



# Broadwater Farm Newsletter

## A welcome note from the Director of the Broadwater Farm Estate

Welcome to the new-look newsletter for the residents on Broadwater Farm. The newsletter gives you information about what is going on and our plans for the future – we hope you find it useful.

My name is David Sherrington and I am Director of the Broadwater Farm Estate. My job is to look after all activity on the estate including the new district heating system, kitchen and bathroom programme, our estate cleaning service and building new homes once Tangmere and Northolt are demolished.

I am keen to hear from as many residents as possible so feel free to get in touch with me using my contact details or say hello if you see me on the estate.



**David Sherrington**

Director of the Broadwater Farm Estate

Call: 020 8489 4487

or email: [David.sherrington@homesforharingey.org](mailto:David.sherrington@homesforharingey.org)

## Meet the team and have your say

Come and meet the Director and the BWF Team at the Broadwater Farm Community Centre. Free refreshments will be provided.

- Wednesday 18th September between 2pm-5pm
- Wednesday 13th November between 2pm-5pm

# Current building work on the Estate

## District Heating Programme

**Adrian Lepper**  
Senior Project  
Manager



**I joined the team in March 2018 as the Senior Project Manager to assist with the gas removal project and switch to District Energy.**

We completed the removal of piped gas from the Broadwater Farm Estate on the 31st October 2018. Since then, we have been finalising the designs for the upgraded Energy Centre that will permanently supply the heating to all blocks.

We expect this to be in place during the autumn of this year. Currently all residents are being charged a flat rate for their heating and hot water. During 2020, all residents will start paying for metered usage for their heating and hot water.

Since joining the team, it has been a pleasure to work and engage with the community on such an important scheme.

## Kitchen & bathroom programme

**Alongside the district heating programme, we are upgrading residents' kitchens and bathrooms where they do not meet our standard.**

**Currently 265 residents are due to receive a new kitchen, bathroom or both. The work will also include electrical rewires and new smoke and heat detection units.**

## REFURBISHMENT AND STRUCTURAL WORKS

**Structural works are planned for nine blocks to ensure they meet the necessary standards. As part of this work, we plan to do some refurbishment works as well.**

**This work is in design stage and residents will be consulted as part of the design process.**



# Rehousing residents, Tangmere and Northolt

**I am leading on assisting the residents from both Tangmere and Northolt to move out of their homes and into new accommodation which is suitable for their current needs.**

I am looking forward to further engagement with all of the residents at Broadwater Farm. Almost

every resident has moved out of the Tangmere block and the rehousing team are assisting the residents in Northolt to move out using the choice-based lettings process.

Some of the residents have decided to move into properties on the Broadwater Farm Estate and are currently settling into new properties in other blocks.

As part of the rehousing process and in our drive for continual service improvement for our residents, we were keen to learn about the move experience of our residents once they had moved.

Most of the residents that have moved out of Tangmere have now had a visit to check how they have settled into

their property. We have also started to visit the residents that have moved out of Northolt and will continue to do so until the rehousing process has been completed.

**David Clark**  
Estate Regeneration  
Manager

# Housing and estate management standards

The Broadwater Farm Residents' Association brought to our attention that the communal areas and general litter and appearance of the estate needed attention. We arranged a joint estate inspection and found that we could improve the following areas:

- **Litter collection could be more thorough across the estate**
- **Communal repairs could be completed quicker**
- **Maintenance of hedges and green spaces could be better**
- **Cleanliness in communal areas could be improved.**

We have since had the communal areas in the blocks deep cleaned, monitored the outstanding repairs

until they were completed and jetted the drains.

We have also increased our litter picking and are working hard to reduce the impact of fly tipping.

Although we still have a long way to go, our aim is for continuous improvement.

We will continue to work with all residents and the Residents' Association to ensure that this happens.

