



This guide gives an introduction to the area in which you live, background information and useful contacts.

**Community at Tollers (CAT) are your current community resident's association, made up of 7 residents and 15 Active Members. We volunteer our time to support all residents and we have put together this handbook together, so we hope you find it useful. If you have any questions or queries, get in touch, join our Facebook group and/or become a member.**

**Website: [www.tollers-estate.co.uk](http://www.tollers-estate.co.uk)**

**Email: [c.a.t.residentsgroup@gmail.com](mailto:c.a.t.residentsgroup@gmail.com)**

**[https://www.facebook.com/groups/Community at TollersResidentsgroup/](https://www.facebook.com/groups/Community%20at%20TollersResidentsgroup/)**

**Complete the attached Membership form at the back**

**We need as many people as possible to volunteer your time and support in the following (any ages welcome);**

**Litter Pick – See It, Pick It, Bin It  Attend resident public meetings**

**Get involved in fundraising & events  Attend Monthly Brick By Brick Meetings**

**Volunteer, fundraise and support the over 50s club**

**RESIDENTS OF TOLLERS**

There are over 467 properties across Tollers Estate; Goodenough Way, Goodenough Close, Ellis Road, Ellis Close, Weston Close, Middle Close, Admirals Walk, Jutland Gardens, Lacey Green, Curling Close and Tollers Lane (maisonettes).

Residents are all from diverse backgrounds, 86% white population, 2.1% mixed ethnic and 11.95 of Asian and Black ethnic minorities. (Area Information, 2018). The average age in Old Coulsdon is between 40-60 years old with a high population of married couples. Demographically Old Coulsdon is an affluent area, with the majority being working class who are highly skilled and qualified. Unemployment rates and retention is low.

We serve a population between 1000 - 1700 residents aged 0-90+ and at any one time we engage with 2-50 residents at community meetings, activities, or clubs and 100-400 at events and projects.

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**USEFUL INFORMATION & CONTACTS**

***Community at Tollers cannot advocate or make any changes as all the below are managed and serviced by the Local Authority, Croydon Council, this may include the involvement of local, statutory, public or private organisations/services.***

All Cladding is cleaned once every 3-6 years. All grass is contracted to be cut every 6-12 weeks. For all Croydon Council Residents please register online to access all services.

<https://my.croydon.gov.uk/User/Login?ReturnUrl=%2f>

Rubbish and recycling are collected every Monday morning - 2 weekly rota for Rubbish & Food Waste and Cardboard & Plastics. Please recycle as much as possible.

As a resident you are responsible for;

- ✓ Look after and care for the environment, be a respectful, kind neighbour and continue to make the place a nice, friendly place to live in
- ✓ Use the rubbish and recycling bins appropriately and dispose of rubbish in a bin
- ✓ Support residents who regularly litter pick to keep the area clean and tidy – see rubbish, please see it, pick it up and bin it appropriately, thank you

- ✓ Park responsibly or accept the consequence of legal prosecution - parking wardens from Croydon Council and DVLA do come to the estate regularly

- ✓ Report Abandoned Vehicle through My Account on Croydon Council Website

<https://www.croydon.gov.uk/transportandstreets/streets/avreport>

0208255 2718 Email: [avs@parking@croydon.gov.uk](mailto:avs@parking@croydon.gov.uk)

- ✓ When parking or blocking vehicles please leave a note with a contact number and address so you are contactable

- ✓ Council Tenants Report anything wrong with your home to Croydon Council or Axis Team: Croydon Council: 02086864433

[Croydoncommunal@axiseurope.com](mailto:Croydoncommunal@axiseurope.com) and [croydonrepairs@axiseurope.com](mailto:croydonrepairs@axiseurope.com)

- ✓ Report any fly tipping to the Environmental Team: 020 8726 6200:

[flytip@croydon.gov.uk](mailto:flytip@croydon.gov.uk)

- ✓ Contact for the Current Build Works: Henry Construction, Gerrard: 07784710979

- ✓ Report any anti-social behaviour to the Police 999 or 101

Dial 18000 in an emergency, or 18001: 0300 123 1212 if not an emergency

Typetalk can be contacted on 0800 7311888 or visit [typetalk.org](http://typetalk.org)

- ✓ Report any fires to the Fire Service: 999

- ✓ Report any safeguarding or child or adult protection concerns to: - 100% confidential: 020 8726 6500: [referral.team2@croydon.gov.uk](mailto:referral.team2@croydon.gov.uk)

