

Reflections

NEWSLETTER

Dignity Code for Older People launched

The code sets out minimum standards for the dignified treatment of older people, whether in hospital or the community.



Britain's biggest pensioner organisation, the National Pensioners Convention (NPC) launched a high profile Dignity Code on Wednesday 22nd February. It sets out minimum standards for the dignified treatment of older people, whether in hospital or the community. The Code has been widely supported by both those in the care sector and across the political spectrum.

The NPC is also calling on the public to support the initiative by signing an online petition. Campaigners hope to attract over 100,000 signatures to trigger a debate in the House of Commons on the need to improve the care of Britain's elderly.

The petition can be signed online at:

<http://epetitions.direct.gov.uk/petitions/27050>



Dot Gibson, NPC general secretary said:

"Every week we are struck by another headline which reveals the neglect and ill treatment of older people either in their own home, a care home or hospital.

This has got to stop. Much of what the Dignity Code calls for is to treat individuals as human beings, rather than as second-class citizens who can have their wishes and feelings ignored and overlooked. Providing someone with personal dignity must be a basic requirement in any care setting – and there must be no excuse for denying someone their right to be treated with respect.

The Code should be seen in every GP surgery, social services department, hospital ward and nursing home." We will be displaying copies at our Sheltered Schemes.



News

Gas Safety AUDIT

This is a crucial check to ensure the continued safety of our tenants and their families in their homes.



WFHA has over the years been carrying out annual gas safety inspection of appliances in tenants properties. The Gas Safety (Installation and Use) Regulations 1998 deal with landlords' duties to make sure gas appliances, fittings and flues provided for tenants are safe. This is a crucial check to ensure the continued safety of our tenants and their families in their homes.

ABM Property Maintenance gas engineers have provided this service to WFHA.

As part of WFHA commitment to continuous improvement and to ensure tenants safety, an independent contractor has been appointed to carry out a safety audit of 10% of all the gas safety inspections and works carried out by ABM Property Maintenance gas engineers. This is recommended good practice aimed at ensuring the safety of tenants and their families.

A pilot of twenty properties have just been concluded using two independent contractors and the outcome

and quality of information reported back formed the basis of the appointment. WFHA would like to thank the tenants who took part in the pilot. In the future if your property is randomly selected for a gas safety audit, your co-operation would be appreciated. Together we will strive to ensure the safety of all your gas appliances.

If you should smell gas in your property please call: National Grid on 0800 111 999.

Maintenance, maintenance and more maintenance!

We are currently reviewing a lot of our Maintenance service provisions. Some of you will remember back in 2008, that our Tenant Focus Group carried out a comprehensive review all maintenance services. With the departure of Graham White last year we have taken this opportunity to look again at services such as Out of Hours, Gas Safety and servicing and surveying duties. A small sub group of our Tenant Focus Group have met with two Out of Hours call centre providers and we are currently considering their proposals. We will be talking to the Focus Group about the other issues and will report back in our next Newsletter.

Signing for your repairs...

...is so important.

Do you know that you should be signing for each and every repair that is carried out in your home? Are you satisfied? How long were they there for? These are the questions that we need to know before we pay our contractors.

Please remember, that your signature means a lot to us :)





News

The Olympics are coming to London...soon!

I am sure that this isn't news to you but what might be news is how you might be affected.

We are working with our partners in the Solomon Group to see how we can help each other if there are difficulties in travelling either to their place of work or at Schemes that maybe nearby. We are also writing to our Contractors to see if they foresee any issues during what is going to be a **very busy time in East London with lots more people using the roads, public transport and other facilities**. There will also be some restrictions on roads.

For further information on

<http://www.tfl.gov.uk/> for travel information or <http://www.london2012.com/> for general information.

Do you have an Olympic Story to tell us? Were you at the 1948 London Olympics, also known as the austere games? Let us have your memories or up and coming stories for our next newsletter.



Want to surf the internet, but computers baffle you?

