

# CCRMO CONNECT

## February/March 2021



### Update from Your Estate Director



I am pleased to include in this newsletter the results from our very first Annual Cottington Estate Survey ("ACES"). Although I have been in my current role for 8 months, I needed to know how you felt about the services we provide to you. Your responses to the survey helped me to understand the areas we are doing well in, and the areas we need to do better.

On the subject of services, at the time of writing, our nation is in its third lockdown. Whatever the national response is to this global pandemic, please be assured that I will make sure that CCRMO remains here for you. We have a resident lead volunteer support group for those who need help with groceries or medicine. If you would like to take up that offer, please contact the Estate Office.

I would like to take this opportunity to thank the residents who took photographs of the snow fall on Cottington Close Estate (Sunday 24 January 2021). You will also find some of their photographs in this newsletter. These photos were shared between residents on the Cottington Close "Give and Take" WhatsApp Group – further details of how you can join in can also be found later in this newsletter.

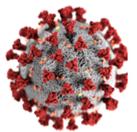
Finally, if you would like to contact me, it would be good to hear from you. You may have an idea of an initiative which will improve the way we do things or you just want to formally introduce yourself. My contact details are: 0207 926 6436 or [iramadi3@lambeth.gov.uk](mailto:iramadi3@lambeth.gov.uk). Alternatively, if you see me out and about on the Estate and recognise me from my photo, you're welcome to stop me and have a chat - at a social distance, of course.

### Lockdown 3

Please refer to our letter that was sent to all residents on 4 January 2021. Whilst the office remains closed to the public, there will be staff in the office to answer your calls and emails.

We need to apply a number of conditions before we carry out a repair. We will remind you what they are before we carry out the repair. In summary, they are:

- You need to tell us if you have any symptoms of COVID-19
- You will be asked to wear a face mask when in your property, our staff will wear one too
- You will need to open the window in the room needing the repair – ventilation reduces the risk of transmission
- You must be in another room when the repair is carried out
- You must understand that we need to be in and out of the property within 30 minutes so do not be offended if we do not talk to you whilst carrying out the repair



- CCRMO reserves the right to leave the property if any of the above conditions aren't met

If you would like to pay for your bay, sheds, and parking (including visitors permits), please call ahead, post your payment preferably in an envelope with your name and address. If these payments are made before 16:00, we will make sure that a receipt (or visitors permits if you are buying them) are posted on the same day.

**If you need help with food shopping or medicines, we can direct you to the "Cottington Cares 4 U" Group. Please contact 0207 926 8105 for further details**

## Annual Cottington Estate Survey (“ACES”)



Last September, Cottington Close RMO was the only housing service provider in Lambeth to deliver a comprehensive satisfaction survey of its residents in 2020.

Satisfaction surveys is something all services providers should do as a matter of good practice but for me, it was initiated to allow to gain a greater understanding of what CCRMO are good at and the areas they can do better in.

Whilst it is considered good practice to conduct annual satisfaction surveys, it was implemented to help the new Estate Director to understand what CCRMO were good at, and where they could do better in. As this was the first survey of its kind delivered by CCRMO, it helped offer insight on how the next and future satisfaction surveys could be delivered.

- How satisfied or dissatisfied are you with the way CCRMO listens to your views and acts upon them?
  - Satisfied – 93%
  - Neither – 6%
  - Dissatisfied – 1%
- How satisfied or dissatisfied are you that we, CCRMO, gives you the opportunity to make your views know?
  - Satisfied – 90%
  - Neither – 7.5%
  - Dissatisfied – 2.5%



• **Summary: CCRMO scored well in resident engagement**

- How well do you feel CCRMO is, at keeping you informed about things that might affect you as a resident?
  - Satisfied – 95.2%
  - Neither – 3.6%
  - Dissatisfied – 1.2%



**Summary: Communication is an area of strength for CCRMO**

- How satisfied or dissatisfied are you that CCRMO treats you fairly:
  - Satisfied – 96.4%
  - Neither – 2.4%
  - Dissatisfied – 1.2%

**Summary: Equalities is an area of strength for CCRMO**

- How satisfied are you with CCRMO’s heating & hot water repairs
  - Satisfied – 87%
  - Neither – 8%
  - Dissatisfied – 5%

**Summary: Opportunities of improvement for Smith & Byford**

- How satisfied are you with the way CCRMO deals with noisy neighbours
  - Satisfied – 66%
  - Neither – 24%
  - Dissatisfied – 10%



**Summary: An area CCRMO will need to do better in**

## Annual Cottington Estate Survey ("ACES") - continued

- How satisfied are you with the way CCRMO deals with anti-social behaviour (ASB)?
  - Satisfied - 69%
  - Neither – 25%
  - Dissatisfied – 6%

**Summary:** An area CCRMO must do better in

- How satisfied are you with the way CCRMO deals with your complaints?
  - Satisfied – 74.7%
  - Neither – 19.3%
  - Dissatisfied: 6%

