

# Community Development Update

SHA's first ever purpose built Community Centre at 117 Vallance Road has started its journey from 11th July 2017.

We have established our partnership with Vallance Community Sports Association (VCSA) with an aim to deliver youth activities from the centre on weekly basis.

VCSA has over two decades of experience in delivering youth activities in the area and we are delighted to form the partnership.

The SHA community centre will be delivering special engagement events and tasters sessions over next few months, along with our partners for upcoming projects in 2018.

Senior Community Development Officer, **Brian Akintokun** commented on the upcoming events, "Now the centre is up and running we want to focus on support and upskilling our residents, so we want to understand the need and issues on the ground.

Some of these taster/ engagement sessions will help more vulnerable groups, the rest will focus on issues like IT literacy, health and wellbeing, training and employment".

We are in the process of centralising all our women's related projects to be delivered from the centre with a dedicated women's day 'Wednesday' on a weekly basis.

For more information on these activities or enquiries on hall hiring

opportunities, please contact the Community Development team on **02073771306** or **0207 3925407** or email **brian@spitalfieldsha.co.uk** or **murselin@spitalfieldsha.co.uk**.

## Current weekly activities at the Centre includes:

	Youth Activities	SEN Social Club	Women's Zumba class	Activities for elderly residents	Hall Hire facility
<b>Day</b>					
<b>Monday</b>	6:00 pm– 9pm	3pm-5:30pm			
<b>Tuesday</b>				11:00am-3:00pm	
<b>Wednesday</b>	6:00 pm– 9pm		10:00am-11:30am		
<b>Thursday</b>					
<b>Friday</b>	6:00 pm– 9pm				
<b>Saturday</b>					Available for hall hire
<b>Sunday</b>					Available for hall hire

## Christmas closure

Merry Christmas and a Happy New Year!

The office will be closed for the festive season from 4.00pm on Friday 22nd December 2017 until 9:30 am on Tuesday 2nd January 2018.

### Emergency contact numbers

If you have an emergency please call:

### Gas central heating and hot water:

Robert Heath Heating - 0208 336 6767  
For all kind of gas boiler and central heating problem.

All other emergencies: 0273925400 (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

### 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 neighbor first)
- Fire Damage

- Total loss of electricity power. (Check with neighbor 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 pouring in
- Flooding
- Offensive or racist graffiti
- Car park gate not opening.
- Lift breakdown
- Electric Heating and hot water
- Communal or main entrance door not opening.
- Storm damage

All other jobs will be completed 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 for the New Year when office re-opens. Note; any non-emergency repairs can still be reported via the Association's website.



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## Pay your rent, before it's spent

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

If you really can't pay, contact us as soon as possible.

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

We can help you maximise your benefits and refer you to other agencies for support and financial advice.

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

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

Every year, some people opt for a quick fix at Christmas – then struggle to catch up in the New Year.

**Please don't ignore this.**

## Repairs and maintenance

### Resident procurement representative

We are now coming to an end of our responsive repairs and gas maintenance contracts.

We have listened to our residents and taken on board all the feedback, and will be incorporating the recommendations when procuring for the new contracts.

We understand the importance of involving residents in the way we deliver our services. Therefore we have an opportunity for a resident procurement representative. During the

procurement process we intend to involve residents in certain stages.

The role will include residents attending meetings with consultants and contractors as part of the Pre Qualification Questionnaire, and participating in the actual interviews.

The anticipated required time for this role will be approximately 5 days, this will be a mixture of attending for a few hours, half days, to full days involving early and evening hours.

If you are interested in getting involved, please get in contact with us

before the **31st January 2018**. Please send us an email to [asset@spitalfieldsha.co.uk](mailto:asset@spitalfieldsha.co.uk) providing details of your property.

Please note, there are only a limited number of residents who will be selected, and this will be on a first come first serve basis.

## Electrical safety testing

All electrical fixtures in dwellings and communal areas require a five year interval safety testing. The tests are carried out to ensure electricians are safe, and establish any improvement or upgrade works that are required.

