

Winter Edition 2021

[www.cowleyrmo.co.uk](http://www.cowleyrmo.co.uk)

# SEASON'S GREETINGS!



## Inside Cowley

**Repairs**

**Rent**

**Bike Shed Hire**

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**Estate Parking/ Permits**

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**Anti-Social Behaviour**

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**Christmas Opening Hours**

## HAPPY HOLIDAYS!

Cowley RMO would like to wish all residents a Merry Christmas and a Happy New Year!

**Cowley RMO**

**147 Brixton Road**

**London**

**SW9 6LZ**

**0207 926 0690**



### **Phase 2 Major Works Programme**

The procurement process for this programme has now ended and the Project Manager Presley Rebelo for Lambeth Capital Works Programme is now allowed to engage with the selected contractor Amber Construction Services Limited who were selected to carry out works for this scheme.

Presley Rebelo will liaise with this office regarding site -setup and contract mobilisation. An update will be provided as soon as the programme and start date details are available.

### **Repairs**

It has been reported that legal firms are canvassing on the estate either by door to door knocking or by contacting residents by telephone. There has been some misunderstanding when speaking with the residents as some feel they are speaking with a council officer therefore a representative of the London Borough of Lambeth about outstanding repairs.

These canvassers are not affiliated with Cowley or Lambeth Council and are approaching council tenants to find out if they have any outstanding repairs and provide advice that they will act on their behalf to get compensation for the repairs to be completed. This is an aggressive marketing approach, and these legal firms see tenants as "soft target" in signing them up. Most of these legal firms are based in the North of England. They are reputedly the old claims handling firms that used to sue for PPI.

They inform tenants that they will act on your behalf under a conditional fee agreement using the Housing Conditions Protocol but what they don't tell tenants is that most of any compensation agreed go towards solicitors' fee.

Reporting repairs is often a term in tenancy agreements. If you don't report the repair when you notice it, it could get worse over time and cost more to put right, so please contact the Estate Office and report your repair. Ensuring your repairs are carried out is one of our priorities at Cowley.

**Don't Forget To Pay Your Rent!**

Remember that you need to stay up to date with your rent and service charges!

**Please contact Dorothy Ofosu-Mensah on 0207 926 8646 or Bernadine McGovern on 0207 926 0697 if you are having or can foresee any trouble in paying your rent and/or service charges**

**Pay your rent and service charges**

**Parking permits and going cashless**

In light of the ongoing pandemic Cowley RMO have been looking at ways to keep both residents and staff safe. As a result of this, physical residents permits can no longer be purchased in the office. All permits must be processed online, however visitors permits can be purchased in the office using debit/ credit cards only. Please note, visitors permits will be sold to residents only, guests are not permitted to purchase permits in the office. For an updated copy of our parking arrangements and instructions document, please contact the office.

**Bike Shed/ Hanger Hire**

We are currently making our way through the bike shed/ hanger waiting list. Any bike shed/ hanger that should become available will be assigned to the resident at the top of the list. This is to ensure that all residents are treated equally and the bike shed/ hangers are distributed fairly.

**Think you can help Cowley RMO to improve?**

**If you have any ideas that you feel can help to make Cowley Estate a better place, please drop your suggestions into the suggestion box in the office. Alternatively, contact Bernadine on 0207 926 0697 to have a discussion.**

**Anti—Social Behaviour**

To report any form of Anti Social Behaviour please contact [Public Protection & Regulatory Services Resident Services](https://www.lambeth.gov.uk/noise-nuisance-pollution-and-anti-social-behaviour) on 0207 926 6000 or visit [www.lambeth.gov.uk/noise-nuisance-pollution-and-anti-social-behaviour](https://www.lambeth.gov.uk/noise-nuisance-pollution-and-anti-social-behaviour)

**Are You A Shareholder?**

**If you wish to be invited to next year's AGM and have your chance to speak on how you wish for the estate to be run then you need to pay a £1 fee to become a shareholder! Pop into the office and speak to Bernadine for more information and to discuss all the benefits you get for just £1!**

# KEEPING WELL DURING WINTER

## Keep Your Home Warm

If you're not very mobile, are 65 or over, or have a health condition, such as heart or lung disease, heat your home to at least 18C.

Keep your bedroom at 18C all night if you can – and keep bedroom window closed.

Use a hot water bottle or electric blanket to keep warm in bed – but do not use both at the same time.

Have at least 1 hot meal a day – eating regularly helps keep you warm, soups and stews are best in colder weather.

Draw curtains at dusk and keep doors closed to block out draughts.

## Wrap Up Warm

Ensure you wear layers before going outside, even for short journeys.

Keep your head, hands and chest warm by wearing a hat, scarf and gloves.

Wear thicker socks and weather appropriate shoes.

Layer up on tops, a thin t-shirt under a jumper can help to keep you warm.

Ensure your coats and jackets are always zipped or buttoned up.

Thermals will also help to keep you warm.

## Build Your Immune System

Vitamins such as vitamin C will help to build your immune system and lessen the chances of contracting a cold.

Vitamins specifically designed for building your immune system can be purchased at your local pharmacy or supermarket—Always read the label and check with your GP or pharmacist before buying.

Adding fruits and vegetables to your meals or snacks can also help—Remember your 5 a day.

Drink plenty of water to keep hydrated—Hot drinks will also help to keep you warm.

