

New World Housing Association

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TENANTS CORNER

Direct Debit winners

September	Mr Shieh	£10
October	Mrs Ung	£10
November	Mrs Luo	£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 2 Mr Hoang & Mrs Ha £10



New World News

Year 2014-15
Qtr 3

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Look Out for these Future Newsletter Topics.

- Recipe Ideas
- Getting to know New World Staff
- Mutual Exchanges
- Maintenance Tips

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

RESIDENT'S SUMMER OUTING 2014

This year's outing was a day trip to Port Lympne in Kent on Friday, 18 August 2014.

It was well attended by tenants and family, we had to hire 2 coaches and a minibus.



On the day, tenants arrived at the two pick up points between 8.00 – 8.30 am, we left around 9.00 am and arrived at Port Lympne around 10.30 am.

Some of the activities for the day included going on safari rides to see different animals including lions, tigers, cheetahs, elephants, rhinos, gorillas, guinea baboons, monkeys, apes and many more.

Other places we visited were palace of the apes, gorilla garden etc.

There were play areas for the children to enjoy, playing hide and seek at the maze was exciting.

The day was very enjoyable and educational.

Quiz time on the coach was also interesting with prizes being won.



Some of the feedback received were: the outing was perfect, enjoyed socialising and meeting people, enjoyed the coach journey and also the safari rides/Animals.

Most tenants expressed interest in going to Hastings for the next summer outing.

We hope that those who were unable to come on this trip will endeavour to join us on the next summer outing 2015. Look out for the details and don't miss out.

SOLFED Resident's Christmas Party

On Thursday 4th December we held the annual SOLFED Resident's Christmas Party and it was well attended by New World residents and our partner Associations. Members of staff were able to mingle with residents in a relaxed setting and enjoyed some food whilst discussing our successes this year with the scrutiny panel. New World were pleased to present certificates to all residents who completed the recent ICT course during the event and it was great to hear how useful they had found the course and new learnt skills to great use.



The SOLFED Scrutiny panel will continue with their great work in 2015 so if you would like to influence the way New World do things and would like to become involved get in contact today. We can provide more information on becoming part of the panel and answer any questions you might have.

Competition Time!!

There were no winners last time so there is a rollover of £20 to be won!

The Jumble Up quiz this quarter is:

YEMUAORLFEOVN

The clue is: It's worth having!

Entries must be received by 15th January 2015.

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

EVENT'S NEAR YOU TO ENJOY THIS WINTER!

21 December 2014—Eltham Farmers' Market—10am to 2pm
Find out more about walking and cycling in the local area and join a guided bike ride.

03 January 2015—Carnegie Library—Tea, Cake & Gardening
No gardening experience needed, free tea, coffee and cake for participants.

22 January 2015—Black Poppies—Canada Water Library Community history talk by Stephen Bourne - black British people and the First World War

Various Dates & Locations—Millwall Community Football Free football sessions for 12-18 year olds. Check www.Lewisham.gov.uk for more information.

Getting to Know..... Sandra Francis (Housing Manager)



How long have you worked in Housing?

My career in housing goes as far back as 1997 when I started as a Sheltered Scheme Manager. Back then scheme managers were known as wardens and they had a much different working relationship to what scheme managers now do.

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

There's so much things you can do in London for very little money or none at all. I used to like visiting various farms, Vauxhall & Newham City Farms, seeing some really great museums (Tate Modern, Museum of London and Docklands, British Postal and English Heritage) and visiting central parks – St James Park, Greenwich Park, Hyde and Kensington Parks. I've recently started riding my bike that has been gathering dust for a few years, so I take great pleasure exploring new parts of London admiring great architecture and gardens. Mind you, it's very much in my local area!

One thing our residents probably do not know about you?

I've started going back to my local gym and took part in a 6K Boot camp for Charity! This involved stopping at 1 stations after running 1.5K and doing a series of intense exercises. These included lifting and walking/running with weights, doing burpees, mountain climbers, leg raisers, sit ups, press ups, pulling the 'big heavy rope', kettle bells, swats, hot hands, plank There was a total of 6 stations that had to be completed after each 1.5K run. I was totally wasted at the end of the session and flaked out on the grass in the rain!! To think I actually paid £10 to push myself into an early grave!

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

I love working for New World. Over the years I have seen so many changes within the housing sector. I would like to see a joint initiative with an external organisation that could benefit all tenants in this association. Raising our public relations with in the commercial environment would be a great achievement for me.

MONEY MATTERS



RENT

New World has moved away from the giro book system and any tenants that still has one are encouraged to return it to our office and start using the ALLPAY card instead, the card is more convenient, it is not restricted to cash payments and it can be used at any place that displays the pay point (PP) sign. You can pay on the ALLPAY website or over the phone - please note you need to register with Allpay before you can pay on the web or by phone.

