

# Resident



# NEWS

WALTHAMFOREST.GOV.UK/HOUSING  
ISSUE 24 | WINTER 2024



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# EVENTS



## EASTER THEMED EVENTS

Over the Easter break our contractor, Morgan Sindall Property Services, will be hosting several Easter themed events across the borough. There will be plenty of arts, crafts and family fun to enjoy. No booking is required, just come along and get creative with us!

- 3 April - Easter Crafts**  
 Priory Court Community Centre, 1 Priory Ct,  
 London E17 5NB  
 1pm to 4pm
- 5 April - Easter Movie afternoon**  
 X7eaven Academy Nexus Centre, 3 Snowberry Close,  
 Leytonstone, E15 2AH  
 1pm to 4pm
- 10 April - Easter Egg Hunt**  
 St Johns Church, Outwood Common Rd, Billericay CM11 2LE  
 1pm to 4pm
- 12 April - Easter Egg Decorating**  
 Aldriche Way Community Room, 128, 132 Aldriche Way,  
 London E4 9LU  
 1pm to 4pm

## DOMESTIC ABUSE HELP

Whether you would like to get advice, just talk about your concerns or access immediate support, you can meet with a specialist worker at one of our Family Centre Hubs. There's no need to book an appointment, just drop into one of our scheduled weekly sessions.

- Leyton Children and Family Centre Hub**  
 215 Queens Road London E17 8PJ  
 Monday Tuesday and Wednesday – 10am to 4pm
- Chingford Children Family Centre Hub**  
 5 Oaks Grove Chingford, E4 6EY  
 Friday – 2pm to 5pm
- Walthamstow Children and Family Centre Hub**  
 313 Billet Road Walthamstow E17 5PX  
 Thursday – 10am to 4pm

## ENERGY CAFÉS

Our contractor, Morgan Sindall Property Services, is delivering a programme of support and advice sessions for residents on energy awareness.

These sessions can be delivered over the phone, virtually, or face to face and occur on the first Wednesday of each month from 10:00am until 12noon. To book a space please email [CSRbox@morgansindall.com](mailto:CSRbox@morgansindall.com).

- 3 April
- 1 May
- 5 June
- 3 July



**Resident events near you.** Keep up to date with events in your local area by checking our website regularly [www.walthamforest.gov.uk/events](http://www.walthamforest.gov.uk/events)

# WELCOME FROM COUNCILLOR AHSAN KHAN



## Welcome to the first edition of Resident News in 2024.

Last year the Housing Services department launched a new service improvement plan, to review and improve our existing services while looking at new ways to help you, our residents. This programme focused on several different areas including – repairs / reshaping our homelessness support offer and preparing for the new social housing regulations coming into force on 1 April 2024.

It's always good to reflect on a couple of key achievements of this programme. Working with Morgan Sindall Property Services (MSPS) we have reduced our outstanding historic repairs - in March 2023 there were 1493 and at the end of February there were 84 cases. We launched our new Housing Sustainment Team at Leyton Family Hub and reintroduced our face-to-face appointments at Leyton Library. Both incredible value services which help our most vulnerable residents in the borough. As part of the new Regulatory Regime for Social Housing the government has introduced a new set of Tenant Satisfaction Measures

(TSMs) to help residents to be able to scrutinise their landlord's performance. One of those TSMs was regarding complaints. We introduced our dedicated complaints team, and performance on stage 1 complaints has improved to 86% responded to on time. Looking through this issue, it is great to see that we are meeting most of our performance targets but there is still some room for improvements, and we will be working hard to introduce plans and actions to reach those targets as soon as possible.

We're also developing our new Housing Strategy including our Homelessness and Rough Sleeping Strategy as well as the Housing Compact Strategy. These strategies will set out how the Council and our partners can work together to tackle the housing challenges facing our community and improve residents' individual and community wellbeing. Last year we held a series of focus group sessions, and our strategy has been informed by the experiences of people living in Waltham Forest.

