

Eid Mubarak

Wishing you a happy Eid



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Keeping you updated on news in & around Spitalfields



SPITALFIELDS
HOUSING ASSOCIATION LTD
স্পিটফিল্ড হাউজিং এসোসিয়েশন লিমিটেড

inside sha.

www.spitalfieldsha.co.uk

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Discretionary Housing Payment (DHP)

If you currently claim Housing Benefit or the Housing Cost element of Universal Credit you may be able to claim DHP, if your benefit does not cover all of your rent. This is an extra benefit to help those struggling to pay their rent.

If you are affected by the benefit cap or the bedroom tax, you may be able to claim DHP to cover the shortfall. You cannot get DHP to cover a shortfall if your Housing Benefit or Universal Credit has been reduced because of an overpayment of these benefits.

If you make an application for DHP, you should provide as much information as possible:

- Why you need help with your rent
- Details of any rent arrears
- Notices serviced
- Court Hearings
- If you are affected by bedroom tax, what steps you are taking to downsize
- Details of who lives with you
- Details of your income and expenditure

If you make an application for DHP, you should provide as much information as possible. DHP is only paid for a limited time but you may

be able to reapply at the end of this period.

Each application is assessed on a case by case basis and you may be awarded enough to cover all the shortfall in your rent or part of what you have to pay.

If you would like further information please contact Pauline Roach, Tenancy Support Officer, on 020 7392 5400

My Tenancy
(www.mytenancy.co.uk)

My Tenancy is a comprehensive system that allows tenants to access their rent account, via a web portal, 24/7 and 365 days of the year.

Key Features for Tenants:

- View rent account
- View recent transactions
- Print statements
- Check and update personal data (optional).
- Request repairs
- View outstanding repairs
- Inform us of changes in circumstances
- Make a complaint or compliment

If you have not registered yet please contact us for further details and how to register on 0207 392 5400 or email admin@spitalfieldsha.co.uk

Rental Exchange – EXPERIAN

Improve your credit rating

What is the Rental Exchange?

The Rental Exchange is a secure database which holds rental payment information. The information allows tenants with a history of little or no credit, to build or establish a credit profile. The data can be accessed by lenders and other service providers when a tenant applies for a product or service that requires a credit check or proof of

identity. Spitalfields Housing Association will start using the Rental Exchange soon.

Why has it been set up?

Millions of consumers in the UK face financial exclusion and one major cause of this is an information gap in their credit history which can exclude some people from accessing affordable credit. Whilst information about mortgage payments is included on credit reports, rent payment information currently is not. This means that tenants who make their rent payments on time are

unable to have this positive information registered on their credit report. The Rental Exchange enables tenants to have one of their biggest weekly or monthly outlays recorded on their credit file in a secure and compliant way.

Why are we doing this?

Tenants should get recognition for paying their rent on time and the Rental Exchange provides a way for tenants to enhance their credit report without needing to take on new credit agreements. Rental payment data can help lenders to

quickly check a tenant's identity online, proving they are who they say they are and that they live where they say they live. In addition, enhancing credit report with on-time rent payments means it may become easier to open a bank account, get a new credit card, have a loan application approved, qualify to pay for gas or electricity via a non-prepay tariff and receive better mobile phone and insurance rates. For more information, please contact the Income Officer, Stephen Bernard on 0207 392 5400.

Dumping / Bulk Refuse

Dumping is a Breach of Residents' Terms and Conditions of the Tenancy Agreement. Our costs for removal is recharged to you, via your Service Charges. It cost Spitalfields Housing Association £19,223.30 in the last financial year (2018-2019).

Bulk Items can be collected **FREE of Charge** by Tower Hamlets upon contacting Streetline on 0207 364 5004 or email: Streetline@Towerhamlets.gov.uk.

Some residents are leaving their unwanted items in communal hallways, on the stairs, and outside of lifts and bin rooms. It causes obstruction to residents, including children and people with disability, and puts them in danger during an emergency. Please be advised that all communal areas must be free of obstructions and combustible materials including door mats, plants,

bicycles, push chairs, toys, shoes, etc.

If you do not want your service charges to increase, you can anonymously report those who are dumping to us and we will deal with it.

Ensuring that the facilities are being used correctly

In some of our properties, Residents are putting items into their drains and toilets. Please, do not put wet wipes, sanitary towels, nappies and other solid objects down there because that causes blockages and is expensive to clear.

