

Reflections

NEWSLETTER



Silver Surfers Day 2014

In line with Digital Unites national programme for older people 'Spring-on-Line' Day.

WFHA and the Recycle Teenagers Group hosted the annual Silver Surfers Day which was held at Millennium House.

Thirty two tenants and group members attended, with a further 11 young people from Walthamstow School for Girls, who were all very knowledgeable and a tremendous help in assisting the attendees.

As a special guest, we were joined by Nigel Houghton from Simplicity Computers, who

delivered a presentation on the innovative Simplicity Software, which is specifically designed with older people in mind.

Attendees were given a tasty buffet lunch and refreshments followed by dedicated time slots to use the computers. They were assisted by the young people to surf the web, shop on line and learn appropriate skills relevant to their needs, overall

to assist them in becoming digitally included.

Certificates were awarded to all attendees at the end of the day and some of the attendees comments were:

“I never knew how many things you could do on the computer!”

“I now know what the word wi-fi means”

“I cannot believe what I’ve been missing!”



Our thanks to all those who helped make the day such a success, with special thanks to the 11 young people from Walthamstow School for Girls, who’s in-depth knowledge and assistance was a greatly appreciated.





News

New windows and decoration for Omnibus Way

An innovative works programme to replace the windows and carry out redecoration works to WFHA properties at Omnibus Way in Walthamstow has recently been completed.

The windows were replaced to the Grade II listed buildings at the scheme, manufactured to match the existing.



External redecorations were also carried out and all works were undertaken



by contractor Woodbar Ltd as part of WFHA's planned maintenance programme.

Residents urged to 'Know Your Plan'

Borough fire chief calls on residents to have an escape plan in the event of fire

A new campaign has been launched across London to encourage residents to have a clear escape plan in case a fire breaks out in their home.

The London Fire brigade safety drive has been launched after new figures

revealed there has been eight fires in purpose built flats and maisonettes in Waltham Forest the last year.

The 'Know Your Plan' campaign has its own dedicated website where both tenants and landlords can find tips on fire safety.

Houses, flats and maisonettes are built to give you some protection from fire, but it is important to



know what do in case a fire does start in *your* home.

More info:

To find out more visit www.knowtheplan.co.uk



News

The Sunshine Group

WFHA's pampering session for The Sunshine Group was a great success!

Tutor – Roohi and 4 students from Waltham Forest College attended to provide manicures and hand massages and the afternoon was a great success. Tenants enjoyed the pampering alongside their tea and biscuits.

“It gives tenants something to look forward to...”

Jean Goodey of Lewis House

“I would never do this for myself, thank you so much for doing it for me...”

Elcena Grant of Kevan Court



WALTHAM FOREST FOOD BANKS

Foodbanks	Address	Notes
Leytonstone Children's Centre tel: 020 8496 2960	8 Cathall Road, Leytonstone, E11 4LF	Limited emergency food parcels for parents/carers, who are registered with the centre.
Higham Hill Children's Centre tel: 0208 527 1737	313 Billet Road, Walthamstow, E17 5PX	Limited emergency food parcels for parents/carers, who are registered with the centre
Low Hall Children's Centre tel: 020 8496 2442	Queens Road Community Centre, Walthamstow, E17 8PJ	Limited emergency food parcels for parents/carers, who are registered with the centre
The Greenleaf Trust tel: 020 8509 3128	67-69 Greenleaf Rd, Walthamstow, London, E17 6QP	

**To apply for a food parcel, please contact any of the above to complete a referral form.
All applicants must be in receipt of benefits and provide evidence.**



News

WFHA – erosh finalists

WFHA were delighted to be one of this year’s finalists at the erosh Innovation and Good Practice Awards, hosted by erosh’s patron, Esther Rantzen, CBE.

The event took place at erosh’s AGM on the 29th April 2014 at the Docklands Museum and was well attended by many of its members from across the country.

This year, for the first time, WFHA entered two projects, The Sunshine Group and Health Professionals Training, both entries were shortlisted. The finalists were picked for having created and delivered good practice and were innovative.

This year WFHA were not the overall winners but we all felt being finalists was a great achievement and was a testimony to the projects we are currently delivering.



Cheryl Whittle – WFHA Support Services Manager – receiving the finalist certificates from Althea – erosh trustee

Another tenant wins £100!

Since the 1st of July 2013 we have been able to process rent payments via direct debit. We now have thirty one tenants paying by direct debit and we are very pleased to announce our third prize winner of £100 – Mrs Ellen Boling from Garenne Court!

If you want to be eligible for the next prize draw, all you need to do is sign up to pay your rent 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). The next prize draw will be held at the end of June and the winner announced in July.



Pay your rent by Direct Debit and you could win a £100 Prize Draw!



News

Staff News

Jonathan Anuku announced that he was retiring on 31st May and will be spending more time on the tennis courts! Jonathan joined us three years ago and spent a lot of those early months working on getting a programme of works for our planned maintenance programme such as window replacements and replacing bathroom and kitchen fittings.

