

Resident



WALTHAMFOREST.GOV.UK/HOUSING
ISSUE 22 | AUGUST/SEPTEMBER 2022

NEWS



What's inside this issue

- 04 Repair & Maintenance Updates
- 06 Building Safety Updates
- 09 Special Features Updates
- 12 Resident Engagement





EVENTS

GROW YOUR ONLINE SKILLS!

Working with our contractors, Morgan Sindall Property Services and Aston Group, every other Friday between 1pm – 4pm we provide free digital inclusions workshops for our sheltered housing scheme residents. Our tenants and leaseholders are welcome to join these as well so you can become more digitally savvy! To book a space please email CSRbox@morgansindall.com.

- **2 September – Pelly Court, Walthamstow**
- **16 September – Plaxton Court, Leytonstone**
- **7 October – The Chantry, Chingford**
- **21 October – Turners Court, Leyton**
- **4 November – Winters Court, Chingford**

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 11:00am-12:30pm. To book a space please email CSRbox@morgansindall.com.

- **7 September**
- **5 October**
- **2 November**

23 SEPTEMBER

– Out of Borough (Billericay & Wickford) Housing Surgery from 12:30pm until 2:30pm at St John the Divine Church Centre, Outwood Common Rd, Billericay CM11 2LE. Tenants and leaseholders will have the opportunity to speak with our Housing Teams about their individual issues.

12 OCTOBER

– Our Strategic Tenants And Residents (STAR) panel will be held from 6:30pm until 8:30pm. The STAR panel is a group of trained council tenants and leaseholders who meet regularly to influence strategic decision-making concerning housing services. For more information visit our website www.walthamforest.gov.uk/housing/housing-get-involved

RESIDENT EVENTS NEAR YOU

Keep up to date with events in your local area by checking our website regularly



WELCOME FROM CLLR AHSAN KHAN



Welcome to our summer edition of Resident News. On Thursday 5 May local elections took place across London, including Waltham Forest, as such bringing a new Cabinet and I am delighted to be appointment as Deputy Leader, Housing and Regeneration. As your new Cabinet member, I'd like to share my priorities with you. One of the most important tasks the Council undertakes is ensuring you, our residents, have suitable and safe housing.

We have committed to build at least 1,000 council homes and will do all we can to continue to help residents access genuinely affordable housing. I am determined to deliver growth through conversations with you and to ensure everyone benefits from the investment in the borough, leading to a fairer more equal borough. Shortly Sixty Bricks, our housing development company, will be completing on two new affordable housing development schemes, and a further two in the Autumn – read more on page 8.

Another important role is we're committed to ensuring all our housing stock meets modern British safety standards and residents feel safe in their homes. June marked the fifth year of the

Grenfell Tower disaster, which shocked the whole country – I cannot imagine the fear and horror of those who were there on that awful night. Like all councils following the incident, we have carefully looked at our housing tower blocks, and we are determined to do all we can to keep our residents safe. Over the next ten years we are investing over £40m in improving the safety of our buildings. These works include retrofitting sprinklers, Waking Watches in some high-rise buildings and sheltered housing, and empowering residents to become building safety champions for their blocks. Want to find out more – see page 7.

The cost-of-living crisis and fuel poverty has also been in the national headlines, and we have tried to address these locally by offering extra support to vulnerable households and families to help them through the crisis. Since autumn 2021, the Council has distributed £2.46m of Household Support Funds, provided by central Government, to help residents with food, clothing, energy and water costs. This includes £25,000 in financial support to households working with our Early Help service to assist with bills, £146,700 in utilities and food vouchers to vulnerable households known to our children social care services, and over £240,000 in housing costs.

Over 11,000 households in receipt of Council Tax support who do not receive the full relief will benefit from a one-off £75 reduction in their bills this summer, thanks to £1m extra funding by the Council. The Council has also funded a universal programme of free activities for children aged 5-11, offering families a wide range of choices over the school summer holidays.

At the same time, a further £2.3m of Household Support Fund will be distributed before September to address financial hardship and provide immediate relief. Much of this will be distributed by the Revenues and Benefits service through the enhanced Local Welfare Assistance scheme and through the Families service. The Council will also expand the local safety net through community outreach and support to local voluntary groups, including a partnership scheme with Citizens Advice Waltham Forest where residents in need can access £250 vouchers to cover food and utility bills. For more assistance I urge you to check out our website for more information and support during these difficult times.

