

# CHARLBURY COURT UPDATE

SEPTEMBER 2016

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## More details shared on older peoples' housing review

At a meeting with residents on Wednesday 18 August Interim Director of Housing, Neil Stubbings, updated residents on the progress of the older people's housing review.

Changes since the last meeting include Brunswick Court being redeveloped as an extra care sheltered housing scheme and the Ravenscourt block of flats, which forms part of the Dell Court site, remaining rather than being demolished.

The situation regarding Charlbury Court sheltered housing scheme has not changed and the proposal is it will remain open.

Mr Stubbings said: "As we progress through this informal consultation period we are listening to residents' views and taking them on board as we prepare the Cabinet report.

"As I previously said the Charlbury Court scheme does have good facilities and is a popular scheme for people wanting to move into sheltered housing.

"There is also a great community spirit here and we want to build on that by making the scheme a community hub, providing support for older people living nearby as well as for those living in the scheme."

More information will be online at [www.havering.gov.uk/Charlbury](http://www.havering.gov.uk/Charlbury) as it becomes available.



Neil Stubbings talks to residents

### Next meeting

10am to 11am on Thursday 6 October in the Communal Lounge, Charlbury Court, Charlbury Crescent, Harold Hill.

If you can't come to this meeting please let us know using [www.havering.gov.uk/askhousing](http://www.havering.gov.uk/askhousing) and we will be happy to visit and talk to you.



### Can you help?

On Wednesday 14 September there will be another coach tour of sheltered housing schemes which are remaining open so residents of the schemes proposed for closure can see the facilities available at other schemes.

That tour will include Charlbury Court.

If you are willing to let a few people see your flat so they can get an idea of the size of rooms, etc. that would be much appreciated.

Please let your Scheme Officer, or Community Engagement Officer Chelsea Potts, know if you are willing to show some people your flat.

### Who can I contact?

If you have a question about the consultation please email [Chelsea.potts@havering.gov.uk](mailto:Chelsea.potts@havering.gov.uk)  
 General estate enquiries [www.havering.gov.uk/askhousing](http://www.havering.gov.uk/askhousing)

## Investing in the future

For those schemes which are remaining open and becoming community hubs the aim is to invest in improvements.

Some suggestions for improvements were made during the meetings with Neil Stubbings including:

- Pruning shrubs at the front of the scheme which are over-grown. This work has now been done and further shrub maintenance will take place during the winter.

Other suggestions were:

- The need for improved lighting in corridors and near entrance doors
- Improving security at the external doors
- Ensuring the CCTV cameras can work on the digital system
- A review of parking provision, including how to deter non-residents from using the scheme's

parking area and protecting privacy of ground floor tenants near the car park

- More regular servicing of washing machines
- Improved access to the laundry for people in the block furthest from that facility
- Providing more mobility scooter stores
- Improving access to the scheme for people in wheelchairs
- The need to replace windows at the scheme as they are now 25 years old

Costs for these are being gathered and will be included as part of the report to Cabinet.

If the proposals are approved the way scheme officers operate will be reviewed so they can spend part of their time working at one scheme and some time working with older people in the community.

## If a problem, pull the cord

Residents from Charlbury Court have been complaining that a small number of local young people have been climbing over the boundary fence and even walking on the roof of parts of the scheme.

Speaking to residents at a recent meeting senior Community Warden, Barry Armour, said: "We're taking these concerns very seriously and have increased the number of patrols by Community Wardens in the area.

"We have also spoken with the local police and they have increased their patrols too.

"If you see someone on the site who shouldn't be there pull your emergency cord and tell the control centre you want the police and community wardens to attend because of a security issue. "The



Barry Armour chats to residents about the boundary problems at Charlbury Court

call centre has been informed of the problems that are occurring here and should make your call a priority.

"In the longer term we are looking to plant thorny shrubs in the areas where these youths are coming over the fence so there will be a natural barrier to deter them from coming on to the site."

## Keeping in Touch

- You can keep in touch with the latest news and information from Housing Services through our email newsletter.

- Go to [www.havering.gov.uk/enews](http://www.havering.gov.uk/enews) and choose *At the Heart* online.



There is also information available at [www.havering.gov.uk/Charlbury](http://www.havering.gov.uk/Charlbury)

and about the sheltered housing regeneration proposals at [www.havering.gov.uk/ShelteredHousingDevelopments](http://www.havering.gov.uk/ShelteredHousingDevelopments)

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