Finally, at the end of February Waltham Forest's Full Council voted to adopt the Local Plan (Part 1). Adopting the Local Plan will future proof Waltham Forest for many years to come. For decades, the UK simply hasn't built enough homes. Population growth and a lack of housebuilding has led to soaring house prices in the whole of London, including Waltham Forest. If we don't build enough homes in the borough, our young people will never be able to purchase their own home and we will never deliver enough affordable housing to meet the needs of the 6,000 people on our housing register.

Through our new Local Plan, we can do something about that. We can steer the delivery of the 27,000 new homes that we know the borough needs whilst ensuring that the infrastructure needed to support them is provided, that local jobs and facilities are secured, flood risk is reduced, communities are safe, air quality is improved and that the unique and special characteristics of the borough are protected and enhanced. You can read

about all the new homes we are developing in the Regeneration Update on page 11.

The council's direct contributions to meeting Local Plan targets are explained in the separate Capital Investment Strategy, which contains details on how £749.2m will be invested by the local authority across the borough. The council will build 3,017 new homes, of which over half will be affordable, and create 1,116 new jobs alongside 638 apprenticeships and work placements. These skills will help set local young people up for success in their future careers –the builders of tomorrow will lay their first foundations in Waltham Forest. I look forward to sharing more details about the Local Plan and how it will benefit you soon.

Until then take care. I hope you enjoy this edition of Resident News!

Thank you.

**Councillor Ahsan Khan**  
Deputy Leader and Portfolio Lead for Housing and Regeneration

# REPAIR & MAINTENANCE UPDATE

## ACCESS TO CARRY OUT REPAIRS AND PLANNED WORK



We have recently introduced new ways of working around arranging access with residents who need repairs or work done in their home.

Most residents arrange access directly with our contractors at a time that suits them. Where this is not possible, the council will step in and work with the resident to arrange access.

All residents, leaseholders, and tenants have a requirement in their contract to provide the Council and its contractors with access where it's required. Access is essential to carry out important repairs or safety checks in residents' homes. In many cases, those repairs are likely to be affecting other residents, especially those in high-rise blocks. We recognise that some residents have complex situations and require more support to enable access. We will always look to work with residents to facilitate the access required to carry out important repairs and checks. Should that fail then we will take legal action if we are unable to agree access.

## LET US KNOW YOUR FEEDBACK



Our contractor, Morgan Sindall Property Services, collects feedback through their customer engagement tool, so they can continually learn and improve the service provided. Residents receive a short survey at key points during the repair service journey by text or email. The survey asks one question "How helpful was the service we provided? Please rate your experience from 1 to 5, with 1 being very poor and 5 being excellent." From analysing the feedback so far, the engineers are helpful, polite, professional and friendly. But if you receive a text or email, please let us know what you think.



## LEASEHOLDER UPDATE

### SERVICE CHARGES

We are due to send you your service charges for the period 2024/25.

We will be sending the following items to you:

#### 1. Service Charge Estimate, Ground Rent and Buildings Insurance 2024/25

This is the estimated charge for the period 1 April 2024 to 31 March 2025; this charge is for the services to the common areas to your building and/or estate. It will also include your Ground Rent and Buildings Insurance charges, if applicable. Payments can be spread over 12 months.

#### 2. Service charge actuals 2022/2023

Will be issued shortly and should be with you by the end of March. The service charge actuals 2023/2024 will be issued in October.

#### 3. Shared Ownership rent invoice 2024/25

Annual rent for shared ownership properties, these will be issued by the end of March. These are payable over 12 months.

# PERFORMANCE UPDATE



As part of the new Regulatory Regime for Social Housing the government has introduced a new set of Tenant Satisfaction Measures to help residents to be able to scrutinise their landlord's performance. Here are some examples of our performance against the new Tenant Satisfaction Measures for the last business year (2023-2024).

London Borough averages were as of September 2023. This data was provided by HouseMark who surveyed London Boroughs. Not all Boroughs responded, the results should be treated as indicative.