THANK YOU

Cllr Ahsan Khan
Deputy Leader and Housing and Regeneration

REPAIR & MAINTENANCE UPDATE

Over the next five years we will be investing over £140 million in upgrading our current housing stock, as well as £40 million on improving our building safety measures. The past couple of years have been very challenging, with the pandemic pausing several of our work programmes, however over the last few months we have, or are completing the following:

1 INSTALLED

157 CENTRAL HEATING SYSTEMS

5 FITTED

40 EXTERNAL WALL INSULATION SYSTEMS HAVE BEEN FITTED;
100 SYSTEMS ARE PLANNED TO BE INSTALLED IN 2022/2023

2 REPLACED

287 FIRE DOORS

3 REFURBISHMENT

COMPLETED A REFURBISHMENT AT SHELDON HOUSE

4 FITTED

98 BATHROOMS

85 KITCHENS

6 REFURBISHMENT

AT SANSOM ROAD WE CONVERTED THREE DRYING AREAS INTO SIX MAISONETTES AND TWO STOREROOMS INTO FLATS, IT'S DUE TO COMPLETE BY THE END OF AUGUST

7 FITTED

INSTALLED SPRINKLER SYSTEMS AT THE CHANTRY AND GODDARTS HOUSE

Our focus over the next few months will be our building and fire safety programme works, ensuring you remain safe in your homes both now and for the future. We will still be working hard to deliver our internal upgrade programme as well as working with our contractors on our day-to-day repair maintenance jobs.

PERFORMANCE UPDATE

Between April and June 2022, we have measured our performance on key parts of our service for residents.

- Our contact centres have answered **23,000 calls**.
- Morgan Sindall and Aston Group have completed nearly 6,000 **repairs**.
- 89%** of repairs were completed during the first-time visit.
- From raising the work order to finishing the job took an average of **14 days** to complete a repair. This is due to the difficult

circumstances and multiple lockdowns over the past couple of years; we are catching up with the routine appointments so please bear with us so we can operate safely in your homes.

OVER THE LAST THREE MONTHS OUR MAIN DAY-TO-DAY REPAIR CONTRACTOR:



- Exceeded the **85%** target for repairs completed during a first visit.
- Narrowly missed the target for appointments kept, achieving **97%** against the **98%** target.

LET US KNOW YOUR FEEDBACK



Our contractor, Morgan Sindall, collects feedback through their customer engagement tool to continually improve the service they provide. 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.



YOU SAID, WE DID

YOU SAID

Residents at Cecil House reported issues around their local area, including communal waste (fly tipping), anti-social behaviour and security.



Residents wanted to come together and mark the Queen's Jubilee celebration.

Residents, especially leaseholders, requested an easier and more convenient way to pay their rent and service charge payments.

Residents of Cherrydown and Marmion Avenue requested to make the green space near their homes more inviting, so they could sit, read and enjoy the outdoors area together.

WE DID

To address these issues, we have invested and installed Metrostor waste and recycling pods to the exterior as well as a bulk refuse unit. We have also installed two security gates with an intercom. Residents now feel much safer and happier, there has also been a reduction in rubbish overspill.



We helped by providing funding and supporting events across the borough including Billericay, Bakers Almshouses plus many sheltered housing schemes – Clifton House, Boothby Court and Holmcroft House.

We are in the process of implementing our direct debit payments. We have currently moved all our existing direct debit payers on to the new service. Over the next few months, we'll set up residents over the phone and eventually you'll be able to manage these through our online portal 'My Account'.

Through our Positive Places programme, we have invested in benches / seating areas, planters and completed some landscaping. Residents are now enjoying their new community space; some have been using it for arts and crafts, others have enjoyed planting and for some it's great to sit out in the evening and just relax!



BUILDING SAFETY UPDATE



WHAT ARE WE DOING TO KEEP YOU SAFE?

Following the Grenfell tragedy on Wednesday 14 June 2017, in which 72 people lost their lives, the Council is investing £40m, over the next 10 years, to improve the safety of its residential buildings.

Some materials must be updated to meet the new regulations made following the inquiry into the Grenfell tragedy. A package of building works was developed to ensure Council-owned buildings meet the new standards and regulations.

Here is an overview of what has been done so far, and what will be done in the future.



