

Resident



NEWS

WALTHAMFOREST.GOV.UK/HOUSING
ISSUE 20 | NOVEMBER 2021

LARGE PRINT VERSION

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Read about our residents fun
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30 NOVEMBER – HOUSING FORUM: ‘MEET THE HOUSING OMBUDSMAN’ VIRTUAL EVENT

We are excited to host the next regional Housing Ombudsman event for tenants and leaseholders on **Tuesday 30 November from 6:00pm until 7:30pm**. This virtual event will provide a fantastic opportunity to meet the Housing Ombudsman Service, who will present their most recent data insights and there will be a dedicated Q&A section. The Housing Ombudsman Service looks at complaints and resolves disputes involving tenants and leaseholders of social landlords.



BE QUICK AND BOOK YOUR PLACE NOW

Sign up to attend using the link bit.ly/HForum_Nov21 which links you through to our Eventbrite page. Remember, when registering please submit any questions for either the Housing Ombudsman or Housing team to answer. Or if you have any questions, please email our Engagement Team at engagement@walthamforest.gov.uk

8 DECEMBER – HOUSING OPTIONS DAY

We are looking forward to hosting our next virtual Housing Options Day on **Wednesday 8 December**.

This event is for residents who are:

- living in Council accommodation and have requested a move to a different home or,
- currently living in Council accommodation and not already on our housing register but may have been thinking about moving or,
- are a homeless applicant and or have been placed into temporary accommodation by the Council.



We will send out more details shortly but if you require further information about the event, please sign up to attend using the link bit.ly/HOptions

WELCOME FROM CLLR MITCHELL



Welcome to our Autumn edition of Resident News. In October we celebrated **World Mental Health Day**; an incredibly important day especially after a very challenging 18 months. Lots of residents reached out to us and shared their helpful top tips on how they have coped during these testing times. Check them out on our Instagram account, our handle is **#walthamforest**.

We strive to help residents improve their wellbeing, mentally, physically and socially. Over the past few months, we have been putting this into practice...

Building safety has always been a top priority for the Council, and our recent resident involvement survey told us that 87% of you want to be involved in decisions on all aspects of your home, including maintenance and building safety. The Council's aim is to always ensure that residents feel and are safe in their home, both now and in the future. Check out page 9 -11 on how to become a building safety champion. Another area of vital importance and safety is improving

the support offer available to survivors of domestic abuse. We are working hard with lots of partners, to develop our resources and training programmes for staff to recognise the signs of domestic abuse. Read more on page 19 - 20.

After a long and lonely lockdown, our fantastic community engagement events are back! I have been delighted to meet so many of you in person and it has been wonderful seeing the communities easing back into 'normal life' and coming together again. The most recent event I attended, was the reopening of The Shade, on Aldriche Way Estate.

It was a real community effort with local young people working hard with Build Up to design and build the new seating and games area at The Shade. Read the full story on page 30.

Earlier this summer we launched our estate improvements programme, which is an investment of £1 million over the next five years on resident lead initiatives for your estates. During our submission window we had a brilliant response, and I would like to thank all those who got in touch with a suggested idea. I am now really looking forward to seeing these projects come to life. Our next submission window opens on 1 January 2022, so keep your eyes peeled and we will share how to submit your ideas soon.

Working with Morgan Sindall and Aston Group, our contractors, we will continue to highlight several employment support opportunities. So, if you or someone you know living in Waltham Forest who is looking for work, check out page 16 for more information. Also, with energy prices on the rise Morgan Sindall is offering support through

their free virtual energy advice cafés, see page 10 to find out more.

We have had an amazing response to the COVID-19 vaccination roll out in the borough, but if you haven't had your jab already, I would encourage all those who are eligible to get booked in. There are several convenient sites, across the borough, where you can get vaccinated. With winter around the corner, bringing sniffles, colds and possible flu, it is now more important than ever to get yourself protected and keep your loved ones safe too.

Finally, I hope you enjoy our newly jazzed up Resident News. It has been given a new look and feel but we are always conscious to write the content with accessibility in mind.

THANK YOU

Councillor Louise Mitchell

Cabinet Member for Housing and Homelessness Prevention

REPAIR & MAINTENANCE UPDATE

Over the next five years we will be investing over £140 million in upgrading our current housing stock, as well as £40 million on improving our building safety measures. The past year has been very challenging, COVID paused several of our work programmes, but thankfully these are now starting back up again. Our focus over the next few months will be our building and fire safety programme works, ensuring you remain safe in your homes both now and for the future. We will still be working hard to deliver our internal upgrade programme as well as working with our contractors on our day-to-day repair maintenance jobs.