Tenant Satisfaction Measure	2023/24 Performance (%)	2023/24 Median London Borough averages (%)	How do we compare to other London Boroughs?
% of Gas safety checks completed on time	99.64%	99.84%	Lower than average
% of Fire safety checks completed on time	100%	100%	Good
% of Complaints responded to within 10 days	87.20%	76.70%	Good
% of residents satisfied with Landlord	61%	60.80%	Average
% of residents satisfied with repairs	61%	66%	Lower than average
% residents satisfied that the landlord keeps communal areas clean, safe and well maintained.	63%	61.5%	Good
% of residents satisfied that the landlord makes a positive contribution to neighbourhoods	67%	61.9%	Good
% of residents satisfied with the landlord's approach to handling anti-social behaviour (ASB)	61%	55.5%	Good



## YOU SAID, WE DID

We are listening and acting upon resident feedback to help us continually improve the services we provide. Residents asked how we are using their feedback to make improvements to our service. Each quarter we review our resident survey responses, analyse complaints and our resident responses to the Tenant Satisfaction Measures (TSMs) to identify key learnings. This update focusses on feedback on the repair service delivered by Morgan Sindall Property Services (MSPS). Below are just a few of the changes we've made because of your feedback.

### YOU SAID

It takes too long to get a repair done.

For your repairs appointment, we've not always attended when we said we would.

When we get things wrong it's not easy to make a complaint to put things right.

There are issues with poor quality works or works not completed.

Complex repairs take longer than they should.

### WE DID

We have been working closely with Morgan Sindall Property Service (MSPS), our repair and maintenance contractor, to deal with the historic repairs backlog that arose during the pandemic. We have now significantly reduced this backlog of cases from in March 2023 we had 1493 to February 2024 we had 84 cases. Meaning we can now attend jobs more promptly.

We have had a firm commitment from our contractors and surveyors to always contact you beforehand if we need to reschedule an appointment.

We know that it hasn't always been easy to make a complaint. We now have a dedicated team to investigate and resolve your repairs related complaints.

We now have surveyors carrying out regular spot check on completed repairs. We will be increasing the number of in-person checks during 2024.

We have now added some extra resources to our repairs team, meaning we will be able to provide a more responsive service. We have also set up a tracker so we can provide a more targeted approach for our complex repair cases. Each week we meet with our contractors to go through any actions, keeping everyone informed and updated to ensure we resolve these cases as soon as possible.

# BUILDING SAFETY UPDATE

## DO YOU KNOW THE FIRE RISKS ASSOCIATED WITH HOARDING?

### What is hoarding?

The NHS summarises it as “where someone acquires an excessive number of items and stores them in a chaotic manner. The items can be of little or no monetary value and usually result in unmanageable amounts of clutter.”

Sometimes people collect and hoard things in their home, unfortunately this leads to an increased risk of fire.

Due to the increased number of possessions, exit routes can become blocked, making safe evacuation more difficult. Fires can also spread much faster when there are flammable items around.

**If you or someone you know is exhibiting hoarding behaviours and you would like some help, please email the Waltham Forest Safeguarding Adults team on [WFDLiaison@walthamforest.gov.uk](mailto:WFDLiaison@walthamforest.gov.uk) or call 0208 496 3000. Your call will be treated in the strictest confidence; the team is available 24/7 - 365 days a year. If you have concerns about a vulnerable adult, it is not your responsibility to intervene or investigate. Please refer to the Safeguarding Adults team who are responsible for this.**



### SIMPLE MEASURES TO KEEP YOU AND YOUR LOVED ONES SAFE



#### **Provide contractors access to your home when required**

so they can carry out essential building safety inspections and works.



#### **Keep emergency pathways clear**

do not put plants, bicycles, prams, toys or any other obstructions outside your flat or communal hallways. Keep them clear.



#### **Close internal doors at night or when you leave the house to prevent the spread of fire**

By closing your internal doors, you can help prevent the spread of a fire, smoke and toxic fumes.



