

The Brockley Bugle

FEATURED ARTICLE

How to Get Involved

Our Residents Scrutiny Board encouraging involvement in the local community

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EXTRA

Coronavirus activities for your kids
P.4



Message from your Area Manager

It's certainly been a challenging time for London and most of the world due to the Covid-19 outbreak. Firstly from everyone at Pinnacle we hope all our residents are keeping well and safe. We understand that many of our residents have been affected by the Coronavirus, whether it's a change in employment and or changes due to isolation. Whatever your circumstances I want to assure residents myself and the team are here to help in anyway we can. If you are struggling to pay your rent, service charges, or bills please call us on 0207 6351200 or email us at brockley.customerservice@pinnaclegroup.co.uk and we will try to help. If you would like to report a repair please call 0800 0839683.

This edition of the Brockley Bugle is very much about support that is available to people during this time and useful information.

At the time of writing this newsletter we are currently closed to the public, but you can still call or email us on the contact number above. Any further updates on our service can be found on our website at www.pinnaclebrockley.co.uk



Area Manager Kate Donovan

How to contact us

Pinnacle Customer Service Team Tel: 0207 635 1200 Email: brockley.customerservice@pinnaclegroup.co.uk

To report repairs you can phone Rydon call centre Tel: 0800 083 9683.

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Pinnacle Staff Spotlight

Stuart Little is currently the Contract Manager for Cleaning and Grounds Maintenance at Brockley.

Tell us a bit about yourself

I was born in Essex and at the age of 18 I joined the army. I went into the infantry as rifleman and Joined The Second Battalion Royal Anglian 'The Poachers'.

I ended up staying in the Army for 11 years and undertook active tours in Bosnia and Cyprus. I was also the driver for Colonel Richard Kemp MBE who you may have seen on TV in respect of COBRA Meetings.

I have a bit of drive to work as I live in rural Essex with my wife and three children, but as long as I have the radio on I don't mind.

Why did you leave the army?

After 11 years I felt it was time to do something new. I chose a role in Facilities Management working in schools and Essex police all over Essex. I really liked the environment and met lots of really good people. Working in Facilities Management it only works if everyone feels part of the team and I guess the army taught me how important it is that no person is more important than the group.

How long have you worked at Pinnacle?

I have been at Pinnacle for just 3 months although it does feel a lot longer as so much has happened.

What does your role entail?

I look after the Brockley contract for cleaning and grounds maintenance across 1800 properties. We have a team of 16 in total who deliver this service and my aim is to ensure that we deliver the highest standards for our residents.

What's your biggest challenge?

At the moment, during this public health crisis the team have been out on our estates every day and making sure in particular that hygiene standards are second to none. This involves disinfecting handrails and ensuring surfaces are kept clean to ensure the safety of our residents. This period is

something we have never seen before and I am really proud of the team who have really gone the extra mile over the last few weeks. For example the housing managers have been calling our more vulnerable residents to make sure they are managing and where residents have needed any shopping the caretakers have been shopping and delivering this to residents.

What do you love about the job?

I really enjoy making the estates look as best they can be so residents feel proud to live in them...its as simple as that!

