

Newham Homes

Capital
programme
p6

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Latest on housing in our borough

Issue 2 | Spring 2024





Foreword



Dear resident,

Since taking on the role of Deputy Cabinet Member for Housing Management and Modernisation working alongside Cabinet Lead Councillor Shaban Mohammed last April, I have witnessed some fantastic work that we have undertaken to improve your homes and surrounding neighbourhoods in Newham.

We held several successful resident engagement sessions; 4 hugely successful fun days attended by over 1500 residents, held 10 Local Area Forums, and a Leasehold working group started with a discovery session with around 50 attendees. We have also launched 4 other working groups including Youth, High Rise, Temporary Accommodation and Inclusion), and a Repairs Performance Review and Improvement Panel.

In terms of improving your homes, we have carried out transformative work on 21 estates since April 2023 and undertaken around 1400 retrofit measures so far.

We have completed 288 new homes as part of our Affordable Homes for Newham program and continued to invest in our services including increased staffing for our Housing Liaison Service, Repairs Contact Centre came back into the Housing Service with positive results, continued delivery of fire door replacement project, and a Damp and Mould Strategy and Action Plan.

In 2024, we will continue to build on the great progress we have achieved with even better housing services. We will continue to roll out resident involvement initiatives including a Resident Involvement Panel, Complaints and Building Safety Performance Review and Improvement Panels, Digital Working Group and Sheltered Housing Working Group. Through our extensive Capital Programme, we will continue to improve our existing Council Homes and will continue to work with you to get your feedback through our tenant and leaseholder survey along with our new building safety engagement programme which we will launch very soon and hopefully build an additional 206 new Council homes.

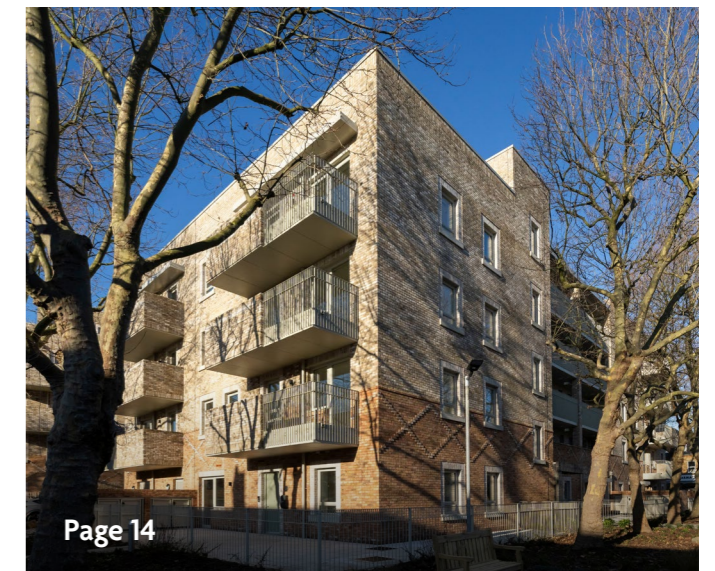
Resident involvement and participation is a crucial part of ensuring that the services we plan on delivering meet your needs so please do join one of our 6 tenants and residents' associations (TRAs) or create one for your block or area (note - people can only join one set-up for area they live in) to help us shape our housing services. Together, we can work towards creating better communities.

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 Sabia Kamali,
Deputy Cabinet Member for Housing
Management and Modernisation**

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If you require a printed copy of the **Newham Homes** magazine then please email getinvolved.housing@newham.gov.uk



Sign up to our email newsletter to receive:
the latest news, local events, service updates, support and advice, and much more.
newham.gov.uk/weeklynews

Celebrating transformations and exciting updates for our residents

The Capital Programme Team are delighted to share the following updates with you from our Retrofit and Estate Improvements Programmes:

Estate Improvement Updates

Our Estate Improvement Team (EIT) has been hard at work, achieving significant milestones in enhancing the living experience, community, and overall appeal of our residents neighbourhoods. In collaboration with other Housing Services teams, EIT has carried out transformative work on 21 estates. Here are highlights to what they have achieved:

- Introduced vibrant green spaces
- provided robust security gates to increase resident safety
- replaced dated estate lighting, enhancing aesthetics and safety
- revitalized surroundings with a splash of fresh paint
- cleared guttering to reduce damage to the homes

Our residents have been delighted with these changes and expressed newfound pride in their communities, echoing the sentiments of Councillor Mariam Dawood, who applauded EIT for their "meaningful changes" on Manor Park Road E12.

