



NEWS ABOUT THE REGENERATION OF SOUTH ACTON

July 2024
Issue 40



Descendants carnival

Welcome to the 40th edition – the Ruby Edition – of the Acton Gardens newsletter. Here you’ll find updates to keep you involved and informed throughout the regeneration of South Acton.

With a key aim of the Regeneration Team being to champion mental health and wellbeing in Acton Gardens, we wanted to highlight some of the great services available in the local area in this issue, as well as shining a spotlight on what the team did to celebrate MHAW 2024.

In this issue:

- Have your say
- Acton Gardens Community Board update
- Phasing update and plan
- Community Chest Update
- Bollo Brook Youth Centre Update
- Acton Gardens Community Centre Update
- Energie Fitness July Offer
- Earth Day 2024
- Mental Health Awareness Week 2024
- Contact Us

40TH ANNIVERSARY EDITION

HAVE YOUR SAY: HELP US MAKE THE ACTON GARDENS NEWSLETTER EVEN BETTER!

The Regeneration Team at Acton Gardens are committed to keeping you informed and connected through our Quarterly Newsletter. However, we believe there's always room for improvement, and that's where we need your help!

Why Your Feedback Matters

Our goal is to ensure that the newsletter is not just informative, but also engaging and relevant to you. Whether it's updates on community events, news about local projects, or stories about your neighbours, we want the content to resonate with you, and be delivered in the most accessible format possible.

To achieve this, the **Acton Gardens Regeneration Team** is conducting a survey to gather your thoughts and suggestions. Your feedback will directly influence how we shape future editions of the newsletter.

What We're Looking For

We'd love to hear about:

- **What you enjoy** reading in the current newsletter.
- **Topics or sections** you think we should include or expand upon.

- **Design and format** preferences to make it easier and more enjoyable to read.
- **Ideas for new features** that could enhance your connection to the community.

How to Participate

Taking part is simple! Just click on the link below to complete the survey. It will only take a few minutes of your time, but your input will make a big difference and will be greatly appreciated.

Click below to fill out the survey on Survey:

 <https://www.surveymonkey.com/r/72BGSRF>

Your Opinion Counts!

As a thank you for your participation, all survey respondents will be entered into a draw to win one of 2x£25 gift vouchers.



VISIT OUR WEBSITE TODAY!

Check out the Acton Gardens website below for regular updates and all the latest exciting news: www.youractongardens.co.uk

ACTON GARDENS COMMUNITY BOARD



The Acton Gardens Community Board (AGCB) is the formal resident involvement structure between the residents of Acton Gardens and South Acton and L&Q, Countryside and Ealing Council.

The Community Board oversees the regeneration of the South Acton by:

- Providing feedback on the regeneration.
- Ensuring there is continued community involvement.
- Encouraging participation from groups currently under-represented.
- Allocating Community Chest funding for local projects.
- Attending quarterly Board meetings with local stakeholders
- Attending tours, training, subgroups, and consultation events for feedback.
- Reviewing literature, communications and messages circulated to the community.

The Community Board Aims and Objectives for 2024, as agreed in recent Board Meetings, are as follows:

1. To foster community building and involvement through support in the organisation, promotion and delivery of community activities
2. To increase the range of projects submitted to the Community Chest.
3. To formalise the Housing Management sub-group to create a forum for Board members to engage with Housing Management Teams allowing for a closer working relationship.
4. To organise and attend at least two training sessions (with a focus on well-being and sustainability) for resident Board members and connect the skills/knowledge gained to tangible benefits for the wider community e.g. implementing at least one community-focused project or initiative within two months of the training session.

CB members have agreed that these are also set with/as measurables focusing on engagement and impact of members. An action plan to achieve these items is in progress.

Community Board (CB) meetings are from 6 pm till 8.15 pm, the most recent of which took place at Acton Gardens Community Centre and online via Microsoft Teams on Monday 10th of June.

Colleagues from LB Ealing's Regeneration Team and Countryside both gave updates on the progress of the regeneration, and London Development Trust, Bollo Brook Youth Centre and the local Safer Neighbourhood Team also gave a run down of what they have been up to since the last Board Meeting.

L&Q's Regeneration Team provided updates on previous and upcoming events and work with local stakeholders, and the Housing Management Team provided an overview of the progress on the Housing Management Tracker and work with the Housing Management Sub-Group. Natalie Russell-Wall, lead for the Community Chest Sub-Group, also gave an update on the latest Community Chest funding round.