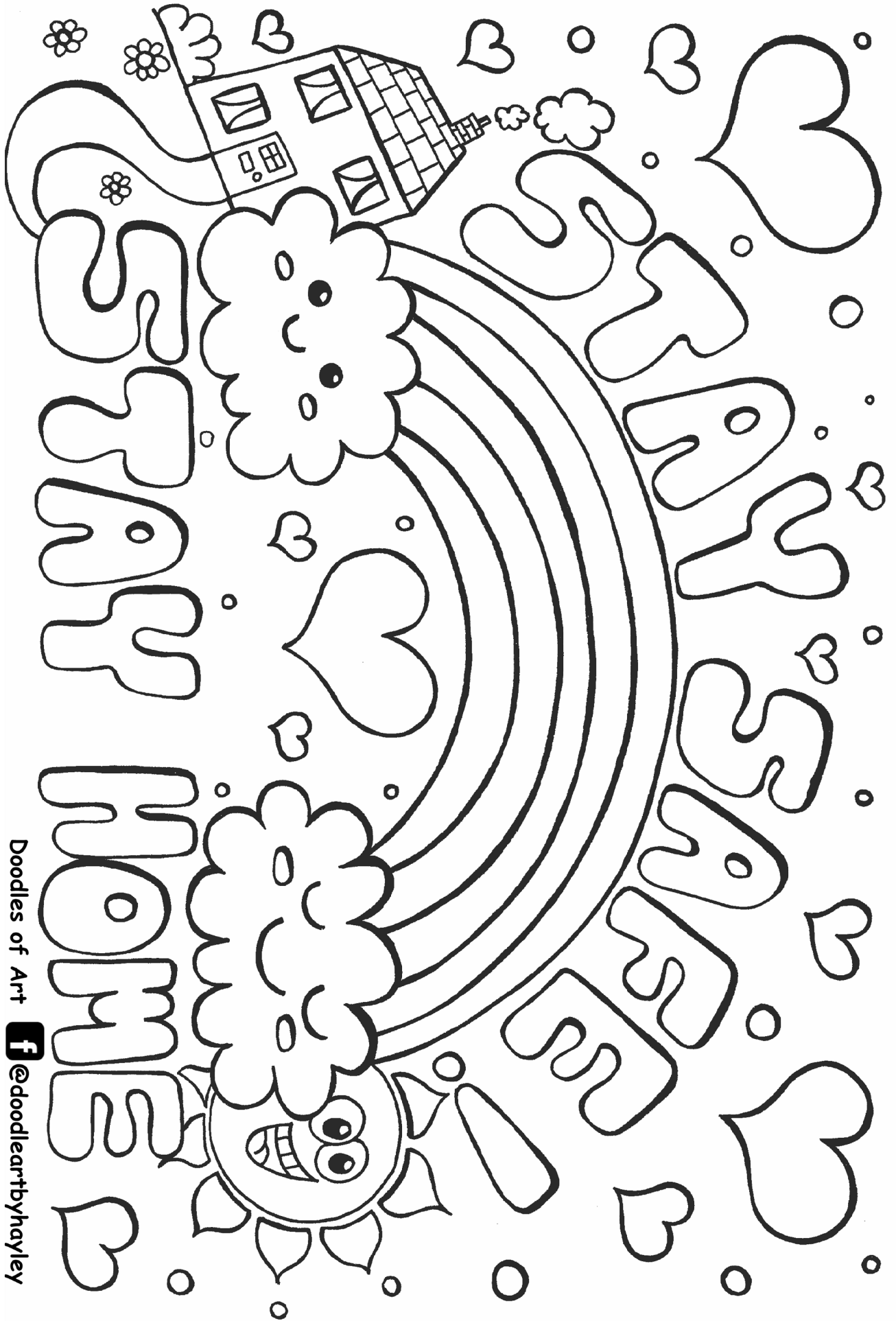
What do you do in your spare time?

I am in the Army Reserves and as part of the Covid 19 response I have been driving an ambulance. I also enjoy fishing, car racing and drumming! If that wasn't enough I am an Instructor in the Army cadets and enjoy teaching our new future Armed forces.



Contract Manager: Stuart Little





Doodles of Art  @doodleartbyhayley

Rainbow Colouring Competition

In this issue of Brockley Bugle we have put together some useful links and some ideas for things to do while staying at home due to Government Guidelines on the Covid - 19.

We have include some activities for the kids, links to online training, and ways to keep fit for all the family. You could also win £50 worth of Love to Shop vouchers by entering the rainbow colouring competition. Why not try something new.. enjoy.



Colouring Competition Details:

Calling all of our budding young artists who are schooling at home due to the current government guidelines. We are running a rainbow colouring competition.

We have included a rainbow on page 4 for you to colour in and put in your window , to help cheer everyone up during these times.

We shall be awarding a prize to the best entry of £50 worth of Love to Shop vouchers. So get out your crayons, pens ,and or paints and wow us all with your creative skills.

To enter your rainbow in the competition send to :

Email: brockley.customerservice@pinnaclegroup.co.uk along with your age and first name

Winners will be announced and the best works printed in the next issue of the newsletter



VEGETABLES CROSSWORD PUZZLE

Look at the numbers on the pictures and write the vegetables vocabulary in the crossword puzzle

Crossword Puzzle Answers can be found on page:6

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Landlord Gas Safety Checks

A message from your Gas Operations Manager at



Landlords have a duty of care to their tenants. This is a legal duty to repair and maintain gas pipework, flues and appliances in a safe condition, to ensure an annual gas safety check on each appliance and flue, and to keep a record of each safety check. During the Coronavirus (COVID-19) outbreak, there is a balance between ensuring people, including the vulnerable, are protected from possibly fatal risks arising from carbon monoxide exposure or gas explosion, while doing what we can to protect people from COVID-19.

Our team of engineers continue to operate as best we can taking into account the current restrictions. Please look out for our letters and help to protect residents by calling us on 01322 623186 at the earliest opportunity to inform us of the current state of your household.

On the day of your check please expect a phone call from one of our team to ask you if anyone is vulnerable or self-isolating with symptoms. If all is OK our engineer will attend wearing the appropriate PPE and carry out the safety check as normal. Please let him in and observe social distancing rules by staying in another room whilst he carries out this check.

If your boiler has broken down or you have concerns please call us as normal to get this checked out.

On behalf of the Gas Team I would like to thank you for your understanding and support during this difficult time.

