

WE ARE HOUSING.

WE ARE NEWHAM.

Issue 1 MAY 2023



FOREWORD.

**BY COUNCILLOR SHABAN MOHAMMED,
CABINET MEMBER FOR HOUSING
MANAGEMENT AND MODERNISATION**



Dear resident,

I am Councillor Shaban Mohammed, lead Cabinet Member for Housing Management and Modernisation. I am very proud to serve the residents of Newham in such a vital role such as Housing. I am excited to introduce our first Housing

Service newsletter and hope it will be the first of many. I want to thank all our staff that have helped to support and organise all the tenant and leaseholder forums we have held since they began in 2019. These have been vital in supporting our residents and developing the Housing Service. I would also like to welcome Sabia Kamali to the role of Deputy Cabinet Member for Housing Management and Modernisation.

I have enjoyed meeting tenants and leaseholders at our fun days, forums and other involvement activities to hear your feedback. I am grateful for all that have participated and helped us to build our services to better meet your needs.

An example of this is the change to our Housing Liaison structure. We now have a larger team of Housing Liaison Officers with smaller patches. The new service is more dynamic, responsive and proactive in supporting our tenants and leaseholders.

We are investing in our housing stock, installing new fire doors and improving the safety of our buildings. These will make our homes safer and nicer to live in.

We have a range of financial support through Our Newham Money to help you pay your rent during these challenging times.

We have also introduced a specialist damp and mould team to resolve any issues you may be having.

One of the main things I want to emphasise and build on during this year are our Tenants and Residents Associations (TRAs) along with our Local Area Forums and initiatives such as working groups and scrutiny panels. These can play an important role in driving service change and service performance.

It would be great if you can get involved in forming TRAs where you live to help improve your neighbourhood.

Remember we now have two Housing Hubs opened in Canning Town and Stratford. These are one-stop shops to address issues including repairs, lettings and income.

I hope you enjoy this newsletter and I look forward to seeing you at the forums and fun days later this year.

**Yours sincerely,
Councillor Shaban Mohammed
Cabinet Member for Housing Management
and Modernisation**

Find us online at www.newham.gov.uk/housing-homes-homelessness



For more information on all Newham Council services visit www.newham.gov.uk
Twitter [@newhamlondon](https://twitter.com/newhamlondon)
Facebook www.facebook.com/newhamcouncil
Instagram [@newhamlondon](https://www.instagram.com/newhamlondon)

If you have a story you want to feature in this magazine, contact our editorial team at getinvolved.housing@newham.gov.uk

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HOUSING LIAISON TEAM UPDATE.



There has been a restructure of the services and additional investment in the Resident Services team to increase the numbers of Housing Liaison Officers, to better meet the needs of residents.

The intention of the restructure is to implement an appropriately resourced service that is more dynamic, responsive and proactive in supporting our tenants and leaseholders

As a result of this significant investment the Housing Liaison team has increased by 9 Housing Liaison Officers and also 5 new Housing Liaison Team leaders who will be co-ordinating and monitoring the work across 4 quadrants in the borough (one will be dealing exclusively with tenancy terminations and tenancy sign-ups to reduce delay).

Housing Liaison Officers provide a service that includes tenancy and leasehold management, undertaking block and estate inspections, and responding and dealing with

housing enquiries raised by tenants and leaseholders.

We continue to recruit into our new roles but most have been filled and are working in all areas across the borough. The five Housing Liaison Team Leaders and two Housing Managers are now in post.

All residents are asked to contact the Housing Liaison Team via a new email address **HLOTeam@newham.gov.uk**

A member of the Housing Liaison Team will endeavour to get back to residents as soon as possible with a response time of within 5 working days, however, it may take longer depending on the complexity of the case and in such instances the team will contact residents.

THE WARD HOUSING LIAISON TEAM LEADERS ARE AS FOLLOWS:

East Ham South, East Ham, Wall End, Plashet, Manor Park, Little Ilford

Jon Harford Jonathan.Harford@newham.gov.uk

Plaistow North, Plaistow South, Boleyn, Green Street East, Green Street West, Out of Borough

Garfield (Gary) Jones Garfieldgary.Jones@newham.gov.uk

Forest Gate North, Forest Gate South, Stratford, Stratford Olympic Park, Maryland, West Ham

Sofia Osman Sofia.Osman@newham.gov.uk

Canning Town North, Plaistow West & Canning Town East, Canning Town South, Custom House, Beckton, Royal Albert, Royal Victoria

Jamil Trofder Jamil.Trofder@newham.gov.uk

FINANCIAL SUPPORT FOR RESIDENTS.