Retrofit Programme Integration

We are improving access to information on our Retrofit Programme: you can now find resources online, and in hard copy at our upcoming events and forums.

Community Engagement

Your involvement is helping us to develop the Retrofit Programme and progress Newham's Climate Action Agenda.

We thank residents for actively participating in important studies, such as the HEED project in partnership with UEL, and the Heat Network Feasibility Study in partnership with EON in North Woolwich.

Earn Rewards

We value your participation: those involved in the Retrofit Partners survey will receive a £25 Amazon voucher as a token of appreciation from the project team.

Housing Liaison Team

The Housing Liaison Team can assist you with:

- Providing advice/support regarding Tenancy and Leasehold management issues
- Dealing with tenancy amendment requests (Successions, Assignments, Mutual Exchanges checks and household adjustments)
- Requests for replacement fobs/keys
- Pet permission applications and other tenancy matters
- Carrying out Tenancy Audit checks
- In person assistance at one of our hub (Stratford or Canning Town) - visit the Housing Hubs page via Newham's website at newham.gov.uk

The team also conduct regular estate and block inspections and in relation to high rise blocks (11m and above) are carrying out monthly inspections to ensure blocks are fire and building safety compliant to enhance resident's safety.

The team do liaise with other services. however, if you have a query or issue regarding any particular services, please contact the specific service directly (see useful contacts page) so that your enquiry can be dealt with as soon as possible. The email address for the Housing Liaison Team is hloteam@newham.gov.uk or you can call via the Council's contact centre on **020 8430 2000**



Cost of living support: Help is here

We know many of our residents are still facing financial difficulty because of the high cost of living.

If you're worried about your finances, please contact Our Newham Money. You can also submit an application for Hardship Support. Visit ournewhammoney.co.uk or call **020 8430 2041**.

We know it made a difference to have a safe, welcoming and warm space to go to last winter.

So this year, we have again opened all our 10 libraries for longer hours until the end of March 2024. They will be designated as Warm Havens with free Wi-Fi and hot drinks. As well as a warm welcome, all our libraries offer a busy schedule of activities open to all. Please pop into your local library to find out more.

Lastly, we have a dedicated cost of living support page which includes a wide range of resources to manage rising costs. Read more at newham.gov.uk/costoflivingresponse



Five steps to tackle damp and mould

1 Safely clean the mould in the affected area

- Use a mask and gloves
- Use a specialist mould-removal product and follow the instructions carefully
- Mould-removal products can bleach clothing and curtains, so keep them away from the area when cleaning

2 Protect your belongings

- Keep clothes and fabrics away from the area of damp and mould, as the mould could spread to them and damage them.
- Sealed plastic bags or boxes can help protect your belongings from damp and mould

3 Keep track of the growth of the damp and mould

- Take pictures of the mould before you treat it, then a few days after. Make a note if it comes back and how soon it comes back, then let us know when you report it.
- If a damp patch is growing, keep a note of it too

4 Tell us about the damp and mould

- Email DampAndMouldTaskforce@newham.gov.uk and give as much detail as possible, including photos
- You can also contact the repairs service by phone or tell your Housing Liaison Officer
- We will then be in touch to arrange a visit to your property

5 Prevent condensation in your home

Sometimes, damp is caused or worsened by moisture in the air in your property which settled on cold surfaces. There are some actions you can take to minimise the amount of moisture in the air:

- Use the trickle vents in your windows to allow ventilation, or leave windows very slightly open
- Make sure extractor fans in kitchens and bathrooms are working – contact us if they are broken
- Open windows when cooking and after showering to let steam escape
- Where possible, keep your heating on low all day long. Keeping your home at 18°C will stop walls from getting cold which can create damp patches.
- Allow space for air to circulate around furniture For more information about damp and mould, visit newham.gov.uk/damp

Newham estates get a big clean up

During August and September the Resident Involvement Team co-ordinated eight litter-picking events for the residents of Newham, in partnership with Housing Services, Public Realm Enforcement and other stakeholders including the Thames Water, Barhale and Glenman.

The events gave residents an opportunity to come together as a community and have their voices heard, improve the appearance of their area and raise awareness of how to create a cleaner and safer environment.

Thames Water introduced their contractor Barhale who were phenomenal and got involved by jet washing the hard surfaces and bin chambers. Glenman Corporation provided extra hands on the day to help with the litter picking.

