



# Southwark Homes

2023

## INSIDE

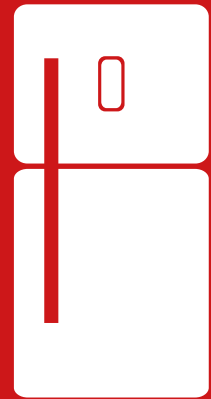
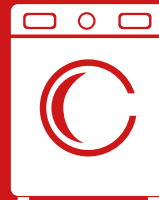
Find out how we're supporting residents to improve their estates  
*page 6*

Read Brandon 3 TRA Chair Sheila Benjamin's inspiring story  
*page 8*

How we can help with repairs in your home  
*page 11*

Your magazine from Southwark Council

# STAYING FIRE SAFE



## Take care with white goods

On average, one fire a day in London involves white goods such as washing machines, tumble dryers, fridges and freezers. Follow these tips to help you stay safe:

- Always register your white goods, new or old, to ensure that you are informed of any safety issues at [registermyappliance.org.uk](https://registermyappliance.org.uk)
- If you smell burning or hear electrical 'sparking' noises, unplug the appliance and seek expert advice
- Avoid keeping white goods, especially fridges or freezers on escape routes (eg. hallways and landings)
- Information on product recalls can be found on the government's webpage at [productrecall.campaign.gov.uk](https://productrecall.campaign.gov.uk)
- Ask about smoke alarms

For further fire safety advice visit  
[london-fire.gov.uk](https://london-fire.gov.uk)



LONDON FIRE BRIGADE





# Welcome...

## Councillor Darren Merrill – Cabinet Member for Council Homes and Homelessness

Welcome to Southwark Homes, our magazine for everyone living in council housing in the borough. We recognise that there are a range of topics and issues that particularly affect those living in council homes, so we are sending this magazine as a way to keep you up to date with the latest news and helpful information.

We are committed to improving each and every one of our council homes across the borough. We know how important it is to have a safe, secure, and comfortable home, and we are working hard to make that a reality for all our residents.

We have been working hard to improve our estates, make residents feel safer, and strengthen the bonds in our communities. We have supported residents by building new council homes, creating new communal outside spaces, growing plots, and building playgrounds. We have put in

new lighting and pathways, and worked with residents and the police to tackle anti-social behaviour on our estates.

We know that this winter has been a difficult time for many of you, with rising bills and the high cost of day-to-day living creating financial pressures which in turn can affect our mental health and wellbeing. I want to reassure you that we understand these challenges and we are working as hard as we can to keep costs down and limit the impact of rising bills. You can find information in this magazine about the different types of support available to Southwark residents, and who to contact if you are struggling.

There is still much more to do, and we are committed to listening to you about what matters in your local area so your home feels safe, secure and well-cared for. We look forward to continuing to work together to protect and maintain our homes, improve our estates and outside spaces, and support our communities to thrive.

## Contents

- 4 Damp and mould
- 5 Here to Help
- 6 Proud of our estates
- 8 Interview with Sheila Benjamin
- 10 New council homes
- 11 Repairs
- 12 Fire safety
- 15 Tackling Anti-Social Behaviour
- 14 Keeping you safer

### Keep in touch

You can contact the magazine at [southwark.life@southwark.gov.uk](mailto:southwark.life@southwark.gov.uk) and include *housing magazine* in the subject heading, for more regular updates on council news and events, follow us on social media at

 [facebook.com/southwarkcouncil](https://www.facebook.com/southwarkcouncil)

 [@lb\\_southwark](https://twitter.com/lb_southwark)

 [Instagram.com/southwarkcouncil](https://www.instagram.com/southwarkcouncil)

### Contact us

Have you enjoyed reading this magazine? Would you like to receive this publication on a regular basis? We'd love to hear your comments and feedback. If there are any specific topics you would like us to cover, or you have any staff or Southwark residents in mind you would like us to feature, please get in touch by emailing [southwark.life@southwark.gov.uk](mailto:southwark.life@southwark.gov.uk) and include **Southwark Homes** in the subject heading.