**Summary:** An area CCRMO must do better in

- How satisfied are you with the way CCRMO enforces parking on your Estate?
  - Satisfied – 70%
  - Neither – 20%
  - Dissatisfied – 10%

**Summary:** Room for improvement by P4Parking

- How satisfied are you with the way CCRMO keeps your block free from litter?
  - Satisfied – 95.3%
  - Neither – 3.5%
  - Dissatisfied – 1.2%

**Summary:** Keeping the Estate free from litter is an area of strength for CCRMO

- How satisfied are you with the way CCRMO keeps your block clean?
  - Satisfied – 97.1%
  - Neither – 2.9%
  - Dissatisfied – 0%

**Summary:** Keeping the blocks clean is another area of strength for CCRMO

- How satisfied are you with the way CCRMO enhanced its cleaning regime?
  - Satisfied – 83.3%
  - Neither – 14.3%
  - Dissatisfied – 2.4%

**Summary:** An opportunity for CCRMO to learn how they along with other TMOs can react in response to a global world wide pandemic

- How satisfied are you with the way CCRMO makes sure the grass areas are cut and free from litter?
  - Satisfied – 97.6%
  - Neither – 1.2%
  - Dissatisfied – 1.2%

**Summary:** Grass cutting and keeping it free from litter is an area of strength for CCRMO

- How satisfied are you with the quality of the repair we complete in your home?
  - Satisfied – 93.8%
  - Neither – 4.7%
  - Dissatisfied – 1.5%

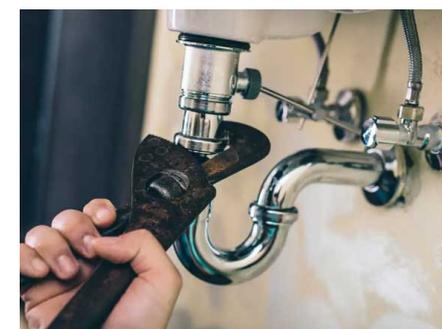
**Summary:** Repairs is an area of strength for CCRMO

- How satisfied are you in making sure we complete the repair the first time?
  - Satisfied – 91%
  - Neither – 9%
  - Dissatisfied – 0

**Summary:** CCRMO delivers a high quality repairing service

- How safe do you feel at home, during the day?
  - Safe – 95%
  - Neither – 0
  - Unsafe – 5%

**Summary:** Residents feel safe at home at Cottington Close Estate during the day time



## Annual Cottington Estate Survey ("ACES") - continued

- How safe do you feel at home, by yourself, at night?
  - Safe – 88%
  - Neither – 6%
  - Unsafe – 6%

**Summary:** Whilst the majority of the respondents feels safe at home at night, is there more that can be done by CCRMO?

- How safe do you feel walking around the Estate by yourself, during the day?
  - Safe – 97.7%
  - Neither – 1.1%
  - Unsafe – 1.2%

**Summary:** Most residents feel safe walking around the Estate by themselves during the day

- How safe do you feel walking around the Estate by yourself, at night?
  - Safe – 65.5%
  - Neither – 17.9%
  - Unsafe – 16.6%

**Summary:** What can CCRMO do to improve the safety of residents each time they walk around the Estate by themselves, at night?



## Test of opinions

- Would you be happy if CCRMO removed the free parking in the evenings, weekends and offer a 24/7 enforcement service
  - Yes – 28%
  - No – 72%
- Would you approve if CCRMO appointed a company to trap pigeons, remove them, and dispatch them in a humane manner?
  - Yes – 78%
  - No – 22%
- The next stage would be the use of hawks to scare the pigeons (not kill). Would you approve of this method?
  - Yes – 87%
  - No – 13%



## Internet On Cottington Close Estate

- This website suggests that 12-25 MBS is needed for households using the internet from multiple devices (e.g. working from home, streaming programmes, gaming)

<https://www.allconnect.com/blog/faqs-internet-speeds-what-speed-do-you-need>

Percentage of residents with less than required speed: 53%

Percentage of residents with or more than required speed: 47%



## Grass areas for dogs

Historically the grass areas have been padlocked. This is because they were previously locked in response to residents and non-residents using the area to allow their dogs to run around but not pick up faeces left behind. This placed a health and safety risk to CCRMO staff particularly when using a lawn mower to mow the grass area.

Since that decision, we have been advising residents to use the dog park just next to Pedlars Acre Park.

But CCRMO have received keen interest from residents to re-use the grass areas.

In response, and in-tune with CCRMO's motto that "Every Voice Counts", once the lockdown eases, we will introduce a new pilot scheme on the Estate. This scheme will enable dog owners to collect a key from the Estate Office, and unlock a designated grass area so that they can make sure that their dog can get the exercise that they need, safely.