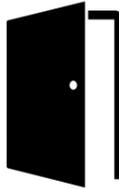
WHAT'S HAPPENING OVER THE NEXT FEW MONTHS:

1 INSTALLING 

100 KITCHENS 

200 BATHROOMS 

3 UPGRADING **ALL** OF ST DAVID'S COURT BATHROOM WINDOWS 

2 REPLACING **500** FRONT ENTRANCE DOORS IN OUR MEDIUM RISE BLOCKS 

4 COMPLETED **ROOF** UPGRADE WORKS AT SHELDEN HOUSE 

5 DECORATING **23** BLOCKS WILL BE EXTERNALLY DECORATED 



PERFORMANCE UPDATE

Since April 2021 we have measured our performance on key parts of our service for residents.

- ✔ Our contact centres have received over **45,000 calls**. **Did you know...** Between 9:15am and 12:30pm is the busiest time of day for our repair and maintenance contact centre, so if you need to get in touch, and it's not urgent, please try outside this time frame.
- ✔ Morgan Sindall and Aston Group have completed **10,815 repairs**.
- ✔ We are averaging **12 days** to complete a repair. This is due to the difficult circumstances and multiple lockdowns over the past 18 months, when we were only completing emergency repairs. We are catching up with routine appointments so please bear with us while we operate safely in your homes.
- ✔ Working in partnership with Aston Group we have achieved 100% gas compliance across more than **8,000** residential properties for **10 consecutive years**.
- ✔ Decreased the number of homeless households placed in temporary accommodation **by one-third, year-on-year**.

OVER THE LAST THREE MONTHS WE HAVE:

- increased our first-time fix rate of all repair and maintenance jobs from **83%** to **88%**
- increased reliability of appointments made and kept from **95.6%** to **96.5%**
- increased emergency repairs completed in time from **97.2%** to **97.8%**

YOU SAID, WE DID



Our sheltered housing residents asked for more wellbeing activities, and to get advice for lots of different issues or concerns.

In 2018 on the Aldriche Way Estate, in partnership with Build Up we launched The Shade, a community space where residents could meet, relax and play. Since then, residents have requested for additional improvements to be made.

Our Resident Involvement survey told us that 87% of you would like to be involved in decisions on all aspects of your home, including maintenance and building safety.



We have partnered with Age UK on a new a pilot project focusing on a foot care clinic. This service is only offered to our residents in sheltered housing schemes. The pilot scheme will start in Boothby and Holmcroft House and utilise treatment rooms in our hubs.

During the summer, Build Up ran a series of practical construction workshops for the young people on the estate to design and build new seating, games area and a roof so The Shade can be used in all-weather conditions.

Our aim is to always ensure that residents feel and are safe in their home, both now and in the future. We have since set up a Building Safety Resident Engagement Strategy. Over the next three years residents will play a vital role in developing this strategy. Part of that is highlighting engagement opportunities, for example becoming a building safety champion, see page 14.

Residents across the borough mentioned that our website was a little difficult to navigate and found it tricky to find the information they require.

We have been working hard reviewing our site, and shortly we will be launching our newly designed website. The new and improved website is user friendly with an excellent search function. This will make it easier, quicker and more efficient for you to find the information you require. We will continuously look to improve the user experience.

BUILDING SAFETY UPDATE



KEEPING YOUR HOMES GAS SAFE!

Gas safety is important all year round. In September the housing industry raises awareness of Gas Safety Week and moving into winter it is vital to remember the importance of taking care of your gas appliances. This will ensure they work efficiently, save you money, but most importantly are safe and there is no risk to you or your family.

- **We carry out an annual safety check to the gas appliances in your home.** This is done by our partner Aston Group. When this is due, they will write to you with an appointment date, if this date is inconvenient, please contact them to arrange a more suitable day.
Please do not ignore this letter.
- **Check the engineer's ID.** All of Aston Group's engineers carry ID, please ensure you check it before letting anyone into your home.
- **Look out for your friends, relatives and neighbours.** Some people may be unable to arrange their own gas safety check or unaware of what they need to do to keep safe. Help your loved ones by ensuring that they have their appliances checked and serviced regularly.
- **We also check all smoke detectors and any carbon monoxide detectors.** But you should also test these monthly. To do this press the button on the detector for a few seconds until the alarm sounds. If you have any problems with the detectors, please contact us.