WFHA ARE HOSTING AN EVENT JUST FOR YOU...
Silver Surfers Day

- 25TH APRIL 2012
- 11AM TO 3.00PM
- AT MILLENNIUM HOUSE
- LEARN HOW TO SHOP ON LINE
- HOW TO SEND EMAILS
- FIND LOST RELATIVES
- **BUFFET LUNCH INCLUDED**

PLEASE SPEAK TO ONE OF THE SCHEME MANAGERS
IF YOU WOULD LIKE TO ATTEND



Staff News



Linda Milton
Chief Executive

Staff and Board News

With the arrival of the New Year, comes the arrival of a permanent appointment for Jonathan Anuku, Housing Services Manager. Jonathan worked as an interim for 7 months and decided that he wanted to apply for the permanent position and was successful. He has overall responsibility for Housing Management, Maintenance, Facilities Management and Customer Services so plenty to keep him busy!!!!

With the good news comes some very sad news for WFHA... Jennie McSweeney is leaving us after 6 years of taking your repairs, chasing contractors, sorting out your gas safety inspections and making sure that the health and safety works are carried out promptly. Whilst we congratulate Jennie on achieving a new position in a larger housing association in East London, she will be missed by all. We hope that she will be as happy in her new position as she has been here.

You may have already spoken with Alla Montague who has been with us since January covering the vacant position of Customer Services Officer vacated by Lisa Skinner in November. Rachel Dow is also back with us for a short while working with our Finance Team.



since August 2011. She is recovering well but it has been a slow process and we are still unsure of her return date. In the meantime the Support Services Team members have been covering her duties and will continue to do so until her return. We are in constant communication with her and wish her a speedy recovery.

Following an advertising campaign we were pleased to receive over 40 applications to join our Board of Management. From these Linda Milton and Sharon Littlejohn interviewed the shortlisted applicants and then they

Tina our Scheme Manager at Lewis House and Peach Court has been off ill

met with Ben Furr and other Board Members. David Joyce and James Cooke will be coming to a first Board Meeting to observe on 28th March, but did join Paula Sisson and Errol Harris on a Board Induction Day on 8th March 2012, which did include a visit to some of our properties. We have a third prospective new member joining us in September.

The Board were joined by Senior Management, Managers and our Governance Officer, Sharon Littlejohn in February for a Board Strategy Awayday, where there were some good positive discussions on Governance and around the changes that may affect the organisation in the coming months. Look out for further news in future editions of Reflections.

Linda Milton



The Smiling Sessions are back!

Alison (violin), **Dick** (banjo) and **Pete** (guitar) are returning to sing-along with you and your favorite songs every other **Tuesday** – at your Schemes in the communal lounge.

Please speak with the Scheme Manager for the dates and times it starts at your Scheme.



We look forward to seeing you there!



The Andrew Lloyd Webber Foundation

SHAPESHIFTER
Productions Ltd





Notice board

The Queens Jubilee



In June HRH Queen Elizabeth celebrates her Diamond Jubilee on the throne, WFHA would like to know what you would like to do to celebrate this momentous occasion in history, below we have put a list of three things that you can choose from.

PLEASE TICK your preference and cut out and give to the Scheme Manager when they visit

Or you can send to Head Office at WFHA 2-8 Salisbury Road, Chingford E4 6TA.

- Garden Party with family and friends for all tenants
- Individual Scheme tea afternoon
- Tea and watch televised Jubilee with others

*Please can you have all your response back by **1st May 2012** so we can plan the event for you all to enjoy*



CONTACTING US

Waltham Forest Housing Association Ltd
2-8 Salisbury Road
Chingford, London, E4 6TA

Tel: 020 8524 6987,
Fax: 020 8524 9935,
E-Mail: info@wfha.org.uk

For repairs:

E-mail repairs@wfha.org.uk
Emergency out of hours repairs
Tel: 020 8524 2822 (24 Hours)

Sheltered Tenants:

For our Sheltered Tenants you can report repairs using your warden call system

Office hours:

Monday, Tuesday, Thursday & Friday 9.00am-5.00pm
Wednesday 12.00pm – 5.00pm
(We are closed on Wednesday mornings for staff training)

Information for tenants at Lewis House

Your resident Housing Officer will visit Lewis House on Thursday's from 9.00 am to 5.00 pm to address any housing management – issues, for example Health & Safety Checks, Fire Drills, and assist with any general enquiries regarding rent and tenancy issues.

