



NEW WORLD NEWS

ISSUE 3

APRIL 2016

New World Housing Association

BOARD MEMBERS WANTED—Have Your Say at New World!

Our Newsletter Has

Changed!

We would love your feedback on our new look newsletter and the decision to only produce one twice a year instead of four. Contact Lauren now on 020 8675 0320!

If you have an idea for the newsletter or would like to contribute please contact us

TODAY!

Have you ever wanted to

- ⇒ get involved in making New World's service better ?
- ⇒ help New World ensure its services meet residents needs ?
- ⇒ have your say on how we work ?

Then why not apply to join the board of New World?

The Board meets around 4 times a year and is made up of volunteers. It is the boards job to set out what the association should be doing, how it should be done and when it should do it.

The board oversees the finances of the association and makes the decisions that can directly affect you as residents. It approves the policies and procedures and monitors the work of the staff and the associations performance.

Over the last year we have made some changes on the board of New World and we now want to increase the number of tenants who sit on our board.

The board is a friendly and supportive place to be and we will help you gain confidence in giving us your views.

Joining the board can help you in lots of ways – from giving you a chance to make your landlord better, to helping you get training and experience that can be useful in the workplace.

We pay expenses and can provide childcare support where necessary.

If you would like to know more please do get in touch – info@newha.co.uk, speak to Ian on **02086750320** or just write to us telling us a bit about yourself.



You don't need any particular skills or experience – just a willingness to give up a little bit of your time to help ensure that residents views are heard.

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Getting to know.....Hannah Simpson (Customer Services)

Hannah will often be the first person you speak to when you call New World and works hard to complete all the administration for the Association. We asked Hannah a few questions to get to know her better:

How long have you worked in Housing?
I have worked in housing for 11 years

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

Helping in my local church selling Christian books, CD's, DVD's etc.

I love sponsoring Compassion UK and the Bible Society.

Compassion UK provide aid to under privileged children and the Bible Society donates bibles to those who need them.

One thing our residents probably do not know about you?

I love exercising in the gym to keep fit four times a week.

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

I hope our residents will feel more comfortable and free to call or approach the office for assistance if needed.



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@newha.co.uk. We would love to hear from you budding journalists out there whether young or old!



**NEW WORLD
HOUSING ASSOCIATION**



UNIVERSAL CREDIT—5 Things you need to know about the new benefit

As a Housing Officer in Southwark I am starting to experience residents being transferred to Universal Credit. It is not being rolled out to existing claimants **yet** but new claims by single people are no longer able to make separate claims for benefits. Instead they are being directed to the central DWP website where the claim has to be completed online. You are then invited to two meetings at your local job centre plus to assess your situation and complete the claim.

Here are 5 important things you need to know about Universal Credit (please remember the situation is constantly changing as the Government reassesses the success of the scheme):

1. Who is affected?

If you claim Jobseeker's Allowance, Income Support, Employment and Support Allowance, Working and Child Tax Credits or Housing Benefit you will eventually see your benefit replaced by a single benefit - Universal Credit.

Single claimants (that's people who are not claiming as a family or a couple) making new claims will be the first to be offered Universal Credit. But if you go to a Jobcentre where Universal Credit has already been introduced, couples and families will also be offered the new system.

2. How will the new system affect me?

The Government wants to get rid of the '16 hour rule', where benefits claimants often ended up with LESS money, because their benefits stopped as soon as they found a job. If you start earning more than £111 a week (more if you have children) under the new system, Universal Credit will gradually reduce.

There are no limits to the number of hours you can work a week if you receive Universal Credit.



3. How much can I claim?

The Universal Credit cap is set at the average working households' take-home pay. That's £2,167 for couples or lone parents, or £1,517 for a single person. The Government will include other benefits as well in this cap. You can work out your individual allowance using this Universal Credit calculator which can be found at <http://universal-benefit-calculator.co.uk/universalcredit>.

4. How will I be paid?

Universal Credit will be paid once a month, usually into your bank or building society account.

Housing Benefit is sometimes paid directly to your landlord. But under Universal Credit you have to pay your landlord yourself.

