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Sept 2018



working together in partnership

Myatts Field North Community Newsletter

FEATURED STORY

The Happenings Bus

has arrived! Read more
about the new 16-seater
bus on

P.2

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Community news

Arrival of our new The Happenings bus

Our new beautiful bespoke made 16-seater, wheelchair accessible, minibus has finally arrived! We are excited as we are now able to continually combat issues of social exclusion through use of our bus service in providing safe, accessible and affordable transport solutions for our MFN community.

Experienced driver required

- Hold a full clean D1 driving licence
- Availability Monday to Friday and at short notice
- Have a reasonable level of fitness
- Hold clearance from DBS
- Have patience and empathy as will be dealing with disability needs
- Please send expression of interest with CV to: **Dorothy N'Tinu, Myatts Field Centre, 24 Crawshay Road, London SW9 6FZ** or e-mail to: **MFNthehappenings@gmx.co.uk**



Home 'N' Away



Home 'N' Away is still operating in the Myatts Field Centre.

They serve a range of hot and cold drinks, sandwiches and Caribbean food at a very good rate.

Have you got time to spare and would like to volunteer some time to help in the café? Please contact Terri-Anne Scott on: **07713453599**.

Foxley Square fishpond makeover



A fishpond, is a controlled pond, artificial lake, or reservoir that is stocked with fish and is used in aquaculture for fish farming or is used for recreational fishing or ornamental purposes. In the medieval European era, it was typical for monasteries and castles (small, partly self-sufficient communities) to have a fishpond. Medieval fishponds are still in use today.

The Foxley Square fishpond might not be from the medieval European era; nevertheless, it is still a lovely pond. The pond that was constructed many years ago has been recently revamped by Christopher Vincent and Mark Swarbrick from Rydon and Bob Cummings from Pinnacle PSG.

Chris, Mark and Bob used spare stones from other parts of the estate and distributed them around to make the pond and the surrounding area look much more beautiful. They also removed a lot of weeds and dead plants, while Bob arranged for the areas to be sprayed to help clear any lingering weeds. Two new birdhouses were also installed to encourage wildlife in the area.

Damage caused by F.O.G.'s and blockages

Damage caused by fats, oils and grease cost Thames Water £15 million in 2017/2018. This is because most people simply pour them down the drain without even realising. This figure does not include costs incurred by localised blockages attended by the Repairs Team.

Blockages in pipes can be nasty, stopping waste from leaving your property. When wastewater is unable to flow away it can come back up from the toilet or sink, flooding your home.

If you cause a blockage, you will be responsible for repairs and the cost of it. Residents are responsible for any internal blockages and may also be deemed responsible for external blockages if found to have been caused by a build-up of fat that has been poured down the drains.

What are F.O.G.'s?

Fats are items that are solid at room temperature such as butter, margarine, shortening, meat trimmings and cooking oils. Oils are items that are liquid at room temperature such as salad dressings and cooking oils. Grease are items that go from a solid to a liquid when used such as meat fats, gravy and even mayonnaise.

How do I dispose of F.O.G.'s?

Once cooled, pour any excess into a sealed container, this can be a plastic bottle or a glass jar. Keep it until your rubbish collection day, and just put it in with your normal household waste. Alternatively, you can take your waste F.O.G.'s to a recycling centre where it will be used for biofuels or even for creating electricity.

Blocked toilets

One of the most terrible conditions you could experience in a bathroom is having a blocked toilet. Millions of people suffer the misery of a blocked toilet due to unsuitable products being flushed down the toilet.

As a result of F.O.G.'s and other items being poured or flushed into the drainage system, you may be placing your home, possessions and your health at risk. The result of an upsurge of sewage into your home can be devastating as well as costly to you.



Changes at Oval Quarter

On 1st August 2018, Premier Estates took over the management of 14 of the private blocks on the development.

The map below shows all private blocks, indicating which blocks will remain under the management of Pinnacle Places, and those that are now managed by Premier Estates.

