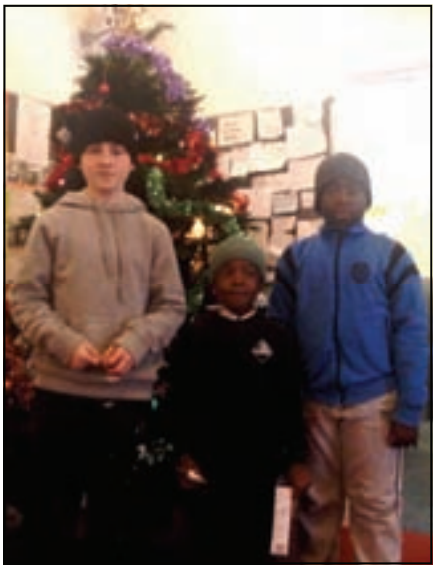
JMB News

LEATHERMARKET JMB

Christmas 2010

Seasons Greetings to all our Residents



Directors and staff at Leathermarket JMB wish all our residents a Merry Christmas and a Happy New Year. Over the festive period we ask all residents to be considerate of your neighbours, keep your estates tidy, make sure your neighbours who need a little extra support are OK and most of all have a good time.

Thank you to volunteers Jack, Daniel and Joshua who put the JMB Christmas tree up. And well done to Jack for working so hard on work experience with our repairs team.

Christmas opening times

Over the festive period the office is open reduced hours. There will be an emergency repairs service running 24 hours a day every day. Please call **020 7525 1600** to report any emergency repairs.

There will be no estate cleaning service on Christmas day, Boxing day or New Year's Day. However an emergency clean can be booked on the bank holidays by calling **020 7525 1600** for health and safety issues or bodily fluids on our estates.

Thursday 23rd December	9am – 4.45pm	Normal opening hours
Friday 24th December	Office closed	Staff available to answer telephone enquiries
Monday 27th December	Office closed	Bank holiday
Tuesday 28th December	Office closed	Bank holiday
Wednesday 29th December	9am – 1pm	Normal Wednesday opening hours
Thursday 30th December	9am – 4.45pm	Normal opening hours
Friday 31st December	Office closed	Staff available to answer telephone enquiries
Monday 3rd January	Office closed	Bank holiday
Tuesday 4th January	9am – 4.45pm	Normal opening hours

Residents are the reason we are here

Tell us ...

... If you feel we have done something wrong

Leathermarket JMB tries hard to get things right first time. However we are only human and mistakes do happen. We want to know when residents are not happy with what we have done. We want to have the chance to resolve the situation. Please tell us if you feel we have not got it right. If you are still not happy we have a formal complaints procedure which is available in the office or on the JMB website: www.leathermarketjmb.org.uk **Please tell us**.

... If you are suffering from anti-social behaviour

The recent STATUS survey tells us that more people say they suffer from anti-social behaviour than report problems to us. The JMB customer services team have a lot of experience in resolving issues both informally and formally, working in partnership with the police and Southwark Antisocial Behaviour Unit. They can investigate anonymous complaints if you are worried about getting in trouble with your neighbours. It can take some time to get issues resolved, especially in serious cases that require legal action but if you don't report it, we cannot work to solve the problems. **Please tell us**.

... If you are struggling to pay your rent

Our rent team will work with you to make sure you are getting all the support you are entitled to. However if you get into difficulties and don't talk to us we will have to take action to recover the lost rent that can ultimately result in eviction. **Please tell us**.

New faces at the JMB

We would like to introduce Denise as our new repairs officer. Denise (on the far-right) will be most residents first point of call when reporting repairs issues. Kelly (on the right) will remain in repairs but is taking on more supervisory duties.

We would also like to welcome Anthony, Laurie and Michael to our cleaning team.

Finally we would like to welcome Ann Edwards as new director for Kipling.

Thank you

Thank you to Sarah Hatchard from Kipling who is standing down as a director after three years. Thanks also to Ferenc Morath, a co-opted director who volunteered his wide knowledge on major works and has left us for a job at Southwark Council.

Thank you and goodbye to Brian (repairs) and George (cleaning) who have both retired.

And thank you to all directors and staff for working hard to improve our services.

