

LAVENDER AVENUE, ROAN GARDENS AND MORTIMER ROAD NEWSLETTER



MARCH 2026

WORKING TOGETHER TO MAKE LAVENDER AVENUE, ROAN GARDENS AND MORTIMER ROAD A GREAT PLACE TO LIVE

Thank you to everyone who joined our last meeting on 17 February. We want to continue working with you to address the issues you've raised. We'll continue sharing this newsletter and updating your web page so you can see the action being taken.

WE'RE INVESTING IN YOUR COMMUNAL AREAS

RENEWING YOUR HALLWAY CARPETS

We've renewed the carpet in Lavender Avenue on 2 February 2026 which comes at no cost to you.

Thank you for your feedback regarding the communal area at Roan Gardens, where you said during periods of heavy rainfall, the carpet has become damp and damaged from heavy foot traffic.

Following this feedback, we've carried out works to address the drainage issue from heavy rainfall which has been causing damp carpets. We'll be installing new carpets on every floor and hard-wearing vinyl on the ground floor to prevent damage by 16 March 2026. This will come at no cost to you.

CONTINUING TO MAKE YOUR WASTE SERVICES BETTER

We've ordered two extra heavy-duty bins and an extra-large recycling bin for the bin stores. This should help tackle the problem of the bins being overfilled. These are estimated to be delivered at the end of March 2026 to Roan Gardens and Lavender Avenue.

Our team continue to visit site every Monday and will remove any overflowing bin items or items on the floor, prior to the Veolia collection on a Tuesday.

HOW YOU CAN HELP

It's important all residents ensure only household refuse and household recycling is taken to the bin store. Please report any missed collections to both Veolia and us.

PRIORITISING YOUR SECURITY

- We know feeling safe in your building matters, and it's a priority for us too. We're continuing to act on your feedback, and our specialist contractor has continued making improvements. We've replaced the Perspex for the camera on the intercom panel
- We've completed works to the maglock on all internal doors to floors and the main front door. This will make the doors more secure and provide extra safety
- We're currently installing door release buttons and double magnetic strips to communal doors. This is due to complete by 9 March 2026 and will further improve security.

HOW YOU CAN HELP

If you notice anyone gaining unauthorised access or find doors aren't secure, please call us on **0300 303 1066**.



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LATEST PROGRESS ON YOUR LIFTS

We haven't received any reports about lift repair issues since replacing the first-floor button at Roan Gardens last month.

However, it's important you let us know straight away if you ever have any issues with your lift so we can take action.

YOUR PARKING

We understand parking on the estate remains an issue and we welcomed your feedback during the meeting on 17 February.

We want to investigate further and find out what the majority of residents would like to see happen next. We shared a survey on 27 February and would encourage you to complete this. We apologise for the delay in sending this survey. Once the results are in, we'll share the findings with you by your next newsletter (Friday, 10 April) and work with you to agree the best way to manage these spaces in the future.



YOUR SERVICE CHARGES

We'll be sending out the Section 20B notices for the 2024/25 and 2025/26 year end services by 30 September 2026.



WE'RE REFRESHING THE COMMUNAL GARDENS AND ALLOTMENTS

Thank you to everyone who took part in our survey on 23 January. We carefully read through your feedback, which has helped us understand how the communal gardens and allotments are being used.

It's clear there's no formal agreement in place for growing fruit, herbs or vegetables, although a few of you mentioned local clubs or groups who make use of these spaces.

You also told us you'd welcome an additional communal garden or shared outdoor area where you can relax or enjoy the occasional barbecue. At the same time, many of you want the existing areas to remain as allotments, and some of you raised concerns about foxes disturbing your plants.

We'll will now consider the next steps and report back to residents by the end of May.

Meanwhile, if you'd like to formally use any of the garden areas, please contact Juliet Reid, Housing Officer via hello@southernhousing.org.uk or call us on 0300 303 1066.

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YOUR BIKE STORE

We've placed TORT notices on all bikes that weren't tagged following our site visit on 12 February. A TORT notice is what we send to you when belongings have been left behind after moving out, asking you to come and collect them. We've placed these TORT notices to tidy up the area and remove bikes left by previous residents, which are preventing current residents from storing their bikes.

If they aren't collected, the law allows us to remove these bikes by Monday 30 March if they remain untagged.

NEED MORE TAGS?

Call us on **0300 303 1066** and ask for the Housing Management Team so we can get this sorted for you.

OUR NEXT MEETING WITH YOU

Our next meeting will be held on Tuesday 14 April 2026 between 6pm to 7pm via Teams. We'll write to you with further details nearer the time.



KEEPING UP TO DATE

We know it's important you're kept updated on the actions we're taking. We'll continue sending your regular newsletter and providing further updates on your dedicated web page: www.southernhousing.org.uk/mitcham-updates

Please call our team on **0300 303 1066** or reach us via your online service if you have any further questions or concerns. If you're a homeowner, please call **0300 555 2171**.