

Our Newsletter

We would love your feedback on our new look newsletter and our decision to only publish twice a year instead of four.

Or if you have an idea for the newsletter or would like to contribute

please contact us on

020 8675 0320

TODAY!

Are you interested in getting involved or even becoming a Board Member?

If so please contact us on
020 8675 0320

In This Issue

- ◆ Lambourne court
- ◆ Kenneth Lee House
- ◆ Interns at New World
- ◆ Getting to know Phu Tao
- ◆ Recipe
- ◆ Maintenance
- ◆ Resident reminder
- ◆ Tenants corner
- ◆ Summer events
- ◆ Quiz Corner

Lambourne Court

We are delighted to announce that since the 20th of March we have acquired Lambourne Court in Lambeth. Lambourne Court is a sheltered scheme that provides accommodation for older people. The scheme consists of 19 homes as well as a guest room, communal lounge, kitchen, laundry room and garden where the tenants can mix with other residents. Each flat has a 24 hour emergency care alarm, that gives instant access to additional support according to individual needs. Our residents in the scheme are provided with a comfortable, manageable and secure home, where they can preserve their privacy and independence.

Lambourne Court is at a great location, it is situated between two residential roads just off the south circular. It is around 13 minutes walk away from Streatham Hill railway station, and 15 minutes walk from Tulse Hill railway station, both with trains to London terminals.

It is also near Streatham High Road, where there is a wide range of shops and leisure amenities, and Brockwell Park is close by. The nearest doctors surgery scheme is conveniently located.

The flats are all let as Housing for Older People rented accommodation on Assured tenancies at formula rents. Currently all of the properties are occupied.

Flats have pull cord alarms linked to Centra out of hours service and a staff member is on-site 20 hour per week.

Joana, the intern, interviewed a few of our tenants to ask them some questions about what it is like to live at Lambourne Court:

Kenneth Lee House

Kenneth Lee House, located in Greenwich is New World's other Sheltered Scheme that we acquired in 2011.

The scheme is on two floors with 12 flats which are all currently occupied. The building also has a lift which facilitates those tenants with mobility problems.

Kenneth Lee House, similar to Lambourne Court, has communal areas like a kitchen, a lounge and a garden in which tenants have been encouraged to grown some vegetables or plant flowers. In Kenneth Lee House our flats are let as Housing for Older People.

Tenant 1

"I was searching for a new house to move in, since mine was too big for me. I got a recommendation letter for Lambourne Court and decided to visit it. At the beginning, I didn't like the idea of living in a sheltered scheme, but after visiting it I realised that it was the best for me. I have been living here for 7 years now and I couldn't be happier, I really like it here, I have made some good friends and NW staff is very pleasant and helpful."

Tenant 2

"I have been living here for 14 years and I found it wonderful. New World is wonderful, their staff are really nice and I really appreciate the things that they do, like organizing our birthday parties for us."



Tenant 3

"I have recently moved to Lambourne Court because my previous house had stairs and it was too much for me. I find it very nice and friendly here, the staff is lovely and always willing to help."

We have a scheme manager based there from Monday to Friday between 8am and 1pm. When the scheme manager is off duty and a tenant has a problem or needs some help, they can call the Control Centre at Greenwich, with whom we have a contract, and they will send someone to assist the tenant if required.



New World Interns

Joana

"I have recently started to work at new World Housing as an intern and I couldn't be happier. All the staff have been really nice to me since the first day that I started. Every member of staff have dedicated to me

some of their time to show me what their role is at NWA.

They have taught me how they do their work so that I can also assist.

I have had the opportunity to work and partici-

pate in different projects like the organization of the summer trip, and Newsletter writing, communicating with residents over the telephone and face to face."



Regina

"I was nervous and confused on the first day. But after talking with Sandra and Helen, I felt so happy and lucky to work here. During my internship period working at Kenneth Lee house, Helen was always patient to teach me

and share with me her experience, giving me opportunities to learn new things. I designed and printed posters, visited a few residences, and assisted Helen in interviewing someone who was applying to live

here and also accompanied a resident to see the doctor. I think it was a really unforgettable experience. I look forward to continue my internship here."



Getting to know Phu Tao (Housing Officer)

Phu is one of our housing officers. He is responsible for our properties in Lambeth and Greenwich boroughs. We asked Phu a few questions to get to know him better:

◆ How long have you worked in housing?

I have been here since 1999 started as a trainee, then become a permanent member of staff 2 years later

◆ What is your favourite thing to do in London for free?

Visiting the different museums and galleries around the city, there are some many of them to visit. For those children who like dinosaurs, the Natural History Museum is I deal.

◆ One thing our residents probably do not know about you?

People probably think I talk a lot but in fact I am a quiet person and sometimes when I speak to tenants on the phone they forget or do not know that I only speak Cantonese but they would speak to me in Vietnamese, I have to remind them I don't speak Vietnamese.