### The Southwark Homes team

**Editor** Sophie Adams, **Design** Whatever Design Ltd, **Print** brokered by CDS, Printed on 100% recycled paper, **Distribution** Southwark Young Advisors

# Damp and Mould

## How we can help



**We are committed to improving our homes across the borough, and we are working hard to tackle damp and mould in our homes. Damp and mould can affect your health and wellbeing, and we're always here to help you if it happens in your home**

We've recently changed how we approach damp and mould and what we ask you to do when you notice it. Now we're asking that you always tell us when you're having a problem with damp and mould in your home.

### How we will help

Normally this means washing down the mould in your home but to solve the problem we may fit different types of fans or need to repair part of your block or property itself. Damp and mould can be caused by many things and so we'll make sure what we do is individual to you and your home. We can give you a paint pack too with your choice of colour and painting equipment to help you freshen up the rooms affected once the problem is solved.

### What causes damp and mould?

We do have a lot of older buildings where damp and mould can occur more easily, but we are committed to tackling this problem. Damp and mould are normally caused by condensation, which is usually found in corners and north facing walls, on or near windows and behind wardrobes and beds where air can't circulate.

It can be made worse by everyday activities like cooking or drying clothes inside for example. We want you to be able to enjoy your home and so if this is the cause we'll work with you to fit equipment and look at the air flow in your home and how we can improve it.

### Keeping an eye out for damp

When we visit anyone to talk about damp we'll bring along a hygrometer and some batteries for you to keep. It's a small device you can place anywhere in your home and it will tell you the moisture levels and temperature. It has a colour dial on it too, when the arrow is blue it means you are at risk of mould forming. When we give you it we'll explain what to do in your home specifically if it goes into the blue.

If you have damp and mould in your home please contact us and we'll come and see what we can do to help. You can get in contact with us by emailing [dampandmould@southwark.gov.uk](mailto:dampandmould@southwark.gov.uk) or calling us on **020 7525 2600** and choosing option one and then option five. Whichever way you choose to tell us, the person who speaks to you or emails you back will be part of our new specialist team.



# HERE TO HELP

SUPPORTING YOU THROUGH THE COST OF LIVING CRISIS

You can find details of all the cost of living support available in Southwark on our Here to Help web pages at [www.southwark.gov.uk/here-to-help](http://www.southwark.gov.uk/here-to-help)

## ENERGY BILLS

Southwark Energy Savers can advise you how to keep your bills low and help you see if you could get more help to pay your bills. Go to [www.southwark.gov.uk/energy-savers](http://www.southwark.gov.uk/energy-savers) or call **080 8278 7849**.

## FINANCIAL SUPPORT

You can make sure you are getting all the benefits you are entitled to by checking online [www.gov.uk/check-benefits-financial-support](http://www.gov.uk/check-benefits-financial-support) Call our local support team on **020 7525 2434** if you are vulnerable and facing severe financial difficulties.

## FOOD

If you don't have enough food to feed yourself or your family, there are many organisations that can help. Go to [www.southwark.gov.uk/benefits-and-support/cost-of-living-support/food-banks-food-pantries-and-other-food-help](http://www.southwark.gov.uk/benefits-and-support/cost-of-living-support/food-banks-food-pantries-and-other-food-help) or call Southwark Foodbank on **020 7732 0007**.

## COUNCIL TAX SUPPORT

Check whether you can get a Council Tax reduction and apply online or over the phone. Visit [www.southwark.gov.uk/benefits-and-support](http://www.southwark.gov.uk/benefits-and-support).

## Energy bills for district heating networks

District heat networks are cheaper and more environmentally friendly than individual boilers, and the council gets competitive prices on gas, below market rates.

The government has not offered the same financial support to residents on district heating networks as those with individual boilers, but we planned ahead for price rises and secured a good deal for the energy used by our district heating networks.

In most cases, you will still pay less for your heating overall than with an individual boiler. That being said, from March heating charges will have to rise in line with the increased cost of gas and electricity.

## Council rents

Council rents have increased in line with the government's rent cap. The increase is below inflation and the money from council rents is used to maintain homes, provide services and support our residents.

If you are struggling to pay your rent, please get in touch with us or visit [www.southwark.gov.uk/here-to-help](http://www.southwark.gov.uk/here-to-help) to access a range of support.

## What should I do?

You may want to set aside some money in a savings account to help pay for the increases to your weekly charges when they come.