Contact: Business Manager Philippa DeFreitas - 0345 491 8899
www.premierestates.co.uk

MYATTS FIELD NORTH



No. Block	Post Code	Managing Agent	Site	Units
72	Meriton Road SW9 6FX	Pinnacle Places	17A	19
90	Meriton Road SW9 6AN	Pinnacle Places	10B	10
92	Road SW9	1er Estates		
	Akc	Premier Estates		
7	Bourton Road SW9 6AM	Pinnacle Places	21A	25
6	Bourton Road SW9 6AS	Pinnacle Places	21A	20
18	Bramah Road SW9 6FL	Premier Estates	23B	28
37	Cowley Road SW9 6BG	Pinnacle Places	23C	74
52	Cowley Road SW9 6BN	Pinnacle Places	23C	20
				28
69	Cowley			28
1	Eythorne Road SW9 7HN	Pinnacle Places	6C	30
3	Eythorne Road SW9 7SH	Pinnacle Places	6B	12
	7RY	Estates	8A	23
12	Eythorne			
14	Eythorne Road SW9 7DL	Pinnacle Places	15A	11
8	Henry Road	Premier Estates	9A	14
17	Henry Road SW9 7DD	Pinnacle Places	11A	12
1	Offenham Road SW9 7BN	Pinnacle Places	6A	19
2	Offenham Road SW9			
22	Patmos Road SW9 6DY	Pinnacle Places	3A	15

Beat the heat at Oval Quarter

The start of the summer has seen what the Met Office has described as a heatwave. While everyone finds ways to keep cool, be entertained and enjoy the outdoor space, it's important to stay safe. We all welcome the hot weather, but when it's too hot for too long, it's important that the hot weather does not harm you or anyone you know.

Homes can sometimes overheat during warmer weather and occasionally in cooler months too. According to Public Health England, even in a relatively cool summer 1 in 5 homes are likely to overheat. For many people, this makes life uncomfortable and sleeping difficult. Some people are particularly vulnerable to heat, and for them, a hot home can worsen existing health conditions.

That's why your Street Champions would like to share six tips that will help you to beat the heat:

1. Shade or cover windows exposed to direct sunlight, external shutters or shades are very effective, while internal blinds or curtains are less effective but cheaper and easier to install.
2. Take a break from the heat by moving to a cooler part of your home (especially for sleeping).
3. Remember that it may be cooler outside in the shade or a public building (such as places of worship, local libraries or supermarkets), consider a visit as a way of cooling down.
4. Open windows (when it is safe to do so) when the air feels cooler outside than inside, for example, at night. Try to get air flowing through the home.
5. Check that central heating is turned off.
6. Turn off lights and electrical equipment that isn't in use.

Monir El Moudden
Oval Quarter Street Champion

Changes to highways and parking in the Myatts Field North areas

Lambeth Council is currently consulting about two proposed changes to highways and parking in the Myatts Field North areas.

Firstly, we would like to draw your attention to the Statutory Consultation to extend the Vassall Controlled Parking Zone (CPZ). For further information about this consultation and to have your say, please go to:

lambeth.gov.uk/vcpz

In addition, Lambeth Council will deliver highway and footway improvements to the Myatts Field North Estate and create Better Streets for the local community. Design work is underway, and the Council is seeking community engagement and input to the proposals.

For further information and to have your say please go to:

lambeth.gov.uk/consultations/have-your-say-on-myatts-field-north-estate-better-streets-phase-3

Community feedback will be taken into account regarding potential streetscape improvements, disabled user issues and any other relevant traffic and road safety issues. The engagement exercise and responses will be summarised in a report that will be publicly available online.

Both consultations will run until 21st September 2018.

If you have any questions, please email: engagement@lambeth.gov.uk

Performance



The performance figures (right) are the averages from The Customer Satisfaction Report conducted April-June 2018 based on a minimum of 50% of completed repairs where customers' can be contacted month on month.

Trends highlighted from residents additional comments made regarding aspects of the service in the last 3 months were related to:

- Dissatisfaction with Recharges
- Door Entry Systems

Comments and feedback from satisfaction surveys are passed monthly to Department/Line Managers to address with colleagues through a positive team culture of commitment to continuous improvement and training. The repairs team are committed to addressing all comments received by our customers whilst carrying out Customer Satisfaction Surveys and welcome your feedback.

There have been six missed appointments identified in the last three months, showing the commitment of the team to ensure service delivery. The Performance Team continue to analyse data and drive improved practises across the team.

If we are unable to contact you by phone to carry out a customer survey, we will send a postal survey to you for your convenience and feedback. You will be entered into a prize draw with an opportunity to win £50.00.

Where you satisfied with the time taken to complete your repair?



Was your home left clean and tidy?



Were you satisfied with the quality of the repair?



Were you happy with the overall repair service for this repair?



How easy was it to get through to the contact centre?



How polite was the customer advisor that answered the phone when you called to log the repair?



