



# Grange Farm News

## March 2024

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### SAVE THE DATE

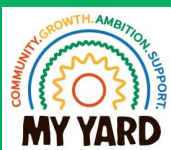
**Estate inspection**  
26/06/24 10am, meet outside the Community Centre

**Residents' Steering Group**  
On last Thursday of the month at the Royal British Legion at 7pm

**Officer Day - drop-ins**  
Wednesdays 11am-1pm, at the Community Centre

**Kids Club (free)**  
Wednesdays at 6pm  
Homework Club 5.15pm at the Centre, term time only

**Warm Hubs**  
Tuesday 11 –2pm  
Saturday 11 –2pm  
At the Community Centre



### Hello



My thanks to the hard work of MyYard, Young Changemakers and Roxeth Christ Church for their continued support for the community during these hard times.

I know the whole community is grateful for the Warm Hubs (Tuesdays and Saturdays), particularly that Erica aka “Pinkie” is back with the Saturday Hub (11am – 2pm). Pinkie is keen to know if there are any particular guest speakers you would like to recommend to attend. Please drop by the Warm Hubs with your suggestions or leave a message on the Listen First WhatsApp.

We cannot ignore the anti-social behaviour issues on estate and I know the housing team are working closely with the Police. Please report all incidents on 101 or 999 if drugs are involved or there is a threat of violence.

Many of the Phase 1 residents are upset about the on-going defect issues and high energy costs. Kulwinder and Mathew from the Council are leading on helping to sort this out.

Phase 1 residents—please make sure you contact the Council to receive the energy reimbursement/ refund.

Going forward, it's important that we work together to learn lessons for the next phase of the regeneration programme.

Spring is around the corner and we look forward to helping to organise a summer event.

**Varsha, Chair of the Grange Farm Steering Group**



LONDON BOROUGH OF  
**HARROW**



## Defects - Phase 1 residents

For Phase 1 residents unable to attend the Defects meeting held on 7 March 2024 in the Community Centre, here is what was discussed:

1. Logging defects—each defect has to be logged separately: [www.harrow.gov.uk/repairs](http://www.harrow.gov.uk/repairs)
2. Handyperson can be called for small jobs, including putting up small shelves, mastic seals, small bathroom cabinets, cooker hoods  
email: [aftersales@higginspartnerships.co.uk](mailto:aftersales@higginspartnerships.co.uk)  
tel: 020 8498 6023
3. Residents are encouraged to install cooker extractor hoods, which Higgins will install (based on their previous specification guide)
4. To minimise damp and mould it is important to have the MVHR switched on (blue label in cupboard) and also to wipe down any condensation on windows in the morning and to put your heating on and ventilate rooms
5. If you do not have a TV connection in different rooms you can purchase a TV Aerial Cable loop, which the Council will reimburse you (via Salome Irungu)
6. If your shower “bottom sweep” leaks onto the floor, please report this as a defect
7. The Council will be installing block notice boards
8. Signage due saying “Residents parking only”
9. The Steering Group are organising a meeting with Higgins to agree lessons learnt from the experience of Phase 1 residents and
10. Please remember the Steering Group meetings are not to raise personal issues which should be reported at the weekly staff meeting surgeries. Surgeries are held every Wednesday from 11am-1pm in the Community Centre, as a drop-in.
11. For Heating or hot water billing enquiries:

**Kurve contact details:** Tel : 0120 031 6079

Website: <https://www.insite-energy.co.uk/home>

## FIRE SAFETY in Phase 1 blocks

- Grange Farm Close has a “Stay Put” Evacuation Strategy Please make yourself familiar with the Fire Action Notices that are provided on all floor levels.
- If a fire breaks out in your flat tell everyone to leave immediately, closing all doors behind you, once safe call the London Fire Brigade 999 or 112.
- The building is designed to contain a fire in the flat where it starts. This means that it will be usually safe to stay in your own flat if the fire is elsewhere.