- **Keep vents and chimneys clear.** Make sure you don't block any vents, as they are vital to ensure gas appliances burn properly.
- **Remember report any concerns, call 020 8496 4197.** If you have any concerns that your gas appliances may not be operating correctly, please call us on the repair number, 020 8496 4197, as soon as possible.
- **Spread the word.** Share vital gas safety information with friends, family and neighbours to make sure your community stays safe.



STAY SAFE

Remind yourself to get your appliances checked.

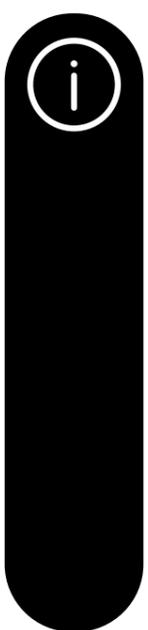
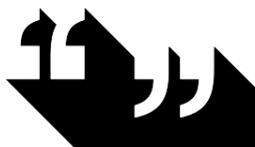
REMIND ME



BECOME A BUILDING SAFETY CHAMPION

We are looking for resident volunteers who are passionate and interested in building safety in high rise blocks. It's a fantastic opportunity and all we ask of you, is your time. The role of building safety champion is as follows...

“On behalf of your community, you will have the opportunity to work together with Waltham Forest Building Safety Team to discuss the safety improvement works in your block or estate. You will report any issues or concerns to us, raise awareness of resident responsibilities and support local building safety engagement initiatives. You will be provided with learning and development opportunities such as accredited training to support you in this role.”



GET IN TOUCH

If you would like to become a building safety champion, please email our Engagement team on engagement@walthamforest.gov.uk but remember to include your:

- > **Name**
- > **Estate**
- > **A short sentence on why you would like to get involved**

WE LOOK FORWARD TO HEARING FROM YOU!

KEEP YOU AND YOUR HOMES SAFE!



Last month the London Fire Brigade was called to Walthamstow's St David's Court due to an external fire. As a precautionary measure the block was partially evacuated by the Waking Watch, and the London Fire Brigade quickly controlled, extinguished and mitigated any risk caused by the fire. The block was inspected, and all items were cleared before deeming it safe for residents to return to their homes. The cause of the fire was a sofa which had been dumped near the bin area and set alight.

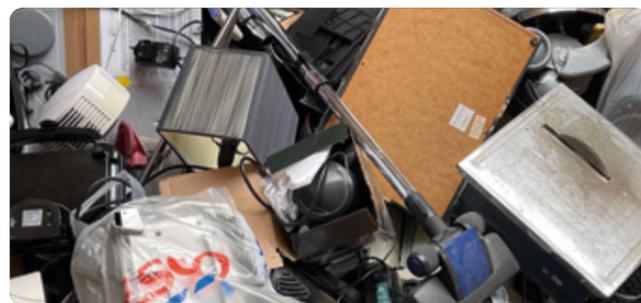


WE WOULD LIKE TO REMIND RESIDENTS OF THE FOLLOWING:



WE TAKE FLY TIPPING VERY SERIOUSLY.

If anyone (residents or non-residents) dumps items in Council grounds, it will be deemed as fly tipping, which is a criminal offence, and actions will be taken against the perpetrators. For more information on fly tipping including how to report it please visit our website here www.walthamforest.gov.uk/content/fly-tipping



BOOK IN TO REMOVE YOUR LARGE BULKY WASTE ITEMS.

If you have large bulky items which you would like removed, please book a collection date via our website www.walthamforest.gov.uk/content/residents-large-item-collection



WHAT WE ARE DOING TO KEEP YOU SAFE.

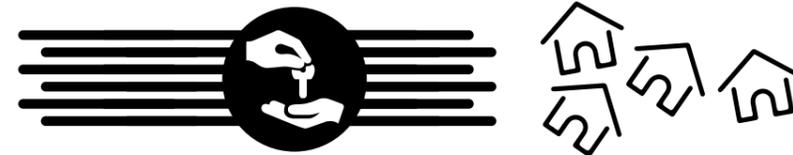
To keep communities clean, tidy and most importantly safe, extra signage relating to 'no fly tipping' will be installed. We will also closely monitor the area where the fire took place, review the CCTV footage and refer this to the police.



CONTACT US TO REMOVE YOUR BULKY ITEMS.

If you have any bulky items which you would like us to remove and dispose of, please email estatesbulk@walthamforest.gov.uk or call **020 8496 4092** to arrange for collection. However, please be patient during busy periods as we may not be able to pick up the items straight away.

