

# YOUR SPACE

**Autumn 2025**

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# Welcome

Dear residents,

I'm delighted to welcome you to the first edition of **Your Space**, a newsletter which celebrates our community, shares your stories and keeps you connected with Local Space.

Your Space was created in response to your feedback and developed with support from our Residents' Panel. Your feedback has also helped shape our latest Residents' Report, which highlights how we've invested in homes and improved services over the past year. I'm proud to say that customer satisfaction has risen to 75%, an increase of 2% from the previous year.

This summer, our Family Fun Day was a real highlight. Over 80 residents joined us to take part in activities, meet our partners, and

share their views. It was wonderful to see so many families together, and the day was such a success that we're planning to bring it back again next year!

Looking ahead, there are plenty of ways to get involved. We're currently recruiting for our Resident Policy & Scrutiny Panel and Scrutiny Group which is a fantastic opportunity to help shape the future of Local Space services. To help us ensure that our services truly reflect your needs, don't forget to update your details with us – more information on page 4.

Thank you for being such an important part of our community. I hope you enjoy this first edition of **Your Space**, and I look forward to sharing more with you in the months to come.



Best wishes,

**Josie Parsons**  
Chief Executive  
Local Space

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# How are we performing as your social landlord?

The Tenant Satisfaction Measures (TSMs) ensure that all residents receive high-quality homes and services by helping the regulator to compare social landlords' performance in England.

For us, the TSMs are more than just numbers – they represent your feedback. They show us what's working well and where we need to improve. Your voice really does make a difference. Together, we can continue to improve the homes and services we provide.

If you would like to share any feedback with us throughout the year, you can email the Customer Engagement team at [customerengagement@localspace.co.uk](mailto:customerengagement@localspace.co.uk) or read our complaints policy and make a complaint on our website at [localspace.co.uk/complaints-and-feedback](https://localspace.co.uk/complaints-and-feedback)

You can read our TSMs on our website at [localspace.co.uk/tenant-satisfaction-measures](https://localspace.co.uk/tenant-satisfaction-measures)



Local Space staff member and resident Mercedes

## Customer satisfaction

We worked with IFF Research to survey 339 residents to understand overall satisfaction with our services. If you're interested in how we approached collecting data, take a look at our summary of approach and the survey used to generate responses.

Thank you to all our residents who took the time to share their views. You are helping us to identify areas of improvement so we can ensure a better customer experience.

## Repairs

We know that repairs are important to you. Maintaining high-quality, safe, and comfortable homes is a key part of our service as your landlord.

Following on from your feedback, we have:

- Worked closely with our contractors to improve repair completion times and call centre responsiveness.
- Engaged consultants to conduct an independent review to help us design a better repairs and maintenance service.

## Complaints

We take every complaint seriously, viewing it as an opportunity to learn, improve our services, and put things right for our residents.

We now have a dedicated team who manages our complaints handling, and we have recruited a Complaints Officer to support this work.

Find out more about how to make a complaint on our website.

[localspace.co.uk/complaints-and-feedback](https://localspace.co.uk/complaints-and-feedback)

### Help us get to know you better

We want to make sure our services truly reflect the needs of all our residents.

To do this, we're asking residents to share a few details about themselves – such as age, ethnicity, language, disability, communication preferences, and information about any children in your household.

By collecting this information, we can:

- Communicate with you in the way that suits you best.
- Better understand the needs of different groups within our communities.
- Design services that reflect the people we serve.
- Improve access, support, and inclusion for everyone.

Sharing your details only takes a few minutes, and every response helps us build a fairer, more personalised housing service. If you'd prefer not to answer certain questions, there's always a 'prefer not to say' option available. Together, we can make Local Space services even stronger – for you, your family, and our whole community.

You can update your details using our form on [bit.ly/4oiC3CO](https://bit.ly/4oiC3CO)

# You said, we did!

In this section, we'll update you on how we've listened to your feedback and used it to improve our services.