This year we have appointed an electrical company called Lightside Ltd to carry out these tests. Spitalfields will write to those tenants who are due a test, Lightside will also make contact with these tenants.

If you are contacted please can you provide access to them to carryout the electrical test. This is a safety requirement and it will ensure your electricians are safe to use by you and your household members. Each test can take up to 3 hours and may also require remedial works to pass the safety test. Any remedial works can be carried out during the day of the test or scheduled for a later date. This will depend on how Lightside mobilise their team of electricians.

If you are unsure about any contact being made with you, and would like to confirm if your property has been selected for a survey or electrical test, please contact the association and speak to the Asset Management Team.

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

We are actively promoting the reporting of repairs through our website.

It is much easier to report and self diagnose a repair using the interactive M3 central reporting.

Plus, a quicker response can be expected. Do give it a try when you next have a repair to report.

Just visit our web site and go to Your Home section and select Report a Repair button. Spitalfields

Housing Association web address are: <http://www.spitalfieldsha.co.uk/your-home/report-a-repair>

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.



## Report a repair through my tenancy



As we are looking at rolling out my tenancy in the near future, there are other services that can be accessed through my tenancy. We would like to inform residents that my tenancy will allow the

reporting of any repairs. Please click the option for repairs and it will take you directly to the online M3 repairs reporting software.

## Stock condition surveys

Stock condition surveys are a very important part of the association's asset management strategy; this allows us to plan for future major repair works and improvements.

These surveys entail an inspection of each element of a property to assess the condition; there is also a health and safety assessment to ensure all homes are risk free. SHA intend to carry out surveys to 20% of the property stock count each year. This year we have

appointed a firm called Daniel Connal Partners to carry out these surveys. Some of you maybe contacted by Spitalfields HA and Daniel Connal to arrange an inspection, this will be based on the selected properties for this year. An inspection can take up to 2 hours.

If you are contacted please can you provide access as soon as you can, this will be much appreciated and extremely helpful for us.

## Welfare Reform

Following the recent Autumn Budget the Government announced a number of new welfare changes.

### Universal Credit

- The seven day waiting period at the beginning of a UC claim will be removed from February 2018. This will reduce the time a new claimant has to wait for their first UC payment
- From January 2018 claimants will be able to request 100% advance payments of expected UC
- From January 2018 new claimants can request an advance payment within five days of their claim.

- The repayment period for advance payments will increase from 6 months to 12 months from January 2018 also.
- Claimants will be able to request and advance payment on line from spring 2018.
- From April 2018, new UC claimants who are in receipt of HB at the start of their claim will be able to continue receiving HB for a further two weeks. This amount is not repayable.
- Claimants with a family of three or more children will not be able to make a new claim for Universal Credit until January 2019.

## Getting on with Money

Bromley by Bow Centre relaunched the Getting on with Money project earlier this year after receiving Big Lottery funding.

The project will offer free one-to-one money management sessions to residents. The sessions are particularly useful for residents who are struggling due to:

- Debts and rent arrears
- Changes to their benefits e.g. moving onto Universal Credit

- Reduced or fluctuating income as a result of job loss, a zero hour contract or self-employment
- Managing money alone for the first time following a relationship breakdown
- Generally finding it difficult to make ends meet day to day

Monthly sessions are held at our office, please contact Pauline Roach our Tenancy Support Officer if you would like to be referred to the project.

## Why you should pay your rent in advance

All Assured, Assured Shorthold and Starter Periodic Tenancy Agreements state that rent is payable in advance.

### What is an advanced payment?

This means that if you pay your rent weekly, your account should show a zero or credit balance until your next weekly payment is made.

This ensures your rent account does not have a debt balance.

If you pay your rent fortnightly, 4-weekly or monthly, your account should show a zero or credit balance until your next fortnightly, 4-weekly or

monthly payment is made. This ensures your rent account does not have a debt balance.

If you are in receipt of Housing Benefit or Universal Credit, Spitalfields Housing Association is aware these payments are made 4 weeks in arrears for Housing Benefit or monthly in arrears for Universal Credit.