## PLEASE REMEMBER THE FOLLOWING

- ✗ **It is important that you do not have any bottled gas or oxygen cylinders in your property. Contact us if you need to have bottled oxygen.**
- ✗ **You must not use your balcony for barbeques. A barbeque recently caused a serious fire in Barking. It also stops your neighbours from being able to open their windows because of the smoke.**

## Customer service

For the last year, I have been working as the Resident Liaison Officer on the Broadwater Farm Estate for the district heating programme.

I work closely with our contractor Engie who are currently delivering the programme. Their Resident Liaison officers are the first point of contact for the district heating work. My role is to deal with additional queries and issues relating to work from residents and leaseholders. This includes assisting with appointments for gas meters, removal queries and complaints.

**Jasmin Emmanuel**  
Resident Liaison Officer



## Advice & information: Income management

**Anna-Ruth Najjuko**  
Income Management Officer



**My role as an Income Management Officer involves providing support to our residents regarding rent.**

I have been working with the team at the Broadwater Farm office meeting residents to discuss issues around Housing Benefit, Universal Credit, rent arrears and other issues to support payment agreements. I am at the Neighbourhood Office every Thursday.

If you want to make an appointment, please call or email me using the following details:

**020 8489 3407** or  
**anna-ruth.najjuko@homesforharingey.org.**

## PEST ADVICE

The two most commonly reported infestations are mice and cockroaches.

Mice enter buildings in search of food and shelter. Improved disposal of waste food will reduce the likelihood of mice remaining within the blocks.

The following things can be done to reduce the risk of cockroach infestation:

- Do not leave food out on counters
- Do not leave liquids in sinks or buckets
- Keep dry foods in tightly sealed containers
- Use a kitchen bin with a lid and ensure to empty the bags regularly
- Remove all forms

of clutter from the floor and inside cupboards where the pests can easily access

The following things can be done to reduce the risk of mice infestation:

- Keeping food in sealed containers
- Sweeping up any spillages immediately
- Not leaving pet food lying around

- Removing rubbish and other materials
- Cleaning up under units and work surfaces
- Removing food residues from under cookers

If you need to contact the Pest Control Team, please phone 020 8489 1335.

This service is free for residents.

## Community safety

I am the new Community Safety Officer for your local area. I am passionate about supporting the local community and making the estate an even better place to live.

One of the concerns I have heard from residents is how to report issues that you may be experiencing, one of the fastest ways is to use the online reporting system which can be found at **www.haringey.gov.uk/contact/report-it** or use the **My Haringey mobile app**.

If someone is in danger or you need support straight away, then please call 999. If you've witnessed or been the victim of crime, also consider using the Met Police online reporting system, at **www.met.police.uk/ro/report** or call 101. It will help to bring the offender to justice and make sure this doesn't happen to anyone else.

If you would like to talk to me further about community safety please contact me on: 020 8489 3662 or email: **Baljit.Badesha@haringey.gov.uk**. I look forward to working with you all.

**Baljit Badesha**  
Community Safety Officer



## BWF Staff Choir - giving back to the community

The Broadwater Farm staff choir were invited to sing and take part in the Alzheimer's Society 'Dementia Friendly Haringey' celebration on Tuesday 21st May.

We performed at the Alexandra Palace for people living with Dementia in the Haringey wide community. "Being a part of the Broadwater Farm Choir has enhanced my working experience in Haringey. I have enjoyed singing to the community and most importantly residents living with Dementia and Alzheimer's." Carmen Oliver.

We will be performing at several other community events throughout the year.



# EVENTS

Please be sure to visit [www.haringey.gov.uk/whatson](http://www.haringey.gov.uk/whatson) for the latest community events happening in your area!

## Summer play on the Broadwater Farm Estate

Haringey Play are hosting a **free event** on the following Thursdays: 1st August; 8th August; 15th August and 22nd August. The event will take place between 2pm-6pm and will be located outside Manston House. There will be a bouncy castle, face paints, music and lots more.

