

The Bulletin

The dedicated newsletter for Gosterwood and The Arches 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.**

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.

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.



Housing for Women

Rent Payments: You can pay your rent by calling the Allpay automated telephone line on **0330 041 6497** (you must have your rent card and a debit/credit card with you to make the payment).

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

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

If you are struggling to pay your rent, 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 rent and service 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.

Don't let arrears build up, 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.

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. We endeavour to deal with all email enquiries within 1-2 working days, but in busy periods this can take slightly longer.

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.

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Repairs and improvement updates

Essential fire safety upgrade work is due to be completed. This is likely to involve the application of a fire-resistant coating to the timber parts of the balconies. We are currently validating a quote for this work and you will be contacted if your property requires this upgrade work. We thank you in advance for your patience whilst this essential work is carried out.

Due to this unexpected upgrade work, we have had to re-evaluate our annual budget and as a result, the **planned redecoration of the internal areas** has been placed on hold. We will inform you when this work will be completed.

We are aware of the ongoing issue of the broken lock to the refuse store on Gosterwood Street and this has been placed on our Service Issues Log. Our Head of Repairs manages this log and once COVID-19 restrictions are lifted, we will review and find a permanent fix to this problem.

Parking Control

We have appointed PCM (UK) Limited as our new parking control company. PCM offers residents a range of services such as: free parking permits, provision for visitor's parking, regular patrols, a dedicated site manager, removal of abandoned vehicles and bespoke signage for each estate. You will be contacted directly by PCM after COVID-19 restrictions have been lifted and given instructions on how to apply for parking permits. There will be a settling down period during which your car will not be ticketed. This will help to ensure that you have time to apply for and receive your parking permit.



Fly-tipping and Rubbish Disposal

We are appealing to all residents to dispose of their household and bulk rubbish appropriately as there has been an increase in the inappropriate disposal of rubbish.

- Inappropriate rubbish disposal creates health & safety risks, such as attracting vermin.
- It encourages others who do not live on your block to dispose their own rubbish on your block.
- It will cause an increase in service charges for all residents, in order to recover for the increased cost of disposal.

Please let us know if you witness anyone disposing of their rubbish inappropriately. All communications will be treated in the strictest confidence.



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

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, lifts, landings, corridors, any other shared communal areas.

Routine Gardening Services

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.

Contact your Local Citizens Advice

Citizens Advice gives free information and confidential advice to people with money, legal, consumer & other problems.

www.citizensadvice.org.uk

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

Income Officer: Dawn Blake
Tel: 020 7501 6131 **Mob:** 07968 888022
Email: Dawn.Blake@h4w.co.uk
Complaints: complaints@h4w.co.uk
Housing Management: Housing@h4w.co.uk

