



# Seeing the way forward

Summer success for youth project

## Plus...

Catalyst Gateway, page 3

Improve your estates and gardens, page 4

Tackling anti-social behaviour, page 7

# Welcome...

*...to the autumn issue of Fortunegate News*

We're committed to placing residents at the heart of our decision-making process. As the customer, you're in the best position to tell us what works well and where we could improve.

So, in this issue we give details on the resident involvement opportunities we offer.

On page 4 you can find out how to join the repairs scrutiny group, and help us monitor and scrutinise our ground maintenance standards.

As part of our drive to improve the delivery of services, we've decided to bring together all of the community development activities in Catalyst Housing Group (our parent company). This new team will become a separate charitable trust called Catalyst Gateway (page 2).

Therefore this edition also includes information on the community development activities we provide at the Unity Centre and the training opportunities we offer (all on page 5).

Best wishes,

**Paul Yates,**  
*Managing director*



## Good Neighbour Awards

**Congratulations to Ramjolai Dada, from the Church End area, who residents picked as the winner of the Good Neighbour Awards.**

As well as being crowned the winner, she wins a £50 prize and Iris Brown gets a £10 prize for nominating her.

Iris said: 'Since Mrs Dada moved to the area and joined the Elders' Forum, she has been a real God-send.

'She escorts me to the forum's weekly coffee afternoons and monthly meetings at the Unity Centre. She is always available for me.

'Without the help of Mrs Dada I couldn't do the things that I enjoy so much.

'She's a real gem and great fun to be with.'

## Regeneration update

### **Ebony Court**

The construction works for Ebony Court have finished and residents have already moved into their new homes.

The development has been designed to meet the Code for Sustainable Homes level 3 and incorporates solar thermal panels, which will provide 10 per cent of the scheme's energy demand.

### **St Mary's Road**

The scheme still being built and residents will be able to move in during mid 2011. St Mary's Road comprises 38 units – 9 for new build HomeBuy and 29 for rent. There is also a one-bed unit on the ground floor that has wheelchair access.

*Ebony Court: here's one we made earlier*



*The car park at Church Road, Church End*

### **The car park**

We're looking to get planning permission for a new regeneration project around our offices in Church Road, Church End, in late 2010. The project will deliver 40 affordable apartments, 103 for private sale, some commercial space and a brand new market square for the popular market. The regeneration is expected to be completed in late 2012.



# Catalyst Gateway

Fortunegate runs a wide range of community development projects that offer local residents opportunities for greater choice, prosperity and independence. You can read about some of these on page 5.

We're part of Catalyst Housing Group, along with two other housing associations and all three already work closely together and share many policies and procedures. In the future we plan to work even more closely together, to provide a better and more cost-effective service. We've decided to bring together all of the group's community development staff into one team.

This team will become a separate charitable trust called Catalyst Gateway.

The change will make it easier for us to get funding for community development projects, so that we can do more of them. At the moment there is less government money available, which means there's a lot of competition for it. It's easier for one charitable trust to access funding than it is for a collection of local projects run by different housing associations.

This change won't make any difference to your local community development projects or local staff.

It just means that from now on our training, regeneration, health and wellbeing projects, as well as those for families and children, will be known as Catalyst Gateway projects rather than Fortunegate projects. It also means that more of these schemes will be open to all Catalyst Housing Group residents.

**We're keen to hear what you think of these changes. If you have any comments, please contact Yvonne Williams on 020 8438 1834 or [yvonne.williams@chg.org.uk](mailto:yvonne.williams@chg.org.uk)**



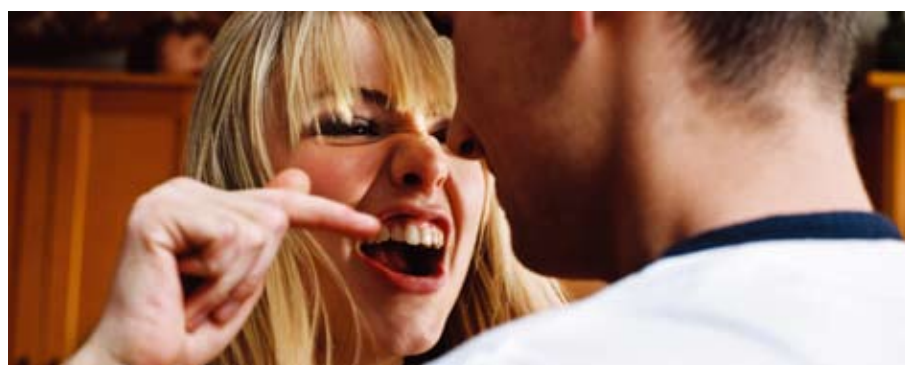
## Domestic violence

Domestic violence is:

- any incident of threatening behaviour
- violence or abuse between adults who are or have been in a relationship together
- violence, abuse or threatening behaviour between family members, regardless of their sex or sexuality

We do not tolerate domestic violence of any form. We will support victims of domestic violence and can help them to leave the place where they're being abused.

**For more details, call us on 020 8438 1800 or pick up a leaflet from our office.**



### Who to contact

**Police:**  
999

**National Domestic  
Violence Helpline:**  
0808 2000 247

**Brent Women's Aid:**  
020 8451 6047

**Asian Women's  
Resource Centre:**  
020 8961 6549

# A perfect partnership

You probably already know about the great service that Capital Maintenance and Heating (CHM) is providing for us.

The demand from all our estates is consistently high and during the last three years, CHM has completed almost 7,000 repairs per year. This has allowed us to build a degree of predictability into our financial controls and our partnership is achieving good value for money.

Fortunegate residents are also happy with the service provided by CHM. The current measure of residents' satisfaction shows an average score on quality of the service and for repairs you scored us 9.5 out of 10!

We're committed to delivering a first class repairs service to residents and we're now looking for residents to join a repairs scrutiny group. The group will also help us to focus on sustaining quality.

To get involved, contact Hugo Gilcreest on **020 8438 1814** or [hugo.gilcreest@chg.org.uk](mailto:hugo.gilcreest@chg.org.uk)

Residents' satisfaction  
**9.5 / 10**



---

# Improve your estate and gardens

Even though we normally get very positive feedback about our estate and ground maintenance standards, we're always trying to improve them. So, we're now looking for residents to monitor and scrutinise these standards.

The types of things you'll be involved in include assisting with estate inspections, participating in estate action planning, providing feedback on our performance

and making recommendations for improvements. You'll also be a formal point of contact between various estates and Fortunegate.

For more details or if you're interested in joining, contact Hugo Gilcreest on **020 8438 1814** or [hugo.gilcreest@chg.org.uk](mailto:hugo.gilcreest@chg.org.uk)



# Seeing the way forward



*Kiki's Haircamp – truly cutting edge!*

Scores of local people turned out for the grand finale of the Way Forward 2010 initiative in August. At the event young people showcased the skills they learnt during the project and laid on various music, dance and drama performances. The day ended with participants being presented with prizes and certificates.

The project, part of Catalyst Gateway, gave young residents the chance to take part in many activities during the summer. These included music and hairdressing workshops; dance and drama classes; a social enterprise project; and football coaching from Rachel Yankey, Arsenal ladies captain.

'Kiki's Haircamp was something different and unique. It taught young girls basic hair hygiene as well as a lot of skills and techniques', said participant Angelina Cox.

The Unity Centre was home to the activities provided by this project and also hosts many other workshops. You can also hire the centre for events and meetings.

**For more details, contact us on 020 8955 1780 or [unitycentre@chg.org.uk](mailto:unitycentre@chg.org.uk), or visit our website at [www.unitycentre.org.uk](http://www.unitycentre.org.uk)**

## Resident training

'Now that I've completed the course, I'm very proud of myself and am quite interested in housing. I have learnt a lot during the 14-weeks and would like to continue working in housing.'

That's what Fortunegate resident Teeda Kinteh said after completing a CIH housing course. Teeda now hopes to pursue a career in housing.

As part of Catalyst Gateway, we offer various training and employment opportunities.

**For more details, contact Kerry Starling on 020 8832 3366 or [kerry.starling@chg.org.uk](mailto:kerry.starling@chg.org.uk)**

## Thank you

We arranged a 'thank you' trip to France and Belgium for the officers who work on our residents' associations and forums in September.

These residents work tirelessly to forge a strong relationship between us and other residents and we really appreciate all the lengths they go to.

To find out more about the involvement opportunities we offer, visit our website at [www.chg.org.uk](http://www.chg.org.uk)



# Variable to fixed service charges

We're currently making plans to change your service charges from variable to fixed. This follows consultation with residents where we proposed to move to fixed service charges by varying your tenancy agreements.