LEASEHOLDERS UPDATE



Earlier this year the Housing Operations department went through a restructuring process. This updated the Home Ownership team's structure, to bring greater clarity to the service. We are currently working to recruit a full team, but we are streamlining our processes and procedures to help assist you. The teams are:

Billing and consultation team

– responsible for managing service charge accounting and notices. They review, analyse and present the service charges estimates, actuals, accounting information and invoices. They also manage the consultation and issuing of invoices to homeowners for major works.

Right to Buy (RTB) and compliance team

– manages the Right to Buy process and homeowner property sales. They also manage approval and consents under the terms of the lease such as alterations.

Income recovery team

– manages the collection of service charges, major works, ground rent and insurance.

For any questions, please contact the Home Ownership team on RTB.Lease@walthamforest.gov.uk or **020 8496 3000**.

Over the next few months, our key priorities are improving how we communicate with you, enhancing our available payment methods, and reviewing services to shared owners. At the end of September, we sent all leaseholders and shared owners a section 20B notice, which said that the finalised service charges for the period 1 April 2020 to 31 March 2021 were not ready to be invoiced. We are working to finish this process and hope to send the final invoices shortly.

CENTENARY HOUSE IS OFFICIALLY OPENED!

Waltham Forest Council has reached a milestone in its mission to build more affordable homes in the borough. Sixty Bricks, the Council's wholly owned housing development company, completed its first official mixed tenure development of 45 new homes for local people in Centenary House, Highams Park.

Centenary House, our development providing shared ownership and social level rents, was officially opened in August by Cllr Grace Williams, Leader of Waltham Forest Council and Chair of Sixty Bricks, Paul Lowenberg. The scheme, aimed at local residents, allows buyers who cannot afford a property at the full market price to purchase a percentage of it, with the rest paid as rent.

Planning permission was granted on the former rundown multi-use games area in 2019 and construction work started

in spring 2020. Since then it has been transformed creating local jobs as well as supporting local businesses. The homes are a mixture of one, two or three bedrooms including two which are fully wheelchair accessible; they have a shared communal area, bike store, under-fives play area and shared garden. All shared ownership homes and over half of the private sale homes are reserved, the social rented homes have been allocated and the first tenants are already in. This will be the first new build mixed tenure block Waltham Forest will be managing.



WHAT'S NEXT FOR SIXTY BRICKS?

- ✓ Completion of 254 homes by 2022.
- ✓ Completion of a further approx. 400 homes across six sites over the next five years - all will be zero carbon emission sustainable homes.
- ✓ On each development 50% will be affordable homes.
- ✓ In the new year a letter will be sent to all Centenary House residents to inviting them to share their feedback on their moving in experience.



SPECIAL FEATURES UPDATE

IS YOUR COUNCIL HOME TOO BIG FOR YOU?

**Would you like to move to a smaller property in the borough?
If so, you may be eligible under the Under Occupation scheme!**

The Council needs family sized properties so it can help overcrowded households in the borough. So, if you will consider moving to a smaller home, we may be able to help you move to an area you prefer and to a property you want (subject to suitable vacancies).

What can we do to help?

If you are accepted on the Under Occupation Scheme, we can assist you to bid for a home, of your choice, and place you in a high priority band, which will help you bid successfully.

If you do move to smaller accommodation through the Under Occupation Scheme the council will:

- pay you a minimum cash incentive of £1,000
- give you £50 as a contribution towards reconnection charges
- and pay for a removal company.

We will pay extra if you move down more than one bedroom size, for example from a three-bedroom property to a one bedroom home. We may help pay for redecorating costs as well.



For more information please contact the
Rehousing Team on **020 8496 3000** or email
housing-registration@walthamforest.gov.uk



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Laurel Dodsworth

SUPPORTING RESIDENTS WHO ARE EXPERIENCING DOMESTIC ABUSE.

We are committed to improving the support offer available for survivors of domestic abuse. The Housing Service and our key partners are uniquely positioned to notice the signs of domestic abuse. We have been working hard to equip staff with the skills and confidence to support survivors of domestic abuse in accessing help. Over the past year we have:

- ▶ Trained over 400 Housing Service staff, estate caretakers, repairs operatives and customer contact officers on how to identify and safely respond to any form of domestic abuse.
- ▶ Hosted monthly guest speaker sessions for Housing staff so specialists in areas such as mental health, financial abuse and tech abuse, can present their findings and discuss how it can improve the Housing Service offering.
- ▶ Helped tenants who have experienced domestic abuse to receive free home security improvements to help make them feel more secure in their home.
- ▶ Created a database of over 40 support organisations and options so residents can receive information on how to access the specialist support that meets their needs.
- ▶ Added information on domestic abuse support organisations to estate noticeboards, housing service letter templates, rent statements etc.

