LOCAL SPACE



YOUR SPACE

Autumn 2026

Shaping services together
The Listening Space: more opportunities to have your say
Page 4

Our community
Celebrating 20 years with our resident community
Page 6

Your home
Is your home ready for winter?
Page 10

News
Awaab's Law: Phase 2
Page 11

Autumn 2026

Welcome



Dear residents,

As the days get colder, we look back on a summer of celebrations marking 20 years of Local Space and reflect on how your stories continue to inspire our work.

Our 20th anniversary campaign celebrates the people, partnerships and determination behind every door that has been opened over the past 20 years. Opening a door is about much more than providing a property. It's about providing a home. And the biggest lesson we've learnt over the past two decades is that working together is crucial to providing settled homes, for as long as they are needed, to the people who need them most.

Our Family Fun Day was a wonderful opportunity to celebrate with you, our residents, and learn about your experiences so we can continue to improve our services. We also celebrated with Local Space team members at the ArcelorMittal Orbit in the Olympic Park to recognise the impact they make on residents' lives. Our celebration event with our local authority partners and funders at Stratford Town Hall reflected on how far we've come and renewed our commitment to the work still ahead.

Following the popularity of trialling the Listening Space during the summer, we are pleased to announce that we will be holding more sessions for you to share your views directly with Local Space's senior leadership. We remain committed to listening to you and using your feedback to shape the services we provide.

Don't forget to make sure your home is ready for winter with our top tips for maintaining a safe, warm and comfortable home. We also share how Phase 2 of Awaab's Law will change how we respond to significant hazards in your home from 30 November 2026.

Thank you for your continued help influencing the future of Local Space and your commitment to building stronger communities.

Best wishes,

Josie Parsons
Chief Executive
Local Space

In this issue



Shaping services together

3 You said, we did!

3 Would you like a Resident Voice Forum in your area?

4 The Listening Space

4 Updating your details



Our community

5 Joanne's story: when a stable home becomes a legacy

6 Celebrating 20 years of Local Space

8 Our Resident Awards 2026

9 Domestic Violence Awareness Month



Your finances

9 Make your money go further this UK Savings Week



Your home

10 Is your home ready for winter?

10 Damp and mould



News

11 Awaab's Law: Phase 2

You said, we did!

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

You said
You wanted our policies to be clear, fair and reflect residents' needs.

We did
We reviewed our policies with the Resident Policy & Scrutiny Panel, using your feedback to make sure they are more accessible and transparent. Your feedback has also helped us improve how we communicate policy changes and strengthen opportunities for residents to be involved in decision-making.

You said
During a Listening Space session with our Deputy CEO, residents told us that people living in blocks not owned by Local Space would like more opportunities to get involved and have their voices heard.

We did
We are introducing a Resident Voice Forum at Cornwall House, giving residents more opportunities to share their views, raise local issues and influence decisions affecting their community.

You said
A Resident Panel member raised ongoing concerns about issues affecting residents at Sealey Tower and asked for more resident engagement within the block.

We did
We will be holding a Resident Voice Forum at Sealey Tower, providing residents with a dedicated space to discuss local issues, share feedback and help identify solutions.



Would you like a Resident Voice Forum in your area?

Resident Voice Forums provide a dedicated space to discuss local issues, share feedback and help identify solutions for your community.

If you would like us to consider setting up a Resident Voice Forum where you live, please contact our Customer Engagement Team at **customerengagement@localspace.co.uk**

We'd love to hear from you and explore opportunities to bring residents together in your community.

Shaping services together

The Listening Space: more opportunities to have your say

Our first Listening Space sessions in July gave residents the opportunity to speak directly with Deputy CEO Mark Kent, share their experiences and tell us what matters to them.

The conversations were open, constructive and provided valuable insight into what's working well and where we can improve. Following the success of the pilot, we're looking at holding more Listening Space sessions in the future, giving more residents the chance to have their say and help shape our services.

During the sessions, residents shared their experiences across a wide range of topics. Some of the key themes from the conversations included:

- **Repairs, including damp and mould:** the importance of timely, effective repairs and a quick response when damp and mould issues are reported.
- **Communication:** the need for clearer information and regular updates, particularly throughout the repairs process.
- **Building safety and security:** concerns around building security, vandalism and antisocial behaviour.
- **Affordability:** the impact of housing costs on household finances.
- **Housing management:** difficulties understanding who is responsible for repairs and services when more than one organisation is involved in managing a building.
- **Community and involvement:** a desire for stronger community connections and more opportunities for residents to get involved and influence the services they receive.
- **Customer service:** positive feedback about Local Space colleagues who provide support to residents.
- **Homes and stability:** residents also spoke positively about the stability and security that their Local Space homes provide for themselves and their families.