**You said** you had concerns about building management and unclear information at Sealey Tower.

#### **We:**

- Emailed all residents with details on First Port's role, communal repairs & cleaning.
- Clarified that heating/hot water is supplied by Eon through a central system.
- Reminded residents not to leave belongings in communal areas.
- Asked all residents to register with the concierge so they can be contacted in an emergency or deliveries.

**You said** you wanted more community events, especially in summer.

**We** held a Family Fun Day on 29 July, which will run again in 2026. We recently sent a survey to gather ideas, so we can deliver tailored events for you.

**You said** you had antisocial behaviour concerns at Centenary House.

#### **We:**

- Held another focus group in August to understand the issues.
- Funded security on site over the summer holidays.
- Plan to have monthly focus groups on antisocial behaviour.

We understand that this is an ongoing concern and will be working with residents to resolve the issues.

**You said** you were dissatisfied with our complaint handling.

**We** hired a Complaints Officer so residents can have:

- A clear point of contact.
- Faster, fairer resolutions.
- Consistent communication.



# Help shape the future of Local Space's services



Local Space residents: Mohammed, Joanne and Sheena.

**We're looking for three residents to join our engagement groups and help shape the future of Local Space's services:**

- Resident Policy and Scrutiny Panel member (1 vacancy).
- Scrutiny Group member (2 vacancies).

These are great opportunities to make a real difference to those living in Local Space homes by helping us identify areas for improvement and deliver high-quality services that meet residents' needs.

## Resident Policy and Scrutiny Panel

As a Resident Policy and Scrutiny Panel member, you will play a vital role in scrutinising Local

Space's services, ensuring that residents' concerns are heard, and driving service improvements.

You will help shape decisions that impact the wider community by providing valuable feedback on policies, performance, and service delivery throughout the year.

## Scrutiny Group

As a Scrutiny Group member, you will contribute to specific, time-limited projects which scrutinise different aspects of Local Space's services. The group plays a vital role in holding us to account, ensuring that any recommendations are fully considered and, where appropriate, implemented.

Once a project is complete, the group disbands, making this a flexible role for those who wish to engage on a project-by-project basis. Our next project is expected to begin in October.

Scrutiny Group members who complete a project will receive £200 as a thank you for their time and contribution.

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If you're interested in joining, please fill in our form at [bit.ly/42AIHgp](https://bit.ly/42AIHgp)

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# October is Domestic Violence Awareness Month

**Domestic Violence Awareness Month is dedicated to raising awareness, acknowledging and giving a voice to domestic abuse survivors.**

We want you to live safely in our homes and we take all reports of domestic abuse seriously. We'll support you and your family in any way we can to help safeguard you.



## What support is available?

If you or someone you know is in immediate danger, you should contact the police in the first instance on **999**.

You can also contact the National Domestic Violence helpline 24 hours a day, seven days a week on **0808 200 0247**.

If you feel that you can't call the National Domestic Violence helpline, please let us know on **020 8221 4000**. We'll support and help you access specialist services.

The Women's Aid's website has a directory that contains up to date information of local and regional services, so you'll be able to find the right support for you: [womensaid.org.uk](https://www.womensaid.org.uk)

The Hestia website also supports domestic abuse survivors within East London: [hestia.org/domestic-abuse](https://hestia.org/domestic-abuse)

We also have our domestic violence and abuse policy to reflect our stance on domestic abuse, how we will support our residents and how our staff will support and be trained to deal with issues reported. Read our policy on our website at [localspace.co.uk/your-tenancy](https://localspace.co.uk/your-tenancy)

## Family Fun Day: bringing our community together

**In July, we welcomed Local Space residents and their families to our Family Fun Day.**

It was a fantastic chance to connect, have fun, and hear your feedback. The day also strengthened resident involvement with six new members joining our Resident Policy & Scrutiny Panel!

We were thrilled to see such a brilliant turnout with 33 adults and 51 children, from toddlers to teens, joining the fun. Our partner, the London Borough of Newham, shared valuable advice on health, wellbeing, finances and domestic abuse and support services. Newham Fire Brigade not only gave fire safety tips but also gave children the chance to climb aboard their fire engine.

