

# Reflections

NEWSLETTER

## Reminiscence Day at Chapel End School

On the 25th June 2013, staff and tenants attended Chapel End School to reminisce about the seaside. The children from the school had just come back from a trip to the seaside and were gleaming with stories of their day which they all shared with us.

Tenants and staff showed some old photos and shared some personal memories of the seaside with the children so they could see how things have changed over the years.

The children were amazed at the pictures of the old seaside and how things had changed, but they also gave us an insight into some of their interesting ideas of what it was like in the "olden days."

Overall, the event was a great success, Children, tenants and staff had a wonderful day. This event was just one of the reminiscence events that we are holding throughout the year but linked to



The great British seaside, then...

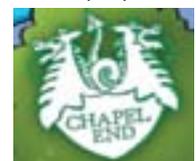


and now.

this, we are arranging a trip to the seaside for all of our sheltered tenants. This will take place on the 26th July 2013. Our tenants will be writing articles about the trip, which will be showcased at their anniversary party in September.

Arrangements are already being made for a further event in the autumn.

Our thanks go to Chapel End School staff and pupils for inviting us to share these memories with them!



# News

## Are you entitled to a free eye test?

Many people are housebound and require eye-care, but do not know that they are entitled to a free eye test in their home.

### Who is entitled to a free eye test?

Patients in any of the following categories are entitled to a free NHS sight test:

- People aged 60 or over
- Those registered as blind or partially sighted
- Diagnosed diabetics
- Those receiving tax credit
- Glaucoma sufferers, or their relatives over the age of 40

Spectacles are completely free of charge to those people and their partners, who receive:

- Income support
- Disabled persons tax credit

- Working tax credit
- DSS exemption certificate (HC2/HC3) (excluding partners)

### Who is entitled to a free home eye test and spectacles?

People who fulfil one of the conditions mentioned above and are housebound. Please note – Rose Optical Services also undertake private home visits for a nominal fee. Patients may also qualify for partial help towards the cost of spectacles if they are on low income.

Our trained staff provide all the necessary forms and give advice on how to apply for assistance towards the cost of a sight test and spectacles.



### Why is it so important to test the eyes on a regular basis?

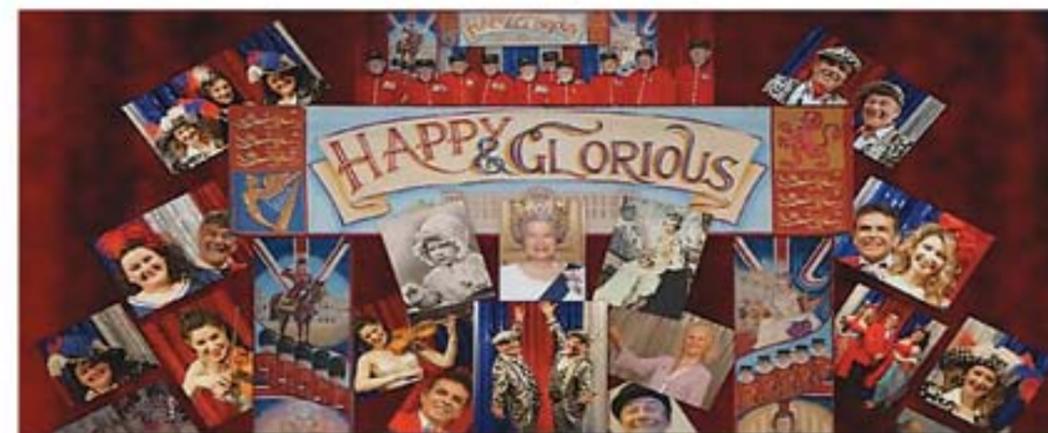
Older people are particularly vulnerable to disabling eye conditions, especially:

- Glaucoma
- Cataracts
- Macular Degeneration
- Diabetes

Regular eye tests detect these diseases early. Early treatment can significantly improve the vision and prevent blindness.

Eye conditions of older people change very fast. A small improvement in vision can cause large improvement in the quality of life.