Turning feedback into action

Listening to residents is only the first step. We are using the feedback from the sessions to help inform our ongoing work and identify where improvements can be made.

This includes:

- Strengthening our repairs service and contractor management.
- Improving communication and providing clearer routes for enquiries and support.
- Increasing accountability across housing and resident services.
- Reviewing our approach to damp and mould and building safety concerns.
- Strengthening our response to antisocial behaviour.



Mark Kent, Deputy CEO

- Creating more opportunities for resident involvement through scrutiny, consultation and engagement.

We will release time slots for Listening Space sessions on 17 November at 12.00pm. Please visit **calendly.com/markklocalspace/30min** to book your session.

Updating your details

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, it's quick and easy. You can fill in our short online form at **bit.ly/updating-details** or give us a ring on **020 8221 4000**.

When a stable home becomes a legacy

Behind every door, there's a story.

For Joanne Harrison, finding a settled home with Local Space marked the start of a more secure and fulfilling chapter of her life.

Joanne lives in Thurrock, in a one-bedroom bungalow. Moving here in 2015 during a challenging period has brought Joanne a place of stability, connection and belonging.

Facing uncertainty

Joanne and her wife, Nohmy, were together for more than three decades.

As Nohmy's health deteriorated and her disability progressed, Joanne became her full-time carer.

Through the local authority, Joanne and Nohmy were placed in temporary accommodation while they waited for a long-term home meeting their accessibility needs.

A referral through Newham's housing allocations led them to a newly built development in Thurrock owned by Local Space.

Finding the right home

"It was brand new, wheelchair accessible and it just worked," she said. "It felt like somewhere we could finally settle and just be at home together."

The bungalow provided both level access and space, and they were both named on the tenancy, bringing great reassurance.

> "This house became incredibly meaningful to us, it gave us security at a time when everything else felt uncertain and it allowed us to focus on each other."

Nohmy lived in their new home for 18 months before she passed away. For Joanne, having that settled home during her wife's final months was invaluable.

"If we had known this home was waiting for us, it would have eased a lot of the worry we experienced before," she said. "In many ways, this house feels like her legacy to me."



Joanne Harrison, Local Space resident



Nohmy, Joanne's late wife

A place to belong

The bungalow sits within a small development of Local Space homes and Joanne feels deeply settled in her community.

"I've got open space, access to local services and good connections when I need to travel. It's a real balance."

Joanne has worked with Local Space to help improve shared spaces for residents of different ages.

"That sense of working together has been important," she said. "It feels like a place where people care."



Joanne and Nohmy's Local Space home in Thurrock

Celebrating 20 years of Local Space

Our 20th anniversary campaign, Opening Doors, has been the central theme at our celebration events, marking two decades of impact.

Behind every door, there's a story – and we've been celebrating the stories of the people and partnerships that make Local Space what it is today. We celebrated across three events with residents, Local Space team members and professionals working in the housing and homelessness sector.

- Bringing residents and Local Space colleagues together, our Family Fun Day was full of games, crafts, music and laughter. It was also an opportunity for us to hear from our residents, listening to experiences firsthand.
- Our People Conference for Local Space team members combined listening to residents' stories with celebrating individual colleagues for their outstanding contribution, serving as a reflection of how far we've come and as inspiration for looking towards how we will grow and evolve.
- At Stratford Town Hall, we were joined by our local authority partners, housing sector professionals, colleagues and residents in celebration and reflection. The evening began with a panel discussion about the future of temporary accommodation. The night featured an artistic response to our Opening Doors campaign by artist Mimi Dearing of Get it Done, a community arts organisation. Casting silhouettes onto fabric walls, Mimi sought to visualise the different lives of people living in a Local Space home and the many stories that lie behind every door.



Celebrating with Local Space team members at the ArcelorMittal Orbit







Artwork by Mimi Dearing of Get it Done, community arts organisation



Local Space's Family Fun Day 2026







For more information about the day, please visit our website at **localspace.co.uk/family-fun-day-2026**

Celebrating 20 years with our resident community

On 21 August, residents and Local Space colleagues came together for our annual Family Fun Day, with this year's event also marking our 20th anniversary.

There was plenty to enjoy, including face painting, cupcake decorating, henna art, crafts, a bouncy castle, games, music, competitions and prizes. Residents also had the chance to chat with colleagues, ask questions and meet members of the Resident Policy & Scrutiny Panel (RPSP).

