

YOUR SPACE

Summer 2026

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Welcome

Dear residents,

At Local Space, we're committed to listening to you and using your feedback to shape the services we provide.

That's why I'm pleased to introduce the Listening Space pilot, giving you the opportunity to speak directly with one of our senior leaders, share your ideas and help influence the future of Local Space.

Your feedback continues to play a vital role in helping us improve. In this edition, you'll see how we've acted on what you've told us through our 'You said, we did' updates, from strengthening our response to antisocial behaviour and improving communal areas, to using complaints more effectively to help drive service improvements. We're also pleased to share our latest Tenant Satisfaction Measures, providing a transparent overview of our performance and highlighting the areas where we're focusing on doing better.

You'll also find plenty of community news, including details of our upcoming Family Fun Day in August, opportunities to become an Estate Champion, important fire safety advice for the summer months and information about the support available if you're worried about debt or finances.

Thank you for continuing to share your feedback. Together, we're building stronger communities and delivering better services for everyone.



Kind regards,

Josie Parsons
CEO
Local Space

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Introducing the Listening Space – a new way to share your ideas

We're excited to launch the Listening Space, giving residents the opportunity to have a direct conversation with a senior leader about the bigger picture at Local Space.

Got an idea that could improve services, make life better for residents or help us do things differently? We'd love to hear it. These informal one-to-one sessions are designed to give residents a chance to share feedback and ideas that could help shape the future of Local Space.

While we're always keen to hear from residents, the Listening Space isn't the place for existing complaints, insurance matters or emergencies. Instead, it's all about discussing ideas and improvements that could benefit residents across Local Space.

Meet Mark

The sessions will be with Mark, our Deputy CEO – and if you've worked with him before, you'll know he's someone who likes to get things done.

Mark leads our housing, property services, customer engagement, health and safety, asset management and compliance teams. He's passionate about improving residents' quality of life through great customer service, affordable rents and ensuring homes are safe, modern and well maintained.

Join a future session

The first Listening Space sessions are part of a pilot to help us understand how much interest there is from residents. We're delighted that the initial appointments proved so popular and were booked up very quickly.

If you'd like to take part in a future Listening Space session, we'd love to hear from you. Please register



Mark Kent, Deputy CEO at Local Space

your interest by emailing customerengagement@localspace.co.uk. We'll use this to help shape future sessions and let you know when the next opportunities to book become available.

We're looking forward to hearing your ideas, learning from your experiences and working together to make Local Space even better for everyone. We hope you'll join the conversation.

Updating your details

We'd like to thank everyone who recently completed our online survey or shared their personal information over the phone.

Throughout the year, we speak to hundreds of residents who want to update their details with us so we can provide them with a better, more personalised service.

If you'd like to update your details, please fill in our short online form at [bit.ly/ updating-details](https://bit.ly/updating-details) or give us a ring on **020 8221 4000**.



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.

Tackling antisocial behaviour

You said you wanted us to improve the way we respond to antisocial behaviour (ASB) and raised concerns about unauthorised access to Centenary House, which was leading to noise disturbances and vandalism.

We:

- Provided more training to colleagues, working with residents so they can respond quickly to ASB reports.
- Introduced a new system for managing ASB cases so we can be even more consistent and accurate with the information we store.
- Added clear guidance on our website about what ASB is, how to report it, what support is available and how we investigate and manage cases. For more information about antisocial behaviour, visit localspace.co.uk/antisocial-behaviour.
- Addressed concerns at Centenary House following a resident focus group about people tailgating through the communal entrance doors. We inspected and confirmed the doors were secure and installed a CCTV camera to monitor the area to provide reassurance and help deter antisocial behaviour.

Communal notice boards

You said a notice board was needed in the communal area at Olympus House to improve access to information and updates.

We installed a communal notice board at Olympus House. We are also reviewing other buildings and working to ensure that all buildings owned by Local Space have a communal notice board for resident communications.

Communal cleaning

You said the standard of communal cleaning at Olympus House was not meeting expectations.

We listened to your concerns and are currently renewing our cleaning contract. As part of this process, we will be appointing a new cleaning contractor to help improve cleaning standards across the building.

Complaints

You said you wanted us to learn from complaints and use your feedback to improve our services, especially our repairs service, with delays having a greater impact on households with additional support needs.

