

Friary Park Newsletter

April 2014

Issue 1

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Catalyst
Housing

**Better Homes.
Better Service.
Better Future.**



Update

Future of Friary Park

We have been considering a range of options for improving the Friary Park estate and your homes. Options we're considering include extensive improvements to the existing homes, as well as varied programmes of phased demolition and rebuilding.

Redevelopment of the estate is emerging as a strong option, but we still need to do more work to explore what can be built here before we are able to start consulting you, and Ealing council, about our ideas. Whichever option is chosen, work to improve your home will be carried out.

- If the best option is to keep the existing buildings and refurbish them, we will develop a programme of investment to improve your homes, communal areas and the surrounding estate

- If it is possible to demolish the existing buildings, this would be done in phases. We would have a programme of improvement work on the homes that would stay for the longest amount of time before being demolished

At the end of July, we expect to make a final decision about which is the best and most financially viable option. We will write to you as soon as possible afterwards to let you know more.



Your Future Home

So that we can plan properly for the future of Friary Park estate we need an accurate picture of the people who currently live here. One of the first things we did was send everyone a questionnaire about the number of people who live in your home and their ages.

A big thank you to the 133 households (56 % of the estate) who completed and returned their forms.

We would still like to hear from you if you haven't yet filled in a questionnaire. If you don't have the form and post-paid envelope we sent, you can complete the form online at:

http://www.chg.org.uk/Survey/FriaryParkSurvey/friary_park_survey.htm

or you can have a paper copy sent to you by post. Just email your address to Linda Masetti:

linda.masetti@chg.org.uk
or call 020 8832 3376.

The main findings from the surveys returned so far.



Over 80 % of you said your favourite thing about Friary Park is the transport connections. Second came 'your home' (less than 40 %) and followed by 'neighbours' (30 %)



Almost 91 % of you said you are not members of community groups



When asked about future activities that you would like to have at Friary Park, 'projects and activities for the kids' was the most popular one



Almost 78 % of you had never used the Friary Park community centre and not many of you knew what goes on at the centre



When asked what would make Friary Park better many of you mentioned the poor quality of the heating (29 %), the size of your home or specific rooms (23 %), and the windows (17 %)

Akil cleans up

We've now hired 12 apprentices in our resident services team – a brand new team that's responsible for the caretaking, cleaning and ground maintenance in your area.

Akil Hewitt is one of the apprentices. He heard about the apprenticeship through a friend, applied for it, got shortlisted, went on some pre-training and finally got the job.

Akil sees the apprenticeship as a chance to maintain the high standards that Catalyst already offers and hopes his work will make residents proud of where they live. 'I think if an area is clean and tidy, people will take pride in it and be happy to live there' says Akil.

Keep it clean

No one likes an untidy neighbourhood, so please help us to keep it clean.

Dumping rubbish in your neighbourhood makes the whole area look untidy. If we identify you as a persistent fly tipper, we will charge you the cost of removing your rubbish. If you do have bulky items that you want to throw out, please contact Ealing council customer services on **020 8825 6000**. They will arrange a low-cost collection.

Remember it's part of your tenancy agreement not to dump rubbish or leave personal items in shared communal areas. We will take action against persistent offenders. If someone is dumping rubbish where you live, please report it (anonymously if you want) by calling Catalyst on **0300 456 2099**.

Want smaller energy bills?



In the recent consultation you told us that your homes are too cold and expensive to keep warm. You also told us that the windows are draughty and let out the heat. We know that the heaters need to be replaced and this will be done whatever option is chosen for the estate – but this may be some time ahead.

Meanwhile, there are ways now to reduce your energy bills. Catalyst is running a free energy advice service for Friary Park residents. As well as giving specially tailored advice for your home we will work with you over a year to support you and make sure you cut your energy costs. If you'd like to join our free energy advice service, email sustainability@chg.org.uk or call 020 8438 1808.

Have fun and improve your fitness and flexibility at a chair-based exercise group.

Classes will help with flexibility, balance and co-ordination. The trainer is fully qualified and can suggest special movements and exercises to meet your personal fitness needs. Every Friday between 3.30 and 4.30pm at Antilles House, 1 Friary Road, Acton W3 6AE.

If you are interested, please call Colin Lynn, sheltered scheme manager, on 020 8992 5841

Exercise for the over - 60s





Tackling

anti-social behaviour

Since December 2013 we've been working to tackle anti-social behaviour on Friary Park.

Ealing council, Catalyst Housing and Ealing borough police have worked together to address the problems you've been having and we've taken the following action:

- **Encouraging activities on the estate** – developing the estate's community centre and involving residents and local voluntary groups in expanding, developing and delivering projects/ services.
- **Improving the environment** – cutting back trees and hedges to improve visibility in and around the estate, replacing door locks, providing a pass key for the police so they can patrol communal areas.
- **Enforcing the law and tenancy issues** - Ealing council and Ealing police introduced a dispersal order to assist the local police safer neighbourhood team in disrupting problem groups in the area. A number of anti-social behaviour orders and injunctions were also issued. A crack house was closed by the police and two home possession orders were obtained by Catalyst.

Since the work was carried out calls to the police from the estate have dropped dramatically. In October and December 2013 police recorded one call in each month. In November there were no calls at all.

If you experience any anti-social behaviour on Friary Park please contact:

Catalyst's customer service centre
0300 456 2099

Ealing council's safer communities team
020 8825 7600

Free computer training at Friary Park

We are offering Friary Park residents a range of FREE training courses to improve your computer skills and build your online confidence.