For full details of the meeting, please find the minutes at the bottom of the Community

Board page on our website: <https://www.youractongardens.co.uk/community-board>

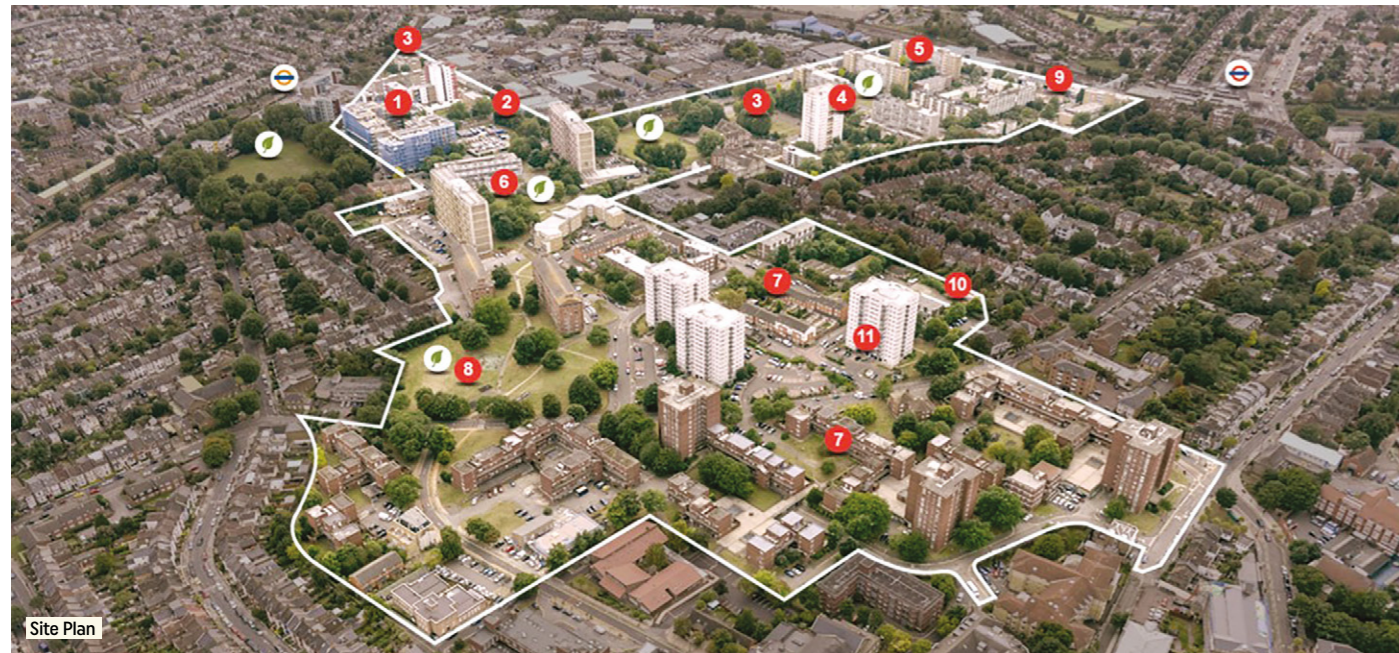
The next Community Board meeting is scheduled for Monday 9th September 2024, where residents are welcome to observe in person at Acton Gardens Community Centre, or online via Microsoft Teams. If you would like to join online, please contact us via email at: y@lqgroup.org.uk

The Regeneration Team, with support from the Board, have been working to update the Board Constitution. The final amended constitution has now been signed off by the Board, and will be implemented going forwards.

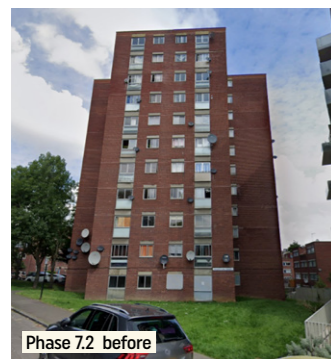
If you have any questions or would like to find out more about the work of the Acton Gardens Community Board, please send an email addressed to the Community Board to: y@lqgroup.org.uk.

More information about the Community Board can be found on our website here: <https://www.youractongardens.co.uk/community-board>

PHASING UPDATE



Site Plan



Phase 7.2 before



Phase 7.2 after



Phase 8.2



Phase 7.2



Jerome Tower



Osbourne Road



Phase 8.1



Phase 9.3, 9.5 and 9.6

This section of the Acton Gardens Newsletter will provide you with a construction update for the wider regeneration project. This update is focussed on progress made in the past 3 months, as well as the work on site that will be taking place during the remainder of 2024.