## Can I get any help?

Go to [www.southwark.gov.uk/here-to-help](http://www.southwark.gov.uk/here-to-help) for information about help with energy bills and other support, or call our new Southwark Energy Savers advice service, funded by the council and run by Citizens Advice Southwark on **0808 278 7849**.

## Can I get any help?

Go to [www.southwark.gov.uk/here-to-help](http://www.southwark.gov.uk/here-to-help) for information about help with energy bills and other support, or call our new Southwark Energy Savers advice service, funded by the council and run by Citizens Advice Southwark on **0808 278 7849**.

## What are we doing to reduce energy bills?

We have installed large renewable energy systems at three estates to generate low carbon heat in place of the boilers. We are working with Veolia to develop plans to extend our SELCHP heat network – this will mean lower and more stable costs by removing our reliance upon gas, while also cutting carbon. We are also fitting heat meters in around 1,000 properties this year, along with added individual control, to give customers the ability to use the heat supplied to their homes more efficiently and economically.

For more detailed information about energy bills and how they are calculated we have published some frequently asked questions on our website. Please go to [www.southwark.gov.uk/council-energy-bills](http://www.southwark.gov.uk/council-energy-bills).





# PROUD OF OUR ESTATES

Great Estates is our approach to working hand in hand with residents to help them make improvements and investments on their estates.



We want to work with you to make improvements to ensure that all our estates are clean, safe and well cared for, and are great places to live.

So far, residents have made a range of improvements to their estates, including community art projects, new allotments and food growing spaces, and new waste and recycling bins.

We want to say a special thank you to all residents and TRAs who go above and beyond to improve estates and make them enjoyable places to live.

## Residents' views...

"The Great Estate Project has given me and my family a sense of community. We have been living in Brandon for close to seven years, and it was only through the project that we began meeting and socialising with our neighbours. It wasn't the lack of will to socialise but the lack of activities. From watching the local kids meet up to garden, play, and attend events to seeing more green space and encouragement to grow your own produce, this feels like the beginning of something great for Brandon, for which I am very grateful"

**Silviya, Napier House**



"The Great Estates project has been very beneficial to me and my family. I was given a raised bed to plant fruit and vegetables. Every day when I look out my window I am happy to see my risen bed full with green leafy vegetables that I can use in my everyday cooking."

**Farrah, Molesworth House**



# ESTATE ACTION DAYS



We will be doing Estate Action Days to tackle repairs at estates across the borough.

Our repairs teams will set up a drop-in service where you will be able to:

- Complete feedback forms on a repair you have experienced and suggest ways we can improve.
- Report a new repair to us.
- Chase up an existing repair directly with us.
- Book a repairs appointment.
- Speak to our communal repairs officer about any communal repairs
- Speak to our technical quality officer about damp/mould and any other complex issues.
- Get to meet some of the repairs team, operatives and some of our trade apprentices.

Event date	Estate	Area
Thursday 27 April	Bells Gardens Estates	Peckham
Thursday 4 May	Park Street Estates	Borough and Bankside



We will have a team on site ready to carry out any small repairs on the day. If you have a job we can't do on the day, we will book another appointment on the day and follow this up with you.

Our new Damp and Mould team will be also be there to do out damp and mould assessments, treatments and answer any questions you may have.

Please feel free to drop in and see us on the day. The timetable for our estate visits are above – we look forward to seeing you soon.

## GETTING INVOLVED GRANTS (GIGS)

Our GIG programme allows residents and community organisations to apply for up to £5,000 to support projects that bring people who live in council homes together and improve their wellbeing. These grants fund projects and activities that benefit people who live in council-owned homes, no matter what tenure they are.

If you are interested in applying for a GIG please apply now using our funding portal at:  
[www.southwarkgrants.co.uk](http://www.southwarkgrants.co.uk)



# Sheila Benjamin Brandon 3 TRA Chair

We sat down with Sheila Benjamin who has worked tirelessly with other residents to improve the Brandon Estate and support her community.

## **Please tell us a bit about yourself and your life on the Brandon Estate.**

I have lived on the Brandon Estate since I was 11 years old. I've been here 46 years and in that time I've raised my two children as a single parent on the estate.

I was brought up in a family of five children. My mother is from Dominica and came to this country as part of the Windrush generation. She always taught us about the importance of education, and trying hard in school. She instilled values in us that I still hold today and have passed down to my children – about

the importance of how you interact with people, of showing people your best self and treating others as you would want to be treated. And if somebody is hungry, you should always share your food.

