

# Reflections

NEWSLETTER



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A selection of photos of events at WFHA throughout 2012



# Spring Online

26th April 2013

12.00 - 3.30pm

Are you interested in learning new skills in IT?  
Are you looking to have fun and meet new people?

If the answer is YES, join us on Friday 26th April 2013,  
Millennium House, 28 Southcote Road, E17 7AQ. 12.00 - 3.30pm



You will have the opportunity to learn how to use the internet; send emails and talk to your relatives abroad.

You will be assisted by pupils from Walthamstow Girls High School and WFHA staff.

### Prize draw

The event is free for all tenants if you bring a friend, you will be entered into our prize draw.

### Free Refreshments

You won't go hungry as refreshments will be provided on the day.

### Book your space now

Please book your space before 19th April 2013 by calling **020 8524 6987**.

Don't delay, we only have a limited number of spaces available!

***We look forward to seeing you there!***

**Prize Draw**



# 50<sup>th</sup> ANNIVERSARY 1963-2013

To celebrate our Golden Anniversary WFHA have a number of events planned...

*T*HIS SPECIAL ANNIVERSARY is going to be celebrated during the year in a number of ways. We want to include as many of our tenants, partners and other stakeholders in a variety of ways, some formal and some informal.

Here is a taste of what we are planning:

### **26th April - Spring On Line Day!**

Come and find out how you can join the Digital World. Easy to use systems and friendly advice - all with a cup of tea and a sandwich! Bring a friend and enter our free raffle draw! See opposite page for more details.

### **27th June - Celebratory Lunch!**

*By invitation only*

### **September - Tenants Party!**

*Date to be confirmed*

*A*ll tenants will be invited to join in an afternoon/evening of celebrations and entertainment.

*Watch this space for more details*





# News

## Staff and Board News



We are now settling into our new offices and have been

feeling the benefits of a nice new working environment.

We are pleased to confirm that Ruth Kintu, Sheltered Housing Officer, Hollie Nicette, Customer Services

Officer and Rachel Dow, Finance Officer, have been confirmed in post.

Sadly, Jacqui Harrison has been unwell since the end of January, but Irene Attoe has been providing support at Electric House and Kevan Court.

After many years on the Board, we bid farewell to

Mr Moorty. However, we have seen some new faces and we welcome Duncan Howard to the Board and Jacqui Ginger from the Focus Group came to observe our March Board Meeting. We hope to see her again at our May meeting.

Linda Milton, CEO

### CONTACTING US

Waltham Forest Housing Association Ltd. 31 Church Hill, Walthamstow, London, E17 3RU  
Tel: 020 8524 6987, Fax: 020 8524 9935, Email: info@wfha.org.uk

#### For repairs:

E-mail  
housingserVICeSteam@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 Community Alarm 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).

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 – 8.00pm.

#### Outside office hours:

Outside of office hours please call 0845 757 3764.

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

#### 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.



# News

## *Wanted, your old Photos and Stories of Waltham Forest*

**WFHA are celebrating their Golden Anniversary, 1963-2013**

Have you lived in Waltham Forest during 1963-2013?

Have you memories or photos we can use in a publication about the last 50 years in the area?

Any photos of events at your schemes? We will also be holding 'Reminiscing Sessions' about life in Waltham Forest in the coming months.



Contact your Sheltered Housing Officer or Housing Services Team for further info

## **Your Seaside Memories** *then and now*



We are looking for volunteers to visit pupils at Chapel End School in June to talk to the children about your memories of the seaside.

**Please contact your Sheltered Housing Officer or our Housing Services Team for further info.**

## The role of a Sheltered Housing Officer

Scheme Managers have changed job title – we are now called Sheltered Housing Officers (SHO).

Our main priority is to provide support to our sheltered tenants while living at home independently - we are tenants first point of contact.

We provide a floating support service to our five sheltered schemes and nine dispersed sheltered properties across the borough. We work on a monthly rota, and the schemes are divided into three patches. Each SHO covers each patch for one month at a time. That way,

we get to meet all of our tenants.

