

Local Space NEWS



CHRISTMAS 2020

We would like to take this opportunity to thank you all for following the government's coronavirus advice during this extremely challenging year.

Your health and safety is our top priority and we are here to support you with any challenges you may have with your tenancy as a result of the pandemic. This newsletter will update you about how we are helping to keep you safe during home visits and offers guidance on managing any money related issues you may have. By continuing to follow advice to limit the spread of coronavirus we can help to keep our family, friends, and neighbours safe. From everyone here at Local Space, we wish you a Merry Christmas, and a Happy New Year!



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Christmas Opening Hours and Key Contacts

We close for Christmas at 5pm on Wednesday 23rd December 2020 and reopen at 9am on Monday 4th January 2021.

Please use the following contacts to report gas leaks, gas boiler breakdowns or emergency repairs during this time:

- If you have a gas leak, please call National Grid on **0800 111 999** (lines are open 24 hours a day)
- For gas boiler breakdown repairs please call K&T Heating on **0800 193 0477**
- To report an emergency repair please call Axis Europe on **0203 597 2093**



Coronavirus and our Service to you

We are working hard to maintain services, whilst following advice and restrictions issued by the government to control the spread of coronavirus.

We understand that some of our customers may not feel comfortable having people in their home to do repairs or maintenance, however it is important for you to continue reporting any issues you may have with your home. Please rest assured that your health and safety is our top priority. Our staff have been provided with personal protection equipment and we undertake individual risk assessments to ensure that any visit to your home is done as safely as possible.



Our offices at 58 Romford Road remain closed, however you can contact us by phone on **0208 221 4000** or by emailing **info@localspace.co.uk**

Paying your Rent

We appreciate that this is a difficult time for many of our customers and we are here to help if you are struggling to pay your rent or clear your arrears.



Whether your money issues are caused by a change of circumstances, a budgeting difficulty, or a cut in benefits, it is important to get any issues under control. Our Housing Team are here to offer you advice and can be contacted by phone on **0208 221 4000** or by emailing **housingteam@localspace.co.uk**

Direct Debit is a simple and secure way to pay your rent. Your payment will automatically leave your account on a set date, so there is no need to worry about remembering to pay it on time.

We are giving one lucky person the chance to WIN £100 credit towards their rent if they set up a Direct Debit before the end of January 2021. To be in with a chance of winning please phone us on 0208 221 4000 to set up your Direct Debit.



The following contacts may help you to deal with your money related issues:

Citizen's Advice has a telephone advice line where you can chat with a trained advisor about debt issues. Please phone **0800 144 8848** (9am to 5pm, Monday to Friday. Phone lines are closed on bank holidays). The Citizen's Advice website also offers guidance on a wide range of money matters. Please visit **www.citizensadvice.org.uk/debt-and-money** for more information.

You may also find The Money Advice Service useful. Please phone **0800 138 7777** for free, confidential advice (8am to 6pm, Monday to Friday. Phone lines are closed on weekends and bank holidays). The Money Advice Service website also offers online tools and guides to help you improve your finances. Please visit **www.moneyadviceservice.org.uk** for more information.

Employee Spotlight

Selena Hall is our Responsive Repairs Contracts Manager. The Property Services team have been ensuring that your repairs continue to be dealt with swiftly and efficiently despite the current coronavirus restrictions.



? What do you do at Local Space?

I'm the Responsive Repairs Contracts Manager managing Local Space's relationship with contractors who carry out repairs on our behalf. Most of this repair work is carried out by Axis Europe, but I also work with contractors such as K&T Heating and Mick's Furniture. I review our contractor's performance and arrange for the work to be paid. No one day is the same, and that's what I like most about my job. This year has certainly been a bit different! We've been working from home since March and we are working hard to keep services running for our customers.

? How long have you been in your role?

I've been at Local Space since January 2019. I started here as a Repairs Inspector and was promoted to the role of Contracts Manager. Before that I did a Carpentry Apprenticeship and then worked as a plumber for ten years. Having this experience really helps me in my current role when liaising with customers and contractors. My aim is always to try and get the job done right first time.

? What's the most rewarding part of your job?

Helping our customers. I know how important a warm and safe home is, and it's even more important now that we are spending more time at home. Dealing with emergency repairs means that an operative will need to attend within 24 hours. The pressure is on to make sure they attend quickly. I get a real buzz knowing that the work I do is helping a customer in need.