When I had just turned 23, I got a job in the civil service, and I have worked there for nearly 35 years. I started off in HMRC which was known as the Inland Revenue at the time. I was the first non-white female employee under 25 to work in communications, and it was hard to find people who looked like me. I've never lost sight of my roots, but I knew what I had to do to open doors and move up the ladder.

As a woman in this day and age, you need to be able to stand on your own two feet and promote yourself, as well as be a leader and an advocate for the younger generation. I've always surrounded my children with strong women and positive role models.

Outside of work, I've always focused on my community and supporting those around me. I volunteered with the church and ran the children's Sunday School for 14 years. I became the Brandon TRA Chair around eight years ago. My approach was to secure as much funding as possible to put on activities for the community and improve the estate. So far I have secured over £500k for the Brandon 3 Estate.



It's in everyone's best interest to get involved and help shape their community to become what they want it to be.

I always focus on supporting the most vulnerable in our community and letting people know what help is available to them.

### **Why were you pleased to welcome Southwark's Cabinet to the Brandon Estate?**

I was really pleased with the way the meeting was organised. It was transparent, the agenda was shared beforehand so you could really follow through and you got a bit of an understanding about the background of each agenda item.

Looking at that top table, I was really pleased to see the diversity and the balance between women and men. It's incredibly important to me that politics represents the people it serves and isn't male dominated.

**“As a woman in this day and age, you need to be able to stand on your own two feet and promote yourself, as well as be a leader and an advocate for the younger generation.”**

### **The Brandon Estate has changed a lot in recent years thanks to the hard work of residents and initiatives like Great Estates. What did it used to be like, and what made a difference?**

The Brandon Estate used to be a place where people would go off to do their shopping or the school run, come back home and shut their front doors. We now have a cohesive community where people come together, share their lives and support each other.

Everything that we've done to improve the estate was done in consultation with the wider community. We've supported local artists by giving them a platform to display art here. We've painted the basketball court – now it's vibrant, bright and welcoming.

**“What gives life meaning and purpose is to help shape your community and be a part of it, have a voice and make sure other people are heard”**

We've reclaimed our estate by bringing in new initiatives such as recycle storage units for the bins – it may sound small but it makes the place look tidier, reduces fly tipping and gives people pride in where they live. We held a consultation about parking and put in place new parking enforcements to stop people using our estate as a free place to park. Now the estate is quieter and safer.

We now have CCTV and we have made the square into a really nice place where you can sit with your friends, have a picnic. The lighting deters anti-social behaviour and people are proud and happy to spend time here.

### **Where do you find your energy to do so much for the local community as well as raising a family?**

For me, what gives life meaning and purpose is to help shape your community and be a part of it, have a voice and make sure other people are heard.

### **What is your advice to any other residents who were thinking of setting up a TRA or applying to be part of Great Estates?**

Always think about your own skill set – it doesn't have to be things that you've learnt in your work life. It could be things that you've learnt from your culture or as a hobby.

Do the work to get to know your community, and speak to people in person, don't rely on technology. Always be mindful that you are in a really privileged position, be respectful of people's stories and hold their information in confidence.

The most rewarding thing you will get out of this kind of role is making sure that people are accessing the help they need, and making a tangible difference to their lives and the wider community.

**If you're interested in joining or setting up a TRA, telephone the Tenant & Homeowner Involvement Team on 020 525 3326 or send an email to [resident.participation@southwark.gov.uk](mailto:resident.participation@southwark.gov.uk)**



# OUR COUNCIL HOMES BUILDING PLANS

**For the last decade one of our biggest priorities has been building more council homes for local people.**

Last year London built more new homes than any time since the 1970s, and most of these were in Southwark.

We have already built 1,000 new council homes across the borough, and we have around 2,000 more homes under construction. We are working out how to fund building more new homes to keep tackling the housing crisis locally.

Thank you for your ongoing involvement and support.



## 21 NEW COUNCIL HOMES COMPLETED NEAR OLD KENT ROAD

We have just finished a new development on Ivy Church Lane, just off the Old Kent Road, which will provide 21 new council homes for local people.

The development, which sits on an old garages site, provides 17 flats and four three-bedroom houses, as well as a new community hall and a commercial space. Two of the flats are suitable for wheelchair users and there are disabled parking spaces outside the development.

