



Welcome to the Summer edition of our Local Space newsletter

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INVESTING IN YOUR HOMES

Local Space lease 43 brand-new homes for homeless households

Local Space has signed lease deals with the London Borough of Newham, to manage 43 new homes at New Market Place, a Barratt development in East Ham.

The properties will be let to households currently living in temporary accommodation with rents charged at the Local Housing Allowance rate.

The New Market Place homes have been built to a high specification and include appliances such as electric ovens, ceramic hobs, fridge freezers, radiators, and door entry systems. Local Space have also installed washing machines and window blinds.

Local Space is responsible under the arrangement for carrying out home repairs, collecting rent, and managing tenancies.

Josie Parsons, chief executive at Local Space said:

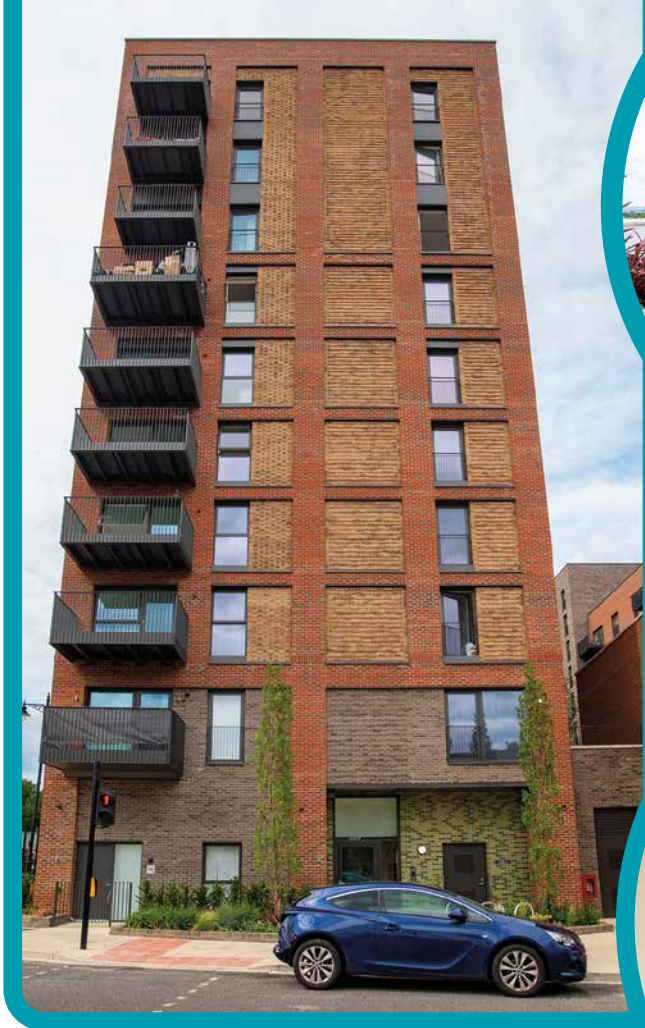
"In partnership with London Borough of Newham, Local Space is working hard to deliver new homes to help solve the housing crisis. These new lease deals demonstrate our ongoing commitment to providing high-quality, settled accommodation for homeless families in East London".

You can find out more on our website here:

www.localspace.co.uk/local-space-lease-43-brand-new-homes-for-homeless-households/



Cllr Carleene Lee-Phakoe, Cabinet Member for Housing Needs, Homelessness and Private Rented Sector, New Market Place resident Glenda, and Carl Doogan, Head of Operations at Local Space



YOU SAID / WE DID

New letter boxes for Tower Hamlets Road

Customers living at our Tower Hamlets Road property asked us to replace the letterboxes and move them inside the building, due to issues with post being opened or stolen or blowing down the street.

We consulted customers on the design and colour, and were happy to purchase new, more robust letterboxes for inside the building.

No matter how small a change, if there's anything you think we could do to improve the communal areas of the blocks we manage, please let us know.

You can email us at:
info@localspace.co.uk

SERVICE IMPROVEMENTS

We'd like your feedback about our services

Providing a service that meets the needs of our customers is a priority for us and we'll continue to do everything we can to improve. We need your help to make this happen.

If there's anything we can do better, then please tell us – this could be feedback about a repair or simply following a phone conversation. Whatever your feedback, we want to hear from you.

If you'd like to make a complaint or tell us about a positive experience you've had, you can:

- Email us at info@localspace.co.uk
- Phone us on **020 8221 4000**
- Write to us at **Local Space, 58 Romford Road, London, E15 4BZ**

Landlords must publicise their complaints policy and process, and the Housing Ombudsman's Complaints Handling Code.

Please visit our website for more details about our complaints process:

localspace.co.uk/complaints-and-feedback/



JOIN OUR FACEBOOK GROUP

Our Tenants Panel have set up a new Facebook group.