The most significant works that have either already taken place in 2024, or are forecast to take place during the remainder of 2024, are set out below:

- Completion of the allotment move to phase 9.6.
- Demolition of Jerome Tower, Osbourne House & Doyle House
- Demolition of Carisbrooke Court
- Commencement of construction on Phase 9.3,5,6
- Opening of Budgens in Phase 9.2

Phase 7.2

Phase 7.2 is located to the north of Avenue Road, with the completed Phase 7.1 to the east and Acton High Street to the north. Proposals are for 185 new homes, including Active Living homes for residents aged over 55, affordable rented homes, and private homes for sale.

This phase also contains the site wide energy centre. Demolition of the existing buildings (Cheltenham Place Block 6 and 8 and Frampton Court) were completed in 2023. Technical design for the phase continues to progress.

Phase 8.1

The two existing buildings in Phase 8.1 are Carisbrooke Court and Ludlow Court. Vacant possession of Carisbrooke Court has already been secured and plans to commence demolition have been progressing during 2024. Demolition is scheduled to commence in July 2024, and will take between 4-6 months. Precautions will be taken to ensure the limitation of disturbance caused to local residents including dust spreading and vibrations.

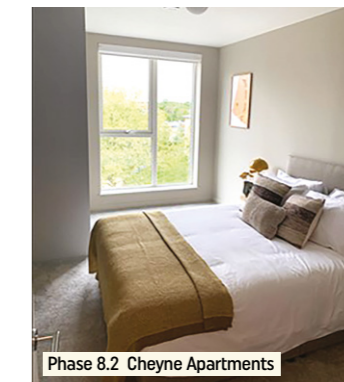
Vacant possession of Ludlow Court has not yet been achieved. A small number of tenants remain in the building, and demolition will commence once vacant possession has been secured.

Phase 8.1 will deliver a total of 161 new homes including a total of 51 affordable homes. The completion of this phase will conclude Phase 8 at Acton Gardens.

Phase 8.2

Many of you will recall that at the end of 2023, 45 homes in this phase were sold to private rent provider Cheyne Capital. Following fit-out works, Cheyne have now launched the homes for rent under the brand name LINA.

25% of the homes purchased by Cheyne are to be held back for key workers with rental discounts of up to 24% of market value, providing a significant benefit for key workers seeking to secure rental properties at Acton Gardens. The remainder of the phase is already fully occupied.



Phase 8.2 Cheyne Apartments



Phases 9.3, 9.5 and 9.6

Phase 9.3, 9.5 and 9.6 received unanimous planning consent on 15th December 2021. Located adjacent to the recently constructed Phase 9.2 and opposite West Park, Phases 9.3, 9.5 and 9.6 will complete the western quarter of Acton Gardens. The phase will collectively deliver 215 homes, ranging from 1-bedroom apartments up to 4-bedroom houses.

Demolition of Jerome Tower will commence on 10 June 2024 and will likely conclude in October 2024. This will be followed by demolition of Doyle House and Osbourne House.

The transition of all allotment holders from their previous allotment to the new allotments is ongoing with the final allotment holders due to move to their new allotments in phase 9.3 shortly, the new allotments are shown below.



Phase 9.3 Allotments

COMMUNITY CHEST

The most recent Community Chest Sub-Group Meeting took place on Monday 3 of June.

The sub-group were impressed with all the proposals, and ultimately decided to fund four of the six projects which most clearly demonstrated the breadth and depth benefits for Acton Gardens residents,

The approved projects will provide the community with mental health support for women, opportunities to get physically active and improve well-being along with a dance class project.

We're really excited to see the approved projects unfold, and the benefits they will have for residents locally. Keep an eye out on our website for further details once the projects begin.

In the coming months, the Community Chest Sub-Group will be looking to work together with residents, local groups and organisations and the

Community to explore opportunities to make the Community Chest funding more inclusive and accessible to all residents looking to pursue initiatives that benefit the local community. More details to follow in due course.

If you are interested in applying for funding to benefit your community, please <https://www.youractongardens.co.uk/community-chest>. The application deadlines for the quarterly funding rounds this years are:

- Summer: 24 August 2024
- Autumn: 13 November 2024

If there is a project you would like to see funded, or if you have an idea for how we can improve our current model, please do get in touch on: y@lqgroup.org.uk