From the feedback we received from consultation, only 16 per cent either disagreed with the proposed changes or wanted to keep their current tenancy agreement.

So shortly we'll be sending you copies of the revised tenancy agreement. You'll need to sign and return this back to us if you wish to switch to fixed service charges.

If you decide to change, we guarantee that there won't be an increase to your service charge before April 2013.

If you decide not to change and keep your current tenancy agreement, we'll charge you a management fee. This will cover the admin cost of keeping variable service charges and you'll need to pay this every year.

**For more details, please call or write to us (contact details on page 8).**



## FREE prize draw

If you decide to switch to fixed service charges, your name will automatically be entered into prize draws that will take place every month until February 2011.

We'll then pick winners at random from each of our three neighbourhood manager's patches.

Winners will either get £200 (first place), £100 (second) or £50 (third) worth of shopping vouchers – that's a total of nine prizes every month. There will also be one major prize draw in December and this winner will get a £1,000 prize.

**The prize draws are subject to the terms and conditions which will be posted on our website at [www.chg.org.uk](http://www.chg.org.uk)**

# Tenancy succession

In some cases tenancies can be passed on to the spouse, civil partner or person living with the tenant at the time of their death. However, that person must have been living with the tenant for at least a year before they died and the property must have been their only or main home.



We recently took legal action to gain possession of a three bedroom house following an application to succeed a tenancy. We won the case because the person couldn't prove they had a legal right to succeed the tenancy.

**Where we suspect a fraudulent claim, we will take action.**

# Zero tolerance

It's taken Karen Platt, one of our neighbourhood managers, about a year and a half to evict one resident because of severe anti-social behaviour (ASB). The resident was a chronic alcoholic who would urinate, defecate and spit in the communal hallway causing other residents to complain.

Before taking legal action, we tried to balance his needs with those of his neighbours due to his vulnerability. So, he was referred to various support agencies and allocated a floating support worker. His home was fumigated and we tried to help him maintain his tenancy by encouraging him to go on an alcoholic rehab programme.

Unfortunately, he had a relapse and his floating support was withdrawn due to threat of



violence. The resident also refused help from a social worker and didn't attend the alcoholic rehab programme.

As his behaviour continued to affect the quality of life of other residents, we decided to take

legal action. The resident was eventually evicted in September.

**If you want to report ASB, call us on 020 848 1800 or visit our website at [www.chg.org.uk](http://www.chg.org.uk)**

## ASB: please make it stop!

We've just completed a review of how we handle anti-social behaviour (ASB) across the member companies within Catalyst Housing Group, our parent company. This looked at the type and frequency of ASB reports we receive, how we respond to them and what we can do to improve. The review was the result of your feedback which showed that you found it difficult to get hold of the right person and when you did, they weren't always able to help you.

Some clear actions came out of the review, which will improve our ability to work with you to deal with ASB. These include:

- Making sure that there is a duty officer system in each office. So, if a resident's neighbourhood manager isn't there, someone else is available to take your call.
- Introducing a standard form to ensure that whoever takes a report of ASB will always collect the information we need.
- Not relying on written communication with the alleged perpetrator as this can delay the process.
- Having a clear, standardised process for closing cases, so that everyone knows what is happening.



- Giving neighbourhood managers better guidance on how to deal with ASB. We will revise and improve our ASB Toolkit.

Work on these actions is starting in October. We'll be monitoring what effect the actions have on our ability to deal with ASB effectively and on your satisfaction with the service. So watch this space!

If you need any part of this information in large print, Braille, on CD or explained in your own language please contact us the numbers below.

### Neighbourhood services

Lilah Haire, Neighbourhood  
Manager: 020 8438 1820

Muna Jama, Neighbourhood  
Support Officer: 020 8438 1811

Norma James, Neighbourhood  
Manager: 020 8438 1813

Thelma Grant, Neighbourhood  
Support Officer: 020 8438 1821

Karen Platt, Neighbourhood  
Manager: 020 8438 1815

Binta Kinteh, Neighbourhood  
Support Officer: 020 8438 1819

### Property services

Ahmed Gasim, Property  
Surveyor: 020 8438 1812

Brendan Scanlan, Property  
Surveyor: 020 8438 1817

Kelechi Ukachukwu, Service  
Charge and Sales Officer:  
020 8438 1805

Janice Antoine,  
(covering Frances Holder),  
Property Services Administrator:  
020 8438 1818

Ky dokument ju jep informacione në lidhje me të rejtat për strehim, ngjarjet dhe informacionet locale, nëse ju duhet ndonjë pjesë e këtij informacioni në Braille, në CD, në kasetë ose të shpjegohet në gjuhën tuaj, ju lutemi kontaktoni në numrin poshtë.