Courses cover:

- Word processing – typing your own documents, formatting and creating tables and checking your spelling
- Social media – setting up your facebook account, starting a blog, and how to use social media sites
- Email and internet - how to surf the internet, shop online, catch up on TV programmes you've missed

Dates for the courses will be fixed when enough people have said they're interested in attending. To sign up, please contact Keisha Hines, resident involvement team, on **0300 456 2099** or email getinvolved@chg.org.uk

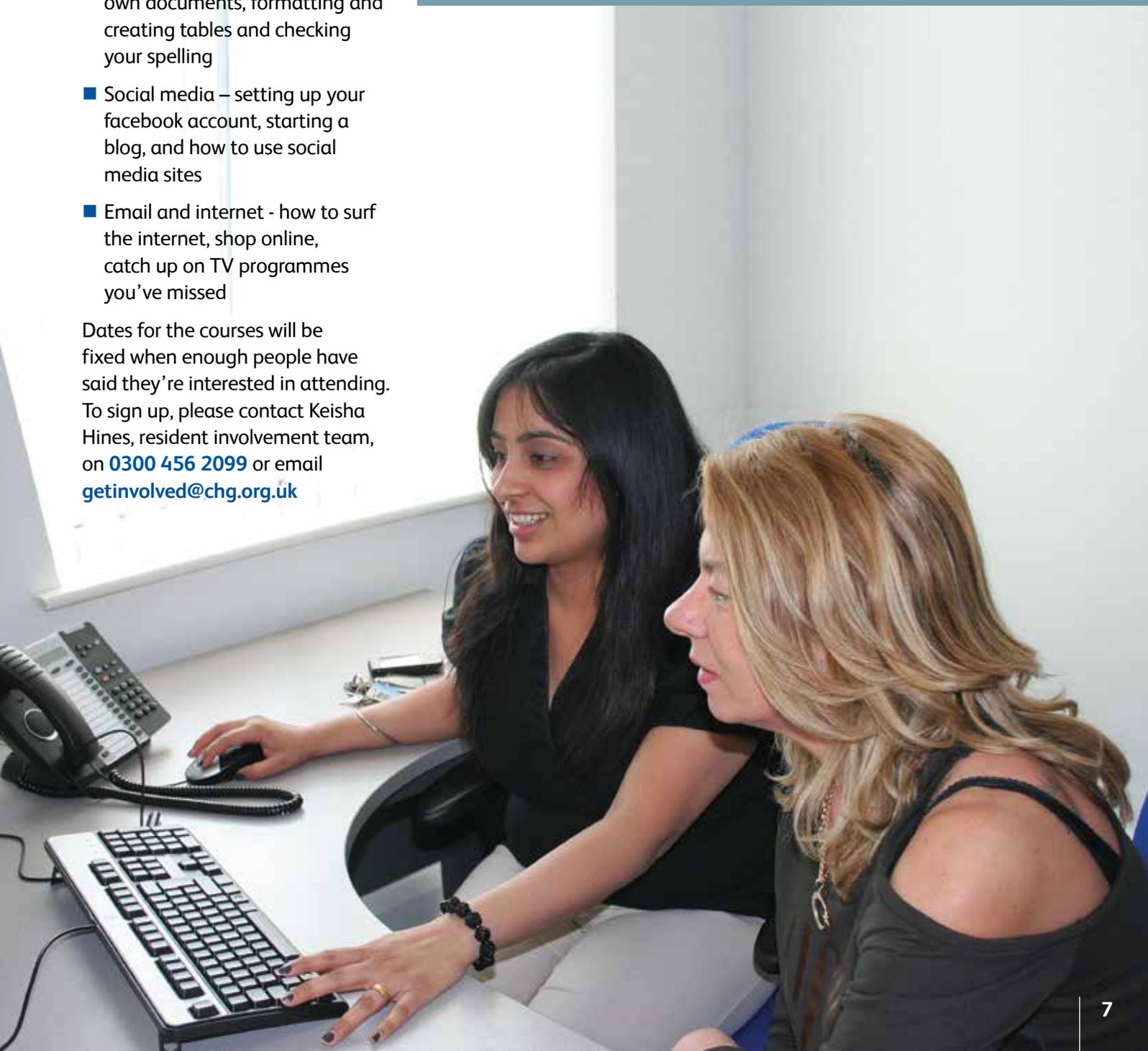
Looking for a venue?

Need a space for an event or celebration? Got a skill like yoga or line dancing you could share with others? If so, the Friary Park community centre could be just the space you're looking for.

The hall can be hired by the hour and charges vary according to whether you are charging for the activity. There are reduced rates for Catalyst residents.

Prices range from £20 per hour for Catlayst residents who are having a non-profit making event such as a wedding or christening to £35 per hour for commercial organisations.

To find out more or organise a viewing contact Catalyst customer services on **0300 456 2099** or e-mail sanjeev.wadhwa@chg.org.uk



Introducing Herold Riley

Herold Riley is the new neighbourhood manager for the Acton area which includes Friary Park.

Since he started in February this year he's been getting to know the neighbourhood.

"When I visit an estate for the first time, I ask myself would I live here. If the answer is no, I will identify what I can do to make it into a place I would want live. I want our residents to be proud of where they live and by working together we can achieve that."

Herold can be contacted through the customer service centre on **0300 456 2099** (open Monday to Friday, 8am to 5pm).



Useful contacts

If you have any questions to do with the future options for Friary Park contact Polly Gardner on **0208 8832 3317** or e-mail polly.gardner@chg.org.uk

If you want a hard copy of the Housing Needs Survey or have any questions about it contact Linda Masetti **020 8832 3376** or e-mail linda.masetti@chg.org.uk

Catalyst's customer service centre **0300 456 2099**

Ealing council's safer communities team **020 8825 7600**



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