BOLLO BROOKE YOUTH CLUB UPDATE

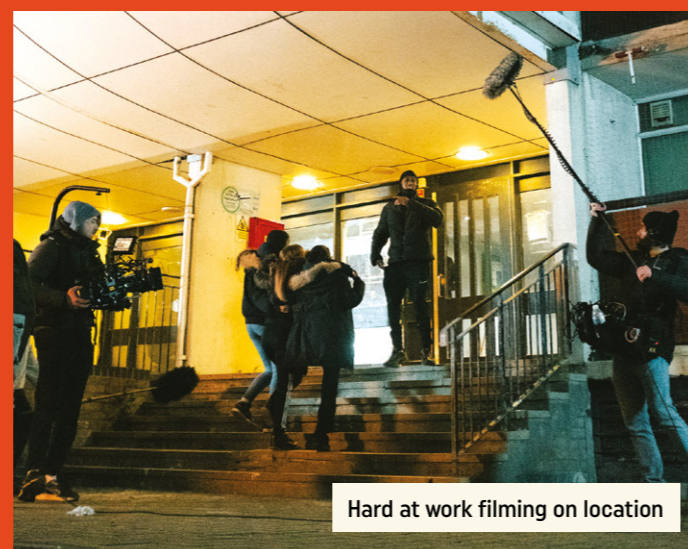
The last three months has seen a flurry for creativity at Bollo Brook Youth Centre.

14 young people from the centre took part in the West London Film Competition organised by JGA, entering two short films, each made over five days. One of the films, The Hidden Sounds of South Acton won first prize in the Community category, with young people winning a visit to a film studio. You can watch the film here: <https://www.youtube.com/watch?v=-oRcZY6NaR0>.

We also ran a series of fashion and photography workshops in partnership with the V&A, with young people working alongside photographer Eddie Otchere, denim designer Wuzzy, and Bollo alumnus First4Customs, who worked with young people on creative reimaginings of Nike Air Forces! The work will be exhibited at the Museum later in the Summer.

And, after two and a half years' work, our short film Lucky, made with over 50 young women from Bollo and our partners JE Delve, exploring their experiences. The young women worked with over 40 creative industry professionals to make the film,

part funded by the Acton Gardens Community Chest. Along the way, several of the young women have gone on to gain employment in the industry. The premiere took place at ActOne Cinema, and we will now work with the young women to plan how to release the film more widely.



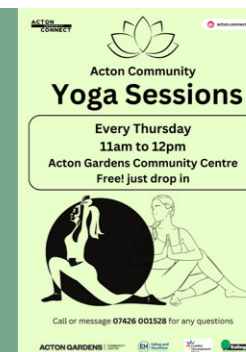
Hard at work filming on location

ACTON GARDENS COMMUNITY CENTRE

Free Yoga Classes

Acton Connect continue to run their extremely popular free Yoga Classes at Acton Gardens Community Centre on Thursdays between 11am-12pm.

For anyone wanting to find out more, call or message +44 (0)7426 001 528, or contact the Community Centre via email: info@actongardens.community or phone (+44 (0)20 8075 5420



Zumba

Commencing in June, licensed Zumba instructor, Chloe Gold, will be running Zumba classes every Thursday at the Community Centre from 6:30-7:30pm. Zumba is a Latin inspired dance workout for all fitness levels.

Classes will be £12 per session, or 4 for £40 – please book online at least 48 hours in advanced via <https://www.zumba.com/en-US/p/chloe-gold/566280> or email: chloe@chloegold.com



Rolladome recently held their Degrees of Opportunity Open Day at the Community Centre on the 14 of June.

Degrees of Opportunity is a new initiative aimed at young people who are not in education, employment or training (NEET). Rather than reinventing the wheel, our goal is to collaborate with a wide range of organisations that offer projects and programs for young people, as well as companies that provide apprenticeships, work experience, and more.

We are creating an ecosystem designed to support young people in finding employment and furthering their education through non-traditional means.

If you know of young people who would benefit from comprehensive support in pursuing their career goals or enhancing their education through diverse activities, projects, and programs, please reach out to us at: dofo@rolladome.org.uk. Additionally, if you represent an organisation that supports youth development, we are eager to hear from you. We are continually looking to partner with various industries to provide our young people with a broad array of choices and opportunities.

We Are HIRING!

Join our team at The Greenwich Millennium Village Community Centre (SE10 0SH) as a centre worker!

For job description and guidance, please scan QR code below



Email us your CV and Covering letter: info@ldtgroup.org.uk
Subject: Position Applied for - Your Full Name
Submit application on or before: Friday 28/06/2024



For further updates of what's on at the Community Centre, please take a look at their latest newsletter by scanning the QR code.



EARTH DAY 2024

WITH ACTON GARDENS PRIMARY SCHOOL



The Acton Gardens Regeneration Team in collaboration with Elisabeth Curlet from Acton Litter Collective organised a fantastic event with Acton Gardens Primary School (AGPS) on April 22 to Celebrate Earth Day 2024.

