

New World Housing Association

8 Grange Mills
Weir Road, London SW12 0NE
London

Tel: 020 8675 0320
Fax: 020 8675 9388
Email: info@newha.co.uk
Website: www.newha.co.uk

Competition Time!!

The Jumble Up quiz this quarter is:

YEMUAORLFEOVN

Clue is : Saving

Entries must be received by 15th October 2014.

Why not us your answer?
Just be sure to include you contact details!

TENANT SATISFACTION SURVEY 2014

 Thank you to all the New World residents who completed and returned the STAR Tenant Satisfaction surveys earlier this year. Your feedback is always important as it helps us improve our services to all our residents.

The following residents returned their surveys and were picked at random to win a voucher:

Mr Yildiz	Greenwich	£100
Mr Parfitt	Lewisham	£100
Ms Annan	Southwark	£100
Ms Stephen	Southwark	£25
Mrs Muro	Southwark	£25
Mr Dinh	Greenwich	£25

Getting to Know..... Lauren Panton (Housing Officer)

How long have you worked in Housing?

I have worked in housing in different roles since 2006.

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

I love walking along the South Bank watching the street performers and enjoying the beautiful the Thames.

One thing our residents probably do not know about you?

I am a keen long distance runner and I will be running the London Marathon in 2015.

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

I hope to arrange more residents events in Lewisham and Southwark - if you are interested in being involved please contact me.

TENANTS CORNER

Direct Debit winners 2014

April	Lewisham - Ms Addo	£10
May	Lambeth - Ms Johnson	£10
June	Lewisham - Mr Nguyen	£10
July	Southwark - Mr Long	£10
August	Southwark - Mr & Mr Ly	£10



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

Returned Tenant Repair Satisfaction
Quarter 1 Wandsworth - Mrs Le

£10

EVENT'S NEAR YOU TO ENJOY THIS AUTUMN!

4 October 2014 - The Nunhead Bite

A weekend long festival celebrating food, culture and the community in Nunhead.

12 October 2014 - Music in Brockwell Park

Located at the Bandstand, Herne Hill SE24



12 October 2014 - Family Film Club

Forest Hill Library - 1.30pm to 3.45pm

14 October 2014 - Remembering Nelson Mandela at Torridon Road Library

Share memories & reflect upon a great man of his times

25 October 2014 - Fathers Reading Everyday Launch Party at Peckham Library

Helping you get into the habit of reading with your child everyday - 11am to 12.30pm. Please contact: elaine.walters@southwark.gov.uk for more info.

1 November 2014 - Blackheath Fireworks

Funfair from 4pm, food & drink from 6pm, fireworks at 8pm! This is one of the biggest events in the capital and it is free of charge!



views over

5 November 2014 - Lambeth Fireworks, Brockwell Park

Bonfire, funfair, food stalls and lots of entertainment between 5pm to 10pm.

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New World News

Year 2014-15
Qtr 2



Inside This Issue
of New World
News!

SOLFED SCRUTINY PANEL

It's not too late....to get involved!

Solfed, are a group of 5 Housing associations, who have engaged a number of tenants from all five associations. They meet every six to eight weeks and look at how costs can be shared, services can be improved and ways we can better communicate with tenants. This team of tenants are known as the "Solfed Scrutiny Panel". Over the 2 years they have been in operation they have made a number of significant changes to the way each organisation works and how we report processes. The panel has a uniqueness in that they not only look at processes within the association but look at ways tenants too can make things easier for themselves. They have now sought out digital inclusion training courses for tenants which is due to take place in October 2014. This is a very new adventure for all 5 associations involved and we are fully supporting the idea of giving 10inch tablets to tenants who attend for a small cost of £60! You will have received your letters and we encourage you to put your name down to attend the training and meet other tenants in other associations. You may then be inspired to want to get involved with the Solfed scrutiny project and become a panel member.



Look Out for
these Future
Newsletter
Topics.

- Avoiding Leaks
- Recipe Ideas
- Getting to know New World Staff
- Mutual Exchanges

If you have an
idea for the news-
letter or would
like to contribute
please contact us
TODAY!

