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## Tenants Satisfaction Survey – Help us help you.

We will shortly be starting our biannual Tenants Satisfaction Survey. The company carrying out this survey on our behalf is Acuity. They will be contacting all our members to ask you about your experience of the service offered by the cooperative. The survey can be completed online, by post or over the telephone. We hope you will all complete the survey so we can gain an accurate insight into how we are performing. Following the last survey we put all the responses we received into an action plan and used this information to follow up on the issues raised. We contacted people directly where you agreed to let us see who made comments. Where comments were made anonymously we responded through newsletter articles and our annual report 2024 where we reported in depth on our response to the survey results. We will discuss the results of the new survey at our next Away Day in September.



**WE WANT YOUR  
FEEDBACK**

# SUMMER NEWSLETTER 2025



## AGM SAVE THE DAY

Our 51st Annual General Meeting will be held in the afternoon of Saturday 26th July at St Johns Church Hall. We hope you will all join us to look over the final accounts and receive the annual reports. We have asked Jerk Garden to provide us with a post meeting meal to enjoy with a few drinks. Come along to meet old friends and welcome new Coop members to BTC.

**Calling all Members!**

This is your very last chance to send in items for the time capsule.

We have plenty of space in our capsule and would love to be able to include some more contributions from our members. We would love to have copies of any old photographs or old documents you may have if you were a committee member at any time. A family tree or a letter about your family as it is now, are all documents that would be interesting for future historians. Please can you let us have some contributions to include in our capsule to make it as interesting for future generations as possible.

**Don't miss out on being a part of history!**

If things don't feel right, they usually aren't right. if you need to talk to someone you can call the national domestic abuse helpline 0808 2000 247



### Keep in touch!

Please make sure you keep your contact details especially your email address up to date so that you don't miss out on offers and news from the Coop and the BTC Voice group. BTC Voice has created many great offers such as discounted theatre tickets, trips and other opportunities that it would be a shame to miss out on. Some tenants have queried why we ask for details of a next of kin on our audit form. While you are not obliged to supply this information it may assist you if for instance you go on holiday and we need to gain access to your flat to stop a leak if we can have access to someone with a set of keys so that we do not have to force entry and carry out a lock change and you arrive home to find you can't get into your property and have to collect keys from our offices that are only open from 9-5 Monday to Friday. We would never contact a next of kin unless it was an emergency

### What has No Smell No Taste and can be Deadly?

Carbon Monoxide! All landlords have a legal duty to carry out an annual gas servicing check and provide you with a safety certificate. This is to ensure your safety as if gas appliances leak carbon monoxide into your home this could be fatal for you and your family. If you are going away for long periods and your gas check is due while you are away, please let us know and leave keys with a trusted friend or relative so they can provide access to carry out these checks. If we do not have this information, we may have to cut off your gas and it will not be reinstated until normal working hours between Monday and Friday. Please ensure that you let us know if any contact details change such as email or telephone number to ensure we can make contact with you to carry out these crucial checks and help us to comply with the law.

### No Win No Fee Disrepair Claims

Members need to be wary of lawyers who are offering 'No win No Fee' to gain compensation from landlords for perceived disrepair. There are a lot of adverts on social media, in the press and through direct marketing encouraging tenants of social landlords to take cases. However, be very careful about hidden costs – recently a tenant who won their case against a social landlord received £500 in compensation only to be presented with a bill for thousands for fee's because the Lawyer 'won' the case. Buyer Beware !

### Being a Good Neighbour

Summer is a time when we all like to enjoy outside spaces, to make sure that everybody enjoys the summer months we have some helpful Do's and Don'ts.

- Please consider neighbours once the music is on and the drink is flowing.
- Clean up afterwards and make sure the BBQ is fully extinguished before you go in doors.
- Make sure BBQ smoke isn't causing problems for neighbours.
- Turn down music if you are asked to, remember others may have medical conditions, children or work shifts and need their sleep.
- Don't play loud music in your garden.
- Don't scream shout, argue or do anything that can cause a disturbance to your neighbours.

We hope you all have a lovely summer, if you need to contact us, please contact your Housing Officer, Lenesa Browne

Are you struggling to make ends meet with the rise in food costs? Help is at hand...

St Peters Social Supermarket is open to those in need. You can refer yourself to the service by visiting St Peters website. [stpetersbrockley.org.uk/foodbank](http://stpetersbrockley.org.uk/foodbank)

The social supermarket is open on a Wednesday from 12 until 1 and for £3 contribution members can get a weeks' worth of food.