We put on a fun-filled day of activities at the school for years 1-5. The day started off with Elisabeth holding an interactive assembly for both Key Stage 1 and Key Stage 2, presenting what Earth Day is all about, and focussing on this year's Earth Day Theme: "Plastic vs Planet". Regeneration Coordinators Molly Purcell and Georgia Metzger also introduced themselves and gave a brief overview of what L&Q are doing around Acton Gardens to champion sustainable development.



Earth Day Pledges

The Acton Gardens Primary School Eco Warriors then took part in a litter pick around Bollo Brook Park, unleashing their competitive spirit trying to see which team could collect the most litter, and also which could correctly identify which litter was recyclable versus non-recyclable.

All of the children wrote Earth Day pledges down on bunting to be hung around the school, to showcase their takeaways from the day, and how they can implement simple sustainable swaps to make positive impacts on our earth.

After school, AGPS' eco-warriors joined us in Central Plaza to share their Earth Day pledges with the local community and their handy work end enjoy some well-earned refreshments. We were also joined by Countryside Properties and L&Q caretakers who put their recycling knowledge to the test on a litter pick around the park, as well as colleagues from Ealing Council's Waste and Circular Economy Team, Cultivate London, and Acton Litter Collective. The energy and enthusiasm from the school kids was endless, and we learn't a lot from their passion for the earth too! An all-around great day, and lovely to cooperate with such a range of local stakeholders for a unified cause.



volunteers picking up litter



We then used the clean litter brought in by the students to do a **junk modelling** session – the students showcased their creative talents by using old cardboard and recyclable household items to make everything from residential blocks (inspired by Acton Gardens!), to castles, to robots.



Ealing Council's Circular Economy Team stall



MENTAL HEALTH AWARENESS WEEK 2024

May was a busy month for the Regeneration Team regarding community events in Acton Gardens. With a key focus on wellbeing following the draft findings of the Social Life report, the Regeneration Team decided it was important to celebrate Mental Health Awareness Week across Acton Gardens this year, and also signpost existing resources and services already available in the local area.

A week of events was devised with a range of events both at the weekend and during the work week, to cater to different groups across Acton Gardens and to fit in with this year's MHAW theme – 'Movement: Moving more for our mental health'. The calendar was also used to signpost sessions already going on in the local area that aligned with the MHAW24 theme. **The Acton Gardens MHAW24 calendar is shown below:**

Mental Health Awareness Week 2024						
AM	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
11:00-12:30 pm	11:45-12:30 pm	9:15-11:00am	9:15-11:30 am	11:00-12:00 pm	11:45-12:30 pm	
12:30-2:00 pm	12:30-2:00 pm	12:30-4:00pm	3:30-5:00 pm	12:00-1:00 pm	4:00pm-7:00pm	
2:00-3:00pm	4:00-5pm	7:00-8:00 pm	8:45-9:45pm			

Throughout the week, we had the opportunity to partner with organisations recently funded by the Community Chest, such as YARDO and UACS, to showcase the incredible work they are already doing on the wellbeing front. It was a great opportunity to continue to develop rapport with existing and new stakeholders in the local area, and feedback on the events has been very positive.

Local resident, Virginia Thompson, took part in various events MHAW events throughout the week says:

"I have been a resident in Acton for 10 years. This was the first time I had been involved with anything to do with mental health week within the community. I was impressed with the amount of effort from Molly and Georgia to ensure that the week was fun, safe and inclusive.



Learning about mental health

I took part in the 'Dong sticks' activity, which I had never tried before and found it very grounding.

The meditation walk and nutritional talk went hand in hand with one another and the facilitator was very knowledgeable about the subject, it sure was an eye opener for me and my nutritional habits and needs.

I am looking forward to seeing what next year has to offer. I even spoke to Molly about possibly facilitating some workshops on 'self esteem' particularly for teenagers and adults."



Taking a break on the wellbeing walk



MENTAL HEALTH AWARENESS WEEK 2024



YARDO is a non-profit organisation led by local psychologists and therapists Yasmin Dosanjh, Dr. Charlotte Frankham, Samia Nelson and myself, Paula Watson.

Since September 2020, we have piloted various mental wealth programmes in Acton Gardens, supported by the Community Chest. Together, we are dedicated to holistic support and community empowerment through our therapeutically-informed programmes for local people. We aim to create community spaces that foster mental wealth and connection.

Yasmin:

Our talented art therapist works with Ealing Council to organise creative workshops and events for children and young people.

Paula:

As a humanistic psychotherapist and Trustee of The Mindfulness Network, I provide low-cost one-to-one therapy for local adults and coordinate YARDO's mindfulness-based training and events.

Charlotte:

A clinical psychologist leading an NHS department by day, Charlotte supports young people at Bollo Brook Youth Club on Tuesday evenings.