If you are in receipt of Housing Benefit or Universal Credit, it is important to understand that this does not mean you can ignore paying your rent in advance.

Housing Benefit or Universal Credit is paid on your behalf, and you are

still responsible for your rent account. In order to create a credit balance, you can make an additional lump sum payment equal to your weekly, fortnightly, 4-weekly or monthly rent to bring your account into credit or you can increase your regular payments until a credit balance equal to your regular payment is created.

If you wish to have a copy of your tenancy agreement to clarify, please contact this office and we will arrange for one to be sent.

At the end of your tenancy, any credit balance due will be refunded in the form of a cheque.

## Anti-social behaviour & building security

There have been growing concerns with rough sleepers entering building and using communal areas as camp sites abusing drugs and alcohol.

We are urging residents to be vigilant and not to allow unauthorised person/s to follow you into the building or allow unknown person/s to gain access should they call your intercom system.

Please report non urgent incidents to Police 24h 7

days a week on 101 or Tower Hamlets Enforcement Team Thursday to Sunday 8pm to 4am.

Bulk waste dumping is a serious offence and a breach of tenancy and lease covenant. We encourage residents to report offenders to Spitalfields Housing on **0207 392 5400**.

Unarranged bulk waste removal by Spitalfields Housing does cost a

substantial amount of money which is recovered from all residents through services charges.

It is important all resident arrange bulk waste collection through Tower Hamlets Council by calling **0207 364 5004** or **0207 364 5000**

## Rise into Employment

Spitalfields Housing Association offer residents various training opportunities. We've recently been working with Olmec & Arhag to provide the RISE into Employment program for our residents.

The RISE Programme won a sector recognised award for excellence in May 2017. It was recognised for its level of success and its ability to work with those hardest to reach communities.

We know that finding work can be a job in itself! Especially if you've been unemployed for a while, the RISE into Employment is a 10 week NCFE accredited employability programme, consisting of 6 weeks in class developing your CV, job application and interview skills and 4 weeks in

a work placement. At the end of the 10 week programme, residents will receive a NCFE accredited qualification in employability.

RISE can help, whatever your personal situation.

- If you are returning to work after a break (maybe after you took time out to raise a family, or for health reasons)
- If you are looking for your first role or apprenticeship
- If you have just graduated and don't know where to turn
- Or even if you have a job already but you really want to retrain and do something different

One of our residents who recently completed the RISE employment program

found it informative, welcoming and confidence building.

He said that it opened his eyes to skills he had that he didn't recognize as skills, which has broadened his horizon.

He found the learning experience laid back, he said it wasn't prescribed as its built around the individual. The philosophy of 'each one teaches one' created a friendly family feel with everyone helping each other.

'If you have been out of work for more than 3 months, any part of this course is ideal for you, if you are looking for a career change this course is ideal for you as it is designed around the individual and what you want to do'.

We are pleased to announce that our participant secured full time employment with a Housing Association following completion of the course – Congratulations from all of us at Spitalfields.

The RISE into Employment Programme is FREE of charge and open to all of our residents over the age of 16. Armed with experience and new skills, you'll have a much better chance of finding a job.

Most RISE graduates go on to successfully change their lives and find work or embark on training. For more information, contact Tenancy Support Officer - **Pauline Roach 020 7392 5000** or email **RISE@arhag.co.uk**

## Congratulations to Ahsanul Haque



SHA would like to take the opportunity to thank Ahsanul Haque for the long service he has committed to the association. His dedication, loyalty and hard work has not gone unnoticed. Congratulations on your 25 years of service From all the board & staff at Spitalfields Housing Association.

## News from AGM 2017

Spitalfields Housing Association has held its 38th AGM on 30th September 2017.

The new Board would like to thank all the members of the organisation for their contribution during the AGM and their continuous support for the organisation.