# 50th Anniversary of WFHA



## To All Tenants

*You are cordially invited to celebrate the 50th Anniversary of WFHA.*

*The celebrations will take place at:*

***Peterhouse Centre, Walthamstow E17 3PW***

*on:*

***27th September 2013***

*from:*

***2pm - 5pm***

*To include a three course Roast Dinner and Theatre Performance.*

*Tickets are limited, so please book early by speaking with your Sheltered Housing Officer or contacting the WFHA office direct.*

*Maximum 2 tickets per household.*

## Community Network

Community Network is running telephone friendship groups which connect older people together on one telephone call.

Community Networks is offering this project FREE to participants and partner organisations.

### All the participants have to do is:

1. Be over the age of 65
2. Live in London – Any Borough

3. Have access to a telephone – mobile or landline



Telephone groups can be used for forums, feedback groups, social meetings, interest groups, debate clubs, and much more.

If you would like to find out more or join a telephone friendship group, contact Christopher Robertson on 08005200403 or email christopher@community-network.org.

# News

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## CCCS | DebtRemedy

**Need debt help? Get free anonymous debt advice from the UK's leading debt charity**

Although many people think of retirement as a relaxing stage of life, we understand that, for some people, it can mean financial problems and worry. It is likely that you are having to live on less money than you are used to whilst still having the same outgoings to cover. No wonder many people are finding themselves in problem debt.

If debt is something that you are worried about, please beware of fee-charging debt management companies. For peace of mind, make sure you turn to a [debt help](#) charity, to be sure that the help you receive is free and impartial. One such charity is the Consumer Credit Counselling Service (CCCS). They offer a freephone helpline: 08000 138 1111 as well as an online service: [CCCS Debt Remedy](#).

Debt Remedy will ask you some straightforward questions about your situation - you won't have to give any personal details, the service is totally anonymous. You will get an instant assessment of your problem, tailored advice and a recommendation on what to do next. Debt Remedy is completely free of charge.

## The simple way pay your rent

We are pleased to tell you that WFHA are now able to collect your rent by direct debit.

The direct debit process provides the simplest and most convenient way to pay your rent. It gives peace of mind and ensures that you do not miss payments or fall into arrears.

Linked to this change, we are introducing a scheme to encourage you to move to this form of payment, and also keep your rent account in credit.

Every three months we will hold a draw with a cash prize of £100. To be eligible to join the draw you must pay by direct debit, and also have kept your rent account at least one week in credit over the three months, (Sec.1(3) of your tenancy agreement).

**If you want to move to Direct Debit payments, please do not hesitate to phone the office on 020 8524 6987 and we will be happy to help set this up.**



## Whipps Cross Hospital

WFHA have been working very closely with Whipps Cross Hospital in improving the services that you receive, especially around discharge from hospital. We have also been in touch with all three local MP's about the service delivery following on from your experiences.

Many of you have informed us of times when you have been discharged from the A&E department late at night, with no support and no follow on care from a planned discharge when you have spent a period in hospital.

Whipps Cross Hospital have agreed two dates with us in September and October for Cheryl Whittle and Linda Milton to attend and advise their staff of the issues that you have faced and how we can work together to overcome these problems.

We hope this training will form part of the improvements they are planning within the hospital to enable an overall better level of care and support that they provide to you.

We will keep you updated of any progress we have made in this area but if you have any issues that you are facing with poor discharge from hospital, we would like to know about them so we can feed these into the training. Please contact our Sheltered Housing Officers or Housing Services Team at our Head Office or email us at [info@wfha.org.uk](mailto:info@wfha.org.uk) and we will arrange for someone to come and speak to you about this.

## Our new look

From the 1st July 2013. WFHA will lose its 'Acorn' Logo and full title of Waltham Forest Housing Association. The new logo is seen here and was officially launched at the celebratory lunch at the House of Commons on 27th June 2013.

We have decided to shorten our title to just WFHA, although our registered name remains the same.



With new offices, new logo and a whole new portfolio, we feel that we are entering a new era. We would welcome your views. You can email us on [news@wfha.org.uk](mailto:news@wfha.org.uk)



## Jacqui to retire

After 15 years service as Scheme Manager and now as a Sheltered Housing Officer, Jacqui Harrison has decided that she is going to retire in September. Jacqui was originally appointed as Scheme Manager at Libro Court but is now known to many more tenants since the service changed to floating support.

