



# TENANT NEWSLETTER Christmas 2019

## LOCAL SPACE LAUNCHES A COMMUNITY BASED LEARNING HUB

Local Space is an innovative and dynamic social landlord with charitable status dedicated to delivering affordable and quality social housing to people on lower incomes to help them improve their quality of life.

Local Space is also now partnering with the London Learning Consortium (LLC) to introduce an LLC Learning Hub at our main office in Stratford, providing a wider range of employment targeted training to further support our residents and the local community.

London Learning Consortium is a third sector training provider that has been an essential part of the education, skills and employment services landscape for over a decade. Delivering services since 2005, they are London's only Community Interest Company, delivering skills and training inspected directly by OFSTED as a Grade 2 'good' provider.

Based in the heart of the community, LLC operates at the centre of some of the most socially disadvantaged areas of the region focusing on delivering impact and opportunity to residents and local employers across London.

## LOCAL LEARNING HUB

London Learning Consortium already offers a wide range of courses which are designed to provide learners with the knowledge and skills that are needed to reengage with education and to get back into the job market. As well as undertaking a vocational course, learners will have the opportunity to develop/refresh the essential skills needed to help them to search for a job and prepare for an interview.

Local Learning Hub courses are suitable for those who are currently unemployed. If you are aged 19+, in receipt of either Universal Credit, Jobseekers' Allowance or Employment Support Allowance (in the Work-Related Activity Group), then you may be eligible for their course to be fully funded by the Government. You will also need to have been resident in the UK for the last 3 years. If you are currently employed but earning below £16,009.50, then these courses may also be fully/partially funded.

## OUR LEARNERS

On LLC courses, learners are looking to re-engage with learning or to progress into work, through the development of basic, employability or sector-based skills.

LLC courses are designed to provide flexible, high-quality learning opportunities which fit around your family/personal circumstances. As part of this, LLC runs courses which meet childcare requirements and are delivered locally within your local community.

LLC achieves excellent results for those who have been out of education for some time, offering additional support in small group settings to ensure that the learning environment enables each learner to access the level of support they need to be successful on their course.

LLC also has excellent relationships with a wide range of employers and job brokerage services to support those wanting to get into employment to progress into the sector of their choice.

Whatever your training or employment-related services may be, LLC can provide the right information advice and guidance to help you to succeed.

To find out more about the LLC courses

**Call 020 8774 4040**

email [courses@londonlc.org.uk](mailto:courses@londonlc.org.uk) or

visit [www.londonlc.org.uk](http://www.londonlc.org.uk)





## TENANTS PANEL



### The Tenants' Panel is still actively recruiting new members

The Panel has been busy since the summer working with the Housing team to develop a new Estate Management Policy and procedure. The Panel directly influence the 1 to 5-star assessment that will be made for each block Local Space owns and members will be going out next year to look at some of our blocks and small estates. Housing staff have also now implemented regular visits to blocks we own and will be drafting up repair and decorations requirements for the future. If you have any concerns in your block, please contact your Tenancy & Income Officer.

Bill Page the Tenant's Panel Chair has also been involved with Local Space Board to develop the Corporate Plan for the next 5 years. Watch this space for details in the next issue.

Are you Interested in having a say in how we provide our services to you? We want to hear from YOU... The Panel are always looking for new people to get involved.

**To find out more, please get in touch with Pamela David on 020 8221 4020**

## GET INVOLVED

We think it's essential to involve our tenants and communities in the work that we do. We want you to help shape and improve our services, and by getting involved you have the chance to really make a difference.

### WHAT WILL I GET BY BEING INVOLVED?

- The opportunity to develop new skills
- Improved employability
- Meeting new people and making new friends
- The chance to make your voice heard
- Free trips to conferences, training and events
- The chance to get to know us better and meet Local Space staff
- The opportunity to influence our services.

### HOW CAN I BE INVOLVED?

#### TENANTS' PANEL

We've recently been busy reviewing Local Space's Estate Management Services. We have suggested several changes to the review of service and will be involved in the new inspections taking place, acted on.

We work with Local Space to help improve services for all tenants and meet every other month, between 6:30 pm – 8.30pm. Travel and child care expenses will be paid, and light refreshments provided on the night.

#### MYSTERY SHOPPERS NEEDED!

You can help us check that Local Space's services are up to standard by getting involved with mystery shopping. This involves visiting properties, interviewing staff and tenants. You can be involved as much or as little as you like at times that suit you.

