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Winter 2025

Welcome

Dear residents,

As we approach the festive season and the year draws to a close, I want to take a moment to thank you for your feedback and continued collaboration throughout the year.

Your voice is at the heart of everything we do at Local Space, and it's your insights that drive the improvements you'll read about in this newsletter – from making rent payments quicker and more secure, to providing clear guidance on your rights and what you can expect from us as your social landlord.

The holidays are a special time, but it's also important to stay safe. Take care with decorations, candles, fairy lights and cooking and please keep communal areas clear so everyone can enjoy a safe home.

We understand this season can bring extra financial pressures too. Remember, we're here to offer support, advice and help with payments so you can enjoy peace of mind at home with your family.

In the year ahead, we'll continue shaping homes and communities that are safer, stronger and more welcoming, guided by your feedback.

Wishing you and your families a safe, happy and peaceful festive season and new year.



Kind regards,

Josie Parsons
CEO
Local Space

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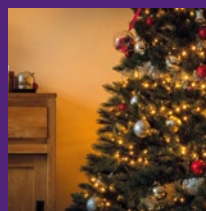
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Shaping services together

Your rights

At Local Space, we believe every resident should clearly understand their rights, what we're responsible for and what to do if issues arise.

What you can expect from us

We must meet these consumer standards, set by the Regulator of Social Housing (RSH):

- The safety and quality standard, ensuring your home is safe, well-maintained and meets the Decent Homes Standard.
- The transparency, influence and accountability standard, ensuring communication is fair, clear and responsive.
- The neighbourhood and community standard, ensuring shared areas are safe and antisocial behaviour, domestic abuse and hate incidents are tackled quickly by working with local partners.

- The tenancy standard, ensuring homes are let fairly, residents are supported to maintain their tenancies and move or swap homes. Please note that this standard does not apply to those who pay intermediate rent. If you aren't sure if this applies to you, please contact us.



What to do if you have a concern

If you feel we're not meeting our commitments, here are your options:

1. Talk to us first

Please get in touch with us on **020 8221 4000** so we can try to resolve issues by working together.

2. Make a complaint

If we're not able to resolve issues in the first instance, please use our two-stage complaints process to raise any concerns formally.

3. Escalate further

If you think we're not meeting the Regulator of Social Housing's consumer standards, you can report us directly to the Regulator of Social Housing.

More information

Visit localspace.co.uk/your-rights to read the full details on your rights, our responsibilities and how to escalate concerns.

Shaping services together

You said, we did!

Here's how we've listened to your feedback and used it to improve our services.

AllPay improvements

Thank you for telling us how we can make paying your rent easier, faster and more secure. Based on your feedback, we've made the following updates:

Quicker first Direct Debit payment

You told us about the long wait for your first Direct Debit payment. We've worked with AllPay to ensure that your first payment can be taken much sooner, helping you stay on track with your rent from day one.

Email notifications

Many of you asked to receive Direct Debit information by email instead of post. We've upgraded our systems so you can now get email updates when a new Direct Debit is set up or when the amount changes each year, giving you instant information and reducing our carbon footprint.

Coming soon

Set up Direct Debits online

You asked for more convenience and control over your rent payments. We're working with

AllPay to introduce an online self-service option, so you'll soon be able to set up your Direct Debit yourself, anytime, without needing to call us.

Improved security with call masking

You told us you wanted more reassurance when giving payment details over the phone. We're preparing to introduce call masking, allowing you to enter your details using your phone keypad so the call handler cannot see any card or bank information. This extra layer of protection will help keep your data even more secure.

Residents' Report: your voice, our progress

This year has been one of real progress,
renewal and partnership with you – our residents.

As we close our 2020–25 strategy and launch our new Corporate Strategy 2025–30: Foundations for Successful Lives, we're proud to share the results of your feedback, your experiences and our shared commitments.

Inside this year's Residents' Report, you'll discover:

Homes you can be proud of

From new kitchens, windows and roofs to our biggest stock condition survey ever – we're investing where it's needed most.

Your voice in action

Our new Customer Services Committee and resident-led panels are helping shape key decisions and holding us to account.

