

NEWSLETTER

Welcome to MRA's first newsletter for 2019. We wish you a Happy New Year and hope you had an enjoyable holiday.

MEET AND GREET

To begin the New Year in a positive way and to help us continue our monitoring of MTVH, the MRA are planning to be 'out and about' over the next few weeks visiting as many residents as possible so that you can personally share your thoughts and concerns with us. We'll also be asking how you'd like us to let you know about upcoming events so that we can improve our contact with you.

VISIT BY HELEN HAYES, MP

Helen Hayes will be making her third visit to the estate on 28 February 2019 with senior members of MTVH to continue supporting the MRA and residents with the issues they have been facing.

CORE ISSUES RAISED BY MRA : here is a brief update on each of the issues that the MRA have brought to the attention of MTVH and continue to monitor on a regular basis.

1. PEST CONTROL

ARK pest control contractors have been on the estate baiting and trapping pests. Dealing with this issue requires all tenants to be pro-active, and persistent, in reporting incidents of infestation as they occur, and not waiting until the problem becomes harder to deal with. We'd like to remind you that when you report issues, please ensure you obtained a reference number (Ask for one if it hasn't been given.)

2. REPAIRS

Long term repairs that have been deleted from MTVH's system continues to be an issue. The MRA will assist residents by collecting details of any cases and pass them on to MTVH as has been done when we are made aware of them.

3. COMMUNITY SAFETY AND WELLBEING

Serious Incidents: Please report any incidents to MTVH and/or to the Police as soon as possible. This will allow any CCTV evidence to be accessed if necessary and to help reduce crime on the estate.

Fraudulent Activities: people have been going through the bins trying to obtain residents personal details to commit fraudulent activities. Please either shred or cut up letters, bank statements, or any addressed correspondence to help prevent this happening to you.

Anti-Social Behavior: Residents with issues about anti-social behavior should make an appointment and speak to the Housing Officer. MTVH have issued guidelines on what resident can do on their website.

MTVH Care and Support team: This group will help residents with other difficulties that need to be addressed. Details of residents that require their support have been brought to MTVH's attention and the MRA are monitoring outcomes.

Lighting: A walkabout was arranged to identify and repair poorly lit areas on the Moorlands, which has started to be addressed by MTVH. We need you to do your part, please inform MTVH about any issues.

TOPICS COVERED ARE:

- MEET AND GREET
- VISIT BY HELEN HAYES, MP
- CORE ISSUES RAISED BY MRA
 1. PEST CONTROL
 2. REPAIRS
 3. COMMUNITY SAFETY AND WELLBEING
 4. PARKING
 5. THE COMMUNITY HALL
 6. DRAINS
 7. COMMUNICATION WITH MTVH
- KITCHEN AND BATHROOM UPDATES
- ANNUAL GENERAL MEETING (AGM)



HAPPY NEW YEAR



4. PARKING

MTVH have strengthened the permit policy to ensure abuse is minimised, and Park Direct have increased patrols on the estate. Abandoned vehicles have been given notice of removal. As a result, parking spaces have been recovered, and this is on-going. The fee for a yearly permit has now increased to £40. You will need to provide adequate documentation to Park Direct to obtain a resident’s permit.

5. THE COMMUNITY HALL

The hiring process continues to be monitored by the MRA. Hirers are being made aware of the limited availability of parking and of the policy regarding the disposal of rubbish. Park Direct are doing additional patrols when the community hall is being used.

6. DRAINS

The issues with blocked drains and sewage affecting Moorland residents were brought to MTVH’s attention and they dispatched a team who have cleared drains across the estate. If you are still affected by blocked drains, please call **020 3535 3535** and report the problem so this can be addressed as quickly as possible.

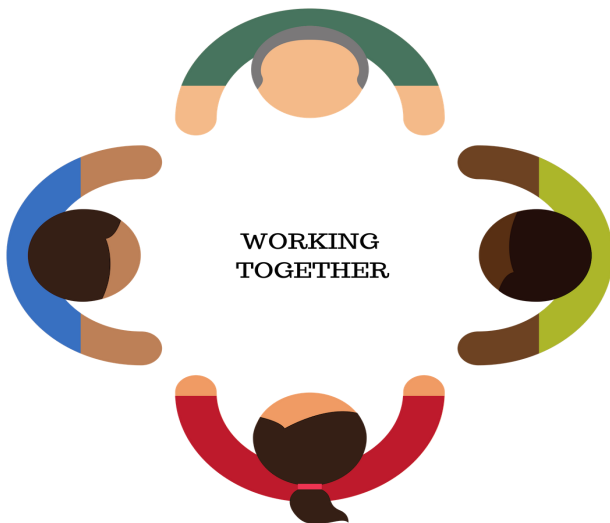
7. COMMUNICATION WITH MTVH

Communication with residents and MTVH has been challenging and they have assured us that the changes being made to improve the accountability, action and communication will help break down the barriers created.

KITCHEN AND BATHROOM UPDATE

After a meeting with MTVH on 9th January, we were advised that the planned programme for renewal of kitchens and bathrooms will begin in the next 4 weeks and will run for approximately 6 months. The works will be carried out by United Living who will be based at the Community Centre for the duration of the works and are committed to operating an open-door policy running regular coffee mornings and meetups to discuss the progress of the works. We greatly encourage you to engage in these sessions to get instant answers to any questions you may have.

United Living will be in contact shortly to arrange a design consultation, starting 21st January. MTVH will begin sending out letters confirming if your property is on the programme and with further information about the next steps to be taken. If you feel your kitchen or bathroom has reached the end of its functional life but is not on the current programme, you will be given instructions for what to do next. MTVH have allowed room within the programme to fit in additional properties.



ANNUAL GENERAL MEETING (AGM)

Last year November the MRA organised an AGM/Barbeque and the turnout from residents was low (the weather probably didn’t help either.) We will let you know the next date when we meet with you - we want to know what stops you from coming out for these meetings and welcome suggestions on what can be done better.

The MRA would like to thank you for your support. It is in our best interest to work together in order to Improve conditions on Moorlands for everybody.