

++++ ALL MEETINGS IN MARCH, APRIL AND MAY ARE NOW CANCELLED +++++



WELCOME TO SPRING EDITION 2020!

Michelle Jackson, Co-Op Manager

Dear Elthorne 1st residents, as this is the first newsletter of the year, I wish you all a belated **Happy 2020!**

We are seeing signs of Spring, with a scatter of daffodils which is lovely.

Many of you may be aware that sadly our resident Helen Brookes (affectionately known to many as Ellie) passed away just before Christmas. She had been suffering from dementia. Ellie lived in St John's Way just along from the Co-Op office

with her husband Bernie (who is also suffering with dementia and has recently moved to a care home). Bernie was a Chair at the Co-Op for many years, they lived on the Co-Op since 1981. We wish him and the family well.

Some of our residents lined St John's Way to pay their last respects to Ellie as the funeral cars left. Some residents also attended the funeral, for which the family are very grateful and would like to express their thanks.

CO-OP MANAGEMENT MEETINGS 2020

All meetings start at 6.30pm

Management Meetings 2020

- Tuesday 21st April
- Thursday 21st May
- Tuesday 21st July
- Thursday 20th August
- Tuesday 20th October
- Thursday 19th November

General Meetings 2020

- Thursday 26th March
Bi-Annual - 6 months after last AGM
- Tuesday 23rd June
- Tuesday 15th December

CORONA VIRUS:

As the government has now raised the risk from low to moderate please be extra careful when coming into contact with someone with flu-like symptoms. If you feel that you have come into contact with anyone who may have the virus, please seek urgent medical advice via 111 services and self-isolate.

If anyone in the estate has been diagnosed with

the virus please let the office know immediately. Do not come into the office please call and we will assist you as best we can. It is important that we keep the estate safe as there are many vulnerable people who reside here. **Most vulnerable are children, Pensioners and those with underlying health issues and low immune systems.**

Symptoms include Cough, High Temperature, Shortness of breath.

RENT INCREASES

Brenda is still awaiting the rent increases from Islington Council for the next financial year 2020/2021.

Once she has the information, she will issue all tenants with a new rent card.

Those of you who are in receipt of Universal Credit must ensure that you give them the correct contact email address:

michelle@elt-1st.co.uk

If they do not have this, then your claim cannot be processed.

Whilst we understand that many are living in times of financial difficulties, it is important that tenants keep up to date with their rent payments. Failure to do so will result in Islington Council's Rent Team being informed of the increased arrears. They will then instigate legal proceedings, which could ultimately result in the loss of your home. As failure to pay rent is a breach of your tenancy conditions, and you are deemed as making yourself intentionally homeless.



MISSED REPAIR APPOINTMENTS

Please be advised that if you have a Contractor Repair appointment confirmed, it is your responsibility to grant access on the date/time agreed. Failure to do so may result in tenants getting re-charged from the Contractors.

As I am sure you will appreciate, a missed appointment means that someone else is not getting a repair done. Please think of others — If you are unable to be there, reschedule at least 24hrs in advance. Thanks for your co-operation.



UNACCEPTABLE BEHAVIOUR

Unfortunately, over the last year, there have been a couple of incidents whereby Co-Op residents have behaved in an unacceptable manner towards Co-Op staff. This is not acceptable. I would like to remind you all that the Co-Op Management Committee will not tolerate such behaviour.

Any resident who behaves in an anti-social way towards Co-Op staff will be reported to the Management Committee, who will then decide what enforcement action is appropriate to take.

Abuse to staff is a breach of Tenant, Leaseholder and Freeholder conditions.

ESTATE BINS

It continues to be a problem that some residents are not using the estate bins correctly and they are being contaminated.

Please ensure that recycling is only placed in the recycling bins — these are black (there are 5 of these) — and normal household refuse is placed in the green or black bins (there are 11 of these).

Failure to adhere to the above may lead to Islington Council's Refuse Team refusing to empty the bins.

ESTATE INSPECTION

The Co-Op had an estate inspection with Holland Walk Estate Services on Weds 26th February.

