



**YOUR**  **SPACE**  
Spring 2026

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Spring 2026

# Welcome

Dear residents,

**At Local Space, we're committed to providing safe homes and services that work for you. Listening to residents is central to how we improve, and your feedback helps shape the way we deliver our services.**

In this edition, you'll see how your feedback has helped us improve areas such as repairs information, website accessibility and how we share information on our performance. We continue to involve residents in reviewing our policies and services to make sure your voices are heard.

You'll also read about the ways we're supporting our communities, from tackling antisocial behaviour to delivering winter warmth packs for older residents during the colder months.

We value your views and there are a couple of ways to get involved this month. You can tell us your thoughts on your communal areas and let us know what you think about our newly redesigned newsletter in the surveys included. Your feedback helps us focus on the areas that matter most to you.

Thank you for being part of our community.



Kind regards,

**Josie Parsons**  
CEO  
Local Space

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# 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 wanted to understand more about our performance.**

**We**

- Introduced monthly performance meetings with the Resident Policy & Scrutiny Panel (RPSP) to review key areas including repairs and complaints.
- Have begun comparing our performance to other housing associations so we can understand where our position is and identify areas for improvement.

If you would like to attend a performance meeting as a guest, please email our Customer Engagement Team on [customerengagement@localspace.co.uk](mailto:customerengagement@localspace.co.uk). Meetings are held on Tuesday evenings.

**You said our website needed clearer information about repairs, responsibilities and policies.**

**We**

- Refreshed our repairs ([localspace.co.uk/report-repair](https://localspace.co.uk/report-repair)) and your tenancy webpages ([localspace.co.uk/your-tenancy](https://localspace.co.uk/your-tenancy)) to make it easier to report repairs and understand shared responsibilities to keep your home safe and well-maintained.
- Published our repairs, tenancy and antisocial behaviour policies and template tenancy agreements.
- Reviewed policies with the Resident Policy & Scrutiny Panel (RPSP) and Scrutiny Group, using your feedback, to make sure they are clear, fair and reflect your needs. This review has helped us improve how we recover arrears, how we support residents during emergencies and how we handle disrepair and adaptations requests.

**You said some contents insurance policies may not cover homes left unoccupied, making temporary moves expensive with limited protection for your belongings.**

**We** have introduced a £50 per month contribution when we need to move residents temporarily. This helps cover contents insurance for the temporary accommodation and any additional costs to keep the main home insured while unoccupied. Arranging contents insurance remains your responsibility.

**You said you would like more support to help maximise income and manage household bills.**

- **We** refreshed our managing your money webpage ([localspace.co.uk/managing-your-money](https://localspace.co.uk/managing-your-money)), adding information on support schemes, resources, guidance on cutting your bills and additional financial support if you receive benefits or have a low income.

If you would prefer this information in writing, please contact us and we will be happy to send it to you.

# Help shape Your Space

We recently gave our resident newsletter a fresh new look and we'd love to hear what you think! Your feedback helps us make sure the newsletter is engaging and informative for everyone in our community.

To share your views, please fill in the survey enclosed and send it back to us in a prepaid envelope by **Tuesday 5 May**.

As a thank you, everyone who shares their feedback will be automatically entered into a £50 voucher prize draw. We'll randomly select three winners in May and will be in touch if you're one of the lucky ones!



## Our community

# Winter warmth packs for our older residents

Last winter, we delivered 161 winter warmth packs to residents aged 60 and over to help them stay warm during the colder months.

Each pack included cosy essentials such as socks, a fleece scarf and blanket, thermal hat and gloves, a hot water bottle, and a small treat – an insulated travel mug with hot chocolate and biscuits. In total, 139 packs were hand-delivered and 22 were posted to residents.

The feedback was overwhelmingly positive, with many residents sharing their appreciation. One resident told us:

“I am very grateful for this unexpected support. It is a great and wonderful Christmas miracle

for me, and I will be able to live warmly. Thank you very much. I cried with joy.”

This initiative was a meaningful way to provide practical support and connect with residents, and we look forward to repeating it in the future.

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Didn't receive a winter warmth pack? Update your details so we can provide you with a more personalised service at [bit.ly/updating-details](https://bit.ly/updating-details)

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## Tackling antisocial behaviour in our communities

Being respectful and tolerant of your neighbours helps ensure that our communities remain peaceful and pleasant places to live.

Everyone deserves to feel safe and comfortable in their home.

We understand that it can take courage to report antisocial behaviour (ASB). Whether you are experiencing it directly or have witnessed it in your community, we want to reassure you that support is available. Please let us know if you're affected – the sooner we're aware, the sooner we can take action.

Reporting concerns and working together can lead to positive action in your

community. At Centenary House, residents recently worked closely with Local Space at a focus group to address concerns about ASB. As a result of their feedback, additional on-site security patrols have been arranged for the summer period.

If you are experiencing ASB in your neighbourhood, we are here to listen and support you.

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To read our ASB policy, please visit our website at [localspace.co.uk/your-tenancy](https://localspace.co.uk/your-tenancy)

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# Mohammed's story



## Mohammed moved into his Local Space home in April 2024.

Before this, he had been living in temporary accommodation in Goodmayes for seven months, and prior to that in Forest Gate for over four years. Mohammed described his previous living situation as "unstable and challenging".