We are currently working on our interim arrangements and will let you know more soon. Keith Flaherty, surveyor, will now be working with us for three days a week. He will not only be working on our planned maintenance programme, but will be checking out our empty properties as well as some day to day repairs. He has also been working with Hayley Mulhall on our new grounds maintenance contract that is currently out to tender. Many of you will have already met Keith but in case you haven't here he is...



Keith, will now be working with us for three days a week.

Sharon Littlejohn is currently in training as she will be running the 10K Race for Life at Hyde Park on 27th July for Cancer Research UK. Sharon only started running in January but wants to raise money for a good cause whilst getting fit. She says that she is running this race 'because I can run, not fast, not pretty but I will finish'! Good luck Sharon!

Sharon and Linda Milton have been interviewing prospective board members and we are pleased to inform you that we will welcome two prospective members during the coming months with another being interviewed in the next couple of weeks.



This article written by service user Linda Penhaligon of Wingrove House.

I have heard that some tenants have had problems if they are using their mobile handset.

I use my land line and I am very pleased with the service. If I forget to press the OK button, Housing Proactive contact me and that is very reassuring.

Recently, I was in hospital and they contacted me most days on my mobile.

One happy user!

Linda Penhaligon, Tenant

Worried about your memory?

Do you keep **forgetting** things that have just happened?

Where you have **placed** certain items?

Names of your loved ones?

Places you have visited in the past?

If this is you, then please do not keep silent, we can help you by putting you in touch with people who can help

Call your Sheltered Housing Officer if you're a sheltered tenant or call WFHA's head office on: 0208 524 6987 and ask for Sally or Cheryl



The Big Read 2014

In March, the children of Chapel End School held an event to celebrate World Book Day.

To help celebrate this special day, they invited WFHA sheltered tenants and staff to attend the school.

Tenants and staff sat and read with the children in small groups, which rotated throughout the event to ensure all the children were able to participate.

This year's event was a great success, with many questions



being asked by the children, lots of laughter and fun was had by all that attended.

Mr. Rotifa of Libro Court, said

“At the event we met and read with children aged 5, 6 and 7 of different backgrounds this was quite exciting, the children were delighted with the visit and organised into 3 different groups, more children had wished they could of attended which

indicated a reading culture outside the classroom that should be encouraged to promote creativity.”

“The head teacher was very professional and entertained us with cups of tea and biscuits for which we was very grateful”

Our thanks go to Chapel End School for inviting us to attend on this wonderful day.

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, Web: www.wfha.org.uk

For repairs

E-mail housingserviceteam@wfha.org.uk

For News items:

Send us your items of news, such as newsletter articles etc.
E-mail news@wfha.org.uk

Emergency out of hours repairs:

Pinnacle PSG -
Tel: 020 8524 2822 (24 Hours)

Gas related repairs:

Robert Heath Limited -
Tel: 0800 077 6270 (24 Hours)

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 of office hours please call 0845 757 3764

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

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



Dementia Friends – Helping to create dementia friendly communities

Dementia Friends is a major public awareness programme to increase public awareness and understanding of dementia, and to help decrease the social isolation that people affected by dementia experience in their communities.

To date over 100,000 people have attended face to face Dementia Friends information sessions. To extend these numbers even further the national Alzheimer's Society and Public Health England have developed two new initiatives: a digital Dementia Friends offer and a major TV campaign.

Over the last few weeks major businesses such as Marks and Spencer, Lloyds Pharmacy, Superdrug and Easy-jet have signed up to the programme and, with our existing partners such as Lloyds Bank and Argos/ Homebase, businesses have signed up over 400,000 of their staff to the programme.



Dementia Friends revised website

The new Dementia Friends website includes a new online Dementia Friends film, featuring Gina who has early onset dementia. There is a link through to the Alzheimer's Society website to a page containing information on where to get support.

A second film for businesses has a print manual for employees who don't have access to the internet. This is a series of modules that takes an employee through the challenges someone with dementia may face.

There is an introductory film about living with dementia and then options depending on what is relevant to your work place: On the phone;

Getting around; Paying for things; Reading and writing.

PR and Advertising campaign

The new TV campaign, led by Public Health England has been launched alongside the existing social media.

The TV campaign features more than 30 celebrities, singing 'With A Little Help From My Friends' and was launched on Wednesday 7th May. It featured in the mid way breaks of some high profile programmes including Coronation Street, Channel 4 news, The Simpsons and Murder She Wrote.

Look out for the campaign throughout May on many big name shows such as The Paul O'Grady Show, Grand Designs and Neighbours.

More info

Take a look at the new Dementia Friends website: **www.dementiafriends.org.uk** and see how you can get involved...



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 क्यां तो लभाषामां भाषांतर आपीशुं क्यां 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۔