The development is called Wouldham Court, named after a village in Kent in line with the rest of the estate.

## LOOKING FOR A NEW COUNCIL HOME

If you live in Southwark and are looking for a new home there are several options available to you. There is a high demand for housing in Southwark, and knowing more about waiting times may help you decide what your next step is.

### **Private sector homes:**

Average waiting times for private sector accommodation:

- Out of London: one to two months
- In London: two to six months
- In Southwark: six months to two years

### **Council/Housing Association homes:**

To apply for these types of homes, you will need to meet the eligibility criteria and join the housing register. If you are accepted onto the register, you will be assigned a priority band (Band 1 is the highest priority). Below are the average waiting times for each band:

- Band 1: one to two years
- Band 2: two to five years
- Band 3: five to 10+ years
- Band 4: indefinite waiting list

If you are on the housing register and you want to bid for a new council home, you can apply on [www.southwarkhomesearch.org.uk](http://www.southwarkhomesearch.org.uk) – enter your Homesearch registration number and your date of birth on the login page to bid for a property.



# Repairs

If something goes wrong in your home, we work hard to deal with the problem as quickly and effectively as we can.

## We are modernising our service by:

- Modernising our call centre to make it easier to report repairs.
- Recruiting highly-skilled multi-trades people to improve the chances your repair will be fixed first time.
- Setting up dedicated teams to work with you on damp and mould, leaks from above and complaints.
- Running Estate Action Days to bring our repairs service to your home and neighbourhood.
- Training area-based repairs teams that know your buildings and representatives and work together to solve problems and improve your home.
- Increasing the ways you are able to have your say and get involved by helping us design your repairs service.

To report a repair in your home, go to [www.southwark.gov.uk/repairs](http://www.southwark.gov.uk/repairs)

We always try to provide the best possible service when we fix a repair in your home. We don't always get it right, and we welcome your feedback on how to improve.

If you are unhappy with how we handled your repair, please go to [www.southwark.gov.uk/complaints](http://www.southwark.gov.uk/complaints) to find out how to make a complaint. You can also call our complaints team on **020 7525 0042**.



# Home adaptations

## IMPROVING YOUR HOME

If you are finding it difficult to get into or around your home, we may be able to help by fitting adaptations. This may be something major like a stairlift or a level access shower, or something minor like a handrail/grabrail or installing more accessible taps.

We may be able to assist you if you are:

- Over 60
- Have a disability, or live with someone who has a disability
- The parent of a child with a disability

You will need an assessment by Adult Social Care to get home adaptations. Please contact the Occupational Therapy Service for details. They will assess and make recommendations on what is suitable for your needs.

If you are finding it difficult to get into or around your home, we may be able to help by fitting adaptations.

### Southwark resident:

"I found all the workers to be very professional, polite and hardworking. They transformed my 1960s bathroom into a brilliant bright modern wet room. The changes have transformed my life. It's now possible to keep myself clean and my dry skin condition is improving."

To request an occupational therapy assessment call **020 7525 3324** or email [OPPDContactteam@southwark.gov.uk](mailto:OPPDContactteam@southwark.gov.uk).

# Fire safety building surveys

**We have had a major investment programme in place for many years to upgrade our buildings and improve fire safety across the borough. We have spent nearly £6m on fire safety doors and other fire safety protection measures across our estates.**

Fire safety remains one of our top priorities, and we will be surveying all of our high-rise blocks to make sure they comply with the Building and Fire Safety Acts.

We define high-rise blocks as any building which is seven storeys or higher or 18m+ tall.



## SURVEYS

**Type 4 Fire Risk Assessments (FRAs)**

**External Wall Surveys (EWS)**

**Structural Surveys (if required)**

**Electrical Installation Condition Report**

Type 4 Fire Risk Assessments check what is behind walls, panels and other aspects of the building, as well as checking fire doors. These surveys are important because they check the compartmentation of the blocks and allow us to understand and address any potential risks. Compartmentation refers to the aspects of the building (such as fire resistant doors and walls), which prevent fire spreading between flats or between communal areas and flats. The other surveys will be carried out at a later date if needed.

We will need to access both the communal areas and some of the flats in each of the high-rise buildings to carry out Type 4 FRAs. We will contact residents directly and offer a £100 voucher to cover any minimal damage which may be caused by the surveys.