### **Croydon Council Provisions**

- ✓ Youth provision: Play Place: 01689 867 366 [info@playplace.org](mailto:info@playplace.org)  
<https://playplace.org/>

- ✓ Talk Bus & Croydon Drop In: 0208680 0404 [enquiries@croydondropin.org.uk](mailto:enquiries@croydondropin.org.uk)

<http://croydondropin.org.uk/>

- ✓ Tenancy Officer (Council Tenants Only): 0208 726 6100 ask the operator

- ✓ Health and Well-being: Live Well Team: 020 8604 7719 Email: [livewell@croydon.gov.uk](mailto:livewell@croydon.gov.uk)

<https://www.justbecroydon.org/just-live-well/>

**Local Councillor Old Coulsdon Ward:** Cllr Margaret Bird: 07710184942:  
02086047035

[margaret.bird@croydon.gov.uk](mailto:margaret.bird@croydon.gov.uk) Twitter: @MargaretBird

**Local MP:** Chris Philp: [chris.philp.mp@parliament.uk](mailto:chris.philp.mp@parliament.uk)

**Old Coulsdon Residents Association (OCRA):** Janet Stollery: 01737 554045 or  
07801 695832: [chairocra@outlook.com](mailto:chairocra@outlook.com)

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## **BACKGROUND INFORMATION**

All resident associations or groups are made up of residents of Tollers Estate who volunteer their time for free. Constituted groups, means it's the group's legal responsibility and duty of care to meet regularly, involve all residents as much as possible and provide opportunities for participation and advocacy. Since 1999 and 2019 residents have volunteered to advocate, support, do events, outings, fundraise, petitions and campaign to support Tollers Estate and all residents.

Tollers Estate has a vast history of being a friendly environment, surrounded by beautiful nature and is simply known as a lovely place to live in. Over the last 15-20 years, the history of reduced parking spaces and more vehicles on the roads has caused daily issues, such as; overcrowding, dangerous and illegal parking. With the new build works and 404 new bus route scheme parking, there will be more parking spaces put in place in the near future. Thank you for your patient, being respectful and considerate to all.

Through residents research the water mains and drainage have never been updated, therefore, we have consistent drainage, flooding and sewage issues in both the flats and houses. We hope that residents can come together in the near future to tackle this issue to help sustain our area. Thank you for using less toilet paper and saving water to help our drainage system.

We have a big influx of foxes and families of badgers that are very friendly and most of all hungry. We have to watch out as they love to get into the rubbish and recycling bins. This can cause a litter problem too. With a reduced number of public rubbish bins and recycling bins, we also have an overflow of rubbish. We thank you for helping in clearing rubbish and making the area tidy too.

Tollers Estate is a housing estate situated at the edge of Croydon Borough. Based in an affluent area, so we find that the estate does not have the same opportunities as

other estates in the borough. For example, Tollers Estate did not get a Green Gym and the current park has not been updated since 1999. Therefore, it is paramount that we come together, support one another and do the best to make our home a great place for everyone.

### **Tollers Residents Action Groups (all volunteers)**

Summer 1999-2001, a group of 9 residents constituted themselves to support, raise funds and support residents. We have a great community drive, with participation at all levels and active volunteers who helped out at events. This group achieved a Fun Day, which the Mayor attended; raised £2,000, and arranged Halloween and Christmas get together. In order to sustain themselves a £1 donation was gathered from all residents which were match funded by Croydon Council. The group shut down as residents could not commit fully anymore.

In summer 2016-2017 Tollers Residents Action Group (TERAG CIC), a group of 5 residents, constituted the existing resident volunteer group and became a CIC. TERAG was able to support residents during the new build proposal to ensure they had a clear communication channel. The CIC was shut down as it was not sustainable at this time.

In Summer 2018 we formed Community at Tollers (CAT), a group of 7 residents and 15 Active Members, which continues to grow, who have an aim to advocate, support, sustain our area and give opportunities to residents. We are a constituted community group, who are approved by Croydon Council and we collaborate with various local services, organisations and groups to serve our community in the best way. We want you to get involved in as much as you to contribute to making your community the best place to live in.

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## **WHAT COMMUNITY AT TOLLERS DO**

### **EMPOWERING RESIDENTS**

Community at Tollers encourages residents to join as members, you can have an impact, advocate for the needs and wishes of residents as a whole. At all events, meetings, activities and community gatherings, residents volunteer their time to support one another.

Our aim is to provide **support, advocate** and **give** opportunities and **connect** regularly to residents of Tollers Estate and nearby areas, in order to unify, sustain and empower individuals to become more responsible for where they live. By working together and unifying we can provide fun, enjoyable and educational opportunities for all.