WHAT HAS BEEN ACHIEVED SO FAR:

- Project plans have been developed for each Council-owned high-rise in the borough.
- Identified and supported residents who require assistance to evacuate with a Personal Emergency Evacuation Plans (PEEPs).
- Developed a residents' Building Safety panel that meets regularly to discuss building safety needs and requirements.
- A new Resident Involvement Strategy has seen residents recruited and trained to become building safety champions for their block.
- Supported and reassured our residents by introducing a Waking Watch, who monitors our high-rise buildings 24x7, until key improvement works are completed.



WHAT IS BEING DONE NEXT?

- Installing modern materials that meet current regulations.
- Installing communal fire and heat alarm systems as well as smoke detectors in every home.
- Installing sprinklers in high-rise blocks and sheltered housing.
- Working with the London Fire Brigade to conduct fire drills / exercises.

REMEMBER:

- Don't block emergency access routes to the estate – ensure your vehicle doesn't prevent the emergency services from reaching you.
- Keep your emergency pathways clear – do not put plants, bicycles, prams, toys or any other obstructions in your way, keep the outside of your flat / communal hallways clear.

BECOME A BUILDING SAFETY CHAMPION



Building safety is something you, our residents, and our Building Safety Team need to do together. Over the past few months, we have been working with our Building Safety Champion volunteers and introducing them to how we can work together to keep our blocks safe, as well as discussing training requirements, we offer to support them in their very important roles. Our Building Safety Champions will not only be another person patrolling our blocks checking for any hazards, risks and promoting fire safety, they will also be a point of contact for residents to raise any concerns they have and can hold the Council accountable if they find anything wrong.

HOW TO SIGN UP TO BECOME A CHAMPION?



If you would like to get involved in becoming a building safety champion but haven't volunteered yet, please get in touch by scanning our QR code.

We can tailor the training and support to you and your block.

WE LOOK FORWARD TO HEARING FROM YOU!



WE ARE THE CHAMPIONS



Mariana Taseva shares her thoughts on becoming a Building Safety Champion for St Nicholas Court.

1. How did you hear about becoming a Building Safety Champion? A member of the Waking Watch, from my block, invited me to volunteer as a Building Safety Champion. I gave them my contact details and then received an email from the Waltham Forest Council Engagement Team, it included further information on what support I'd receive and what the next steps would be. I was excited to get this email as I couldn't wait to get started.

2. Why did you sign up to become a Building Safety Champion and do you think more people should get involved? I wanted to get more involved in the community, to help my neighbours and learn about building safety top tips in the home. I'm also going to try my best and encourage as many of my neighbours to sign up as well, so we can all help each other stay safe.

3. How did you find the introduction, training and initial walkabout inspection? I found it very interesting and really useful. During the introduction and training I learned a lot

about building safety in general. But the best bit was when the Waltham Forest Building Safety Manager took us on a walkabout inspection and highlighted all the key safety aspects of my block. It was great as I learned what hazards to look out for and what I could do to help keep everyone safe.

4. What did you do on your walkabout inspection? The Waltham Forest's Building Safety Manager took us through a checklist of hazards and what to look out for in our block. We inspected the signage, fire doors, trip hazards, flammable materials, learned about Personal Emergency Evacuation Plans (PEEPs) plus much more.

After the walkabout I spoke to my husband about all that I had learnt, and he could see how excited I was. It's our home and community and we must look after each other.

5. What have you done since becoming a Building Safety Champion? I am already making small changes in my own behaviour and advising my neighbours to do the same, so we all stay safe. Anytime I notice the main entry door being left open, I close it because I know this is a hazard. I also speak to neighbours when I see they have left items outside their door and explain that these items could cause them to trip in the event of an evacuation or fire drill. I can't wait to do my first inspection with the Building Safety Manager.

6. Tells us about your experience and views on the Waking Watch? Before the Waking Watch was implemented on our estate, I felt very scared and worried about my safety. Since they came along, I feel calmer and reassured that if there was a fire, they would help us get out. Plus, the people who make trouble don't like them, as they can't get away with causing problems anymore. They help and protect us.

7. What do you think about Personal Emergency Evacuation Plans (PEEPs)? PEEP's are a great idea. They quickly highlight to the London Fire Brigade, or emergency services, vulnerable residents who would need help and assistance when evacuating, if there was a problem.

