



TENANT NEWSLETTER

SUMMER 2018

JULY

Operation Director's Letter

Welcome all, to our
Summer 2018 Edition
of the Tenants Newsletter.

There are a number of interesting articles including fire safety, how we are protecting your personal data and how our new Tenant's Portal (coming shortly) can make it easier for you to communicate with us.

The newsletter is prepared for our tenants, customers, and stakeholders. I hope you find it interesting and informative. Please let us know if there is anything you would like included in future editions.

You can contact us...

by email at: info@localspace.co.uk

by phone on: 020 8221 4000

or in writing to: Local Space

58 Romford Road London E15 4BZ



The Panel embarked on a learning programme in the autumn of 2017 which was kicked off on the subject of team building. Following sessions will include conducting scrutiny and monitoring and presentation skills. The Panel and Local Space see these sessions as a vital part of increasing capability and productivity.

The Panel have conducted 3 meetings since the last newsletter. The meeting in November 2017 reviewed a number of revised policies including:

- ✓ Repairs & Maintenance
- ✓ Estate Management
- ✓ Asbestos
- ✓ Fire Risk

The Panel also agreed to carry out a skills audit to aid in their development.

The Panel has now confirmed with the Operations Director its intention to carry out a scrutiny of the repairs service specifically related to the 'customer journey' and experience. This work will feed into the re-tendering progress for the new repairs and maintenance contract which is due for completion in August 2019. The project timetable has been agreed and has already commenced.

The Panel have also carried out a review of the following policies and procedures in the last quarter of the year:

- ✓ Tenancy Policy
- ✓ Rent Setting Policy
- ✓ Tenant Empowerment & Complaints

TENANT PANEL

The Tenants Policy and Scrutiny Panel have decided to undergo a name change and will now be known as Tenant Panel to make the name simple and clear. The panel members consist of tenants and residents who live in Local Space properties. Each panel member works with Local Space to improve the service and standards for tenants and residents. Are you objective? Good listener? Questioning? Willing to learn? Aware of local issues and tenants' needs? The panel are looking for new members from the local community living in Local Space accommodation who are interested in making a difference by contributing to the work of the Tenant Panel.

INTERESTED? Email: info@localspace.co.uk
or call 020 8221 4000 for more information.

Local Space is happy to announce

that after some teething problems its new Tenant's Portal will be launched and available for use in 3rd September 2018.

Shortly each tenant will receive a letter from Local Space with a "Unique Reference Number" which you should keep in a safe place. This number will be needed to log in the portal and access your account or request a repair. The new online tenant portal will offer a range of self-service opportunities for tenants, and all accessible from any PC or selected mobile devices with an Internet connection. It will make it much easier for tenants to report issues such as repairs, check their rent balance and make rent payments.

With young, working people making up 35% of our customer base, this increased flexibility will provide residents with the ability to contact Local Space at a time which suits, including outside of standard working hours.

In more detail the Tenant's Portal will provide:



24/7 ACCESSIBILITY

The information is continually updated in real-time and represents the 'single point of truth' for all rent account facts and figures.



CUSTOMER SATISFACTION

Through gaining immediate access to all data pertinent to their rent agreement, tenants are able to keep a closer eye on their responsibilities, particularly around the scheduling of upcoming rent payments. Having visibility of all requested repairs also delivers a greater degree of control, with the option to check the progression status at a time that's most convenient to them, thus avoiding the need to make repeat calls into the service centre.



TRACK MAINTENANCE WORK PROGRESS

A Tenant is able to log a repair request very easily. The status of each repair is then conveniently tracked through the associated property record.



ONLINE PAYMENTS

Tenants through the link of 'Make a Payment' will be able to make an instant payment into their rent account 24/7.



This represents the first key step in Local Spaces digital transformation and produces a great customer experience with alternative ways to engage with Local Space. It provides a really convenient way for tenants to manage their homes and we're looking forward to continuing to evolve the portal to meet customers' needs in the future.



CAROLINE WAGSTAFF
Operations Director

RECEPTION CLOSURE

This is a reminder that our reception at our Romford Road office is now closed to walk in visitors.

If you wish to meet with your Tenancy and Income Officer you must now book an appointment by calling the Officer directly or our main switchboard on 020 8221 4000 or sending an email to info@localspace.co.uk. Please note that staff will make every effort to accommodate your requests, but that our main hours of business are Monday to Friday from 9:00am to 5:00pm.