#### **Be extra careful with exposed flames**

never leave lit candles unattended, keep matches away from children, ensure cigarettes are stubbed out and disposed of carefully.

## DAMP AND MOULD GUIDANCE FOR COUNCIL TENANTS



Damp and mould are a top priority for the Council, and so is the health and safety of our residents.

### How to report damp and mould

Damp and mould are easier to tackle when they are caught early. If your home has issues with damp or mould, please report it by:

- completing our online e-form, or
- calling our customer resolution centre on 0208 496 4197

### Scan the QR code and download our Damp, Mould and Condensation leaflet

for some practical steps  
you can take to help reduce  
condensation in your home.



## DO YOU NEED A PERSONAL EMERGENCY EVACUATION PLANS (PEEP)?



A PEEP highlights to the emergency services and Waking Watch vulnerable residents who would need help and assistance when evacuating the property.

If you live in one of our buildings with a Waking Watch and feel like you, or someone in your family, would require a PEEP, please contact your Tenancy Officer by emailing [Tenancy.Management@walthamforest.gov.uk](mailto:Tenancy.Management@walthamforest.gov.uk)

If you have previously completed a PEEP, but your circumstances have changed, please let your Tenancy Officer know. They can update your PEEP and make sure we have the right support in place for you.

## WORKING TOGETHER TO PREVENT AND STOP HOUSING FRAUD

Throughout the year our Tenancy Officers and the council's Corporate Anti-Fraud Team (CAFT) are working together to prevent and detect housing fraud that happens at the expense of the council, borough and the wider community. This is to make sure public funds go to those who genuinely need it.

There are many different types of housing fraud, such as unlawful subletting, housing application fraud, wrongful succession, abandonment and Right to Buy.

Some cases are deliberate and committed purely for profit, while others occur when family or friends try to help each other out by bypassing application processes or providing misleading information.

In April 2023, a report by the Tenancy Fraud Forum (TFF) and Fraud Advisory Panel (FAP) estimated that 148,000 social housing homes in England are fraudulently occupied. This puts a huge strain on councils, leaving many people on lengthy waiting lists and increasing the risks of homelessness because homes are not available to those who need them.

We caught up with Sally\* who was in temporary accommodation in Enfield but is now a tenant of a previously fraudulently occupied property. Sally says:

“ Living back in Waltham Forest makes a big difference to our lives. My rent is now more affordable, and I can help my mum who lives nearby. And my daughter is happy to have a permanent home. ”

Cllr Ahsan Khan, Deputy Leader and Cabinet Member for Housing and Regeneration, said:

“ Waltham Forest Council takes the allegations of fraud extremely seriously and is committed to preventing, detecting and thoroughly investigating any fraud, corruption and dishonesty. Combatting housing fraud is high on our agenda, making sure that homes are made available for those who genuinely need them. These positive outcomes are the testament to the hard work of our diligent CAFT and Tenancy Officers working together to ensure that the people who live in our properties are the lawful tenants. ”

**Every unlawfully sub-let council property deprives a genuine Waltham Forest housing applicant of the chance of a home.**

\*Resident name changed

Between April and November 2023, the council has:

RECOVERED

31



PROPERTIES

WHERE  
THERE IS AN  
ALLEGATION  
OF TENANCY  
FRAUD

14



PROPERTIES

ARE AWAITING EVICTION

REFUSED

6

HOUSING  
SUCCESSION  
APPLICATIONS



54

PROPERTIES

ARE AWAITING CIVIL  
LEGAL COURT ACTION



THE CAFT ALSO DIRECTLY STOPPED 6 RIGHT  
TO BUY APPLICATIONS AS A RESULT OF  
INVESTIGATIONS, WHICH EQUATES TO

£767,400 IN MAXIMUM  
DISCOUNT SAVINGS.