Best Regards

Paul Cottrell

Gas Operations Manager

Rydon



- Across**
- 2. pepper
 - 4. carrot
 - 5. lettuce
 - 8. cucumber
 - 11. tomato
 - 12. leaf
 - 13. cauliflower
 - 16. garlic
- Down**
- 1. peas
 - 3. potato
 - 6. cabbage
 - 7. pumpkin
 - 9. eggplant
 - 10. zucchini
 - 14. onion
 - 15. corn

Keeping Active at Home

Some ways to stay active at home for all the family

If you are thinking about ways to keep fit while you are at home here are some ideas that you may find useful.

ONE YOU

The NHS Health improvement portal One You has a wealth of information and ideas for people of all ages and abilities on keeping yourself healthy. Why not have a look at some of their 10min workouts?

www.nhs.uk/oneyou/

There's only One You

Making better choices today can have a big impact on your health. The NHS One You programme is designed to help you get healthier and feel better with free tips, tools and support. Whether it's moving more, eating more healthily or checking yourself - One You can help you make small, practical changes that fit in with your life.

Why work out?

The NHS tell us that to stay fit and healthy, you're recommended to get at least 150 minutes of moderate physical activity a week, or around 20 to 30 minutes a day. Plus, you should aim to do strengthening and balance exercises at least 2 days a week. NHS home workouts are an easy way to help you reach your exercise goals, so give them a go!

NHS 10min Home workouts

Getting exercise doesn't need to be difficult - you don't even need to leave the house! Clear some space in the living room and give their easy 10-minute workouts a go.

www.nhs.uk/oneyou/for-your-body/move-more/home-workout-videos/

Keep on Moving with Mr Motivator

Mr Motivator is back with a new daily series on BBC One to keep millions on their feet during the coronavirus lockdown

The only man who can pull off lunges in a blinding neon leotard will be making his long-overdue comeback to join Angela Rippon, Michelle Ackerley and Dr Xand van Tulleken to keep households fit and healthy while cooped indoors over the coming weeks.

HealthCheck UK Live is on air every weekday morning during the government imposed lockdown. 'Now more than ever it is important to keep our bodies and minds healthy. Everybody say yeah, let's get happy and be wicked at home,' Mr Motivator - real name Derrick Evans - cheered.

Tune in to BBC1 at 12noon daily



Joe Wicks the Body coach

Joe Wicks will be offering a free workout aimed at kids LIVE on The body Coach Youtube Channel

Joe Says

With the schools closed and with us all spending more time at home, it's more important than ever that we keep moving and **Stay healthy and positive.**

Exercise is an amazing tool to help us **feel happier**, more **energised**, and more **optimistic**.

The workouts will be fun and suitable for all ages and even adults can get involved.

You don't need any equipment, just tune in to The Body Coach TV YouTube channel at 9am each morning for a 30-minute, fun workout.

Income Collections Team

Here to Help

In these challenging times and as the current government guidelines due to Covid-19 continue, we want to let you know that we are here to work with you and to support you through this.

You may have been affected by Covid 19 and have worries and concerns as well as some questions you need to ask. We also understand that money may be tighter than usual for some at present.

If you are struggling please contact us as soon as possible. At Pinnacle we are here to assist you in sustaining your tenancy. You can speak directly to your dedicated Income Office or another member of the Income Team.

The Income collection team - Here to help

You can contact us by telephone on 0207 635 1200 or email the Brockley office on brockley.customerservice@pinnaclegroup.co.uk and we will respond promptly to your enquiry

The Income collection team can help you to maximise income through benefits, inform you about benefits you may be entitled to if you are not already claiming, reduce debt, budget, and manage your money.

In the meantime, our team will still be in contact with our tenants who are struggling to pay their rent or who have breached any previous agreement. We are here to assist you during these difficult times.

Meet The Team



Penelope Evans
Interim Income and
Performance
Manager,



Yasmin Thomas
Income
Collections
Apprentice.



Shohidur Rahman
Income Collections
Managers



Ato Arku Nelson
Income Collections
Manager

Ways to pay your rent



Paying your rent

There are a number of ways to pay your rent including paying from home.

Telephone payment line - 0208 690 8707 option 2

You will need your reference number which can be obtained on any correspondence regarding your rent account



Call us - on 0207 635 1200 with your rent account details or email us brockley.customerservice@pinnaclegroup.co.uk and an advisor will contact you.



Direct debit - contact Pinnacle on 0207 635 1200 or send an email to: brockley.customerservice@pinnaclegroup.co.uk and a member of staff will telephone you back to set this up remotely.



Lewisham website - <https://lewisham.gov.uk/myservices/housing/information-for-social-housing-tenants/pay-your-rent>

You will need your reference number for payments to be paid directly to your rent account.