Samia:

A Transactional Analysis Psychotherapist, Supervisor and Trainer, Samia organises our local women's empowerment support groups.

Our recent pilot programmes have included one-to-one counselling, an annual women's empowerment support group, several eight-week mindfulness training courses including with the renowned Dr Caroline Hoffman and in-house support for local youth club members.

Through funding, donations and cross-subsidised fees, we have made our programmes accessible by being free or affordable and by providing essential resources like laptops or broadband where needed. We also collaborate with local organisations when we can, to provide bespoke workshops, events and wellbeing activities for their members, such as Dong Sticks (pictured).

Currently, we work online or within local community venues but our dream is to open our own local oasis; a dedicated wellbeing space where residents can relax, learn, gain mutual support and participate in a range of mental wealth activities and events.

If you wish to help us grow and realise our dreams for the Acton Gardens community, please consider volunteering as a board member. We seek individuals with expertise in marketing, finance and operations to complement our clinical experience.

We also have a youth arts programme and a women's support group starting in the autumn. To join our mailing list and stay updated on new programmes and resources, please register here: www.yardo.co.uk/register



'Dong sticks' action

NHL-LED FOOTBALL SESSION



MHAW Football practice

Friends, Romans, countrymen (or countrypeople) lend us your ears!!

Two of L&Q's NHLs with a passion for football and coaching experience, kindly volunteered to run a football session afterschool on the Friday to get children in Acton Gardens moving this Mental Health Awareness Week.

With lots of sign-ups on eventbrite ahead of the session, they were also joined by Rico Prince (Project Manager at London Development Trust) and Abdullahi Ali (Founder of Acton Youth Association and Acton Gardens Community Board Member), to help run the session.

Here's what your Neighbourhood Housing Leads (NHLs) said about how the session went:

Jermain Wellesley (NHL for Phases 6.2 & 9.4):

"Daniel and myself were asked if it was possible that we could put a football session on for the youth of New Acton Gardens. On the 17th of May the date was set and the weather was ideal – warm and sunny with a slight eastern breeze.

We started with a brief warm up of gentle cardio, followed by some football fundamental drills. This included dribbling through the cones and making sure that the football is kept under control of the child in possession. The group was split into smaller groups of 5 or 6 per group and the key principles

of the exercise was concentration and attention to what was asked of the children completing the drill. Then the groups were split into 4 teams and played every other teams with the games lasting roughly 8 minutes per match. Coaches Rico, Daniel, Abdullahi and myself kept emphasising the need for team work communication and encouragement within the teams.

There were thrills, there were spills, there were ooohh's and arrrhhh's as some great skills were displayed. Many kids wanted to stay longer as smiles, hi-fives and laughter were the common theme amongst the children. This event was surely a success and lead to questions of a possible continuation in the near future."

Daniel Lamptey (NHL for Phases 1 & 2):

"The football Session was a huge success. The kids and other members really enjoyed it and the overall feedback was very positive. A few kids were not as experienced in the game initially, but really grew in confidence throughout the session. Overall, they all had a great time, and I'm looking forward to getting involved in more fun activities in Action Gardens, as the sessions greatly contribute to bringing the community together.

I was delighted to contribute to the event alongside other colleagues at L&Q and from the Community Centre (London Development Trust and Acton Youth Association) to help make the event a success and make a difference in the local community. It was amazing to work as a team altogether."

DESCENDANTS 30TH ANNIVERSARY CELEBRATION



About Descendants

Descendants is a history and art-focused organisation aimed at children between 4-16 year old, primarily but not exclusively of African and Caribbean descent. Our charity works to create an environment where young people are able to learn and grow together. Experiencing each other's diverse cultures and traditions through mediums of art, craft, music, drama and dance. We support and champion young people in the development of new skills, the utilization of talents, and celebrate their achievements both within and outside of academia.

The Descendant's 30th Anniversary Event in Central Plaza on Saturday 25 of May 2024. It was a great day in Central Plaza with a range of stalls and activities for all ages, including art and drumming workshops, a performance, facepainting, a vintage car display, bouncy castle, roti, popcorn, candyfloss and ice cream stands, local entrepreneurs – and more! Central Plaza was a hive of activity and fun, celebrating a key milestone for an organisation that has greatly contributed to the Acton Gardens community and beyond.

Both the Mayor of Ealing and Local MP spoke at the event, and unveiled the tree dedicated to the Descendants at Central Plaza.

Further information on our ongoing and upcoming events and activities can be found on our social platforms and website, www.descendants.org.uk.



Celebrating the 30th Anniversary



A colourful performance

CHILDREN AND FAMILIES' ACTIVITY PAGE



WELCOME TO OUR ACTIVITY PAGE FOR CHILDREN AND FAMILIES!

