

THE WEST HENDON COMMUNITY TIMES

DECEMBER 2020



Welcome to our end of year Christmas newsletter for 2020.

The past few months have not come without their challenges, but as a team, we are pleased to share that with the resilience and hard work of all our staff members and contractors on-site, we have managed to successfully advance redevelopment works at West Hendon.

CONSTRUCTION UPDATE

We are proud to announce that we completed all works on the 47 new homes in The Hyde in the autumn of this year. All 47 homes have been sold and most new families have now moved in - welcome to West Hendon!

The next phase of works to commence will include the construction of two blocks in Phase 4 of nearly 190 new homes. The first block is expected to be completed in November 2021, with the second following approximately 12 months later.

We are in discussions with Barnet Council about demolishing the 232 flats in Marsh Drive in 2021.



MEET MTVH's EMPOWERING FUTURES TEAM

Our local team are currently in the centre on Wednesdays and Thursdays. We understand that you may not feel comfortable meeting us face to face so we have organised regular Zoom (virtual internet-based) sessions where we will be online to introduce ourselves and to listen to your thoughts and views on your priorities for your local community.

Meet the Team sessions will take place every week on **Tuesday** between **2.30pm to 3pm** from January 2021. You can pop in on Zoom any time during this meeting if you would like to do so.

1. Visit the web address <https://zoom.us/>
2. Click on **join meeting** in the top right of the screen
3. Use **Meeting ID: 945 8689 4223** and **Passcode: UnJ7vQ**
4. Ensure to join meeting with **Audio and Video on** when prompted

We are currently working closely with EON to provide you with advice on issues including logging into your online account and help for vulnerable residents and debt help and guidance. These sessions will take place via Zoom. We will contact you with further details soon.

For further information on any of the above please contact Andre Peters andre.peters@mtvh.co.uk or **07593 524144**.

MTVH EMPOWERING FUTURES (FORMERLY COMMUNITY INVESTMENT TEAM) UPDATE

We hope you are keeping safe during these challenging times. We would like to remind residents that although we are currently unable to deliver any training or group activities from the centre our team are still available to provide support. If you are experiencing any of the following, then please get in touch:

- Needing help to find a job or training
- Worry and anxiety
- Trouble making ends meet

DID YOU KNOW?

- **60,000 m³** of earth is being removed to create a double basement car park in Phase 4.
- **7,000 sqm** on new amenity space is being provided in Phase 4 of the project.



INTRODUCING ANDRÉ PETERS

André Peters joined the MTVH Empowering Futures team in September as your new local Regional Community Coordinator, working to develop local partnerships for your community. Some of you may have already seen André in the Hub and you will likely see him there on a Wednesday. He is keen to meet and talk to you and is the main contact for MTVH Empowering Futures at West Hendon.

HEATING AND HOT WATER

If you are having an issue with your heating and hot water, please contact:

EON Customer Services Team in the first instance on **0345 302 4312**, they will carry out a diagnosis over the phone to assess whether the issue relates to the communal heating or within the flat.

If the issue is within the flat:

Metropolitan Thames Valley Housing and Barnet Council Tenants should ring MTVH Customer Services on **0203 535 3535**, alternatively you can report repairs via email - contactus@mtvh.co.uk

Other residents/leaseholders will need to source their own contractors to rectify.

If you do not know how to use your heating and hot water system, please contact:

EON Customer Services Team in the first instance on **0345 302 4312**. Alternatively, a representative(s) of EON will be joining our Empowering Futures team on Thursday 28th January 2021 at The Hub, where they will happily address any concerns or questions you may have regarding your heating and hot water.

Metropolitan Thames Valley Housing Tenants and Barnet Council Tenants* can call the customer services team/repairs team on **0203 535 3535** or via contactus@mtvh.co.uk to also discuss this. If tenants wish to speak to their Housing Officer or Repairs Officer, they can call the contact centre on **0203 535 3535**, select the appropriate options and speak to the call handler to make their request.

If you live in Marriotts Close, please contact your energy supplier directly.

If you purchased your home from Barratt London, please contact Customer Care on **0208 326 7157**.