## FOODBANKS

Foodbanks makes a big difference and a simple box of food helps prevent crime, home loss, family breakdown and mental health problems. The Food Bank provides three days nutritionally balanced emergency food and support to local people who are referred to them. The Foodbank is part of a nationwide network of foodbanks, supported by The Trussell Trust, working to combat poverty and hunger across the UK.

Each foodbank works with different frontline professionals, such as doctors, health visitors, social workers and the Citizens Advice Bureau, who make referrals to the foodbank using a voucher.

Local Space can make also foodbank referrals. If you are in urgent need for a foodbank referral, please contact Pamela or Claire on 020 8221 4000. For properties managed by London Borough of Newham, please contact your Property Management Officer, Temporary Accommodation Team on **020 8430 2000** if you require further details.

Once you have been issued with a voucher, you can exchange this for a minimum of three days' emergency food at your nearest foodbank centre. To find your local foodbank, **please visit [www.trusselltrust.org](http://www.trusselltrust.org)**



# NEW CEO

I joined Local Space as its Finance Director in June 2018,

and in October 2019 I became the new Chief Executive following the departure of Jitinder Takhar. I am really delighted to be here and in my new role. I would like to thank Jitinder for her hard work and for her support to me since I have been at Local Space.

As Finance Director my focus was on making sure the finances of the business were in good shape and fit for the future. This will still be an important area for me to keep an eye on as Chief Executive. Our Board expect me to run the business well. However, there is much more I am going to focus on for the future.

We have developed a new plan for the business for the next few years which is focused on making sure our customers (you, our tenants) receive the best services we can provide, including those services provided by others for Local Space. We will be talking to you over the coming months to see what would really make the most difference for you, and we will be developing our services online so that they can be accessed 24 hours a day. We will also be thinking about how we can make your homes cheaper to run. Please contact us if you would like to get involved in this work.

I am passionate about providing homes for you that are the best quality they can be, and as cheap to run as possible, whilst ensuring that our services are delivered to you in the best way possible.

I would like to wish you and your families all the very best for the holiday season and a very Happy New Year in 2020.







# WARM HOME DISCOUNT SCHEME

**YOU COULD GET  
£140 OFF YOUR  
ELECTRICITY BILL  
FOR WINTER 2019  
TO 2020 UNDER  
THE WARM HOME  
DISCOUNT SCHEME.**

The 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 to find out.

The discount will not affect your Cold Weather Payment or Winter Fuel Payment.

## IF YOU DID NOT GET A LETTER

Contact the Warm Home Discount helpline if you did not get the letter and you think you're eligible for the 'core group'.

## WARM HOME DISCOUNT HELPLINE 0800 731 0214

Monday - Friday  
8:30am - 4:30pm

## IF YOU'RE ON A LOW INCOME

You may be able to apply directly to your electricity supplier for help if you do not get the Guarantee Credit element of Pension Credit but:

- your energy supplier is part of the scheme (most are)
- you're on a low income
- you get certain means-tested benefits

This is known as being in the 'broader group'. To get the discount you'll need to stay with your supplier until it's paid.

## HOW TO APPLY

Your electricity supplier decides who can get the discount - check with your supplier to see if you're eligible and how to apply.

Check with your supplier as early as possible. The number of discounts suppliers can give are limited.

**Your electricity supplier will apply the discount to your bill by 31 March 2020.**



# Plumbing tips for our tenants:

- 1** This time of the year check garden taps, if there is an isolation valve/ shut off point to the garden tap, it would be a good idea to turn the isolation valve off during the winter months. If you leave your garden hose connected ice can actually form inside the hose. The result from this is that pressure can build up in the pipes inside your house and potentially end up with a leak or burst pipe!
- 2** When the heating is on, you may notice that sometimes the pipe work in the property is wet, there is no need to panic this is just condensation. This can be dried with a cloth. (Or you could wrap up your pipes in Blankets)
- 3** Toilet cisterns can look like they are leaking during the winter months, Again don't panic it is condensation. This can be dried with a cloth
- 4** If you know where your stop cock is and are going away for the festive seasons, it would be a good idea to turn the water off to the property. It is always good practice to turn the stop cock off & on once a month to prevent the stopcock from seizing up. (THE STOPCOCK IS NORMALLY LOCATED UNDER THE KITCHEN SINK, UNDER THE FLOOR BY THE FRONT DOOR OR IN A UTILITY CUPBOARD)
- 5** Keeping trickle vents on windows open this will help circulate air in the property when the heating is on
- 6** Keeping the Heating on in your property will help with The pipes as they are less likely to freeze if the air within your home is warm.

