

GREENHILL MANOR RESIDENTS' ASSOCIATION

www.gmra.org.uk

NEWSLETTER: Summer 2023

<u>C o n t e n t s</u>	<u>Page</u>
<i>Chairperson's Report</i>	<i>1</i>
<i>Contacting the Council</i>	<i>2</i>
<i>Litter Picking</i>	<i>4</i>
<i>Volunteering</i>	<i>5</i>
<i>Messages from the Police via OWL</i>	<i>6</i>
<i>Spams-Be vigilant</i>	<i>8</i>
<i>Your Member of Parliament</i>	<i>9</i>
<i>Your Councillors in Greenhill</i>	<i>9</i>
<i>GMRA Association Boundary</i>	<i>10</i>
<i>GMRA Membership & Contact</i>	<i>10</i>
<i>GMRA Current Committee</i>	<i>11</i>
<i>Useful Telephone Numbers</i>	<i>12</i>

Chairperson's Report

We are pleased to report that our AGM held on the 26th April at Victoria Hall went well and we were very happy to see those residents who came and who enjoyed meeting one another over refreshments. On behalf of the GMRA I would like to thank you very much for attending.

The constitution for the GMRA was approved after a minor amendment. ***It is now on the GMRA website to download.*** The election of Officers and Road Representatives was passed unanimously so present holders remain in post, with the addition of Elvira Miranda for Crofts Road.

The Treasurer's report was accepted and the aim this year is to increase membership from 274 to 300 members. It has been possible to keep the membership fee at £1 for another year. Your road representative will be along to talk to you and to collect, although you can also pay direct into GMRA account at Barclays Bank (Sort code 20 37 21 Account no. 33513548 but please make sure that, if you pay online, you make your address quite clear).

The issue of noisy autumn fireworks was raised by some residents and the Council will be urged to do more to alleviate this issue.

The three Greenhill Councillors (Dan Anderson, Aneka Shah-Levy and Ghazanfar Ali) hold a "Drop In" at Greenhill Library on the 3rd Saturday of the month from 10.30 am - 12pm.

We had to say farewell to Margaret Bristow who took an active part during her service with GMRA since 1998 as road representative and latterly as deputy chairperson. She played a key role in the preparation of the newsletters and also during the AGM. She will be sorely missed. On behalf of the GMRA, I want to extend our gratitude and appreciation to Margaret and we hope you will enjoy a well-earned retirement.

I also want to thank Godfrey and Gareth Thomas for arranging a successful Litter Clean up. I had feedback from some residents who commented on the volunteers and how clean some of the streets were, especially around Belmont Trail. So, I would urge residents in Greenhill ward to take an interest in our streets and please consider volunteering. As well as litter pickers, we require deputy chairperson and a volunteer to help maintain the website.

I want to thank our Guest Speaker, Jonathan Millbourn, [pictured below] who is Head of Customer Services and Business Support for London Borough of Harrow. You will find the information he provided very useful. (See Below)

Hemuna Pather-Carr

Contacting the Council

Did you know the council is no longer based in the Civic Centre building on

Station Road? Many of us don't know because we use the council's website or telephone. If you pay for services like council tax by direct debit, then you do not need to make a personal visit. Jonathan Milbourn, the council's Head of Customer Services and Business Support came to talk to GMRA's Annual General Meeting on 26th April.

The public make contact with the council nearly 6 million times in a year – nearly 5 million digital interactions, over 800,000 telephone calls, over 73,000 emails and 5 and a half thousand enquiries in person.

Emails often do not give enough information for action to be taken without being followed up and further checks made.



Jonathan Milbourn

There are 40 staff in the contact centre dealing with telephone calls and emails. In the year before the Civic Centre building shut, there were five and a half thousand visitors. People are still arriving outside the closed building.

There is now supported self-service available at Greenhill library Monday to Friday 10:00 am to 18:00 pm. Two council staff will help people to deal with their MyHarrow account, Council tax, Housing Benefits Payments (No cash payments have been made since February 2022), Garden Waste and Parking Permits.

The Registrars are based next door at the Pavilion.

This new service has been unexpectedly busy with 5,000 callers in 7 weeks whereas in the fifteen years previously there were only an average of 20,000 callers per annum.



The Emergency Front Door at No.6 Gayton Road deals with homelessness, adult social care and children's social care. Citizens Advice is in an adjacent building.

The website provides a much better service. Work is still being done to improve it. 'Feedback' made on the panel to the side of the screen is reviewed monthly and changes are made as a result of this.

When a missed bin collection is reported, there is a computer in the cabin of the refuse cart which will pick up on this.

Jonathan provided a useful list of direct dial numbers.