LOOKING AFTER YOUR HOME

As part of Local Space's strategy to look after your home, we have instructed a surveying consultancy called MLCS3 to carry out stock condition surveys for approximately 1000 Local Space properties. These surveys assess the need for potential refurbishment works to your property such as kitchens and bathrooms. We will also be looking at your insulation, windows and heating system to assess the energy efficiency of your home.

MLCS3 will contact residents direct if your property requires a survey, however if you have any concerns and feel you need to have the property surveyed please contact Local Space on 0208 221 4000 and press option 1 for Repairs.

All surveyors will carry MLCS3 Identification and therefore we recommend you request to view this before allowing them access into your home.



Every year we carry out a programme of planned maintenance and improvements to replace the main components within your home that need to be updated such as kitchens and bathrooms. The table below shows the number of properties we are looking to carry out replacement works within during this financial year.

TYPE OF WORK	Nº OF HOMES	TYPE OF WORK	Nº OF HOMES
KITCHENS	36	POINTING & RENDERING	20
BATHROOMS	31	GAS/BOILER REPLACEMENT	60
ROOFS	30	ELECTRIC	450
WINDOWS/DOORS	40		

We only carry out those works that are required in each property. For example, one house may have had a new kitchen installed more recently than neighbouring properties and so may not need a replacement at this time. The works are initially identified from the recent stock condition surveys completed and by data we already hold on the properties.

Prior to any major internal works and external painting work, we may need to carry out an asbestos survey at your property. You will be notified by letter if your home is part of the planned works programme and you will be contacted by a Responsive Repairs Surveyor, in advance of the works, to arrange for all necessary surveys to be booked in with you.



PROTECTING YOUR PERSONAL DATA

You have probably already heard about changes in the law on data protection – **GDPR – the General Data Protection Regulations**. This was a new set of rules that came into force on 25th May 2018. Many people have presented these new rules as just adding another layer of bureaucracy and red tape to our lives, but the main reason for them was to give people much more control over their own personal data.

If you look at GDPR in a lot of detail, you can see that much of the underlying law on data protection has not changed. It is just that people who control data (i.e. who hold other peoples' personal data), now have to do more to show that they are complying with the law. There are also much bigger fines for non-compliance. Finally, the regulations strengthen the rights that people have over their own personal data.

At Local Space we have taken this opportunity to review how we manage the data that we hold. We have issued privacy notices to all of our tenants, setting out what data we hold, and for what purpose. We have also sent out consent forms to all tenants, so that where we need consent for processing certain types of data, we can be clear that we have it. If you would like another copy of the privacy notice, or consent form, please email DPO@localspace.co.uk.

Sometimes we have to share personal data, such as sharing your contact details with contractors who need access to your home to carry out repairs. We have now issued data sharing agreements to a number of these organisations, to make sure that they also comply with the law on data protection.

Finally, we have updated all of our policies and procedures on data protection and provided additional training to staff. We are confident that we have everything in place to protect your personal data.



WE WILL ALWAYS AIM TO ENSURE THAT YOU UNDERSTAND WHAT INFORMATION WE HOLD, AND WHY.

WE ONLY USE THAT DATA FOR THE REASON IT WAS GIVEN TO US, AND WE NEVER SHARE IT WITHOUT THERE BEING A CLEAR NEED TO.

FIRE SAFETY IN COMMUNAL AREAS



Local Space are responsible for the communal areas in the blocks of flats it owns. We have a duty to make sure the structure of the building meets the relevant fire safety legislation and communal areas are managed to minimise any potential risks to people in the event of a fire.

To monitor this Local Space conducts annual fire risk assessments and will therefore take action to remove and dispose of any items stored in communal areas without the permission of the tenant and recharge the cost of this work. This is because any items left in communal areas can potentially present a fire or a trip hazard or block escape routes.

It is for these reasons that we must take this matter very seriously and ask you not to use the communal areas for storing personal belongings or for rubbish awaiting disposal. Failure to do so will be considered a breach of your tenancy and you may face action that could result in your tenancy being terminated.

COMMONLY STORED ITEMS INCLUDING:

- PUSHCHAIRS
- MOBILITY SCOOTERS AND OTHER MOTORIZED VEHICLES YOU MUST CONTACT US IF YOU ARE STORING A MOBILITY SCOOTER IN A COMMUNAL AREA
- BICYCLES
- PAINT & FLAMMABLE LIQUIDS
- SHOPPING TROLLEYS
- CHILDREN'S PLAY EQUIPMENT
- GENERAL RUBBISH
- ITEMS OF FURNITURE, INCLUDING RUGS

IN AN EVENT OF A FIRE, PLEASE CALL 999 IMMEDIATELY!