## WALTHAM FOREST LONDON BOROUGH OF CULTURE 2019

Waltham Forest has been the first ever London Borough of Culture. The award from the Mayor of London has enabled arts and culture to be in the spot light. The award has already highlighted the character, diversity and cultures of the borough, the things residents have in common and the things that make them different. This is a year-long celebration of the real cultures of London by the people who live in the borough and it isn't over yet. There are still events throughout December, so don't miss out. For the full programme, please visit [wfculture19.co.uk](http://wfculture19.co.uk)

If you live or work in Waltham Forest, keep up to date with what's happening in the borough.

Waltham Forest News is now publishing quarterly. But don't worry, you can still get useful and important information about what's going on in Waltham Forest every fortnight, straight to your email inbox.

Sign up to Waltham Forest Now, for their free e-newsletter. In it you'll find news on events, stories about local people and the amazing things they do, along with updates on Council services.

**Stay in touch by signing up at [bit.ly/WFNow-sign-up](http://bit.ly/WFNow-sign-up)**

## WHAT'S ON IN HACKNEY

### FESTIVALS AND EVENTS

#### YONAS AT CARGO, LONDON

Mon 27<sup>th</sup> Jan 2020

7pm - 11pm

Born Again Concerts proudly presents: YONAS plus very special guests Zak Downtown and Jaehross

Doors: 7pm | Price £17.00 in adv.

is leading a movement to tear down walls as a pop/hip-hop crossover artist armed with thought-provoking lyrics, prodigious musical talent (he's a former violin wunderkind), infectious melodies, trendsetting career instincts, rugged beats, and a powerful personal story of dreams, desires and transformation. All welcome.

Cargo | 83 Rivington Street

London EC2A 3AY

Disabled access: Yes

Tickets - <http://po.st/JsFjfk> About: YONAS - <https://youtu.be/P1GPFL4C00E> YONAS

**For further information or future events go to: <http://apps.hackney.gov.uk/>**



# NEW YEAR TENANT SURVEY A CHANCE TO WIN £350

## CHRISTMAS OFFICE CLOSURE

020 8221 4000

The Local Space offices will be closed from 12:30pm the afternoon of 24<sup>th</sup> December 2019 until 9:00am on Thursday 2<sup>nd</sup> January 2020

If you require any emergency repairs or maintenance works during this time, please continue to call the customer services number above.

Our customer services telephone line will put you through to an automated voicemail which will advise you of the correct numbers that you will need to call, depending on the enquiry.

Please note that emails will not be seen until Thursday 2<sup>nd</sup> January 2020.

## PLEASE DISPOSE OF YOUR RUBBISH RESPONSIBLY

Help us keep your block or estate clean and tidy.

- DO** keep the bin area tidy.
- DO** recycle: paper and card; rinsed cartons (milk, juice, soup); rinsed glass bottles and jars; rinsed tins and cans; plastics – including bottles, caps, pots, food trays and punnets, but NOT plastic film, crisp packs or bubble wrap. Help us keep your estate clean, tidy and hygienic.
- DO** call the Council to come and collect your large item(s).
- DO** take all your rubbish with you when you move out.
- DO** report anyone tipping rubbish at your estate – get van numbers if you can.

**DON'T** leave rubbish bags outside your door. Keep them inside your home until you take them to the bin or chute.

**DON'T** put mixed rubbish in the recycling bins – 'contaminated' rubbish won't be collected.

**DON'T** dump large items like furniture or old appliances by the bins. These costs can contribute to rent increases.



# Get to know the team

INTRODUCING ONE OF OUR  
SENIOR CORPORATE  
SERVICES OFFICERS

Janice Joseph

## WHAT DO I DO AT LOCAL SPACE?

I am currently working in the Corporate Services Department which was formed on 13th November 2017. It is a very busy department that has 2.7 staff members (2 full time and one part time staff member of staff works 3 days one week and 4 days the next) and our remit is to deliver and maintain services to the whole of the staff force at Local Space in areas such as HR, IT, soft facilities management and communications.

## WHAT BROUGHT YOU INTO HOUSING?

Well I fell into the housing sector as I had worked in various fields to include both the private and public sectors. My first full time job was as a bank clerk (I think they are now referred to as Customer Services), of which I started 3 days after I left school at 16 and I was keen to earn my own money. After having my children, I mostly did part time work in one form or another for many years and these jobs included, child minding, receptionist, administrator, and I also worked in a cinema which was pretty good as I got to watch all the latest films however it did get a tad boring seeing the same film 20 times. I eventually decided to get back into full time employment and had a few different jobs until I joined Passmore in November 2000 which was taken over by Local Space in 2007 and this is where I have been ever since but doing a variety of different roles.