Useful telephone numbers

- 020 8863 5611 Switchboard
- 020 8901 2610 Council Tax & Benefits
- 020 8901 2630 Housing Rents & Repairs
- 020 8901 2660 Electoral Services
- 020 8901 2665 Registration Services
- 020 8901 2680 Adult Social Care
- 020 8901 2690 Children's' Social Care
- 020 8424 1093 Housing Needs
- 020 8424 1220 Payments

Litter Picking



**L to R: Gareth Thomas, Member of Parliament, Hemuna Pather-Carr with husband Wayne, Gillian Barnard and Cllr Aneka Shah-Levy.
Photo by a helpful passer-by.**

On Monday 22nd May 2023 outside Golds Gym a small group assembled for a litter picking session. The group consisted of representatives from Harrow Litter Pickers (<https://www.facebook.com/groups/harrowlitterpickers/>), along with Paul Sheehy and Sue Anderson and other local residents and members of the Residents Association. They were there to join MP for Harrow West, Gareth Thomas and Aneka Shah-Levy, councillor for Greenhill. There was much to discuss as we made our way along Bonnersfield Lane to Bonnersfield Green Lane (The Belmont Trail Link). A number of residents made themselves known as we moved past their homes and the surgery. The session finished at Francis Road. Three to four bags of litter were collected during the walk.

More volunteers are needed.

Equipment is provided.

If you can help, please contact Godfrey on 07712341677

Volunteering

Some people may volunteer because they desperately want to help with a particular cause, because they want to be busy, to meet people. There are as many different motives as there are opportunities. You probably have skills that you do not recognise or rate, which may be very valuable to others. Even 2 hours every fortnight could be very useful, as long as you are committed, that is, turn up regularly. There are so many opportunities that there is sure to be something that appeals to you and matches what you can do. If you try something and do not find it rewarding or convenient, give it a fair trial and then change to something else. There is no point in suffering – you are not getting paid.



Research has shown that volunteering leads to lower rates of depression and anxiety, especially for people 65 and older.

Volunteering reduces stress and increases positive, relaxed feelings by releasing dopamine.

The National Council for Voluntary Organisations issues the following: Volunteering can make a real difference in your own life and the lives of those around you. There are loads of ways to get involved and plenty of organisations that can help you find your dream role.

Organisations have different ways of welcoming volunteers. Application forms vary, there may be interviews, training and a DBS check [Disclosure and barring Service, which replaces the old Criminal Record Bureau Check]. Think if you were welcoming a volunteer companion into your home or to listen to your child reading, you would want to know that they had been thoroughly checked.

So how do you go about finding the right volunteering role for you? Here are three steps to follow:

1. **Think about what interests or excites you.** This could be something you enjoyed doing before, or something completely new.

2. **Think about what time or skills you can give.** With so many opportunities to choose from, it's a great idea to narrow down the choices by deciding what you're willing to give.

- **Get researching!**
- go to your local volunteer centre
- search the internet for the online opportunity finders which may organise by type of activity and geographical location
- ask friends what they do



Care | Support | Empower
We work with the local community providing information, training and guidance.

The local volunteer centre is Voluntary Action Harrow Cooperative, The Lodge, 64 Pinner Road, Harrow, Middx. HA1 4HZ 020 8861 5894. They not only have a very good website, which also lists

activities locally, run courses, some free, but also you can telephone them for advice, and possibly visit if you phone first so it does not all have to be done online!

Good luck!

====*====

Messages from the Police via OWL

This is an example of a recent message with useful advice. If you have access to the internet, signing up to OWL will bring more useful tips.

Secure your shed or garage

Dear Watch Member,

Sheds and garages are often vulnerable as they are not very secure and contain tools with which the burglar can use to assist them to gain entry into a home.

Consider for a moment what you store in your shed or garage and take a look at the lock, the door and even the quality of the building. Many people don't even bother to lock the shed door.

These outbuildings are usually full of tools and gardening equipment (including lawn mowers and hedge trimmers) worth hundreds of pounds and very attractive to a thief who can sell them easily.

Useful tips:

- Secure sheds with a hasp and staple fitted with a closed shackle padlock.
- Shed windows can be reinforced with grills

- Garage doors can be made more secure by installing additional security such as padlocks to provide multiple locking points or using floor mounted locking T bars.
- If you have an internal door leading directly from your garage to your home, ensure this door is solid and robust and secured with a British Standard 5 lever mortise lock and additional security such as hinge bolts.
- If items can be seen from outside, they will be vulnerable so cover them up and tidy away tools.
- Use a ground anchor to secure motorcycles, pedal cycles and other high value items to stop them being easily removed. Tools can also be chained to floors and walls to prevent their easy removal.
- Consider a battery-operated shed alarm. They look low key but they respond to movement or door contact with an extremely loud siren.
- Keep bins stored away if possible - they provide a climbing aid for burglars and if left out they can indicate if a home is unoccupied.
- Ladders and tools left outside and insecure can often be used to break into or access your home so ensure these are locked to a ground anchor or put away after use.