However, there is always more to be done. The key to the success of the domestic abuse programme is thinking innovatively about how we can safely share information.



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WE ARE KEEN TO HEAR FROM YOU...

How can we ensure those who are experiencing domestic abuse receive this information? What different methods of communications would you use?

How can the housing service better support survivors of domestic abuse? Let us know your thoughts and email housingstrategy@walthamforest.gov.uk with any suggestions on the above.



INVESTING IN OUR LIBRARIES!

In September our newly refurbished Lea Bridge Library officially opened. The space includes a café, friendship gardens, spaces to work and study as well as an extensive range of books on offer, plus it's now open seven days a week. We have made a commitment to retain and invest in our libraries. As such they have seen over £4million of extra investment recently, money that has seen a completely new library open in Wood Street and massive improvements at Walthamstow library too. If you live nearby, why don't you pop in and check them out!



CAR PARKING ON COUNCIL ESTATES

Concerns have been raised about the increase in unauthorised parking by non-residents on council housing estates. In response to residents' concerns we are proposing to implement permit parking controls. In April 2021, Cabinet approved a Housing Parking Policy on estates, meaning permit parking schemes can be introduced where residents want them.

We have carried out the informal consultation, seeking residents' views for proposed permit parking controls, on St Georges Court & Whipps Cross House, Essex Close Estate and The Drive Estate. Resident at St Georges Court/Whipps Cross House and Essex Close are supporting the introduction of parking permit controls, and we will be in touch with residents shortly to let them know what happens next. We are awaiting the results of the consultation with residents of The Drive Estate.

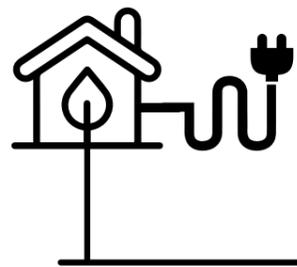
Over the next few months, we will be consulting with residents of the following estates about whether or not to introduce permit parking schemes.

- Burrell & Rayner Towers
- The Avenue Estate
- Northwood Towers & Hopson House – Marlowe Road Estate

FOR MORE INFORMATION

For the latest news on estate parking, go to www.walthamforest.gov.uk/estateparking

Please get in touch by emailing us, remember to include your estate name, at estateparking@walthamforest.gov.uk



ECO SHOW HOME OPENED FOR THE OPEN HOUSE LONDON FESTIVAL!



Our plans to deliver against the Council's climate emergency declaration continues to progress, as demonstrated by the exciting 47 Greenleaf Road energy showcase home, developed in partnership with our contractor Aston Group.

The home opened its doors from 4 – 12 September as part of the Open House London festival, which celebrates London buildings of architectural interest, iconic buildings and spaces. It allowed the public, landlords and housing partners a private tour of this fantastic house, which is usually closed for general use.

This project evolved by transforming a void property

with an EPC rating band E, using creative and innovative energy safety measures, into an EPC rating band A.

The purpose of this project is to encourage the take-up of retrofit measures locally, by demonstrating the huge energy efficiency gains and reduced fuel bills a homeowner can experience. Works include improved thermal insulation, heating and ventilation, the introduction of solar PV and battery storage, smart lighting and a pollinator friendly garden! We are looking to arrange further tours to share best practise with the local community over the next coming months.



NEED ADVICE ON MAKING YOUR HOME MORE EFFICIENT?

With energy prices on the rise our contractor, Morgan Sindall Property Services, can offer support through their free energy advice cafés. They run virtually on the first Friday of every month. So, if you know of someone is struggling to pay their bills and needs advice on switching tariffs, then contact the Morgan Sindall Social Value team For more information. Drop them a line at CSR@morgansindall.com

RESIDENT ENGAGEMENT UPDATE

Our Billericay residents enjoyed a Mad Hatter's Tea Party!



After a long and challenging lockdown, the Council, and its contractors Aston Group and Morgan Sindall, working in partnership with the Outwood Commoners Community organised a Mad Hatters Tea Party, in Billericay. The residents were invited to tumble down the rabbit hole and enjoy our tea party inspired by the whimsical world of Alice in Wonderland.