◆ Something you hope to achieve with New World in the next year?

Everything is available for people to access over the internet, at New World tenants can view their rent accounts and report a repair through the Internet not many tenants are using this feature so I hope to encourage more people to do so.



If there is a question you would like to put to a staff member why not get in touch with us on 020 8675 0320 or by email at info@newwha.co.uk. We would love to hear from you budding journalists out there whether young or old!

Recipe

Italian meatloaf

This recipe serves around 6 to 8 portions.

-Ingredients:

- ◆ 680g ground beef
- ◆ 1 Tablespoon olive oil
- ◆ 1 Leek, cleaned and chopped (white and light green parts only)
- ◆ 1/2 large green pepper, seeded and chopped
- ◆ 2 teaspoons chopped garlic
- ◆ 1 cup chopped baby spinach
- ◆ 2 teaspoons dried basil (or 2 tablespoons chopped fresh basil)
- ◆ 1 cup diced canned tomatoes
- ◆ 1/4 chopped roasted red peppers (from a jar)
- ◆ 110g dried breadcrumbs
- ◆ 250ml milk
- ◆ 2 eggs, beaten
- ◆ 1 cup tomato sauce



Method

1. Preheat oven to 180c/ Gas mark 4
2. Heat olive oil in a large frying pan over medium heat. Add the leek, green pepper and garlic. Cook, stirring occasionally, until soft.
3. Stir in the spinach and basil and continue cooking until the spinach is fully wilted.
4. Remove from heat and stir in diced tomatoes and red pepper.
5. Place in a large mixing bowl and stir in breadcrumbs, milk and eggs.
6. Add ground beef and mix well, using your hands. Season with salt and fresh ground pepper.
7. Place in a loaf pan and bake for 45 minutes.
8. Spoon tomato sauce over the top and continue baking for another 15 minutes.
9. Remove from oven and let sit 5 to 10 minutes before serving.



Maintenance

Planned Maintenance

In the last year, 15 new kitchens have been fitted in our properties. In each case, the old kitchen was completely stripped out and new flooring, units, electrics, lighting and extractors were fitted as well as complete redecoration and new tiling

In addition, 26 new boilers have been fitted, providing those homes with new efficient heating systems.

New World uses the information gathered from our last stock condition survey in 2015 to plan our new kitchens, boilers and bathrooms. The surveyors give us an independent view of the condition of each property which



allows us to budget for and plan major repairs fairly according to priority.

Emergency callout Service

Our office phone number – 020 86750 0320 automatically redirects to our contractor, One Stop Gas & Plumbing, outside of office hours for the reporting of emergency repairs

Please note however that our callout service in the evenings or at weekend is strictly reserved for repairs to address an immediate risk of serious danger to tenant's safety or the property itself.

Examples of emergencies are burst water pipes, overflowing sewage, electrical faults which cannot be isolated and are likely to cause shock or fire or broken external doors leaving a property unsecured. Depending on the circumstances, the

likelihood is that the contractor will take whatever action is required to remove the immediate risk and then report back to New World or return the following day.

Please do not call the callout service for repairs such as dripping taps, leaks that can be contained, lost keys (these are the tenant's responsibility) or pest control. If the contractor is called out to a repair out of hours which is deemed to be not an emergency, we may charge you for the callout fee.



If you smell Gas, please take the following steps

- Turn off the supply at the mains:
- Don't smoke or use a naked flame or turn any electrical switch or appliance off or on (this includes mobile phones or pressing doorbells) as this could ignite the gas:
- Open all doors and windows IMMEDIATELY to ventilate the property; and
- Call the National Gas Emergency Number on 0800 111 999 (24 hours). Phone from a nearby property and do not use a landline or mobile phone in the affected property.



NEW WORLD HOUSING ASSOCIATION

TELL US WHAT YOU THINK

Resident Reminder

Repairs satisfaction surveys

When you report a repair, we will send you a written survey in the post to complete and if you have provided a mobile number, you will also receive a text asking if you are satisfied with the work.

Please do send the surveys back (there is a postage paid survey included with the letter) or reply to the text as your responses, good or bad, allow us to ensure that our contractors are providing a good service.

You are also welcome to call us if you are not satisfied with repairs that have been carried out in your home, but please do not wait weeks or months to tell us. If too much time elapses since the repair, it is very difficult for us to ask the contractor to return and rectify any outstanding issues.

8 Easy Ways to Lower your Electric Bill

1. Ditch the screensavers
Since your computer still runs background operations and your screen is still lit while the screensaver is in use, you save almost no power. Instead set the computer to hibernate or turn it off.

2. Turn up the Heat in your Fridge
Most refrigerators allow you to set the temperatures to the edge of freezing, it is unnecessary and it will cost you extra money. Instead Set your fridge to 3-5 degrees and the freezer between -15 and -13.

3. Turn Lights off
All together, your lights are one of the largest energy consumers in your home. Turn them off whenever they aren't in use.

