



WINTER (Christmas) NEWSLETTER

2024

FESTIVE PERIOD BUSINESS HOURS

The CO-OP Office will be **CLOSED** for face to face services from Friday 20th December 2024 to Thursday 2nd January 2025

N.B. You will be required to call the out of hours service for any emergencies outside of the below business hours

OFFICE OPENING HOURS:

| | |
|--|-----------|
| Monday 16 th December 2024 | 9am - 5pm |
| Tuesday 17 th December 2024 | 9am – 5pm |
| Wednesday 18 th December 2024 | 9am – 5pm |
| Thursday 19 th December 2024 | 9am – 5pm |
| Friday 20 th December 2024 | 9am – 5pm |

PHONE LINE SCHEDULE:

| | |
|--|-----------|
| Monday 23 rd December 2024 | 9am – 5pm |
| Tuesday 24 th December 2024 | 9am – 1pm |
| Wednesday 25 th December 2024 | CLOSED |
| Thursday 26 th December 2024 (Boxing day) | CLOSED |
| Friday 27 th December 2024 | 9am – 5pm |
| Monday 30 th December 2024 | 9am – 5pm |
| Tuesday 31 st December 2024 | 9am – 1pm |
| Wednesday 1st January 2025 (New Year's day substitute) | CLOSED |

BACK TO USUAL OFFICE OPENING HOURS from:

| | |
|---------------------------------------|-----------|
| Thursday 2 nd January 2025 | 9am – 5pm |
|---------------------------------------|-----------|

OUT OF HOURS SERVICE

When the office is closed and in the event of an emergency such as loss of power, serious leak or flooding etc, please call Wandsworth's joint control centre on **0208 871 8999** or **0208 871 7490 (24hr)**.

PLEASE NOTE THIS SERVICE IS FOR EMERGENCIES ONLY; ANY NON- EMERGENCY MATTERS SHOULD BE REPORTED TO THE CO-OP OFFICE UPON OUR RETURN.

BOILER ISSUES

In the event of boiler issues, leaking radiators, loss of heating and/or hot water; please call PH Jones on **0800 023 4069**

All non-urgent repairs will be dealt with upon our return.



PLEASE DON'T FORGET TO COME ALONG AND JOIN OUR FESTIVITIES NEXT FRIDAY!

Our **ANNUAL RESIDENT'S CHRISTMAS PARTY** is to be held from **1pm to 6pm** on **FRIDAY 13th DECEMBER 2024**

in the **SHELTERED CLUBROOM HALL**, situated at **234 CAREY GARDENS, SW8 4HW**

Enjoy a **WARM TRADITIONAL CHRISTMAS LUNCH** served from 2pm to 3.30pm. **SWEETS, TREATS** and **PICKY BITS** thereafter.

VISIT SANTA'S GROTTTO to collect a **FREE CHRISTMAS GIFT**, between 4pm & 5pm.

Bring along some change for your **RAFFLE** tickets if you fancy your chances of winning one of our lovely raffle prizes including *an Air fryer, Freddie's Flowers gift voucher, Christmas hampers, toys, toiletries and more!*

Raffle to be called between 4.30pm & 5.30pm

DJ & KARAOKE, GAMES, FACE PAINTING. CRAFTS

(No charges or booking necessary for this event!)

Our **LOCAL POLICING TEAM** from Shaftsbury and Queenstown Ward will be in attendance at our Christmas Party to join the fun.

The Safer neighbourhood team are keen to provide tips on crime prevention and will be happy to share some guidance on general and personal safety, as well as to provide general advice regarding any local concerns you have.



NEWSLETTER

December 2024

Estate Lighting

The Coop is aware of a few street lamps at the central green area that have been out for a while. We understand the area can be rather dark at night which is unpleasant for residents walking across this part of the estate. Maintenance of these street lamps is managed by Wandsworth Council and unfortunately despite chasing, the defect is yet to be addressed. The Coop have escalated this matter in order that appropriate steps can be taken to progress the required repair as quickly as possible. Please be extra vigilant in the meantime.

CCTV Upgrade

We have been awaiting an upgrade of our existing CCTV for some time now, as we are included in a boroughwide scheme. We have met with the contractors to assist them in putting together a method plan and this has now been finalised. We are expecting to see the work commence during the 1st Quarter of 2025.

Blore Close Garages

In light of the recent disturbances and Safety concerns at the above location, the Coop have appealed to the council to address the hazardous site. The council have since taken steps to board up access points and the area will be cleared of all dumped materials over the next few weeks. We have also been informed that a review of the area will take place in order to consider potential ideas for the site. However, It is to be noted that any future plans will inevitably take some time to determine.

MAJOR WORKS

A majority of Leaseholders would have received a 'Notice of Intention' for door entry replacement works (C7255). The current door entry systems are obsolete which means that faults are difficult to address, as parts are no longer available. We appreciate that there have been ongoing major works over recent years which is a financial strain on residents. I can advise that there are currently no other major works planned for the foreseeable future.

SERVICE CHARGE BILL.

Please be reminded that your recent Major works bill relates to the roof upgrade works only. You can expect your general service charge bill separately, in the new year.

If you have any queries, please contact the Manager.

DEALING WITH ANTI-SOCIAL BEHAVIOR

ASB Policy

We are committed to dealing very firmly with ASB and will take reasonable steps to investigate complaints and where appropriate, take action against leaseholders and/or tenants causing a nuisance to others.

We will seek to quickly identify the most suitable solution to resolve cases of ASB and if you report an issue, you will be informed from the outset what we can and can't do.

Reporting ASB

If you want to report a nuisance issue during *Monday to Friday 9am to 5pm*, please contact our office. If the noise nuisance occurs *outside of normal office hours* please call *020 8871 8999* to report it. Officers from the Council will try to attend at the time of occurrence, the incident will be logged and details shared to the Co-operative to review when they are next on duty.

