

what's inside...

New Opportunities **PAGE 1**

Art Competition **PAGE 1**

Coping During Lockdown

Financial Assistance **PAGE 2**

How to Help Safely **PAGE 2**

Annual Gas Checks **PAGE 2**

Avoid Feelings of Isolation **PAGE 3**

Keeping Active **PAGE 4**

Families with Young Children **PAGE 5**

kidz zone fun & games **PAGES 6-7**

Final Words **PAGE 8**



APRIL-MAY 2020

newworldnews

New Opportunities

If we were a betting organisation we would have put good money on our name for a time such as this. We recognise that the word 'New' may become the flavour of 2020!

We are all seeing unprecedented events and adapting to a lifestyle that we have never had to experience, now being termed the *New Normal*. Within this we are also witnessing some real and positive opportunities. People have really opened their hearts and showed appreciation for the 'hidden heroes' who have carried us through some really tough and tragic times. We have seen organisations change and refocus on the things that matter. The public has been forced to reuse skills, retrain and even volunteer to assist a variety of people and organisations. We would like to hear from you and learn what you are going through and how you feel our organisation could help.

If there is anything within our organisation you feel you would like to add to or take part in we want to hear from you. Please contact Sandra or Hannah who will be happy to discuss your thoughts and ideas. We are planning to hold tenants meetings via Zoom and welcome your thoughts on this too.

Our theme for 2020 is 'New World, New Growth'. Within this newsletter we have enclosed some seeds. We are calling them Seeds of Hope. We hope you will sow the seeds and watch them grow...

Until we hear from you, please stay safe and stay at home.

Sandra Francis



calling all artists

art competition

Like most years, we will producing a calendar for 2021, and all residents will receive a copy. But this year, **we'd like YOU to help illustrate it!** Please send us pictures of your photos, paintings or drawings, and we will choose our favourites to include. There will be **special art material prizes** for the chosen pictures and you will see your art in print for everyone to enjoy!

we need you!

HOW TO ENTER:

In the first instance, please send Thanh or Sandra your images by email to: info@newha.co.uk, letting us know your name and age (if 18 or younger).

IMPORTANT: If your image is selected, we will need the original for the best reproduction quality - so please make sure you keep this safe in case you are contacted.

PRIZES: As well as the special prizes, there will also be prizes for every resident age 11 & under who sends their entry, even if their picture is not chosen for the calendar. Unfortunately, there won't be space for everyone's pictures. The Staff choice is final.

CLOSING DATE: Please send us your artistic entries by Friday 29th May 2020, and you will be contacted soon after this date if we need your original picture to include.



**NEW WORLD
HOUSING
ASSOCIATION**

If you have an idea for our newsletter or would like to contribute an article please contact us today! email: info@newha.co.uk

Coping during Lockdown

Help and advice during challenging times...



Lauren Pantton

Stay Home,
Protect the NHS,
Save Lives



Phu Tao

Annual Gas Checks

Although it is important that we *Stay Home* to prevent the spread of the virus, we also trying to maintain as normal a level of service as we can under the circumstances.

Financial assistance during the Covid-19 Pandemic

New World understand that this is a very worrying time for everyone. We are all concerned for our health, but there are also worries about our finances and the impact Covid-19 will have on our income.

If you find yourself furloughed or unemployed due to Covid-19 there is financial assistance to help you during this time. Visit www.gov.uk/how-to-claim-universal-credit. This site guides you through the process of applying for Universal Credit, allows you to check your eligibility and also provides a Universal Credit calculator which gives you a guide to what financial assistance you could get. This financial help also includes payment of or towards your housing costs. It is important a claim is started as early as possible due to the time it takes for the application to be processed.

New World are available to talk to as well to offer guidance. If you are concerned about making your rent payments it is important we are notified as soon as possible so we can discuss your options and ensure our records reflect that you have been affected by the Covid-19 pandemic.

Coronavirus - How to help safely

The most important action to fight Coronavirus is to stay at home in order to protect the NHS & save lives. We should only leave our house to provide care or help a vulnerable person.

Can I help? Yes, you can provide help to people in full isolation if:

- You are well and have no symptoms
- You are under 70
- You are not pregnant
- You do not have any long term health conditions

Who can I help?

- Households who are self-isolating

How can I help safely?