Council housing rent arrears

If you are facing financial difficulties and know you are in rent arrears, or think you are going to fall into rent arrears, you should contact your income collection officer as soon as possible.

We are here to help and can make arrangements with you to catch up with any missed payments, and provide help or advice.

You can make payments towards your rent, or check your balance online at the following link:

www.newham.gov.uk/payit

Or you can telephone: **020 8430 2000** and enter **36427**

You can access our products online, just scan the QR code. Alternatively, you can call on **020 8430 2041**, or email ournewhammoney@newham.gov.uk

Please also take a look at the following contacts/links:

- Council Tax and Benefits on **020 8430 2000** - our staff will be able to help you.
- Apply For Universal Credit www.gov.uk/apply-universal-credit
- Apply for Council Tax Reduction www.newham.gov.uk/council-tax
- General advice is offered by: Our Newham Money service www.ournewhammoney.co.uk/ Citizens Advice Newham eastendcab.org.uk/newham/ Community Links (part of Catch 22 network) www.community-links.org/advice/debt/

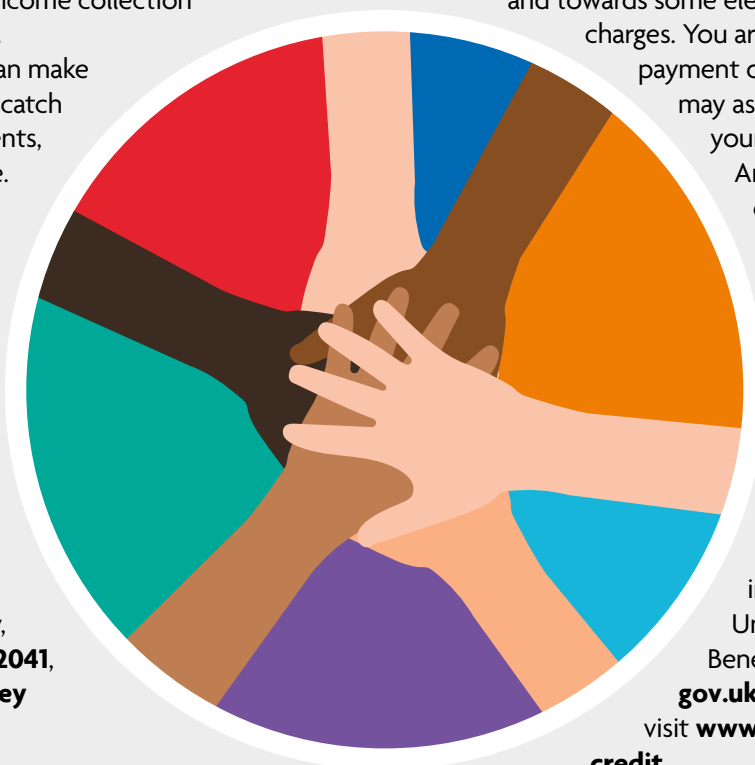
Universal Credit

If you are on a low income, you may be eligible for Universal Credit or Housing Benefit towards your rent and towards some elements of your service charges. You are responsible for the full payment of your rent. These benefits may assist with payment of your rent and service charges. Any contribution to your charges, will be assessed based on your personal circumstances.

Universal Credit has replaced Housing Benefit for most working age people, who are eligible for help with their rent.

You can apply for Universal Credit online. For more information and guidance on Universal Credit and Housing Benefit, visit www.newham.gov.uk/housingbenefitclaim

visit www.gov.uk/apply-universal-credit



If you are having difficulties and need help making your online claim, you can call the Universal Credit helpline on **0800 328 5644**.

Remember you may lose money if you delay claiming Universal Credit.

Our Newham Money

They are here to help and support you, whatever your situation.

Telephone **020 8430 2041**

Email ournewhammoney@newham.gov.uk



OUR FIRE DOOR REPLACEMENT PROGRAMME.



GUNFIRE CONTINUES TO PROGRESS WELL WITH THE DELIVERY OF NEWHAM'S FIRE DOOR REPLACEMENT PROGRAMME AND HAS INSTALLED 290+ DOORS TO DATE.