Richard Joseph, Resident Involvement Coordinator, who lead on organising these events said “The events brought together residents with housing services and other partners to help bring about short and long term changes to improve our neighbourhoods.”

“
“The Big Clean Up event brought the community together and it was an education for the children to take pride where they live, and we cleared all the rubbish”
Annette Massey-Reed



Response repairs service improvement plan

We are delivering a repairs service improvement plan to ensure that the repair service provides residents with effective and efficient repairs, a safe and well maintained home and excellent customer experience. We know we have work to do to achieve those aims and the plan is guided by the following principle:

‘To ensure we complete repairs correctly at the first visit by sending the right trade, with the right tools, to the right property, at the right time’

Our plan contains a series of actions, deliverable through the next 12-18 months which has been led by resident feedback on the need to make it easier to contact us and to get repairs completed first time. In January, we moved the Repairs Contact Centre back under the Housing team with staff working in the same office as the repairs team. We have also changed the way we keep repairs vans stocked to make sure that when our repairs operatives visits your home, their van is always fully stocked with right materials, helping ensure they can complete the repair at first visit.

Through future editions of the newsletter, we will update you on other changes we’re making and how we are making sure they improve the service that residents are receiving.

Fire doors

In general, fire doors within a block of flats fall into four categories:

- Flat entrance doors;

These are particularly important, because, in blocks of flats, most fires occur within the flats themselves, and the flat entrance door prevents the spread of fire and smoke into the communal areas

- Doors to stairways and lobbies (between corridors and stairways);

These keep the stairways and lobbies free from fire and smoke, so that they can safely be used by residents and others who might need to leave the building during a fire, and to assist firefighters during firefighting operations

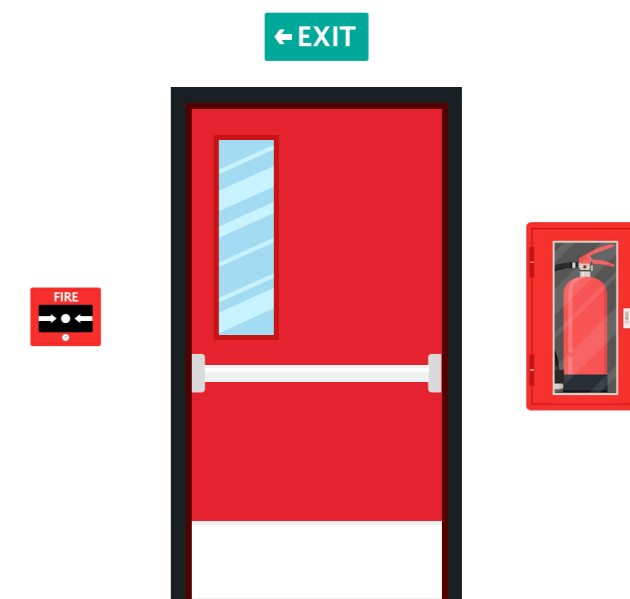
- Doors that sub-divide corridors;

These are to limit the spread of fire and smoke throughout, for example, a long corridor

- Doors to plant rooms and cupboards (for example, containing electrical equipment) and to service risers (which contain cables, pipes etc. that run vertically through the building)

Please note this important information about fire doors:

- Fire doors should be shut when not in use
- Do not wedge fire doors open
- You, your household members and/or your visitors should not tamper with or alter fire doors. This includes parts of the door such as the self-closing device, frame or letterbox
- If you want to alter or change your flat entrance door, you should inform us and get approval for this first



Fire Door Checks

All building owners are now required to carry out checks of fire doors in buildings over 11 meters (usually buildings over 4 storeys). This is a requirement of the Fire Safety (England) Regulations 2022. All flat front entrance doors need to be checked annually, and communal fire doors need to be checked quarterly.

In our buildings over 11 meters, communal doors are checked as part of the monthly block inspection carried out by your Housing Liaison Officer. Any repairs required are raised with our Repairs and Maintenance Service (RMS) and completed as soon as possible. We are carrying out checks to the communal doors more often than the requirement as these doors are more frequently used so are prone to being damaged more frequently.

Checks of flat front entrance doors are underway and are being carried out by trained Newham Council staff. This check is a short visual inspection that should take no more than 5 minutes.

When our team visits you, please provide access so that this important check can be completed. If we have missed you, you will have received a letter and we will make further attempts to carry out this check.



Social housing regulation update

i Introduction

In July 2023 the Social Housing Regulation Act became law and has introduced a number of changes to how housing provided by councils (and housing associations) is overseen by the Government.