## WHAT DO YOU ENJOY MOST ABOUT YOUR JOB?

I enjoy many of the challenges my current role brings and the variety of work that I get to experience. I often don't know how my day is going to pan out, as even though we only have 32 staff members, Local Space never seems to sit still and there is always something that pops up that will need urgent attention. I am currently developing my knowledge and skills on the HR side of my job and I have started a CIPD course that is very interesting.

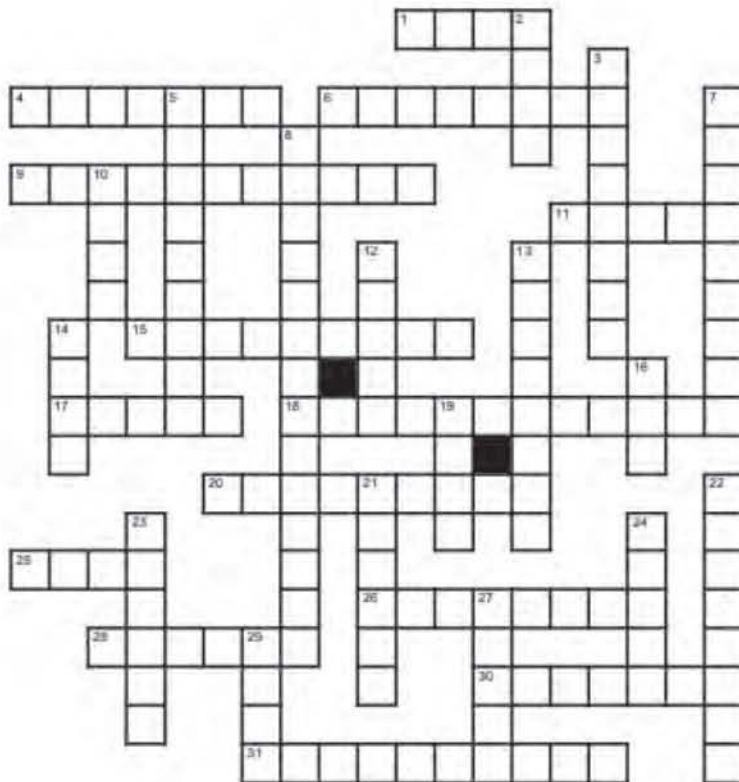
## TELL US SOMETHING THAT WE DON'T KNOW ABOUT YOU?

I am a very keen fitness fanatic and I am a big believer that we all need to move around a lot more to keep our bodies and minds active. Over the past 35 plus years I have probably attended most forms of fitness classes to include, spin, circuits, body pump, body combat, body attack, body balance, LBT, boxing, the list is never ending. My most favorite thing to do is go to the forest with my dog and just walk for miles, as I love being at one with nature.





# CHRISTMAS CROSSWORD



## Across

1. Another word for present.
4. Santa's door?
6. Animals that pull Santa's sleigh.
9. What people put on their Christmas tree.
11. Something on Santa's face.
15. The day after Christmas.
17. Santa's helpers.
18. The day before Christmas.
20. A piece of snow.
25. What Santa gives to bad girls and boys.
26. A sock that hangs by the chimney.
28. People put these bright things on their house.
30. A reindeer with a red nose.
31. A jolly man in a red suit with a beard.

## Merry Christmas!

### Down

2. Something people decorate.
3. What people give each other.
5. Where Santa's workshop is located.
7. A striped Christmas treat.
8. Drink and food left for Santa.
10. Something people send to each other to say 'Merry Christmas'.
12. The presents are usually \_\_\_\_\_ the tree.
13. The month of Christmas.
14. Look at a present before you should.
16. The color of Santa's suit.
19. A common decoration for the top of the tree.
21. A famous snowman.
22. The place where Santa makes toys.
23. Santa's car?
24. A common decoration for the top of the tree.
27. A Christmas song.
29. What Santa gives to good girls and boys.



Across: 1. Gift, 4. Chimney, 6. Reindeer, 9. Decorations, 11. Beard, 15. Boxing day, 17. Elves, 18. Christmas eve, 20. Snowflake, 25. Coal, 26. Stocking, 28. Lights, 30. Rudolph, 31. Santa Claus  
Down: 2. Tree, 3. Presents, 5. North pole, 7. Candy cane, 8. Milk and cookies, 10. Card, 12. Under, 13. December, 14. Peek, 16. Red, 19. Star, 21. Frosty, 22. Workshop, 23. Sleigh, 24. Angel, 27. Carol, 29. Toys.

Answers:

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