Just over 100 residents followed the white rabbit to see what was happening on the Outwood Common, on a somewhat soggy Friday afternoon. The usually quiet field was transformed into bustling hive of activity full of people including the wonderful Alice Adventures in Wonderland characters from Sophisticated Entertainments Theatre group, fantastic food stalls serving sweet treats and savoury delights plus the friendly animals from a local petting farm. It was a family orientated affair, with lots of activities for everyone to enjoy, including arts and crafts stalls, a fancy dress competition and a fabulous raffle, with prizes kindly donated by Aston Group and Morgan Sindall.



Lesley Cartwright, a local resident and member of the Outwood Commoners Community, said

“It was such a joyful day full of laughter, catching up with lots of people we hadn’t seen for such a long time, making new friends while trying to avoid the bursts of rain. I keep getting stopped in the street by people asking when we are going to do it all again! Thank you to everyone who made this wonderful event happen, we are very grateful.”



WIGG AND WALSH RESIDENT FUN DAY!

In August the Wigg and Walsh Tenant and Residents' Association (TRA) worked in partnership with the Council and its contractors, Aston Group and Morgan Sindall, to arrange a fun day for their neighbours. There were lots of fun activities and games for the whole family to enjoy; favourites included the bouncy castle, multi-sports activity games, face painting and a children's entertainer! Huge thanks to Morgan Sindall who provided residents with a chance to grow their own basil, providing seeds, planting pots, encouraging them to grow their own herb patch! They also provided residents with an easy-to-follow pesto recipe once their basil has grown.

Cllr Mitchell announced the winners of the raffle prize draw, the prizes, including Kindles and Fitbits, were kindly donated by Aston Group and Morgan Sindall and the TRA created a lovely hamper.



Andrea Billet, Resident Liaison Officer at Aston Group, commented ***“It was such a lovely day, it was amazing to see all the children out and having fun which was the aim of the day.”*** Nicola, a resident of Fred Wigg Towers, said ***“It was a great day, and we didn’t let the rain dampen our fun. The children loved getting their faces painted, playing all the games and getting a special balloon. It was a nice day for everyone to mingle and enjoy themselves, the children didn’t want it to end. Thank you to all who helped organise it.”***



WALTHAMSTOW TOOL LIBRARY MAGICAL MURAL!

At the end of the summer holidays, the William Morris Big Local organisation hosted a couple of workshops with local young people to design a mural for the entrance side wall of the Walthamstow Tool Library. A local artist painted the mural and the Waltham Forest Mayor Elizabeth Baptiste cut the ribbon unveiling the wonderful painting.

The Walthamstow Tool Library, located on Priory Court estate, is a tool lending resource with a special focus on garden and DIY tools. Its mission is to make tools both accessible and affordable, while reducing the need to purchase them which consequently helping the environment. The project was developed by residents, funded by William Morris Big Local, run by Forest Recycling Project and the building was provided by Waltham Forest Council. Their joint aim is to be a vibrant community hub, connecting people and ideas to make lives and their surroundings greener, healthier and more inclusive! Check out the fantastic before and after photos, we really hope you are pleased with the result!

OUR iTEA PARTY AT BAKERS ALMSHOUSES



In September we hosted an iTea party for our Bakers Almshouses residents, Leabridge Road. It was a sunny day, and the communal garden was the perfect place for lots of residents as well as the ward councillors, Cllr Jennifer Whilby, Cllr Masood Ahmad and Cllr Mohammed Asghar, to catch up and socialise after a long period of isolation due to the pandemic.

As requested by some of the older residents, the party was a great opportunity for us to go through our Digital Inclusion programme as well. The Council worked in partnership with Aston Group and Morgan Sindall, our main contractors, as well as the Bakers Almshouse Tenant and Residents' Association (TRA) to deliver this wonderful event. Representatives from the Council's Wellbeing team, Safer neighbourhoods, Rents, Place and Tenancy officers were all on hand to also support with any questions and queries.



WELCOME TO THE REOPENING OF THE SHADE!

During the summer, the young people from Aldriche Way estate have been working hard with Build Up to design and construct the new seating and games area at The Shade. The project was set up by Build Up, a charity which run practical construction projects for young people aged 10 – 23 to design and build structures in their local communities.

It was funded by the Worshipful Company of Builders' Merchants, Lawsons Timber, Building & Fencing Supplies, Filon, Engie, Span Trust, Comic Relief and The Community Foundation.