Support when it matters

Our hardship fund helped 74 families this year, while our partner StepChange offered dedicated advice to keep tenancies secure.

Repairs and customer services

Satisfaction has risen to 75%, with 86% of surveyed customers pleased with repair quality. We're listening, learning and improving.

Warmer, greener homes

Over £500,000 in new funding will help upgrade around 100 homes, making them more energy efficient and cheaper to run.

Ending homelessness together

Through the Single Homelessness Accommodation Programme, we're delivering homes and support for people rebuilding their lives.

We'd like to thank you for your feedback. Every survey, conversation and suggestion helps us deliver better services and build stronger communities together.



Read the full Residents' Report 2024–25 or watch the highlights
on our website at localspace.co.uk/residents-report-2024-25

Staying safe over the festive period

It's a wonderful time of year where friends and families come together, decorate their homes and celebrate. During this festive period, it's important to stay mindful of fire safety, so we've put together a few safety tips.

Take care of your Christmas tree, menorah and festive decorations

When decorating your home, following these tips can help you stay safe from the risk of fire:

- Water your real Christmas tree regularly to prevent it from drying out and catching fire.

Make sure your curtains, blinds, shutters and any other flammable materials are kept away from the menorah candles, if you're displaying this in your window.

- Keep decorations and greeting cards away from open flames.
- Consider using battery-powered, flameless LED candles. If you decide to use candles, keep them away from Christmas trees, curtains or anything else that could catch fire.
- Switch off any fairy lights by the plug socket when you leave your home.
- Buy fairy lights from a trusted supplier and check them for any damaged wires or loose connections before use.



Avoid overloading plug sockets

Don't overload plug sockets by adding multiple extensions and adapters. If you've been gifted an e-bike or e-scooter this Christmas, you can find tips on how to charge them safely at [london-fire.gov.uk](https://www.london-fire.gov.uk)

Fire safety in the kitchen

More than half of fires in homes start in the kitchen. To prevent a fire:

- Double check the cooker and hob are turned off when you've finished cooking.
- Never put anything metal in the microwave.

You can find more kitchen safety tips at [london-fire.gov.uk](https://www.london-fire.gov.uk)

Check your smoke alarms

Test your smoke alarms regularly. If your alarm is not mains powered, don't forget to replace the batteries when needed.

Prepare for an emergency

Have a fire extinguisher on hand and familiarise yourself with how to use it. Share an escape plan with your family, including how to safely evacuate in case of an emergency.



Keeping communal areas safe and tidy

It's important to keep your communal areas clear when it comes to fire safety, but we need your help to make sure it happens.

By working together, we can keep homes clear, tidy and safe. Hallways, stairwells, courtyards and other shared spaces are vital escape routes in an emergency, and items left in these areas such as prams, bikes, scooters, clothing racks, furniture or rubbish can block exits and create hazards.



Clear areas make it easier to evacuate safely and creates a cleaner and more pleasant environment for everyone.

How you can help

Keep personal items inside your home

Make sure no prams, bikes, scooters, clothing racks, furniture or similar items are left in communal areas. Clear areas make it easier to evacuate safely and allow emergency services to do their jobs effectively.

Dispose of rubbish properly

Extra waste, especially around the festive season, can clutter shared spaces. Check your local collection schedule, place bins out on the correct day, break down cardboard and packaging, avoid overloading bins and recycle where possible.

Book a bulky waste collection

For large items such as old furniture or appliances, contact us on **020 8221 4000** to arrange a bulky waste collection after the holidays. Disposing of rubbish responsibly creates a safer and cleaner community.



Awaab's Law: new requirements for social landlords

Awaab's Law was introduced following the tragic death of two-year-old Awaab Ishak from mould exposure in 2020.

Under this new law, we must now address all emergency hazards

and damp and mould issues that pose a significant health risk within strict timeframes.

Find out more on our website at localspace.co.uk/news/new-awaabs-law-requirements

Managing finances over the festive season

As the festive season approaches, we understand it can be a financially challenging time for many households.