## GOALS & OBJECTIVES

- **We Support:** we provide 1-2-1 or group guidance for residents
- **We Advocate:** we speak on behalf of residents to professionals and organisations who have a direct effect or impact on Tollers Estate
- **We Give:** we organise events, activities, projects and community gatherings
- **We Connect** with residents via meetings, telephone, emails, newsletter and Community at Tollers Facebook group

## SUPPORT

Community at Tollers provide support for residents by liaising and networking with the following departments, professionals and organisations;

- New or current organisations and services that impact or affect the residents
- Various departments in Croydon Council – Highways & Parking, Parks, Axis, Housing, Resident Involvement, Sustainable Communities, Adult/Child Safeguarding, Environment (grass cutting, bins, fly tips, litter sweeps) and support services (free)
- East Surrey and Thames Water
- Local Councillors & MPs
- Oasis Academy, Byron Children's Centre, Play Place, Over 50s Club, Happy Valley, OCRA, The Salvation Army, Happy Valley, Coulsdon Rotary Club
- Local shops, faith-based spaces, businesses and services
- Any company, service, charity, group or individual interested in adding value to Tollers Estate

## ADVOCACY

We support residents to make complaints we possible themselves, the more, the better. Share contact information and empower other neighbours where possible. It is great that we all take more ownership, pride and responsibility for our home environment. All residents get support and guidance with:

- Parking
- Waste, Water Drainage, Guttering
- Pathways and access routes
- Roads, Grass Verges
- Manholes/Pot Holes
- Fire
- Fly tipping, litter sweeps, rubbish issues
- Anti-social behaviour
- General health and safety – reporting unsafe areas
- Campaigning/lobbying for ongoing issues that arise, new activities or projects

**GIVE**

- Check out the timetable, add us on Facebook, become a member and get involved in our meetings, events and projects
- Look out and read our newsletter, memos and notices

**Keep Green**

- ✓ Keep the environment clean
- ✓ Pick up litter
- ✓ Recycle as much as you can, use glass bottles rather than plastic bottles where possible  
Metal Scrapman number: Marc 07914337061 (*free pick up*)
- ✓ Look after nature, enjoy walks, the local woods and Happy Valley
- ✓ Be kind to animals and report any missing animals
- ✓ Get rid of bulky waste items appropriately, use the free Croydon Council online service, the local dump, recycling centres, local scrap collectors or get a skip, ask and share the cost/use with neighbours
- ✓ Walk, cycle more
- ✓ Ask a neighbour and car share where possible, we all have to do a weekly grocery shop right!
- ✓ Be mindful that grass cutters, bin men and the foxes leave a mess so help keep the area clean



Remember to respect all people, speak kindly and be caring for one another.

If there is a problem between a neighbour or parking issue then knock on the door, be polite and have a conversation, try and resolve the situation in a positive manner to get a Win-Win result for all. Be considerate and remember we have to share the space with over 1000 people so let's do our best to get along with each other despite our differences. Let's all contribute to making Tollers Estate a nice, friendly, clean and caring environment to live in.

**CONNECT**

**Contact Community at Tollers & Text/Call to collect a Free Litter Picker**

**07403735392 Email the group: [c.a.t.residentsgroup@gmail.com](mailto:c.a.t.residentsgroup@gmail.com)**

**Website: [www.tollers-estate.co.uk](http://www.tollers-estate.co.uk)**

**Facebook: <https://www.facebook.com/groups/Community at TollersResidentsgroup/>**

Events and Celebrations for Every Generation - All ages welcomed

| Date   | Activity and Facilitators  | Date   | Supervisor  |
|--|--|--|---|
| Saturday 26 <sup>th</sup> Jan<br>9.30am-11am   | Community Litter Pick<br>Chris & Tracey  | Saturday 27 <sup>th</sup> July<br>9.30am-11am      | Community Litter Pick<br>Kaysen, Tracey & Chris   |
| Saturday 23 <sup>rd</sup> Feb<br>9.30am-11am   | Community Litter Pick<br>Kaysen & Chris  | Saturday 3 <sup>rd</sup> August<br>1pm-4pm         | Community Fun Day<br>for Every Generation      |
| Saturday 30 <sup>th</sup> March<br>9.30am-11am   | Community Litter Pick<br>Kaysen & Rod  | Saturday 24 <sup>th</sup> August<br>9.30am-11am    | Community Litter Pick<br>Kaysen, Jenny & Chris  |
| Saturday 20 <sup>th</sup> April<br>1pm-3pm   | Easter Celebration for Every<br>Generation  | Saturday 28 <sup>th</sup> September<br>9.30am-11am | Community Litter Pick<br>Tracey & Chris   |
| Saturday 25 <sup>th</sup> May<br>9.30am-11am   | Community Litter Pick<br>Rod & Chris   | Saturday 26 <sup>th</sup> October<br>2pm-5pm       | Halloween Celebration for<br>Every Generation  |
| Saturday 29 <sup>th</sup> June<br>9.30am-11am  | Community Litter Pick<br>Tracey & Chris  | Saturday 23 <sup>rd</sup> November<br>9.30am-11am  | Community Litter Pick<br>Rod & Chris  |
| Saturday 7 <sup>th</sup> December<br>1pm-3pm<br>Christmas Celebration for Every Generation |  |  |    |