Computer for residents

There is a computer for residents use in the JMB reception, available when the office is open.

Check out the JMB website, pay your rent online, email the JMB, read the news, pay bills, look up Southwark Council services, or just surf the internet or check your messages.

If there is a queue please restrict use to 30 minutes maximum.

Leathermarket JMB fun day 2010 in pictures

Leathermarket JMB directors, staff and volunteers ran our second annual fun day for residents on Saturday 14th August 2010 at Symington House. Thank you to everyone who helped or attended to make the day such a success. Look out for the next JMB fun-day in summer 2011

Tennants & Residents Associations News

Decima TRA have a new IT (computer) suite for residents of in the Decima TRA area. It was opened by Local MP Simon Hughes (pictured right). The suite will open Mondays, Wednesdays and Fridays 12-2pm from early January 2011.

Kipling Estate TRA has started a coffee and cake afternoon, Wednesdays 1-3pm in Simla Community Room. Go along for a natter or to play a game of bingo. All welcome. Restarting after Christmas on Wednesday 5th January.

Lawson TRA residents run a Golden 60s social on Thursdays in Cardinal Bourne pensioners room from 1.30pm-4pm. Bingo is also run on Fridays from 7.30pm in the Roundhouse. Football lessons in the sports court behind Symington House run on Saturdays from 8th January 1.30-3.30pm and cost just £2. Finally the police ward panel meeting is due to be held on Lawson. Look out for the publicity.

Crosby, Lockyer and Hamilton TRA are looking for possible funding to pay for social trips in the New Year. They would also welcome new residents getting involved and coming to general meetings throughout the year.

Bermondsey Street TRA are not currently meeting. Residents of Tyers, Whites and Snowsfields should look out for a letter about direct elections of JMB directors to represent you on the JMB board.

26 Leathermarket Street,
London,
SE1 3HN

Phone: 0207 525 1600
E-mail:
enquiries@leathermarketjmb.org.uk
Website:
www.leathermarketjmb.org.uk

SUPPORT FOR RESIDENTS IN NEED

Especially during spells of snow or ice, Leathermarket JMB staff and directors can keep an eye on any residents in need to make sure they are OK. If you think this would be useful to yourself or one of your neighbours please call the office and ask to speak to somebody from the customer services team.

STATUS SURVEY

Thank you for the 300+ tenants who told us what you think about the JMB. There was some good news for the JMB but also some lessons on what we need to do to improve our services for residents. Look out for a special newsletter in the New Year with the results of the survey and the JMB reaction to what you have said.

CLEANING AWARD

Congratulations to Anthony for getting an award from the Globe Academy for keeping the grounds outside their school so clean.

LEATHERMARKET JMB SPECIAL GENERAL MEETING

We are calling a special general meeting to agree our new Board of Directors on

WEDNESDAY 16TH FEBRUARY

7PM, BERMONDSEY VILLAGE HALL

We will also be asking residents attending to tell us more about what the JMB can do to improve our services for residents.

Please keep the date in your diary, come along and help us do better for our residents

PLEASE DON'T FORGET TO PAY RENT

It is important that you continue to pay your rent over the Christmas period to avoid getting into difficulties in the New Year. If you require advice or would like to discuss your rent please come into the office or call **020 7525 1600** and ask to speak with one of our rent officers Rosemary or Buki. If your circumstances have changed and you are having difficulty paying rent please speak to Rosemary or Buki as soon as possible to make sure you are getting all the help you are entitled to.

You can pay your rent with your Allpay card at any Post Office or shop that takes Paypoint. With the Allpay card you can also make payment by calling **0844 557 8321** (24 hours) or online at **www.allpayments.net**

If you have lost your card or want to set up a direct debit, visit or call the office on **020 7525 1600** and speak with Sarah or Lydia.

Don't forget to pay rent if you have a garage or shed.

CONFIDENTIAL COUNSELLING

Wednesdays 11am—1pm by phone or appointment
Richard Bailey, retired JMB resident support officer is volunteering to offer confidential counselling for Leathermarket residents either by phone or at the JMB office. Please visit or call the office on Wednesdays between 11am and 1pm and ask for Richard. He will take the call in a private room.
Richard has 13 years experience as an former Samaritan.