## What you told us

Residents shared how much they enjoyed the event and appreciated having something fun and affordable for children to do during the summer holidays. Feedback on the day was overwhelmingly positive:

**"It's great for the children because there's not anywhere local to take them during the summer holidays that isn't expensive."**

**"Winter, my 10-year-old, said, 'What a fun day, wow, amazing,' before promptly falling asleep on the bus home with her two cousins – a true sign of a great day out."**



**"I really appreciate all the hard work and care that went into making it such a success. Thank you, Lesley, the whole team, and Local Space for continuing to build such strong connections with residents."**

# Are your windows safe?

Whether you live in a flat or a house, you should always be aware about the safety of your windows, especially if you have children or vulnerable adults in your home.

If you notice that your windows are damaged or not working properly, please report them to us immediately on **020 8221 4000**, so we can arrange for them to be repaired before an accident takes place.

Please make sure that the windows remain closed until they have been inspected.

We've put together a few recommendations below to help you stay safe:

- Explain to family members the dangers of being next to an open window.
- Don't leave any children, pets or vulnerable adults alone with the window wide open.
- Inspect your windows once a week to check if there are any problems.
- Try to avoid keeping any furniture near a window that opens, so that children, pets or vulnerable adults are unable to climb up.
- Clean your windows regularly to make sure they work correctly and reduce the risks of malfunctions.

If you're unsure about the safety of your windows, please get in touch with us today. Acting today could help prevent an incident tomorrow. You can report a repair at **[localspace.co.uk/report-repair](https://localspace.co.uk/report-repair)**



## Access to your home

From time to time, we may need access to your home for important reasons such as annual gas servicing, five-yearly electrical checks, inspecting the condition of your property and its components (such as kitchens, bathrooms, or roofs), or to carry out essential health and safety repairs.

As stated in your tenancy agreement, residents are required to allow our employees or approved

contractors access at reasonable times of the day. We will always give you at least 24 hours' notice before visiting, unless immediate access is needed in an emergency.

By allowing us access, you're helping us keep your home safe, comfortable, and in a good condition. It also means that any potential issues can be identified early and dealt with before they become bigger problems.



# Damp and mould

When you report a damp and mould issue to us, there are certain steps that we follow to ensure a thorough investigation is carried out.

## We:

- Conduct an inspection to assess the extent of the damp and mould and identify the underlying causes.
- Address immediate concerns if the damp and mould pose health risks or safety concerns, which could include temporarily moving you and your family.
- Keep you informed about the inspection findings, proposed actions, and timelines for addressing the damp and mould.
- Resolve underlying causes such as leaks, poor ventilation, or structural issues. This may involve carrying out repairs, improving ventilation, or implementing damp-proofing measures.
- Monitor the situation to ensure that the damp and mould are effectively remediated, which could include follow-up inspections.
- Provide advice on preventative measures such as proper ventilation, heating, and regular maintenance of your home.
- Offer support and assist you throughout the process, addressing any concerns or questions you may have.



## What you can do

There are some things that you can do to help reduce moisture in your home to help prevent damp and mould:

- 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, please switch the fan on and keep the door closed to prevent moist air travelling to 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). However, we know that some of our residents struggle to cover their energy bills. Price comparison websites such as **uswitch.com** and **moneysupermarket.com** can help you switch tariffs and reduce bills.

- If you have outside space, please dry your washing outside and 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.

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Find out how you can report damp and mould to us on our website at [localspace.co.uk/helpwithdamp](https://localspace.co.uk/helpwithdamp)

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# Supporting independent living: aid and adaptations made easy

At Local Space, we are committed to helping you live safely and independently in your home. If your circumstances change due to mobility, health, or personal needs – we're here to help.



## What are aids and adaptations?

Aids and adaptations are modifications to your home designed to improve comfort, safety, and accessibility. These can range from simple additions like grab rails and lever taps, to more substantial changes such as level-access showers, ramps, or stairlifts.

