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Dear Cowley Residents

## Cowley RMO - Here supporting our residents, our community

As you would have been aware, a new Cowley Board was formed at the last Annual General Meeting held on Monday 16th September 2019. I am humbled that I have been elected to be the Chair of the Organisation and my fellow Board Members, consisting of tenants and leaseholders, who are some of the most thoroughly committed volunteers working for the advancement of our community. Since we were elected in September 2019, we have been very busy working with the Housing Staff, Ward Councillors and other agencies to ensure that *Our Vision* for Cowley is achieved.

This letter was intended to have come out to you before the lockdown but as we all know we are living in unprecedented times and there has been several disruptions to lives and means.

The Cowley Board and Staff team are working to keep you supported & updated with all the local developments around the lockdown & Covid-19, including all of the actions we have put in place for you and your loved ones, in this uncertain time and beyond.

Contained in this issue of your newsletter you will find information on what you need to know and local support that is available. *Visit our Facebook page for more information*

***<https://www.facebook.com/cowley.rmo>***

I would also like to assure you that the Board continues to be very passionate about the community and is putting the Community at the heart of all that we do and the decisions we make. We aim to ensure that excellent services are provided for all residents.

*The Board continues to be committed to:*

- ◆ Ensuring that the Housing Staff, provide an efficient service for all residents
- ◆ Encourage the togetherness of our community with social & developmental opportunities
- ◆ Encourage and welcome leaseholders to join the wider conversation about our estate and our homes
- ◆ In light of Austerity Measures, ensuring our residents are not dis-advantaged and that we continue to build on the values outlined in the Business Plan for the Estate.



If you wish to speak to or meet with myself or any of the Board Members or if you have an idea you wish to share on things we can improve together, including making changes for the development of our estate and our homes, please feel free to contact me: **Shelly Ann Brown, Chair, Cowley RMO on 020 7926 0690 or by email @ [XDHScowley1@lambeth.gov.uk](mailto:XDHScowley1@lambeth.gov.uk).**

## Friends Of Cowley — Volunteers

Cowley RMO is proud to introduce the Friends of Cowley – Volunteers.

This invaluable group of residents from our estate and Vassall ward have been instrumental in supporting the community, in meeting the needs of residents. Especially the elderly and vulnerable among us. Their commitment, care and selflessness has ensured and demonstrated that we are not alone. Carrying out requests like: shopping, picking up medication, contact requests and door to door deliveries. We extend our heartfelt thanks for your labour, civic involvement, care and commitment, all while balancing your personal responsibilities.

**WE ARE A COMMUNITY.**

If you or someone you know (living on Cowley) are vulnerable please contact us.  
Or if you have 2 hours a week maximum to spare and want to get involved.

Call Jacqueline on : 07545082776

### Practical Support for Residents

If you are in need of help to make ends meet.

The Mutual Aid Fund in Lambeth Vassall Ward is here to help you.

Apply for a direct payment to cover an expense.

Lambeth Mutual Aid

0800 009 6504 for Emergency Financial Help

<https://opencollective.com/lambethmutualaid#section-contributors>

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### Lambeth Hub - Support from Lambeth council

If you are claiming benefits or experiencing financial hardship, the Council may be able to help.



The Emergency Support Scheme can provide assistance with food, fuel, furniture and white goods for households facing a crisis or emergency.

Discretionary Housing Payments can help make up rent payments where benefit payments do not cover the full cost.

Council Tax Support can help reduce Council Tax bills for people on low incomes.

There is a Discretionary Council Tax Support Hardship Payment scheme for those experiencing particular financial hardship.

Council housing tenants affected by the coronavirus and worried about paying their rent should contact us online or call us on 020 7926 8790

Call Dorothy or Bernadine on 0207926 8646 / 8644 if would like help contacting the service or to apply



## Rent & Service Charge

We are currently in very uncertain & difficult times, the housing team is here to support you, where possible. It is extremely important for you to contact the Housing Officer:

Dorothy Ofosu-Mensah on 02079268646 or the Housing Assistant, Bernadine McGovern on 02079268644, if you need to discuss a matter or a way forward.

It is also important to make regular payments towards your rent.

You can make payments using these methods

- Online
- By Direct Debit
- By Pay Point
- By phone
- By standing order
- At any Post Office
- ♦ By post

Please ensure you have your payment card to hand.

### FINANCE SUPPORT

#### FROM LAMBETH COUNCIL

<https://www.lambeth.gov.uk/coronavirus-covid-19/get-support-for-yourself-or-a-vulnerable-person/financial-help-benefits-employment-support-housing-advice>

## Cowley Repairs & Maintenance

In line with Social distancing guidelines: only emergency repairs will be taken at this time – contact numbers below :

07930 988766 / 07958578698 / 02079260690

Contact Lambeth Council for emergencies  
020 7926 1000 for Communal heating

Smith & Byford for individual heating hot water and radiators 0800 977 8607 (24/7)

Out of hours TWD 02088693955 (5pm – 8am)  
and at weekends.



## Our Ward Councillors' Contact details



Cllr Annie Gallop  
[AGallop@lambeth.gov.uk](mailto:AGallop@lambeth.gov.uk)  
07920 560 175

Cllr Paul Gadsby

[PGadsby@lambeth.gov.uk](mailto:PGadsby@lambeth.gov.uk)  
07814 567 690



Cllr Jacqui Dyer  
[JDyer3@lambeth.gov.uk](mailto:JDyer3@lambeth.gov.uk)  
07920 548 463



## COVID-19 SOCIAL DISTANCING

Social distancing measures are steps you can take to reduce social interaction between people. This will help reduce the transmission of coronavirus (COVID-19).

They are to:

1. Avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough
2. Avoid non-essential use of public transport when possible
3. Work from home, where possible. Your employer should support you to do this. Please refer to your employers guidance for more information
4. Avoid large and small gatherings in public spaces, noting that pubs, restaurants, leisure centres and similar venues are currently shut as infections spread easily in closed spaces where people gather together.
5. Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media
6. Use telephone or online services to contact your GP or other essential services

Everyone should be trying to follow these measures as much as is practicable.

The NHS strongly advise you to follow the above measures as much as you can and to significantly limit your face-to-face interaction with friends and family if possible, particularly if you:

- are over 70
- have an underlying health condition
- are pregnant

This advice is likely to be in place for awhile.

<https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on->



**PLEASE REGULARLY CHECK OUR FACEBOOK PAGE,**

**FURTHER INFORMATION WILL BE POSTED AS AND WHEN WE HAVE IT.**

<https://www.facebook.com/cowley.rmo>

*Finally remember, we are all in this together – keep safe, keep warm and keep well*

Any questions? Cowley Office 020 7926 0690/07 - Cowley House, 147 Brixton Road, London, SW9 6LZ

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