Help us stamp it out. If you have a genuine suspicion that a council property is being used for fraudulent activity, you can report this anonymously to a member of our Corporate Anti-Fraud Team by calling our 24-hour a day hotline on 0300 003 1099 or you can email us at [fraud@walthamforest.gov.uk](mailto:fraud@walthamforest.gov.uk). You can report anonymously and any information you provide will stay confidential.

# SPECIAL FEATURES UPDATE



## DAY IN A LIFE... MEET JOHN, CARETAKER FOR JOHN WALSH PLUS OTHER PROPERTIES NEARBY.

John shares what a typical day in the life is like while working on our estates. Our Caretakers clean and maintain the communal areas on our estates. Watch the video by scanning the QR code.



## ESTATE BIKE HANGARS



If you live in a house or flat with limited space, cycle storage can be a challenge. To help, we've installed over 750 bike hangars, giving residents living on our estates an accessible and secure place to store their cycles. So, if you're tired of struggling in the stairwell or want to free up some space in your flat, why not apply for a space by visiting <http://bit.ly/estatebikehanger>

**Annual membership is just £37.50 a year.**

## OUR COMMUNITY LIVING ROOMS HAVE EXPANDED

We now have an expanded network of 27 Community Living Rooms across the borough. These are spaces that anyone can drop in and use – to get warm, socialise, get food, and take part in activities.

Many of the spaces will also offer information, support and guidance – e.g. Citizens' Advice Bureau drop ins, sessions with our Digital Champions, or advice from representatives from the London Renters' Union.

Find a list of spaces open near you on our dedicated map. For more information, please visit [www.walthamforest.gov.uk/get-involved/community-living-rooms](http://www.walthamforest.gov.uk/get-involved/community-living-rooms) or scan the QR code



# DOMESTIC ABUSE SURVIVORS'

## HOMES TO BE PROFESSIONALLY FURNISHED IN PILOT SCHEME

A new partnership between the council, housing association Peabody and charity Furnishing Futures, will see us working together to create professionally designed, fully furnished homes for domestic abuse survivors.

Many survivors flee abusive relationships with nothing, worried about the future and potentially facing furniture poverty. With minimal finances, vulnerable families must choose between living without furniture or taking out expensive loans. This scheme will provide safe, affordable, and ready-furnished homes for survivors to move into and rebuild their lives.

The Furnishing Futures team have unique backgrounds in both support work and interior design. They work with residents to find out exactly what they need to make their home as comfortable as possible, while being mindful of their past traumas. They use furniture donated by their contacts in the interior design industry and supporters of the charity. In doing so, they saved 36,000kg of unwanted furniture from landfills last year alone – saving residents money and protecting the environment.

To date, Furnishing Futures has helped 88 women and children across the capital get back on their feet. They have also supported a further 43 women and children through their work in furnishing and redecorating women's refuges

## GET HELP AND ACCESS TO SUPPORT SERVICES



Drop in to one of our weekly domestic abuse help sessions held at our Family Hubs across the borough. No appointment needed, for more information see the Events section on page 2.



24-hour support is available by calling the National Domestic Abuse Helpline on **0808 2000 247**.



You can also call Waltham Forest Solace Women's Aid on **07340 683 382** or visit their website [www.solacewomensaid.org](http://www.solacewomensaid.org)



If you are worried about your own behaviour and think you might be at risk of hurting your partner or family, contact the **Respect Helpline** on **0808 802 4040** or visit the website [www.respect.org.uk](http://www.respect.org.uk). It is confidential and free to call. If you think you or someone else may be at immediate risk of harm, please call **999**.

# REGENERATION UPDATE



## New affordable homes completing at Fellowship Square this summer

Things are moving fast at Fellowship Square! Construction works continue at pace to deliver much-needed affordable housing. On 15 February 2024, we celebrated reaching the top floor of the first residential building at the development, it's set to complete this summer and will deliver 61 affordable homes including 27 for local residents on the Waltham Forest housing list.