If you think this is going to be difficult, you can bring your rent statement to your first meeting at the Jobcentre and ask for the benefit to continue to be paid to your landlord directly.

5. What happens if I accidentally break a Universal Credit rule?

To claim Universal Credit, you must sign a 'Claimant Commitment'. If you fail to comply with this, such as by refusing a job, you could lose some or all of the standard Universal Credit allowance. If you refuse 3 jobs within a year of each other, you could lose out on the allowance for 3 years.

If you are concerned about Universal Credit and would like to discuss the changes further please do not hesitate to contact New World and speak to your Housing Officer on 020 8675 0320.



Don't Forget To Store our New Mobile Number and Email Address!

Text: 07552 552 814

Email: nwha@cmgr.deeplake.co.uk

Recipe

Potato and Basil Frittata

Want to whip up something easy with eggs but are fed up with scrambled egg or omelette? Try this tasty Frittata which costs just £0.95 per serving! Once you have nailed this recipe you can experiment with other ingredients such as spinach and chorizo.

Ingredients:

- 100g Unsalted Butter
- 500g Potatoes (*peeled and cut into 1/2-1cm slices*)
- 5 Eggs (*beaten*)
- 125g Ricotta Cheese
- 150g Cheddar Cheese (*grated*)
- 15g Fresh Basil Leaves (*chopped*)
- 1/2 tsp Baking Powder
- Salt and Pepper



How to Cook:

1. Heat your oven to 180c/Gas Mark 4
2. Melt half the butter in a large omelette pan with a metal handle (so you can put it in the oven later). Season and fry the potato slices in batches until golden on each side, using more butter if required. Melt any remaining butter.
3. Whisk together the eggs, ricotta, cheddar, basil, baking powder, the remaining melted butter and some salt and pepper. Arrange the sliced potatoes in the pan and pour the mixture over, making sure everything is covered.
4. Transfer to the oven and bake for 25 to 30 minutes or until golden and risen.

Serves: 4

Time: 55 minutes

Take our quick maintenance quiz and see if you know how to look after your property!

There are a couple of questions repeated from the last newsletter so make sure you get them right!

1. **It is 7am on Friday morning and the boiler is not working, do you**
 - A. Call the emergency callout – this needs to be fixed by 7.30am or else!?
 - B. Make a note to call New World before the office closes at 5.30pm for the weekend?
 - C. Contact the New World office as soon as it opens at 9.30am and report the fault?
2. **You have an old mattress that you no longer need, do you**
 - A. Stuff it in the bin store and walk away quickly?
 - B. Wait until its dark and ‘accidently’ drop it on the pavement and wait for New World to collect?
 - C. Call the council and ask for a collection?
3. **The kitchen unit door doesn’t close properly, do you**
 - A. Slam it shut repeatedly as hard as you can?
 - B. Leave it and hope it doesn’t fall off?
 - C. Adjust the hinge screws until it is straight and secure?
4. **The smoke detector beeps every few minutes, do you**
 - A. Pull it off the ceiling and bury it under a blanket so you can no longer hear it?
 - B. Call the office - after all no one can sleep with that racket!
 - C. Open the case and change the flat battery?
5. **After a delicious meal, you are left with a pan full of cooking oil, do you?**
 - A. Put it down the sink with the leftovers?
 - B. Leave it next to the cooker ready for chip night on Friday?
 - C. Pour it into a container to set and then dispose of in the bin?
6. **Your gas check is due and the contractor keeps calling to make an appointment. Do you**
 - A. Report them to Ofcom as nuisance calls?
 - B. Pretend you’re not in?
 - C. Arrange an appointment so that the gas engineer can carry out a safety inspection?
7. **You have grand plans for the garden, do you**
 - A. Cover that eyesore of a drain cover with the base of your new shed?
 - B. Find the longest extension lead you can find and recreate Blackpool Illuminations in your garden?
 - C. Ask for advice from New World?
8. **The sealant around the kitchen work top has gone black and is peeling off, do you?**
 - A. Touch it up with Tippex to recreate a nice white finish?
 - B. Stack up the dishes so it can’t be seen?
 - C. Report it to New World?

