

Join our Lunch Club for elderly and disabled (60+ age group)



This is a Pilot project set by APDA (Asian People Disability Alliance) in partnership with SHA. Currently the session is taking place with an average attendance of 8-10 residents both male and female.

Time: Starts 12:30pm - Finishes 3:30pm

When: Every Wednesday

Where: Spitalfields Community Centre 117 Vallance Road, London E1 6BW

Contact: Brian Akintokun on 0207 3771306 or brian@spitalfieldsha.co.uk

What activities:

- Challenge the mind and help to strengthen the body
- Are in small friendly groups so that everyone can take part

- Involve everyone in sharing their skills and interests
- Introduce professional artists and creative people to inspire independent activity
- Help people relax and have fun together

As an added provision APDA will help with:

- Day Care Services following assessment of the persons needs by a Social Worker.
- The Social Worker visits the home of persons to discuss their needs for care. Two parties discuss how best to meet these needs which may include attending a day centre.

My Tenancy / Account (online access)



We are in the process of launching a customer portal (online logging system) which will enable our tenants and leaseholders to update their personal information, access rent and service charge accounts, make payments online.. Report repair and review repair history.

Resident will be able to submit complaints and compliments directly from within their account.

Spitalfields HA will be writing to all tenant/s and leaseholder/s with additional guidance and provide your unique login detail to access your account.

Easter closure

Wishing you a happy Easter



The office will be closed for the Easter break from 5.30pm on Thursday 29th March 2018 until 9:30 am on Tuesday 3rd April 2018.

Please contact our out of hours services if you have any emergency over the Easter period.

Emergency arrangements for Easter closure:

Emergency contact numbers

Gas central heating and hot water emergencies: Robert Heath Heating - 0208 336 6767

All other emergencies:

0207 392 5400 (Option 1 repair), this will automatically redirect to Pinnacle Connect.

For water, electric or gas failure please call:

Thames Water
Water supply failure: 0800 316 9800

For sewer flooding/ blockage: 0800 316 9800

UK Power Network
Electricity failure: 0800 316 3105

National Gas
Emergency Service
Main gas leak: 0800 111 999

What is other emergency repair?

- Total loss of water supply (Check with neighbour first)
- Fire Damage.
- Total loss of electricity power. (Check with neighbour first)

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Keeping you updated on news in & around Spitalfields

SPITALFIELDS HOUSING ASSOCIATION LTD

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Housing updates

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Community activities

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- Breaches of security of outside doors and windows
- Unsafe power or lighting socket, or electrical fittings.
- Blocked or leaking foul drain, soil stack, or (where there is no other working toilet in the dwelling-house) toilet pan. (If from main manhole/shared gully then please call Thames water)

- Burst pipes, overflows (serious water leaks that cannot be contained)
- Rain pouring in
- Flooding
- Offensive or racist Graffiti
- Car park gate not opening.
- Lift Breakdown.
- Electric Heating and hot water
- Storm damage.

- Communal or main entrance door not opening.

All others job will be done when the office re-opens after Easter. Only essential works will be carried out to make safe any risks. All further jobs will be commissioned after the Easter break.

Note; any non-emergency repairs can still be reported via the Association's website.

Online repair reporting & a chance to win £15 shopping voucher

We are also giving away £15 shopping vouchers for online reports.

Each month, all online repair reports will be put into a hat and a winner will be randomly selected to receive a voucher. So click on to our website to a report a repair for your chance to get your hands on a shopping voucher. We are pleased to inform that we have selected the winners for December

2017 and January 2018. Mr Malik and Ms Khatun are the happy winners respectively. Well done to them.

All residents are reminded of the online reporting arrangements, next time you have a repair issue why not click on to our website and make a report. It is easy and interactive, and you will receive a faster response (compared to other methods

of reporting). You will also be in a chance to win a £15 shopping voucher which may be just a few clicks away.

