

Abbey Residents
NEWSLETTER



ARHC—PAGE I

Summer 2014
Number 87

“ THIS IS ABBEY ROAD “

Inside :

WHY ARE CAMDEN COUNCIL IGNORING THE CO-OP ???

Regeneration

Corinne's Corner

Abbey Road's performance in 2013-14 financial year

COACH TRIP TO SOUTHEND-ON-SEA

2014 ANNUAL GENERAL MEETING



Abbey Road Housing Co-operative - a Brighter Future

The Co-op represents residents' interests and continues to provide on-going services which are far superior to those of Camden Council. Our caretaking services, which includes Saturday and Sunday morning estate cleaning, are among the best services in the borough. Our excellent repair service has even got better with the appointment of our new Caretaker Handyman. We try to attend to most repairs within a day or two when reported, and we are now piloting 8.30 appointments for working tenants. Our friendly staff are now easily recognised on our estate because they wear name badges and the Co-op's illuminated yellow High Vis jackets. The future is bright with all the positives the regeneration will bring to our estate, such as negotiating for new lifts in Snowman House and Casterbridge, getting rid of the Garchey pits with central pipe sewage system, family size homes for overcrowded families on our estate, new landscaping, more social housing properties in management, and also the option for the Co-op to bid for the management of the private homes, possible tenants hall and a choice of concierge in the tower blocks.

ARHC Performance 2013-14 Financial Year

	Q1	Q2	Q3	Q4
Members' enquiry				
Received	0	0	0	0
Respond within target	0	0	0	0
Correspondence				
Received	3	1	0	0
Respond within target	3 (100%)	1 (100%)	0	0
Complaints				
Received	3	0	0	0
Respond within target	3 (100%)	0	0	0
ASB				
Reported	0	3	0	3
Respond within target	0	3	0	3
Telephone				
Received/made	820	1,357	848	903
Answered within 5 rings	100%	100%	100%	100%
Visitors				
To the office	399	478	417	435
Rents				
Collection rate	95.53%	95.78%	95.28%	
Current Arrears	64,141	73,280	81,864	Camden
Number of tenants owing 7 weeks or more	22	21	23	
%age owing 7 weeks or more	9.24%	8.94%	9.83%	
Repairs for period	82	46	39	70
P1-completed on target	37 (100%)	14 (100%)	7 (100%)	1 (100%)
P2-completed on target	30 (100%)	20 (100%)	18 (100%)	33 (100%)
P3-completed on target	7 (100%)	8 (100%)	9 (100%)	30 (100%)
P4-completed on target	8 (100%)	4 (100%)	5 (100%)	6 (100%)
Voids				
Period Void	0	3	0	1
Let	1	1	2	0

**AT THE LAST MANAGEMENT COMMITTEE MEETING
WE WORKED OUT OUR SUB-COMMITTEES**

HR Sub-Committee

Joan Clay
Mike Forde
Lorraine Isaac
Chenjerai Shire

Finance Sub-Committee

Mike Forde
Elizabeth Henderson-Sambell
Lorraine Isaac

Social Sub-Committee

Joan Clay
Peter Humble
Robina Fallows

**Repairs/Maintenance and Regeneration
Sub-Committee**

Mike Forde
Lorraine Isaac
Orna Newman
Chenjerai Shire
Robina Fallows

**WHY HAVE LEASEHOLDERS BEEN CHARGED FOR WORKS TO
THEIR WINDOWS WHICH HAVE BEEN A DISASTER FROM THE START ???**

Camden Council have presented bills for these works which have proved to be unsuitable for the tower blocks, then threatened court cases for those who didn't pay! These so-called "Improvement Works" have been a failure from the start. There has been no improvement for tenants for their so-called Council Improvement Works. There has been no improvement whatsoever for Leaseholders. So, why have they been charged so much for works carried out which were a complete let down? Camden Council do not want, or are not capable, to answer these questions that Abbey Road put forward. There was an independent survey carried out by the Council to determine the faults. However, the Council won't release these results to us! They must be pretty horrendous!

DON'T BE FOOLED BY THE LATEST COMPUTER SCAM !!!

If anyone telephones you at home, saying they are from Microsoft to help you get rid of glitches from your computer, don't get fooled and allow them access to your computer. This is the latest scam !!!

Microsoft do not call you at home !!!

REGENERATION WATCH

With all these works being planned in our immediate neighbourhood, we need to keep an eye on what is going on. The Co-op will always check on this, our special people on our Committee will always check on these things to the best of our ability. We have dedicated members of our Management Committee, who will always make sure they will always do what is right for us. We have our office who do really great for Abbey Road.



SNOWMAN HOUSE—GAS SUPPLY

Following a block inspection by the Estate Office a minor gas leak was discovered on the 1st floor of the block. National Grid were called and have now turned the gas supply off to all properties on the right back of the building to carry out necessary repairs. This may lead to erection of scaffold similar to the one in Casterbridge .

We have been informed by National Grid that electric cookers have been supplied to all residents affected by the disruption of the gas supply. We will update you as soon as we have further information. We apologise for any inconvenience this may cause the affected residents.