Location: Tollers Estate Community Centre, the end of Goodenough Close, Old Coulsdon, Surrey CR5 1BT.

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**Community at Tollers (C.A.T.)  
MEMBERSHIP FORM**

Your details

Full Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 Contact No: \_\_\_\_\_  
 Contact Email: \_\_\_\_\_  
 \_\_\_\_\_  
 Signature: \_\_\_\_\_  
 (I am over 18 years old)  
 Date: \_\_\_\_\_

If you would like more information about the way your information is used and stored please contact  
 Kaysen Asante: 07403735392 or Jenny Shannon 07590822335.  
[c.a.t.residentsgroup@gmail.com](mailto:c.a.t.residentsgroup@gmail.com)

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## Community at Tollers (C.A.T.) MEMBERSHIP FORM

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Community at Tollers is run by a committee of local residents. We aim to support, advocate and connect residents of Tollers Estate to bring about positive change and sustain a thriving environment to live in.

We hold public meetings with local councillors, council staff, local organisations and community groups where you can hear about the activities, campaigns, events, projects and fund-raising opportunities that you can get involved with or voice your concerns about local issues. A quarterly newsletter is also published updating members.

### Join Us?

Membership is open to all Tollers residents (over 18 years old). A basic annual administration charge of £1 per household is payable and members can attend the annual AGM.

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*By providing your personal information on this form, your data will be held on a mailing list and used by committee members of Community at Tollers residents group to keep you informed about the activities of the organisation. Your data will not be shared with any other individuals or organisations. If you would like to have your details removed from our mailing list, or amend the details we hold, you can do so by email: [c.a.t.residentsgroup@gmail.com](mailto:c.a.t.residentsgroup@gmail.com). If you would like more details about the way your information is used and stored please contact Kaysen Asante: 07403735392 or Jenny Shannon 07590822335.*

**Croydon Councils, Resident Involvement Team  
Community Centre Timetable**

|  |                  |                      |
|--|------------------|----------------------|
| School Half Term Holidays (27-31 May 2019)     | 27 May to 31 May |                      |
| <b>Tollers Tuesday Club (2pm-4pm) TBC</b>      | <b>28 May</b>    | <b>13:30 – 16:30</b> |
| Youth Activity Sessions                        | 29 May           | 16:30 – 22:00        |
| <b>BxB Tollers resident engagement meeting</b> | 30 May           | 18:30 – 19:30        |
| Youth Activity Sessions                        | 5 Jun            | 16:30 – 22:00        |
| <b>Tollers Tuesday Club (2pm-4pm)</b>          | 11 Jun           | 13:30 – 16:30        |
| Youth Activity Sessions                        | 12 Jun           | 16:30 – 22:00        |
| Youth Activity Sessions                        | 19 Jun           | 16:30 – 22:00        |
| <b>Tollers Tuesday Club (2pm-4pm)</b>          | 25 Jun           | 13:30 – 16:30        |
| Youth Activity Sessions                        | 26 Jun           | 16:30 – 22:00        |
| <b>Tollers resident engagement meeting</b>     | 27 Jun           | 18:30 – 19:30        |

Lacy Green Parade

**Shell Petrol Station: 01737 550320:**  
Mon-Sun 6:30am-10:30pm

**The Wooden Hive: Pre loved furniture / Homeware /Collectables / Jewellery / Crafts: 07837 842948:** Mon-Thu 9am-5pm/ Fri 9am-7pm/ Sat 10am-5pm