Just visit our website, go to your home section and select report a repair. Spitalfields Housing Association web address: <http://www.spitalfieldsha.co.uk/your-home/report-a-repair>



Thank you to our residents from the Housing Management Team

Thank you to our residents from the Housing Management Team Spitalfields Housing Association would like to thank the residents that have started to pay their rent and/or service charges in advance. We would like to thank you for understanding why this is necessary and that paying rent in advance forms part of the Tenancy Agreement/ Lease Agreement.

If you have not started to pay your rent and/or service charges in advance or have not heard about paying your rent and/or service charge in advance, please contact Stephen Bernard, Income Officer at Spitalfields HA, where he will be able to explain how to pay your rent and/or service charge in advance, as stated in all tenancy agreements/lease agreements.

There will be an annual change of some rents and/or services charges effective from April 2018, once you have received your change of rent/service charge letter, please remember to amend your Standing Order payments.

Direct Debits will be automatically changed; please ensure to forward a copy of this letter to the Housing Benefits to enable

them to make the necessary adjustments to your Housing Benefit entitlements.

Standard products

In our previous newsletter we informed residents of our intentions to retender the responsive repairs contract, the procurement is progressing further each day and we expect to have a new arrangement in place by the end of summer.

Residents are informed of one important aspect of the new contract. This relates to the products that will be used for repairs. We are moving towards standardising the products we use. This is a sustainable approach which achieves value for money. We have previously consulted with residents via an online questionnaire and open day event held at the Association's office. Several product samples were on display and residents had the opportunity to select a product of their choice. The most popular

products with most votes have been selected as the standard products. The selected standard products will now form part of our repairs contract.

IMPORTANT NOTE FOR RESIDENTS: Once the new contract is in place, all repairs will be carried out using the standard products. Residents should note that replacements of components will no longer be 'like for like'. For example, if you require a tap replacement, the tap will be replaced with the standard product. The replacement will not be the same tap that you currently have, unless the tap you have is the same as the standard tap. We anticipate this approach will help us move towards a more sustainable future.

Thinking of moving? Try mutual exchange

Mutual Exchange is one of the fastest ways to move, it allows you to swap homes with another Spitalfields tenant or a tenant from another housing association or local authority.

You might want to do it to move to another area, downsize, or if you require additional bedrooms.

It is available to tenants who have a secure or assured tenancy and their rent account if not in arrears.

We have partnered with HomeSwapper so this service is free for Spitalfields residents to use.

Since December 2017 we have had 5 successful exchanges. You can use HomeSwappers to find tenant(s) who wants to swap

their home. You can also try sites such as MoveMaker, HousingMoves and Seaside & Country Homes. Before you begin, you should check with us to ensure you are eligible.

Also make sure your rent account is up to date.

Once you have found someone to swap homes with you must inform us and get permission to exchange by calling **020 7392 5400** or emailing housing@spitalfieldsha.co.uk

Housing updates

Keep communal areas clear

Residents are reminded not leave any items in communal areas such as halls, stairwells and corridors. These poses a risk in the event of a fire as they can block escape routes and make it more difficult for the emergency services to do their job.

These rules apply to any personal items, large or small, including bicycles and prams.

Any items that are left out may be removed and disposed.

Any items we stored will require a fee [cost of removals and storages] to get them returned where applicable.

We have already started doing this in blocks on our estates.

Please don't take door closers off

In many of our blocks we put automatic closers on doors to ensure they remain closed to prevent stairwells becoming smoke clogged in the unlikely event of a fire.

Please do not remove or disable these as they can be a risk to both your and other peoples lives should a fire occur. Do not also wedge open the fire doors as it must be kept shut at all times.

Fire safety update

We want to reassure residents that we take fire safety extremely seriously. All our schemes have

had an up to date Fire Risk Assessment and meet current fire safety regulations and good practice which include monthly estate inspections.

You can help support fire safety in your building by working with our Housing Management Team to ensure communal areas are free of any personal possessions and rubbish.

If you have any concerns or queries about fire safety, please contact us on **020 7392 5400** or admin@spitalfieldsha.co.uk