- Reduce day-to-day contact with other people to reduce the spread of infection and save lives

- Do not go inside the homes of anyone you do not live with especially vulnerable people. Breaking these rules could put you or them at risk of infection
- Stay 2 meters or six feet away from anyone you do not live with at all times
- Regularly wash your hands with soapy water for at least 20 seconds
- If you or someone in your household has shown symptoms or if you are vulnerable to Coronavirus yourself, then you must stay home

What can I do?

- Food shopping
- Picking up medication
- Stay in touch by phone or via social media
- Encourage people to stay mentally and physically active

What should I do if I am worried about someone's health?

- Encourage them to use online Coronavirus service.
- They should only call 111 if they can't get on-line
- Call 999 if you believe someone's life is at risk



Helen Kon



One such service is the Annual Gas Check; this has to be done. Although the threat of the virus is an external one, the purpose of the gas check is to ensure your gas appliances are operating correctly and safely and not producing poisonous gas that would threaten you in your home. It is important that you give access for the gas check when requested. However, please follow Government guidelines in terms of social distancing and self-isolation.

With all of us being instructed to

Stay Home, Protect the NHS, Save Lives

feelings of isolation are emerging...

There are simple things we can all do to help make this time at home as positive as possible:

Extra support for the most vulnerable:

If possible please speak to your family, friends and neighbours about any support they can help you with over the coming weeks. If you require extra support with things like food deliveries or medicines, register as extremely vulnerable on [GOV.UK](https://www.gov.uk)



Tips to avoid feelings of isolation whilst at home:

3

- **Create new routines.** Routines are key for mental health and well-being, yet this Coronavirus has disrupted so many of our familiar routines. Stay balanced by creating new routines for you and your family. Set and keep a regular sleep/wake schedule. Establish times for work and schoolwork as well as for downtime. But...
- **Avoid being rigid.** Now, more than ever, the ability to be flexible is important as rules and regulations change almost daily. Be willing to adjust your routine as you go.
- **Establish new healthy habits.** Regular physical exercise and healthy eating are crucial. If you can't continue your ordinary activities, create new ones at home. YouTube is a great source for free exercise videos. Also, it's still okay to step outside for a walk. Getting out of the house for a 30-minute walk provides a great mental health boost.
- **Take media breaks.** Coronavirus is all over the news, social media and well, pretty much everywhere. Of course, staying in touch with the latest updates are important but it is recommended we take frequent breaks from news and social media. It could be for 30 minutes a couple of times a day or after 10pm to help you switch off. You can always catch up on the latest headlines in the morning.
- **Plan (virtual) meet ups.** It is still important to have contact with people outside of your home. Even though we can't meet up physically, that does not mean we have to cancel all our catch ups, play dates or celebrations. Make use of the technology in our hands and get video calling on Whatsapp, Facebook or Zoom. You could hold a family quiz night or just chat about your day. Just having a connection with the world outside of your home will help in the coming weeks. Don't forget your older relatives who may not have access to social media, give them a phone call and let them know you are there for a chat.



- **Get outside (when you can).** If you feel able to do so and it has not been recommended against, try and get outside once a day. Go for a walk, cycle or run – the sunshine and exercise are a natural immune booster which is so important right now.
- **Give Mindfulness a try.** This may not be something you have tried or thought about before but techniques such as meditation and mindful breathing can be a great way of letting go of feelings of stress, anxiety and fear. There are a number of free mindfulness apps available which will talk you through the techniques to get you started.
- **Focus on fun.** This is a scary time but everyone, especially children, need to be able to have some fun every day. Have a jar of activities which can be picked at random, it could be a sleepover in the living room, film night or a family dance party. Why not take this time for yourself as well, it could be a perfect opportunity to pick up a new skill or hobby.

Keeping active during lockdown

Exercises will help strengthen your immune system, improve your mental health and make you feel better during this challenging and frightening time. It will also help keep your immune system strong, helping to prevent or fight Coronavirus (Covid-19).

A healthy and fit lifestyle helps you keep a strong immune system and the good news is that you don't have to go to the gym and you don't need any special equipment.

Your immune system is helped by your muscles and exercises boost your immune system.

Try some of these amazing exercises at home: Remember to start gently and build up the intensity and number of repetitions slowly day-by-day. And remember to stretch gently when you have finished to help avoid aches and strains.



Keep your mind busy too!

Don't just sit down for a long periods of time, play music and dance for 30 minutes, work out a word puzzle or try solving simple maths quizzes and mental challenges.

Stay healthy and safe!



For more exercise ideas or tips on how to do the exercises search for videos online. eg: on YouTube, where you will find plenty more advice.