Leaseholders will have to pay a small charge for these surveys, and we will get in touch with you directly if you live in one of the affected buildings.

We will decide which buildings need Structural Surveys on a case-by-case basis after we have done the Type 4 FRAs and External Wall Surveys.

## Fire Safety Estate Days

In partnership with the London Fire Brigade, we will be hosting a series of Estate Days this summer to give advice and education on fire prevention and building safety. All our residents living in council accommodation will be invited to an Estate Day in their local area.

We will be getting in touch with residents to ask about their preferred method of communication and language to make sure that everyone receives important fire safety information in a way that is easy for them to understand.







# Important fire safety advice

If the fire is **inside your home** – make sure all members of the household leave the building calmly and as quickly as possible. **Call the Fire Brigade (999) once you are in a safe place.**

If you live in a **street conversion property** (this is a building that originally was designed as a single house but has now been converted to flats) **or the buildings listed in the red box**, your Fire Evacuation Strategy is Simultaneous Evacuation.

This means, in the unlikely event of a fire, you should leave the building calmly, and as quickly as possible.

## **Devon Mansions**

All Blocks, Tooley Street,  
Fair Community (Tmo), Bermondsey

## **Hartland House**

1-5, Tooley Street, Fair Community (Tmo),  
Bermondsey

## **Marie Curie**

1-98, Sceaux Gardens, Sceaux Gardens  
Estate, Camberwell

## **Peterchurch House**

1-56 Commercial Way, Ledbury Estate,  
Peckham

## **Sarnsfield House**

1-56 Pencraig Way, Ledbury Estate,  
Peckham

**Skenfrith House** 1-56 Commercial  
Way Ledbury Estate, Peckham

If you live **in any other building** and a fire breaks out somewhere other than in your home – your Fire Evacuation Strategy is to stay-put.

This means, in the unlikely event of a fire, you should stay in your home unless the fire brigade or police tell you to leave.

# Improving safety on our estates



**Anti-social behaviour (ASB) is a broad term used to describe nuisance and disorder that can make people's lives a misery. It includes a variety of negative behaviours such as vandalism, noisy and abusive behaviour, rowdiness, or criminal activity such as drug dealing.**

ASB is a serious issue in some areas, and we work hard to tackle this problem wherever it arises. We use several initiatives to deal with ASB:

- **Early intervention**

We target young people who are at risk of engaging in ASB, with a focus on providing positive opportunities and activities.

- **Environmental design**

We use moveable CCTV in areas where ASB is very common and we ensure that the area is well-lit to deter criminal activities.

- **Victim support**

We provide support for victims of ASB i.e. closure orders, rehousing schemes, injunctions etc. This builds trust and confidence within the community and encourages residents to report incidents to the council.

- **Multi-agency approach**

We use a multi-agency approach to manage complex cases of ASB. We bring together the police, the council, community groups, and other agencies in collaborations which are very effective in dealing with ASB on our estates.

These actions help to foster a safer, more secure environment that promotes community well-being and a sense of shared responsibility for public safety.

You have the right to live peacefully in your home and we will investigate all complaints made by or against our residents. If you are experiencing ASB in your local area, please report it here:



**You can also:**

- contact Southwark's Antisocial Behaviour Unit by telephone **020 7525 5777**
- call Southwark Police on **101 (24 hours)**
- Council tenants and homeowners can report antisocial behaviour directly to their **resident services officer**.

**Remember, in an emergency, such as when someone is injured, threatened or in danger, always call 999.**



# Support and care for our communities

We carry out a range of initiatives to ensure that all our residents are safe, supported and cared for.



## Linking up support services

By working in a coordinated way in a network of departments and organisations, we make sure that our vulnerable tenants and those in need receive holistic support they need to improve their quality of life.



## Vulnerable tenancy checks

We take care of our most vulnerable tenants by carrying out vulnerable tenancy checks. These checks help to identify our most vulnerable tenants, find out what their needs are and make sure they are well supported. This was particularly successful during lockdowns and the severe weather conditions this winter, and helped to keep our vulnerable tenants safe.



## Outreach programmes

We reach out to vulnerable tenants and those in need who may not be aware of the services and support available to them. We reach out to residents by organising events, distributing flyers, and partnering with community organisations to raise awareness of the support that is available.



