



MyAccount goes live!

Earlier this year, we announced that we would be launching a self-service portal.

We are pleased to announce that the portal has now gone live, and you can access the online services through the MyAccount tab on the Charlton Triangle website.

What is MyAccount?

MyAccount is our online self-service portal that is available to all Charlton Triangle Homes residents.

The portal provides access to a range of online services to make managing your home with us as easy and convenient as possible. You can access MyAccount on a 24/7 basis using any internet-enabled device including your home computer, smartphone or tablet.

With MyAccount you can:

- view and update your personal information
- report new repairs and track existing ones
- pay your rent
- see your rent statements
- download, print or submit forms online
- get answers to any questions you may have

So, if you don't have an account already, register today on www.charltontriangle.org.uk and start managing your home with us more easily than ever before.

Please note that whilst the portal is now up and running, it is currently branded with the Family Mosaic logo. However we are working on a Charlton Triangle portal so expect to see a few changes to the portal in the upcoming weeks.



Gardening Project

After winning at the London in Bloom awards two years running, we are feeling green fingered and inspired to start another gardening project.

There are currently 85 properties with gardens, and we will be visiting you all individually to conduct a short survey on your gardening routine. From gardening workshops to physical support, we want to hear your views on what would enable you to achieve your ideal garden.

The surveys are already underway, and we aim to complete these by the first week of June. Once we have analysed the results we will be in touch to tell you exactly how the project will look and how you can sign up to what is on offer.

Don't worry if you don't have a garden! We are looking for volunteer gardening enthusiasts to motivate and help out in the community during the project. If you are interested in getting involved and don't have a garden, please call or pop in to the Charlton Triangle office and ask to speak to a member of staff in the community team.

Competition Time

If you like to keep up to date with what is happening at Charlton Triangle, did you know we have an option to subscribe to the website? Simply scroll to the bottom of our home page and enter your email address. We will then email you our latest news and you will also get a monthly newsletter with all our latest stories.



We are currently running a prize draw for all new subscribers, with one £20 voucher and one £10 voucher up for grabs so subscribe now for your chance to win!

We will publish the names of the winners on our site in due course.

Contents Insurance

While the building you live in is insured by Charlton Triangle Homes, you are strongly advised to buy insurance for the contents of your home.

Please be aware that Charlton Triangle will not compensate you if your possessions are damaged, for example, by a major flood or fire, or if your freezer contents are ruined due to loss of electricity in a whole block and you do not have contents insurance. We would only be liable where the incident was due to our negligence, i.e. where we could have reasonably taken action in advance to prevent the incident. The same would apply where another resident causes a flood into your property which damages your possessions. You must have contents insurance to protect against such events. For more information on contents insurance, please visit the video guides page on the Charlton Triangle Homes website:

www.charltontriangle.org.uk/video-guides-and-advice/

DATES FOR YOUR DIARY:

Safer Neighbourhood Team Drop-in

Tuesday 6th June

12pm - 1pm

50 Plus Group

Hastings Trip

Wednesday 12th July

Tickets are £10 per person



Befriending Volunteers Needed

Would you like to learn some new skills, gain valuable volunteering experience which could enhance your CV and benefit your community?

If you feel that you would like some training in Interpersonal Skills,

which involves exploring how best to communicate and interact with others whilst supporting them. Followed by volunteering for about one hour a week for a period of six months, we would like to hear from you.

The training will be for 3 hours a week for a period of approx. 5 weeks starting in June 2017.

For more information please contact Bev Handley 0208 319 9261 beverley.handley@familymosaic.co.uk or call Lonie Roper at The New Leaf Centre 0208 319 8416.

Looking for employment?

Tenants seeking employment and requiring help to find a job, please contact New Leaf Advice Centre on 020 8319 8416 or pop in to 124a Blaker court 0900-1700 Monday to Friday. Alternatively pop in to our job club at the community café 10am – 1pm on Fridays.

Tel: 020 8319 8870 www.charltontriangle.org.uk

Charlton Triangle Homes, 9-10 Cedar Court, Fairlawn, Charlton SE7 7EH

Opening hours:

Monday - Friday 9.00am - 5.00pm;

Closed on Wednesdays from 2.00 - 3.30pm

Translation Service Available

Wettons New Number: 0208 293 9569