Using the Recycle bins correctly

Recycling is important for everyone so please put recycling, into the pink recycling refuse bags and then put them into the Pink Recycling Bins.

If a mixed bag goes into the Pink bin, it is not collected until the mixed item has been removed, in those cases it not only is unsightly but attracts vermin and is a fire hazard too.



International Women's Day

International Women's Day is a global day celebrating the social, economic, cultural and political achievements of women and celebrated annually on March 8 since 1911.

To celebrate this important day Spitalfields HA partnered with Mohila Ongon Association, Tower Hamlets Parents Centre and Tower Hamlets Community Housing on 8 March 2019 and held a full day women's only event at Hason Raja Community Centre.

The event featured:

- Drama
- Bengali poetry
- Fruit Carving workshop
- Food, clothes, jewelry, Health Awareness & information stalls
- Saree workshop
- Raffle Draw
- Head & shoulder massage
- Make-up & Henna
- Confidence-building workshop.



Neel Digonto - Women's Skills Project

Hason Raja Centre will be hosting a new women's project from 13th June 2019 running between 9:30am-12pm on a weekly basis. This is a partnership project with Vallance Community Sports Association.

The aim is to support real life changes for women in the local area which will seek to promote women's rights,

employability and healthy lifestyle.

The idea is for local women to come in weekly for two hours where they will learn sewing, healthy cooking, dance, ESOL, computing, job skills as well as networking. If you are interested to join in please attend the first session to get registered at Hason Raja Centre, 117 Vallance Rd, E1 6BW.

Breakfast Club

Mohila Ongon, in partnership with Spitalfields HA, holds a weekly breakfast club for local women (Wednesday 9am at Hason Raja Centre). The importance of having the breakfast club is that it supports the women in the community to come out and meet with friends and like minded people. This helps attendees to build confidence in team work, and allows them to learn about how necessary it is to have breakfast in the morning and how to include more healthy options in their diet.

Cooking Club

With the support of our cooking club, you can learn about the importance of a healthy and balanced diet. How to plan and prepare balanced meals; find out what food is in season; read and understand food labels; learn about food hygiene and food safety skills; and, above all, discover that cooking is fun!

Over the past eight months Spitalfields HA has been working with a trained local volunteer to run Healthy Cooking Club for local mums.



Next cooking club session will start from:

Cooking Club registration:
Friday 14 June 9:30am-10:30am

Weekly sessions start:
Thursday 20th June 12:15pm-3:00pm

Length:
6 weeks

Where:
Hason Raja Centre, 117 Vallance Rd, E1 5BW

For further information please call 0207 377 1306

Hason Raja Centre Hire Facility

Hason Raja Centre is also available for private hire at an affordable community and residents' rate. All private parties / functions are charged as below:

Please note: Centre must be closed and vacated by 10pm.

Time Slots:

Morning (9:00am - 3:00pm)

Afternoon (4:00pm - 10:00pm)

Hall Hire Charge: £150

Deposit: £150

+ Kitchen (no cooker use): £20

+ Additional hours: £25/hr

Capacity:

Seating (Banquet seating with chairs and tables) 70

Conference seating 90

We can provide 12 tables (max 4 people/table) and 80 chairs

For other general hire details (including shorter hours and weekdays hire) and additional hire facilities cost please contact 0207 377 1306 or email hallhire@spitalfieldsha.co.uk between 9:30am-5:30pm.

How are we doing? (performance)

Service Area	Performance Indicator	Previous Year's Performance (2017/18)	Current Year Target (2018/19)	Q1 (Apr-Jun)	Q2 (Apr-Sep)	Q3 (Apr-Dec)	Q4 Apr-Mar	YTD (Apr-march)	Performance against target	Trend (Performance against previous period)
Tenancy Management	% of ASB cases that have been resolved	100%	90%	100%	100%	100%	100%	100%	😊	➡
Estate Management	Number of estate inspections completed in published frequency	106	286	166	166	166	166	664	😊	⬆
Responsive Repairs	First time fix - All Contractors	94.94%	60%	93.9%	95.52%	95.4%	94.03%	94.7%	😊	➡
Responsive Repairs	% of repairs where an appointment was made and kept - All Contractors	99.37%	95%	99.35%	98.93%	99.1%	99.12%	99.12%	😊	➡
Responsive Repairs	% of tenants satisfied with the way their landlord deals with repairs and maintenance (internal) - All Contractors	95%	95%	97%	97%	96%	99%	97%	😊	➡