We:

- Introduced a new complaints dashboard to help our teams identify trends, monitor performance and act more quickly to improve services.
- Delivered training to colleagues across Local Space so they can better use complaints data to understand resident experiences and drive service improvements.
- Improved the way we support households with additional needs by introducing system flags for repairs raised by single-parent families, households with young children and residents with identified support needs. This helps our teams and contractors understand the impact of delays and respond more effectively.
- Designed a new repairs delivery model, with progress underway to establish a new team to support the delivery of these plans.





Resident Mohammed with Vaneesha, Communications Officer at Local Space

Our performance as your social landlord

Each year, all registered providers of social housing are required to collect and publish their Tenant Satisfaction Measures (TSMs) and submit the results to the Regulator of Social Housing.

These measures help assess how well landlords are performing and ensure residents receive high-quality homes and services.

Our latest TSM results have now been published, and we want to share them with you because being open, transparent and

accountable is important to us. We encourage you to take a look at this year's results to see where we've performed well and where we know we need to improve.

Read our TSMs on our website at localspace.co.uk/tenant-satisfaction-measures-2025-26

Customer satisfaction

We worked with IFF Research to survey 337 residents to understand overall satisfaction with our services. Thank you to everyone who took the time to share their views.

We're proud that...

 **79%**
of you said you're satisfied with clean and well-maintained communal areas.

 **76%**
of you are satisfied with the overall service that we provide.

 **79%**
of you say you're satisfied that your home is safe.

 **83%**
of you say that we treat you with fairness and respect.

Your finances

Local Space residents get free, impartial and confidential debt advice from the UK's leading debt advice charity, StepChange. If you are struggling with debt, Stepchange is there to help.

For more information, please visit stepchange.org/online

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

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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Save the date: Family Fun Day 2026

We're excited to invite you and your family to our Family Fun Day 2026 on Friday 21 August, from 11.00am to 3.00pm at The Swift Centre, Memorial Community Church, Barking Road, E13.

Join us for a day packed with family-friendly entertainment, including a DJ, games, competitions, prizes, face painting, arts and crafts, a bouncy castle, special appearances from dancing mascots Mickey and Minnie Mouse and much more. There will also be free henna experiences, ribbon-making activities and opportunities to meet representatives from Local Space and the London Borough of Newham.

Spaces are limited, so be sure to register your attendance.



Find out more and RSVP on our website at localspace.co.uk/news

Stay informed with Met Engage

Want to stay up to date with what's happening in your local area?

Met Engage is the Metropolitan Police Service's free messaging service, providing residents with trusted information directly from their local policing team.

By signing up, you'll receive updates on local crime and incidents, crime prevention and safety advice, scam and fraud warnings, community events

and opportunities to share your views and help shape local policing priorities.

Registration takes just a few minutes, and you can tailor your preferences at any time.

Sign up on the Metropolitan Police's website at metengage.co.uk



Become an Estate Champion

Are you passionate about your block or estate and interested in helping to make a difference in your community?

Local Space is looking for residents living in blocks we own to become Estate Champions. This voluntary role helps improve communication between residents and Local Space, supporting a more proactive, community-led approach to estate management.

As an Estate Champion, you could:

- Attend estate inspections alongside Local Space staff.
- Highlight repairs, cleanliness and environmental issues.
- Share residents' feedback in a constructive way.
- Help promote pride in your block or estate.

No previous experience is required. We're looking for residents who are interested,

reliable, positive and willing to work with others.

Estate Champions receive support from Local Space staff, a clear role description and guidance, access to free training opportunities and invitations to events and activities.

The initiative launched in April and we are delighted to already have two Estate Champions supporting blocks we own.

If you live in a Local Space-owned block and would like to get involved, we'd love to hear from you.

Get involved today by emailing customerengagement@localspace.co.uk for more information.



Be fire safe this summer

In this hot weather, we want to remind you of a few steps to help keep you fire safe.



Planning a BBQ? Please remember:

- BBQs should not be used indoors or on your balcony as they're a serious fire risk.
- Flames, sparks and hot embers from BBQs can cause a fire and spread quickly.
- BBQs produce poisonous carbon monoxide fumes which can kill within minutes in enclosed spaces.

Read the London Fire Brigade's top tips for safe barbecues at london-fire.gov.uk

Fire doors save lives

Fire doors can prevent a fire from spreading for up to 30 minutes if they're kept closed.

Please make sure that all fire doors stay closed and your home has a fire door in the kitchen or by the front entrance in a block. An overhead door closer should be installed on your front door and kitchen door, making these fire doors.

If you don't have an overhead door closer or it is damaged, please contact us immediately on **020 8221 4000**.

Our doors are open, come and visit us!

Our welcoming, safe and accessible office is a space where you can drop in and meet the 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

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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