

Your Pollards Hill

Local update for residents

It was really great to meet so many of you at the resident consultation event on 4 March. Thanks for taking the time to chat with us and share your experience.

You spoke honestly about what's working well, as well as the areas where things aren't as they should be. Many of you shared your concerns about safety, particularly knife crime and drug-related activity in and around the estate. I want to reassure you that we've heard you, and that your concerns are being taken very seriously.

Some of the issues you raised sit with us, while others are the responsibility of partners like the council and Police.

Where that's the case, we're working closely with them to make sure your concerns are listened to and acted on.

There's some positive progress already and in this newsletter, we share more about changes happening now and what's coming next. We'll keep you updated over the coming months through newsletters, notices in your blocks, and face-to-face conversations.



Just as importantly, we want to keep hearing from you. Your feedback matters and helps shape what we do next. Please reach out to your Neighbourhoods team if you've any concerns or issues you'd like to raise.

Chris Simmons

Head of Neighbourhoods for London and Sussex

Hello from your Neighbourhoods team

We're a friendly, approachable team here for you in Pollards Hill. To help you get to know us better, here's a quick look at who we are and how we can support you.



Lennox

Estate Caretaker

Jordan, Angela, Peter, Sonia and Sia are your Neighbourhood Services Managers:

We're here to help with any questions about your home, tenancy or lease, or if you'd simply like to talk through any worries or concerns. If we can't help directly, we'll make sure you're connected to the right people or organisations. We also respond to anti-social behaviour and nuisance concerns, working closely with the Police and local council to support the community.

Alongside them is Charles, Estate Services Officer; James, Neighbourhood Response Officer; Lennox, the Estate Caretaker; and Helen, Angela and Tanya, Neighbourhood Housing Assistants.

Together, we help keep the estate running smoothly - making sure cleaning and grounds maintenance are up to standard, carrying out fire safety checks, and completing regular inspections.

You can speak to us at the local office every Monday, Wednesday and Friday from 10am to 4pm. We're also regularly out and about on the estate, so if you see us, please say hello. And if you'd like to join us on a walkabout or inspection, you're always very welcome - just let us know!

Grounds maintenance update

We've been listening to your feedback about the current grounds maintenance service from idverde. We know how important your shared outdoor spaces are and it's clear the service has not met expectations.

We're now taking steps to put this right by appointing a new contractor, with a new service planned from 1 August 2026.

If you pay a service charge for grounds maintenance, you should have received a 'Section 20' letter from us in March. This letter explained why we're making this change and how you can have your say.

We're currently moving into the next phase of the process where potential contractors submit their proposals. This will run until early May, and our customer advocates will be involved in reviewing the proposals to help ensure we choose the right provider.

We'll continue to keep you updated. Check our website for the latest news, including confirmation of the new contractor we will appoint.

A cleaner Pollards Hill

Working in partnership with Merton Council, we've been making changes to help keep the estate looking cleaner and tidier.

Here's what's new

- ✓ A dedicated caretaker is now working across the estate.
- ✓ Regular litter picks are taking place with the council.
- ✓ There's an extra bin collection every Saturday.
- ✓ We're taking stronger action on dumped rubbish, including fines.
- ✓ Working with AnyJunk to remove bulky waste more quickly.
- ✓ Taking steps to stop non-residents dumping rubbish.
- ✓ Working with Merton Council on a reward reporting scheme for residents.



Seen something that needs clearing?

Report it directly to Merton's Waste Enforcement Team:

☎ 0208 274 4901

✉ waste.enforcement@merton.gov.uk

🌐 merton.gov.uk/rubbish-and-recycling/litter-fly-tipping-and-street-cleaning

Extra bin collections



Since January, there's now an extra collection every Saturday, at no additional cost to you.

Introduced in partnership with residents from the Pollards Hill Waste Champions, Merton Council, Veolia, and local community groups, we're already seeing the difference - bin areas are cleaner, waste isn't building up as quickly, and there's been a noticeable drop in dumped rubbish.

“We're pleased to see the difference the second collection is making - both in bin areas and in reducing dumped rubbish.”



Sian Foley
Neighbourhood Operations Manager

Reminder: Please avoid parking in front of bin areas so collections can take place without delays.



Thank you!

Moat

60 YEARS OF HOMES AND COMMUNITIES

Moat is turning 60 - Join the celebration!

We're marking a special milestone this year, and we want to celebrate it with you.

We've lots of happy memories of the customers and communities we've served over the last 60 years. And we'd love to hear your stories of what your home means to you and the impact it's had on your life, whether you've lived there for one year or 20.

Our 60th anniversary gazebo will be popping up at events in our communities, including the Summer Garden Party at Pollards Hill on 22 July - we hope you'll drop by to chat to our team and join in the celebrations.



Want to share your story with us? Email us at customer@moat.co.uk to share your story, using 'What my home means to me' in the subject line.

