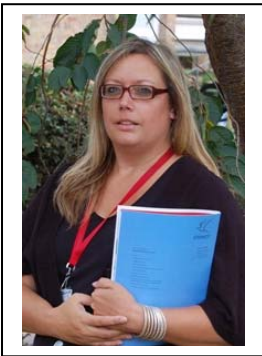


Woodgrange Drive Estate Newsletter



As part of our commitment to our tenants and leaseholders, and following feedback we have received from you, we have decided to implement a newsletter for your area. I hope you will enjoy the first edition which covers a number of issues that are important to you and what we are doing to address these issues.

My name is Carla Taylor and I am your Housing Officer. If you have any queries regarding your tenancy or Anti-Social Behaviour, please call me on 01702 445263, e-mail carla.taylor@estuary.co.uk or book an appointment to see me at our Centre Place office, on a Tuesday – all day or a Thursday morning.

Estuary Housing Staff have been through a restructure

We now have a dedicated team to deal with all enquires with regards to estate services which includes communal gardening, cleaning, and caretaking. Your contact for this is **Steven Proud, Estate Service Manager 01702 445262** or steven.proud@estuary.co.uk or **Darren Whitehead Estate Officer 01702 445278** or darren.whitehead@estuary.co.uk

We also have a **Revenue Team** who will deal with all current and former tenant arrears. Your rent income officer for this area is **Jacqueline Ntaka** and her contact number is **01702 445268**

However if you prefer you can still use the Residents number **0845 6340635** Our **Customer Advice Team** will help you with all general enquires, and transfers.

Repairs Freephone number: 0800 7830496

Robin Hood is coming to town!!

It's behind you!!!

Yes, it's that time of the year again – Panto Time!!

Estuary and the Woodgrange Resident Association have arranged for a company to come to the estate and entertain us with a play on **16th December 2009 – 4pm**. Tickets are : Adults £5.00 – Children - £3.00 – Under 5's - Free if sitting on laps. Please contact **Lilli Dickens** on **01702 445266** for tickets.

Christmas Lights Competition

Don't forget to decorate the outside of your property with a display of Christmas lights and the Woodgrange Residents Committee will be judging on the 16th December. The 3 best displays will receive some vouchers – contact **Norman Robins** on **01702 322438** to enter.

Family Centre

DID YOU KNOW WE OFFER THE FOLLOWING AT THE FAMILY CENTRE:



- Breakfast Club – Every Tuesday & Thursday – 9 -10. (Small Charge)
- Dancesize – Every Monday and Tuesday 1-2pm **FREE**

- Use of Computer suite –10-2 most days **FREE!!**
- Large range of Health & Fitness Sessions – **ALL FREE**
- Kickz – Monday 7 – 9pm – 12-18yrs **FREE**
- Parent & Toddler Group – Wed's 10.00 – 11.30 – Donation.
- Various Ballet classes – Call for details. £1.75
- Karate – All Ages – Call for details
- D.I.A.L – Thurs 10 – 12 – **FREE**
- Pound Losers Fri 10 -11.15 **FREE**

Telephone for further details: **01702 617446**

What's on in Southend

Christmas Market – Southend High Street – 14 Nov 2009 – 23 Dec 2009.

Christmas Exhibition of Art & Craft – Central Museum - 1 Dec 2009 – 24 Dec 2009.

Cinderella – Cliffs Pavilion – 12 December 2009 – 10 January 2010

The Lion, the Witch and the Wardrobe – Palace Theatre – 11 December 2009 – 3 January 2010

Recycling & Rubbish on the Estate at Christmas time

Over a normal Christmas period this estate produces at least 3 times the usual amount of refuse – this is based on the usual 2/3 day holiday. This year, due to the long weekend, this period has increased to 5 days minimum. There will be no collection from 24th December till 29th December, so we really need your help. Pink Bags will be delivered on the 23rd December to all homes, please use these for re-cycling and please leave them by the bin rooms on the ground floor (Houses - please leave them outside your own property) – Black bags to go down the chutes – Do not leave them in the chute rooms as this is a fire risk. Also, do not put any items into the chutes that may block them – this also increases the fire risk and no staff are available to unblock them until the 29th December.

We would like to wish everyone on the Woodgrange Drive Estate a very Happy Christmas
– Bob Tuck, - Ground Staff Manager and all the Ground Staff.

Rent

In light of the recent global financial issues most people are facing money worries. Our aim at Estuary Housing Association is to keep people in their homes during this uncertain period but this can only be achieved if residents keep to their rent payments as per their tenancy agreement.

Estuary is aiming to highlight to residents the importance of keeping their homes by having a dedicated **Revenue Team**. This team will notify the residents once they do fall into arrears as well as signpost them to relevant agencies that are dedicated in resolving financial issues. Most arrears cases can be dealt with relatively simply provided residents get in contact early enough. Ignoring the situation can only make matters worse. Where residents do not make an effort to clear their arrears Estuary Housing Association will take legal action for breach of tenancy. This could mean eviction.

Estuary can help you maximise your income by providing information that can help you increase your household income e.g. *Did you know you can get discretionary housing payment paid to you if the council believes that you need further help with housing costs. This may include help with paying off arrears in some circumstances however discretionary housing payment cannot be paid if the reason for shortfall is that your housing benefit has been reduced to recover an overpayment.*

How can I claim?

You will be able to get this by phoning or going into your local council office. Be sure to ask for a discretionary housing payment form, as it is different to the form that you will have filled in when you first claimed housing or council tax benefit.

As of the 1st of December 2009 we will be running drop in sessions every Thursday between 10 am till 2.00pm. Outside of these times could you please book an appointment to see a Revenue Officer. If you do not have an appointment the Revenue Officer may not be able to see you.

Estuary Housing Association would like to thank all the residents that have been paying their rent.

Merry Christmas and Happy New Year from the Revenue Team. Remember your most important bill is your rent - Pay your rent to keep the roof over your head.

For more information on rent queries contact **Revenue Team** on **0845 6340635**





CCTV on the Estate:

Just to remind you that if you see any criminal activities on the estate please call the Police immediately on **999** or **0300 333 4444** and advise them what is happening and remind them that we have CCTV available. The people at the CCTV suite will then monitor the situation and assist the police.



The Woodgrange Drive Estate has an excellent Resident' Association. The Chairman is **Norman Robins** who holds a surgery at Centre Place on Tuesday morning from 10am – 11am. If you are interested in joining the Association or have some ideas for it please contact **Norman** on **01702 322438**.

Future Newsletters

You will be receiving a quarterly newsletter to keep you up to date on our work and issues that are specific to your area. We would very much like you to get involved, perhaps you could have your own section to advertise an up and coming event, to make a suggestion, or even to celebrate a big birthday or anniversary please contact me on **01702 445263** or e-mail carla.taylor@estuary.co.uk

Final Note:

I would like to wish every resident a very Merry Christmas and a happy 2010. On the 16th December, the Centre will be open in the afternoon for tea, coffee and mince pies - please pop in.

Carla Taylor
Housing Officer