We were pleased to welcome our Chair of the Board, Ian Lush OBE, our Resident Chair and RPSP members, who spoke with residents about their experiences and ideas for improving our services. Feedback was positive, particularly around our friendly and approachable staff, communication and support, and sense of community. Residents also shared suggestions around repairs communication, out-of-hours contact and contractor performance, which will help inform future service improvements.

The event also led to one resident expressing an interest in joining the Scrutiny Group, showing how community events can create opportunities for residents to get more involved in shaping our services.

We'd like to thank the colleagues who volunteered their time, as well as The Dancing Mascot Parties for helping keep the day going. Surplus food was also donated to Leyton Nurul Islam Mosque, where it will support a new monthly community initiative providing sandwiches to local people.

Most importantly, thank you to everyone who came along and helped make it such a great day – and what better way to celebrate 20 years of Local Space!

Our Resident Awards 2026

We also celebrated our Resident Award winners, voted for by you, for their contribution to making our communities safe and supportive.

Congratulations to:

Yasmin Ahmed
Community Champion Award

Paul Tate
Good Neighbour Award

Bill Page & Joanne Harrison
Lifetime Contribution Awards



Yasmin Ahmed collecting her Community Champion Award from Josie Parsons, CEO



Bill Page receiving his Lifetime Contribution Award



Joanne Harrison and her Lifetime Contribution Award

Share your story and help us celebrate 20 years of Local Space

In celebration of Local Space's 20th anniversary, we want to share the stories and experiences of our residents in the homes we provide.

As a reminder of this opportunity, we would love for you to tell us in your own words what having a safe, secure home has done to make a difference in your life – whether it has helped you feel more settled, rebuild your confidence, or move forward with stability and support.

If your story is selected and published, we'll provide a £60 thank you payment.

To take part, simply fill out this short form to let us know if you're interested at **bit.ly/story-ls**

Our community

Domestic Violence Awareness Month

Domestic Violence Awareness Month is an opportunity to raise awareness of domestic abuse, recognise the experiences of survivors and make sure people know where they can turn for support.

Everyone has the right to feel safe in their home. We take all reports of domestic abuse seriously and will work with you and your family to help keep you safe and connect you with the right support.

What support is available?

If you or someone you know is in immediate danger, call the police on **999**.

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

If you don't feel able to contact the helpline yourself, please call us on **020 8221 4000**. We can provide support and help you access specialist services.

The Women's Aid directory provides information about local and regional services at **womensaid.org.uk/information-support/womens-aid-directory**.

Hestia provides specialist domestic abuse support in East London at **hestia.org/domestic-abuse**.

Our commitment to residents

We have a domestic violence and abuse policy which sets out our commitment to supporting residents affected by domestic abuse. It also explains how our colleagues are trained to respond to reports and help residents access the support they need.

For more support and information, please visit our website at **localspace.co.uk/your-tenancy**

Your finances

Make your money go further this UK Savings Week

Last month was UK Savings Week – a great time to take a fresh look at your finances and see where you could make your money go further.

Even small changes to your everyday spending and saving habits can add up over time.

Whether you're looking to build up some savings, reduce your household bills or simply get a better understanding of your finances, there are resources available to help.

If you're finding it difficult to manage your money, you don't have to face it alone. Our Housing team can offer support and guidance and help point you towards other organisations and resources that may be able to help.

For more information and savings tips, visit **uksavingsweek.co.uk** and **localspace.co.uk/managing-your-money**



Is your home ready for winter?

As the colder months approach, we want to make sure you have a safe, warm and comfortable home, with heating and hot water working when you need it most.

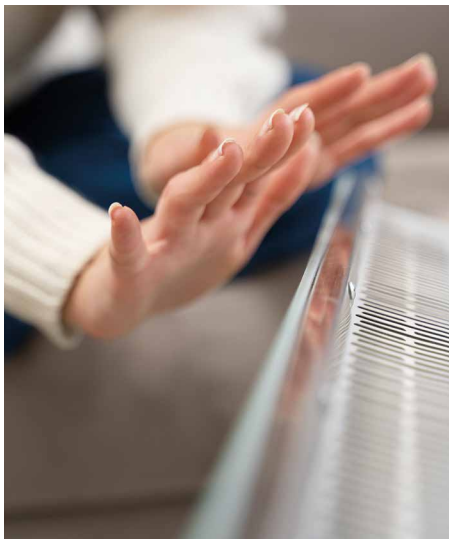
Please switch on your heating over the coming weeks to check it's working correctly. This will help give us time to identify and resolve any problems before the coldest part of the year.