For more crime prevention advice please visit www.owl.co.uk or www.police.uk

If you need to reply regarding this message, email c720279@met.police.uk

Regards,

Anda Ben-Chaim

Dedicated Ward PCSO

Police Contact Advice

- Telephone 999 in an emergency where there is a danger to life or a crime is in progress.
- Telephone 101 for **non**-emergencies where police attendance is required, to report a crime or to report any other incidents.
- If you are calling about the above message, please tell us that you are responding to a message from OWL.

Please join the OWL watch team for alerts: <https://www.owl.co.uk/>

==*==

Be vigilant, Be cautious and Be alert

IT PAYS TO STOP AND THINK
FIND OUT HOW



There are many scams which come via your email, text, WhatsApp, Facetime, phone calls and other digital platforms. Scammers use Fear and Greed as their weapons.

To list a few:

Tax refunds, missed parcel delivery, lottery winnings, subscriptions, dating sites, your device has been hacked plus many more.

Do not be frightened or intimidated. Just ignore and delete them.

Tax Refunds: If you receive that you have a tax refund of whatever the amount, ignore and delete. The form or letter may look like coming Tax office but it is not. Tax refunds, if any, will come from the Inland revenue directly to your account.



Missed Parcel Delivery: Old con trick to get your Card details. Delete.

Lottery Winnings: Again, a scam. Delete.

Subscriptions: Amazon Prime, Netflix and many tv platforms names will be used. Email or text pointing out your subscriptions will stop due to some technical problem. Delete.

Dating Sites: These fraudsters take advantage of your loneliness. They are after your money and will use emotional tricks to defraud you. Ignore and delete.

You can forward any suspicious emails to:

report@phising.gov.uk

The National Cyber Security Centre (NCSC) will investigate it.

Read security articles on GMRA website.

<http://gmra.org.uk/security.html>

Noor Mohamed (Webmaster)

Your Member of Parliament

Gareth Thomas has been Harrow West MP since 1997, lives locally and went to school in Harrow.

The constituency office is:
132 Blenheim Road,
West Harrow,
HA2 7AA
Tel: 020 8861 6300.

Surgeries are usually held on Fridays on a weekly basis.

gareth.thomas@harrowlabour.org
Website: www.harrowlabour.org

His Parliamentary address is
House of Commons, London, SW1A 0AA
Tel: 020 7219 4243
Fax: 020 7219 1154
gareth.thomas.mp@parliament.uk

.....

