

Important information for our sheltered housing tenants

Your safety and security

Your safety and wellbeing are extremely important to us. We want you to feel safe, secure, and comfortable in your home and in the communal areas of your building. This leaflet explains what we do to keep everyone safe – and how you can play your part. Please keep it, for future reference.

Keep your building safe and secure

Never let someone follow you into the communal front door, or allow strangers with no good reason to be there into the building.

Make sure communal doors close behind you and never wedge them open. Leaving doors open breaks fire regulations, because it could allow a fire to spread. You might also let an intruder into your building.

Beware of bogus callers

Don't let strangers in unless they can prove their identity. Be aware that a bogus caller might pretend to be a contractor, or from another organisation. All our staff and contractors carry identification badges, so you can check who they are before you let them in. If you are unsure, phone us on 020 8524 6987.

Report anything suspicious

Report unusual activity, loitering, or unfamiliar people to the non-emergency police line on 111 and let your Independent Living Co-ordinator know by calling 020 8524 6987 option 2, or by emailing us at info@wfha.org.uk

Report any faults

Please report broken door entry systems, faulty locks, or broken light fittings to our Asset Services Team on 020 8524 6987 option 1, or email Repairs@wfha.org.uk

Let us know if the communal lights are not working by calling our Asset Services Team on 020 8524 6987 option 1, or by emailing repairs@wfha.org.uk

Lock your doors and windows

Always lock all the doors and



windows in your home, even if you are only leaving for a few minutes, or spending time in a communal area. Remember, your flat door is your responsibility and this is the direct entrance into your home.

Keep keys safe

Never hide keys in obvious places like under doormats or in plant pots. Instead, leave spare keys with a family member or a trusted neighbour, or use a police-approved key safe.

Keep valuables secure

Keep valuables out of sight from windows and doors, and consider using secure storage or a safe.

Continued on the next page



Be careful online

Don't post on social media about going away – until you return back home. It's not safe to advertise that your home is empty.

Report break-ins

Call the police immediately on 999 if you suffer a break-in. Don't confront an intruder.

Let's work together

Everyone has a role to play in keeping the building safe and

secure. By being vigilant, following safety advice, and looking out for one another, we can help keep your building safe and welcoming for all tenants.

For more advice or information, please phone your Independent Living Co-ordinator, or another member of the WFHA team, on 020 8524 6987 option 1, or send an email to: info@wfha.org.uk

If you are or feel at risk, threatened, or are experiencing an emergency, you should call 999 immediately to reach the police. This includes situations where violence is being used, threatened, or if a crime is in progress.



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.