We all wish Jacqui the very best in her retirement.

## Don shares a wealth of knowledge

Linda Milton and Hayley Mulhall visited founder member, Don Huntingford, seen below at his Cambridgeshire home.

Don, now 93, shared a lot of historical photographs; press clippings and paperwork particularly from the first 25 years of WFHA's history.



# News

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## WFHA celebrates 50 years of providing housing and support services in the London Borough of Waltham Forest

53 guests attended a special Anniversary lunch hosted by Rt Hon Iain Duncan Smith at the House of Commons on Thursday 27th June 2013 to celebrate WFHA's 50th Anniversary.

Tenants, staff and Board were joined by two of the boroughs MPs, Iain Duncan Smith and John Cryer; the Mayor of Waltham Forest, Cllr Nadeem Ali; partners past and present and former staff and board members.

David Orr, CEO of National Housing Federation and Imogen Parry, former Chair of erosh joined Iain Duncan Smith as guest speakers.

**Iain Duncan Smith commented:**

*"I was thrilled to host WFHA's 50th Anniversary lunch at the House of Commons. WFHA are a remarkable organisation with a real passion for what they do. I have been a supporter of Linda (Milton) and Hayley (Mulhall), and WFHA, for many years, and I will continue to support them. I hope they will do another 50 years!"*

**This support was echoed by David Orr:**

*'WFHA demonstrates every day the huge impact that relatively small organisations can make in transforming*

*lives. It is a housing association that really lives its values.'*

Linda Milton, Chief Executive opened the celebrations with a welcoming speech that included words from one of their founder Members, Don Huntingford, now 93, who was unfortunately unable to attend the event. When asked why Chingford Lions decided to set up a Housing Association back in 1963, he simply replied... 'It seemed like a good idea at the time.' Lets hope that those good ideas keep coming and WFHA grow and flourish in the next 50 years.



# News

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## What is Healthwatch Waltham Forest?

Healthwatch is the new name for organisations that help children, young people and adults speak up about health and social care in England.

We are new...and came into being on 1 April 2013.

Healthwatch Waltham Forest is our local Healthwatch organisation. We provide opportunities for patients and the public to share their views, experiences, comments and concerns around health and social care services in Waltham Forest. We use your individual experiences, and the collective voice to have real influence on local services.

Healthwatch Waltham Forest can help members of the public, local voluntary and third sector groups, and people who use health and social care services to speak out and influence decisions affecting those services, making sure that they meet the needs of the individuals and communities that use them.

As residents, users, carers, families and friends of those that use services in our area, we want to hear from you. Please contact Jaime or Susan on 020 3078 9990 or email [info@healthwatchwalthamforest.co.uk](mailto:info@healthwatchwalthamforest.co.uk) to get in touch and share your story.

We would like to invite everyone to become a member of Healthwatch Waltham Forest. Once you are a member you can also get more involved. This might be through

volunteering, becoming a Healthwatch representative, becoming a 'Friend' of a local health or social care service, joining our Board or Advisory Board, or participating in what we call 'Enter & View' visits to health and social care services where we may have particular concerns.

If you would like to become a member you can visit our website or alternatively contact Jaime or Susan, as detailed above.



Healthwatch Waltham Forest  
Unit 15, Alpha Business Centre  
60 South Grove, Walthamstow E17 7NX  
Tel 020 3078 9990  
[info@healthwatchwalthamforest.co.uk](mailto:info@healthwatchwalthamforest.co.uk)  
[www.healthwatchwalthamforest.co.uk](http://www.healthwatchwalthamforest.co.uk)

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## WFHA Repairs & Maintenance Review

**At WFHA we recognise that repairs and maintenance is of central importance to our tenants and that we constantly strive to improve how we deliver these important services to you.**

We know that among many things, your overall satisfaction with us is closely linked to the way we deliver the repairs service. Equally, we are also aware that as the average age of your home rises, the importance of planned maintenance – e.g. new windows and kitchens – significantly increases.

