CRAYMILL HOUSING CO-OPERATIVE LTD

Newsletter

For the period ending 1 October 2026

AGM and Accounts

Thank you to all tenants who attended the AGM. Spare copies of the accounts are available for anyone who would like one.

Policies for the Next OGM

At the next OGM, we hope to adopt two policies:

- An updated complaints policy reflecting the new Housing Ombudsman guidelines.
- A new pet policy.

Please let me know if you would like a copy of either policy.

Email me with your door number, and I will send you a copy.

craymilltreasury@outlook.com

Carbon Monoxide and Smoke Alarms

Please continue to check your carbon monoxide alarms. We have found that some are not working, although they provide vital protection against carbon monoxide poisoning. Remember to test both your carbon monoxide alarm and your wired-in smoke alarm every month.

Vehicles Racing on Thames Road

I have been working with the Chair at Whitworth to gather support from Craymill tenants affected by vehicles racing along Thames Road, particularly at night. Despite residents' concerns about excessive noise and dangerous driving, the council is no longer responding. Environmental Health has confirmed that the issue falls outside its remit, and the police have advised affected tenants to send their complaints to Daniel Francis MP.

daniel.francis.mp@parliament.uk

Sad News

We are sorry to share that Colin, a tenant at No. 50 who was known to residents, passed last month.

Estate Improvements

Gerry, Joe and Jason have continued to work hard to keep the estate looking its best. Thank you for everything you do.

Car Park

The seven yellow bays in the car park on the Darlton Road are reserved for residents' vans only. Please keep these bays available for those residents and ensure that visitors do not use them.

Reporting Maintenance Issues

Please report maintenance issues **AS SOON AS YOU NOTICE THEM** using the maintenance box opposite No. 13.

Maintenance staff office hours

- Pauline: Monday to Friday, 8.00 am–12 noon.
- Laura: Monday, Wednesday and Friday, 12 noon–3.00 pm.

Preparing for Winter

Could ground-floor tenants keep bushes, and other plants clear of windows, walls, vents and guttering. As winter approaches, this will help protect the fabric of the buildings.

Smoking Illegal Substances

Residents who are concerned that other tenants may be smoking illegal substances should contact the police. The Committee will not become involved because this is considered as a neighbour dispute.

Seasonal Wreaths and artificial flowers

Most tenants will remember from last years fire inspection, we were advised not to permit artificial wreaths on the doors on the first and second floors.

Dehumidifiers

Craymill have 4 dehumidifiers, that can be borrowed by tenants on a temporary basis. It's a good opportunity to see if you would like to try before you buy one?

Locksmith

Tenants we will need to remind residents that they will need to pay for a locksmith should they lose or lock their keys in – we use Jon on 01322 436 084

Tenant Satisfaction Measures (TSM)

Thank you to the 40 Tenants who completed their surveys – Maria has said that she only received confirmation from 13 residents though so if you haven't informed Maria on maria@novopm.co.uk or by phone to 020 8645 9444 please do so or you won't be entered into the Prize Draw.

Housing Ombudsman (HO)

Craymill had to make a submission to the Housing Ombudsman recently, this is a statutory self-assessment submission and took lots of committee time to do this. We must evaluate our policies and practices against the statutory Complaint Handling Code.

We will be publishing the results of the submission when we get the new and incoming website up and running.

Spare piece of land

Last time I did a newsletter, I asked for some input from residents, as to uses for the piece of land, near to Thames Road, it has previously been used by the committee for a social barbeque, it was also a children's playground and more recently SMD used it.

We thought of making an area of allotments, obviously there is not lots of space and the plots would be small, we could have a community garden, where produce is grown and distributed among tenants. Suggestions would be welcome.

We would need some assistance from tenants to help with the project, clearing and preparing the ground, but initially we need the ideas and suggestions.