**If you are at home and feel unwell, it is important that you contact your GP or the NHS Helpline by calling 111 from your phone. It may also help if you tell a friend, family member or neighbour.**

# KEEPING WELL DURING WINTER

## Recipe for Beef Stew

### Ingredients

- 1-1/2 pounds potatoes, peeled and cubed
- 6 medium carrots, cut into 1-inch lengths
- 1 medium onion, coarsely chopped
- 3 celery ribs, coarsely chopped
- 3 tablespoons all-purpose flour
- 1-1/2 pounds beef stew meat, cut into 1-inch cubes
- 3 tablespoons canola oil
- 1 can (14-1/2 ounces) diced tomatoes, undrained

### Directions

1. Layer the potatoes, carrots, onion and celery in a 5-qt. slow cooker. Place flour in a large shallow dish. Add stew meat; turn to coat evenly. In a large skillet, brown meat in oil in batches. Place over vegetables
2. In a large bowl, combine the tomatoes, broth, mustard, salt, pepper, thyme and, if desired, browning sauce. Pour over beef. Cover and cook on low for 7-8 hours, or until the meat and vegetables are tender. If desired, sprinkle with fresh thyme before serving.

## Vegetable Soup

### Ingredients

- 1 tbsp olive oil
- 1 onion, finely diced
- 1 carrot, peeled and diced
- 2 cloves garlic, finely chopped
- 2 sticks celery, diced
- 1 tbsp picked thyme leaves
- 80g pearl barley
- 1 vegetable stock cube, made up to 900ml
- 100g broccoli florets, finely sliced
- 1 tomato, diced
- handful baby spinach leaves, chopped
- 4 tbsp pesto with fresh basil extra virgin olive oil

### Directions

1. Heat the olive oil in a large non-stick saucepan. Add the onion and cook until softened. Next add the carrot, garlic and celery and cook for 5 minutes.
2. Add the thyme leaves, pearl barley and vegetable stock and simmer for 25 minutes, or until the barley is tender. Add the broccoli and tomatoes, and cook for a further 5 minutes. Season to taste.  
To serve, stir through the spinach. Ladle into bowls and spoon some pesto over each one. Drizzle some extra virgin olive oil over each one and serve.

**Don't breach your tenancy agreement - No Laminate flooring**



It has come to our attention that many tenants/residents are installing laminate flooring without the Housing Office's permission.

It has also been noted that tenants/residents instal the flooring without proper underlay and this is causing unnecessary noise and nuisance to adjacent properties.

The Lambeth Tenancy agreement section 14 states the following:

**14.2 You must not install laminate floor covering or sanded floorboards in the Property, other than:**

- (a) on the ground floor; and then**
- (b) only if there is no-one living beneath you, without first obtaining written permission from the Council.**

**14.3 Any existing laminate flooring and sanded floorboards can remain only if there are no complaints from the neighbours or a nuisance to others living in adjacent properties. If there are complaints, then we would have to ask you to remove the floor covering in the Property or take measures to minimise noise being transmitted to adjacent properties.**

**Residents have told us that they installed laminate flooring for health reasons such as asthma, please note that there are carpets in store to address such health reasons.**

**Breaching your tenancy agreement is not worth the risk!**

**Food Distribution**

**The last date for food distribution this year will be Thursday 23rd December 2021 where Cowley RMO will also be providing one cooked meal per person. The cooked meals will be limited, therefore distributed on a first come first serve basis. Please remember to wear a mask upon arrival.**

**Food distribution will begin again on Thursday 6th January 2022.**

**Cowley Estate Out of Hours**

**Christmas closure**

**24 December 2021 – 4 January 2022**

Lambeth Out of Hours Emergency Repairs,  
Lifts, & **Communal Heating only @ Kingsgate, Chardin, Annesley**

020 7926 6666

**Lambeth Council**

020 7926 6000

**Smith & Byford**

Heating and boiler not working

08000912140/ 02086431080

**Roy O'Connor Heating & Plumbing Services**

Plumbing, Leaks & Blockages

07738223894

**RMA Stewart Limited**

Electrical Repairs

07891885774/07976802921

**BN Drainage**

Drainage

01689332231 /07711842448

**SGN- for Gas Leak**

0800111999

**Noise Control Team**

020 7926 5999/020 7926 5000

**Anti-Social Behaviour**

020 7926 6000

Noise Complaint

0207 926 5000

**Safer Neighbourhood Team Police**

Vassall Ward - 020 7091 5852

**Non-Emergency Services**

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# Christmas Opening Hours

<b>Monday 20<sup>th</sup> December 2021</b>	<b>9.00 AM – 3.00 PM</b>
<b>Tuesday 21<sup>st</sup> December 2021</b>	<b>9.00 AM – 3.00 PM</b>
<b>Wednesday 22<sup>nd</sup> December 2021</b>	<b>9.00 AM – 3.00 PM</b>
<b>Thursday 23<sup>rd</sup> December 2021</b>	<b>9.00 AM – 4.00 PM</b>
<b>Friday 24<sup>th</sup> December 2021</b>	<b>Closed</b>

## Office Re-Opens

<b>Tuesday 4<sup>th</sup> January 2022</b>	<b>8.00 AM – 4.00 PM</b>
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- **Francais:** Si vous souhaitez les documents traduits dans une autre langue, veuillez nous contacter par telephone.
- **Portugues:** Se você deseja que este documentos traduzidos para outro idioma, por favor contacte-nos por telephone.
- **Spanish:** Si desea que este documentos traducidos a otro idioma, por favor, póngase en contacto con nosotros por teléfono.