تمتلك هذه الوثيقة بالمعلومات اللازمة عن أخبار الإسكان والأحداث والأبناء المحلية. إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على أسطوانة مدمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

این نوشتار اطلاعاتی درباره اخبار، رویدادهای مسکن و اطلاعات محلی در اختیارتان قرار می دهد. اگر مایل به داشتن هر بخش از این اطلاعات به صورت چاپ شده یا حرف بزنگ، خط بریل، روی CD، نوار صوتی و یا توضیح داده شده به زبان خودتان هستید، لطفاً با استفاده از شماره تلفن زیر با ما تماس بگیرید.

આ દસ્તાવેજ ઘરના સમાચારો, પ્રસંગો અને સ્થાનિક માહિતી વિશે માહિતી આપે છે. જો તમારે કોઈ પણ ભાગની આ માહિતી બ્રેઇલ, સીડી ઉપર, ઓડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

ਇਹ ਦਸਤਾਵੇਜ਼ ਹਾਊਸਿੰਗ ਖ਼ਬਰਾਂ, ਪ੍ਰੋਗਰਾਮਾਂ ਅਤੇ ਸਥਾਨਕ ਸੂਚਨਾ ਬਾਰੇ ਜਾਣਕਾਰੀ ਦਿੰਦਾ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਦੇ ਕਿਸੇ ਹਿੱਸੇ ਨੂੰ ਬ੍ਰੇਲ, ਸੀਡੀ, ਆਡੀਓ ਟੇਪ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਅਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਸਮਝਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਸਾਨੂੰ ਸੰਪਰਕ ਕਰੋ।

Dokumentigan wuxuu ku saabsan yahay warka cusub oo guriyo, dhacdooyin iyo gobol ah. Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

இந்த ஆவணம் வீட்டுச் செய்திகள், நிகழ்வுகள் மற்றும் உள்நாட்டுச் செய்திகள் பற்றிய தகவல்களை அளிக்கின்றது. இந்தத் தகவல்களின் எந்தப் பகுதியாவது உங்களுக்கு, பிரெயில் முறையில், குறுவட்டில், ஒலி நாடலில் அல்லது உங்கள் சொந்த மொழியில் தேவைப்பட்டால் தயவு செய்து கீழ்க்கண்ட எண்ணில் எங்களைத் தொடர்பு கொள்ளுங்கள்.

یہ دستاویز اقامت گاہوں کی خبریں، واقعات اور مقامی معلومات کے بارے میں جانکاری دیتا ہے۔ ان معلومات کے کسی حصہ کی اگر آپ کو بریل، سی ڈی، آڈیو ٹیپ یا اپنی زبان میں وضاحت کی ضرورت ہو تو، براہ کرم ہم سے نیچے دیے گئے نمبر پر رابطہ کریں۔

# 020 8438 1800

## Duty days

You can come along to our office to see a neighbourhood manager or neighbourhood support officer without an appointment.

You'll also have the option of speaking to our staff in a private interview room.

## Contacting us

223 Church Road  
London  
NW10 9EP

The office is open 9am to 5pm,  
Monday to Friday, except on Bank Holidays

We close every Wednesday at 2pm for staff  
training, but phone lines remain open

Translation services are available if you  
visit in person or call

### General enquiries

020 8438 1800 Monday to Friday  
from 9am to 5pm

Maintenance  
(Capital Heating  
and Maintenance)

0800 731 5282 (free from landlines) or  
0300 456 2482 (low cost from mobiles)  
Monday to Thursday from 8am to 6pm  
Fridays from 8am to 5pm

Out-of-hours  
emergency  
(Brent Council):

020 8937 1234 Monday to Thursday  
6pm onwards, Fridays 5pm onwards  
and on all day on weekends.



**Fortunegate**  
Community Housing