Keeping our community safe

Feeling safe in your home and neighbourhood is important, and we know that some of you aren't currently feeling that sense of safety. Thank you to everyone who has shared their concerns with us. We're listening carefully, and we're committed to making Pollards a safer, more welcoming place for everyone.

Working closely with Merton's Safer Communities team and local partners we're making improvements together. This includes plans for more CCTV and Automatic Number Plate Recognition (ANPR) on the estate, to help us identify vehicles linked to crime more quickly.

We're also taking practical steps to address issues as they arise. Recently, we worked with the Police and council to close down two properties connected to drug-related activity. And we've also responded to reports of anti-social behaviour, including taking legal action in a case where ongoing disruption was being caused by commercial car repairs on the estate.



If something doesn't feel right or you've any safety concerns, please speak to your Neighbourhood team or get in touch with us.

☎ 0300 323 0011

✉ customer@moat.co.uk

Your reports genuinely make a difference and help us act where it matters most.

A message from

Calvin Eyeson,
Serious Violence Strategic
Priority Lead, Safer Merton



Calvin shares an update on the work that's happening behind the scenes to help keep Pollards Hill safe.

Safer Merton

Working together to keep Merton safe and sound

For over a year now, we've been running the Pollards Hill Working Group, which brings together local partners including housing teams, youth services, enforcement officers and the Police. By meeting regularly, we're able to share information, respond quickly to concerns, and agree on practical actions that make a real difference in the community.

This joined-up approach means we're not just reacting to issues – we're working together to prevent them and provide longer-term solutions.

You may be aware of the knife bin installed in the area last June. This was introduced to give people a safe and anonymous way to dispose of weapons. In November alone, 69 weapons were handed in. That's 69 potential incidents prevented, and an important step towards making the area safer for everyone.

We know there's always more to do, but I want to reassure you that partners across Merton are committed to working together to make where you live safer.



Thank you for your continued support.



Join our Pollards Hill Community Committee

We're looking for volunteers to join our Pollards Hill Community Committee (PHCC). The PHCC meets up to six times a year to decide on which exciting new project ideas will benefit from our Community Investment Fund.

If you'd like to become a member, we'd love to hear from you. Get in touch with Saera, PHCC Project Support Officer.

☎ 07783 878371

✉ phcc@moat.co.uk



What's On at your



Wellbeing Studio.

Pollards Hill



Tuesdays

Nourish & Flourish

9.30am – 12.30pm

Health and nutrition advice for women. Contact Amy to book your place.

**Tuesdays &
Wednesdays**

Community gardening

10am - 12pm



Everyone's welcome at the Wellbeing Studio - it's a lovely place to meet others and feel part of the community. Pop in for a chat or get in touch if you'd like to get involved.

Michelle Edwards
Moot Foundation Officer

Wednesdays

Community drop-in

10am – 12.30pm

Activities and financial support. No need to book.

Ready Steady Cook

11am – 2pm

Learn to cook healthy meals on a budget. Contact Michelle to book your place.

WeRPollards activities

2pm – 4pm

- **Sewing Group** for experienced and beginners.
- **Men's Shed** is a friendly, supportive space for men to talk and share experiences. No need to book.

Fridays

Yoga

- **Women's yoga** 10am – 11.15am
- **Men's yoga** 11.30am – 1pm

Explore the health benefits of yoga in a safe and comfortable space. Contact Amy to book your place.

Book your place

FREE!

Michelle Edwards
Moot Foundation Officer

☎ 07731 343732

✉ wellbeingstudio@moot.co.uk

Amy
For Nourish & Flourish/Yoga
bookings only.

☎ 07818 117872

Wednesday

JULY

22

12pm – 3pm

Summer Garden Party

You are invited to join us for free food, activities and a chance to meet others in your community.

Enjoy family activities, arts and crafts, DIY demonstrations plus free employment advice.



For more information,
please contact Michelle. **No need to book!**

Benefits and money advice

Hi, I'm Kirstie. If you're feeling worried about money or need help with benefits, I'm here to support you with free, confidential advice.



Kirstie Danton

Benefits and Income
Maximisation Officer

You can find me every Wednesday at the Wellbeing Studio from 10am to 12pm. Whether it's understanding your benefits, help with budgeting, or finding extra support, just drop in - no appointment needed. There's always time for a chat and a cuppa.

Recently, I supported a new Pollards Hill resident who was finding it difficult to claim benefits due to language barriers. Using translation tools, I helped her access the support she was entitled to.

If you can't make a Wednesday session, contact us using the details below and you'll be put in touch with someone who can help you.

Contact us

☎ 0300 323 0011

✉ customer@moot.co.uk

✦ moot.co.uk

moot.co.uk

Moot

Moot Homes Limited is a charitable housing association. Information correct as at April 2026
Ref CNT