Have you seen the new gardens at Fellowship Square yet? Get a sneak preview as you walk around Chestnuts Field before, they officially open this spring. The landscaping works behind the Town Hall include a Commemorative Garden and Sensory Garden, both providing tranquil spaces for calm and reflection. In addition, a new all-weather footpath has been installed across the western edge of Chestnuts Field, linking the Town Hall to the Feel Good Centre, with new lighting to make people feel safer. A new Wetlands has been created to collect surface water drainage from across the site to mitigate flooding whilst also providing a new biodiverse habitat, all of which has been paid for by the Fellowship Square development.

## New homes at the Wood Street Families and Homes Hub will complete this summer

A bit further across town, the Wood Street Families and Homes Hub on the site of the former Wood Street Library will provide 67 new homes, 29 for social rent and 38 for shared ownership. The homes will be built above office space hosting the council's Families and Homes services and

a commercial unit for a small shop or café. The residential works are set to complete this summer.

## First residents move into Walthamstow Skyline building

In autumn 2023 we completed the Skyline building just opposite Walthamstow Central Station and we celebrated its completion and the first residents moved in. The development includes 91 new homes, with 50 per cent of them affordable including 23 for social rent. There's still much more to come this year with the completion of a new nursery, a redesigned pocket park just outside, and the University of Portsmouth teaching hub.

State-of-the-art social care and education facilities in Leyton funded by sale of new homes

In February, we celebrated the completion of the final stage of the Leyton Green Partnership, a project that's provided state-of-the-art social care and education facilities in Leyton funded by the sale of new homes. Over the past year, we have delivered 463 new homes, including acquiring approximately 200 new build homes in Leyton for use as affordable housing. The Leyton Green Partnership project is just one small part of our ten-year plan to create over 3,000 homes to tackle the housing crisis



## RENT CHANGES IN THE NEW FINANCIAL YEAR

On 22 February 2024 the Council agreed next years' rent increase and service charges. Rents for social housing are to be increased by 7.7% from

# MONDAY 1 APRIL 2024

in line with the Rent Standard for registered providers of social housing. All tenants should have now received a letter confirming their rent increase and service charges.



## NEED HELP WITH YOUR RENT?

We know the last year has been incredibly difficult and as a result some council tenants may have fallen into rent arrears. If you have any problems keeping up with your rent payments, we are here to help. We have specialists in our Rents team who can help you get all the financial assistance available. We can also help with money management skills, managing debts, or help with getting back into work or gaining better skills to help get a better paid job.

Get in touch with our  
**Rents Team today**

✉ [rents@walthamforest.gov.uk](mailto:rents@walthamforest.gov.uk)

☎ 0208 496 3000

## A FOCUS ON COMPLAINTS



We know things can occasionally go wrong. As a housing resident, you have the right to voice your concerns and complaints about any issues that impact your living conditions. Whether it is about maintenance, repairs, waste management, caretaking, noise, safety, or any of the services we are responsible for providing to you as council tenant or leaseholder. We would like to hear from you so we can work together to find a solution. That is why we have a complaints procedure that is easy to follow and transparent.

**We welcome complaints and feedback as a valuable opportunity for us to learn from our mistakes and to make improvements for the future. Once being made aware of an issue; we expect our staff to listen and put things right quickly as the first point of contact.**

In our last edition of Residents News, we highlighted our Complaints Procedure and outlined how to make a complaint should the need arise. As a reminder, you can find more details about our complaints procedure on our website [www.walthamforest.gov.uk/council-and-elections/making-complaint-or-compliment](http://www.walthamforest.gov.uk/council-and-elections/making-complaint-or-compliment) or scan the QR code



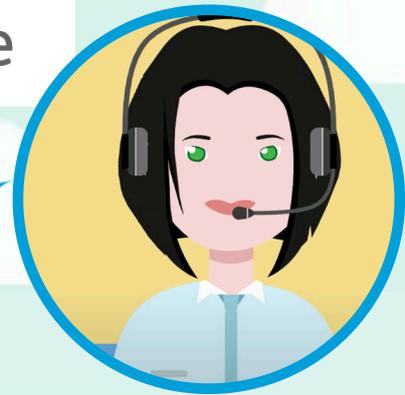
Remember, if you are not satisfied with our response after going through our complaint procedures, you have the right to escalate your complaint to the Housing Ombudsman.