Your Councillors in Greenhill

Councillor Dan Anderson

Work: dan.anderson@harrow.gov.uk

Councillor Aneka Shah-Levy

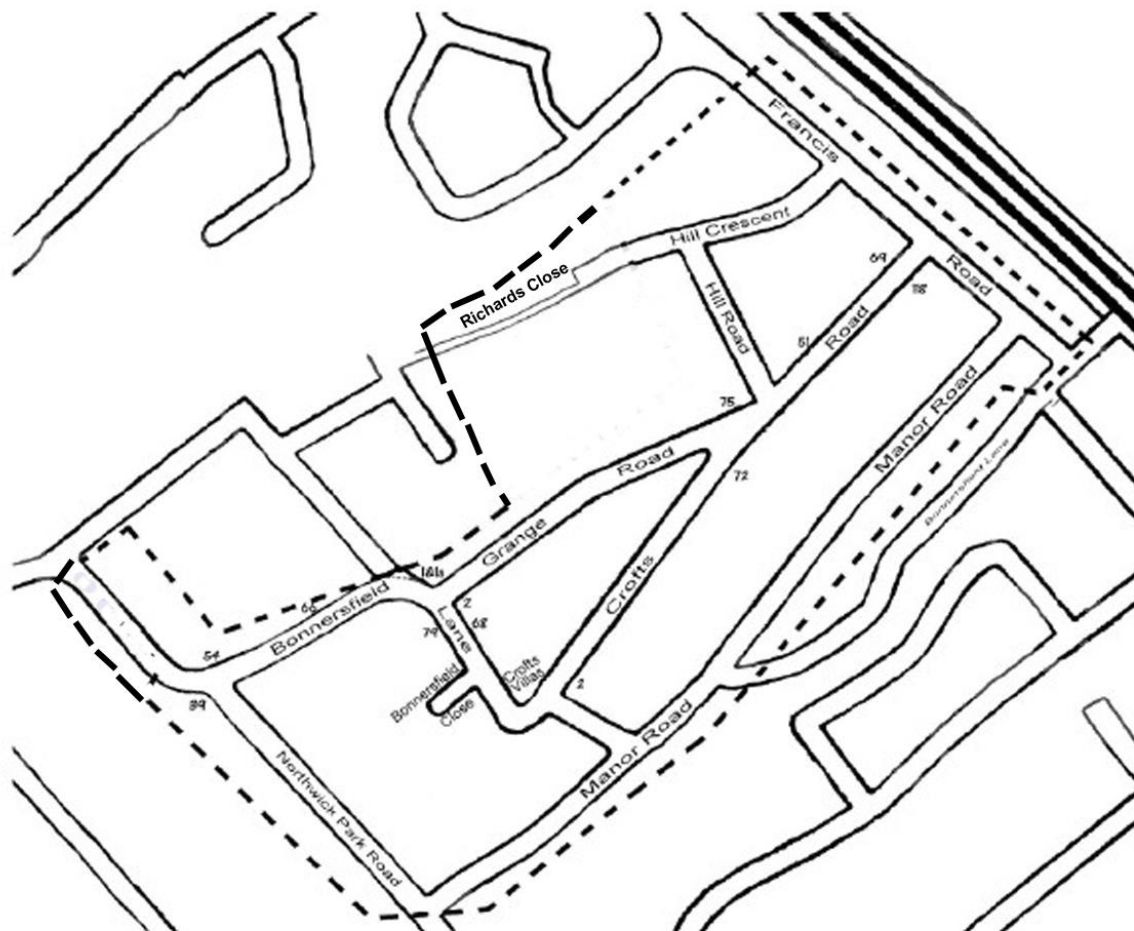
Work: aneka.shah-levy@harrow.gov.uk

Councillor Ghazanfar Ali

Email: ghazanfar.ali@harrow.gov.uk

About the Association

New Boundary 2023



The Association is a non-political, non-religious organisation run by your neighbours for the benefit of all residents in Greenhill Manor [see map], whether they are owners of houses, flats or tenants.

GMRA Membership & Contact

By Post: Hemuna Pather-Carr, 41 Northwick Park Road, Harrow

By E-Mail: gmra@gmra.co.uk

Via web page: <http://gmra.org.uk/contact-gmra.html>

When you cannot recall GMRA website URL, search for 2 words together:

GMRA Harrow

on any search engine.

*****=*****

Your current GMRA committee

Chairperson	Hemuna Pather Carr, 41 Northwick Park Road
Deputy Chairperson	Deputy Chairperson - Volunteer needed
Secretary	Helen Shorter 55 Grange Road
Treasurer	Eddie Griffiths 11 Northwick Park Road
Webmaster	Noor Mohamed 71 Bonnersfield Lane
Road Representatives	
Bonnersfield Lane, Bonnersfield Close & Croft	Simon Dunkerley 11 Manor Road
Crofts Road	Elvira Miranda 5 Grange Road
Francis Road	Muhib Anish
Grange Road	Helen Shorter, 55 Grange Road
Hill Crescent, Hill Road, Richards Cl.	Sat Bains, satbains108@gmail.com
Manor Road	Godfrey O'Callaghan 14 Lowndes Court
Northwick Park Road	Sylvia Farooqi Northwick Park Road

Please visit the Greenhill Manor Residents Association
website www.gmra.org.uk

OR
Search: GMRA Harrow

Useful Telephone numbers

All MAJOR emergencies: Fire, Police or Ambulance	999
Harrow Council switchboard or www.harrow.gov.uk <i>also on Facebook, Instagram, TikTok, LinkedIn, Twitter</i>	020 8863 5611
Metropolitan Police – Urgent	999
Police UK website for reporting or information	www.police.uk
Metropolitan Police, request Harrow Police Station	(020) 8423 1212
To report a crime that has occurred but not urgent	101
Anti-Terrorist Hot Line	0800 789 321
Crime Stoppers (confidential)	0800 555 111
Greenhill Safer Neighbourhood Unit	(020) 872 2780
To report an electricity power cut	0800 783 8838
National Gas Emergency Service	0800 111 999
Water leak (Affinity Water)	0800 376 5325
Blocked Drain (Thames Water)	0800 316 9800
Telephone Preference Service – to stop unwanted calls	0845 070 0707
Mail Preference Service	(020) 7291 3310
Harrow Energy Efficiency Advice helpline and Energy Saving Guidance	0800 838 650
Brent and Harrow Trading Standards Service Shoppers rights	(020) 8937 5555

Get to know the police website for advice, reporting crimes, local crime reports
and much more:

www.police.uk