



November 2025

Newsletter

Season's greetings from WFHA

Our staff team and Board wish all our tenants festive greetings and best wishes for the New Year



Holiday closure

Our offices will be closed for the holidays from 12.30pm on Wednesday 24 December 2025 and will reopen on Monday 5 January 2026. For our emergency repairs service during the festive break, see the back page.

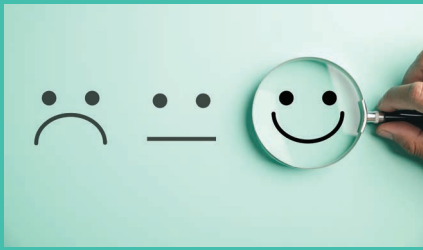
Events in Waltham Forest

Visit LBWF's website for a list of up-and-coming events.

Go to: www.walthamforest.gov.uk/events/things-to-autumn-and-winter

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Update on our satisfaction survey

Thank you to everyone who completed our Tenant Satisfaction Measures survey in June this year. We really appreciate the time you took to complete it.

Our regulator requires us to carry out a major survey every two years, so that we are transparent about our work and the services we provide. It gives us valuable information about what works well and where we should improve. This year's survey was carried out for us by Acuity, which is an independent research company.

We are now analysing the results and contacting some tenants about their feedback. We will report back with the full results in the New Year.

Paying rent at Christmas

Christmas can be the busiest and most expensive time of year, with the cost of buying presents and extra food.

Don't let the costs of celebrating the holiday season take over. Missing December's rent payment would mean starting 2026 in arrears.

If you can afford to, you could pay a little extra rent all year or in the run up to Christmas – to give you peace of mind.

If you are experiencing difficulties paying your rent or other bills, let us know. We can help you avoid arrears or keep to repayment arrangements. We can also help with application forms for funding. Call us on 020 8524 6987, option 2, or email info@wfha.org.uk

Change of circumstances

If you claim Housing Benefit or Universal Credit and your circumstances change, you must tell us, as well as your benefits provider, because it could affect how much benefit you get. Call us on 020 8524 6987, option 2, or email info@wfha.org.uk



Diverse and proud

We recognise the massive contribution made to this country by successive waves of migrants: economically, socially and culturally. We are proud of our heritage and proud to be Londoners in our great multicultural city.

As a community-based housing association, housing and staffed by diverse Londoners, we are increasingly saddened by the toxic narrative around migration.

The level of misinformation and fake news about asylum seekers has hit an all-time high. This divides communities and diverts attention away from the real causes of poverty, the housing crisis, our failing health service, and the rising cost of living. Racist incidents against our nurses have increased by 55%. Surely, this is not who we are?

We can't trust every news source. Evidenced based facts and figures can be found at www.HopeNotHate.org.uk You can report any hate crime to www.StopHateUK.org and receive emotional support, access advocacy and specialist resources to ensure your safety, well-being, and justice.

If you experience or witness racism or discrimination in any form, please let us know. We have more in common than that which sets us apart.

Food banks in the borough

Eat or Heat (<https://eatorheat.org/>) operate foodbanks in Waltham Forest. We can refer you for up to four weeks' support. Collections are available:

- in E17 (Monday, Wednesday, Friday), and
- in E4 (Tuesday am).

The **Rukhsana Khan Foundation** gives out three-day parcels on Saturdays from 11am to 12 noon at the William Morris Community Centre, 6-8 Greenleaf Road, E17 6QQ. You do not need a referral.

Highams Park Food Aid ("The Hub") provides food and household essentials for people in E4. Open

Tuesday and Thursday from 11am to 1pm at All Saints Church, Church Avenue, E4 9QZ. You need us to refer you and you will be given a time to call in. On Tuesdays and Thursdays (11am to 1pm) and Wednesdays (11am to 2pm), the Hub Café also offers a free warm drink, friendly conversation and community support. No referrals needed – everyone is welcome.

The foodbank run by the **pl84u al-suffa** interfaith support group is open 12-2pm on Mondays and Wednesdays, and Saturday 2-4pm, at 14th Walthamstow Scout Group, 205a Wood St, E17 3NU. You will need proof of your address.