## Street lighting and estate inspections

We use our regular estate inspections to identify and address disrepair on our estates, including street lighting. We work with the communal repairs officers to ensure that disrepairs are seen to quickly. This ensures our residents live in an environment where they feel safe and comfortable.

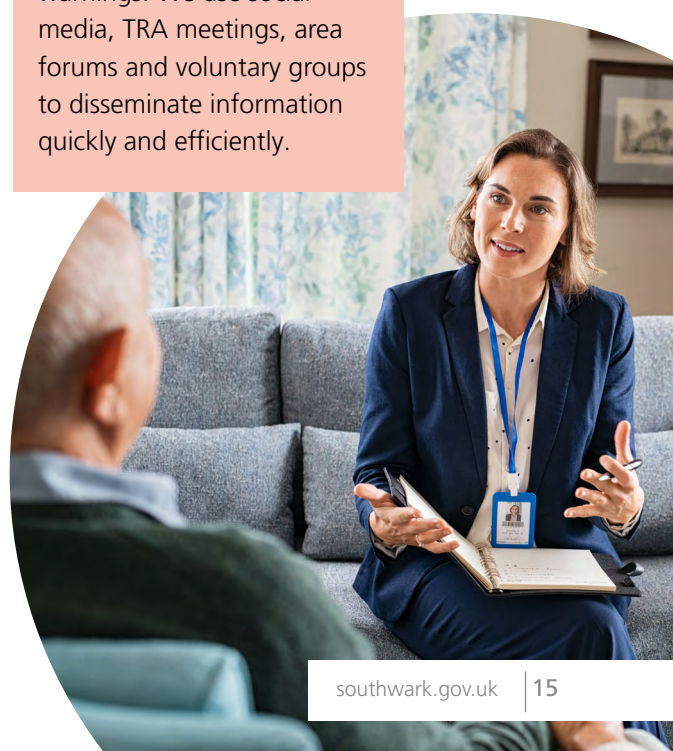


## Working with Police

We work collaboratively with the police and local law enforcement agencies to prevent crime on our estates. We share intelligence and identify areas for community policing to prevent crimes and keep residents safe.

## Alerts and updates

We keep our residents informed and updated on issues that may impact their safety, such as weather alerts and public health warnings. We use social media, TRA meetings, area forums and voluntary groups to disseminate information quickly and efficiently.



# Useful contacts

To report a repair: [www.southwark.gov.uk/repairs](http://www.southwark.gov.uk/repairs)

Tenants & Residents Associations (TRAs) are groups of residents who work in partnership with us to help make their neighbourhood a better place to live. For more information on TRAs or how to set one up, call **020 7525 3326**.

The Southwark Group of Tenants Organisations (SGTO) is an independent voluntary organisation representing tenant and resident groups in Southwark. Contact the Southwark Group of Tenants Organisations (SGTO) on **020 7639 6718**.

## Emergency contacts

If people are injured or if there is a threat to life you should call **999**  
Please only use the following numbers in a genuine emergency,  
where there is an immediate threat to health or safety.

### Emergency housing repairs

An emergency repair is when there's immediate danger to you or the structure of the building. In an emergency we'll make the situation safe; we may need to return another day to complete the full repair.

All emergency repairs need to be reported by phone by calling **0800 952 4444** or **020 7525 2600**.

### Other useful numbers

If you have a gas / carbon monoxide leak, call the National grid **0800 111 999**.

If you have lost your gas or electricity supply, you should contact your individual supplier to determine if the issue with your meter or account.

If you are experiencing a power cut in your area, call UK Power networks **0800 316 3105**.

If you have no drinking water in your area, call Thames water **0800 714 614**.

### Homelessness

If you are worried about becoming homeless or you are homeless already please get in touch with Southwark council's housing Solutions service, as soon as possible by calling **020 7525 4140** or visiting the **Southwark Homeseach Centre, 25-27 Bournemouth Road, Peckham, SE15 4UJ**.

If you require emergency homelessness advice, assistance and support before 9am and after 5pm Monday to Friday or during the weekends, please telephone **020 7525 5000** and choose **option 3**.

### For any other out of hours emergency

Call our switchboard number **020 7525 5000 option 2** for environmental services and **option 3** for other services.