The council offered residents the “Golden Thread Factory Finished Front Entrance Door Set”, a high quality, secure and durable door set designed for low maintenance with polished chrome hardware externally. The doors are UKAS Accredited and successfully tested for fire, smoke, weather and thermal insulation. They are dual certified for fire and security (FD30S).

Resident engagement continues to be a priority task during the delivery of this project, as we tackle the

individual details in our implementation of this key goal. In addition to the quality control implemented by the contractor, we have employed a third-party accredited quality assurance clerk of works to undertake independent assessment of works completed.

For more information about the schedule of works, email fra@newham.gov.uk
To find out more about our selected contractor, Gunite, visit www.gunite.com

FIRE SAFETY TOP TIPS.

1

Keep communal areas clear from clutter at all times.

4

Do not store mobile scooters, scooters, mopeds and E bikes in communal areas – please contact your Housing Liaison Officer for advice on storage.

2

Do not leave candles unattended; extinguish the candlewick before going to sleep or leaving your flat.

5

Never smoke in bed.

3

Do not interfere with relevant safety items in the building, such as propping open fire doors.

RESIDENTS HAVE AN IMPORTANT ROLE TO PLAY IN THE MANAGEMENT AND SAFETY OF THE BUILDING AND THEIR PREMISES.

Residents have a responsibility to ensure their actions do not negatively impact their safety and the safety of others residents, guests and visitors.

The London Borough of Newham takes fire and building safety seriously and we want all our residents to feel safe in their homes and in our buildings. We can only achieve this with residents support, engagement and cooperation.

Below are a few tips to help keep you, your families and other residents safe.

- Do not throw rubbish over the balcony or any other part of the building as it could hurt someone and be the cause of a fire.
- Keep communal areas clear at all times.
- Put candles on a level surface away from the open windows. Do not leave candles unattended; extinguish the candlewick before going to sleep or leaving your flat.
- Do not forget to switch off and unplug electrical hair products, such as hair dryer, curling tongs and hair straighteners.

- Do not interfere with safety items in the building, such as propping open fire doors.
- Keep your balcony clear from rubbish and combustible items.
- Do not store items in the electrical cupboards.
- Never smoke in bed.
- Do not overload sockets.
- Do not dry clothes on the electric heaters / radiators.
- Do not store combustible items such as paint, paint thinner, compressed gas items in your property.
- Avoid using chip pans.
- Never leave small children in the kitchen unattended.
- Check and test your smoke alarms on a weekly basis and if you are unsure how to check your fire alarms. You can call and arrange a visit for free with the London Fire Brigade on **0800 028 4428**, email **smokealarms@london-fire.gov.uk** or text/SMS **07860 021 319**.
- Do not store mobile scooters, scooters, mopeds and E bikes in communal areas – please contact your **Housing Liaison Officer** for advice on storage.

BUILDING SAFETY.



OUR PRIORITY IS TO KEEP RESIDENTS SAFE.

To ensure we are keeping you safe effectively we will be working with residents over the coming months to ensure that:

- Residents play an effective role in ensuring your building is, and continues to be, safe.
- Set out the ways residents can get involved and the benefits of you participating in engagement on building safety.
- Identify the building safety information residents wish to be provided with.
- Identify the ways in which residents wish to be provided with building safety information.
- Establish how we can improve the way we engage with residents in relation to the safety of your home.
- Clarify our responsibilities and residents' responsibilities to ensure your homes remain safe.

Engagement can help us to know how best keep you and your building safe. One of the reasons we are looking for resident engagement with us is the recent Building Safety Act which is a key piece of legislation designed to make buildings safer. It includes new regulations for residential buildings above 18m in height or seven storeys or more. Most importantly, the Act will ensure that people are safer in their homes and will fundamentally change the way buildings are designed, constructed and managed.

Residents in high rise buildings (18m or 7 storeys plus) will have received correspondence from Newham with a survey and details on how to get more involved. However, if you have any questions, please contact us on **BuildingSafetyTeam@newham.gov.uk**

MEET OUR NEW RESIDENT INVOLVEMENT TEAM.

Our vision to create a new Resident Involvement team to shape services suitable for residents and to make housing in Newham the best is here.

Covering key areas we aim to create a better borough, respond to the Covid-19 pandemic and avoid cases like Grenfell Tower fire, making visible our services as required by the social housing white paper.