In future editions of Resident News, we'll be highlighting our learning from your complaints and what we are doing to improve the services we provide to you. We always value your feedback and would like to ensure you are happy with our services. If you have any questions or concerns, please do not hesitate to contact us.



# Housing

Ombudsman Service



We can help if you have  
a problem complaining  
to your landlord

## Contact us



0300 111 3000



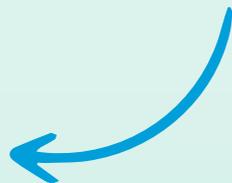
[info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)



Housing Ombudsman Service,  
PO Box 152, Liverpool L33 7WQ



[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)



# RESIDENT ENGAGEMENT UPDATE



## YOUR RESIDENT'S NEWS IS GOING DIGITAL!

Keep up to date with all the latest news on our housing and regeneration projects by signing up to our Building a better Waltham Forest e-newsletter. It will include our what's happening across Waltham Forest, and you'll receive your own digital magazine version of Residents' News by email.

Keep up to date and sign up to our email newsletters for all the latest updates and news across Waltham Forest Services.

Visit [www.walthamforest.gov.uk](http://www.walthamforest.gov.uk)

## STAR PANEL UPDATE

### Strategic Residents' Group has a change of name

The Strategic Group of Residents otherwise known as the STAR Panel has had a makeover and will now be known as the Resident Influence and Accountability Panel (the Panel). This reflects a new standard which will be introduced on 1 April 2024 by the Regulator of Social Housing.

The regulator's Transparency, Influence and Accountability Standard requires social landlords to be open with residents; treat them with fairness and respect so they can access services, raise complaints when necessary, influence decision making and hold their landlord to account.

The Panel will ensure this happens and that the Housing service actively listens to and acts on residents' needs, priorities and views. The group will also continue to carry on with the resident scrutiny of housing services and influence policy, procedures and strategies to make sure they are resident focussed. The Panel meets every three months in person or online and deals with an interesting array of topics.

### KEEN TO GET INVOLVED?

If you are keen on joining the Panel or if you would like to find out more, please email the Engagement Team on [engagement@walthamforest.gov.uk](mailto:engagement@walthamforest.gov.uk).



## JOIN US FOR AN ENGAGEMENT DROP-IN EVENT AT PRIORY COURT COMMUNITY CENTRE

Do you live on the Priory Court estate or nearby?

Why don't you pop into our Engagement roadshow sometime

**BETWEEN  
2PM-7PM**

**ON THURSDAY 18 APRIL**

Here you'll be able to **'meet the contractor'** appointed to build the new homes on the estate and visit many of our other stands so you can report repairs, see the **Rent Officer** or **Tenancy Officer** and get information about the community centre and its activities. Clarion Housing will also be there alongside other partners. We look forward to seeing you there!

## KEEP A DIARY AND TELL US HOW WE ARE DOING

We have an exciting new opportunity to tell you about, it is called 'Service Diaries'. This is a mystery shopping task but with a twist.

The idea is you keep a real time service diary and log what happens every time you contact the Housing service or one of our main contractors, Aston Group or Morgan Sindall Property Services.

For example, you may contact us to report a repair, check your rent account, to request a form or anything else. All you need to do is fill in the log sheet to record your experience. The frequency does not matter as it's about what happened to you when you called us, the quality of service you received and if you felt we lived up to standards of good customer service. You will remain anonymous.

If you keep a service diary for a period of three-months, you will receive a £30 shopping voucher.