If you have any queries to wish to discuss this please contact Local Space on **020 8221 4000** or via email: info@localspace.co.uk

If your property is managed by London Borough of Newham, please contact your Property Management Officer on **020 3373 9899**.



HOW SAFE ARE YOUR WHITE GOODS?

The London Fire Brigade has stated that nearly one fire a day involves white goods. These white goods include appliances such as dishwashers, washing machines, tumble dryers, fridges and freezers. Often these fires are not caused by human mistakes, but rather faults with household appliances. This is not just a London issue, but a national issue, and we want all tenants to be aware of this and keep themselves safe.

If you think there might be a problem with your white goods, don't ignore it. If your appliances are making strange noises, has increased in temperature, or there's a strange smell, turn it off and unplug it straight away. Then contact the manufacturer or a qualified repair technician. If it is a cooker or fridge freezer or washing machine supply from us please call 020 8221 4000.

If you have a tumble dryer, make sure it doesn't fill up with lint. Clean the filter regularly - check the manual for the manufacturer's guidance. There are a number of resources online to help you check if your appliance has been recalled due to a suspected fault. You can also register your white goods online so that you can be informed if the manufacturers identify any issues with them.

From July 2018 throughout the year, Local Space will carry out an annual electrical test on the large white goods we have supplied to the property i.e. cooker, fridge-freezer etc. This however will not include any such items you have purchased yourself.

If you have any concerns regarding the safety of the appliances provided by Local Space please call us on 020 8221 4000.

GET TO KNOW THE TEAM:

DEBBIE COLLINS



INTRODUCING OUR DEVELOPMENT MANAGER

WHAT DO I DO AT LOCAL SPACE?

Local Space wanted to increase the number of their existing properties in order to help more people in local housing need. In September 2017, a new Development Department was set up and I was appointed as Development Manager.

My role is working in partnership with Newham Council to go out and find; land, purchase new build developments or individual flats or houses. This means working closely with the Council, developers, estate agents, contractors to achieve this. This can be a challenge! Since joining Local Space I have completed on a brand new development in Thurrock comprising of mainly 2 bed flats with parking. These were quickly allocated by London Borough of Newham and the residents will be moving in shortly. I am now in the process of working on other schemes with the same developer.

WHAT BROUGHT YOU INTO HOUSING?

My first job application to be a model and follow in the shoes of Kate Moss was sadly turned down. So I had to find another career. I saw an advert for a job as a Housing Officer applied and started working for Local Authorities, in housing management, private rented sector, and then moved into the Enabling Role working with Housing Associations to build new homes in the Borough. I really enjoyed this experience, so I applied for a job with a Housing Association as New Business Officer in Supported Housing to provide homes for people with special needs. This was a great opportunity to work for a Housing Association and gain experience in development. This role led me into being appointed as Development Officer, then Senior Development Officer and then working locally where I live, as a Director of Development. I then wanted to work back in London, and applied for my current post with Local Space.

WHAT DO YOU ENJOY MOST ABOUT YOUR JOB?

I love the variety of the job; from negotiating the purchase of the site with the developer, to then project managing the scheme during construction, to seeing the final building on site. I also enjoy, the problem solving aspect, during development, there are always problems to overcome, and it is a challenge to look at different ways of solving them.

TELL US SOMETHING THAT WE DON'T KNOW ABOUT YOU?

In later years, I got into more walking and travelling. I have trekked to Mount Everest Base Camp in Nepal, seen the sun rise at the top of Machu Picchu in Peru, and the sun rise on Christmas day at top of Mount Kenya, and did my highest trek up to Kilimanjaro (19,300 feet) and Jungled trek in Thailand. In my travels, I have visited some wonderful countries, and experienced just a small taste of other people's cultures and life styles. Visiting China and seeing the pandas, the Taj Mahal and the Golden Place in India, Red Square in Russia and Whale watching in New Zealand, and many others experiences which I have fond memories of.

CROSSWORD SOLUTIONS



RESULTS OF TENANTS SURVEY



DECEMBER 2017

I would like to thank all our tenants who took the time to respond to our short survey in the December 2017 Tenant's newsletter. Here are the main results from that survey;

ON THE POSITIVE SIDE:

91% said they were satisfied or happy overall with the service Local Space provides

78% found Local Space staff helpful

77% are happy with where they live

95% were happy or satisfied with the quality of their home

86% said their home provided value for money

BUT STILL MORE WORK TO DO AS:

Only 60% said it was easy to get hold of the right person

Only 60% said their query was responded to within a reasonable time

Only 45% were satisfied with how we involve tenants.