8. Would you encourage other people to volunteer and become a Building Safety Champion? Yes! The more people who sign up and get involved, the better. Plus, if we move, we can take our knowledge with us. Before I signed up to become a champion, I had a lot of anxiety about safety in our block. But since becoming a building safety champion it has really helped alleviate my anxiety because I have more knowledge about all the things the Council has put in place to keep us safe. I am really excited to put my knowledge to good use and help keep myself, my family and my neighbours safe.

BBQS ARE NOT PERMITTED



With the recent dry and very warm weather conditions, it may be tempting to host a barbecue. However, we would like to remind you that barbecues are strictly prohibited on your balconies plus any common grounds of the estate, this includes green spaces and hard surfaces. This is explained and outlined in your tenancy and lease agreement.

We would like to remind you that barbecues can be extremely dangerous:

1. Do NOT put a BBQ on the balcony – a balcony fire risks serious injury for you, your family and other residents.

2. BBQ embers can easily spread – unfortunately, there have been several

high-profile incidents across the UK where balcony fires have spread to flats and cladding on the outside of buildings. This can be devastating as the wind carries smouldering embers from barbecues to lower or adjacent balconies.

3. Never use a BBQ indoors or in unventilated spaces – this includes when on holiday, do not put the BBQ inside a tent, awning, caravan or motorhome. Even when cooling a barbecue can give off plenty of poisonous carbon monoxide (CO), which can kill.

So please keep safe and enjoy the warm weather responsibly!

DON'T FIT SECURITY GRILLS TO YOUR DOORS



There are occasions, mostly on commercial properties, where added security is required to prevent unauthorized entry to premises, and this is often achieved by adding high security grills to doors or windows.

Whilst we understand individuals who wish to improve their security measures, please do NOT add these grills to your homes. It is against your tenancy and lease agreement plus these can be a fire safety risk / hazard.

The London Fire Brigade says, "every second counts" and they will want to ensure firefighters can respond and provide immediate assistance as soon as they arrive at the scene. However, having a security grill can significantly add time to gain access, resulting in unacceptable danger to both life and property.

If we do see any security grills, we will be removing these as a matter of urgency.

LEASEHOLDERS

SERVICE CHARGES UPDATE



The estimated service charge for 1 April 2022 – 31 March 2023, have been sent. Thank you to those of you that have paid their service charges in full. If you have any queries about your service charges, please contact the Home Ownership Team on 020 8496 3000 or homeownership@walthamforest.gov.uk.

The team are still collating the service charge actuals for 20/21 and 21/22 and will present them to you as soon as possible.

For any questions about your lease, service charges or major works, please contact the Home Ownership team on homeownership@walthamforest.gov.uk or 020 8496 3000.



MORE NEW BUILD DEVELOPMENTS ARE COMING SOON!

Sixty Bricks, our housing development company, will be completing on two new development schemes shortly; they are Samson Road and The Brick Works, Essex Close. These properties will be handed over to us ready to welcome our new tenants to their homes.

Samson Road - A former car park was redeveloped to provide 31 new social rent homes. The new residential block will be 5 and 6 stories and will consist of a mix of 1-2-3- and 4-bedroom apartments. The development is within walking distance of Leytonstone Underground Station and Leytonstone High Road overground station.

The Brick Works, Essex Close - The redevelopment of the former garage site, situated to the rear of Essex Close is now showcasing 20 new residential apartments including 6 new social rent homes. The development will benefit from a communal garden and play area and is within walking distance of St James Street Station and Blackhorse Road Station.

We are looking forward to welcoming our new tenants!



REGENERATION UPDATE

WELCOME TO OUR NEW TENANTS ON PINDER ROAD

Pinder Road, part of our newly regenerated Marlowe Road estate, recently welcomed its new tenants. We visited Syed, Fatima and their children who were very excited to be moving into their new purpose built 4-bedroom home. The house has been specifically designed to accommodate Iman, their daughter, and includes a lift, wet room, widened door frames, smooth floors throughout and an adjustable kitchen countertop (cooker) to help our budding baker.

Syed said *"We have been on the housing register for a while and were thrilled to be accepted for this new home. We love the area, it has everything on your doorstep – children's play area, shops, library, schools etc so didn't want to move too far. This house is brilliant and will really help Iman develop her independence. I can't wait to move in and for this new adventure to start."*



SPECIAL FEATURES UPDATE

WORKING TOGETHER TO PREVENT AND STOP TENANCY FRAUD

Our Tenancy Officers and Fraud Investigation Team are working together to prevent and detect housing fraud that happens at the expense of the Council, borough and the wider community to make sure public funds go to those who genuinely need it.