KENNETH LEE HOUSE

There are number of activities going on at our shelter scheme at Kenneth Lee House, 57 Westcombe hill, London SE3 7DU at the moment. Lunch club is on every Tuesday, where tenants, tenant's family members, tenant's visitors and New world HA's local elderly tenants are invited to enjoy a meal of traditional Vietnamese or Chinese freshly cooked and healthy food. This includes rolled rice cake, spring rolls and Pho. Visitors can also join with the residents for a few rounds of the game mahjong. Haircuts and massage treatments are available on Wednesday's fortnightly from 01 October 2014.

It would be nice if you can come to keep our elderly residents company and enjoy the food or mahjong. For further information please contact Helen Kon on 02088588945 or Thanh Nguyen on 02086750320. We look forward to hearing from you.

Hiện đang có rất nhiều hoạt động diễn ra tại khu nhà dành cho người cao tuổi của hội nhà New World - Kenneth Lee house, Westcombe hill, London SE3 7DU.

Bữa ăn trưa với các món ăn truyền thống như : bánh cuốn, bún nem, Phở được tổ chức vào ngày thứ Ba hàng tuần từ 11.30am đến 1.30pm. Các cụ sống tại Kenneth Lee house, bạn bè và người thân có thể gặp gỡ và chơi mahjong.



Cắt tóc và xoa bóp chữa bệnh được phục vụ vào thứ Tư, hai tuần một lần. Xin mời các quý vị đến cùng tham dự. Quý vị liên hệ với Helen Kon số máy 02088588945 hoặc Thanh Nguyễn số máy 02086750320 để biết thêm m chi tiết. Rất mong được nói chuyện cùng quý vị.

The
Electoral
Commission

Don't Lose Your Right To Vote.....

Did you know the way you register to vote has changed?

You can now register to vote online at www.gov.uk/register-to-vote.

Even if you were registered in the past, there is a possibility you may need to register again. Furthermore, if you've moved in the last 18 months you are more likely to be missing from the electoral register than other people. You need to register in order to be able to vote. If you aren't registered to vote, you won't have a say on who represents you. You may also want to register to vote if you are applying for credit. This is because credit reference agencies use the register to confirm where you live in order to counteract fraud. If you don't have access to the internet or can't use it, your local electoral registration staff will be able to help you to register. To get their contact details or to find out more about the changes to electoral registration you can visit www.aboutmyvote.co.uk or call 020 7271 0500.

Your vote matters. Make sure you're in.

MONEY MATTERS



WELFARE REFORM

By now you should be familiar with the term welfare reform, they are the changes the current Government have made to the welfare system. It includes Universal credit (UC), Bedroom Tax and Benefit Caps. The last two have already been implemented and Universal Credit is due to be introduced by the end of 2015. UC will replace Job Seekers Allowance, Child & Working Tax credit, Income Support, Housing Benefits and Employment Support Allowance. The benefit will be paid direct to the claimant once a month and it is then the claimant's responsibility to pay all their out goings including rent and utilities bills. It is important that residents who currently receive Housing Benefit begin to prepare for this change by ensuring they have a working bank account and get used to budgeting their monthly expenditure. If you wish to discuss this please speak to your Housing Officer who will be happy to offer assistance.



DHP

To help people going through the welfare reform the government also introduced Discretionary Housing Payments (DHP). If you are having difficulty paying your rent you should make an application for DHP by contacting your local HB office. Please bear in mind these are discretionary payments and should not be relied upon as a long term solution.

If you are worried about your financial situation please contact your Housing Officer.

Did you know?.....

Lambeth provides a Pop-Up Legal Clinic in Streatham Library every 2 weeks. They are able to provide free advice on consumer and employment law to people working and living in Lambeth.

To book an appointment call: 020 7786 5959



Feed a family of four for under £5: Sausage and Potato Casserole

With the nights beginning to draw in cook up this warming dish which will appeal to all the family.

Ingredients

1tbsp oil
500g new potatoes, halved
454g pack sausages (chicken, beef or pork)
1 onion, sliced
1 green pepper, diced
340g jar tomato pasta sauce

Recipe taken from <http://www.goodtoknow.co.uk/>

MONEY SAVING TIPS

This issue we give you tips on how to save when shopping!