? Why have these changes been introduced?

The changes introduced by the Social Housing Regulation Act came from the ideas developed by the Government in 2020, which themselves were a response to the Grenfell Tower fire in 2017. The aim from these changes was to improve the standard of social housing, both in terms of the quality of housing and the way in which tenants are treated and listened to. Most of the changes take effect from April 2024.

↻ What is changing?

The role of the Regulator of Social Housing (RSH) The RSH will proactively seek assurance that councils and housing associations (or social landlords) are delivering services to tenants to the standards they have set out. These standards are called Consumer Standards, and cover the:

- Safety and quality of accommodation provided to tenants



- Transparency in the way that organisations operate, the influence that tenants have over the services that are delivered to them, accommodating the diverse needs of tenants, the information provided to tenants and the management of complaints
- The way that organisations work with other organisations (e.g. the Police, health authorities) to improve the areas where tenants live, and to address anti-social behaviour and domestic abuse
- Allocation of homes in a fair way, and ensuring that tenants are issued with appropriate tenancies, and supporting tenants who wish to move via a mutual exchange with other social housing tenants

The draft standards were consulted on over the Summer of 2023. The final standards will be issued in early 2024. The draft standards only apply to the services provided to social housing tenants, and not leaseholders of social landlords.

The RSH will seek assurance through:

- Requesting performance information from organisations on at least an annual basis
- Liaising with the Housing Ombudsman about complaints which raise areas of concern about an individual organisation, or councils and housing associations in general
- Launching an inspection programme of social landlords to see how they are managing the delivery of services
- Visiting, or seeking information from, social landlords if they have concerns

Other changes being introduced

- All senior housing staff will have gain qualifications in managing social housing
- Introducing a legal requirement on social landlords to address certain hazards (e.g. damp and mould) in tenants' homes within a specific timeframe. The details of this requirement are to be consulted on by the Government

» What happens next?

Tenant and leaseholder survey

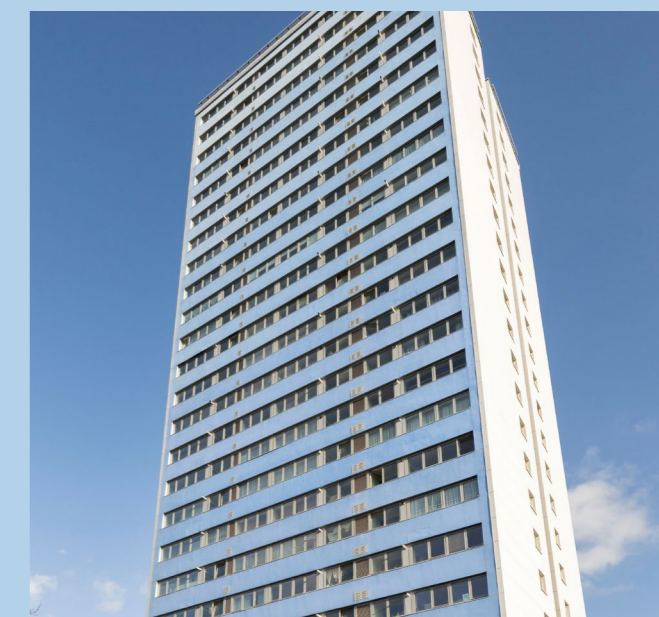
The RSH now requires all social landlords to report on 22 performance indicators to demonstrate how they are performing. These indicators are called tenant satisfaction measures (TSMs), and 12 of them are collected via a perception survey of tenants. And so we have arranged for an independent research company, called Opinion Research Services, to conduct an in-person survey of around 1000 tenants, chosen at random, to gain their views on how we are performing as a landlord. Tenants will be contacted between January and March 2024 to take part in the survey. The results of the survey will be published and reported to the RSH in the Summer of 2024.

Although not required by the RSH, we will also be undertaking a similar survey of around 500 council leaseholders to get their views on the services we provide to them. This survey will also take place between January and March 2024.

All council tenants and leaseholders who are selected to take part in the surveys will be written to in advance.

Reviewing the final standards

We will be reviewing the final Consumer Standards to assess any changes that we need to make to how we deliver our services.



Local Area Forums

In November at our five Local Area Forums housing tenants and leaseholders had the opportunity to hear updates from a range of housing services and provide their feedback. The topics covered included damp and mould, the new social housing regulations, capital programme works and complaints. There was also the opportunity to seek support from Repairs, Lettings, Housing Liaison and other services for any individual issues people have.