The Resident Involvement Co-ordinators are four officers, working with residents, the community and various housing services on a range of projects.



To hear more about our team or to speak to one of our Resident Involvement Co-ordinators, you can email them on getinvolved.housing@newham.gov.uk



OUR NEW INITIATIVES.

NEIGHBOURHOOD LED FUND SCHEME

Launched in November 2021, the Neighbourhood Led Fund Scheme is available for estate improvements. We want residents to get involved by giving suggestions as to how to spend this money.

The funding is to improve our residential areas and gives residents the opportunity to decide how to improve these areas and enjoy where they live and feel safe whilst doing so.

The money is for works that deliver one-off, physical improvements to communal areas in blocks and on estates. The works can improve outdoor and communal areas on estates, whether it is enhancing what is in place already or creating something new.

For example, you could apply to turn an unused space on an estate into a garden or a play area for children, or you could use this budget to cover the cost of works to refurbish or refresh a residents' room or meeting space within a block.

APPLICATIONS ARE NOW OPEN

If you have a project, which will benefit the community, apply now – **scan the QR code**

Visit www.newham.gov.uk/neighbourhoodledschemesfund or email getinvolved.housing@newham.gov.uk



TENANTS AND RESIDENTS ASSOCIATIONS

Tenants and Residents Associations (TRAs) are formal groups made up of residents from specific blocks, streets or local areas. They play an important role in representing the views and interests of people living there. A TRA may achieve more by a group of people working together than an individual can do on their own.

WHAT A TRA CAN DO

TRAs work with the council and other partners to deal with the challenges they may be facing, including housing issues such as repairs and maintenance, or other community concerns such as the environment or crime. They may also organise social activities, events or trips. Some TRAs run community projects such as community gardens. They may apply for grant funding to help with the costs of their activities.

HOW IT BENEFITS RESIDENTS

TRAs can speak to the council on your behalf, and they can organise and set up community events. A TRA can give you access to funding (including annual grants and a start-up grant of £250) for small projects, and they can provide you with support services and guidance you may not know is available to you. They can also represent you and your community at meeting with your Housing Liaison Officer.

GET INVOLVED

To find out more or to make an application, email getinvolved.housing@newham.gov.uk

NEIGHBOURHOOD CHAMPIONS.

The main role of a Neighbourhood Champion is to provide feedback on the communal cleaning, grounds maintenance, report communal issues and repairs and other services that take place around their homes and neighbourhoods. In addition they can make suggestions for improvements.

To find out more, sign up by emailing getinvolved.housing@newham.gov.uk

WORKING GROUPS AND PERFORMANCE REVIEW & IMPROVEMENT GROUPS

We are currently in the process of launching our working groups and performance review & improvement groups for our residents.

Working Groups are formal groups made up of residents from across the borough. We are looking to establish many different working groups that will discuss specific topics that have been raised as a priority. The working groups will play an important role in representing the views and interests of people living in Newham. The resident led groups will work in collaboration with relevant Council departments to make recommendations

for service improvement.

The working groups will look at the following topics:

- Leasehold
- High Rise
- Temporary Accommodation
- Sheltered
- Youth
- Inclusion
- Digital

In addition we will be rolling out Performance Review & Improvement Groups for residents to ensure that

residents are represented and their views and voices heard, hold housing services to account and drive service improvement.

These groups will be established for:

- Complaints
- Repairs and Maintenance
- Neighbourhood Management
- Building Safety

To sign up and find out more, please email us at getinvolved.housing@newham.gov.uk

LOCAL AREA FORUMS

Local Area Forums (formerly Tenant and Leaseholder Forums) are taking place throughout May and June 2023.

If you are a tenant or leaseholder of Newham Council, or you live in a block or on an estate managed by us then please come along to the forum for your area. You will have the opportunity to hear updates from senior managers across the Housing service and discuss priorities for your area.

This will be your chance to have your say, set priorities, influence decision making, and help us to shape the housing services that you receive from us. These forums will be delivered both in person and online.