Were you satisfied with the level of identification on provided by the operative (ID card)?



Was the operative polite and considerate?





The increase in temperature has seen a decrease of calls into our contact centre. This has led to just over 69% of calls being answered within 30 seconds, with the average speed of answer being 79 seconds. Don't forget, you can also get in touch by email or online if your query isn't urgent.

Automatic Meter Reads

Throughout the summer months we shall be undertaking various works to ensure your heat meters are read automatically.

You may receive contact from us in the form of a phone call/letter. If we do make contact regarding this, it's in your best interest to respond as we may need access to your meter.

Don't worry if you don't hear from us, we are still working hard on fixing any meter read issues you may have.

Improvements implemented in 2018

Text is here

We are communicating with residents smarter. We'll initially cover planned or unplanned outages and later include things like heater drop offs, customer surgeries and more!

Please let us know your current contact details to ensure we can contact you when necessary.

New website and bills

You can now tell us you have moved out and moving in shall be available shortly along with amending a direct debit, all without having to call in if you don't want to!

We're refreshing the look and feel of our heat bills and intend to make them easier to read. They will also contain some additional useful information.

Self diagnostic is here

There's been a new functionality added to our website meaning you can now diagnose most basic faults online which should save you time when you have a problem with your heating or hot water.

Planned outages



2

Unplanned outages



0

Calls answered in 30 seconds



69%

Customers with a live complaint



0

For more information, contact the E.ON customer service team:

T: 0345 302 4312

E: heat@eon-uk.com

Monday to Thursday, 8am-8pm

Fridays, 8am-7pm

Saturdays, 9am-5pm

Estate management

Estate Walkabouts

We have arranged a series of estate walkabouts that will be attended by the officers from Pinnacle PSG and Rydon. They look at issues such as repairs, anti-social behaviour, vandalism, graffiti, litter, fly tipping, abandoned vehicles and overgrown or neglected communal areas. If you would like to get involved and join our team on an estate walkabout then please see the dates below:

Date	Time	Meeting Point	Duration
19/09/2018	10:30	Outside Myatts Field North Community Centre, 24 Crawshay Road, London SW9 6FZ	1-1.5 hours
17/10/2018	14:00	Outside Myatts Field North Community Centre, 24 Crawshay Road, London SW9 6FZ	1-1.5 hours
14/11/2018	10:30	Outside Myatts Field North Community Centre, 24 Crawshay Road, London SW9 6FZ	1-1.5 hours
12/12/2018	14:00	Outside Myatts Field North Community Centre, 24 Crawshay Road, London SW9 6FZ	1-1.5 hours
16/01/2019	10:30	Outside Myatts Field North Community Centre, 24 Crawshay Road, London SW9 6FZ	1-1.5 hours
13/02/2019	14:00	Outside Myatts Field North Community Centre, 24 Crawshay Road, London SW9 6FZ	1-1.5 hours

Contact us

www.regentmyattsfieldnorth.com
mfncustomerservice@pinnaclepsg.co.uk
 Repairs call centre: 0800 085 1230 (from landlines) 03301 239 166 (from mobiles)

Vassall Ward Team



Due to the rise in violent crime around Vassall Ward and surrounding areas the team held a surgery in the Myatts Field North Community Centre on 2nd August from 3pm to 5pm to address any residents' concerns.

The team's priority is reducing violence on the Ward. In the current climate, with violent offences and gang issues at the fore, the team rely heavily on the community telling them what is happening out there. You can do this in many ways, including:

Call **999** in an emergency or **101** for anything else

Visit: www.met.police.uk/a/your-area/met/lambeth/vassall/

or Tweet: [@MPSVassall](https://twitter.com/MPSVassall)

If you feel uncomfortable calling the police, you can contact CrimeStopper. They are a separate organisation that believe that everyone has the right to feel safe from crime. Whoever you are, wherever you live, from communities to companies, you can contact them by phone on 0800 555 111 and online, 24/7, 365 days a year; reports can be done anonymously.

Dates for your diary

Summer Family Fun Day

Date: 1st September 2018
 Place: Brighton Beach
 Cost: £25 (adults) £10 (children)
 Limited spaces available.



Beautiful Kew Gardens

Date: 5th September 2018
 Cost: £20
 A relaxing day out for our elderly residents in Kew Gardens. Limited spaces available on our new bus.



Half Term Day Trips

Woburn Safari Park and V&A Museum of Childhood
 Date: 20th October 2018
 More details to follow.