

AUTUMN NEWSLETTER



Normal service (in lockdown times)



Since the Government imposed a new national lockdown, our aim is to continue to deliver as normal a service as possible.

To uphold this aim:

- If staff or contractors need to come to your home, they will continue to follow 'Covid-19 safe' working practices, protecting the health and safety of both Members, staff and operatives
- We will continue to carry out all work needed to keep our homes and Members safe. We will continue carrying out gas safety visits and we will contact you when these are due
- Our repairs service continues as normal; please continue to report repairs which are needed. But please remember, you still need to inform us when reporting a repair if a member of your household is showing symptoms of the coronavirus or is self-isolating
- We will continue to let empty properties to new Members
- If you need to contact the office, if possible, please do so by phone or email. The Housing Office is open for pre-booked appointments only
- If you know of anyone who is vulnerable and in need of assistance or you are concerned about someone's welfare, please contact the office; we will then be able to arrange for a staff member to check on their wellbeing

RENT Matters

We understand this is a very difficult time for everyone, but if you are struggling to pay your rent, please remember we are here to help.

Depending on what you need, we can help you directly or point you in the right direction to find another service which can help. Please contact Joanne, the Co-op's Income and Housing officer, for advice and so we can help work out practical solutions to benefit you in the longer term.

The Co-op relies on its rental income to operate day to day and to have money to reinvest in its properties. Since March, we have not been able to collect as much rent as usual. It is therefore vital that you contact us if you are experiencing difficulties paying your rent to see what help and support we can provide. Here are some useful links:

Looking for work, Jobhelp is a good place to start - [jobhelp.campaign.gov.uk](https://www.jobhelp.campaign.gov.uk)

Find out what help is available from the government - www.gov.uk/coronavirus/worker-support

For free and impartial money advice - www.moneyadviceservice.org.uk or call 0800 138 7777

For free and independent debt advice www.nationaldebtline.org or call 0808 808 4000

To all Co-op Members

Who are we & how can we connect?



Following on from discussions around member participation at the last Annual General Meeting, a few like minded members in the Co-op have decided to form a working group. We would like to get back to being a friendly participating Co-op with knowledge of the well being and needs of our fellow members. We are seeking approval from the general membership to start this group, as it is important for us to have knowledge of our members needs.

If we obtain approval we intend to appoint a member to represent each street/area. They will be accessible to fellow members who might want to chat or seek Co-op advice or participate more in meetings. We feel members might not be joining in with Co-op activities because they are not sure what to do to get involved. This group wants to remedy this and make sure that everyone is part of the Co-op.

We hope you all agree and that we are able to start soon with this idea. Our group has not yet been named so we'd like to ask members for their inspiration. A £10.00 gift card is on offer to the member who can come up with the most unique and brilliant name for the group. Please email your suggestions to admin@brockley.coop or call the office on 020 8691 5898. It's your Co-op. Let's work together to make it everybody's community.

This announcement is brought to you by Co-op Members - Birgit, Lily, John, Maureen & Eileen

Protect your home

Contents insurance is designed to help protect your possessions and help provide peace of mind, in the event of broken, damaged or stolen items. My Home Contents Insurance scheme is a specialist Tenants Contents Insurance Policy offered by Thistle Tenant Risks and Ageas Insurance Limited. The My Home Contents Insurance Scheme can offer you insurance for the contents of your home including cover for items such as furniture, carpets, curtains, clothes, bedding, electrical items, jewellery, pictures and ornaments.

For further information, please contact the housing office for an application pack or call Thistle Tenant Risks on 0345 450 7288 or visit www.thistlemyhome.co.uk for more information.

(The National Housing Federation is an Appointed Representative of Thistle Insurance Services Ltd. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority)



Farewell Jerome

We are sad to announce that Jerome will be leaving the Co-op on 17th November, but happy for his success in being appointed as Project Manager for a larger housing organisation. Jerome joined the Co-op in April 2018 and has skilfully dealt with all repair and maintenance matters since that time. The post of Maintenance Surveyor is obviously a critical one within the staff team so, pending permanent recruitment to this post, please bear with us during this period of change.