COMMUNITY HUB

We have worked hard over the past few months to ensure that the Community Hub is Covid-secure and that members of the community can safely access resources according to current social distancing guidelines.

Due to the lack of ventilation and restricted space, it has not been possible to deliver key activities such as training, but the Community Hub is currently being used for storing emergency food supplies and providing one-to-one support. Staff have a presence at the Community Hub on Wednesdays between 11am - 4pm to supervise the food sorting and to meet with residents. This remains under close review and we will provide residents with a further update in due course.

FOODBANK AND CALL FOR VOLUNTEERS

At the time of writing, we are only able to use the Community Hub for emergency responses and one-to-one support. We have recently started a pilot foodbank service from the Hub where we can offer a limited service to families and individuals who are most in need. We urgently need support from the local community to pack and sort food. If you can volunteer a few hours your assistance will be greatly appreciated. If you or someone you know needs help, please contact André.

OTHER COMMUNITY UPDATES

Residents Independent Advisor service

After 6 years of providing the Residents Independent Advisor service to the estate, Rob Webb will be leaving at the end of December to begin a well-deserved retirement. Rob would like to thank the residents and partners for their help and support and to wish everyone the best of luck for the future. A new Residents Independent Advisor service is currently being sourced and will begin work in the new year.

The Chair of the West Hendon Partnership Board said 'Rob has been an invaluable asset and we will miss him greatly. His genuine concern for residents and tireless efforts and have made a huge difference to the regeneration project. He has become a friend to many of us and we wish him the best of luck in retirement.'

The West Hendon Partnership Board

The Chair of the West Hendon Partnership Board for the last three years, Dr. Reverend Julia Candy, Vicar of St John's Church, left her position in October 2020 to move back to the north of England with a new addition to her family. The Partnership Board would like to thank Rev. Julia for the support, advice, and guidance she has given us.

She helped to establish several local community initiatives such as an inter-faith working forum and the Soul Café. Rev. Julia also provided one-to-one support to many West Hendon residents during her time with us. She has been invaluable to the Partnership Board and we will miss her very much. We wish Rev. Julia all the very best for the future.

CONSTRUCTION WORKING GROUP AND OPEN MEETINGS

The West Hendon Partnership Board is following Government guidance on when it is appropriate to hold Open Meetings again, and we will keep you updated.

COMMUNITY TRUST FUND

MTVH now have a dedicated administrator for this the Community Trust Fund (CTF), Dawn McCalla-Hunte. Dawn has been busy behind the scenes reassembling the CTF Board and resolving administration issues.

We are happy to announce that the trustees will be meeting early in the new year and we will share the meeting schedule and funding application procedure with West Hendon residents. In the meantime, if you have any queries, please contact Dawn via email at dawn.mccalla-hunte@mtvh.co.uk.

WELCOME TO WEST HENDON REVEREND ROY HUTCHINSON

Reverend Roy Hutchinson will be appointed as the new Priest in Charge for St John's, and we are also pleased to announce that Rev. Roy has recently agreed to join the WHPB as the new Chair of the Board in 2021.

Rev Hutchinson first trained for Christian Ministry in North London between 1991 – 1994 and has since been involved in churches and faith-based charities. Rev. Hutchinson has been based in Cricklewood and West Hendon since 2017.

In assuming this new role Rev. Hutchinson said, 'my faith is extremely important, and its outworking is seen in the support and sustaining of local communities.' In terms of his hopes and ambition for West Hendon, Rev. Hutchinson said, 'my hope is that I will, along with the Christian community, play a full part in supporting and serving the great people of this area.'

We would like to Welcome Rev. Hutchinson into the West Hendon community and look forward to working with him in the new year. In the meantime, if you have any queries, please contact Rev. Hutchinson via email at office@stjohnswesthendon.org or roy@stpetersnw2.org.uk



NEW AMENITY AREA

BM LLP are working on a brand-new amenity area for West Hendon, located near to the recently built pedestrian and cycle bridge in Cool Oak Lane. The new amenity area will benefit from landscaped gardens, ecological improvements to the waterside, and a seating area offering views of the Welsh Harp and its wildlife. Works are expected to be completed in the next few weeks.



JOIN YOUR RESIDENT COMMUNICATION PORTAL!