## Benefits Updates

- A recent meeting with the Welfare Reform Group in Lewisham gave the following updates.
- Please DO NOT download any Apps saying they are for Universal Credit (UC) claims- this is a scam designed to gain your personal info. UC do not currently have apps or the intention of developing any.
- Anyone claiming Employment Support Allowance (ESA) has been sent a letter about moving over onto Universal Credit and this means your Housing Benefit will cease. Please contact Lenesa if you are concerned or struggling to set up a claim on the new system.
- Job Seekers Allowance (JSA) claims will be moved over to Universal Credit shortly – look out for your letters.
- All Housing Benefit (HB) claimants who are of pensionable age are having their cases reviewed. HB are trying to contact people by phone in the first instance to verify current rents, who lives in the property and any changes in income. If they can't contact, you by telephone they will make two more attempts by letter and if no response is made to this then they will stop benefits. Please look out for the letters and if you have any concerns let Lenesa know.
- There is a hardship fund for those struggling to pay council tax – you will need to contact Lewisham to claim this.

## Keep it clear!

We are required by the fire regulations to ensure that nothing is being stored in the communal areas because not only does this provide fuel for fires, but the corridor is also the main means of escape in the event of a fire. In potentially thick smoke and under emergency lighting you need to know your escape is clear and does not have any obstacles to prevent you exiting your property. We carry out regular inspections of the communal areas in our owned and managed properties to check that the communal areas are kept clear, that fire notices are in place and that the fire doors are working and are not damaged. Please ensure the intake cupboard is also kept free of junk mail and personal letters.



## Away Day – Saturday 27th September 2025

Our last away day was two years ago so its time to take stock and make plans for the Coop's future. If you would like to take part, please save the day. This year we will be holding the away day at Bromley Court Hotel. The hotel has plenty of car parking and is also on the 208 Bus route from Lewisham or the 320 from Catford. The bus stops right outside, and it is a very short walk from there. Raj and William will be facilitating the day. We will be working on the programme in the next few months let us know what you would like to cover. At the last away day we did some training in unconscious bias and looked at risks to the coop as well as looking at the results of our Tenant Satisfaction Survey. Places are limited so please only take a place if you are committed to attend as if you book a place and do not come without a good reason we will be asking for a contribution from you towards our wasted costs. Invites will be sent out nearer to the day.



Samaritans – if things are getting to you the Samaritans are free to call around the clock 116 123 – talk to them.



## How to Pay Your Rent



The Coop offers several ways to pay rent. You can pay over the telephone with a debit or credit card, call the office on 020 8691 5898 and speak to Lenesa, Sahana or Sarah.

You can pay by standing order, please include your rent account reference number to ensure your payment reaches the correct rent account. Our bank details are;

- Bank Name: Lloyds
- Account Name: Brockley Tenants Co-Operative Ltd
- Account Number: 17074568
- Sort Code: 30-98-90

You can also pay rent using your All Pay card at any shops that display a pay point sign or post offices and you can use All Pay to pay on line or via the App.



### Worried about Rent and Other Bills?

If you are finding that the cost of living is causing financial difficulties, please talk to us. We have a few ways we can help.

We are fortunate to have a Coop member who is a financial inclusion expert volunteer their skills to help others in the Coop ensure they are getting all the benefits they are entitled to.

We can make referrals to food banks or to agencies that can help give expert debt advice.

Hexagon Managed Members can also contact Hexagon's Money Matters Team on 020 7867 6699 or email [moneysupport@hexagon.org.uk](mailto:moneysupport@hexagon.org.uk)

## Maximise Your Income



Did you know that every year an estimated £19 billion in welfare benefits goes unclaimed? Literally millions of households are missing out on payments they have paid tax to be entitled to claim. You may not even know what benefits you could be entitled to claim as there have been a few changes over the last few years with the move to universal credit that was intended to simplify claims. The Coop staff and volunteers can assist you to make claims or look at your income to see if you could get more. Lewisham's website also has a calculator you can use to check your entitlement. In the last year we have helped people to get £1200 in backdated housing benefit, secured £5000 in discretionary housing payments and have helped members to set up new claims they did not know they could apply for. We are here to help so if you are not sure you are getting all you are entitled to come along and speak to us. Alternatively visit 'Better Off' on Lewisham's website at <https://lewisham.betteroff.org.uk/#/home>

Step up for sickle cell!

Sickle cell disease is a life threatening genetic blood disorder mainly affecting people of African and Caribbean heritage. Blood transfusions help to keep those with sickle cell alive. They need to be ethnically matched to avoid complications as people with Black heritage are more likely to have rare blood types needed by people with sickle cell. Not enough people of African and Caribbean heritage give blood. 4 x the amount of new donors are urgently needed sign up @givebloodspreadlove