**For the answers
check page 4!**



MAJOR REPAIRS!

In the last month, New World has completed major repairs at 14 of our terraced houses in Peckham where the condition of the timber framed windows in each of the properties had deteriorated over the years and in some properties, condensation was becoming a problem and the frames were showing signs of rot.



Our window contractor replaced all the windows, French doors to the garden and the front door with modern insulated uPVC frames which not only retain heat and eliminate draughts, but also greatly improve the appearance of the properties.



Also underway is the re-wiring of the electrics at our block of 9 flats in Streatham. New interior and exterior lights are being installed in the communal areas and each of the flats will be equipped with new heat and smoke detectors.



Our next project is the simultaneous replacement of kitchens and boilers in approximately 12 neighbouring properties which we hope to commence in the next 2-3 months. Further details to follow.

New World Housing Association



8 Grange Mills
Weir Road
London
SW12 0NE

Phone: 020 8675 0320
Fax: 020 8675 9388
SMS: 07552 552 814
E-mail: info@newha.co.uk
SMS Email:
nwha@cmgr.deeplake.co.uk

Tenant's Corner

Direct Debit winners

October	Lambeth
November	Greenwich
December	Lewisham
January	Lambeth
February	Lewisham

Winners of £10 each

Mr Duong & Mrs Luong
Mr Opoku
Mrs Vo & Mr Hong
Mrs Anh Lam
Mr & Mrs Hoang

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

Quarter 2 & 3—Returned Tenant Repair Satisfaction Winners of £10 each

Quarter 2	Southwark	Mrs Veronica Najair
Quarter 3	Lewisham	Mr Bumi Derreck



Quiz Corner

Quiz 1: What word can prefix (go before) these letters to make a valid word in each case?:

..ir
..ad
..lm
..ed
..lp

Quiz 2: Can you find the hidden word in the following paragraph?:

We told Cliff to run, 'Run, Cliff, run.' So Cliff ran, celebrating the recent victory in the inter-departmental relay race.

Quiz 3: How can you get ten horses into nine stables, one per stable?:



Email New World with your answer at info@newha.co.uk. Winner will be drawn at random from entrants who get all three correct!

Answers to Maintenance Quiz!

Hopefully your answers were all C's. However if they were not, we hope you will read the answers below to see where you went wrong...

1. Our contractors are always busy, particularly on Fridays so urgent repairs should be reported to the office as soon as possible. However the emergency callout can only deal with events that endanger you or your property and even then the contractor will only isolate the water or electrical supply for instance and return the next working day. Please report repairs to the office unless it is an absolute emergency.
2. Dumping large items not only blocks the bin store for other residents but also stops the rubbish being collected. Sending out our own contractors is expensive and will ultimately be reflected in your service charges.
3. With just one screwdriver, kitchen doors can be adjusted or tightened before it is too late. If the damage become unrepairable, the door will in some instances be left off if a replacement can't be found
4. Even smoke detectors that are connected to the mains have back up batteries which normally have to be changed once every 2 years. Normally 1 x 9v battery and no more beeping!
5. Cooking oil is the main cause of blocked drains as it solidifies and all food and oil should be disposed of in a bin. We have also had an instance only a year ago of leftover cooking oil accidentally catching fire due to it being left next to a hob. The unfortunate tenant had to move out to temporary accommodation for 2 months whilst repairs were carried out and she had no contents insurance to replace her damaged clothes and personal items. Don't forget to take out contents insurance!
6. Gas checks are a legal obligation and must be carried out to protect you from Carbon Monoxide which kills.
7. If you are planning something grand for the garden, please talk to us first. We have had instances of sheds having to be dismantled so we can unblock drains or because they have fallen foul of local authority regulations and on more than one occasion, boiler gases have been discharging into lean-to structures with potentially lethal consequences. Electrical supplies to sheds are also a significant fire risk unless they are run correctly by a qualified electrician.
8. As soon as water leaks through sealant that is coming away or mouldy, the chances are the worktop will be quickly soaked beneath the laminate and will rot. This is easily preventable by scraping out the old sealant and making a new seal with a waterproof silicon. Report it before it becomes unrepairable.

