

A TASTY SUCCESS: FRESH FRUIT AND VEG FOR BEAM PARK

Beam Park residents enjoyed a fantastic fresh food distribution event in February delivered in partnership with The Felix Project.

The Felix Project, London's leading food-redistribution charity, rescues high-quality surplus food from suppliers and delivers it to communities across the city. Their team arrived at Beam Park with a van full of fresh fruit, vegetables and essential ingredients, ready to support households across the estate. There was a great turn out, with families picking up a wide range of healthy produce to support their weekly meals.

The atmosphere was warm, positive and community-focused, with neighbours chatting, helping one another, and making the most of the fresh ingredients on offer. Within just a few hours, every item of produce had been collected, ensuring nothing went to waste.

Events like this show the growing community spirit at Beam Park and our shared commitment to supporting one another. We look forward to welcoming The Felix Project back for future sessions and continuing to bring meaningful support to residents across the estate.



JOIN US FOR THE BEAM PARK EASTER EGG HUNT!

Get ready for some springtime fun! Beam Park residents are invited to take part in our community Easter Egg Hunt on Thursday 2 April.

Families, children and neighbours can explore Beam Park to find colourful hidden eggs, enjoy the outdoors and celebrate together as a community. Whether you're joining in for the excitement of the hunt or just coming along to enjoy the atmosphere, it's a great chance to connect with others and bring some seasonal joy to Beam Park.

More details on start time and meeting point will be shared soon - so keep an eye out!

Bring your baskets, bring your families and come and join in the fun. We can't wait to see you there!



CONNECTING OUR COMMUNITY: NEWS FROM COUNCILLORS

- Litter pick:** We carried out a litter pick on the estate on Tuesday 24 February. Thank you to everyone that supported us. We're always looking for more helpers, look up 'Beam Park Wombles' on Facebook.
- Marsh Way Junction:** We know that residents hate the sight of collisions at the junction of Marsh Way. The scheme to change the phasing of the lights is approved and we are constantly pushing officers to confirm when this will start.
- Halewood Way:** We're really excited by the potential of the Living Room space on Halewood Way. We're keen to help residents take advantage of the opportunity, especially in the evenings. L&Q can make the space available out of hours. If you have ideas for activities or services you and your neighbours would enjoy, let us know and we'll try to find an organisation interested in running them.
- Stolen parcels:** No one wants their parcels stolen, but unfortunately it can happen from time to time. Please report any incidents of theft to the police.

- You can also use the nearby Parcel Lockers - there's two at the Esso Garage at the bottom of South Street, one for Amazon, and an inPost one that covers all other providers. There's also one at the bottom of Askwith Road that covers DPD.

As always, you can reach out to us for help with any issues at Beam Park.



Cllr Matthew Stanton
councillormatthew.stanton@haverling.gov.uk



Cllr Trevor McKeever
councillortrevor.mckeever@haverling.gov.uk

BEAM PARK®

MAKE YOUR VOICE HEARD!

Join the Beam Park community forum

What is the community forum? Shape your community, together.

The Beam Park Community Forum is your space to connect with fellow residents, L&Q, Vistry and local representatives. It's where we discuss important local issues, provide valuable feedback on services, share ideas and work together to make Beam Park an even better place to live.

Why join?
Become a forum member and you can:

- Have your say:**
Influence decisions that affect your home and neighbourhood
- Stay informed:**
Get direct updates on developments, events and services at Beam Park
- Raise issues:**
Bring community concerns and ideas directly to the table
- Connect with neighbours:**
Meet other residents and build a stronger community spirit
- Make a real difference:**
Actively contribute to improving life at Beam Park.

Who can join?
Your voice matters.

All residents of Beam Park are welcome and encouraged to join the Forum

What's involved?
Get involved.

Membership involves attending quarterly meetings to share your views, listen to others and discuss community matters.



Ready to join or want more information?
We'd love to hear from you.
beamparkenquiries@lqgroup.org.uk

Delivered in partnership



MEET THE BEAM TEAM:

CARETAKER Q&A



GETTING TO KNOW YOU

What’s your name and how long have you been working at Beam Park?

My name is Mark, and I’ve been a caretaker at Beam Park for over four years. During that time, I’ve seen the neighbourhood grow and develop, and I’ve been proud to play a part in keeping the estate running smoothly. Working here for several years has really helped me get to know the buildings, the routines, and many of the residents, which makes my role both meaningful and rewarding.

What part of Beam Park do you look after?

I look after Columbus House, Commodore House, Crestline House, Portland House, Newport House and Canton House on the Havering side of Beam Park.

What part of the estate needs the most attention throughout the year?

The MUGA (Multi-Use Games Area) definitely needs the most attention throughout the year. It’s a popular space used by children, young people and families every day, it naturally experiences a lot of footfall and wear-and-tear. That means regular inspections, litter checks and keeping an eye on surfaces to make sure the area stays clean, safe and ready for everyone to enjoy.

YOUR ROLE AT BEAM PARK

What are the main responsibilities on Beam Park?