### New beginnings

When Mohammed first saw his new home, he was "really amazed" and felt it was "tremendous" compared to his last home. He was struck by how spacious, bright and modern the property is. The flat offers generous natural light, modern fixtures and a layout he described simply as "wow". Mohammed said:

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**"The move-in process was smooth and straightforward and I would rate the home 90 out of 100."**

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Mohammed particularly noted the high standard of the appliances, describing them as modern and built to a very high quality. However, he initially found them difficult to use due to their advanced features, such as

smart radiators requiring internet connectivity and the induction hob requiring suitable pans.

### Feeling settled and supported

Throughout this, Mohammed praised the support he received from his Allocations and Lettings Officer, Mariam. He explained that she had been "amazing and very helpful" from the very beginning, helping him understand how to use the appliances, visiting in person when needed, and working with colleagues to offer guidance.

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**"Local Space staff are friendly, always smiling, supportive and always willing to help."**

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Overall, Mohammed is delighted with his new home and deeply appreciative of the support he received from Local Space.

He describes the property as beautiful, modern and finished to a high standard. For his wife, having a home with a balcony has been "a dream come true" and for Mohammed, it represents a place where he truly feels settled and supported.

# Accessibility on our website


We want everyone in our community to be able to use our website easily and independently.

If you need extra support, our ReachDeck toolbar provides helpful accessibility features including:

 **Text-to-speech:** highlight any text to hear it read aloud and download it as an MP3.


**Translation:** translate the page in over 100 languages.



 **Picture dictionary:** see images related to selected words or phrases.

**Screen mask:** reduce glare with a tinted overlay.



 **Webpage simplifier:** remove distractions to focus on the main content.

**Text magnifier:** enlarge text and listen as it's read aloud.



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 For more information on how to use these features, please visit our website at [localspace.co.uk/accessibility](https://localspace.co.uk/accessibility)

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# Balcony safety

Your balcony should be a safe space for you, your family and your neighbours.

Certain items can pose serious fire or safety risks, so we ask residents to avoid keeping the following on balconies:

- Plastic or upholstered furniture (combustible materials).
- Barbecues – these are a fire risk and falling embers can ignite other items.
- Gas canisters or patio heaters.
- E-bikes and e-scooters – lithium batteries can catch fire and spread quickly.
- Flammable liquids, paints, oils, paint thinners, fuel and other combustible items.
- Excessive furniture or clutter.
- Gazebos, tents, sheds, storage boxes, wooden furniture or screening/matting of any kind.



- Trailing cables, sockets or electrical appliances.
- Curtaining or balcony enclosures (such as bamboo screens, artificial trellis, plants).
- Gating off any communal areas or balconies.

Your safety comes first – Local Space may consider other items unsafe if they pose a safety risk or nuisance.

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You can read our tenancy policy on our website at [localspace.co.uk/your-tenancy](https://localspace.co.uk/your-tenancy)

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## Looking to move home?

A mutual exchange, sometimes called a home swap, allows you to exchange your home with another social housing resident by transferring your tenancies to each other.

You can swap with a council or housing association resident anywhere in the UK.

We recommend using HomeSwapper, a free service available to all our residents. With simple registration, easy search tools, instant

messaging, and a unique Multiswap feature, it can help you find the move that suits you best.

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Find out more on our website at [localspace.co.uk/moving-home](https://localspace.co.uk/moving-home)

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# Improving your communal areas

We need your help to ensure that the communal areas in your building are safe, clean and well maintained by filling in our quick survey.

We want all our residents to be happy where they live, regardless of whether the building is owned by us or a third party.

## What is the survey about?

We want to know if:

- The communal areas are being cleaned regularly.
- Any grounds and grassed areas are being well-maintained.

- There are any health and safety issues or repairs required in the communal areas.

If a building owner doesn't act quickly on any issues we raise, whether through your feedback or our own checks, we'll step in to make sure they do what they're meant to.

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To share your views, please fill in our survey at [bit.ly/comm-area-survey](https://bit.ly/comm-area-survey)

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## Your finances

# Struggling to pay your rent?

If you're finding it hard to keep up with your rent, support is available – please speak to us as soon as you can.

We understand that talking about money isn't always easy. Many people feel worried about getting in touch when they've fallen behind, but starting the conversation early can make a real difference. Our priority is to work with you, help you stay in your home, and support you in getting things back on track.

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You can also visit our website at [localspace.co.uk/paying-your-rent](https://localspace.co.uk/paying-your-rent) to find out more about the ways we can support you and read examples of how we've helped other residents.

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# Updating your details

Thank you to everyone who recently updated their details with us online or over the phone.

Over the past few months, we've spoken to hundreds of residents, and many more have completed the online form.

The information you've shared will help us provide better, more personalised services.

We will ensure that everyone is treated fairly and no one is left out.

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To update your details, please fill in our short online form at [bit.ly/updating-details](https://bit.ly/updating-details)

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Find it hard to talk about debt?

WE HEAR YOU!

**StepChange**  
Debt Charity

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

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

The UK's leading debt charity can help you take control of your money. Use our online advice service and debt solutions.

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## 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**

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