Unfortunately, tenancy fraud costs councils approximately £900 million per year, with each unlawfully sublet council or social housing property having a cost to the Council of around £58,000. It's thought there are as many as 100,000 social housing homes in the UK that are currently being affected by some form of tenancy fraud. This puts a huge strain on the service, leaving many vulnerable people on lengthy waiting lists.

So, what is tenancy fraud?

There are many different types of tenancy fraud. 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.

- **Illegal subletting** - a tenant sublets all or part of their council home without our permission as landlord. Either they don't live at the property as their main home, or they are not living at the property at all. This includes tenants subletting to complete strangers and tenants allowing close family and friends to live at the property whilst they live elsewhere.
- **Application fraud** - a person gives false information or deliberately lies about their circumstances on their housing application. This includes a failure to declare that they own another property.
- **Wrongful succession** - when the original council tenant dies, and another family or friend takes over the property without following the proper application process. They then pretend they have been living at the property for more than a year in order to succeed the tenancy.



- **Right to Buy fraud** - a council tenant submits a Right to Buy application when they are not living at the property, or they use money to fund the purchase from illegal activity such as money laundering.

The Prevention of Social Housing Fraud Act 2013 made tenancy fraud a criminal offence. The worst offenders can:

- ▶ face two years in prison
- ▶ receive up to £50,000 in fines
- ▶ lose their property

Action can also be taken after the completion of the Right to Buy, where this has been fraudulently obtained. This would result in the person losing the property and they would not be offered another social tenancy.

Every illegally sublet council property deprives a genuine Waltham Forest housing applicant the chance of a home. Help us to stop this happening. If you have a genuine suspicion that a council property is being sublet, then please contact a member of our Corporate Anti-Fraud Investigation Team, this can be done anonymously, by calling 0300 003 1099, email fraud@walthamforest.gov.uk or online.



COST-OF-LIVING PAYMENTS



At the end of July, the Government issued direct payments to low-income households, who are receiving certain benefits or tax credits, to help with the soaring cost-of-living. The first payment of £326 was paid by the end of July reference as "DWP Cost of Living". A second instalment of £324 will be transferred in the autumn.

It is an automatic payment; you do not need to apply. However, if you receive a message asking you to contact someone about the payment, please note this might be a fraudulent scam. Residents will get a notification regarding their payment when they log into their Universal Credit account, and it will signpost them to the Government website.

To help support residents who are facing financial hardship, please visit our website for guidance, advice and to see how we can help you.



CAR PARKING ON COUNCIL ESTATES

Our estate parking team is continuing its consultation work, by seeking residents' views on the option to introduce parking permit schemes on their estate. We have successfully introduced permit schemes at St George's Court and Whipps Cross House, Essex Close, Wadham Avenue and Northwood Tower.

Progress continues across our programme, and the next estates we will be introducing permit schemes are:

- The Drive
- Burrell & Raynor Towers
- 2 to 5a Churchill Terrace
- Palmerston Court
- St Margaret's Court & St Columba Court



Over the next few months, we will be consulting with residents of the following estates about whether to introduce permit parking schemes.

- The Avenues Estate
- Tittley Close
- Turners Court
- Schemes in Leytonstone (Cann Hall Ward)
- Winsbeach Estate (Radbourne Crescent, Tristram Close and Nagle Close)

FOR MORE INFORMATION

If you have any queries, please get in touch by emailing us, remember to include your estate name, at estateparking@walthamforest.gov.uk



WALTHAM FOREST AND ENFIELD LEAD ON RETROFIT PROGRAMME ON BEHALF OF LONDON COUNCILS

The London Borough of Waltham Forest and London Borough of Enfield are now leading a city-wide drive to make the capital's homes more energy efficient. The Retrofit London project has been developed to deliver the boroughs' shared ambition to achieve an average Energy Performance Certificate B rating across all properties by 2030 through a programme of home retrofit.

The Retrofit London Housing Action Plan was agreed last autumn, and an implementation plan is being finalised. A dedicated budget is needed to deliver the programme, including to facilitate the employment of dedicated officers. Most borough Housing Directors have agreed to provide contributions to fund the programme, while Waltham Forest will host the programme, including a small team of officers responsible for progressing this important programme.