New rules on damp and mould

Awaab's Law came into effect in October 2025 – setting new standards for social housing landlords around damp, mould and emergency hazards.

The law is named after two-year-old Awaab Ishak, whose tragic death in 2020 was caused by untreated mould in his Rochdale home.

The new law is designed to make sure that all social landlords take damp and mould seriously, to prevent further tragedies.

Our approach

If you have damp or mould in your home, please contact us as soon as possible.

We will:

- inspect your property within 10 working days
- send you a summary report within three working days of the inspection
- fix any damp and mould that could harm your health or safety, within five working days of the inspection
- within 12 weeks, do any work needed to stop this happening again, and
- complete all



repair works within a reasonable time period.

We will keep records of our work to fix damp and mould, and note down anything that stops us from completing the work within these timescales.

If it's an emergency

Damp and mould are considered an emergency if they cover a significant area of your home and are affecting your health.

If our inspection finds that the damp or mould is an emergency, we will carry out repairs within 24 hours.

If your home is unsafe to live in while we do the work, we will offer you temporary accommodation until it is safe to return.

Other emergencies

If your home is affected by other emergency hazards, we will investigate and make safe within 24 hours – in line with our existing emergency repairs targets.

Get in touch if you would like to get involved

Our tenants matter to us – we value you all, and your ideas and opinions. So, if you are interested in getting involved or scrutinising our services, let us know. We would love to hear from you and talk about how you can do this.

Contact Linda Wright, Head of Corporate Services at info@wfha.org.uk or call on 020 8524 6987, option 4 for an informal chat.



Festive fire safety

During the holiday period, make sure you keep everyone safe, with these simple fire safety tips.

- Keep candles away from Christmas trees, curtains or anything else that could catch fire and don't leave them burning unattended.
- Check your tree lights meet safety standards and always switch them off before going out or to bed.
- Don't attach decorations to lights or heaters – they can overheat and catch fire.
- Make sure you have a fire escape plan and share it with your household members and guests.
- Don't leave cooking unattended. It is safer to take pans off the heat and turn off the hob, oven or grill.
- Make sure new electrical appliances have a British or European safety mark when you buy them.
- Don't overload plug sockets.
- Check on elderly or vulnerable relatives and neighbours and make sure they are safe.
- Test your smoke alarms and make sure they are



working. Fit a heat alarm in the kitchen – this will detect an increase in temperature caused by fire, but not be set off by cooking fumes.

- If you smoke, make sure you don't get distracted and make sure you put out cigarettes properly.

For further tips and a home fire safety checker, go to: <https://www.london-fire.gov.uk/safety/the-home/home-fire-safety/home-fire-safety-checker-hfsc/>

Safety in your communal areas

If your building has shared spaces or communal areas, you must keep these areas clear at all times.

If you leave items like bikes, furniture, rubbish, plants or buggies in hallways, stairs or lift

lobbies, you are creating a fire hazard. In the chaos of a fire, they could block escape routes for

tenants and the Fire Brigade – or catch fire themselves.

You should never prop open fire doors, because they are designed to contain smoke and fire.

You should immediately report any damage or hazards you see.



Storing e-vehicles

We do not allow you to store or charge mobility scooters, e-bikes, e-scooters or similar in communal areas. It is against fire regulations.

Faulty batteries in these vehicles can be very dangerous, so we have a zero tolerance policy and will remove any that are left in the wrong place.

Christmas rubbish

Dispose of your Christmas rubbish safely and responsibly.

- Bag your non-recyclable rubbish and food waste securely, to avoid attracting vermin.
- Put recycling and rubbish bags out only on collection day, inside the right bins, with the lids closed.



- Double check your recycling. If you put in the wrong item, the refuse collectors may not empty the bins.
- Check collection day changes during the festive season. If you aren't sure, call the council on 020 8496 3000 or visit: <https://www.walthamforest.gov.uk/rubbish-and-recycling/household-bin-collections/check-your-collection-days>

The Council will collect many bulky items free, if you book online. Go to their website to check their rules: <https://www.walthamforest.gov.uk/rubbish-and-recycling/household-bin-collections/large-item-collections>

WFHA gains Pledge Pioneer status

We are excited and proud to announce that we have been awarded Pledge Pioneer status by HouseProud, in partnership with Stonewall Housing.