For families with young children under lockdown

The lockdown is not only causing financial & economic problems for families, but also impacts negatively on the physical and mental health of almost everybody. This especially poses a massive challenge for parents with young children who suddenly find their daily 'to-do' list doubles, triples (or even quadruples!) Working from home, home schooling, longer hours of childcare, longer queues at super market, more cooking and cleaning etc., are all making greater demands on our time!

It certainly cannot be fun for all the little ones to be locked behind their doors 24/7, especially for those with no access to their own garden to go out and about in. To make this increased family time more bearable, there are plenty of free online resources and educational options available for parents to explore and make the most out of it.

Some are listed below to start you off...

Online resources

- BrainPop
- Curiosity Stream
- Tynker
- Outschool
- Udemy
- iReady
- Beast Academy
- Creative Bug
- Discovery Education

YouTube Channels

- Crash Course Kids
- Science Channel
- SciShow Kids
- National Geographic Kids
- Free School
- Geography Focus
- The Brain Scoop
- Geek Gurl Diaries
- Mike Likes Science
- Science Max



Virtual tours at: www.travelandleisure.com/attractions/museums-galleries/museums-with-virtual-tours



The world of
David Walliams

David Walliams free audio books at:
www.worldofdavidwalliams.com/elevenses/

Search online for more free and fun resources for parents and children during lockdown

Home schooling at:
<https://classroommagazines.scholastic.com/support/learnathome.html>



Thanh Nguyen

We will get out of this together, safe and sound

KIDZ ZONE

fun & games

6

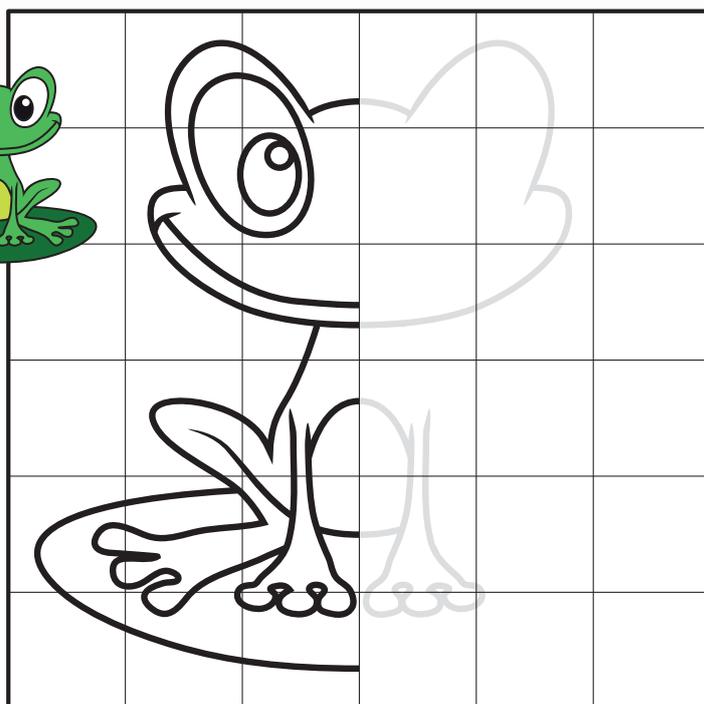
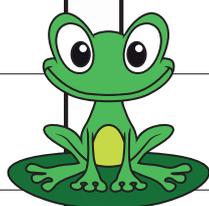
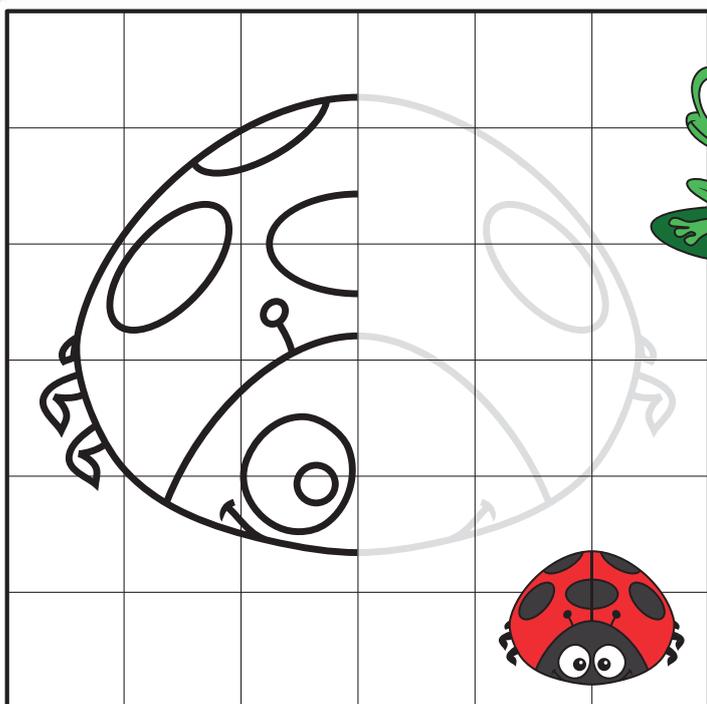
can you name all the animals and find the hidden word?

