House was 'All Our Yesterdays' with songs from the 40s, 50s and 60s providing a fond walk down memory lane for many of our tenants and residents.



## Year in Focus...

Anti bullying week is designed to raise national awareness of the issues surrounding bullying and this year local councils, schools and community groups organised events and conferences up and down the country.

Charlton Triangle Homes supported our local conference organised by local schools, and held at the Valley on 22nd November. Over 90 school children took part in a series of workshops bringing together young people from eight Greenwich schools to share experiences, successful intervention strategies, ideas and skills which can be used to guide school anti bullying policies and practice in line with the Greenwich Anti Bullying Strategy.

After the initial welcome and introductions we were asked to deliver three workshops for children aged 10 – 11, be it through music, dance, art projects or heated debates and discussions.

The aim of the workshops was to install a sense of self esteem, confidence and self- respect. We encouraged young people to explore ways and suggest strategies for standing up for themselves.

## Anti Bullying @ CAFC

They discussed how to get the right support in order to combat fear, peer pressure and any potential bullying situations. Be it in schools, in their communities or even families.

The conference, which went under the title of 'Beat the Bullies', were told that one child in the UK is being bullied every seven seconds. This alarming fact set up the challenge and the hope that conferences like this one will bring this timing down to minutes or even better, hours. It is a slow process but, as everyone in attendance agreed, well worth pursuing.





Tenant Board Member Training - delivered by Jackie Kennedy Associates (JKA) and supported by Charlton Triangle Homes - enters its third year with local tenants and residents benefiting from the training delivered at three different levels:

**Level 1** Foundation stage, as an introduction to the issues and suitable for anyone involved in groups.

**Level 2** Advanced course for trainees who have completed level 1 and are interested in standing for election to the Board.

**Level 3** For any current board members who have not completed board member training.

All three programmes are presented as accredited training courses with LOCN and could be counted towards any future study or learning to degree level.

Level 2 students receive their well earned certificates having completed the course which commenced earlier this year. Apart from providing a sound theoretical knowledge to cope with board reports and general housing issues the courses are designed to offer support in order to increase overall confidence in a group situation.

Level 1 Foundation stage training will commence early in the new year. This course is open to anyone who is interested in taking part in groups and will be aimed particularly at young people in order to encourage their greater involvement in community issues and decision making.

If you are interested in signing up for this course or need any other information please call JKA on 020 8523 2900.



# Augustina Guobadia & Sure Start. How was it for you?

Has Sure Start made a difference in the Charlton area? With over 30 different projects and groups offering support from quality child care places to training courses and support groups for both the under 5s and parents alike the answer is a resounding yes! Sure Start has made a big difference in the Charlton area.

When we asked a local tenant Augustina Guobadia to tell us her story and outline her experience of the services offered by Sure Start Charlton she maintained that;

'The Parent & Toddler Group opened my eyes to all the different issues around child care, education and the importance of family values.'

As a young mum of three children Augustina first became involved in Sure Start through the parent and toddler group at Mascalls Meeting Rooms. Although she also took part in the keep fit sessions which went a long way into helping her get back into shape, Keep Fit and remain healthy after the birth of her youngest child.

The Parent and Toddler Group provided her three year old a safe environment to learn through creative play in company of other children. Her youngest, and latest addition to the family, now attends and is always very excited when it's time to sing during the nursery rhyme sessions.

The children are not the only beneficiaries from the Sure Start programme: The whole family have been involved in a number of educational trips and outings to the hop farm, Tiger Eye - childrens play centre and various summer trips to the coast.

Augustina's own situation has changed dramatically through her involvement. She has



become increasingly interested in child development and working with children.

'I am still developing myself and I hope to run my own nursery eventually.'

The group funded by Sure Start has developed Augustina's interest by running and supporting several courses: Health & Safety, First Aid, Child Protection, Parenting Skills and the Unicef UK Baby friendly Initiative including the benefits of breast feeding.

As the new chair of the Parents Forum Sure Start Charlton, she is as busy as ever but still finds time to study for her NVQ3 Qualification in Childrens Learning and Development, be a full time mum and maintain her interest and time in the Parent Toddler Group.

The Parent & Toddler Group meet at Mascalls Meeting Rooms on

|           |      |   |      |
|-----------|------|---|------|
| Mondays   | 1pm  | - | 3pm  |
| Thursdays | 10am | - | 12pm |
| Fridays   | 10am | - | 12pm |

If you would like more information please contact Tina on 07701081156

# Greenwich Online

Greenwich Online has been at Langhorne House for nearly four years, giving people a helping hand with the computer. During this time we have seen many people achieve their aims.

Some of our learners have gone onto their local community college and have started courses that can gain them qualifications, whilst some have gained ECDL, English, Maths and CLAIT qualifications here at the centre. A great number of others are now proficient at emailing and surfing the net too!

This year we have had many people over the age of 16 and from various backgrounds walk through our doors. We have provided courses for the absolute beginner, digital photographers and people who are looking for work.

We also took part in Black History Month where locals recorded their personal stories of how they came to Britain. This was presented alongside the performances of a Gospel Singer, Poet and a Performance Artist.