Further support with rent payments - Pinnacle tenants can also access for free a support service provided by 170 Community Project, where we can refer your case on to an independent specialist advice officer. Please call 0207 635 1200 where we will arrange an appointment.

Universal Credit



If your hours of working have decreased, or your circumstances have changed you may be entitled to Universal credit. You will need to active an account via the Universal Credit portal or update your existing Universal Credit claim with your change of circumstances at www.universal-credit.service.gov.uk/sign-in Where the site asks you for your landlord details please place Regenter Brockley.

You could also be entitled to Universal Credit even if you are furloughed (i.e. your employer puts you on temporary leave) so please do not hesitate in applying for this as soon as possible on the Universal Credit Portal. By submitting an application this could assist you with an emergency grant / payment and assistance towards your rent and personal financial payments if you are eligible.

If you have any queries or need assistance with applying for Universal Credit please do telephone our office on 0207 635 1200 to speak with a member of our team.

Even with the new government measurements you must remember that you will need to catch up with any missing payments towards your rent account, and to place your account back in line with your tenancy agreement, so please do contact a member of the income team as soon as possible if you think you may experience difficulties or concerns.

170 Community Project

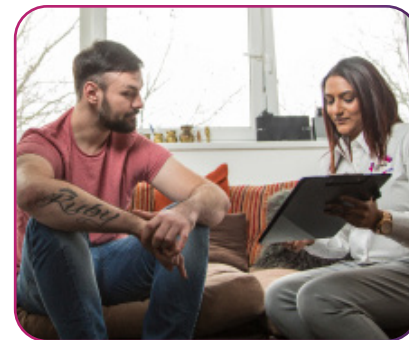
170 Community Project in New Cross, Lewisham, are still running their Monday drop-in service funded by the New Cross Gate Trust. Due to the Covid-19 crisis this is now a phone service. Call 020 7732 9716 every Monday for a welfare benefits appointment. Due to demand, we might not be able to make an appointment for everyone but we will try.

You can also call

Lewisham Advice Line on 0800 231 5453 for advice on debt, benefits, housing, employment, consumer issues and other problems you may have.

People living or working in Lewisham can call for free, impartial, confidential advice and information with local partners Citizens Advice Bureau, AgeUK, Lewisham Multi Lingual Advice Services and 170 Community Project.

Lewisham Advice Line opening hours are Monday to Friday 9:30am-12:30pm and 1:30pm-4:00pm. Call: 0800 231 5453



Athena Lewisham: Ending gender based violence

Athena
Run by Refuge
Working in Lewisham
to end gender-based violence

The Athena service, run by Refuge provides confidential, non-judgemental support to those living in the London Borough of Lewisham who are experiencing gender-based violence. The service is open to

- Women and girls aged over 13
- Men aged 16 or older
- Transgender and identifies as male, female, as another gender, or is questioning gender identity

Everyone's needs are unique so support plans can range from talking to someone who understands what you are going through, to accessing a safe place to stay or refuge and or legal or financial advice.

Lewisham Athena 0800 112 4052
Email: lewishamvawg@refuge.org.uk



QUIET CRY If it's too dangerous to talk to a 999 operator, you need to remember the Silent Solution: Remember to Dial 55 when prompted

Millwall Community Trust Update

Millwall Community Trust have teamed up with Financial e Learning to deliver free online Ofqual accredited courses for those aged 19-23. Once a participant has completed the course a financial donation will be made to NHS fund.

Courses on offer include:

- LEVEL 1 – AWARD IN MANAGING YOUR OWN MONEY (RQF)
- LEVEL 1 – CERTIFICATE IN MANAGING PERSONAL FINANCE (RQF)
- LEVEL 1 – AWARD IN MAINTAINING WELL-BEING (RQF)

Details on the MCT website or Call Martin on **07425 943 931**

Quoting **MILLWALL COMMUNITY TRUST**

Why not take a look at The Millwall Community Trust Website at www.millwallcommunity.org.uk

There are lots of fun football related education resources for younger children to download and complete Fun quizzes, word searches as well as a great easy to follow apple crumble recipe.



Free Online Courses at Open University



The Open University

OpenLearn

Interested in learning something new?

Why not try out what's on offer from

The Open University - OpenLearn

There are around 1000 courses to choose from at introductory intermediate and advanced level

And you can Gain a free statement of participation upon successful completion to demonstrate your success.

There are also courses in Maths, English, Literature, Science, Languages and Finance and more to help you to continue learning at home.