WIN £25 IN SHOPPING VOUCHERS

To be in with a chance of winning, simply fill out this page with your answers, and send a picture into yoursouthacton@lqgroup.org.uk. You can also drop off your completed Wordsearch to the Acton Gardens Community Centre.

H	M	N	H	P	O	N	M	P	G	D	T	M	X	R
A	C	T	A	E	K	C	O	H	E	O	Y	I	V	U
N	G	R	W	U	C	V	V	O	R	G	N	N	G	N
D	O	A	C	T	I	V	E	R	I	E	O	D	P	N
B	M	A	R	A	T	H	O	N	A	B	R	F	G	I
A	Y	E	P	Y	F	E	U	E	B	A	E	U	A	G
L	S	K	I	P	P	I	N	G	Z	L	R	L	R	N
L	H	L	O	V	N	O	L	M	O	L	S	L	D	I
D	W	A	L	K	L	Q	T	Z	I	G	H	N	E	C
Z	F	O	O	T	B	A	L	L	U	S	P	E	N	N
A	Y	P	W	B	I	K	E	R	I	D	E	S	I	A
H	N	Q	X	A	N	T	C	Y	O	G	A	S	N	D
L	O	N	G	J	U	M	P	L	L	M	I	K	G	W
S	T	E	X	E	R	C	I	S	E	F	R	T	I	C
U	L	S	T	I	G	N	I	M	M	I	W	S	G	X

WORD SEARCH

There are 20 words connected to movement and exercise in the Wordsearch. How many of them can you find? Words can be up, down horizontally, forwards and even backwards.

Good luck!

Find the words below:

- | | |
|-----------|-------------|
| Move | Walk |
| Running | Mindfulness |
| Active | Long jump |
| Exercise | Marathon |
| Dodgeball | Swimming |
| Handball | Dancing |
| Football | Bike ride |
| Skipping | Gardening |
| Fit | Hockey |
| Yoga | Tennis |

Remember to fill in your answers and send back to: yoursouthacton@lqgroup.org.uk to be in with a chance of winning £25 in shopping vouchers!

FREE EVENT

FREE OUTDOOR CINEMA SCREENING OF DISNEY PIXAR'S ELEMENTAL



**SATURDAY 7 SEPTEMBER
3-6PM IN CENTRAL PLAZA**
(across from Acton Gardens
Community Centre)

**Unit A Munster Court,
Bollo Bridge Road,
Acton W3 8UU.**

Please bring your own blankets
and cushions to sit on.

Free Popcorn will be provided!



Book Now!

Scan the QR code or contact
the Regeneration Team
at y@lqgroup.org.uk
to secure your ticket.

Delivered in partnership



Get in touch!



There are lots of ways that you can get in touch with us.

- You can contact our Customer Service Centre by calling **0300 456 9996** or emailing us at contact@lqgroup.org.uk
- To speak to us about a repair you can call us on **0300 456 9996** or to tell us of a new repair, you can complete our online report a repair form on our website. You should also call this number for emergency repairs, where there is an immediate danger to you or members of the public
- If you need to speak to us about any non repairs-related issues, you can speak to your **Neighbourhood Housing Lead**
- Get more involved with us and help shape the services we provide to you. You can find out more about resident involvement opportunities in the 'L&Q community' section of our website.

Complaints

We'll always aim to deliver a service that you're happy with, but if this doesn't happen, we have a formal complaints process you can use. To find out more, visit www.lqgroup.org.uk/contact-us or call **0300 456 9996** and we'll do our best to put things right.

L&Q is a member of the Housing Ombudsman Scheme and follows their Complaint Handling Code, so if you're still not satisfied after we deal with your complaint, you can contact the Ombudsman at www.housing-ombudsman.org.uk or by calling **0300 111 3000**.

L&Q

Neighbourhood Champions

We are passionate about involving residents in all that we do at L&Q, to help us improve our services, support neighbourhoods and achieve better resident-focused outcomes and ways of working.

Neighbourhood Champions are L&Q residents who volunteer to help local housing management teams look after a local area. The role of the Neighbourhood Champions include:

- Participating in estate inspections
- Reporting Communal repairs to the Customer Service Centre or Neighbourhood Lead
- Organising estate community events (e.g. litter picking)
- Identifying estate improvements and submitting and estate improvement bids
- Participating in estate action planning.

To find out more about the role and to apply to be a Neighbourhood Champion [click here](#) or speak to your Neighbourhood Housing Lead.