With extra costs on gifts, celebrations and rising bills, it's easy for money worries to build up. During this busy period, it's especially important to keep up with your rent payments so you can enjoy peace of mind in a safe and secure home, and so we can continue providing the quality services you rely on.

If you're facing financial difficulties, please talk to us early. Our team is here all year round to discuss payment plans, offer advice and signpost you to support services. You're not alone – call us on **020 8221 4000** or email info@localspace.co.uk

Setting up a Direct Debit is the quickest and most secure way to ensure your rent is paid on time. It only takes a few minutes – just give us a call and we'll set it up for you.

You can get more information on our website at localspace.co.uk/problems-paying



Saving on household bills

We understand that the rising cost of living is affecting many households. If you're on a low income or receive benefits, you may be eligible for schemes that help reduce your bills, including:

Energy bills: discounts, payment breaks or one-off credits such as the £150 Warm Home Discount.

Water bills: the WaterSure scheme and social tariffs can cap bills for large families or households with higher water needs.

Council Tax: reductions for low-income households or those claiming benefits.

Broadband and phone: social tariffs offer cheaper deals for those claiming benefits.

Rent support: Housing Benefit or Universal Credit may help if your income has dropped.

Household Support Fund: short-term help from your local council with essentials like food, fuel or household items.

Free school meals and Healthy Start vouchers: support for children and families, including vouchers for milk, fruit and vegetables.

Free prescriptions, dental care and eye tests: available through the NHS Low Income Scheme.

Benefits check: use a free and confidential benefits calculator to see what support you may be entitled to.

For more information and to find out if you're eligible please visit our website at localspace.co.uk/managing-your-money/#extra-help-with-household-bills

An advertisement for StepChange Debt Charity. It features a bright orange background. At the top, there are two speech bubbles: a large orange one on the left containing the text 'Find it hard to talk about debt?' and a smaller purple one on the right containing 'WE HEAR YOU!'. Below the speech bubbles is the StepChange Debt Charity logo, with 'StepChange' in a stylized font and 'Debt Charity' underneath. Further down, the text 'FREE, PERSONALISED ADVICE. DAY OR NIGHT, ONLINE 24/7.' is written in bold, followed by the website 'www.stepchange.org/online'. Below that, a paragraph states: 'The UK's leading debt charity can help you take control of your money. Use our online advice service and debt solutions.' At the very bottom, in small print, it says: '©2020 Foundation for Credit Counselling Ltd as StepChange Debt Charity Scotland and StepChange Debt Charity. Authorised and regulated by the Financial Conduct Authority. Registered charity no. 1016630 and 50046263.'

Support when you need it most: Local Space's hardship fund

We understand that unexpected costs or changes in circumstances can make it hard to keep up with rent and bills. Our hardship fund offers a one-off, non-repayable £400 payment to help residents in genuine difficulty. It's there to give you breathing space while you get back on track.

The fund can help if you're facing:

- A sudden loss of income or change in benefits.
- Unexpected emergency expenses.
- Temporary financial difficulties that make paying rent challenging.

If you think you might qualify, please get in touch with us as soon as possible on **020 8221 4000**. We'll discuss your situation confidentially and share how the hardship fund could support you.

Christmas opening hours

Local Space will be running an out-of-hours service from 5.00pm on Wednesday 24 December 2025 and will reopen at 9.00am on Friday 2 January 2026.

During this time, you can use the following contacts to report emergency repairs, gas leaks or gas boiler breakdowns:

- To report an emergency repair, please call Axis Europe on **020 3597 2093**.
- If you have a gas leak, please call the National Grid on **0800 111 999**. Lines are open 24/7.
- For gas boiler breakdown repairs, please call Sureserve Compliance South on **020 8269 4500**. You can also raise non-urgent repairs using My Account on our website. If your tenancy is managed by Newham Council, please call **0800 952 5555**.

Normal reception opening hours are Monday to Friday, 9.00am-4.30pm (no appointment needed). Our phone lines remain open until 5.00pm.



At home with
LOCAL SPACE

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

info@localspace.co.uk

0208 221 4000

localspace.co.uk

Local Space is a charitable registered society
(Reg. Number: 29840R)

Registered Social Landlord (Reg. Number: LH4454)

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