<http://www.open.ac.uk/>

Free Entertainment Musicals and Opera

whatsonstage.com have live stage shows, musicals and opera that you can watch free - the site is updated daily

www.whatsonstage.com/london-theatre/news/stage-shows-musicals-opera-free-stream-online_51198.html

Free Theatre

If you enjoy theatre you can check The original theatre company website and

Watch Original Home theatre from as little as £5 or what you can afford

www.originaltheatreonline.com

Useful Links & Support

Lewisham Local

www.lewishamlocal.com/request-support/

Support for vulnerable residents

with shopping or collecting medication, food banks or befriending services They also have volunteering opportunities. Tel: 03330 150378

Coronavirus support for clinically extremely vulnerable people

www.coronavirus-extremely-vulnerable

If you have received an NHS letter or are caring for someone who has, you can register for support online or call the government's new dedicated helpline. Tel: 0800 028 8327

If you have any concerns about someone's coronavirus symptoms, contact **NHS 111** to speak to a health professional. If you have a health emergency call **999**

Covid 19 Phone and internet scams National trading Standards

have published a list of the most common coronavirus scams and is warning people to be vigilant www.nationaltradingstandards.uk/news/beware-of-covid19-scams

Food Banks

If you cannot afford food, you will need to be referred through an organisation you are linked with (e.g. jobcentre, school, charity), and Lewisham Local will deliver a free food parcel to you. If you are not linked to an organisation, You should call

Citizens Advice Lewisham

Tel: 0800 231 5453 and they will assess your situation. Contact Lewisham Local to find a food bank close to you. www.lewishamlocal.com/request-support/ Tel: Call 03330 150378

St Peters Food Bank

Brockley Tel: 07404 136 249 www.stpetersbrockley.org.uk/foodbank

Café on the Hill Food Bank

Telegraph Hill Tel: 07462 574 516

DOMESTIC ABUSE

Refuge - National Domestic Abuse 24 hour Helpline www.nationaldahelpline.org.uk Can direct you to support services in

your local area. T: 0800 2000 247

Mankind - Confidential Help

Call: 01823 334244 www.mankind.org.uk Male Victims of Domestic Abuse

Men's Advice Line

Call: 0808 8010327 www.mensadvice.org.uk/contact-us/

STAYING ACTIVE

One You

www.nhs.uk/oneyou/for-your-body Ten minute work outs you can do at home and a wealth of health information

Sport England

www.sportengland.org/stayinworkout Links to online workouts and apps for all ages and abilities

Get Active

www.getactive.io/resources Online exercises workouts, including for older people and those living with a health condition.

WELL BEING

South London and Maudsley NHS Trust

www.slam.nhs.uk/crisis 24-hour mental health crisis line TEL : 0800 731 2864 (Option 1)

Alzheimer's Society & Dementia UK

Mon-Wed 9am to 8pm, Thurs to Fri 9am to 5pm, Sat to Sun 10am to 4pm T: 0333 150 3456

Mind Support Line

www.mind.org.uk T: 0300 123 3393 or Text 86463

Samaritans: 24-hour support

for anyone in a mental health crisis or struggling to cope Email: jo@samaritans.org Phone 116 123 (24 hours)

Childline

Comforts, advises and protects children 24hr free confidential counselling. Phone 0800 1111 (24 hours) Chat 1-2-1 with a counsellor online

The Mix

Information, support and listening for people under 25. Phone 0808 808 4994 (24 hours)

Your Neighbourhood

UK church, Government and NHS response to the Covid-19 support line: 0300 323 9952 Email: help@yourneighbour.org www.yourneighbour.org

NHS Talking Therapy Service

www.nhs.uk/conditions/stress-anxiety-depression/benefits-therapy For those with mild to moderate anxiety, depression or trauma

ADVICE AND BENEFITS

Lewisham advice line

Tel: 0800 231 5453

Citizens Advice for Lewisham

National Debt Advice Tel: 0808 808 4000 www.nationaldebtline.org

Online benefit entitlement calculators

www.entitledto.co.uk

Universal Credit and how to apply

www.gov.uk/universal-credit

Step Change - Free debt advice

www.stepchange.org/debt-info/emergency-funding.aspx

Shelter - Cash in a crisis

help and support with essentials if you've had a sudden drop in income. england.shelter.org.uk/housing_advice/money_problems_and_energy_costs/cash_in_a_crisis

Government COVID-19: guidance for employees

www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-guidance-for-employees

BUSINESS

Lewisham Council Support for business

www.lewisham.gov.uk/my-services/coronavirus-covid-19/business-support

Government support for business

www.businesssupport.gov.uk/coronavirus-business-support business rates relief and grants. Find out how to access the support, who's eligible

The London Business Hub

www.growthhub.london/getsupport

Lewisham Local



Lewisham Local is working in partnership with, Voluntary Services Lewisham, Age UK Lewisham & Southwark, and Lewisham Council to offer access to food banks and befriending services for the most vulnerable.

They also offer volunteering opportunities.