We want to encourage our estate dog owners to be responsible and manage this in conjunction with the office – if you would be interested in joining the pilot scheme and help to set up 'Cottington Canines' then please contact [iramadi3@lambeth.gov.uk](mailto:iramadi3@lambeth.gov.uk)



## Snow at Cottington Close Estate

Sunday 24 January 2021 saw snowfall on Cottington Close Estate. A large number of residents shared their photos on the Cottington Close WhatsApp Group. Before I share some of the contributions CCRMO received this would be a great opportunity to promote the Cottington Close WhatsApp group. If you haven't yet done so, please download the WhatsApp application on to your phone. Once you have done this or you already have the application please ask to be added by contacting this number (07719 721 410).



Nicola - Hamlet Court



Linda - - Hamlet Court



Jennifer - Isabella

## Biodiversity and Climate Action Plan

The Board agreed Cottington Close RMO's new Biodiversity and Climate Action Plan. It was developed in partnership with the new local group - Greener Kennington ([www.greenerkennington.com](http://www.greenerkennington.com)). It's a bold plan, an ambitious plan that compliments Lambeth's goals of achieving zero carbon emission by 2030.

Cottington Close RMO is the first TMO in Lambeth to agree a plan and are now a leading partner for Lambeth in working together to tackle the climate emergency.

A copy of the Biodiversity and Climate Action Plan can be found on our website.



## Recycling

Sticking to the theme of helping our environment, we would like to remind residents on how they can help by making sure that the correct items are left in the recycling bin. The illustration below will help provide a reminder on what can go into a recycling bin, and what can't.

What CAN be recycled					
Paper & Card					
What CAN'T be recycled					
No Thanks!					





## Covid-19 Tests - Protect your loved ones...get tested regularly

Around 1 in 3 people with Covid-19 don't have any symptoms, but they can still pass it on. You can get a quick free test at a local site in Lambeth to check if you have Covid-19, with results returned to you within the hour.



For more information visit:

<https://beta.lambeth.gov.uk/coronavirus-covid-19/book-rapid-covid-19-test-if-you-have-no-symptoms>

## Vaccination experience - A view from a Councillor

Councillor Mariana Masters (Streatham Wells) shares her experience of the Covid-19 vaccination.

To read her story, please visit:

<https://love.lambeth.gov.uk/lambeth-sharing-experiences-of-getting-vaccinated/>



## Transport for London consultation

You should have by now received a letter from TFL about a consultation exercise affecting the main roads around the Estate.

To know more, please visit:

<https://consultations.tfl.gov.uk/general/e9fd1791/>



## Kennington/Oval/Vauxhall Planning Forum

Neighbourhood planning forums prepares neighbourhood plans for the area. The forum has expired and LB Lambeth wants your view on whether to re-designate it.

To know more, please visit:

<https://beta.lambeth.gov.uk/consultations/have-your-say-kennington-oval-vauxhall-kov-neighbourhood-forums-application-re-designation>

## Useful Information

### Cottington Close RMO

Housing Issues

Parking

Reporting Repairs

Call: 020 7926 8105

Email: [cottingtonclose@lambeth.gov.uk](mailto:cottingtonclose@lambeth.gov.uk)

Website: [www.cottingtonclosermo.com](http://www.cottingtonclosermo.com)



### Out of Hours Repairs :

Monday to Friday 5pm till 7am & WEEKENDS

Any urgent problems in your home or communal areas?

Phone the Out of hours Service 5pm to 7am:

Lambeth call centre on 020 7926 6666

Any problems with your **gas central heating and hot water**, please

contact our Gas Contractors Smith & Byford directly

on: 0800 091 2140 or 0208 652 7015

### Other Emergency and Help Numbers:

**Gas leaks:** National Gas Emergency Service on 0800 111999

**Loss of electricity:** UK Power Networks on 0800 0280247 / 0333 2022022

**Lambeth Council:** 020 7926 1000

**One Lambeth Advice:** 0800 254 0298 (advice on benefits, debt, housing)

<https://onelambethadvice.org.uk/contact-us/>

### Report a Crime or Get Advice from the Police:

Police Emergency/Ambulance/Fire – Call 999

Prince's Ward Safer Neighbourhood office: 020 8721-2627

Police non-emergency – 101

### Contact your local Councillor

Cllr Jon Davies

Email: [jdavies4@lambeth.gov.uk](mailto:jdavies4@lambeth.gov.uk)

Call: 07542943511



Cllr David Amos

Email: [DAmos@lambeth.gov.uk](mailto:DAmos@lambeth.gov.uk)

Call: 07920 547 832



Cllr Joanne Simpson

Email: [JSimpson2@lambeth.gov.uk](mailto:JSimpson2@lambeth.gov.uk)

Call: 07920 547 988



Local councillors are elected by the community to decide how the council should carry out its various activities. They represent public interest as well as individuals living within the ward in which he or she has been elected to serve a term of office. They have regular contact with the general public through council meetings, telephone calls or surgeries. Surgeries take place on a regular basis and provide an opportunity for any ward resident to go and talk to their councillor face to face. Councillors are not paid a salary for their work, but they do receive allowances.