**Come along and join in the fun!**

## Community FUNDAY!

**Sunday 18th August 2019 at the Broadwater Farm Community Centre, Adams Rd, N17 6HE**

Community led initiative, with support from Haringey Council, Homes for Haringey, London Elite Sports Football Academy and BWF Residents' Association. A fun day with organisation stalls, activity for children, general information about services offered in the local area for parents and carers, older residents. Information about housing management and community safety.

## Outdoor Art Project

**18th August, Hawkinge block from 8:30pm - 10.30pm**

The event will showcase a short film which will be projected onto the side of the building by a "light cycle projection unit". Two spoken word artists will also perform some poetic pieces. The artists are Abe and Potent Whisper. There will also be an open mike session for young people between the ages of 16-25, giving them the opportunity to have their say.

**The Farm: Narratives of Home**  
 Sunday 18<sup>th</sup> August 8.30pm- 10.30pm  
 Outside Hawkinge block main entrance on Willan and Gloucester Road corner N17 6LP  
 A celebratory story sharing event on Broadwater Farm Estate with film projection and spoken word performance  
 You can support this project by donating to <https://www.crowdfunder.co.uk/the-farm-3>

## Summer activities for children and young people!

Download the July-September 2019 Activities Booklet now!

[www.haringey.gov.uk/holidayfun](http://www.haringey.gov.uk/holidayfun)

# GET INVOLVED

## Estate walkabouts

Meet outside the BWF Office 108 Gloucester Road.

**13th August (10.00am - 12.00pm)**

**15th October (7.00pm - 8.00pm)**

Join us on a walk around the estate to identify any issues in the communal areas and around the blocks and walkways.

Let's work together to make the estate an even better place to live!

## Broadwater Farm Residents' Association

'Are you interested in working with the Residents' Association?'

Broadwater Farm Residents' Association is active in fighting for the rights of residents and organising community events. All residents of Broadwater Farm are included in our association. Our committee welcomes people from all parts of the community. Representing the diversity of the estate is very important to us.

If you want to help in the Association's work why not contact us?

Email us at: [broadwaterfarmra@outlook.com](mailto:broadwaterfarmra@outlook.com) or text us on: **07749 506912** with your details.

**The GBZ Sun Café has opened on the Broadwater Farm Estate**

**TEL: 07771 884 524**

Broadwater Farm Community Centre  
Adams Road, London N17 6HE

**OPENING HOURS**

**Mon - Fri 7:00AM - 5:30PM  
Sat & Sun 7:00AM - 1:00PM**

## Homes for Haringey needs you

**Homes for Haringey is looking for interested and committed people to play a part in helping to ensure that we deliver high quality housing services for the benefit of all our tenants and leaseholders.**

Our Board, which has overall responsibility for leading and directing Homes for Haringey, comprises a mixture of independent housing experts, councillors and residents, who are chosen by tenants and leaseholders every three years. This summer there is an opportunity for residents to find out more about what being a Board Member involves and to stand for election to the Board.

There are also other opportunities to get involved, either as a Tenant member of the Resident Scrutiny Panel or as a member of the Complaints Appeal Panel. For each type of opportunity, we will provide all the necessary training and support needed to help you become effective in that role.

You can read about the Resident Board Member election process and find an overview of the other roles in our booklet available online:

[www.mi-nomination.com/hfh](http://www.mi-nomination.com/hfh)

alternatively you can e-mail:

[Governance.Team@HomesforHaringey.org](mailto:Governance.Team@HomesforHaringey.org) for more information or to arrange for an informal chat.

# Reconnect with fitness this summer

at Broadwater Farm Community Centre

Whatever your ability, age or ambition, our fabulous, friendly staff will help you revitalise your fitness goals this summer.

**Ask a member of staff now how we can help you.**

**GREAT  
NEW  
SUMMER  
PROGRAMME**

Don't wait! Register for a FREE<sup>†</sup> pass today at [fusionfitnessoffer.com](https://fusionfitnessoffer.com)

**Broadwater Farm Community Centre**

Adams Road, Tottenham  
London N17 6HE

**020 8801 4115**

†T&Cs apply.

**Haringey**  
LONDON