Our answer phone will be on during office closures, should you leave a message your call will be returned when the office re-opens

Millennium House Tenants

To report your repairs please call: 08000 156536 and select option 2

Peach Court & Lewis House Tenants

For repairs please call 0300 303 1771 between 8.00am – 8.00 pm. Outside of office hours please call 0845 757 3764

Waltham Forest Housing Association – an Industrial & Provident Society with Charitable Status



Notice board

TV – Digital Switchover, April 2012

WHAT IS THE DIGITAL TV SWITCHOVER?

TV across the UK is going digital. The existing analogue TV Signal will be switched off and replaced with a new, stronger digital TV signal.

WHY IS SWITCHOVER HAPPENING?

Switchover is happening so that Freeview services (digital TV through an aerial) can be extended to people who can't currently get them, including those who receive their signal from a relay transmitter. It also allows new services, such as High Definition channels,

to become more widely available.

WHERE CAN I GET IMPARTIAL ADVICE?

Contact Digital UK on 08456 50 50 50 Monday to Friday



8am to 7pm, Saturday 9am to 5pm or log onto www.digitaluk.co.uk

WHEN WILL I SWITCH?

There is one transmitter group in the London TV region that will start the switch from analogue to digital TV on 4th APRIL 2012.

FURTHER INFORMATION

You can download information about the switchover in London from www.digitaluk.co.uk

Please Note:

Make sure that every TV in your house is converted.

ASSURED TENANTS – RENT INCREASE 2012

Yes, it's that time of the year again! You should all have received your rent notification letters by now.

Please note that all rent increases come into effect on **MONDAY 2nd APRIL 2012.**

Here are a couple of reminders of important things you need to do before this date:

- Contact Housing Benefit to advise them of the changes to your rent
- Contact your bank to update your standing order amount

It is very important that you give the correct tenancy number as reference on any standing orders or direct payments made through the bank. This is the safest way to ensure that the payment you have made goes on to your rent account and not someone else's with the same name!

As ever, if you have any questions or queries on any matters regarding setting up standing orders or making payments then please contact the office and speak to **Angela Cook** – Housing Officer, in the Housing Services Team.



Translation Service

If you need any of the information provided here to be translated please contact our office on the number provided. We will then provide you with either a written translation or an interpreter over the telephone. Tel: 020 8524 6987

إذا احتجت لترجمة أي من المعلومات الموفرة هنا فالرجاء الاتصال مع مكتبنا على رقم الهاتف المزود. وسنقوم عندها بتوفيرك إما بترجمة نصية أو عن طريق مترجم عبر الهاتف.

Se precisar que qualquer informação aqui fornecida seja traduzida contacte o nosso escritório no número fornecido. Poderemos então fornecer-lhe uma tradução escrita ou um intérprete pelo telefone.

এখানে যেসব তথ্য দেয়া হয়েছে, আপনি যদি এগুলোর যেকোন একটির অনুবাদ চান, তাহলে দয়াকরে আমাদের অফিসে প্রদত্ত নাম্বারে টেলিফোনে যোগাযোগ করুন। আমরা তখন আপনাকে হয়তো এর লিখিত অনুবাদ পাঠাবো অথবা টেলিফোনে একজন দোভাষী বা ইন্টারপ্রিটারের ব্যবস্থা করবো।