## Minor adaptations

These are small but effective adjustments. They often don't require an occupational therapist assessment. Examples include:

- Handrails or grab rails
- Lever taps
- Banister rails
- Raised sockets or small access ramps

## Major adaptations

For more significant changes, usually costing over £1,000, an assessment by an occupational therapist and funding via a Disabled Facilities Grant (DFG) from your local authority may be required. Examples include:

- Level-access or wet-room showers
- Stairlifts or through-floor lifts
- Permanent ramps or widened doorways

## Funding and approval

We can help carry out minor adaptations or put you in touch with your local authority's occupational therapy team. Where larger adaptations may be required, they are best placed to assess your individual needs at home. They will recommend the adaptations that are most suitable for you,

and we will then work closely with the local authority to carry out those agreed adaptations where possible.

You can rest assured that all adaptations are delivered with your safety and independence in mind.

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If you need to speak to us about adaptations, you can call us on **020 8221 4000** or email us at **[info@localspace.co.uk](mailto:info@localspace.co.uk)**

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# Struggling with debt? StepChange is here for you

If you're worried about debt, you don't have to face it alone. As a Local Space resident, you can access free, confidential and impartial debt advice through our partnership with StepChange, a leading debt charity.

StepChange can support you with credit cards, loans, overdrafts, or other money worries – big or small. You can:

- Call them on **0800 138 1111** (Monday to Friday, 8am-8pm and Saturday, 8am-4pm).
- Visit their website at **stepchange.org**

If you're struggling with rent, please contact us as soon as possible on **020 8221 4000**. The earlier you reach out, the more ways we can help. We understand money worries are stressful, but we're here to listen and work with you to make things easier.



The graphic features a bright orange background. On the left, a red speech bubble contains the text 'Find it hard to talk about debt?' and a purple speech bubble below it says 'WE HEAR YOU!'. On the right, the StepChange Debt Charity logo is at the top. Below it, the text reads 'FREE, PERSONALISED ADVICE. DAY OR NIGHT, ONLINE 24/7.' followed by the website 'www.stepchange.org/online'. At the bottom, a small line of text states: 'The UK's leading debt charity can help you take control of your money. Use our online advice service and debt solutions.'

**StepChange**  
Debt Charity

Find it hard to talk about debt?

WE HEAR YOU!

FREE, PERSONALISED ADVICE. DAY OR NIGHT, ONLINE 24/7.

[www.stepchange.org/online](http://www.stepchange.org/online)

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## Are you struggling to pay your rent?

We're here to help if you're falling behind on your payments.

Our Housing team can offer you support and advice with:

- Claiming benefits.
- Budgeting and saving money on household bills.
- Organising a payment plan to help get you back on track with your rent.
- Directing you to organisations that can help you with money matters.

Please get in touch with us on **020 8221 4000** or email us at **info@localspace.co.uk** as soon as possible, so we're able to help you sooner.

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More support available at  
**localspace.co.uk/managing-your-money**

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# Residents' Report 2024-25

Every year, we publish our Residents' Report to share an overview of how we've invested in your homes and improved our services by listening to your feedback.

We're pleased that our overall customer satisfaction with our services is 75%, an increase of 2% from the previous year. We want to ensure that this continues to improve and that's why we're focusing on improving our homes, services, and your engagement with us.

## What does the report cover?

The report covers the period from 1 April 2024 to 31 March 2025 and focuses on:

- Residents' voice
- Support during challenging times
- Customer services
- Investing in homes

The report and short animation is now available to view on our website at [localspace.co.uk/residents-report-2024-25](https://localspace.co.uk/residents-report-2024-25)



# Black History Month 2025

Black History Month takes place every October and gives everyone the opportunity to share, celebrate and understand the impact of black heritage and culture.

This month is for everyone, no matter your background, to learn about and appreciate black history, helping us understand the importance of diversity, representation and inclusion in shaping a more just society.