RUBBISH DISPOSAL

C.C.T.V.CAMERAS ARE NOW IN OPERATION

We have noticed increased litter on our estate in recent times, due to some residents not disposing of their household rubbish properly into the bins provided. This un-cooperative attitude not only creates an unpleasant environment for the majority of law-abiding residents but also generates vermin with Health and Safety implications

We have now positioned our estate cameras to film those who dump their rubbish at the bin areas without putting it in the bins provided, in front of lifts, in the entrance lobbies, the second floors, back entrances of the towers and several other places on the estate.

We will take legal action to demote tenancies of those caught in the act. Fellow residents are also watching and will report you to the office.

Be sensible, consider your own environment. Don't mess it up for everyone. Think of your fellow residents and dispose of your rubbish appropriately.

YOUR CO-OPERATIVE ARE WORKING HARD TO IM- PROVE YOUR ESTATE

- Emergency lighting in the two tower blocks have been restored and upgraded on all floors following inspection and recommendation by the Fire Brigade.
- Anti-social behaviour reduced to low level following prompt actions taken by the Co-operative.
- Keeping the green area nice and tidy for your enjoyment especially for the kids to play.
- Prompt removal of all sorts of graffiti from all areas of the estate.
- Improved cleaning standards of all blocks and the entire estate, hope you have noticed these improvements
- We are working hard to get Camden to paint the fire doors in the tower blocks which will improve the appearance of the landings.
- We are fundraising to improve the play equipment in the park for our children.



REMEMBER

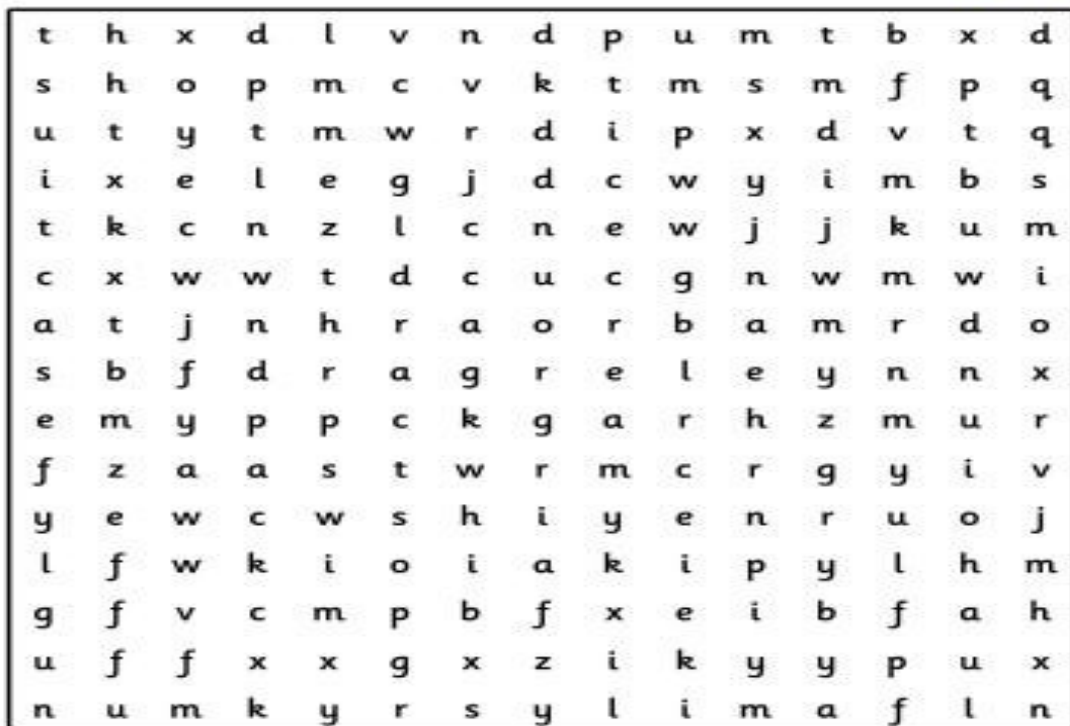
**Monday and Tuesday 16th and 17th June,
between 8am and 6pm**

***Essential works to Snowman House will be carried out
which will disrupt the Heating and Hot Water.***

***Please have all taps off during this period,
to avoid airlocks when the water is turned back on.***



Summer Holiday Word Search



fairground	family	fun	hotel	icecream
journey	pack	postcard	suitcase	summer
swim	tent			



**We have some new Staff Members,
who have recently joined from April 2014**

We have a new Caretaker Handyman who is Alex Paul Leslie.

Cynthia Christine Adhiambo has joined us a part-time Housing Administrator.
And we welcome Geoffrey O'Shea who is now our part-time Estate Cleaner

Make them all feel welcome !!!

***In the last 20 years of our Co-op, we have had some really
special people working for us, and our new staff members
have a hard act to follow, but we feel they are up to it.***

ABBAY AREA REGENERATION by Petra Clarke, Senior Development Manager

Phase One-Redevelopment of the Belsize Road Car Park

In October last year the Council's Planning Committee awarded full planning permission for the redevelopment of the car park site. We hope to start demolition of the car park building by the end of this year and construction of the new building in 2015.