The feedback was that the Co-Op estate standards are excellent.

I would therefore like to thank Scott for all of his continued hard work and dedication to making Elthorne 1st a nice place to live, work and visit!

MUTUAL EXCHANGES

Since the start of 2020, a couple of residents have contacted me advising that they would like to do a mutual exchange to another **Elthorne 1st** property if the opportunity arose.

I currently have a family living in a one bedroom, first floor flat on Duncombe Road who require a two- bedroom property.

I have a tenant in St John's Way living in a three- bedroom maisonette (with a garden), who would like to downsize to a ground floor one-bedroom flat on Duncombe Road.

If any tenants are interested in the above, please contact me at the Co-Op office.

CO-OP GARDEN GATE

Please note that all residents are to access the Co-Op office via the main entrance doors and not the back gate. This is due to security reasons.

Please press 158 on the intercom (front or rear entrance), and then press call. A member of staff will then buzz you in.

List of Important Telephone Numbers

Reminder that any heating repairs need to be phoned through to the Council on 0800 694 3344.

LOCAL NEWS

- **Bright Start, Bright Ideas** is a new fortnightly newsletter for expectant parents and those with children under five.

Each issue will suggest ideas and tips on how to support early health and development for home learning on themes such as, reading, outdoor play, eating, sleeping, etc. Tips will include activities and links to Bright Start services and fun places to visit.

Please sign up and encourage the families you work with to sign up. **Bright Start, Bright Ideas** - a newsletter for parents

www.islingtoncs.org/node/11832

- Smoking is not permitted inside the blocks at any time. This is illegal.
- Please have consideration for others when entering/ leaving the blocks to keep noise levels down. Communal areas are to be kept clear at all times
- Storing personal items in communal areas is not permitted as it makes blocks vulnerable to fire/arson attacks, which is therefore a Health & Safety concern.
- All communal areas like landings, stairs, corridors and walkways must be clear at all times. Residents can not keep buggies, prams, bikes or any household goods in communal areas as they are fire hazards. The areas outside the resident's properties must be clean and clear at all times.
- Any blocks that currently have bike hooks are due to be removed by Islington Council. The Council are proposing a new bike hanger in St Johns Way. If the project goes ahead, the installation will take place in March 2020 further details can be found by visiting the following website www.islington.gov.uk/consultations/bikehangers.

RENT CARDS

Brenda will issue these once she has received information from Housing Benefit regarding entitlement.



USEFUL CONTACT NUMBERS:

Co-Op Office:

0207 263 5756

Michelle Mobile:

07950 612 187

(Please note that I work Monday - Thursday)

michelle@elt-1st.co.uk

Scott Mobile:

07946 997 031

Islington Repairs

(for communal heating):

0800 694 3344

Islington Council Switchboard:

0207 527 2000

Holland Walk

Area Housing Office:

0207 527 7480

Housing Benefit:

0207 527 4990

Re-housing:

0207 527 4140

Noise (day):

0207 527 3231

Noise (night):

0207 527 3229

Pest Control:

0207 527 3190

Home Ownership:

0207 527 7715

Thames Water:

0800 316 9800

Cadent *(for gas leaks):*

0800 111 999

NEXT NEIGHBOURHOOD WATCH MEETING

Come and join our local Safer Neighbourhood Team PC Paul Fenn and get an update on crime in our local area. Paul will also be able to answer any questions and give crime prevention advice.

Date: Wednesday, 8th April 2020 at 7pm in the Co-op office.

If you are unable to attend but still would like to ask a question, please email:

elthornenhw@gmail.com



THE 2020 AGM WILL BE HELD ON THURSDAY 24TH SEPTEMBER

It is essential for the continuation of the Co-Op that we have good attendance at our General Meetings. We need to demonstrate to the Council that residents want the Co-Op to manage their properties, and not to go back to being directly managed by the Council.

We need to have a minimum of 15 residents in order for General Meetings to go ahead. So please make the effort.

Remember you live here and it's your Co-Op!

AGM