

CRTRA RESIDENT UPDATE

Autumn 2026 | Charterhouse Road Tenants & Residents Association

Residents spoke. CRTRA listened. Here is what came out of the Residents Meeting on 26 September 2026 - and what is happening next.

What residents told us

Residents raised concerns, suggested improvements and agreed the issues that matter most across the estate.

1

Road safety

Speeding, wrong-way traffic, pavement parking, signage and pedestrian safety.

2

Bins, waste & fly-tipping

Overflowing bins, missed collections, bulky waste, dumping and bin-area management.

3

Noise nuisance

Recurring late-night disturbance and the need for clearer reporting and follow-up.

Why this matters

Residents asked CRTRA to keep communal concerns visible, follow up responses and report back rather than allowing issues to disappear into separate individual complaints.

What has happened since

Waste and bin collections

Southern Housing has confirmed that general waste and recycling collections are scheduled for Tuesdays and Fridays. Missed collections are chased with Hackney Council, and residents can also report missed collections directly.

Bulky waste

Southern Housing arranges a weekly contractor visit to remove bulky waste and fly-tipped items. CRTRA has asked for the regular collection day so additional collections can be planned when needed.

Road safety

The road-safety questions remain open. CRTRA is asking Southern Housing to identify the correct officer or department for speeding, wrong-way traffic, pavement parking and traffic-calming options.

Parcel lockers

CRTRA is exploring an InPost locker as one possible solution to parcel theft. InPost has advised that it would cover installation and maintenance costs, subject to landlord permission and a suitable site.

Resident access & communication

The committee has proposed an additional weatherproof glazed noticeboard near the beginning of Charterhouse Road and a Housing Officer surgery at the Community Centre.

WHAT WE ARE WORKING ON NEXT

Other issues raised at the meeting

Estate and communal lighting | security gates, doors and locks | Mayne Court lift and emergency alarm | grounds maintenance | secure bike storage | parcel theft | clearer Southern Housing contacts

Road safety & parking

Find the right Southern Housing lead and continue pushing for a review of speeding, wrong-way traffic, signage, pavement parking and practical traffic-calming options.

Bike storage

Explore secure bike lockers on the Charterhouse Road side, similar to the lockers already used around the Electric Block.

Lighting, doors & locks

Continue reporting and chasing communal lighting, access, door and lock issues, including separate concerns at Charles Utton.

Bins, bulky waste & fly-tipping

Use resident reports and walkabout evidence to improve problem areas, clarify bulky-waste collection days and encourage responsible disposal.

Parcel security

Continue discussions with InPost and Southern Housing about a possible parcel locker, including location, landlord permission and electricity arrangements.

Resident communication

Improve noticeboards, keep the website and WhatsApp group updated, and ask Southern Housing for clearer contact and escalation information.

THANK YOU FOR SPEAKING UP

The more residents who share concerns, ideas and evidence, the stronger our collective voice becomes. CRTRA will continue to raise communal issues, follow up responses and report back.

Stay involved

- Attend future Residents Meetings and committee updates
- Send estate-wide concerns or suggestions to CRTRA
- Use the CRTRA website, WhatsApp group and noticeboards for updates
- Report urgent repairs, safety matters and tenancy issues through the appropriate Southern Housing channels

Charterhouse Road Tenants & Residents Association (CRTRA)

Resident-led community group supporting and representing local residents.

Email: charterhouseroadtra@hotmail.com | Tel: 07359 431441