My role covers all internal and external communal areas within these buildings, including spot cleaning, regular health & safety inspections and responding to any issues that arise. I also keep an eye on bin stores, corridors, lobbies and outdoor spaces to make sure everything is safe, tidy and running smoothly for residents.

What are the most common issues or requests you help residents with?

A lot of the requests I receive are related to cleaning and general upkeep of the communal areas. Residents often come to me with questions about the cleanliness of corridors, bin stores and shared spaces, or to report something that needs extra attention.

Another big part of my role is helping bridge the gap between residents and the Neighbourhood Team. I’m often the first person residents see day-to-day, so they’ll raise questions or concerns with me that I then help signpost to the right place. Whether it’s reporting repairs, passing on estate-wide concerns, or explaining how certain processes work, I support residents in getting their queries to the right team quickly and clearly.

KEEPING BEAM PARK LOOKING ITS BEST

What’s one “small job” that makes a big difference?

One small task that makes a surprisingly big difference is litter picking. It might seem simple, but regularly walking around to collect loose rubbish keeps the whole environment looking tidy, welcoming and well-cared-for. It also helps prevent rubbish from building up in corners or play areas and it encourages everyone to take more pride in the shared spaces. A quick litter pick can completely change how clean and pleasant the development feels for residents.

What’s the most common issue you get called about?

The most common issues I’m contacted about are cleaning-related queries and lift concerns. Residents often reach out when communal areas need extra attention. I’m also frequently asked to check on the lifts, especially if they are not working as expected or need to be reported for repairs. Because both cleaning standards and lift reliability have such a big impact on day-to-day living, these are the two areas where I receive the highest number of requests. My priority is always to respond quickly and make sure any issues are escalated to the right team so they can be resolved as soon as possible.

WORKING WITH RESIDENTS

How can residents help you keep Beam Park clean and safe?

Residents can make a huge difference by helping with a few simple everyday actions. One of the biggest helps is avoiding dropping litter – even small items can build up quickly and affect how clean and welcoming our shared spaces feel. Following the correct bin and recycling procedures also makes a big impact, as it helps keep bin stores tidy, prevents overflow and reduces pests.

Another really valuable way residents can support the estate is by reporting any issues they spot in their blocks as soon as possible. Whether it’s a spill, damage, a faulty light or general concerns, the quicker something is reported, the faster it can be put right. It all contributes to keeping Beam Park safe, clean and enjoyable for everyone.

What’s the best way for residents to report issues that need attention?

The quickest and most effective way for residents to report any issues is by calling the L&Q Call Centre on **0300 456 9996** or logging the problem online via the L&Q website. Both of these routes ensure your request is officially recorded, correctly logged, and sent straight to the right team, which helps speed up response times.

It’s important to avoid emailing a member of L&Q staff directly – even if it’s someone you’ve spoken to before – as this often slows the process down. When an issue isn’t logged through the official system, it can’t be tracked properly and may take longer to reach the right service team. Using the correct reporting channels means your concern is actioned promptly and nothing gets missed.

A BIT MORE ABOUT YOU

Do you have a favourite spot around Beam Park?

My favourite spot has to be Central Park. It’s one of the most welcoming areas on Beam Park and it’s great to see how many residents use it. Central Park always has a positive atmosphere. It’s a space that really brings the community together and it’s one of the places I enjoy being around the most while working.

If you could describe Beam Park in three words, what would they be?

I’d describe Beam Park as potential, challenging, and rewarding.

There’s so much potential here as the neighbourhood continues to grow and develop. Like any new community, there are challenging moments while everything settles and systems improve. But overall, working here is incredibly rewarding – seeing the progress, supporting residents, and watching the community come together makes the job meaningful every day.

MARK, CARETAKER - BEAM PARK

REPORTING REPAIRS

Help us help you!

Urgent repairs:
Please call the office directly.
Do not email your NHL.

Non-urgent repairs:
reportarepair@lqgroup.org.uk

General Queries:
contact@lqgroup.org.uk or
<https://www.lqgroup.org.uk/contact-us/webforms/query-form>

Using the correct channels ensures your issue is resolved faster!



COMMUNITY SAFETY
- WORKING TOGETHER

We're working closely with the **Safer Neighbourhood Team (SNT)** to reduce rising anti-social behaviour (ASB) across Beam Park. Expect more police presence in the area.

If you witness suspicious or criminal activity, please email:
SNTBeamPark@met.police.uk
or call the police directly on **999** to report.



PARKING RULES

ANPR and CCTV Cameras coming soon! ANPR logs every vehicle entering and leaving, creating a digital record.

Benefits include:

- Knowing exactly who entered and when
- Automatic alerts for unauthorized or banned vehicles.

Due to the number of parking offences on the development we are adding CCTV cameras site wide for everyone's safety. Beam Park is a **car-free development** with a limited number of **disabled and visitor bays**.

- Do not park outside marked bays. Doing so will result in a **parking charge notice (PCN)**.
- **L&Q cannot assist with PCN appeals.**

To report unauthorised parking, visit:
www.parkingcontrolmanagement.co.uk/report/

For obstructive parking, TORT notices may be issued, and vehicle removal may follow.