As a result of the surveys, we will be looking over the coming year to improve our response times and make it easier to get hold of the right person at Local Space. Caroline Wagstaff (Operations Director) is also interested in any ideas tenants might have to improve their say in how services are provided. So if you have a suggestion **please call Caroline on: 020 8221 4011** or send an email to **CarolineW@localspace.co.uk**.



TIPS ON REPORTING REPAIRS

- [1] Report repairs as soon as you notice them even if they're minor.
- [2] If you report a repair in person or by phone, follow it up in writing and keep a copy of your letter or email.
- [3] You have to let Local Space or our contractor in to do the repair work, but you should get at least 24 hours' notice - except in an emergency
- [4] If you or someone visiting your home has caused the problem, you should also tell your landlord this. They may agree to do the repair work themselves and then recharge the cost to you, or they may agree to you fixing it yourself.

Generally, Local Space your landlord is responsible for repairing:

- the structure and exterior of your home, for example, the walls, roof, foundations, drains, guttering and external pipes, windows and external doors
- basins, sinks, baths, toilets and their pipework
- water and gas pipes, electrical wiring, water tanks, boilers, radiators, gas fires, fitted electric fires or fitted heaters.

LOOKING AFTER YOUR HOME

The law says that you must use your home in a 'tenant-like' way. Using your home in a tenant-like way generally means:

- doing minor repairs yourself, such as changing fuses and light bulbs
- keeping your home reasonably clean
- not causing any damage to the property and making sure your visitors don't cause any damage
- using any fixtures and fittings properly, for example, not blocking a toilet by flushing something unsuitable down it.

CAPITAL CROSSWORD

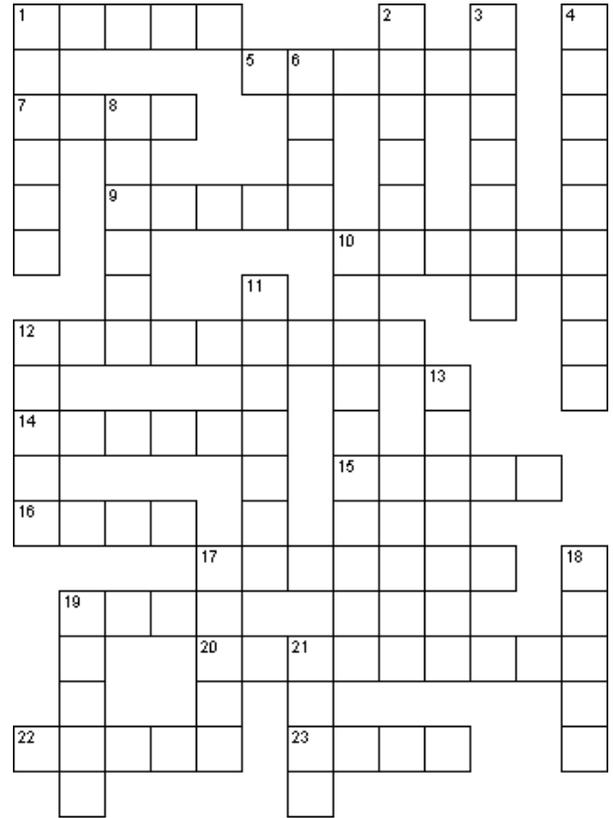
TEST YOUR KNOWLEDGE OF WORLD CAPITAL CITIES WITH THIS CROSSWORD.

ACROSS

1. Zimbabwe (6)
2. Portugal (6)
3. Iraq (7)
4. Iceland (9)
6. Samoa (4)
8. Oman (6)
10. Ethiopia (5,5)
11. Indonesia (7)
12. Afghanistan (5)
13. Uganda (7)
17. Egypt (5)
18. Liechtenstein (5)

DOWN

1. Vietnam (5)
5. The Philippines (6)
7. Italy (4)
9. Bulgaria (5)
10. Turkey (6)
12. Nepal (9)
14. Colombia (6)
15. Jordan (5)
16. Togo (4)
17. Venezuela (7)
19. Fiji (4)
20. Pakistan (9)
22. Ecuador (5)
23. Maldives (4)



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TIME TO COLOUR