ਜੇ ਇੱਥੇ ਦਿੱਤੀ ਗਈ ਜਾਣਕਾਰੀ ਵਿਚੋਂ ਕਿਸੇ ਦਾ ਤਰਜਮਾ ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਤੁਹਾਨੂੰ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਦੱਸੇ ਗਏ ਨੰਬਰ 'ਤੇ ਇਸ ਦਫ਼ਤਰ ਨੂੰ ਟੈਲੀਫੋਨ ਕਰੋ। ਫਿਰ ਅਸੀਂ ਤੁਹਾਨੂੰ ਲਿਖਤੀ ਤਰਜਮਾ ਦੇ ਦਿਆਂਗੇ ਜਾਂ ਤੁਹਾਨੂੰ ਟੈਲੀਫੋਨ 'ਤੇ ਇਹ ਜਾਣਕਾਰੀ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਇੰਟਰਪ੍ਰੈਟਰ ਦਾ ਪ੍ਰਬੰਧ ਕਰਾਂਗੇ।

Si parmi les renseignements fournis ici, vous souhaiteriez que certains vous soient traduits, veuillez contacter nos bureaux au numéro indiqué. Nous pourrions soit vous fournir une traduction écrite, soit faire en sorte qu'un interprète vous les traduise au téléphone.

Haddii qayb ka mid ah macluumaadka halkaan ku qoran aad u baahantahay in Af-Soomaali laguug turjumo fadlan nagala oo xiriir lambarka xafiiskayaga ee lagu siiyay. Dabadeed waxaan kuu diyaarinaynaa iyadoo qoraal lagu turjumay ama turjubaan khadka taleefoonka.

आमां आपेली कोठपया माडितीनुं जो तमारे भाषांतर करायुं होय, तो आपेला नंबर पर अमांरी ओहिसनो संपर्क करो. त्यार पछी अमे तमने ज्यां तो लभायमां भाषांतर आपीशुं ज्यां तो होन पर दुभाषियानी सेवा उपलब्ध करीशुं.

Si usted necesita que se traduzca alguna parte de la informacion aqui proporcionada, por favor pongase en contacto con nuestra oficina en el numero de telefono indicado. Entonces podremos proporcionarle o bien una traduccion escrita o los servicios de un interprete telefonico.

यदि यहाँ दी गई जानकारी में से किसी का अनुवाद आपको अपनी भाषा में चाहिए, तो कृपया बताए गए नम्बर पर इस दफ्तर को फ़ोन करें। हम आपको लिखित अनुवाद भेज देंगे या यह जानकारी टेलीफ़ोन पर समझाने के लिए किसी इंटरप्रेटर का प्रबंध करेंगे।

இங்கு தரப்பட்ட தகவல்கள் ஏதேனும் உங்கள் மொழியில் மொழிபெயர்க்கப்பட்டுத் தர வேண்டுமாயின் எமது அலுவலகத்துடன் தரப்பட்டிருக்கும் தொலைபேசி எண்ணில் தொடர்பு கொள்ளவும். அதன் பின்பு நாம் உங்களுக்கு இதன் மொழிபெயர்ப்பு பிரதியையோ அல்லது ஒரு மொழிபெயர்ப்பாளரையே ஒழுங்கு செய்து தருவோம்.

Se volete la traduzione di alcune delle informazioni qui fornite, contattare il nostro ufficio al numero telefonico fornito. Siamo in grado di fornirvi una traduzione scritta oppure il servizio di uninterprete al telefono.

Burada yer alan bilgilerin Türkçe'ye çevrilmesini isterseniz, lütfen ofisimize telefon edin. Duruma göre, size bunun yazılı bir çevirisini gönderebiliriz ya da telefonla sözlü olarak çevrilmesini sağlayabiliriz.

Translated by London Borough of Waltham Forest Interpreting and Translation Service.

Ref T7303

اگر آپ فراہم کی گئی کسی بھی معلومات کا ترجمہ حاصل کرنا چاہتے ہیں تو براہ کرم فراہم کئے گئے ٹیلیفون نمبر پر ہمارے دفتر سے رابطہ کیجئے۔ اُس کے بعد ہم یا تو تحریری شکل میں اس کا ترجمہ فراہم کر سکتے ہیں یا ٹیلیفون پر ترجمان زبان کی سہولت فراہم کر سکتے ہیں۔