The Forums will return in May and June on the dates below:

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

Wednesday 29 May

Stratford Town Hall 29 The Broadway, London E15 4BQ

6.30 – 8.30pm

Green Street East, Green Street West, Plaistow North, Plaistow South, Boleyn

Wednesday 5 June

Stratford Town Hall 29 The Broadway, London E15 4BQ

6.30 – 8.30pm

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

Wednesday 12 June

Canning Town Library, 18 Rathbone Market, Barking Road London E16 1EH

6.30 – 8.30pm

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

Tuesday 18 June

East Ham Town Hall, 324 Barking Road, East Ham, London E6 2RP

6.30 – 8.30pm

In and Out of Borough

Wednesday 26 June

Online

6.30 – 8.30pm

Come along and we will update you on our response to the comments and feedback you shared with us in November. If you would like to find out the exact date for your local one please contact us on getinvolved.housing@newham.gov.uk

Fun days return

The Newham Housing Community Fun Days will be back on Wednesdays this summer. They are suitable for all ages and will have the usual range of fun, food, services and more.

The dates and locations will be:

Wednesday 24 July

Sandal Street Park

Wednesday 31 July

Brampton Park

Wednesday 7 August

Priory Park

Wednesday 14 August

Grant Street open space

More residents starting up TRAs

There are now 6 recognised Tenants and Residents Associations in Newham. This year Warrior Square, Manor Park Road, and Chobham Road, Major Road and Henniker Road have been formed. They join TRAs from Hamara Ghar, Holden Point and Buxton Lodge that started previously. To find out more about starting up a TRA to help give residents from your area a stronger voice, improve your area and access funding for activities please contact us at getinvolved.housing@newham.gov.uk

Resident Involvement Panel

During this summer's Local Area Forums we will be inviting residents to put themselves forward to join our Resident Involvement Panel. This will be where residents and senior management meet to discuss housing strategy, policy and issues. Details on this will be shared on our website and in block noticeboards in the near future. Email us on getinvolved.housing@newham.gov.uk to express your interest in this.

Resident Involvement Initiatives

We continue to increase the range of initiatives for housing tenants and leaseholders to get involved in. The range of working groups launched and operating now includes High Rise, Temporary Accommodation, Youth and Inclusion. These are engaging with services including cleansing, housing management, repairs and more. In addition our Repairs and Maintenance Performance Review and Improvement Panel has been focusing on reporting repairs and the repairs contact centre. Forthcoming initiatives will include the Digital and Sheltered Housing Working Groups, and the Neighbourhood Management Performance Review and Improvement Panel.

Your guide to extensions and renovations

Extensions and Renovations have become an increasingly popular way to maximise your living space in the home. If done well, they can also add significant value to your property. Building an extension or renovating your house can be a daunting prospect. There are lots of things to consider before you start – but by choosing London Borough of Newham Council for your building control service you're already on track.

Read our Building control team's guide to get you started: [Guide to Extensions](#) & [Guide to Renovations](#) 



Guide to Extensions



Guide to Renovations 



Extensions
A homeowner's guide to expanding your living space

Domestic Extensions | Planning | Building Regulations | Finding Experts

newham.gov.uk/housing **WE ARE NEWHAM.**



Renovating your home
A homeowner's guide to renovating your property

Building Regulations | Planning Ahead | Engaging Professionals | Renovation Projects

newham.gov.uk/housing **WE ARE NEWHAM.**

Useful contacts

Housing Repairs Contact Centre
0800 952 5555 or report online on the council website

Damp and Mould
dampandmouldtaskforce@newham.gov.uk

Housing Liaison Officers
HLOteam@newham.gov.uk

Building Safety Team
buildingsafetyteam@newham.gov.uk

Private Sector Housing Team (including disrepair)
privatehousing@newham.gov.uk

Licensing Concerns
propertylicensing@newham.gov.uk

Homeless Prevention Team
HPAS@newham.gov.uk

Lettings/Housing Register Team
housing.register@newham.gov.uk

Resident Involvement Team (TRAs, Estate Improvement, Neighbourhood Champions)
getinvolved.housing@newham.gov.uk

Temporary Accommodation
LLSupport@newham.gov.uk

Anti-Social Behaviour or Noise Nuisance
0208 430 2000 or report the issue on the council website newham.gov.uk/report

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**.