BULK ITEMS AND BIN
STORE ETIQUETTE

Fly-tipping harms our community and will result in **costs added to service charges**.

Please help us by disposing of bulky items responsibly:

- Take items to your **local tip**

Book a collection service:

- Havering: 01708 432563
- Barking & Dagenham: 020 8215 3000.

Donate usable items to charity:

- TCL Reuse Charity: 020 8553 5880
- Ask retailers to remove old appliances when delivering new ones.

CCTV monitoring is in place. Residents found fly-tipping may be charged for removal.



DOGS ON BEAM PARK - A POLITE REMINDER

We've received reports of:

- **Urinating** in communal areas (damaging carpets)
- **Dogs off-Lead** on podiums causing nuisance
- **Fouling** on pathways and in gardens

This is not acceptable and must stop immediately.

All residents must **register their dogs** using the Pet Dog Registration Form.

Unregistered dogs are a **tenancy breach - please act now.**



GET IN
TOUCH

There are lots of ways you can get in touch with us:

You can contact our Customer Service Centre by calling **0300 456 9996** or emailing us at **contact@lqgroup.org.uk**

To speak to us about a repair you can call us on **0300 456 9996** or to tell us of a new repair, you can complete our online report a repair form on our website. You should also call this number for emergency repairs, where there is an immediate danger to you or members of the public.

If you need to speak to us about any non repairs-related issues, you can speak to your Neighbourhood Housing Lead.

Get more involved with us and help shape the services we provide to you. You can find out more about resident involvement opportunities in the 'L&Q community' section of our website.



COMPLAINTS

We'll always aim to deliver a service that you're happy with, but if this doesn't happen, we have a formal complaints process you can use.

To find out more, visit: **www.lqgroup.org.uk/contact-us** or call **0300 456 9996** and we'll do our best to put things right.

L&Q is a member of the Housing Ombudsman Scheme and follows their Complaint Handling Code, so if you're still not satisfied after we deal with your complaint, you can contact the Ombudsman at **www.housing-ombudsman.org.uk** or by calling **0300 111 3000**.

HAVE YOUR SAY

Do you have any ideas you would like included in the next newsletter? If so, email **beamparkenquiries@lqgroup.org.uk** and your request may be featured in the next edition!



CONNECT WITH YOUR LOCAL POLICE THROUGH MET ENGAGE

Keeping our community safe is a partnership and there's a great new way for you to play your part. The Metropolitan Police have launched a new online platform called Met Engage, designed to help you connect directly with your local officers and have a say in how our area is policed.

What is Met Engage?

Met Engage is a digital platform that gives you direct access to key information, advice, and your local policing team. It's a space where you can get to know the officers who work in Beam Park, help shape local policing priorities, and stay informed about what's happening in our neighbourhood.

How to Get Involved

Signing up is quick and easy. To join the platform and start making a difference, visit the Met Engage website today. Visit the Met Engage homepage here: <https://www.met.police.uk/police-forces/metropolitan-police/areas/campaigns/2025/stay-informed-with-met-engage/>

Why Should You Sign Up?

- **Stay Informed:** Get accurate, timely updates directly from the police
- **Have Your Say:** Help influence the policing priorities for our area
- **Build Connections:** Get to know your local officers and build a stronger, safer community together.





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Beam Stream website

The Beam Stream website is almost complete! In the meantime, please continue to sign up to our mailing list using the QR code to the left. If you have any issues, please email:

BeamParkEnquiries@LQGroup.org.uk



Visitor parking app

PCM have a Virtual Visitor Parking App. All vehicles parked in the marked VP bays must be registered for a valid Virtual Visitor Parking (VVP) parking session.

To download and register for the app, please search for 'Virtual Visitor Parking' in your app store or scan this QR code. Don't forget – you can self-enforce your own allocated parking bay by applying for the use of the PCM self-enforcement app. For more information on how this service can work for you. Please contact PCM on **01753 512 603** or visit: **www.parkingcontrolmanagement.co.uk/contact**

CONTACT THE TEAM TODAY

If you're experiencing maintenance issues with your home:

Private purchasers

- Contact Countryside Customer Services on **01277 233 699** or **customerservicespseast@cpplc.com**

L&Q tenants and leaseholders

- Contact L&Q Aftercare team to report any issues with your property on **020 8189 7604** between 8:30am – 5pm (Mon – Fri) or at **lqaftercarelondon@lqgroup.org.uk**
- For out of hours, please call **0300 456 9998**

Questions about the new homes or the ongoing construction work

- Countryside Marketing Suite, open daily, 10am – 5.30pm **020 3813 9139** or visit **www.beampark.com**

L&Q Shared Ownership homes

- **020 8189 7502** or visit **lqhomes.com/beampark**

Estate and block management queries

- Contact your L&Q Neighbourhood Housing Lead at **contact@lqgroup.org.uk** or **0300 456 9998**
- Caretaking Supervisor Ray Stares on **07984 602 399**

L&Q Energy

- Contact L&Q Energy helpdesk about your account **landqenergy@lqgroup.org.uk** or **0333 003 3733**

For information on community engagement events and activities

- Please contact: **beamparkenquiries@lqgroup.org.uk**