**£50  
SHOPPING  
VOUCHER**

## KEEN TO TAKE PART?

Please contact Masuma Begam, our Housing Engagement Officer, by emailing [engagement@walthamforest.gov.uk](mailto:engagement@walthamforest.gov.uk)

She will be happy to answer any questions and we will then get a service diary pack out to you.



**MORGAN  
SINDALL**  
PROPERTY SERVICES

**Aston  
Group**

Morgan Sindall Property Services (MSPS) and Aston Group, the two main contractors for Waltham Forest Council housing, have been running a wide range of free online training courses and workshops for our residents.

**ADDING  
VALUE TO  
PEOPLE  
AND  
PLACES**

## EASTER THEMED EVENTS

Over the Easter break our contractor, Morgan Sindall Property Services, will be hosting several Easter themed events across the borough. There will be plenty of arts, crafts and family fun to enjoy. No booking is required, just come along and get creative with us!

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Priory Court Community Centre, 1 Priory Ct, London E17 5NB

### 5 April - Easter Movie afternoon: 1pm to 4pm

X7eaven Academy Nexus Centre, 3 Snowberry Close, Leytonstone, E15 2AH

### 10 April - Easter Egg Hunt: 1pm to 4pm

St Johns Church, Outwood Common Rd, Billericay CM11 2LE

### 12 April - Easter Egg Decorating: 1pm to 4pm

Aldriche Way Community Room, 128, 132 Aldriche Way, London E4 9LU

## EMPLOYABILITY SESSIONS

Both our contractors, Morgan Sindall Property Services (MSPS) or Aston Group, provide free support and advice sessions to help secure employment or move roles.

- 🕒 Do you need support writing a CV?
- 🕒 Need tips on preparing for an interview?
- 🕒 Or are you looking for a new job and need some support with where to start?

Then join our employability sessions where we can offer support and guidance to help you on your job search. If you would like to sign up to a session or have any further questions, do get in touch with MSPS by emailing [CSRbox@morgansindall.com](mailto:CSRbox@morgansindall.com) or Aston Group Rachel Statter on [R.Statter@astongroup.co.uk](mailto:R.Statter@astongroup.co.uk).



**Energy  
Cafe**



MSPS delivers a programme of support and advice sessions to Waltham Forest residents on energy awareness. These sessions can be delivered over the phone, virtually, or face to face and occur on the first Wednesday of each month from 10:00am-12:00noon. Those running the sessions have passed a Level 3 qualification in Energy Awareness with the National Energy Action, enabling them to advise residents on the following:

- 🌿 What to do if you're struggling to pay your energy bills
- 🌿 Making sure your home is energy efficient
- 🌿 Keeping your home free from condensation and mould growth
- 🌿 The best boiler controls for heating your home efficiently
- 🌿 Grants and benefits to help you pay your energy bills
- 🌿 Signposting for extra support to other agencies.

To enquire or register for a place please email the MSPS team on [CSRbox@morgansindall.com](mailto:CSRbox@morgansindall.com)



## GET IN TOUCH

WALTHAM FOREST COUNCIL HOUSING

For general enquiries, reporting anti-social behaviour, repairs or help and advice on paying rent:

- 📞 020 8496 4197
- ✉️ [wfdirect@walthamforest.gov.uk](mailto:wfdirect@walthamforest.gov.uk)
- 🌐 [www.walthamforest.gov.uk/housing](http://www.walthamforest.gov.uk/housing)

If you have a fantastic community event, good news story or would like to feature in our Resident Newsletter please email [engagement@walthamforest.gov.uk](mailto:engagement@walthamforest.gov.uk) with all the details!

WALTHAM FOREST  
COUNCIL HOUSING,  
PLACE DIRECTORATE  
CEDAR WOOD HOUSE  
2D FULBOURNE ROAD  
WALTHAMSTOW, E17 4GG

Cedar Wood House is closed to the public, please contact our housing teams via phone or email, phone lines are open Monday to Friday 9am until 5pm.

**WE LOOK  
FORWARD  
TO HEARING  
FROM  
YOU.**