SHOP AROUND

It could be cheaper to go to a different store if you find you're spending a lot on your groceries. You can save money on your food shopping with simple ideas like checking what you have, making a list and meal planning. It's also smart to avoid smaller supermarket convenience stores as these can be more expensive.

WATCH OUT FOR "SPECIAL OFFERS"

Special offers can be a great way to save money, but they can sometimes catch you out. Make sure you work out whether a deal is really as good as it looks and if a '2-for-1' or '3 for £1' offer will actually save you money.

For example, your favourite cereal is on a '3-for-2' offer, when each box is normally £1.50. Three boxes will cost you £3 so you've saved £1.50, right? Not necessarily. If another supermarket is selling the cereal for 80p a box you'd actually get 3 boxes for £2.40 – a saving of 60p by buying it there and ignoring the offer.

It's also smart to check the sell-by-date to ensure you really are getting a good deal. If you do find a genuine deal then it might be worth bulk buying if you're shopping for the whole family.



VOUCHERS AND COUPONS

There are many websites dedicated to emailing you daily or weekly with a set of discount vouchers you can use against various products and services. Always check similar items or services first to see if the discount is the best deal.

MAINTENANCE



Winter Is Coming....

10 tips to avoid condensation and mould

- Keep saucepan lids on when cooking and use your cooker's extractor fan if you have one
- Vent tumble driers to the outside and avoid drying clothes inside the house. If you have to dry them inside, use a room where some ventilation can be provided
- Do *not* dry clothes on radiators or heaters
- Shut the bathroom door when bathing / showering
- Shut the kitchen door when cooking
- Ensure that the heating is set for a lower more constant heating throughout rather than sudden bursts of hot temperatures
- Ventilate by using extractor fans or opening windows in areas where you produce a lot of moisture such as the kitchen and bathroom
- Ensure trickle vents incorporated into UPVC windows are kept open. Open bedroom windows slightly
- Ensure vents set into the walls in bedrooms are not covered up and are free of dust and debris
- Move items of furniture slightly away from outside walls to allow air to circulate behind them. Try not to 'overcrowd' rooms with furniture or stored items which will prevent air circulating properly and causing mould growth on items

FIRE KILLS.....

And so does keeping your possessions in the communal areas!

Fire regulations are quite rightly becoming more stringent and one of the areas which has been of concern is the storing of possessions and materials in communal areas such as landings and under stairwells. London Fire Brigade specifically forbid this type of storage which is why many of you are now probably aware that New World has fitted signs in some of our blocks of flats and has written to tenants requesting such items are removed. This also applies to those who live in maisonettes and houses divided into flats with a shared entrance. Please ensure you comply and ensure these areas are kept clear – the regulations are there for your safety and New World has a duty to comply and if our notices and warnings are ignored, we *will* be forced to remove and dispose of any items found!



Steve's Tip of the Quarter

Rotten kitchen worktops are one of the **most expensive** repairs that are totally avoidable which unfortunately we have come across in frequent numbers in the last year.



Gas checks and safety

Our gas servicing contractor, One Stop, visits each of our properties **once a year** to check that your boiler is safe to use. Please do make sure that you make yourself available – there is a **legal requirement** to have a valid certificate at all times so any delays means that your property is not covered and is **potentially at risk** from carbon monoxide poisoning or gas escapes. One Stop is very flexible with appointments and prompt visits can be arranged for those that need to leave their homes early in the morning.

Worktops are fitted with a protective laminate finish which with care will outlast all the other fittings in the kitchen. If the white seal between the tiles and the worktop starts to show gaps or deteriorates however, water can seep through and soak into the wood under the laminate causing rot and the worktop to sag and collapse.

Simply by **wiping excess water** from around the sink after washing up for instance or renewing the sealant can literally save hundreds of pounds. Please keep the worktop **clean and dry** after use and if the seal has gaps or is in a poor condition, please either replace the seal yourself or **report it to New World**.