Out of Borough Homes (Brentwood, Rainham & Aldersbrook) – **Wednesday 31 May, 6.30-8.30pm, Online only**

Plaistow West & Canning Town East, Canning Town North, Canning Town South, Custom House, Beckton, Royal Victoria, Royal Albert – **Thursday 8 June, 6.30-8.30pm, Canning Town Library**

Manor Park, Little Ilford, Plashet, Wall End, East Ham and East Ham South – **Thursday 15 June, 6.30-8.30pm, Jack Cornwell Community Centre**

Stratford Olympic Park, Stratford, West Ham, Forest Gate South, Forest Gate North, Maryland – **Tuesday 20 June, 6.30-8.30pm, Old Town Hall, Stratford**

Green Street East, Green Street West, Plaistow North, Plaistow South, Boleyn – **Monday 26 June, 6.30-8.30pm, Old Town Hall, Stratford**

Sign up for the Local Area Forum by emailing getinvolved.housing@newham.gov.uk or scanning the QR code



FUN DAYS

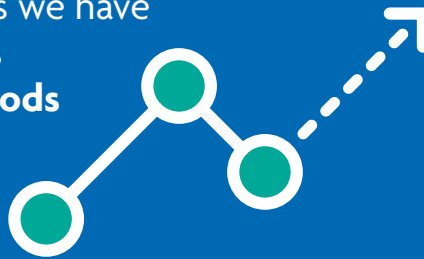
In July and August we will be bringing fun for all, alongside the opportunity for residents to meet staff from across the Housing service and other parts of the organisation.

Staff will be on hand to answer any queries that you may have about our services, and we would love to have you join us for food, fun and games, music, giveaways, and much more! Watch out for more information.

ESTATE IMPROVEMENTS.

Our estate improvement team carry out regular site visits for potential improvement work.

Over the past few months we have carried out improvements **to improve neighbourhoods in the borough.**



DIRLETON ROAD

Refurbishment of intake doors



BEFORE

AFTER

ROWLAND COURT

Brick edging around tree fixed and tidied. Metal gates installed to prevent anti-social behaviour and flytipping



BEFORE

AFTER

MANOR PARK ROAD

Broken bricks removed and created wooden planter and refilled with soil



BEFORE

AFTER

WARRIOR SQUARE

New fences installed where there was missing or broken fences on the estate



BEFORE

AFTER

RED POST HOUSE

New tarmac in car park area with new parking space markings



BEFORE

AFTER

You can nominate a suggestion for improvements in your neighbourhood.

Contact your Resident Involvement Co-ordinator or email getinvolved.housing@newham.gov.uk



REPAIRS AND MAINTENANCE TEAM.



Our Repairs and Maintenance service are a responsive team consisting of with over 250 trade operatives and support staff who work tirelessly to get repairs sorted as quick and efficiently as possible. The team carry out all responsive repairs that are the Landlord's responsibility - that is to ensure all London Borough of Newham properties are maintained to a good standard.

The day-to-day work of the team covers plumbing, carpentry, electrical works, wet trades (plastering, bricklaying, painting and decorating), along with external communal work, roofing and UPVs windows and doors.

Our Repairs Call Centre responds to around 200 repair jobs every day. Some repairs cannot wait for an appointment which the calling centre logs as an emergency – these jobs are responded to on the same day.

To raise a non-emergency repair, phone **0208 430 2000** between 9am-5pm weekdays and 9am-1pm on Saturday. You can also raise a non-emergency repair online via our repairs ordering portal **www.newham.gov.uk/repairs**. For any emergency repairs, phone **0800 952 5855** (freephone).



THE REPAIRS AND MAINTENANCE SERVICE - APPRENTICESHIP SCHEME.



Repairs and Maintenance believe that investing in a comprehensive apprentice scheme is the best way to secure the future success of the

organisation and provide valuable employment opportunities to local youngsters.

RMS apprenticeships are ring-fenced to applications with a London Borough of Newham postcode only, and this year we had a record high number of applications at over 160, of which 7 talented candidates for the 22-23 cohort.

This increases our apprentice numbers to 23, in target to achieve the Mayor's commitment this year for

RMS to provide 30 apprenticeships by 2026.

Our 23 apprentices are represented across all areas of work RMS cover as follows:

- 4 x Gas apprentices
- 3 x Electrical apprentices
- 15 x Property Maintenance (multi-trade) apprentices
- 1 x Administrator trainee

All Apprentices are employed at the London Living Wage starting point.

DAMP AND MOULD TASKFORCE.



WHAT IS DAMPNESS AND CONDENSATION?



'Condensation dampness' is a condition that affects many homes and has probably become the major cause of 'environmental' dampness within a property. Condensation is particularly common in homes which are poorly heated and poorly insulated and usually gets worse in the colder winter months i.e. 'the condensation season'.