**All the flats have been provided with domestic sprinklers.**

## Phase 1 update

### Book your heating demo

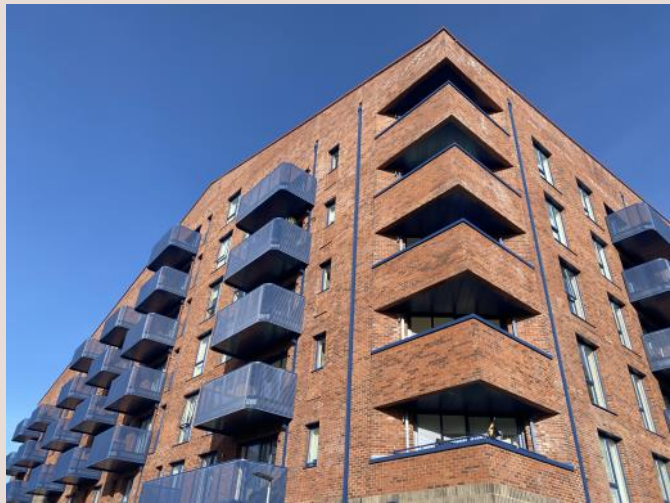
Anna from Higgins has been undertaking one-to-one demonstrations with residents on how the heating system works.

The Steering Group strongly urge you to book a **heating demonstration** which is scheduled for:

**Monday 25th March 10-4pm** and

**Tuesday 9th April 10-4pm**

These can be booked by emailing [aftersales@higginspartnerships.co.uk](mailto:aftersales@higginspartnerships.co.uk) (give the email subject "heating demo") or telephone 020 8498 6023.



### Contact the Council for your energy refund

The Council accepts responsibility and apologises for the upset caused by the energy bill overcharge since residents moved in from August 2023 to December 2023. We understand the extra stress this has caused many households. The Council is refunding the difference between the old and new heating and hot water rate by the end of March 2024.

**What you need to do:** email both:

[Salome.Irungu@harrow.gov.uk](mailto:Salome.Irungu@harrow.gov.uk) and [Mathew.Carvalho@harrow.gov.uk](mailto:Mathew.Carvalho@harrow.gov.uk) with their preference for either a credit or BACS payment by 29 March 2024. You can also visit the resident's surgery, held weekly on Wednesday, at the community centre between 11.00 – 13.00.

If residents don't come forward by this deadline, their account will automatically be credited with the refund amount. A letter has been sent confirming the details.

### Process to report defects to Higgins

Defects should be reported online: [www.harrow.gov.uk/repairs](http://www.harrow.gov.uk/repairs).

You can also call customer services on: 020 8901 2360, particularly for emergency repairs such as a major leak. These are explained in your Home User Guide.

- ◆ Please report each defect using a new form, as each form will generate a unique reference number.
- ◆ The form is vetted by a customer services officer and forwarded to Higgins
- ◆ Higgins will then contact the resident to make an appointment to visit and remedy the defect.





Thank you to the wonderful volunteers from Harrow College who offered their support to tidy up the Community Centre garden, including painting the fence.



## MyHarrow Account

We encourage all council tenants and non-secure tenants to sign up for a MyHarrow Account (MHA). The reason is the new Council Housing Account will be available from the end April and you will be able to see your rent account and report repairs.

We can assist you with registration at the weekly Wednesday surgeries between 11am 1pm in the Community Centre.

For guidance on what is needed to sign up for a MHA - see online:

[www.harrow.gov.uk/mha](http://www.harrow.gov.uk/mha)

## Changemakers - led by Dani







A SCIENCE HAF SPRING CAMP FOR ALL 6-16  
EMAIL: [CHANGEMAKER@MYYARD.ORG.UK](mailto:CHANGEMAKER@MYYARD.ORG.UK) FOR ANY QUESTIONS!