SUMMER STARTS HERE

BEAT THE PRICE INCREASE

FROM ONLY £1.00* A MONTH

GET SUMMER READY AT ENERGIE FITNESS ACTON

* Terms & Conditions Apply. See website for details.

énergie fitness
where you belong.

HOUSING MANAGEMENT

A reminder on L&Qs Neighbourhood Team and their relevant roles / the phases they work on:

- Angela James
Head of Housing
- Shakira Henry
Area Housing Manager
- Rochelle Mountain
Neighbourhood Housing Lead, Phase 7.1
- Daniel Lamptey
Neighbourhood Housing Lead, Phases 1 & 2
- Jermaine Wellesley
Neighbourhood Housing Lead, Phases 6.2 & 9.4

- Celesha Mckenzie
Neighbourhood Housing Lead, Phases 5, 6.1 & 9.1
- Ayan Ali
Neighbourhood Housing Lead, Phases 3.1, 3.2 & 4
- Nikisha Powell
Housing Assistant

Housing Management Surgeries continue to take place on Tuesdays 10am - 1pm, and Thursdays 1.00pm - 4.00pm at Acton Gardens Community Centre. Appointments are encouraged but residents can be seen if a member of staff is available to speak with them.

If you would like to book an appointment, please contact your designated Neighbourhood Housing Lead for further information or to book and appointment.

RESIDENT SURGERIES



RESIDENTS STORY

If you'd like to write an article to be published in Acton Gardens newsletter, then please send it with any accompanying pictures to y@lqgroup.org.uk with the subject header 'Residents Story'.

The theme for this Residents Story is 'Living in Acton Gardens'. Maybe you've lived in Acton Gardens for centuries or maybe just a few years but please feel free to tell us all about what it's like living in Acton Gardens. As always, we'll select a couple of the articles to appear to the next edition.



Every month we are holding surgeries for all residents to meet the Acton Gardens Housing Management Team and discuss your housing matters.

This is a drop in surgery so you can attend anytime between the hours below.

Resident Surgeries will be held:

Every Tuesday	10am – 1pm
Every Thursday	1pm – 4pm

For more information or to make an appointment please contact L&Q via Tel: **0300 456 9998** or visit the community centre. Alternatively, you can also contact your Neighbourhood Housing lead.



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CONTACT THE TEAM NOW

ACTON GARDENS REGENERATION TEAM AND EALING COUNCIL REGENERATION TEAM

The Acton Gardens and Ealing Council Regeneration teams are available to speak with you on the phone or over email. See contact details in the table below.

TEAM	CONTACT
LB Ealing staff: Leon Joseph Kuldip Mann Amar Sokhi	020 8825 9791, 020 8825 7409 or 020 8825 6402 southactonregeneration@ealing.gov.uk
L&Q (Acton Gardens) Regeneration staff: Georgia Metzger Molly Purcell	y@lqgroup.org.uk 020 8189 4750 or 020 8189 3778
L&Q Neighbourhood team: Shakira Henry Rochelle Mountain Daniel Lamptey Jermaine Wellesley Celesha Mckenzie Nikisha Powell Ayan Ali	y@lqgroup.org.uk 0300 456 9998

Housing Management

Surgeries are now taking place, Tuesdays 10am to 1pm, Thursdays 1pm to 4pm at Acton Gardens Community Centre.

Appointments are encouraged but residents can be seen if a member of staff is available to speak with them.

If you would like to book an appointment, please contact your designated Neighbourhood Housing Lead for further information or to book and appointment.



Independent Tenant & Leasehold Advisor (ITLA)

Chris McConnachie is your Independent Advisor for South Acton. ITLA appointment surgeries are held at Acton Gardens Community Centre. Contact Chris directly to make an appointment for the surgery or if you would like to discuss options for your future home.



You can contact Chris on:

Phone: 0300 008 0015

Mobile: 07730 624344

Virtual meetings:

Via Microsoft Teams, Zoom or Skype

Email:

southacton@etcpartners.org.uk

Dates for Appointment Surgeries at Acton Gardens Community Centre

January to July 2024

Thursday 11 January 2024

Thursday 8 February 2024

Thursday 7 March 2024

Thursday 11 April 2024

Thursday 3 May 2024

Thursday 6 June 2024

Thursday 4 July 2024

2pm to 6pm

2pm to 6pm

2pm to 6pm

2pm to 6pm

2pm to 6pm

2pm to 6pm

2pm to 6pm



ACTON
GARDENS

LONDON W3

L&Q and Acton Gardens:

0300 456 9998

yoursouthacton@lqgroup.org.uk

1st Floor, Unit B, Donne Court,
Bollo Bridge Road, Acton W3 8YG

www.youractongardens.co.uk