Retrofit London was nominated for a prestigious MJ Award for "leadership in responding to the climate emergency" which took place on at the end of June, and we are delighted to announce **we won!**

POSITIVE PLACES

Last year we launched our Positive Places programme, which means working in partnership with residents to improve the look and feel of the housing estates for communities to live in and enjoy.

During the last three-month submission window, we received some fantastic resident suggestions, each entry will be carefully considered for funding at the Positive Places review panel.

So far, we have committed to over £400k to improving estates and this year our flagship projects are:

- **Attlee Terrace Estate playground park** – new equipment and mural
- **Sheltered housing scheme Pelly Court** – new courtyard improving the outside space
- **Stocksfield estate, in partnership with Organic Lea** – new community growing allotment

We will keep you posted on our community projects!

OUR ECO SHOWCASE



The Council's Eco Show Home project has closed to the public, having seen a massive 3,000 visitors. The property demonstrates the different measures a homeowner can install to make their home more energy efficient, bring down their fuel costs, and help fight climate change.

In August, the property was let to a household on the Council's housing register. However, so residents can continue to learn and virtually visit this brilliant show home we will be producing a series of short videos plus a 3D tour of the property. Please contact housingstrategy@walthamforest.gov.uk for further information.



HELP THE HOMELESS – SEE SOMEONE SLEEPING ROUGH? DON'T JUST WALK ON BY.

Even though the weather is a little warmer please still send an alert to our dedicated outreach team via StreetLink. StreetLink is contactable via website, mobile app and phone meaning you can alert local authorities and street outreach services about people you see sleeping rough.

It's the first step to ensuring that rough sleepers know about, and are connected to, available support.

How to send an alert

www.streetlink.org.uk

0300 500 0914

Or let us know via the **StreetLink mobile app**: available for download for Apple and Android devices.

RESIDENT ENGAGEMENT UPDATE



LOVE IN LOCKDOWN

The last few years have been tough, but despite these challenging times love blossomed for Jackie and Clive, two residents who met at our Priory Court Community Centre. Friends for a few years, they formed a support bubble in 2020 with a few other residents from the weekly Senior Citizens Luncheon Club at Priory Court Community Centre, and it was during this time their friendship grew. After courting for a short while, Clive asked Jackie to be his wife. Sadly COVID-19 posed a few setbacks, but the couple finally got married in March and felt it was only fitting to celebrate the occasion at the Community Centre where their journey first began.

Jackie said,

I really struggled during the lockdowns but the support bubble we formed helped me a lot. Whenever I was having a hard time, I would always find myself thinking 'I just want to be in Clive's arms', and the rest is history. We are now married and living together very happily

Clive said,

We really appreciate all the staff and volunteers did for us on our wedding day, it was very special, and one we won't forget!



MEET YOUR NEIGHBOUR AT CENTENARY HOUSE



In May the Council, its development company, Sixty Bricks, and its contractors Aston Group and Morgan Sindall welcomed Centenary House residents to a meet your neighbour event. It was also an opportunity to follow up on residents' moving in experience and feedback for us so we can continually improve for the future. Our contractors also shared their social value activities including employability, volunteering and training help they offer. Energy consumption was also at the forefront of many residents' minds; they highlighted details of the energy cafes, which offer hints and tips on how to reduce energy usage and costs.

EID CELEBRATIONS



In early May we celebrated the end of Ramadan. The Council and its contractors, Aston Group and Morgan Sindall Property Services, hosted a couple of free events at Priory Court Community Centre and The Score Centre.

There were lots of fun free Eid activities for the whole family to enjoy. Such as Eid themed arts and crafts – make a lantern, Eid card, moon and stars decorations, keyrings, coasters, Eid colouring sheets and henna painting plus Eid themed cookie and cake decorating as well as refreshments and halal sweets. To celebrate the Eid spirit of giving, we also collected donations for local foodbank PL84U Al Suffa. It was a lovely afternoon, and we hope you enjoyed yourselves too!



OUR STAR PANEL VISITED OUR SHELTERED HOUSING SCHEMES



In June, some of our Strategic Tenants And Resident (STAR) members were given a tour of Download Court and Plaxton Court, two of our sheltered housing schemes. Earlier in the year, the STAR Panel had received an update on our decent homes standard and were invited to see some of the changes being made to improve the living standards at the sheltered schemes. The tour highlighted the new changes which had been implemented including the renovations to improve building safety standards within the blocks. Afterwards they enjoyed tea and cakes with the Plaxton Court residents' and listened to their feedback on the recent renovations.