The aim of the group is to provide:

- 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 via focus groups.

To join you can either take a picture of the QR Code below using your phone (you'll then be redirected straight to the page) or 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.



MONEY MATTERS

Peace of mind with home contents insurance

You may be going on holiday or having days out this summer, so having home contents insurance in place could give you peace of mind while you're away from home.

Local Space have partnered with Thistle Tenant Risks, who offer contents insurance specifically for those living in social housing.



My Home
Contents Insurance

The Thistle Tenant Risks Team are here to help!

We understand the importance of being able to speak to one of our customer service team. That is why we offer a call back service.

For tenants, leaseholders and residents wishing to discuss home contents insurance, the cover available and payment methods, why not request a call back.

How can you do this?

Visit: www.thistlemyhome.co.uk/contact-us complete the enquiry form and wait for one of our helpful Team to call you back.

Email: myhome@thistleinsurance.co.uk leave your contact details and someone will call you at a convenient time.

My Home Contents Insurance – making life a little easier!

Benefits include:

- Flexible application process – either over the phone or by filling in an application form. Electronic packs are also available.
- There's no requirement for a bank account.
- No financial questions are asked as part of the application process.
- There's no requirement to have special door or window locks (just a lockable front door).
- You can pay as you go and cancel at any time with no admin fees.
- Optional cover for personal possessions away from the home and extended accidental damage cover can be added (for an additional premium) or removed at any time.

Find out more here: www.thistlemyhome.co.uk/

HEALTH & SAFETY

Watch out for doorstep scammers

If somebody turns up at your door and asks for access to your property, and you're not expecting them, they may be a doorstep scammer. Please don't be afraid to question them.

Doorstep scammers pose as official representatives from organisations such as councils, housing associations, or utility companies. They try to gain entry to homes to either steal items or obtain money from residents.

We'll always give you advance warning if we're going to visit your home, either via phone or an appointment letter.

What should I do if I suspect someone at my door is a scammer?

- You can prevent them from entering your home by placing the chain across the door.
- Question their intentions and request identification. Any individual claiming to be associated with us or our contractors should display an official badge.
- If you're still unsure, please call us on **0208 221 4000** to confirm their identity.

Scammers can also target you over the phone, so if you're unsure whether your caller is a genuine member of Local Space staff, please ask for their name and call us to check.

What signs should I be aware of when someone knocks at my door?

- Anyone who asks to see your bank cards or pin number.
- Persistent salespeople or charity workers.
- Anyone claiming to be from an organisation but lacks an official identification badge.
- Anyone unfamiliar who wants to enter your home for any reason.

Who should I contact if I am unsure of someone's identity?

Dial **999** in case of an emergency or **101** if you're not in immediate danger and wish to report the incident.

If you suspect that you have fallen victim to a scam or believe that someone has attempted to deceive you, you can:

- Contact your local Trading Standards.
- Call Action Fraud, the national reporting centre for fraud and internet crime, at **0300 123 2040**. They can offer advice on preventing fraud and provide guidance if you have become a victim.





Preventing fires from e-scooters & e-bikes

The London Fire Brigade attended over 116 fires resulting from faulty e-scooters and e-bikes last year.

Most fires relating to e-bikes and e-scooters have happened in homes and are often caused by charging batteries.

It's important to pay special attention to bike conversion kits and not attempt to modify or tamper with the battery. Never leave devices charging when you're out or asleep, and please don't block your escape route with e-bikes or e-scooters.

For more information visit the London Fire Brigade's website: www.london-fire.gov.uk/safety/the-home/e-scooters-and-e-bikes/.

The dangers of balcony BBQs

The London Fire Brigade are urging people to act safely during the hot weather and have issued a reminder about the increased risk of barbecue fires, both outdoors and at home.

In June, 60 firefighters were called to a fire at a flat block in Croydon, which investigators believe to be caused by a barbecue on a balcony.

Assistant Commissioner Goulbourne said: "Balconies can contain combustible materials that can pose a threat to the safety of those BBQing and those living around them, as we have just seen in Croydon".

The wind may also carry smouldering ash towards grassland or neighbouring properties, which can start a fire.

Please read the London Fire Brigades top tips for barbecuing safely, both at home and outdoors on their website

www.london-fire.gov.uk/media/4898/f6218a-bbq-safely-leaflet-a5-april-2020.pdf.



GET INVOLVED

What would you like to see in our next newsletter?

We're always on the lookout for customers who are interested in getting involved in our newsletters.

Whether you want to share photos of recent events in your community, or suggest a topic for us to cover, we'd love to hear from you! This newsletter is for you, and we want to make sure it reflects your interests and concerns.

Please get in touch with the team by emailing your ideas to: info@localspace.co.uk

We look forward to hearing from you!



At home with
LOCAL SPACE



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

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