**Londis: Convenience store: 01737 554921:** Mon-Sat 6am-9pm/ Sun 6am-8pm

**Old Coulsdon Pharmacy: 01737 553655:** Mon-Fri 9am-1pm & 2:15pm-6m/ Sat 9am-1pm

**Betfred: Betting Office 0800 0320878 / 0800 7311210:** Mon-Sat 9am-10pm/ Sun 10am-10pm

**Hooks: Newsagent Cash Point Machine: 0208 4078440:** Opening hours unconfirmed

**Five Star Dry Cleaners: 01737 556868:** Mon-Tues 8am-6pm/ Wed 8am-1pm/ Thu-Sat 8am-6pm

**Cafe Shack: 01737 559866** Mon-Sat 6:30am-5pm/ Sun 6:30-4pm

**Admire: Hair & Nails: 01737 557222** Thu 9:30am-5:30pm/ Fri 9:30am-7pm/ Sat 9am-6pm

**KM Barbers: 01737 557663:** Mon-Fri 9am-6pm/ Sat 8am-5:30pm/ Sun 10am-4pm

**S&S Hardware: Building & Decorative Merchant: 01737 556009:** Mon-Sat 8am-6pm/ Sun 9:30am-2:30pm

Taunton Lane

**Marys Convenience Store:** Mon-Sat 6am-9pm/ Sun 7am-6pm

**Dental Practice: 01737 554177:** Mon 8am-1pm - 2pm-5:30pm/ Tue - Wed 9am-1pm & 2pm-5pm/ Thu 8am-1pm - 2pm-5pm/ Fri 9am-1pm - 2pm-5pm/ Sat 9am-3pm/ Open 2 Saturdays per month

**S.H. Musaji & Co Ltd Accountants: 01737 550799/ 01737 550767**

**Man Lee Chinese Takeaway: 01737 556188:** Tue – Sat 5pm-9:30pm/ Sun 5pm-9pm

**Village Kebab & Pizza House: 01737559599:** Tue – Sun 12pm-10pm

**Glade Fisheries Fish & Chips: 0208 405 8248:** Mon 5pm-9pm/ Tue – Thu 12pm-2pm & 5pm-9:30pm/ Fri 12pm-2pm & 9pm-10pm/ Sat 12am-2pm & 5pm-9:30pm

The Parade Coulsdon Road

**Whyatts Coffee Shop Free Wifi: 01737 668088** Winter opening times: Mon - Fri 8am-3pm/ Sat 8am-2pm

**Stella's Emporium Greek Deli/Gift shop:** Tue - Fri 9am-5:30pm/ Sat 9am-5:30pm

**Next Level Barbers: 01737557823:** Mon - Fri 9am-7pm/ Sat 9am-6:30pm/ Sun 9:30-5pm

**John Brown & Mark Youll Estate Agent: 01737 551111:** Mon - Fri 9am-6pm/ Sat 9am-5pm

**Bradmore Green Library Bradmore Way: 0203 700 1003:** Mon 9:30am-6pm/ Tue-Wed 9am-6pm/ Fri 9am-7pm/ Sat 9am-5pm

The Parade Coulsdon Road

**Costcutter Convenience store: 01737 55772:** Mon – Sat 7am-10pm/ Sun 8am-9pm

**McColl's Convenience store Cash Point machine: 01737 553439:** Mon – Sun 6am-9pm

**Post Office:** Mon – Wed 6am-5:30pm/ Thurs 8am-5:30pm/ Fri 6am-5:30pm/ Sat 6am-5:30pm

**Danny's Fish & Chips/ 01737 551274:** Mon – Sat 11am-10pm

**Coral Betting Office: 0800 1690299:** Mon – Fri 10am-8:30pm/ Sat 9am-8pm/ Sun 11am-5pm

**Curry Leaf Indian Restaurant: 01737 556644:** Mon – Sat 5:30-11:30pm/ Sun 12:30pm-2pm & 5pm-10:30pm

**Torio Hairdressing: 01737 554833:** Mon Closed/ Tue-Fri 9am-5pm/ Sat 9am-4pm

**Rowland Brothers Funeral Directors: 01737 555202:** Mon-Fri 9am-5:30pm/ Sat 9am-12pm

**Holmes Pharmacy: 01737 552868:** Mon - Tue 8:30am-1pm & 2pm-5:30pm/ Wed 8:30am-1pm & 2pm-4:30pm/ Thu - Fri 8:30am-1pm & 2pm-5:30pm/ Sat 8:30am-1pm

**Tudor Bakery: 01737 553126:** Mon-Fri 8:30am-5:30pm/ Sat 8am-4pm

**DJs Hairdressing: 01737 555874:** Mon - Fri 9am-5pm/ Sat 8:30am-4pm