Vulnerable residents can access the food banks and befriending services by calling the dedicated support number on 03330 150378 or via the Lewisham Local website. www.lewishamlocal.com

If you cannot afford food, you will need to be referral through an organisation you are linked with (e.g. Jobcentre, school, charity), and Lewisham Local will deliver a free food parcel to you.

If you are not linked to an organisation

You should call Citizens Advice Lewisham on 0800 231 5453 and they will assess your situation.

If your child was receiving free school meals you can access weekly shopping vouchers for £15 per child that was receiving the meals. Contact your child's school to access these

If you would like to volunteer, visit the website below.

www.lewishamlocal.com/volunteer-to-help
or call 03330 150 378
www.lewishamlocal.com/request-support

Meet Fiona (Putting the 'Local' in Lewisham Local)



Can you tell us a bit about yourself?

My name is Fiona Halton and I live in Forest Hill, Lewisham. I work as Head of Corporate Partnerships for Rainbow Trust Children's Charity. Sadly following the outbreak of Covid 19 myself along with many

others in the charity sector I have been furloughed. Many charities rely on big public fundraising events such as the London Marathon and with these events not taking place income has dried up.

How did you get involved with Lewisham Council?

I wanted to do something with my spare time and was particularly keen to help vulnerable people in my local community. When I spotted the Lewisham local website I registered as a driver.

I provided them with my DBS (which I have due to my work) and my driving license and within days I was contacted by Voluntary Services Lewisham.

I now volunteer two afternoons as week. This involves collecting my delivery sheet from the office, then picking up the boxes of food, packed by other volunteers. In an afternoon I may do anything from 4 to 6 deliveries.

So what do you like about being a volunteer?

It is great to be able to help in a practical way. Last week I got a text from a lady who had received a delivery of food.

"Thank you so much. I am short of words, am so grateful to you all. My 2 and 8 year old have started feasting on the bread and jam and the little one on the fruit. Thanks for putting smiles on mine and my boy's faces".

What is the biggest challenge?

Finding the addresses can be tricky and I am grateful for my sat nav.

Would you recommend signing up to be a volunteer ?

Absolutely . If you have time on your hands and are able to help , especially at the moment it's a great thing to do

How have Pinnacle performed in the last 12 months?



Performance Report:

- Void - 21 days - target 28 days
- Arrears - 1.66% ahead of Lewisham Homes
- Services Charges - 100.81% - target 90%
- Tenancy Checks 259 - target 257

Opportunities For You

Tenants & Residents Association

We are committed to supporting and setting up Tenants and Residents Association. Tenants and Residents Association (TRAs) are a great way for residents to get involved with improving their community.

Would you like to set up a new TRA for your area street or block?

We can support you through the process including helping you with alternative ways of reaching out to residents while we are all social distancing.

You can also access free training and funds to help you set up. please contact us to find out more.

Contact: 0207 635 1200

Email brockley.customerservice@pinnaclegroup.co.uk

There are many ways to get involved Why not?...

Join an existing Resident Association



Shell Road and Nuding Close Resident Association organise regular activities and events in their catchment area. Join their mailing list to find out about their future meetings, campaigns and activities.

E-mail: jerry.bradshaw@talktalk.net

Join a steering group

St Peters Court - Join our new TRA steering group

St Peter Court tenants are currently working on setting up TRA Steering Group and would love to hear from you if you live on the estate and would like to get involved.

Text/ Mobile: 07926661204 Email: stpeterscourtta@gmail.com

Help set up a new steering group

Viney Road - Help set up our steering group

If you live on Viney Road Estate and would like to be part of the TRA Steering Group Contact: 0207 635 1200

Email: brockley.customerservice@pinnaclegroup.co.uk

Residents Panel

Get involved in your Residents Panel as a participant or as volunteer board member.

Your contribution will help Pinnacle to measure improvements in services and increase resident satisfaction.

Date of next meeting to be announced shortly.

Regenter Brockley Residents Panel represents the interests and views of all Regenter Brockley Residents.

The panel meets bi monthly to help scrutinise the performance and services delivered by Pinnacle and Rydon to help us to make improvements or build on what we do well. Panel Membership is open to tenants and leaseholders.

To find out more please Email: brockley.customerservice@pinnaclegroup.co.uk



A message to our leaseholders

Hello Leaseholders. I thought I would dedicate the leasehold page this time to the current situation we find ourselves in.

COVID 19 ARRANGEMENTS

Office

In line with recent government guidelines on social distancing during the Covid 19 pandemic, our offices are closed to face to face appointments. Please either send an Email to Brockley Customer Service at brockley.customerservice@pinnaclegroup.co.uk or telephone 0207 635 1200 for assistance.



Repairs & Maintenance (communal areas)

Rydon Maintenance will only be carrying out essential repairs. If there are any emergency communal repair needs please call 0800 083 968 to discuss with the call centre.