To ensure that we continue to provide both now and in the future, an effective repair and maintenance service to you, we are presently undertaking an internal review of some

parts of this service with the help of Steve Wilson, an experienced housing and asset professional.

With Steve's guidance and our staff's enthusiasm we are committed to ensuring that:

- ✓ Our immediate planned maintenance (which is replacements of key components over the next three years), is effectively managed and continues to be the priority it rightly deserves
- ✓ We continue to plan for, and make funding provision for all of our major works programmes in the longer term. This ensures that WFHA homes will continue to be maintained to the required standard in the future and desirable to live in

- ✓ We continue to have good control over how routine repairs are reported and carried out in your homes within the time limits set by WFHA for its contractors

We are also aware that it is not only repairs and maintenance that is important to you but also your estate or scheme which you live on. This is an area highlighted regularly by members of the tenant Focus group and we are therefore going to be increasingly demanding on all of our contractors who work on these estates and schemes, particularly the cleaning and the communal landscaping.

**We are proud of what we do at WFHA but want to do even better!**

# Staff News

# News

## Staff

Paula Nigliazzo, known to those of you who may have phoned us with a repair request, left us in May but Saira Thani is working with us on an interim basis.



Jacqui Harrison as you will see in an earlier article is also leaving us - she is actually retiring, but not until September. Hayley Mulhall has had to have a major operation and so will not be around for a while, possibly until October, but we are pleased to say that she is making good progress.

## Board

There has been quite a bit of movement on the Board recently. Chris Jones, our long standing Treasurer has also had to undertake some major surgery and so will be missing for a while as will Doreen Richards Legrand who has taken a 6 month sabbatical. Sadly, James Cooke decided that he had to resign from the Board due to other pressures.

A skills analysis of our Board members highlighted a lack of legal knowledge on the Board. Despite contacting a number of large specialist firms in Central London

there were no replies, we therefore contacted a number of local legal firms and were very pleased with the responses. Sharon Littlejohn and Linda Milton interviewed three prospective members and are hopeful for two new recruits to attend the September meeting to observe.

Jackie Ginger, from the Focus Group, is going to join our Board and was co-opted in July. She joined her colleagues and Senior Staff at an Awayday on 20th July, which focused on the Business Plan for the next five years.

## Ben Furr, our Chair on Charity Cycle Ride...

On 4th August 2013 Ben Furr, our Chair, and a colleague cycled the 'Prudential Ride London-Surrey 100', a 100-mile route on closed roads through the capital and into Surrey's stunning countryside. With leg-testing climbs and a route made famous by the world's best cyclists at the London 2012 Olympics, a truly spectacular event for all involved (circa 20,000 competitors).

They cycled on behalf of their chosen charity Centrepont which is the UK's leading charity for homeless young people, supporting 16-25 years olds by providing housing, learning, health and life skills.

If you would like to support Ben's charitable aims you can find out more by clicking on the link below.

[www.justgiving.com/Gareth-AlexanderBen-Furr](http://www.justgiving.com/Gareth-AlexanderBen-Furr)



Well Done Ben!



## WFHA Working in Partnership with Housing Proactive to Provide Tenants with a Great New Service

**OKEachday** daily contact service provides tenants with the option of contact 365 days a year, once or twice a day using a telephone. Following consultations, we have now contacted all tenants who chose not to opt out of the scheme, about this exciting project due to start this Summer.

Tenants can use the service to remind them of appointments, such as visits to the doctor or dentist, use it for wake up calls and wellbeing checks. Also, tenants will have a direct line link to WFHA's Repairs and Maintenance Services as well as many other important services.

The OKEachday service does not replace Supporting People Services which our sheltered tenants benefit from – this service is in addition to Supporting People and is for all tenants, young and old.

**Our Sheltered tenants will continue to receive regular agreed visits from their sheltered housing officer.**

The installation of the service will go ahead at the end of July – beginning of August 2013.

