

The Bulletin

The dedicated newsletter for Thrale Almshouse residents from Housing for Women.

COVID-19 Service Update

Our offices and remote sites are now closed for the foreseeable future and our staff are now working remotely. This is to help reduce the spread of COVID-19. Our staff will be carrying out appointments via telephone.

Our priority is to complete emergency repairs only at present. An emergency repair is classed as something that can immediately impact the health and safety of our residents, staff and the general public and/or something that may cause significant damage to our buildings.

If you have a routine non-urgent repair, we can still log your request and will store this for a later date. Please stay safe.



Housing for Women

Welfare Calls

Housing for Women staff are making weekly welfare telephone calls to vulnerable residents and those over the age of 55, to check that you are well and are coping with the current COVID-19 climate.

If you have yet to receive a call, it may be because we do not have up-to-date contact details for you. Please contact us as soon as possible to allow us to update our records and ensure that you have all the help you need.

We also offer a free befriending service to residents aged 60 and over. Our two enthusiastic volunteers give you a call for a friendly chat and companionship on a regular basis to help reduce loneliness and isolation. If you are interested in getting a call, please contact Nadine Hughes on 020 7501 4812.

Some of my neighbours are not following the government's rules to stay at home/or having visitors. What should I do?

Everyone should be observing the government's rules to only go out to exercise, buy food or in an emergency. If you feel comfortable talking to your neighbours, please remind them we are all being asked to stay at home in order to reduce the spread of Coronavirus, especially to those who are more vulnerable. The police now have powers to enforce these new rules. You can contact your neighbourhood officer with any ASB complaints, who can take action within our Anti Social Behaviour policy. We appreciate your cooperation in helping to keep everyone safe and well.

Contacting the Police: You can contact the police by calling 101 to report a non-urgent crime or incident such as suspected drug use or dealing in your neighbourhood. Please only contact the Police regarding COVID-19 measures if you feel there is a significant issue or serious breach of the government's mandated restrictions.

Maintenance Charges

You can pay your maintenance charges by calling the Allpay automated telephone line on 0330 041 6497.

You can also set up a Direct Debit to make the payments directly with Allpay. Please visit: www.allpayments.net.

You can access your Housing for Women account online to view your balance via our Customer Portal. Visit www.hfw.org.uk/resident-area/customer-portal/ to sign up.

If you are struggling to pay your maintenance charges, our Neighbourhood and Income Officers are available to support and signpost you to relevant debt and advice agencies that can give you additional support. Please let us know immediately if you've lost your job, your work hours have reduced or are in any other situation that makes paying your rent a challenge.

You may also find it useful to contact your council about Housing Benefit or the DWP about Universal Credit. If you have multiple debts and would like to discuss your problem with an independent adviser, we recommend 'Stepchange'. You can choose to remain completely anonymous if you wish. Please visit: www.stepchange.org

It is vital that maintenance charges are paid, as this income pays for the services we provide and allows HfW to continue to meet our obligations around repairs and health & safety. **Get in touch, we are here to help you.**

Introducing Mandy, Elly & David! 🙌

We are pleased to welcome Mandy Dunstan, Director of Asset Management and Elly Farthing, Head of Repairs to the Housing for Women team. We are sure over the upcoming months you will notice improvements in the service we offer you.

David Anderson is your new caretaker who will be visiting your estate weekly to check the communal areas, rotate bins, liaise with the council's environmental health team, monitor door entry security systems and assist the neighbourhood officer to enhance resident satisfaction.

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Repairs & improvement updates

Watret contacted residents earlier in the year regarding the agreed radiator switch over work. This work has been placed on hold due to the COVID-19 restrictions. This work is on our Service Issues Log and will be prioritised once restrictions have been lifted. We apologise for the delay and appreciate your patience.

Please could you contact us to let us know if you are still waiting for the **hot tap temperature limiters** to be removed from your property. Please contact Elly.Farthing@h4w.co.uk, who will organise the work for you. Please note, this will only be arranged once the COVID-19 restrictions have been lifted.

Similarly, if you have any outstanding repairs that have been reported to us before, please contact Elly (Head of Repairs), who can follow up on this.

Outstanding work at Thrale Almshouse:

- **Replacement of uPVC doors** within one of the flats. We will work with the board to confirm the next steps in this work.
- **Courtyard pathways resurfacing.** A quote will be supplied to the board for a resin-like surface and HfW will seek a quote for an alternative option to ensure value for money is achieved. This will be provided to the board as soon as it's available.
- **Alternative exit route from courtyard.** A quote will be supplied to the board for consultation regarding this work and we will work with the board for confirmation on next steps in this work.

Due to the COVID-19 restrictions, all non urgent work has been put on hold. We will resume non-urgent work and repairs once restrictions have been lifted.

Resident Training Grant

Our Training Grant provides eligible residents and women in our services with a grant of up to £500 to help pursue training and development opportunities. Visit: www.rebrand.ly/rtgrant to find out more or email Natalie.Baker@h4w.co.uk.

Introducing Just Ask Estate Services

We are proud to be working with Just Ask Estate Services to keep the inside and outside of HfW's communal areas clean and tidy.



Here is a brief summary of what Just Ask will provide:



Routine Cleaning Services - Every other Wednesday (fortnightly)

External Areas: pathways, stairs/stairwells, open balconies, drying areas, store shed areas, refuse & bin stores, garage/scooter areas, car parking and communal hard surface areas.

Internal Areas: All communal entrance halls and lobbies, hallways, stairs/stairwells, landings, corridors, any other shared communal areas.

Routine Gardening Services - Every other Monday (fortnightly)

External Areas: pathways, stairs/stairwells, open balconies, access roads (where identified), drying areas, store shed areas, refuse & bin stores, garage/scooter areas, car parking areas and other communal hard surface areas.

Your service teams will be wearing purple and black uniforms. All staff will display photo identification badges.

Reporting Repairs

Please report all **emergency repairs** immediately to us on **0207 501 6120** to ensure we can act on it promptly. All other non-urgent repairs should be reported either by phone or to repairs@h4w.co.uk.

Contact your Local Citizens Advice

Citizens Advice gives free information and confidential advice to people on a range of issues. www.citizensadvice.org.uk

Your Neighbourhood Officer: Abimola Marquis
Tel: 020 7501 6173 **Mob:** 07590 961 998
Email: Abimola.Marquis@h4w.co.uk
Housing Management: Housing@h4w.co.uk
Repairs: repairs@h4w.co.uk or call 0207 501 6120

Older Tenants Officer: Nadine Hughes
Tel: 020 7501 4812 **Mob:** 074 8301 7204
Email: Nadine.Hughes@h4w.co.uk
Complaints: complaints@h4w.co.uk

www.hfw.org.uk