Major Works

Rydon are continuing with a regular review of the external and communal works, but equally taking the government's advice by applying common sense to social distancing. If you have received a section 20 notice for major works, this will still stand though the actual work may take longer to start than anticipated.

Caretaking and cleaning

Our caretakers and cleaners are still working on the estates. They have prioritised certain areas – classed as 'high touch' surfaces such as lift buttons, door handles, etc. If you see any fly tipping occurring please call the Council or use their website to report this as we do not remove fly tipping.

Estate parking

If your estate has controlled parking in place, please contact our customer services team for advice regarding parking permits on 0207 635 1200.

Service charge collection

All residents should continue to pay their service charges as normal, but do contact us if you experience any financial difficulty during this time. We will not be taking any legal action at this time and will review matters on a case by case basis.

Vulnerable residents

We would encourage you to register on the government database if you are vulnerable as you will be offered extra support at this time. www.Lewishamlocal.com or www.gov.uk/coronavirus-extremely-vulnerable

Anti-social behaviour

We recognise with most people at home at the moment, noise nuisance and other issues may become an issue. We would urge you to be mindful of your neighbours and be more patient with each other during this time. Should you wish to report any occurrences of continuous nuisance, email the Brockley.customerservice@pinnaclegroup.co.uk as well as the local authority using their website or in cases of emergency the police services on 101.

Stay safe and take care of yourselves and each other.



Kind regards, Sandra

Your Brockley team is here to help

Feel free to contact us at any time should you require any assistance.



Area Manager
Kate Donovan

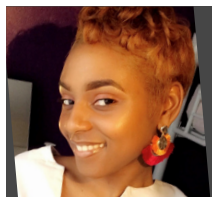
Customer Service Team



Kenny Wong
Customer Service Manager



Sonia Straker
Customer Service Advisor



Jeusa Mateus
Customer Service Manager

Housing Team



Kenneth Gill
Team Leader



Swarna Ragu
Housing Manager



Dominic Millwood
Housing Manager



Shanique Campbell
Housing Manager

Income Team



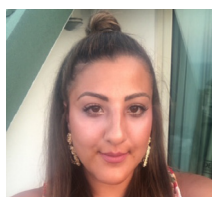
Penelope Evans
Interim Income and Performance Manager



Shohidur Rahman
Income Collection Manager



Ato Arku Nelson
Income Collection Manager



Yasmin Thomas
Income Collections Apprentice

Leasehold Team



Sandra Simpson
Project Manager



Lorna Jones
Leasehold Officer

**Regenter Brockley
Housing Office**
111 Endwell Road,
Brockley, London
SE4 2PE

**Our office is currently closed to
the public although we are still
taking calls and emails**
Office Hours are: Mon-Fri
9:00am-5:00pm

Telephone: 0207 635 1200

Email:
brockley.customerservice@pinnaclegroup.co.uk

Website:
www.pinnaclebrockley.co.uk

New food bank at St Peters Church in Brockley



A new food bank will be opening on Wednesday 6th of May at St Peters Church Wickham Way in Brockley.

Anne Whyte is coordinating the new project which will be reaching out to the community in SE4 area providing a combination of cooked ready meals (frozen) and a delivery service of fresh and non-perishable foods to those in most need in Brockley.

"We have seen an increase in the number of people knocking on the vicarage door who need food during the Covid-19 crisis. This has increased 3 to 4 fold in recent times and we are also seeing many struggling self-employed people."

In response St Peters Brockley are developing a small service to support residents in need in the immediate area. "We are just starting out" says project co-ordinator Anne.

"We are partnering with an organisation called Bankuet to source food, and provide an online platform for people to make donations. As we receive donations we make our weekly orders and Bankuet organise the deliveries."

"By working with Bankuet for the provision and delivery of non-perishables, we are able to request the food we need each week and to combine this with donations made locally to make up nutritionally balanced packages. Which all helps to reduce waste."

Opening time: Wednesday

To request support:

All request for support should be made by Monday at 6pm for delivery on the following Wednesday.

ONLINE: go to

www.stpetersbrockley.org.uk/foodbank where you can complete a support request form

Call:

St Peter Food bank at: 07404 136 249

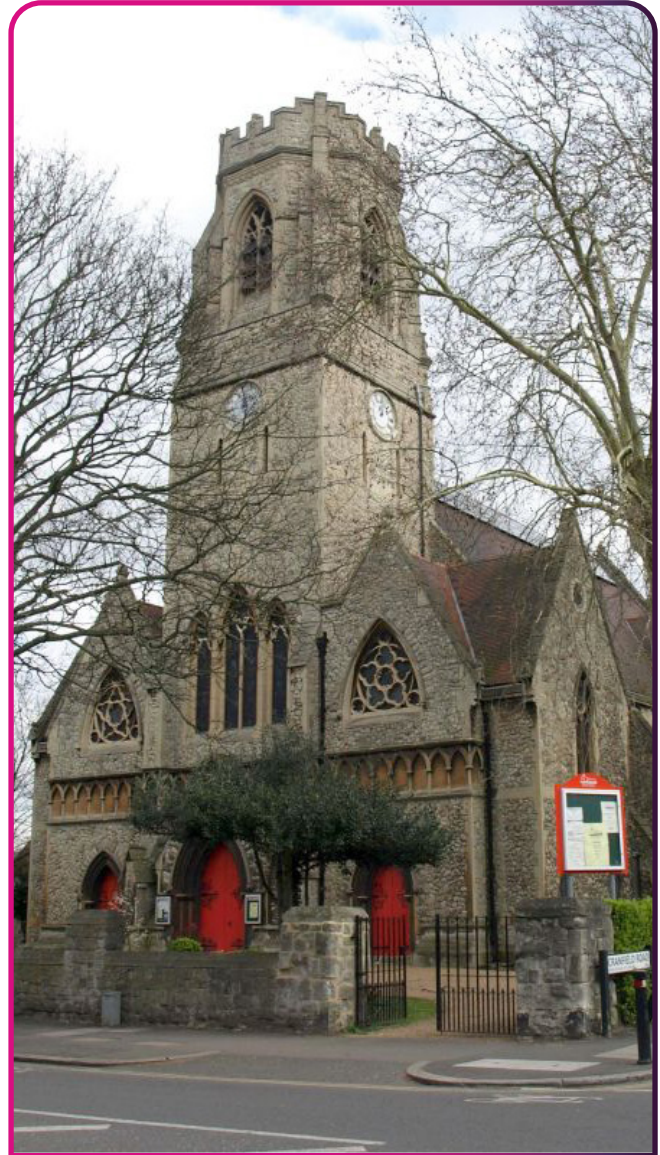
To make a donation go to:

www.stpetersbrockley.org.uk/give

You can make one off donations or regular subscriptions as an individual or as an organisation.

OR Call:

St Peters Food bank: 07405 136 249



Weekly Food parcels delivered on Wednesday

afternoons containing 5 days of supplies including 1x Fresh home cooked ready-made meal (frozen) for the whole family

All request for support should be made by Monday at 6 pm for delivery on Wednesday afternoon

Opening time: Wednesday

For further information contact: Anne

Tel: 07405136249

ONLINE: go to

www.stpetersbrockley.org.uk/foodbank

where you can complete a support request form or

CALL: St Peter Food bank: 07404 136 249

Food Box with Vision

Community Café on the Hill becomes Covid-19 food project

Good Food Lewisham went to meet Sharon Shamir (with social distancing, of course), a Lewisham volunteer heading up the Bold Vision project running out of the (now closed) Hill Station Café on Telegraph Hill. The project has been making up food boxes and delivering them in the local area since the Covid-19 crisis began on 20 March.

“We’ve contacted seven local nurseries and primary schools and spoken to secondary schools too – waiting to hear back from them. We get our boxes packed on a Monday morning and labelled up with the address and how many people are in the family. We have good connections with wholesalers including fruit and veg coming in from New Covent Garden Market – milk, eggs and bread too. Then another wholesaler brings us porridge, sugar, flour, lentils, rice. Then we get some surplus food from the large food re-distributors, which could be anything from yogurts to hot cross buns and soups.

We have a team of twenty volunteers who pack and then we deliver the boxes on Tuesdays and Wednesdays, using another 25 volunteer drivers. We take referrals any day and we respond to any queries we get from anyone. We collect nutritional data on what people want – gluten free and so forth. We work with AFRIL too – if they’re in need, they tell us and we’ll accommodate that. We also have an informal partnership with the Somerville and Pepys estates, so that all food is allocated and nothing goes to waste.

We are feeding around 140 households at the moment. We always put a note in with the box saying, we’ll assume that you want this again next week unless you tell us otherwise. This week, each box contains an A4 leaflet from a grief counsellor and an A5 flier about Zoom virtual meetings to combat social isolation. We also do “at cost” boxes for NHS Workers and those who are 70+, house-

bound or self-isolating and unable to get out for any reason.”

As I chatted to Sharon, head teacher Sue from John Stainer primary school arrived to take 29 boxes and deliver them to families from the school – free school meals won’t kick in for two weeks, she said, with a cheery smile as she started to load up the boxes into her car. #LocalHeroes

To request a food box, contact Vic on **07462 574 516**.
Or visit **www.lewishamlocal.com**





Contact Us

Regenter Brockley Housing Office
111 Endwell Road, Brockley, London, SE4 2PE

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Website: www.pinnaclebrockley.co.uk