if you get stuck, the answers are on the back cover



Copy & colour

finish the drawings by copying the shapes into the opposite squares - we've made a start to help you, then have fun colouring in brightly!



help us make our streets bright & cheerful



get crafty online

there are so many fun things you can make & try

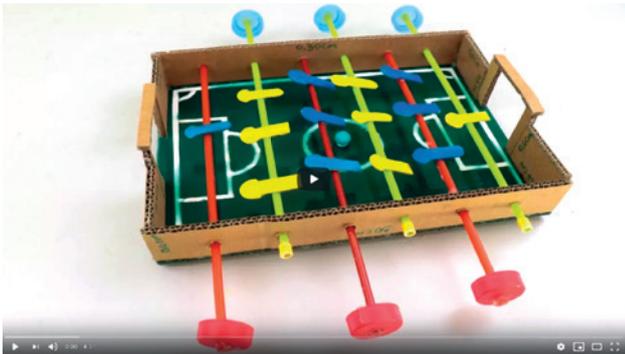


search online for great and easy ideas - here are some of our favourites on YouTube... but there are plenty more to choose from on other sites if you don't fancy these!



paper birds

www.youtube.com/watch?v=Pt8llxAXA3A



cardboard box football

www.youtube.com/watch?v=-8hG1w_xFmQ



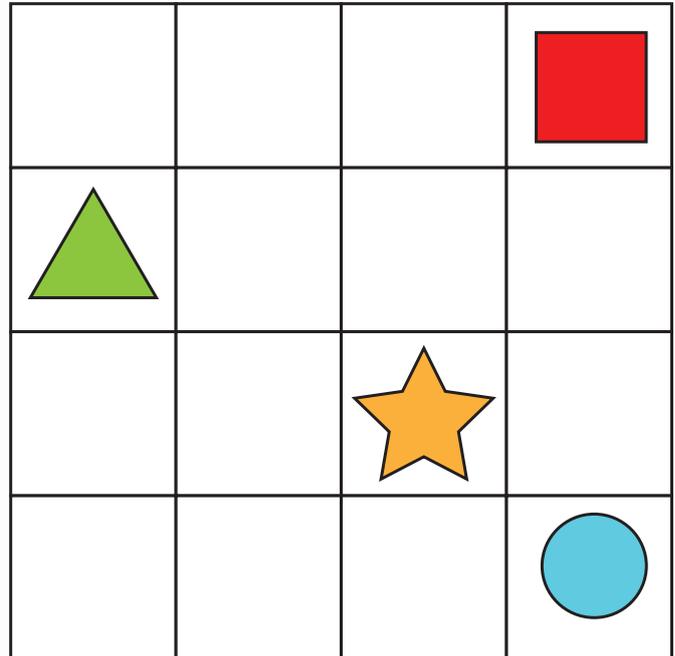
easy balloon powered car

www.youtube.com/watch?v=z2RyBz5u-no

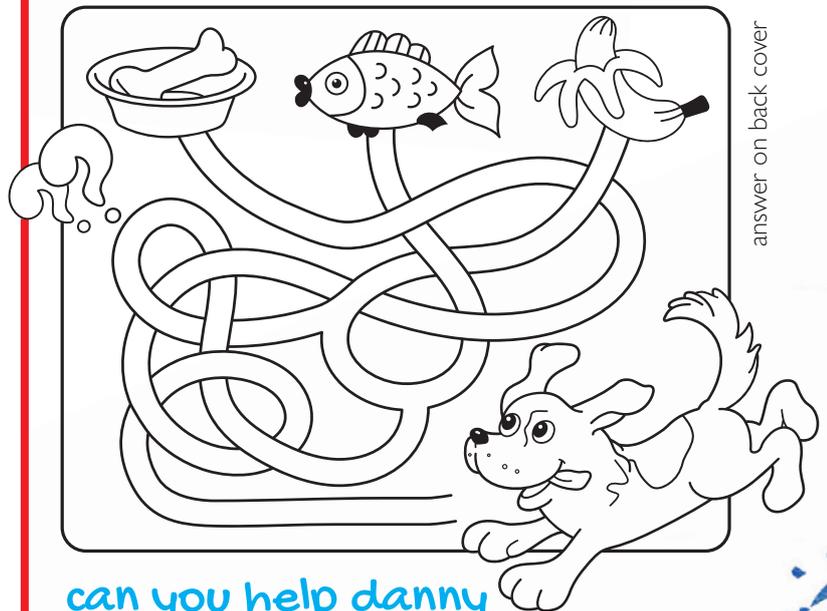
Remember to always be safe with sharp scissors and glue when making craft projects and ask an adult for help if you need to.