4. Insulate
Home insulation is the best passive way to reduce your heating and cooling energy costs.

5. Invest in and use Power Strips
Most devices continue to consume power even when they are not in use. To stop this, plug everything into power strips.

6. Air Dry more clothes and dishes instead of using a tumble dryer.

7. Upgrade your Light Bulbs
Traditional bulbs waste 90 percent of the energy they use, instead modern compact fluorescent bulbs (CFLs) are much more efficient.

8. Do certain things at Night
There is a disparity between peak and off electricity rates. Peak rates are 5-7pm on weekdays. Avoid them by doing things like washing clothes and dishes at night and on weekends.

DATES TO REMEMBER



◆ SUMMER TRIP

This year we are going to Butlins in Bognor Regis on the 11th of August.

◆ ANNUAL GENERAL MEETING

This year's annual general meeting will take place on the 19th August at New World's office; 8 Grange Mills, Weir Road, London SW12 0NE

◆ UPCOMING BANK HOLIDAYS 2017

- Monday 28th August
- Monday 25th December
- Tuesday 26th December

CONTACT US



Tenant's Corner

Direct Debit Winners

| | |
|----------|----------|
| January | Lambeth |
| February | Lewisham |
| March | Lambeth |

Winners of £10 each

| |
|-------------------------------|
| Mrs Voong Phung |
| Ms F. Seba & Mr S. Bouffellah |
| Mr John Mcauley |



Have you considered changing the way you pay your rent for a chance to win?
Speak to a member of a staff today to start paying by Direct Debit!

Returned Tenant repair satisfaction

| | |
|-----------|-----------|
| Quarter 2 | Lewisham |
| Quarter 3 | Southwark |

Winners of £10 each

| |
|-------------------|
| Mrs Oanh Quach |
| Ms Linda Jennings |

Summer Events

Rap and poetry

Date: 26 July 2017
Location: Peckham library, 122 Peckham Hill Street, SE15 5JR
Time: 11:00-13:00

If you are aged 13 to 17 and to practice your rapping and poetry skills come to this workshop with talented poet Xana.

Lambeth Country Show

Date: 15 July
Location: Brockwell park, Norwood Road, London SE24 9BJ
Time: 12:00-8:00pm
Holicultural shows, home grown vegetables and flower competition, food and crafty for all to enjoy.

Summerfest

Date: Saturday 08 July 2017
Location: Rockliffe gardens, Southland Road, Plumstead SE18
Time: 2:00pm-5:00pm
An Afternoon of music and entertainment for all the family, Craft and food stalls as well as children's activities.

World Cultural Festival

Date: 16 July 2017
Location: Eltham Palace, Court Yard, London, SE9 5QE
Time: 12:30pm- 5:00pm
An afternoon of dance, theatre, music and circus from around the world. Suitable for children.

Love2Dance

Date: 22 April- 22 July
Every Monday, Tuesday and Saturday
Location: Albany Centre and Theatre, Douglas Way, SE8 4AG
Time: 12noon to 1pm
Free weekly street dance lessons for 8-18 year olds in Deptford, Sydenham and Honor Oak. Suitable for children and young people.

Community Football

Date: Every Wednesday from 11 May to 2 July
Location: Goldsmith Community centre, Castillon Road, SE6 1QD
Time: 5pm- 7:30pm

Food stock

Date: 15-16 July 2017
Location: Battersea Park, SW8 4NW
Time: Saturday 15 July from 12noon to 7pm
Sunday 16 July from 12noon to 6pm
Price: £2 in advice, £5 on the day
Two days of food, drink & music set within the beautiful Battersea Park



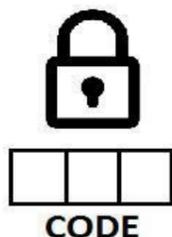
Quiz Corner

Quiz 1. Can you guess the following riddle?

Mr Brown was killed in the afternoon. The wife said she was reading a book. The butler said he was taking a shower. The chef said he was making breakfast. The maid said she was folding clothes, and the gardener said he was planting tomatoes. Who did it?

Quiz 2.

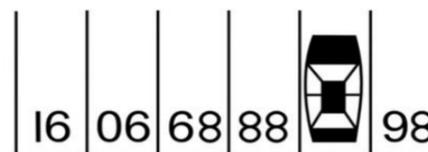
WILL YOU CRACK THE CODE ?



| | | | |
|---|---|---|--|
| 6 | 8 | 2 | One number is correct and well placed |
| 6 | 1 | 4 | One number is correct but wrong place |
| 2 | 0 | 6 | Two numbers are correct but wrong places |
| 7 | 3 | 8 | Nothing is correct |
| 8 | 7 | 0 | One number is correct but wrong place |

Quiz 3.

What is the car's parking spot number?



020 8675 0320

020 8675 9388

07552 552 814

Email:
info@newha.co.uk

SMS Email:
nwaha@cmgr.deeplake.co.uk