Well Newham

Supporting you and your family with your health and wellbeing

Many of us need a little help to be healthier.

For some of us, it's about doing a bit more exercise or giving up smoking. For others, it's about connecting with our community or getting help with things that can cause stress, like money.

Well Newham is here to help you achieve your goals, in a way that works for you. If you have a long-term health condition, Well Newham can help you look after it and feel better.

Some of the support available:

- Advice about managing money
- Help and activities for you and your family
- Social events in your area
- Someone to talk to about your mental health
- Learn about eating to prevent diabetes
- Support to stop smoking
- Free cooking classes
- Make friends at a local gardening group
- Help with housing
- Legal advice
- Services for children and young people
- Help to find good work

Visit the Well Newham website and in-person Hubs to find out about support available for your health and wellbeing.

- ✉ wellnewham@newham.gov.uk
- ☎ 020 8430 4841
- 🏠 www.wellnewham.org.uk



Housing Chatbot

Welcome to the Newham Housing Chatbot!

- Multilingual chatbot with 100+ supported languages
- Instant answers to your housing questions
- Stay informed about housing policies and initiatives
- Ability to download chat history
- Quick exit feature

Visit newham.gov.uk/housing or scan the code below to get started!



Cost of living support: we're here to help

Money



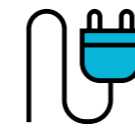
- Our Newham Money – Hardship support, debt advice and income maximisation guidance
 ☎ 020 8430 2041 ✉ ournewhammoney@newham.gov.uk
 🏠 ournewhammoney.co.uk
 📍 112-118 The Grove, E15 1NS
- Money A+E – Money advice & education for Newham residents
 ☎ 020 8616 3750 🏠 moneyaande.co.uk
- Community links – Free legal, welfare, and debt advice
 ☎ 020 7473 2270 🏠 community-links.org

Housing



- Private landlord or letting agency problems
 ☎ 020 3373 1950 ✉ privatehousing@newham.gov.uk
- Homeless, or risk of becoming homeless
 🏠 newham.gov.uk/housing-homes-homelessness/homelessness-prevention-advice
- Threatened with homelessness
 ☎ 020 8430 2000 ✉ hpas@newham.gov.uk
- Emergency help for families with children
 ☎ 020 3373 4600 during office hours (Mon-Thu 9am-5:15pm, Fri 9am-5pm) ☎ 020 8430 2000 outside office hours
- Housing Hubs
 Stratford Housing Hub
 📍 22 Broadway, Stratford, E15 4QS
 ✉ stratfordhousinghub@newham.gov.uk
 Canning Town Housing Hub
 📍 Ferrier Point, Canning Town, E16 1QW
 ✉ canningtownhub@newham.gov.uk

Energy bills



- Stay Warm in Newham
 🏠 renewalprogramme.org.uk/stay-warm-in-newham
 Apply Online: 🏠 groundwork.my.salesforce-sites.com/staywarminnewham
 ✉ info@renewalprogramme.org.uk ☎ 020 8471 6954
- ECO4 – Energy Company Obligation (ECO) is a scheme offering energy-saving improvements to eligible households
 ☎ 020 8594 1117 ✉ sales@izenergy.co.uk

Work



- Our Newham Work ☎ 020 3373 1101
 ✉ ournewhamwork@newham.gov.uk 🏠 ournewhamwork.co.uk
 📍 112-118 The Grove, E15 1NS
- Employment Rights Hub – Free confidential support and advice if someone is having problems at work
 ☎ 020 3373 6494 ✉ employmentrights@newham.gov.uk
 📍 112-118 The Grove, E15 1NS

Food



- Newham Food Alliance ☎ 07790 975 086
 ✉ frontdoor@newhamfoodalliance.org
 🏠 newham.gov.uk/newhamfoodalliance

Stress



- Mental health crisis line for anyone ☎ 0800 073 0066 anytime
- Newham Talking Therapies – Free and confidential psychological support for adults 🏠 newhamtalkingtherapies.nhs.uk
- Children (under 18) – Talk to your doctor, the school, or the school health support team ☎ 020 3373 9983
 🏠 newham.gov.uk/schoolhealth
- Newham Together Café 📍 Rokeby Community Hub, 63 Rokeby Street, E15 3LS ☎ 0808 196 8710
 🏠 hestia.org/newham-together-cafe
- Mind ✉ info@mindthnr.org.uk 🏠 mindthnr.org.uk/our-services



newham.gov.uk/housing

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