To celebrate the huge efforts and achievements of all the young people involved, Build Up along with our Engagement team and contractors Morgan Sindall and Aston Group hosted a community fun day, in October, which incorporated the reopening of The Shade. It was a brilliant day, with lots of activities for everyone to get involved in, such as free cooking classes for young people led by Kids Kitchen, a table tennis tournament, a bouncy castle, face painting and lots of brilliant games. The ribbon was cut by all the young people who dedicated so much time and effort to the success of this project.

“IT’S MY HOME!” WAS SHORTLISTED FOR A TPAS AWARDS

Last month we were delighted to be shortlisted in the... excellence in community action category for a Tpas award.

Our entry “Towers Storeys: a music video project – It’s my Home!” is a 36-piece socially distanced musical extravaganza written and performed by the residents of Stocksfield Road, Marlowe Road and Northwood Tower in Walthamstow, and the Project Zero Waltham Forest youth champions. It was composed and arranged by Rex Horan, produced, directed and filmed by Kate Hampel, edited and filmed by Dave O’Neill.

The Tpas awards are dedicated to recognising and rewarding engagement excellence and best practice within the housing sector, but this entry would not have been possible without you. We would like to thank all our residents who participated in the video and for making it happen! Given the ongoing uncertainties with

the COVID restrictions the virtual awards ceremony took place on Friday 8 October. To view the entry please search YouTube for The Tower Storeys Music Video Project: It’s My Home.

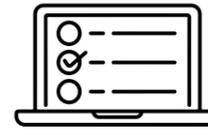


THANK YOU FOR YOUR FEEDBACK!

We are committed to putting residents at the heart of our services, and in the summer, we requested some feedback via a survey which would help develop and shape our Resident Involvement Strategy 2022-25. This strategy will help set out how we will involve you in the decisions which impact your homes and communities. This feedback is vital, and we are extremely grateful that nearly 400 people took part. We also had a prize draw, for those who took part, and the winner was Dawn Bush from Leytonstone who won £50 in vouchers.

RESIDENT INVOLVEMENT SURVEY RESULTS

RESPONDENTS DEMOGRAPHIC BREAKDOWN



388
SURVEYS
COMPLETED



38%
LEASEHOLDERS



62%
TENANTS

69% 
of respondents are
aged between
35 – 64 years old.