You can view our full ASB policy on our website.

PLEASE ALWAYS TRY TO BE RESPECTFUL AND APPROACHABLE TOWARDS YOUR NEIGHBOURS. ISSUES CAN OFTEN BE ADDRESSED DIRECTLY WITH AMICABLE COMMUNICATIONS.

WARNING: PLEASE BE MINDFUL OF BLOCK SECURITY ENSURING TO REFRAIN FROM ALLOWING ACCESS TO UNKNOWN PERSONS. THIS HELP IN PREVENTING PARCEL THEFT AND BOGUS CALLERS WHO PREY ON THE MORE VULNERABLE.

REPAIR ISSUES

Please report any repair issues to the Coop office in the first instance. We can't address issues we are unaware of!

When you report a repair, we will notify you what we can do to address the issue. You should be provided a reference number and we will indicate the timescales you can expect for your repair.

In cases where the repair falls under your responsibility, we will offer guidance on what you should do next.

Please note: The COOP are unable to carry out ANY Internal repairs in Leaseholder's properties.

If you are dissatisfied with a response to your repair issue, please request to speak to the Manager who can review and explain the Coop's position.



WINTER (Christmas) NEWSLETTER

2024

THESSALY ROAD DEVELOPMENT SITE

The COOP is aware of the disturbance being caused to our residents by development works at the old pub site, 28 Thessaly Road. Unfortunately, the nature of these works will inevitably cause some nuisance however, it is important to report to us if this is having a significant impact so we can explore whether any action can be taken to further minimise the level of disturbance.

We understand there have been complaints of works taking place at unsociable hours.

If you are being impacted by noise nuisance from the works, you are encouraged to **CONTACT ENVIRONMENTAL NUISANCE** on the details below, at the time of occurrence.

Environmental Nuisance: 020 8871 6127

Hours of operation for Noise line:

Monday-Friday 9am-5pm

+Thursday 7pm -3am/Friday 8pm-3am.

Saturday 1pm-3am

Sunday 9am-5pm & 7pm-3am.

The 4 parking bays currently being used by the site team are temporary and will be released as soon as the first stage of their works are complete and they are able to move their containers into their site boundary. The land belongs to Wandsworth Council who did consult for the temporary use of these parking bays, to which no opposition was returned.

REMINDERS

- Please be mindful when using the communal corridors and passageways to keep the areas clean & tidy and in a good state of repair.
- **NO SMOKING** in any communal corridors or balconies.
- **NO BULK ITEMS** in any communal corridors, passageways or balconies (N.B. Such items will be removed).
- **NO PLAYING** on scooters, bikes or running on communal balconies.

More rubbish is generated this time of year. Please ensure you take the time to dispose of your household waste responsibly!

RECYCLING



- **Please fold down boxes** before throwing into the recycling bin to maximise available space in the recycling bins.

GENERAL WASTE DISPOSAL



- Use the bin chute for **small bags only!**
- When throwing larger bags out, please ensure you place the rubbish bags **INSIDE** of the general waste paladin bins.
- It has been noted that some residents are dumping rubbish bags on the floor beside the bin. This is not only unsightly but also attracts vermin and creates additional unnecessary work for our hardworking caretakers.

NO FLYTIPPING,

If you have items of furniture or other bulk waste requiring removal, please contact us for advice. It is not the responsibility of our caretakers to dispose of illegal flytipping. Any identified perpetrators will be subject to a penalty fine and could face prosecution.

Thank you for your cooperation

NEWSLETTER

December 2024

COST OF LIVING SUPPORT

We recognise that many of our residents will be feeling the pinch of rising energy costs and food prices.

Please familiarise yourselves with the many initiatives available around the borough by checking out

Wandsworth Cost of Living Hub:

- You can visit their webpage for more info via:
www.wandsworth.gov.uk/hub
- You can also scan the below QR code for quick access to the webpage:



- Or alternatively, speak to a member of the Coop team about what support is available.



The COOP wish to help our community as much as possible.

We are registered FOODBANK Referrer's with the Trussell trust.

Please do not hesitate to contact our office if you would benefit from a food voucher to use at your local foodbank.

There is also a home delivery option for residents unable to get to a foodbank.

Contact us for more details.

We are here to help! 😊

Thank you to the residents that attended our recent AGM. Your feedback was useful and we look forward to a positive year ahead as we work to improve communication and resident satisfaction.

A warm welcome to our newest members to the Management Committee:

- **Antonio Dibello**
- **Pauline Harrison**
- **Ibrahima Diop**

We hope you enjoy your Christmas festivities whatever you may have planned. However whilst we appreciate it is the time of year to be Merry & Bright, please also be mindful and considerate of your neighbours during the festive period.

Wishing you ALL a Merry Christmas and Happy New Year from Carey Gardens Coop Staff team and Management Committee.

Thank you for taking the time to read this Newsletter and for your continued support.



LETTER TO SANTA

SANTA'S ELVES HAVE ASKED THE COOP TO HELP THEM IN ENSURING THE KIDS OF CAREY GARDEN'S ESTATE ARE ABLE TO GET THEIR CHRISTMAS WISHLISTS TO SANTA.

PLEASE VISIT CAREY GARDENS COOP OFFICE BEFORE FRIDAY 20th DECEMBER TO POST YOUR LETTER IN SANTA'S MAILBOX WHICH WILL BE GOING STRAIGHT BACK TO THE NORTHPOLE, JUST IN TIME FOR CHRISTMAS. HO HO HO!

DON'T FORGET TO LEAVE YOUR NAME & ADDRESS ON YOUR LETTER SO SANTA CAN REPLY TO YOU!