# YOUTH CLUB



**MONDAYS & WEDNESDAYS  
6PM - 8PM  
(BOYS ONLY)**

**FRIDAYS  
6PM - 8PM  
(GIRLS ONLY)**

- POOL
- TABLE TENNIS
- PLAYSTATION 4
- XBOX
- SKY SPORTS
- COOKING
- ARTS & CRAFTS
- DANCE
- KEEP FIT
- NON-CONTACT BOXING
- FOOTBALL
- MULTI SPORTS
- ACCREDITED COURSES
- HOMEWORK CLUB
- IT CLASSES
- WORKSHOPS
- TRIPS & MUCH MORE



Vallance Community Sports Association  
SHA Community Centre, 117 Vallance Road, London E1 5BW  
T 07956 83511 E info@vallancecsa.org.uk  
www.vallancecsa.org.uk

Follow us vallancefc



**FREE**

## Resident Training Programme 2017-18



### 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.**

Our Resident Training Programme covers a wide range of topics to suit different needs – from improving your community to learning more about living in your home and food growing to health and safety.

We also run courses for residents who are members of resident associations to help them with chairing meetings and organising community events.

Accredited training means you will receive a nationally recognised qualification.

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



**"I feel very inspired, confident and motivated to implement what I've learnt in this training in my personal and professional life."**  
Miss L. Resident

COURSE	DATE	TIME
● Effective Writing Skills	Saturday 18 November 2017	10am-4pm
● How to manage Condensation, Dampness and Decay	Saturday 25 November 2017	10am-4pm
● CV Writing & Job Search Skills	Wednesday 29 November 2017	10am-4pm
● Personal Leadership and Effectiveness - Day 1 of 2	Saturday 2 December 2017	10am-4pm
● Email & Shopping Online Safely	Wednesday 6 December 2017	10am-4pm
● Personal Leadership and Effectiveness - Day 2 of 2	Saturday 9 December 2017	10am-4pm
● Afternoon Tea Bake Off	Saturday 16 December 2017	10am-4pm
● DIY Repairs in Your Home	Wednesday 10 January 2018	10am-4pm
● Level 2 Food Safety & Hygiene (Accredited)	Saturday 13 January 2018	10am-4pm
● Project Management - Day 1 of 2	Saturday 27 January 2018	10am-4pm
● Project Management - Day 2 of 2	Saturday 3 February 2018	10am-4pm
● Public Speaking & Presentation Skills	Saturday 24 February 2018	10am-4pm
● Paediatric First Aid Training - Day 1 (Accredited)	Saturday 3 March 2018	10am-5pm
● Paediatric First Aid Training - Day 2 (Accredited)	Saturday 10 March 2018	10am-5pm
● Microsoft Excel	Wednesday 14 March 2018	10am-4pm
● Introduction to Book Keeping	Saturday 17 March 2018	10am-4pm
● Organising and Running an Event	Saturday 24 March 2018	10am-4pm
● Secretarial and Treasurer Skills	Saturday 14 April 2018	10am-4pm
● Fire Marshal Training	Wednesday 18 April 2018	10am-4pm
● Scrutiny - Day 1 of 2	Saturday 21 April 2018	10am-4pm
*For Scrutiny Resident Panel Members Only	Wednesday 25 April 2018	10am-4pm
● Food Growing and Managing a Food Garden	Saturday 28 April 2018	10am-4pm
*Scrutiny - Day 2 of 2	Wednesday 2 May 2018	10am-5pm
*For Scrutiny Resident Panel Members Only	Wednesday 9 May 2018	10am-4pm
● Emergency First Aid Training (Accredited)	Saturday 12 May 2018	10am-4pm
● Becoming a Leaseholder		
● Chairing Meetings		

**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 visit: [www.surveymonkey.co.uk/r/F9MZB8C](http://www.surveymonkey.co.uk/r/F9MZB8C) or scan the QR code. For more information contact:

Mursein Islam: 020 7392 5407 [mursein@spitalfieldsha.co.uk](mailto:mursein@spitalfieldsha.co.uk)  
Brian Akintokun: 020 7377 1306 [brian@spitalfieldsha.co.uk](mailto:brian@spitalfieldsha.co.uk)

APPLY NOW

