



Angell Town RMO

NEWS

Coronavirus June 2020 Update

Dear resident Lambeth Council has set up a **Lambeth Corona Virus helpline** for vulnerable people and particularly people aged 70 plus.

The Lambeth Corona Virus helpline contact number is **0207 926 2999** or You can also go on to the Lambeth Website click on **Advice on Coronavirus**.

The service is open from 8am to 8pm seven days a week

They may be able to help you with:

- Delivering medication and food within 48 hours
- Financial support
- Support with utilities such as gas and electric
- General advice



If you would like to register to volunteer and support your local community, please complete our coronavirus volunteer form on the Lambeth website.

https://www.lambeth.gov.uk/forms/volunteer-to-help-your-community?fbclid=IwAR0FkN96sMEaF2x5WsQBTM_qK7CUpqGvs7oON0eGmZ8E6uxbYWoIL9LtIBU

Please stay safe and protected following the Governments advise:

Stay Alert, Control the Virus, Save Lives



Important Information

Rent and Service Charges

Whilst we know that these are indeed challenging times for all, I must remind you that you still have to keep up with your responsibility of ensuring that **Rent and Service charges** continue to be paid.

You are advised to set up standing order and direct debits methods of payments where possible in order to ensure regular payments are made towards rent for tenants and service charges for leaseholders. Please contact your Housing Officer to make arrangements for payment of outstanding arrears where applicable.

For those in difficulty please ensure that you claim the benefits that you and family might be entitled to, such as Universal credit, Job seeker's allowance etc. If you require further assistance with financial advice, please contact your Housing Officer who will provide you with

information of organisations and agencies that may be able to assist you.

Anti-Social Behaviour

In addition, we would like to remind all that as people are in lockdown at home to please be more considerate towards neighbours and be careful with **Noise Nuisance** such as playing loud music, TV, shouting, banging doors.

As you are responsible for members of your household and visitors to your home, you are reminded to please ensure that youths in your households do not congregate outside homes, on the streets thereby causing a nuisance and disturbance to neighbours living nearby.

Please remember that all residents have the right to live and feel safe in their homes and neighbourhood.

Parking

During current lockdown there are no parking restrictions on estate. Please park sensibly.



Kitchen & Bathroom Program

The Langport House kitchen & bathroom program is currently on hold. It is hoped to restart in September and carry on to March 2021.

Cleaning

The caretaking service has been increased but all staff are observing safe distancing whilst inside block.

Repairs

Day to day repairs are slowly being increased but all contractors are observing safe distancing & will carry out their own risk assessment before booking the works

Rent Account- Text to find out your balance

Customers are now able to text us to find out their invoice or account balance as well as the weekly rent charge for tenants. To use the service, homeowners can text BAL & their 9 digit INVOICE NUMBER to 07800006116 and tenants can text BAL & their 9 digit ACCOUNT NUMBER to 07800006116