Phase Two-New Health and Community Building

We have instructed our architects Pollard Thomas Edwards and landscape architects Farrer Huxly to start work looking at options for the design of phase two, which is the health and community centre building located between Snowman House and Casterbridge. We will begin consultation with residents in July this year. This will include an exhibition and a series of workshops looking at key themes including landscape and play areas, traffic and junction design and the new building itself. Further details about this will be sent out shortly.

Phase Three-Redevelopment of the site of Hinstock and Emminster

Thanks to all the residents of Hinstock and Emminster who have registered on Home Connections. If you have not yet done so, or have any questions about the process, or your options for moving, please contact Claire Callow. Claire.callow@camden.gov.uk 0207 974 1462

If you have any questions about the regeneration, or want to speak to an officer about any concerns, please contact Petra Clarke petra.clarke@camden.gov.uk 0207 974 1871

FREE COACH TRIP FOR RESIDENTS THIS SUMMER



Abbey Road housing Co-operative is organising a free coach trip to Southend-on-Sea on Saturday, 26th July, 2014. We will be boarding the coach by the Estate Office at 10am prompt and leaving Southend at 5pm. We intend to take 50 people along and places will be allocated on a first come first serve basis. Please contact Cynthia at the office on 0207 624 6309 to book your seat if you are interested.

SNOWMAN HOUSE AND CASTERBRIDGE ENTRANCES

We hope you like the redecorations carried out to the entrances of the tower blocks.

The finance to pay for these works was very hard fought for by the Co-op, but we eventually received the grant, and we will make sure these improvement works will take place as soon as possible.

The flooring will start within the next four weeks, when we will be blessed with warm weather.

D.M.C. FUNDING GETS THE GREEN LIGHT

The Co-op is continuing to work hard to raise funds from D.M.C. for new play equipment on the green for the children.

ANNUAL GENERAL MEETING

This years AGM will be held, as usual, at the Abbey Community Centre on 17th September.

We will be presenting our end of year accounts, and our new auditors will be explaining the finances.

We will have Guest Speakers, who have yet to be decided.

The Regeneration Team will have representatives there to bring us up to speed with the most recent plans.

We will offer a crèche facility and refreshments will be served.

Please come along to support your Co-op, and have your say, and vote for the Committee for the next year. *Remember it's your Co-op!*

Watch out for news in the Noticeboards

UPDATE ON HEAT METERS

Just a quick summary of the current position concerning the heat meters at Snowman House and Casterbridge. As agreed at our AGM last October, Camden Council have been carrying out quality checks on all properties to look at the operation of the overall system and replaced any defective components. These checks are now close to completion.

The Council have also, as agreed, been monitoring information from the meters over 2013/14 to see how individual flats are performing in terms of energy use.

They now have twelve months of data which is currently being analysed.

Once complete, Camden will inform residents of the results. These results will be able to show whether residents would be better off remaining with the current system or proceeding with heat meters.

**FEELING STRESSED?
NEED TO RELAX?
HAVE YOU EVER TRIED YOGA?**



**KEEP
CALM
AND
DO
YOGA**



**COME TRY THIS YOUTH REVITALISING BOOST EXERCISE PROGRAMME
OUR MEMBERSHIP IS £5.00 - EACH CLASS COST £1.00**

DAYS & TIME:

TUESDAY @ 2.15 - 3.15PM

WEDNESDAY @ 12.15 - 1.15PM

FIND US:

**WE ARE BASED AT THE ABBEY COMMUNITY CENTRE,
222C BELSIZE RD, LONDON
NW6 4DJ**

Corinne's Corner

Creamy Chicken and Potato Casserole

Ingredients :

2tbsp vegetable oil
4 chicken portion (225g/8ozs each)
2 leeks, sliced
1 crushed garlic clove
55g/2ozs plain flour
850ml/1½ pints chicken stock
300ml/10fl.ozs dry white wine
125g/4½ozs baby carrots, halved lengthways
125g/4½ozs baby corn cobs, halved lengthways
450g/1lb small new potatoes
1 bouquet garni
150ml/5fl.ozs double cream
Salt and pepper
Rice and broccoli to serve

1 Heat the oil in a large frying pan. Fry the chicken portions for 10 minutes, turning until browned all over. Transfer the chicken to a casserole dish.

2 Add the leek and garlic to the pan and fry for 2-3 minutes. Stir in the flour and cook for another minute. Remove from the heat and stir in the stock and white wine and season well.

3 Return the pan to the heat and bring the mixture slowly to the boil. Stir in the carrots, corn cobs, potatoes and bouquet garni.

4 Transfer the mixture to the casserole. Cover and cook in a pre-heated oven, 180C/350F Gas Mark 4, for about an hour.

5 Remove the casserole from the oven and stir in the cream. Return the casserole to the oven, uncovered, and cook for another 15 minutes. Remove the bouquet garni and discard it. Taste and adjust the seasoning if necessary. Serve with rice and broccoli.