

Christmas closure

Wishing you a merry Christmas



Issue 33 | Dec 2019

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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The office will be closed for the festive season from 1:00pm on Tuesday 24th December 2019 until 9:30 am on Thursday 2nd January 2020.

Please contact our out of hour's services if you have any emergency over the Christmas period.

Emergency arrangements for Christmas closure:

Emergency contact numbers

Gas central heating and hot water emergencies:

Robert Heath Heating - 0208 336 6767

For all kinds of gas boiler and central heating problems.

All other emergencies:

020 7392 5400

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

If you experience water, electric or gas failure please call:

Thames Water

Water supply failure: 0800 316 9800

Sewer flooding/blockage: 0800 316 9800

Cadent (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)
- 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 water 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 other jobs will be done when the office re-opens in the New Year.

Only essential works will be carried out to make safe any risks. All further jobs will be commissioned after the Christmas break.

Note: any non-emergency repairs can still be reported online via <http://www.spitalfieldsha.co.uk/yourhome/report-a-repair/>

Pay your rent, before it's spent.

What is the Rental Exchange?

Your home is important. Protect it by paying your rent on time.

Put paying your rent at the top of your Christmas list this year.

We know the Holiday Season puts a strain on your budget, but do think twice about delaying your rent or debt balance payments.

Every year, some people opt for a quick fix at Christmas –

then struggle to catch up in the New Year.

If you really can't pay, contact us as soon as possible. We can help you maximise your benefits and refer you to other agencies for support and financial advice.

But if you choose not to pay, we will take action and you could lose your home.

Please don't ignore this leaflet. It's really not worth the risk

Dumping/Bulk Refuse

Residents are reminded not to leave any items in communal areas such as halls, stairwells and corridors. These pose 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 including your front door 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 must be kept shut at all times.

Subletting (Illegal Occupancy)

Spitalfields HA does regular tenancy checks and has found cases where tenants are sub-letting their property. In each case action has been taken to repossess the property. We have successfully repossessed 3 household this year on the grounds of sub-letting.

Tenants must not transfer or sub-let the whole property or allow the property to become overcrowded by other people living or staying there. Tenants with secure and an assured tenancy are allowed to take in lodgers, but must tell us immediately and must not allow their home to become overcrowded.

Starter tenants, must not sub-let or take in lodgers in any circumstances.

To allow the property to become overcrowded by taking in friends or relatives is a breach of the terms of your tenancy and may put your tenancy at risk.

If you suspect someone of:

- Subletting their social housing
- Provide false information to obtain a tenancy
- Unlawfully passing social housing to a relative or friends
- No longer living in their social housing

Please contact us on in on 020 7392 5400 or email housingmanagement@spitalfieldsha.co.uk

Any information you provide will be strictly confidential.

Pension Credit

The government introduced changes to Pension Credit for mixed age couples, this came into effect on 15 May 2019.

Couples with one partner under the state retirement age are not able to make a new claim for Pension Credit, or Pension age Housing Benefit. They now have to claim Universal Credit. There are no additional provisions for pensioners under Universal Credit, making claimants worse off.

Mixed age couples were previously able to claim the more generous Pension Credit as long as the member of the couple who was over state retirement

age made the claim. If they also claimed Housing Benefit they will not be affected by the benefit cap or bedroom tax.

Claimants, who claimed either Pension Credit or Housing Benefit, before 15 May 2019, will remain on this benefit as long as they are still entitled to them.

Entitlement to Pension Credit will end if the claimant travels outside of the UK for longer than four weeks, with the exception of certain circumstances. It is important that you inform us and the DWP if you are going to be away from your property for four weeks or longer.

Help with winter fuel cost

Warm Home Discount Scheme

You may be able to get £140 off your electricity bill for winter 2019 to 2020 under the Warm Home Discount Scheme. This money is not paid to you - it's a one-off discount on your electricity bill, between September and March.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier for more information.

Winter Fuel Payment

Winter Fuel payments are one-off, tax-free payment of between £100 and £300 made during the winter to help with heating costs. If you have a household member who is over Pension Credit age, you may be able to claim this. This is a non means tested benefit.

Cold Weather Payment

A Cold Weather Payment is money to help with fuel costs during periods of very cold weather. The period of cold weather must cover seven consecutive days, between 1 November and 31 March, when the average temperature must be zero degrees Celsius or below.

There are no specific age rules, if you qualify for a Cold Weather Payment, you should automatically receive this payment.