Check that you are getting all the state benefits that you are entitled to. If you are unsure whether you qualify for any kind of benefits make an appointment with the CAB or a welfare advisor, who will be able to advise of any extra benefits you may be able to claim.

Check your rent statements! This may sound silly but do check your statement regularly to ensure the payments you made are credited to your account. We have some payments that we put in our suspense account because the person making the payment did not make clear who they are or what address it is for.



ALWAYS REMEMBER!

You can check your account at any time by logging into <https://www.mytenancy.co.uk/> or go to our website and follow the link to mytenancy.

You will need your login details to do so, if you have forgotten them please contact our office for a reminder to be sent to you.



MONEY SAVING TIPS

If you are shopping online always try and use a money back website to make the purchase, the amount you get back will soon add up.

Two of the most popular such websites are Top-cashback & Quidco. There are also credit cards that give cash back when you use them, over time you can save quite a bit.

Quick recipe: Chicken Pesto Panini



This is a great way to turn left over cold cooked chicken into a tasty and filling Italian-style toasted sandwich. If you don't have a cast-iron skillet or griddle pan then just lightly toast the bread under a hot grill. Alternatively if you have a sandwich press you can simply make up the sandwich with untoasted bread and pop in the press for a few minutes until golden and melting. Look out for different varieties of pesto to use instead of the classic green, you could use red pesto made with sun-dried tomatoes or for a more peppery flavour try a rocket pesto

Ingredients

4 slices crusty white bread
Olive oil, for brushing
2tbsp pesto sauce
150g cooked sliced chicken
2 plum tomatoes, sliced
115g Cheddar or Mozzarella, sliced
Few large fresh basil leaves

Recipe taken from

<http://www.goodtoknow.co.uk/>

Method

1. Heat a large cast-iron skillet or griddle pan until hot. Lightly brush one side of each piece of bread with olive oil and place, oiled-side down, on the hot surface. Cook for 1-2 mins until golden & crisp, pressing down with gently with a spatula.
2. Spread the pesto over two slices of the bread (the uncooked sides) then top with the chicken, tomatoes and sliced cheese. Place under a medium-hot grill for 1-2 mins until the cheese has melted. Top with the basil leaves and remaining slices of bread. Cut in half and serve.

MAINTENANCE



Minimise the chances of leaks

Leaks around the home such as those from work-tops or from showers in particular are a constant drain on our resources as water causes extensive damage quickly and is costly to repair. Please ensure that whatever your method whether bathing or showering, you ensure that water remains within the bath, the shower screen or curtain is used and that water does not collect on the surface of the tiling at the end of the bath and allowed to drip onto the floor. Most of our bathrooms have a special anti-slip vinyl floor covering, however these will not withstand large amounts of water spilled on them as water will find a way to seep through joints to the skirting or around fittings. Adjust the shower spray to fall into the middle of the bath and away from the ends where it can leak though a gap in the shower curtain or drip onto the floor. A bath panel that is discoloured, misshapen or damp to the touch is the first indication that water is over-spilling from the bath. Keep a close eye on any tiling that appears to have come loose or the white sealant that appears to have gaps or becoming mouldy and lifting. To remove and replace the seal is a D.I.Y. job that is easy and simple and will not only prevent leaks but will maintain the appearance of the bath.



Steve's Tip of the Quarter

Gutters and downpipes

Please ensure all ground level gullies are cleared of leaves and debris so that rainwater can freely drain from gutters and downpipes. Please report any gutters that are damaged or blocked causing rainwater to overflow as over time, this can cause internal damp and damage to the fabric of the property.

Home insurance

New World responds as quickly as possible to leaks for example that can quickly cause extensive damage to not only the property but to personal belongings and possessions. However New World's insurance policy covers the building structure and our fittings only so we are unable to replace personal belongings, furniture, floor coverings, carpets and decoration. You are strongly advised therefore to ensure you arrange your own home contents insurance to cover eventualities such as fires, floods, accidents or theft. Insurance providers such as Endsleigh for example can provide cover for less than £10 per month and for your peace of mind, we recommend that you have a policy in place.



Sheds, outhouses and lean-tos

It has come to our attention that many residents are erecting large structures in back gardens without prior approval from New World. Any additions to the property such as these must be referred to New World before they are built to ensure that they are safe, do not affect the property and do not impact on your neighbours. New World reserves the right for these structures to be removed if permission has not been sought. Connecting electrics to an exterior addition or building has to conform to electrical regulations and must be carried out and certificated by a qualified electrician. In the last 6 months, several instances of sub-standard wiring to these types of structures have been identified potentially causing serious fires. In addition strict gas safety guidelines govern the position of boiler flues and we have had one property where boiler gases have discharged into an enclosed rear lean-to which could have had fatal consequences. Please contact New World regarding any improvements, alterations and additions to your home.