The LGBTQ+ Housing Pledge allows social housing providers to show their commitment to LGBTQ+ equality. To be accredited, we had to show that we provide a safe, inclusive, welcoming environment for our LGBTQ+ tenants.

We have achieved this by:

- training staff to improve their awareness of LGBTQ+ lives, so they can be sensitive when engaging with tenants
- making sure we do a better job of stopping and handling harassment or discrimination faced by LGBTQ+ tenants, and
- creating a sense of belonging and community for LGBTQ+ tenants.

We would love to hear from our



Above: Linda Wright, our Head of Corporate Services receiving our accreditation certificate at the HouseProud awards in September 2025.

LGBTQ+ tenants. Share your experiences and needs, so that we can continue to include it in our decision making. Contact Linda Wright, Head of Corporate Services at info@wfha.org.uk or call on 020 8524 6987, option 4.

To find out more about HouseProud, visit their website at: <https://www.houseproud-lgbt.com/>



Sharp pledge

We are continuing to inform our work on racial discrimination through SHARP – the Social Housing Anti Racism Pledge.



The pledge brings housing organisations together in a commitment to take the necessary action, to set the necessary targets, and to communicate and engage with their stakeholders to develop an inclusive culture.

We also work with other social housing landlords to share best practice around combatting racism. With our tenants, staff, Board and other stakeholders, we are all promoting a culture where people are comfortable talking about race.

To find out more about SHARP, you can visit their website at: <https://www.sharpledge.org/sharp/>

Our commitment to diversity, equality and inclusion

We are opposed to all forms of unlawful and unfair discrimination. We are dedicated to nurturing an environment that values and celebrates diversity. This commitment underpins everything that we do.

We are committed to supporting all our tenants and continually work towards creating a safe, inclusive community in which people of all cultures and sexual orientation feel safe, comfortable and accepted. WFHA is an anti-racist organisation.



Waltham Forest Housing Association

Write to us at:

WFHA Libro Court Office
2A Larkswood Road
Chingford
London E4 9DY

Email us at:

- info@wfha.org.uk (general queries)
- repairs@wfha.org.uk, or
- complaints@wfha.org.uk

During office hours (weekdays, 9am to 5pm), phone us on 020 8524 6987, then select:

- Option 1 for repairs
- Option 2 for housing management (to pay your rent, talk about benefits or other housing issues)
- Option 4 for governance (to ask about tenant engagement and tenant surveys).

Our registered address for legal notices is still: 31 Church Hill, Walthamstow, London E17 3RU.

No drop-ins: Please make an appointment

Our offices are closed to the public – unless you have an appointment.

Our staff now work in multiple locations, including from home. We are by 'appointment only' to

prevent you from making wasted journeys.

To make an appointment, phone 020 8524 6987, option 2, or email us at: info@wfha.org.uk and we will get back to you.

Leave us a voice message

Sometimes when you phone us, your calls may go through to an answerphone.

If this happens, please leave us a message. Tell us your name, a bit about why you are calling and the phone number to call you back on.

Emergency repairs when our office is closed

Our out-of- hours emergency service will sort out problems that affect your immediate health and safety or the structure of the building. Please only use these numbers for genuine emergencies.

For all other repairs, please call on the next available working day.

Non-gas emergencies

For a non-gas emergency outside office hours, call 020 8524 2822.

Our contractors will visit to make the situation safe. But they may need to return on another day to complete the repair.

Non-gas emergencies include:

- electrical fittings getting wet
- sewage overflowing indoors
- burst tanks, cylinders or pipes
- a leak you cannot contain
- failure of all lights or all power (but first check the fuse board for tripped circuits and that you have credit on your meter), and

- failure of your electrical heating system in severe weather, where you have no alternative heating available.

Gas emergencies

If you smell gas or fumes, call Cadent immediately on 0800 111 999.

If your gas heating systems fails in severe weather and you have no alternative, you should call Sureserve Compliance South on 01795 503 365.