When checking your heating, please confirm that:

- Your heating switches on as expected.
- Your radiators or heaters warm up properly.
- Your thermostat and controls are working.
- There are no unusual noises, leaks or error messages.

If your heating is not working properly or you are unsure about anything, please report the issue to the Local Space team as soon as possible.

For more information about our repairs service, please visit our website at **localspace.co.uk/report-repair**



Damp and mould

We want all our residents to live in clean and dry homes that keep you and your family safe and healthy.

If you're experiencing problems with damp, mould or condensation, please report it as soon as possible so we can help.

When you report damp and mould to us, we must:

- Investigate the hazard within 10 working days.
- Provide a written summary of our findings within three working days after the investigation.
- Begin works to remove or reduce significant hazards within five working days after the investigation.
- Begin works to address the root cause within a maximum of 12 weeks.
- Check in with you after works are complete to ensure the issue has not returned.

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:

- When bathing, showering and cooking, please switch the extractor fans on and keep the door closed to prevent moist air travelling to other areas of your home. If they aren't working, please let us know.
- Try to keep your home properly heated. It helps to have a low background temperature of at least 15 degrees in all rooms. If you're struggling with 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.
- Check any vents on windows, walls or ceilings are not blocked.
- A few mornings each week, as a temporary measure, wipe away any moisture from areas prone to condensation such as windows and corners of rooms (particularly near the floor) to help reduce the likelihood of mould growth.

To report damp and mould, you can fill in our online form at **localspace.co.uk/helpwithdamp** or call us on **0208 221 4000**.

Awaab's Law: Phase 2

Awaab's Law was brought in to hold social landlords to account in their obligation to address hazards posing significant risk to residents.

It followed the tragic death of Awaab Ishak, aged two, after he suffered prolonged exposure to mould at his home in 2020.

Implemented in October 2026, Phase 1 introduced new regulations for social landlords to identify and address damp and mould within a strict timeline.

Phase 2 begins on 30 November 2026, extending regulation to a further seven hazards.

These are:

- Excessive cold (caused by inadequate heating, poor insulation or defective boilers).
- Excessive heat (caused by poor ventilation, inadequate shading or design flaws).
- Fall hazards across your building (associated with baths, stairs, level surfaces and between levels).
- Structural collapse.
- Fire and explosions.
- Electrical hazards.
- Conditions that prevent residents being able to maintain basic domestic hygiene standards (including pest infestations and food safety).

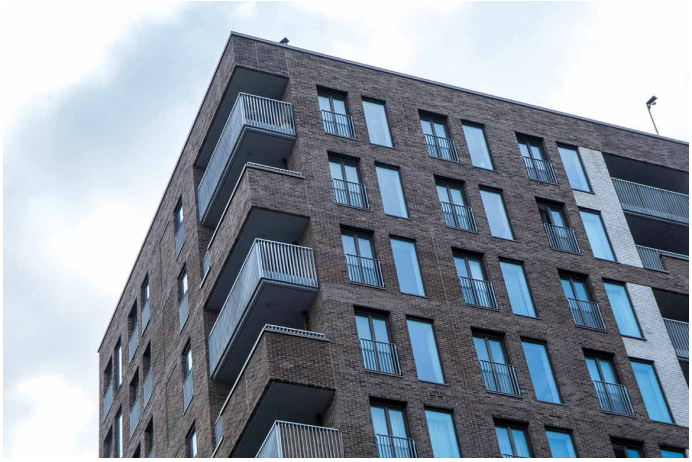


When you report any of these hazards to us, we will:

- Investigate and make your home safe within 24 hours in matters of urgent danger being identified.
- Investigate within 10 working days for serious but non-critical concerns.
- Provide you with a written summary after the investigation, within three working days.
- Begin works in your home to remove or reduce significant hazards identified within five working days, following the investigation.
- Begin works to address the root causes identified within a maximum of 12 weeks, following the investigation.
- Check in on you after completion of the works to ensure that the hazard does not persist in your home.

If you are experiencing any of the hazards listed above, please let us know.

You can report a repair on our website at **localspace.co.uk/report-repair** or call us on **0208 221 4000.**





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
0208 221 4000
localspace.co.uk

Local Space is a charitable registered society
(Reg. Number: 29840R)
Registered Social Landlord (Reg. Number: LH4454)
Design by graphicimpressions.co.uk