

LOCAL SPACE NEWS



SUMMER 2021

Welcome to our summer newsletter. We hope that you, your friends and your family are keeping well. Over the past six months we have continued to adapt to the challenges presented by the coronavirus pandemic, and we hope you will join us in looking forward to a time of more stability now that the vaccination programme is well underway.

We are always looking for ways to make it easier for our customers to contact us, so we are pleased to announce that from Wednesday 25th August you will be able to use our new online service (**My Account**) to pay your rent, check your account details, and report a repair. It's available 24 hours a day, so you don't have to wait to contact us during office hours!

Your health and safety continue to be our top priorities, so this newsletter also offers helpful advice about what to do if you have damp, mould, and condensation issues, and how to report these to Local Space. Please get in touch with us if you are having any issues with your home, whether that be a repair that needs inspecting or problems paying your rent. Our friendly housing and property services team are here to help.

With best wishes from the Local Space team.

INSIDE:

- PAY YOUR RENT AND REPORT A REPAIR ONLINE USING MY ACCOUNT
- OUR NEW LOCAL SPACE WEBSITE
- HELP TO DEAL WITH DAMP AND CONDENSATION

Pay your rent and report a repair online from 25th August

You will shortly receive a letter with details about our new online service (**My Account**) which you can use 24/7 to check your account details, make a rent payment, and report a repair.

My Account is multi-lingual and can be accessed from many types of devices, including laptop, PC, tablet, or smartphone. We will be developing **My Account** to have more functionality in the future.

What can I use My Account for?

- **My Account** will alert you if you are due to make a rent payment.
- You can check your account details and make a rent payment.
- You can view your historic transaction details.
- You can report a repair and upload a photo of the issue.

How will I get the details I need to access My Account?

To access **My Account**, you will need your tenancy agreement number and an activation code. For security reasons, we are sending these two bits of information separately to you by post. If you haven't received your letters by this time next week, or have any trouble logging in, please call us.

How can I access My Account?

You can access **My Account** via our website from Wednesday 25th August 2021 once you have your registration details. Please look for the button at the top of our website home page: www.localspace.co.uk



If you have any queries about registering for **My Account**, please phone **0208 221 4000** (press Option 3 to connect to the Housing Team)

Help to deal with damp and condensation

We want our customers to live in dry and mould free homes. And so, we want to know if you are experiencing problems with damp and condensation.

We want to fix damp or mould issues, particularly when it is caused by a repair problem and if it is affecting your health and safety. If you have a problem with damp or condensation, please get in touch.

We have created a short online questionnaire to help us identify how best we can help. For example, it will help us to know if you have any extractor fans, any outstanding repairs, what space is provided to dry your clothes, and if any of your family have asthma or other severe bronchial issues.

You can complete the questionnaire by visiting the following website address:
www.localspace.co.uk/helpwithdamp.

We have also set up a dedicated mailbox **damp@localspace.co.uk** to help us better manage problems you report to us. We are here to help. As ever, you can always call us direct on **0208 221 4000**.



(pictures used are not Local Space properties but are for illustrative purposes)



What is penetrating damp?

Penetrating damp is when moisture enters your home from above ground – for example, a roof leak or leaking pipes inside or outside the building, cracks in brickwork or render, or high ground levels which enable moisture to get into the structure of the building. This type of dampness will damage the building fabric and can be costly and disruptive to put right if not dealt with quickly. It will also increase the likelihood of condensation as humidity levels will be higher than they should be.

Because penetrating damp is caused by repair issues it is our responsibility as your landlord to deal with it. If you have a penetrating damp problem, contact us straight away. We will either arrange an inspection by a surveyor or one of our contractors to help diagnose and resolve the repair.

What is condensation?

Condensation is when moisture is generated internally. It occurs when warm moist air comes into contact with cooler surfaces, and the moisture in the air then condenses, leaving water behind on these colder surfaces. Condensation related dampness is most closely associated with mould growth.

It can happen if the property is not regularly aired/ventilated or if the heating isn't used enough. We ask all our customers to please make sure their homes are well ventilated and heated. It can also be caused by poor insulation, or faulty heating and ventilation systems, all of which are our responsibility as your landlord.



The following things can help to lessen the problem:

- Check the extractor fans in your bathroom and kitchen are working. Let us know if they need to be repaired. When bathing, showering, and cooking switch the fan on and keep the door closed to prevent moist air travelling to the other areas of your home.
- Try to keep your home properly heated. It usually helps to have a low background temperature of at least 15 degrees in all rooms (21 degrees is what people typically find to be a comfortable temperature).
- We know that some of our customers struggle to cover their energy bills. Price comparison websites such as www.uswitch.com and www.moneysupermarket.com can help you switch tariffs and reduce bills.
- If you have outside space, dry your washing outside. (Please check the rules for drying clothes on balconies beforehand).
- Make sure any vents on your windows, walls or ceilings are not blocked.
- A few mornings each week, as a temporary measure, wipe away any moisture from areas which are prone to condensation such as windows and corners of rooms (particularly near the floor) to help reduce the likelihood of mould growth occurring.

We are working on improving the energy efficiency of our homes as we know this has the biggest impact on preventing damp and condensation. We are continuing our programme of replacing windows, doors, and roofs and are looking at how we can better insulate our homes.



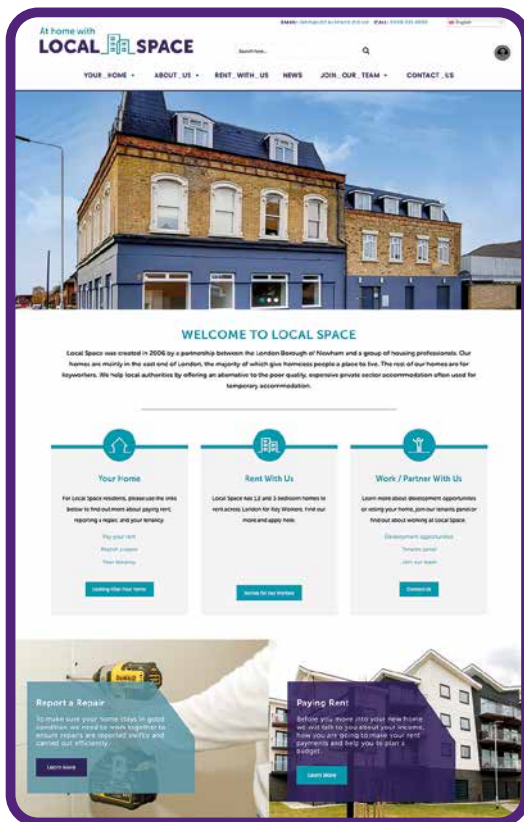
You can find out more information, including how to complete the damp questionnaire, by visiting www.localspace.co.uk/helpwithdamp.

Our new Local Space website is now live

We are pleased to let you know that we have had a total refresh of our website and have also updated it with our new logo and branding.

We would like to say a big thank you to our residents and Tenants' Panel members who kindly offered their time to test out our new website and online account services. Their feedback helped us to make improvements to the design and functionality and we are grateful for their valuable input.

If you would like to get involved with helping to improve our services by becoming a panel member or taking part in surveys and other user testing groups, please contact us on **0208 221 4000** or email **info@localspace.co.uk**
www.localspace.co.uk



LOCAL SPACE

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