Want to hear about upcoming development works, repairs to your block, and community services? Contact the First Port team to find out more and register:

E: danut.bodros@firstport.co.uk **T:** 07850 517 471

BARRATT LONDON CELEBRATES COMMUNITY WITH LAUNCH OF CHRISTMAS ADVENT CAMPAIGN

Barratt London has launched a virtual Christmas advent campaign to celebrate community, after a year when it has mattered the most. Residents at developments across the capital, including Hendon Waterside, an estate regeneration on Moorhen Drive in Hendon, Millbrook Park on Walden Way and Ridgeway Views on The Ridgeway both in Mill Hill, have got behind the campaign to have some much-needed fun after a difficult year.

A selection of residents volunteered to appear behind a door of the virtual advent calendar in the 24 days leading up to Christmas, and have a dedicated space to introduce themselves, and celebrate the strong communities that have been forged as a result of the pandemic.

Jim Wood, Managing Director at Barratt London, comments: "The communities at each of our developments have really come into their own since the first lockdown. It has been wonderful to see new neighbours rallying around and helping each other during this difficult time."

A&E nurse and Hendon Waterside resident Cliff Lester Gocela, who took part in the advent calendar, said: "Moving in just before the second lockdown meant we just managed to get in before the whole world seemed to close again – so we haven't seen too much of our neighbours as of yet! We're looking forward to meeting some more of them through this campaign and when everything re-opens."

The doors of the virtual Barratt London advent calendar come to life each day at 11am from Tuesday 1st to Thursday 24th December 2020. Please follow the Barratt London Facebook page to view: <https://www.facebook.com/barrattlondon/> or on Instagram https://www.instagram.com/barrattlondon_/

A CHRISTMAS MESSAGE TO THE WEST HENDON COMMUNITY!

The West Hendon Tenants & Residents Association would like to wish "A Merry Christmas and A Happy New Year" to all our Members and Volunteers, to those who are here, and those we passed on the way.

Derrick Chung,
For and on behalf of the WHTRA

SALES UPDATE

The Boat House

- 43 apartments
- Nearly sold out, with 14 available

Harp View

- 143 apartments
- 70 reservations to date

For Sales enquiries, please contact: T: **+442087323060** E: **hendonwaterside@barratlondon.com**



COMMUNITY HUB PROVIDERS & USEFUL CONTACTS

LOVE LONDON WORKING

T: 0203 535 5505

E: lvelondonworking@metropolitan.org.uk

COLINDALE FOODBANK

Located at: Colindale Foodbank, Avion Crescent,
Grahame Park Way, NW9 5QY

T: 07415 223963

E: info@colindale.foodbank.org.uk

W: www.colindale.foodbank.org.uk

TRAINING AND LEARNING

Barnet and Southgate College

T: 0208 266 4000

E: community.classes@barnetsouthgate.ac.uk

W: www.barnetsouthgate.ac.uk/adult-community-courses

LEARN +US

W: www.learnplusus.co.uk/

YOUNG PEOPLE'S SUPPORT

F.U.S.E

W: www.fuseyouthproject.com/

SOUL CAFÉ

Contact: Rev Hutchinson

E: office@stpetersnw2.org.uk

CONTACT US

BARNET COUNCIL

Regeneration contact:
Regeneration Services

T: 020 8359 7248

E: regeneration@barnet.gov.uk

AVISON YOUNG

Private Treaty Arrangements

T: 079 1904 7963

E: Tafadzwa.Nyama@davisonyoung.com

BARNET HOMES

Management of the existing estate and
non-secure tenant rehousing contact:

T: 0800 389 5225

E: talk2us@barnethomes.org

METROPOLITAN THAMES VALLEY

Management of your new home on the estate contact:
Hussain Miah

T: 020 3535 3535

E: contactus@metropolitan.org.uk

BARRATT LONDON

Building works on-site contact:
Community hotline

T: 0800 298 7040

E: info@west-hendon.co.uk

Our Christmas edition brings more community-led content which demonstrates the talent, tenacity, and rich history of West Hendon

Interested in being featured within our next edition? Contact Georgina Walker by emailing georgina.walker@becg.com. We welcome your stories, art, photography, poems, and local memories.