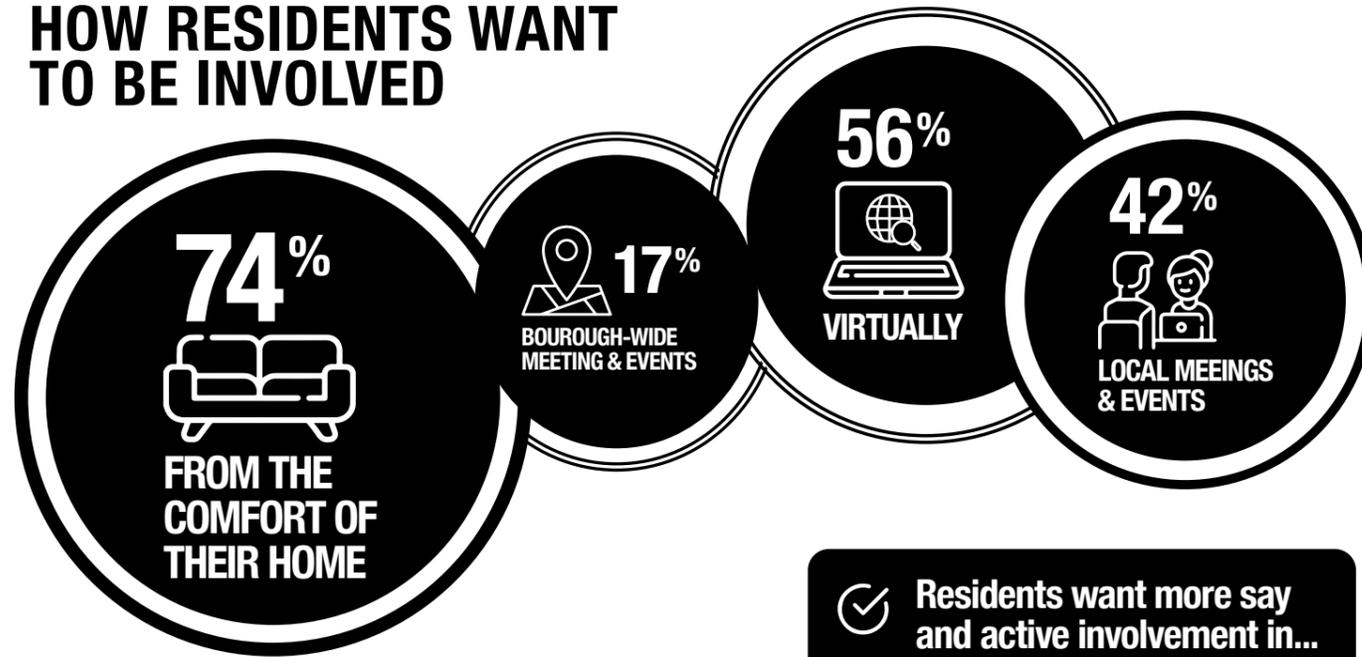

WITH NEARLY
60%
FEMALE
PARTICIPANTS

48% 
of respondents live in
a rented home from
either the council or a
housing association.

Nearly
55% 
of respondents have
lived in Waltham
Forest for more
than 15 years.

41% 
of respondents live in central area of
Waltham Forest (including Blackhorse
Lane, Walthamstow Village, Wood Street
and Higham Hill).

HOW RESIDENTS WANT TO BE INVOLVED



GET INVOLVED IN OUR BI-ANNUAL STAR SURVEY

We'll shortly be sending the latest edition of our bi-annual star survey for tenants and leaseholders; we would encourage you to keep your eyes peeled for it later this month. Getting your views and comments on our services really helps us to identify new ways in which we can improve our service offer, and highlights what areas you like and what needs improving. This year we've made some changes to the survey, which we hope will make it easier and more accessible for you to tell us what you think and why it is important to you. So, look out for an email / text from us soon.

Residents want more say and active involvement in...

	How homes and neighbourhoods are maintained, including building safety.	87%
	Future plans.	85%
	How homes and neighbourhoods are managed.	84%
	The environment, climate change and sustainability.	79%
	The number of respondents willing to give between 15 minutes to 2 hours now and then to engagement activities. 36% are will to give more time.	53%



MORGAN SINDALL
PROPERTY SERVICES



Morgan Sindall Property Services (MSPS) and Aston Group, the two main contractors for Waltham Forest Council housing, have been running a wide range of free online training courses and workshops for our residents.

GOT A KEEN UNDERSTANDING OF THE GREEN ECONOMY AND CLIMATE CHANGE?

Why not join Morgan Sindall Property Services Green Youth Forum. The forum is for young local residents to have their say on environmental issues and to help recognise ideas that make Waltham Forest greener. You will work as a team on projects important to the forum.

For more information get in touch csrbox@morgansindall.com.

Live in Waltham Forest? Seeking employment?

Training sessions will be delivered virtually by Aston Group and Morgan Sindall employees using Skype or MS Teams, or via the telephone.

These can be delivered 1-2-1 or in groups, with time slots available through the day and on certain evenings. Training is free with no qualifications or experience needed, and sessions are open to all Waltham Forest residents.

FREE TRAINING

- Online training courses
- Mock interviews
- Job interview skills
- CV writing
- Job search

What courses are available?

- **CV Writing** – We can help you refresh or create your CV, identifying and promoting your key skills
- **Mock Interviews and Job Interview Skills** – Learn the best techniques for job interviews and practice within mock interviews
- **Job Search** – Advice on where to look for jobs or help with completing job application forms
- **Online Training Courses** – Available with a Level 2 certificate in a variety of topics

Visit this link <https://www.surveymonkey.co.uk/hf/wfemployment>, or contact us at engagement@walthamforest.gov.uk for an enrolment form. Once completed and returned you will be contacted to discuss your requirements and book you onto a session.

If you don't have digital access call 0208 496 4942.

Aston Group, MORGAN SINDALL PROPERTY SERVICES, Waltham Forest

GET IN TOUCH



WALTHAM FOREST COUNCIL HOUSING, RESIDENT SERVICES

CEDAR WOOD HOUSE, 2D, FULBOURNE ROAD
WALTHAMSTOW, E17 4GG

WALTHAM FOREST COUNCIL HOUSING, RESIDENT SERVICES BILLERICAY OFFICE

6A MORRIS AVENUE, BILLERICAY, ESSEX, CM11 2JR



If you have a fantastic community event,
good news story or would like to feature in
our Resident Newsletter:

Please email engagement@walthamforest.gov.uk
with all the details!

For general enquiries, reporting anti-social behaviour,
repairs or help and advice on paying rent:

☎ **020 8496 4197**

✉ **wfdirect@walthamforest.gov.uk**

🌐 **www.walthamforest.gov.uk/housing**

**WE LOOK
FORWARD
TO HEARING
FROM
YOU.**