QUEEN'S JUBILEE CELEBRATIONS

Along with the rest of the nation we celebrated the Queen's Platinum Jubilee in style! There were hundreds of street parties throughout the borough each filled with wonderful activities for the entire family to get involved. The Council also hosted four free events to celebrate over the bank holiday weekend, this was part of our 'Summer Starts Here' offer with a free programme of activities planned throughout the summer. For more details check out our events page on the website for all the fabulous events we have coming up!



PRIORY COURT COMMUNITY CENTRE IS BEING REFURBISHED

We are pleased to announce the start of Rise! Priory Court Community Centre. The Council has appointed HTA to steer the process of consultation, strategic development and physical refitting of the building. We envisage the project will take between 12-18 months and during that time there will be a range of opportunities for you, our residents, to get involved and share your ideas on how to improve the centre for the future. Such as at the end of May, the community centre staff and HTA welcomed residents to the first engagement event.

For more information see the RISE Priory Court website <https://rise-priory-court.htadesign.co.uk/>

OUR ELECTRONIC NOTICEBOARDS ARE NOW LIVE!



In May we set up two electronic noticeboards to trial in our sheltered housing schemes – Holland House and Boothby Court. We will be monitoring these noticeboards as we hope they will help improve our communications to you, our residents. The boards have been up a few weeks now, and we have already received some really positive feedback.

“I like the modern bright screen and that it shows the local live bus times.”
“It’s great it has lots of information, the time, weather and live bus times!”
“Gave me something to read while waiting for the lift”
“I shared some information I saw on the notice board with another resident, I think they are a good idea”

GET INVOLVED!

IN OUR BI-ANNUAL STAR SURVEY



We'll shortly be sending the latest edition of our bi-annual star survey for tenants and leaseholders; we would encourage you to keep your eyes peeled for it later this month. Getting your views and comments on our services really helps us to identify new ways in which we can improve our service offer and highlights what areas you like and what needs improving. This year we've made some changes to the survey, which we hope will make it easier and more accessible for you to tell us what you think and why it is important to you. So, look out for an email / text from us soon.

TENBY COURT ESTATE DAY

In 2019 the Council declared a Climate Emergency and committed to reducing the borough's impact on climate change. Our aim is to be 'best in class', leading the way in tackling and adapting to the climate emergency by ensuring our services and operations are sustainable and have a net-zero impact by 2030.

To help residents learn the importance of recycling and how they can make a difference, in April the Council and its contractors, Aston Group and Morgan Sindall, hosted an Environmental Estate Day for the residents of Tenby Court. It was a brilliant day, with lots of family friendly activities, such as recycling superheroes and court clean up competition, an environmentally themed raffle plus food and drinks stalls. Our recycling contractors, Urbaser, were also onsite to provide tips on recycling in the home.

For more recycling information visit our website.



ADDING VALUE TO PEOPLE AND PLACES

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.

Energy Cafe



MSPS is delivering 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 11:00am-12:30pm. 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 team at CSRbox@morgansindall.com

EMPLOYABILITY SESSIONS

MSPS 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. These are delivered every Monday 9:30am – 3:30pm at local job centres in the borough. If you would like to sign up to a session, please contact CSRbox@morgansindall.com



MSPS has kicked off a free, three-week programme for residents focusing on developing the understanding, expertise and knowledge needed to work in the building maintenance industry. At the end of the programme, residents will receive Level 1 Health and Safety in a Construction Environment qualification. The residents will also learn how to:

- Build a CV, interview skills and confidence
- Become work ready and obtain a CSCS labourer's card
- Guaranteed apprenticeship interview on successful completion of the course
- Additional accredited training and financial support is also available

If you would like to be part of upcoming programmes, then get in contact by emailing CSRbox@morgansindall.com



WORK TO LEARN PROGRAMME

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.

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

-  **020 8496 4197**
-  **wfdirect@walthamforest.gov.uk**
-  **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 with all the details!

WE LOOK FORWARD TO HEARING FROM YOU.



BECOME A COMMUNITY HEALTH CHAMPION!

Are you a local resident who is passionate about promoting good health and wellbeing in Waltham Forest? You could become a volunteer Community Health Champion in your local area.

You'll get the opportunity to learn new skills, get free health training and lead campaigns, attend promotional events to share information about health and wellbeing services and more.

Leyton Orient Trust is working in partnership with the Council to deliver the Community Health Champions programme.