There is always some moisture in the air, even if you cannot see it. If the air gets colder, it cannot hold all the moisture and tiny drops of water appear. This is condensation.

Moisture is released into the air through normal daily activities in these areas such as washing, cooking, drying clothes, showering and bathing. Condensation can occur commonly on windows or external walls, or cold surfaces within the fabric of the property. Look for it in corners, on or near windows, in or behind wardrobes and cupboards. It often forms on north-facing walls.

Dampness can be caused by:

- Leaking pipes, wastes, drainage and overflow
- Rainwater from defective roof coverings, blocked or leaking gutters and broken pipes
- Penetrating dampness around windows, through walls and due to raised ground levels
- Rising damp due to lack of, or no effective, damp proof course

HOW CAN DAMP AND CONDENSATION PROBLEMS AFFECT MY HOME?

Damp and condensation can lead to staining and mould growth, which can damage wallpaper, wall surfaces, window frames, furniture and clothing. The appearance of mould may be black, white, yellow or green in colour, depending on the specific type of mould and the surface that it grows on. Black spot mould for example, forms pyramid shapes in wall corners and at wall/floor or wall/ceiling margins because of condensation. Tiny spores produced by the mould and the higher numbers of dust mites due to the moist conditions can increase the risk of asthma and respiratory illnesses in some people.

HOW TO PREVENT MOULD

If mould is present in your home, it's important you treat it with a preparatory mouldicide or fungicidal wash, which carries a Health and Safety Executive approval number. Always be sure to follow the manufacturer's instructions precisely, which will provide longer-term prevention. Spray containers of mouldicide can be obtained from chemists and retailers, and mould kits can be obtained from specialist suppliers.

After treatment, redecorate using a good quality fungicidal paint to help prevent mould. However, this paint is not

effective if over-coated with ordinary paints, emulsion or wallpaper. You can also obtain a mouldicide solution additive to mix with the paint.

- Maintain a reasonable balance between heating
- Ventilation and insulation can reduce excessive condensation
- Ventilate your home (without causing draughts) - keep trickle vents open at all times, if there are no trickle vents, open small window/top lights
- Wipe off the condensed water from windows and sills every morning during the condensation season
- Do not dry laundry on radiators. Dry washing outdoors if possible, or put it in the bathroom with the door closed and the window open or extractor fan on
- Dry clean mildewed clothes
- Shampoo carpets. Do not brush or vacuum your carpets as disturbing the mould can increase the risk of distribution of spores, which may cause respiratory problems

If you think you may have a damp/condensation problem in your home, please let us know so that we can help you with this. Please complete the www.newham.gov.uk/dampandcondensationsurvey or get in touch by emailing dampandmouldtaskforce@newham.gov.uk

INVESTING IN OUR HOMES.



The Housing Capital Programme provides for investment in our social housing stock.

This includes works such as cyclical decorations, major projects and planned maintenance which include kitchens, bathrooms, windows, roofing, and lifts, amongst other planned work.

In the previous financial year the planned maintenance programme have completed 229 window replacements, 128 kitchens and 298 bathrooms. This is a rolling programme and therefore we would expect to complete a similar amount of kitchens, bathrooms and windows during this financial year.

In addition our cyclical decorations programme completed external and communal works to 431 units over 58 blocks across the borough.

Work in the pipeline includes: continuing cyclical decorations and planned maintenance programmes of works, various surveys to ensure our stock is providing safe and decent homes to our residents and delivery of a roofing and lifts projects starting from this spring.

Later this year, refurbishment and modernisation works are scheduled to commence on Hamara Ghar, Green Street to provide a range of improvements for residents of this sheltered housing high rise block.

WE ARE INVESTING.



WE ARE NEWHAM.

The Government target for all organisations in the UK is to reduce carbon emissions to net zero by 2050. We are making improvements to your homes to assist in reducing energy consumption and carbon emissions. We are doing this in a bid to make your homes more energy efficient, healthier and comfortable.

Retrofit means upgrading existing buildings to become more energy and heat efficient.

If you have any questions or wish to hear more about our retrofit programme, email retrofit.project@newham.gov.uk

This may include the improvement of a building's fabric, or the introduction of low carbon technologies.