Next year we look forward to including a mother and toddler session in conjunction with Charlton's Library Rhyme Time to our programme.

**“We need more people to join our over 55's group”**

John Spencer

Pop down to your local IT centre, here at Langhorne House, if you're interested in learning about computers and the things people do on them. We are here to help or guide you to somewhere that will.



## Entrance halls on Springfield get a face lift

In keeping with the external environmental improvements programme nearing completion, we have given each entrance hall on Springfield a makeover so that they too add to the overall look of the estate. In addition to the new ball

court, outdoor class room, expanded parking areas and improved lighting we are finishing off improvements to Springfield play area so that local small children can also feel the benefit of our efforts so far.



## Recycling Comes to Mascalls, Harold Gibbons & Elliscombe Mount



Recycling bins work very well in cutting down costly landfill waste and have been a popular feature on Cherry Orchard for some time now. In partnership with Greenwich Council we are now expanding the scheme, early in the new year, to include Mascalls, Harold Gibbons and Elliscombe Mount.

Household waste and our disposal of it is a big issue Nationally and Greenwich Council are at the forefront with their automated recycling plant which can sort through 6 items at any one time. Apart from doing your bit for the environment it helps you to cut down on the amount landfill waste which reduces costs over the short, medium and longer term.

If you need this document translated, please contact your area office.

English

ጸኩሎንተን ሙተርሳም ካስፈለገዎ :

እባክዎን የከባቢዉን ቢሮ ይገናኙ :

አማርኛ /Amharic

إذا كنت ترغب ترجمة هذه الوثيقة، يرجى الاتصال بالموظف المسؤول في منطقتك.

عربي /Arabic

আপনি এই ডকুমেন্ট বা দলিলের অনুবাদ পেতে চাইলে দয়া করে আপনার এরিয়া অফিসে যোগাযোগ করুন।

বাংলা /Bengali

如果你需要翻譯這份文件，請聯絡你所屬的地區辦事處。

中文 /Chinese

اگر احتیاج به ترجمه این مدارک دارید، لطفاً با اداره محل خود تماس بگیرید.

فارسی /Farsi

Si vous désirez avoir ce document traduit, contactez notre bureau le plus proche

Français/French

જો તમને આ દસ્તાવેજનું ભાષાંતર જોઈતું હોય તો, મહેરબાની કરી તમારી એરિયા ઓફિસનો સંપર્ક સાધો.

ગુજરાતી /Gujerati

Αν χρειάζεστε τη μετάφραση αυτού του εγγράφου, παρακαλούμε ελάτε σε επαφή με το τοπικό σας γραφείο.

Ελληνικά/Greek

Idan kana bukatar fassara wannan bayani, ka tupnutnɓi ofishin da ke kusa da kai

Hausa

यदि आपको इस दस्तावेज़ का अनुवाद चाहिए तो, कृपया अपनी ऐरिया ऑफिस से संपर्क करें।

हिन्दी /Hindi

Biko ga hu nde area office gi, oburu n'ichɔ nkowa akwukw'a n'asusu igbo.

Igbo/Ibo

Nel caso desiderate la traduzione di questo documento, siete pregati di rivolgervi al vostro ufficio di zona

Italiano/Italian

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਅਨੁਵਾਦ ਕੀਤਾ ਹੋਈਆਂ ਚਾਹੀਦਾ ਹੈ ਤਾਂ ਕਿ੍ਹਾ ਕਰਕੇ ਆਪਣੀ ਏਰਿਆ ਔਫਿਸ ਦੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ

ਪੰਜਾਬੀ /Punjabi

Ako zelite ovaj dokument preveden, molim vas kontaktirajte vas ured

Serbo-Croat

Si necessitan traducir este documento, les rogamos dirigirse a su oficina de zona

Español/Spanish

ඔබට මෙම ලේඛනයේ පිටපතක් අවශ්‍ය නම්, ඔබගේ ප්‍රදේශ කාර්යාලයට සම්බන්ධ වන්න.

සිංහල/Tamil

Bu belgenin kendi dilinize çevrilmesi gereğ ini duyuyorsanız, yörenizdeki ilgili müdürlüğ e (area office) bu isteg i inizi iletibilirsiniz.

Türkçe/Turkish

Neem nea ye kyerew no, se wope se yen kyrew mu yea dea, enee hu wu panin a ewo wo wu bronu so.

Twi

اگر آپ کو کسی رپورٹ کے ترجمے کی ضرورت ہو تو براہ کرم ہماری آفس سے رابطہ قائم کریں۔

Urdu

Nếu qui vị cần bản dịch tài liệu này,xin liên lạc với văn phòng khu vực của qui vị.

Tiếng Việt/Vietnamese

Ti e. ba fe. iwé yi ni edè miran,e. lo si ibi ise. wà nitosi.

Yoruba

  
**charlton**  
TRIANGLE HOMES

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tel: 020 8319 8870

fax: 020 8319 8876

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To create a community and neighbourhood where people want to live because of the quality of life it offers