**Wednesday 3rd April**  
**Thursday 4th April**  
**Friday 5th April**  
**9.30-3pm All days!**

SCIENCE EXPERIMENTS  
Q&A WITH PRIZES  
FOOD INCLUDED  
MOVIE

© THE GRANGE FARM COMMUNITY CENTRE, HA2 0QF

PLEASE CLICK THE LINK BELOW TO SIGN UP TO THE HAF SPRING CAMP!



Shaftesbury Circle litter-picking  
Every Wednesday, 9:30-10:30 am

Meetup at  McDonald's

 [HarrowLitterPickers](https://www.facebook.com/HarrowLitterPickers)



## Warm Hubs - run by MyYard



Thanks to MyYard helpers: Jerusa, Erica and Dani for organising regular warm hubs every Tuesday and Saturday in the Grange Farm Community Centre.

These are on from 11am to 2pm and tasty refreshments and activities such as DIY and yoga are organised. Weekly details are advertised on the Listen 1st WhatsApp - if you would like to find out more, click on the QR code.



## MyYard food market

MyYard kindly supply surplus food bags every other Tuesday, around 1pm outside the Grange Farm Community Centre. You can request this free service by clicking on the Listen 1st WhatsApp QR code above.

## ChristChurch Roxeth Kids Club

ChristChurch Roxeth run the Kids Club every Wednesday during term time, led by Carol. This is for 5 to 11 year olds - thank you to all the volunteers.

A homework club operates from 5.15pm - if you are interested, please contact Carol.

And a big welcome to Hanna, the new Arts and Crafts Tutor, who has taken over from Dani in March. Thank you very much Dani for all your creativity over the last few months.



**ChristChurch  
Roxeth**

Please report all pest control incidents (inside and outside) Email:  
[housing.estateservices@harrow.gov.uk](mailto:housing.estateservices@harrow.gov.uk)

# Contact us...

## For temporary tenants, to discuss your housing

Pauline Dawes, Accommodations Officer  
07731 349 006  
pauline.dawes@harrow.gov.uk

## To report anti-social behaviour (ASB) or ask about your tenancy

Sabrina.sang@harrow.gov.uk (ASB)  
Rita Contractor, Housing Officer  
020 8901 2630  
housing.residentservices@harrow.gov.uk

## To report a repair online:

[www.harrow.gov.uk/repairs](http://www.harrow.gov.uk/repairs)  
Or call Access Harrow 020 8901 2630  
Ade Ajibulu is the estate surveyor

## In an emergency Ad Hoc's contact is:

### Ad Hoc Property Management & Security

Zack Abraham - Business Development  
Manager 07714 739 342 | 0207 354 5458

## For Phase 1 regeneration enquiries

Mathew Carvalho, Snr Project Manager  
Mathew.carvalho@harrow.gov.uk  
Or Salome Irungu  
Decant and Resettlement Housing Officer  
07927 548 315  
salome.irungu@harrow.gov.uk

## To talk about your rent account

Neeta Bhayani, Rent Officer  
020 8901 2630 or 07732 078 672  
housing.residentservices@harrow.gov.uk

## To talk about community development

Anthea Watkins, Project Manager  
Anthea.watkins@harrow.gov.uk

## To make a complaint

Search online for 'Harrow Council complaint' and complete the form or email  
Housing.customerservices@harrow.gov.uk

## Fly-tipping don't put up with it

If you see dumped rubbish on the estate report it and we will clear it.

If you see someone dumping rubbish take down as much detail as possible and report it to us.

Report it online: search "fly-tipping report Harrow" online.

## Crime Report it: call 101

All incidents of crime on the estate should be reported to the Police so they can take action, with photos, dates and times.

In an emergency always call 999.

For free Independent Tenants advice, contact One Enterprise Ltd  
03450 573995 [Raj@1enterprise.co.uk](mailto:Raj@1enterprise.co.uk)