Aims of retrofit:

- Improve residents comfort, health and wellbeing
- Reduce carbon emissions
- Reduce the occurrence of damp, mould and condensation
- Tackle fuel poverty
- Provide advice on energy efficiency

HOMEFINDERUK.

For many, the wait for social housing in Newham is a long one. We have over 36,000 households on the housing register. With only around 600 properties becoming available each year, the likelihood is it will take many years of difficult waiting before people can get into their next homes. For many others, the prospect of a property with a garden, a house or somewhere on the ground floor seems remote. If you are one of these people, then HomefinderUK may be of interest.

HomefinderUK offers people the opportunity to bid for social housing in places where the demand is less and waiting time is shorter.

You may view a home outside London. HomefinderUK could help with relocation costs and assist in connecting you with key services in the new area, such as jobs, schools, and health services.

There are no commitments. Once your application is approved, you need only bid on the locations and properties that interest you. Currently, Newham is helping about one household per week, with an average waiting time of five weeks, to find their new home and make a fresh start. As one family who took up this opportunity recently told us:

“Prior to HomefinderUK, we were stuck in a one-bedroom flat in Newham, looking at an eight year wait before we could be rehoused, and we were dealing with antisocial behaviour for years prior. HomefinderUK has changed our lives. I couldn't be more thankful.”

To discover other benefits the scheme offers, read stories of people who have already moved or to register your interest, visit www.HomefinderUK.org

You can also email Project Officer Christian for more information at christian.asafo-agyei@newham.gov.uk



HOUSING ALLOCATION POLICY TO BE MADE FAIRER AND TO HELP THOSE MOST IN NEED

After extensive consultation, our new Allocation scheme went live in February 2022. The aim of the new scheme is to make it fairer and to help those residents most in need. You may have noticed a change in your bidding position as a result. If you would like more detailed information about our new policy, please visit the following link. www.newham.gov.uk/downloads/file/839/housing-allocation-policy

HOUSING SERVICES RECENTLY INTRODUCED ADDITIONAL RESOURCES IN THE BOROUGH TO TACKLE CRIME AND ANTI-SOCIAL BEHAVIOUR AND IMPROVE THE SAFETY OF ITS RESIDENTS.

Newham Housing Services have introduced additional resources on the borough to tackle Crime and Anti-Social Behaviour (ASB) and to improve safety for residents across our housing blocks and estates.

The newly formed Housing Neighbourhood Response team is a pilot project with a team of 3 officers who focus on a range of issues on estates including ASB and other environmental issues. The team provide a visible presence on estates and engage closely with residents in resolving neighbourhood concerns.

This team can be contacted by emailing **HousingNeighbourhoodResponseTeam@newham.gov.uk**

In addition, the Housing Service now has its own Design Out Crime Co-ordinator who has been conducting visits to blocks and estates to identify where improvements can be made. This is to enhance the safety of our residents. Recent improvements have led to an upgrade of lighting in some areas of the borough already and also other design improvements in communal areas.



OUR HOMELESSNESS STRATEGY.



Newham has the highest levels of homelessness in London, the result of high housing costs, low incomes, and the changes to welfare policies. This has been made worse by the economic impact of Covid-19, the current climate of cost of living crisis and a severely reduced housing supply. Councillor Carleene Lee-Phakoe, the Cabinet Member for Housing Needs, Homelessness, and Private Rented Sector, and the Council are determined to tackle this issue in a caring and compassionate way, with the health and wellbeing of residents as a top priority.

The Homelessness and Rough Sleeping Strategy published in December 2021 sets out our approach over the next five years.

Some of the things we have achieved

since we published the strategy are:
We have increased the numbers of households where we could prevent or relieve their homelessness.

We have given targeted help to households facing housing instability due to increased costs.

We have worked with the Welcome Newham Team to help Ukrainian refugees with their housing.

We have introduced tenancy liaison officers to work with tenants and landlords in our large private rented sector to prevent homelessness and illegal evictions.

We have provided tenancy training to help households in rented properties sustain their tenancies.
We have worked with partners such

as the NHS and social care to improve housing pathways for people with complex needs - for example those leaving hospital.

These are some of the things we have done, but we know that in this extremely difficult time when many are finding it difficult to cover their housing costs, we need to keep striving to improve the help we can provide. Meeting the needs for residents who are facing the threat of homelessness remains a priority for the council, and we are increasing work and resources to focus on this in the coming year.