Shape sudoku

Can you place more squares, triangles, stars and circles in the grid so there is only one of each shape in each column ↓ and row ↔ ?



answer on back cover



answer on back cover

can you help danny the dog find his dinner?



New Technology

We can all agree that technology has moved on pretty fast and in some cases furious! We can see this from household goods such as cookers, washing machines, vacuum cleaners, door entry/alarm systems and commuting on public transport, as well as computers and phones.

For well over two years we have introduced and been communicating to you all via text messages and email. When you report a repair to us in the office, the repair is placed on our systems. This is sent through via text allowing us to monitor the whole process from the appointments made with our contractors' right up until the job has been completed. We have received really great feedback from this service and thank you for taking the time to provide this feedback, it has helped us to progress to the next stages. We are seeing more and more of our tenants communicate with us via emails and requesting correspondence back via emails too.

This very complex and challenging situation we find ourselves in has allowed us the chance to build on our technology and ways of communication. For the past four weeks all the officers and staff at New World have been working remotely. Over the next few months we will be contacting you to update information on your preferred and most used contact details. We want to be able to get information to you quickly and in the format you prefer. When staff do carry out visits we are working with the aim of a 'one stop shop'. Staff will be equipped with the necessary technology to perform their duties from any location. Our networks are being upgraded to allow more efficient and effective monitoring and up-to-date records.

We are building in On-line applications for rehousing, advertising our available properties via our website with virtual tours where possible. Our tenants will be able to view up-to-date information about their rent accounts and when a repair request is made by our tenants on line this will automatically be logged in our system. We have provided tenants with AllPay so rent and parking or garage payment can be made efficiently without the need for you to even leave your homes. New technology is definitely making us a cashless and paperless organisation.



Sandra Francis



Updated Contact Information



Hannah Simpson

New World is always looking for ways to improve our services to our residents including how best to communicate and engage more to help our residents. It's very important that you provide us with your current phone numbers and your email addresses.

We need this information to be able to provide updates to our residents, including updates on any rent issues before it becomes too late, transfer applications in case a suitable accommodation becomes available, to enable appointments to be arranged for reported repairs and gas checks to be carried out. Also to send out text messages. This will minimise posting out letters.

The best ways to do this are to call the office, send an email or a text message with your current phone numbers including mobile numbers and email addresses.

BE SCAM AWARE !

Unfortunately anyone can be targeted by a scam even in these challenging times of the Coronavirus the scammers are there trying to take advantage.



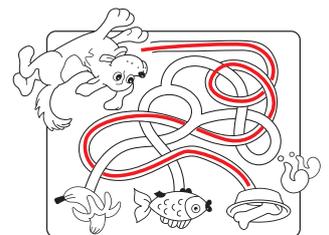
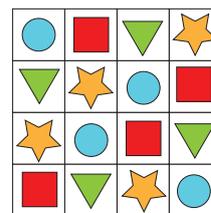
June Camilleri

There are many forms of a scam, it could be online, a phone call, post or face-to-face on your doorstep. It is important that you remain vigilant and anyone or anything you feel uncomfortable or unsure about just say **NO** and seek advice. Report to your New World Scheme Manager or Housing Officer: 020 8675 0320. www.newha.co.uk

If you think you have been a victim of a scam contact the Action Fraud Team on: **0300 123 2040** or report it online at: www.actionfraud.police.uk

DO NOT ALLOW ACCESS TO YOUR SCHEME OR HOME UNLESS YOU KNOW WHO IS VISITING !

Word Fun
1 Snake
2 Elephant
3 Giraffe
4 Zebra
5 Rhino
6 Lion
SAFARI



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