Part of our role is to assist sheltered tenants sustain their tenancy agreement – this includes providing advice for Housing Management queries i.e. helping with Housing Benefit claims including appeals and reviews, provide advice on the Welfare Reform, terminating a tenancy,



complaints etc. Also we liaise with Social Services to assist with arranging referrals for adaptations to your home such as installing grab rails or level access showers should you need this.

Sheltered Housing Officers are now based at WFHA's new head office at 31 Church Hill Walthamstow. We aim to provide you with an efficient and effective service that meets your individual need.

**WFHA Support Services Team**  
(left to right)

*Cheryl Whittle, Support Services Manager, Augustina Addai-Poku, Jacqui Harrison, Jane Howard and Ruth Kintu – Sheltered Housing Officers.*



# Welfare

## Update on Welfare Reform

**If you are born before October 1951 this will NOT affect you.**



### Bedroom Tax is happening NOW.

If you have a spare bedroom your Housing Benefit will have been cut by 14%.

If you are looking to move please visit:  
[www.homeswapper.co.uk](http://www.homeswapper.co.uk) or  
[www.houseexchange.org.uk](http://www.houseexchange.org.uk)  
or register your interest in moving with the London Borough of Waltham Forest.

### Council Tax Benefit is happening NOW.

This year you will have to pay at least 8.5% of your Council Tax Bill.

If you pay your council tax by Direct Debit you have

the option to spread your instalments over 12 months, rather than 10 months.

### Benefit Cap

Benefit Cap is being introduced between April and September and puts a limit on the amount of benefits you can receive:

- £500 a week for couples with or without children
- £500 a week for single parents whose children live with them
- £350 a week for individuals

### Universal Credit

Universal Credit is coming in

October 2013 for new claims and will replace:

- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Income Support
- Child Tax Credits
- Working Tax Credits
- Housing Benefit

It will be paid directly to tenants in one monthly sum. However, it won't affect those already on benefits until much later.

### Disability Living Allowance

Disability Living Allowance is to be replaced by Personal Independence Payment which will affect new claims in Waltham Forest in June.

### \*IMPORTANT\*

**It is essential to keep us as the landlord and the DWP informed of any changes in your circumstance as this may affect your benefit entitlement.**



*If you have a spare bedroom your Housing Benefit will have been cut.*



*This year you will have to pay at least 8.5% of your Council Tax Bill.*



# Community

## Your local CREDIT UNION and the services they offer

Waltham Forest community Credit Union provide a service for the **local community** enabling local volunteers to gain valuable work experience. **Our profits are invested and recycled within your local area** – money saved or borrowed from WFCCU is spent at your local shops and local businesses.

### SAFE

Credit Unions are authorised and regulated by the Financial Services Authority and your savings have the same protection as at a high street bank.

### COMPETITIVE

We offer a return on our savings in the form of a dividend paid annually from our profits, last year's dividend was 1% adults and 3% for junior members. We offer competitive rates of interest on our loans and members who save with us are entitled to our saver loan product at even lower rates of interest.

### ACCESSIBLE

Our services can be accessed both online and in branch which is open on weekdays and Saturday!

### ETHICAL

Credit unions provide an opportunity to invest for social good.

### VOLUNTEERING

We have a range of volunteering opportunities for all ages (from 18-80)! and skills levels – 50% of our volunteers have found paid employment



as a result of volunteering at WFCCU.

### EXTRA BENEFITS

Free life insurance on savings and loans at no extra cost to members.

## What is Abuse? How can we safeguard you?

**Do you know who to report to?**

**What help is out there for you?**

**Abuse can come in many forms:**

- PHYSICAL
- EMOTIONAL
- SEXUAL
- FINANCIAL
- NEGLECT
- BULLYING
- RACISM

Don't be afraid to speak out, abuse is NOT acceptable whatever age you are.

**Do not suffer in silence**

If you feel that you are being abused or you are aware of abuse happening please report this to either the Sheltered Housing Officer or



the any member of staff on the office number:

**0208 524 6987**

We have trained staff that can assist you through this issue and can refer you to the right people for expert advice and assistance



# 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 மொழிபெயர்ப்புப் 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۔