INDEPENDENCE AT THE TOUCH OF A BUTTON.

If you or a loved one has a disability or illness and want some reassurance that help is at hand if required, Newham Network can help. Newham Network can provide you with an alarm unit and wireless pendant, which connects to our control centre via a standard telephone socket. We provide remote support 24 hours a day, 7 days a week, 365 days per year.

In an emergency, once activated, the device will call our control centre and you can talk to an operator, even if you cannot get to a phone. We can call emergency services, a friend or family member or send a response officer.

The service costs as little as £2.34 a week for a basic alarm pendant, with 24-hour monitoring and emergency response service, including equipment rental. For additional equipment, the cost increases to £3.52 per week. There is no charge for installation and the service can be cancelled at any time.

FOR MORE INFORMATION

Call **0300 003 1303**

Email **HSG.ControlRoom@newham.gov.uk**

Online **www.newham.gov.uk/telecare**



HOUSING HUBS.



OUR HOUSING HUBS ARE OPEN TO ALL OUR COUNCIL TENANTS AND LEASEHOLDERS, AS WELL AS RESIDENTS WHO HAVE PRE-ARRANGED APPOINTMENTS TO SEE OUR HOUSING TEAMS.

The hubs offer a one-stop shop for residents to discuss queries with staff face-to-face and to resolve any issues they are experiencing in person. Residents are welcome to walk-in or book an appointment by emailing stratfordhousinghub@newham.gov.uk or canningtownhub@newham.gov.uk

SERVICES PRESENT AT OUR HUBS ARE:

- Housing Liaison
- Lettings
- Income Collection/Rents
- Repairs and Maintenance
- Neighbourhood Response*
- Resident Involvement*
- Private Sector Housing*
- Right to Buy*

*Some of our services are at the hub on certain days of the week. Please check online or email us to find out the days they are present.

ADDRESS

Stratford Housing Hub
22 Broadway, Stratford, London, E15 4QS

Canning Town Housing Hub
Ferrier Point, Forty Acre Lane, London, E16 1QN

OPENING HOURS

Monday to Friday, 9.30am-4.30pm (please note the hub will be closed between 12.30pm and 1.30pm each day)

For more information regarding our Housing Hubs and services available please visit www.newham.gov.uk/housing-homes-homelessness/housing-hubs

USEFUL CONTACTS

HOUSING LIAISON TEAM

HLOteam@newham.gov.uk

FIRE SAFETY TEAM

Firesafety@newham.gov.uk

REPAIRS

Report via Newham website (search repairs).
All emergency repairs should be reported via
0800 952 5555.

DAMP AND MOULD

Report via Newham website
(search damp and mould) or email
dampandmouldtaskforce@newham.gov.uk

ANTI-SOCIAL BEHAVIOUR AND NOISE NUISANCE

Call **0208 430 2000** or report it on council website

CRIME AND DRUG TAKING

Call the local Police via 101 or report via the Met Police website when an incident is happening/or has happened (note - reporting via the neighbourhood team mobile won't be recorded). This will enable Police to gather information and increase patrol in the area. In an emergency call 999.

CANNING TOWN AND STRATFORD HOUSING HUBS

Visit in person at 22 Broadway, Stratford, London, E15 4QS or Ferrier Point, Forty Acre Lane, London E16 1QN. Monday to Friday, 9.30am-4.30pm (closed between 12.30pm and 1.30pm) – to discuss housing queries with staff.

To book appointment or to ensure service you want is available on day you want to visit please email **stratfordhousinghub@newham.gov.uk** or **canningtownhousinghub@newham.gov.uk**

WE ARE CELEBRATING.

Windrush 75th Anniversary
June – August 2023



A series of events across the summer celebrating
the 75th anniversary of Windrush

www.newhamwindrushday.org

WE ARE NEWHAM.

WELL NEWHAM.

Supporting you with your health and wellbeing



Many of us need a little help to be healthier.

Visit the Well Newham website and in-person Hubs to get support and find out what's happening near you.



www.wellnewham.org.uk





WE ARE OUR HERITAGE.



Enjoy free events and activities throughout June to celebrate Newham's extraordinary creative heritage.



1-30 JUNE 2023

Newham's arts and cultural heritage

www.newhamheritagemonth.org



NEWHAM HOUSING. MAY 2023.



www.newham.gov.uk

BUILDING A
FAIRER
NEWHAM