Our CEO Josie Parsons shares her views on what Black History Month means to her in our latest article. We've also collated activities and events in your area to mark the month. You can read more on our website at [localspace.co.uk/news](https://localspace.co.uk/news)



## Our doors are open, come and visit us!

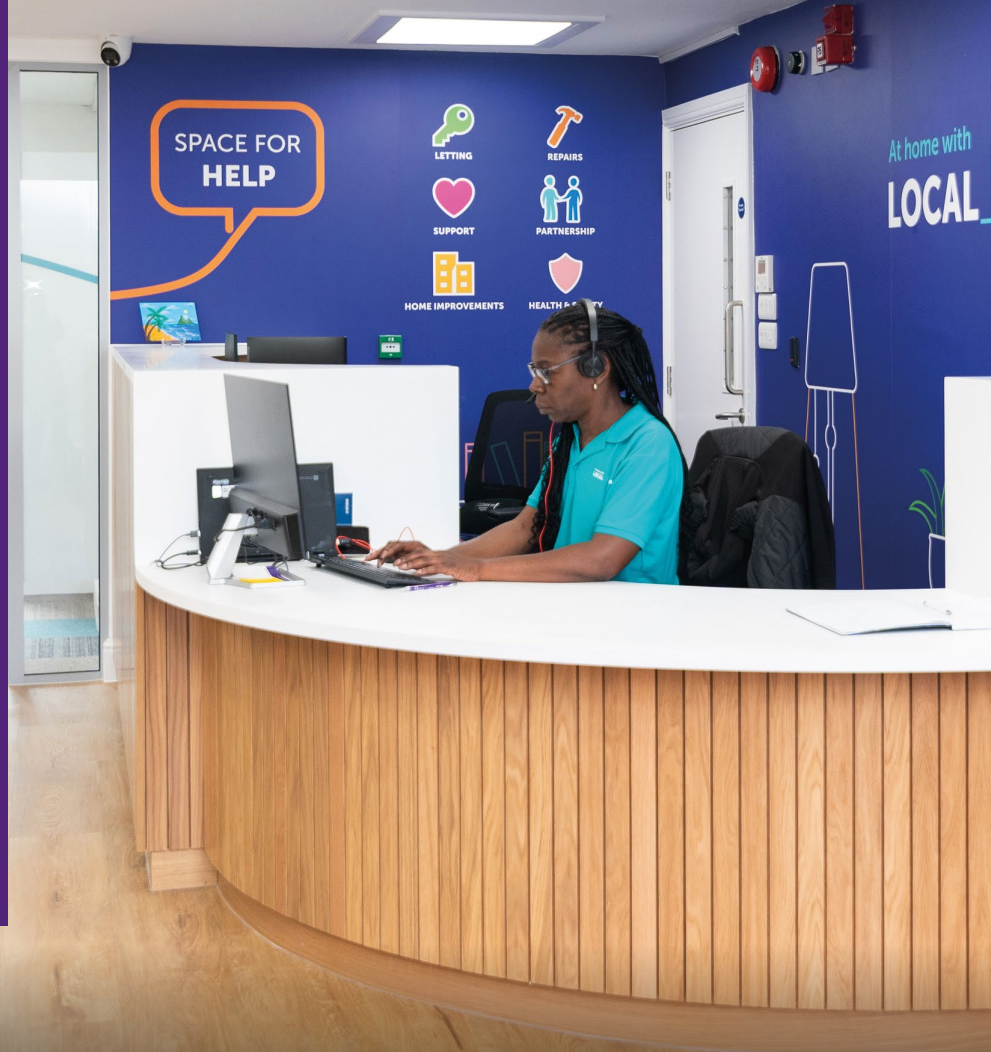
We've created a safe, welcoming, and accessible office space where you can drop in and meet our team.

**Reception opening hours  
are Monday to Friday,  
9:00am-4:30pm (no  
appointment needed).**

**Our phone lines will remain  
open until 5.00pm.**

Our friendly Customer Service Officers – Lola, Val, and Theo – are here to help with any queries you may have. If they can't resolve something straight away, they'll make sure you're connected with the right person.

While our phone lines remain open, we know that many residents prefer speaking to us face-to-face and we look forward to welcoming you in person.



At home with  
**LOCAL  SPACE**

Local Space, 58 Romford Road, London, E15 4BZ

[info@localspace.co.uk](mailto:info@localspace.co.uk)

0208 221 4000

[localspace.co.uk](http://localspace.co.uk)

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