



Welcome to the autumn edition of our Local Space newsletter

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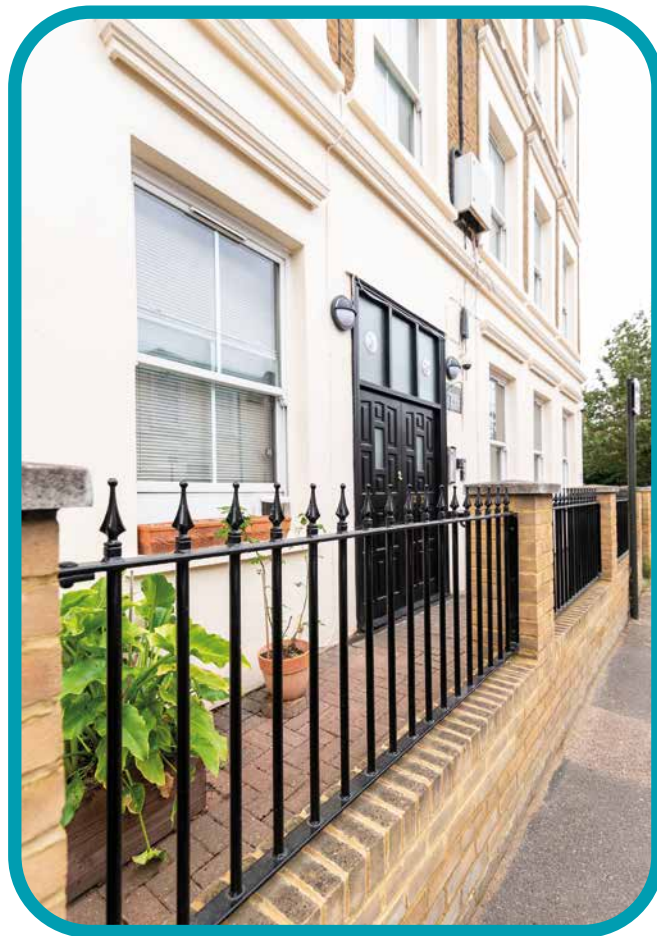
INVESTING IN YOUR HOMES

Revamping Tower Hamlets Road – Inside and Out

We've been continuing the work to invest in and improve the apartment blocks we own. Our Tower Hamlets Road building has had a complete makeover during the summer! We've carried out a whole range of works to the interior and exterior of the building.

We've completely redecorated the communal areas by installing new tiling and flooring and repainting the walls. We've also replaced the front door, installed a hanger for customers to store their bikes safely outside, fixed the roof and rebuilt much of the car park wall.

The space has been completely transformed and we've had really positive feedback from our customers. Check out the results below!





UPTON

GARDENS E13

New Homes in East London

We've successfully completed letting apartments at Upton Gardens in East Ham, providing housing for 38 homeless families. This is the second brand-new block leased to us through our partnership with Newham Council.

These homes boast top-notch finishes and materials, and to meet the Local Space standard, we've made sure that each unit is equipped with essential amenities, including white goods and curtains.

Our collaboration with Newham has us eagerly anticipating the future; we've got four additional blocks in the pipeline set to join our program in the upcoming months. Watch this space!

SERVICE IMPROVEMENTS

You Said, we Did!

There are times when we don't get things right. When we receive a complaint, we'll always apologise and try to put things right. Learning from our mistakes is important to prevent similar issues for other customers.

Here are some examples where we've made changes based on your feedback to improve our services: Are you

- You tell us it's sometimes difficult to get through to us on the phone. So, we reviewed the automated telephone options for our main office number to provide a clearer option for you to speak directly to a member of the Local Space team. We have also recruited two additional permanent customer service administrators, whose role is to answer calls and respond to emails from customers.

- When there's a delay in fixing a boiler, we now ensure K&T Heating offer to provide heaters to customers.
- K&T Heating and Axis Europe now handle our repair calls, so they're now required to report any complaints they deal with that aren't resolved within 5 working days. The complaint should then be passed to us, and we'll deal with this under Stage 1 of our complaints process.
- Some customers tell us that complaints aren't always escalated promptly. We now ask customers to email our generic mailbox (info@localspace.co.uk) if they want to escalate their complaint. This ensures their request is picked up by a member of the relevant team and allocated to a senior member of the department.
- You've told us that sometimes it's not clear what the timeframes are for dealing with a repair. Axis Europe and K&T Heating now explain timescales to customers and how we prioritise appointments as Emergency, Urgent, and Routine, so you'll know when the repair will be completed by.