Hason Raja Centre Hire Facility

Apart from our weekly projects and activities Hason Raja Centre is also available for private hire at a very low cost. All private hire including parties/function (e.g. henna/mehndi, birthdays etc) are charged as shown:

| Clients | Mon-Sun 9:30am- 9:30pm | Deposit | Kitchen (no use of cooker) |
|---|------------------------------|---------|----------------------------------|
| SHA Residents | £25/h | £40 | £20 |
| Non residents/ Charities /community groups & others | £30/h | £40 | £20 |
| Business | £35/h | £60 | £20 |

All private parties/functions (e.g. henna, birthday, graduation, Eid parties etc) including weekend bookings are charged £150 deposit.

| Capacity | |
|--|----|
| Seating (Banquet seating with chairs and tables) | 70 |
| Conference seating | 80 |

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

For further details and additional hire facilities cost please contact 0207 377 1306 or email hallhire@spitalfieldsha.co.uk between 9:30am-5:30pm.

Please note: Centre must be closed by 10pm. All programmes must end by 10:00pm and the centre needs to be closed by 10:00pm latest.

Domestic Abuse – No Excuse

Victims of Domestic abuse do not have to suffer in silence; there are a number of support agencies who can offer support and advice to victims.

We work closely with a number of agencies including Tower Hamlets Council who are committed to working in partnership with statutory and community organisations to prevent domestic abuse and reduce the harm it causes to individuals, families and the community as a whole.

Domestic abuse is any incident of threatening behaviour, violence or

abuse (psychological, physical, sexual, financial or emotional) between adults who are, or who have been, intimate partners or family members, regardless of gender or sexuality. This definition includes violence such as female genital mutilation (FGM) so-called 'honour' crimes, forced marriage, and acts of gender-based violence.

Domestic abuse happens across all communities, faiths and cultures. Most often, domestic abuse is committed by men against women, but it also happens in gay, lesbian bisexual and

transgender relationships. Sometimes women abuse men. Sometimes other family members may be involved.

It can be hard to admit, even to yourself that you are a victim of Domestic Abuse. If this is happening to you it is abuse and is unacceptable.

If you are a victim of Domestic abuse you can seek support and protection from the police or Domestic Abuse service you can also speak to us in confidence on 020 7392 5400 option 2.

FREE

Resident Training Programme 2019-20

Learn to do more

Want to learn new skills?
Build your confidence?
Find out more about living in your home? Then you may be interested in attending one of our training courses.

All courses are free to residents of THH, EastendHomes, Gateway, Metropolitan, Poplar HARCA, Providence Row, Southern Housing Group, Spitalfields, Swan and THCH.

APPLY NOW



| COURSE | DATE | TIME |
|--|---------------------------|-------------|
| ● Emergency First Aid Training (Accredited) | Saturday 11 January 2020 | 10am-4.30pm |
| ● Safeguarding | Saturday 18 January 2020 | 10am-4pm |
| ● DIY Repairs in Your Home (Women Only) | Wednesday 22 January 2020 | 10am-4pm |
| ● Bid Writing and Grant Funding | Saturday 25 January 2020 | 10am-4pm |
| ● Paediatric First Aid Training - Day 1 (Accredited) | Saturday 1 February 2020 | 10am-4.30pm |
| ● Paediatric First Aid Training - Day 2 (Accredited) | Saturday 8 February 2020 | 10am-4.30pm |
| ● Project Management - Day 1 of 2 | Saturday 22 February 2020 | 10am-4pm |
| ● Project Management - Day 2 of 2 | Saturday 29 February 2020 | 10am-4pm |
| ● Level 2 Food Safety & Hygiene (Accredited) | Saturday 7 March 2020 | 10am-4.30pm |
| ● Resident Involvement Training - Committee skills | Saturday 14 March 2020 | 10am-4pm |
| ● DIY Repairs in Your Home (mix group) | Wednesday 11 March 2020 | 10am-4pm |
| ● Cooking Healthy on a Budget | Wednesday 18 March 2020 | 10am-4pm |
| ● Organising and Running an Event | Saturday 21 March 2020 | 10am-4pm |
| ● Digital Training | Wednesday 25 March 2020 | 10am-4pm |
| ● Emergency First Aid Training (Accredited) | Saturday 28 March 2020 | 10am-4pm |

COURSE CATEGORIES:

- Personal Development
- Living in Your Home
- Health & Safety
- Improving Your Community

Lunch and refreshments will be provided. To support you in attending a training course we can arrange transport for residents with mobility issues. Please contact us in advance to confirm.

Courses will be held at local venues in Tower Hamlets. All venues are accessible for wheelchair users.

To apply now scan the QR code or visit: www.eventbrite.co.uk/o/tower-hamlets-homes-17926371313

For more information contact: 020 7392 5407
 murselin@spitalfieldsha.co.uk www.spitalfieldsha.co.uk