We will write to you soon to confirm your appointment for installation. An OKEachday engineer will visit you in your home and will

install a telephone or mobile device, in order for you to begin receiving the service. While on site, they will spend time explaining exactly how to use the service and all the benefits that you will receive as a result.

### TENANT FEEDBACK:

If you would like to provide feedback with regard to the OkEachday service, now, or in the future, you can e-mail our dedicated e-mail address on: [housingok@wfha.org.uk](mailto:housingok@wfha.org.uk) or call our Housing Services Team, our sheltered tenants may wish to speak to their Sheltered Housing Officers. We will be carrying out a full review in 2014.

## 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](mailto:info@wfha.org.uk)

**For repairs:**  
E-mail [housingserviceteam@wfha.org.uk](mailto:housingserviceteam@wfha.org.uk)

**For News Items:**  
For news items such as newsletter articles etc, E-mail [news@wfha.org.uk](mailto:news@wfha.org.uk)

**Emergency out of hours repairs:**  
Pinnacle PSG, Tel: 020 8524 2822 (24 Hrs).

**Gas related repairs:**  
Robert Heath Limited  
Tel: 0800 077 6270 (24 Hrs).

**For our Sheltered Tenants:**  
You can report repairs using your Community Alarm System.

**Office hours:**  
Monday, Tuesday, Thursday and 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:**  
Report your repairs to: 08000 156536 and select option 2.

**Peach Court & Lewis House Tenants:**  
Report your repairs to: 0300 303 1771 between 8.00am – 8.00pm. Outside office hours please call 0845 757 3764.

### Information for tenants at Lewis House

Your Resident Services 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.



# 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 দয়া করে আমাদের অফিসে প্রদত্ত নাম্বারে টেলিফোনে যোগাযোগ করুন। আমরা তখন আপনাকে হয়তো এর লিখিত অনুবাদ পাঠাবো অথবা টেলিফোনে একজন সোভাষী বা ইন্টারপ্রিটারের ব্যবস্থা করবো।

ਜੇ ਇੱਥੇ ਦਿੱਤੀ ਗਈ ਜਾਣਕਾਰੀ ਵਿਚੋਂ ਕਿਸੇ ਦਾ ਤਰਜਮਾ ਜੁਹਾੜੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਜੁਹਾੜੀ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਦੱਸੇ ਗਏ ਨੰਬਰ 'ਤੇ ਇਸ ਦਫ਼ਤਰ ਨੂੰ ਟੈਲੀਫ਼ੋਨ ਕਰੋ। ਫਿਰ ਅਸੀਂ ਜੁਹਾੜੀ ਲਿਖਤੀ ਤਰਜਮਾ ਦੇ ਦਿਆਂਗੇ ਜਾਂ ਜੁਹਾੜੀ ਟੈਲੀਫ਼ੋਨ 'ਤੇ ਇਹ ਜਾਣਕਾਰੀ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਇੰਟਰਪ੍ਰੀਟਰ 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 laguugu turjumo fadlan nagala oo xiriir lambarka xafiiskayaga ee lagu siiyay. Dabadeed waxaan kuu diyaarinaynaa iyadoo qoraal lagu turjumay ama turjubaan khadka taleefoonka.

आमां आयेली डॉरुपया माळितीनुं ज़े तमांरे भाषांतरु डशवसुं छीय, तो आयेला नंबर पर अमांरी ऑडिसनो संपर्क डये. त्वांर पछी अमे तमने झां तो लभायामां भाषांतर आपीशुं झां तो छोन पर दुभाषियानी सेवा उपलब्ध डरीशुं.

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 உங்களுக்கு மொழியில் மொழியெயர்க்கப்பட்டுத் தர வேண்டுமாயின் எமது அலுவலகத்துடன் தரப்பட்டிருக்கும் தொலைபேசி எண்ணில் தொடர்பு கொள்ளவும். அதன் பின்பு காம் உங்களுக்கு இதன் மொழியெயர்ப்புப் பிரதியையோ அல்லது ஒரு மொழியெயர்ப்பாளரையோ 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 براؤزر فراہم کے لئے ٹیلیفون نمبر پر ہمارے دفتر سے رابطہ کیجئے۔ اس 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۔