There are several ways for you to give us feedback or make a complaint:

- In person with a member of our team
- Via email at info@localspace.co.uk
- By phoning us on **0208 221 4000** (lines are open Mondays to Fridays, 9am to 5pm)
- Writing to us at:
Local Space, 58 Romford Road, E15 4BZ



Home Swap with the Mutual Exchange Scheme

We understand that family needs change over time, and your current home might not be the right fit anymore. Some customers have asked about moving options, like Mutual Exchanges, where you can swap homes with another tenant.

You can register on sites such as HomeSwapper, and most swaps involve tenants with lifelong tenancies. If you have an Assured Shorthold Tenancy (AST), you can still register, but the person you swap with must be willing to accept an AST.

For guidance on mutual exchanges, you can refer to Shelter.

To start the process, please contact us at info@localspace.co.uk or call 0208 2441 4000.

We'll need to ensure the swap is suitable and affordable for both parties and that your rent account is clear before approval. If you use HomeSwapper, the £24 annual fee is on us. Just share the receipt with us, and we'll handle the payment.

Moving to a new home can be exciting but can also be stressful. We're here to provide advice and answer your questions, so don't hesitate to reach out.

Home Swapper: www.homeswapper.co.uk

Shelter: england.shelter.org.uk/housing_advice/council_housing_association/tenancy_exchanges



MONEY MATTERS

£400 for Customers Struggling Financially

We know that many of our customers are struggling financially and may be finding it hard to make ends meet. Our Hardship Fund is designed to provide a helping hand.

Our Hardship Fund enables us to offer customers a one-off grant of £400 that can either be paid to you directly or used to off-set any rent arrears you might have (dependent upon your circumstances). It's for customers who are experiencing severe financial hardship and who are on very low wages or out of work.

If you'd like to apply for the Hardship Fund, please email housingteam@localspace.co.uk or call 0208 221 4000 (option 3).

HEALTH & SAFETY

Keeping Communal Areas Clear and Safe

Whether you live in a block of flats or a flat in a converted street property, it's important to keep your communal areas clear.

Items left in corridors and communal areas are a fire risk, block escape routes and exits, could cause accidents, and makes them more difficult to clean.

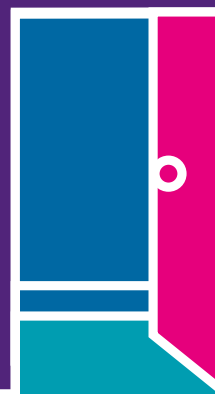
We're asking all our customers to keep all personal items inside your home. This includes rubbish, recycling, bikes, prams and pushchairs, clothes racks, furniture, and any other personal belongings.

By working together, we can all contribute to keeping our homes clear, tidy, and (most importantly) safe.

PLEASE KEEP COMMUNAL AREAS CLEAR

Items left in corridors and communal areas:

- Are a **fire risk**
- **Block escape** routes and exits
- Could **cause accidents**
- Make them more **difficult to clean**



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GET INVOLVED

Become an Estate Champion

Estate Champions are customers who work with us to help make our estates and local communities a safer, cleaner, and more attractive place to live. You'll get the chance to make a real difference to the area you live in, joining us on estate visits and inspections alongside our Housing Services Team and other community partners.

You'll be a valued part of our team, helping us build relationships with the local community, and being a voice for our customers, so we can find out what we're doing right and what we need to do to improve our estates.

Would you like to get involved?

Please drop us an email at CustomerEngagement@localspace.co.uk to express your interest. We'll then be able to contact you with details of upcoming inspection dates and times.

Find us on
facebook



Join our Tenants' Facebook Group

Our Tenants' Panel have set up a new Facebook group, and you're invited to join! The aim of the group is to provide you with:

- A place for you to connect and share your experiences and ask questions.
- A centre for information and workshops on key issues which you feel are relevant.
- A place to share your ideas, thoughts, and questions, which will help to shape the service you are offered by Local Space.
- A place to engage in new projects, join or start Customer Groups and build your community!

To join you can either:

Scan the QR Code below using your phone (you'll then be redirected straight to the page)

Visit the following webpage:

www.facebook.com/groups/localspacetenants

You'll be asked a couple of quick sign-up questions so that we can verify that you're a Local Space tenant, and then you're in!

Please note that you'll need a Facebook account to be able to join the group.



Read our Latest Residents' Report

We've just published our annual Residents' Report for 2022/23, covering our performance, how we've invested in your homes and what we plan to do to improve our services over the coming year.

Presented in a digital format, the report can be accessed on mobile phone, tablets or computers. If you'd like to get involved in next year's report, we'd love to hear from you!

Drop us an email at info@localspace.co.uk

You can read our latest report at:
www.localspace.co.uk/residents-report-2022-23/



At home with
LOCAL SPACE



Local Space, 58 Romford Road, London, E15 4BZ
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0208 221 4000
www.localspace.co.uk

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