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newworldnews

SUMMER 2023

SUMMER TRIP 2023

Our Summer Trip will take place on Friday, 11 August 2023

Margate is one of England's first seaside resorts with an amusement park and entertainment Centre.

Dreamland Margate is one of the biggest in the UK with many vintage rides, it's free to enter but rides are operated on a pay per ride basis.



MARGATE



DREAMLAND MARGATE



2022 SUMMER TRIP



MARGATE



PLACES ARE LIMITED SO HURRY TO SECURE YOUR SEAT TO AVOID DISAPPOINTMENT!



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

Tel: 020 8675 0320
Text: 07552 552 814
Email: info@newha.co.uk
www.newha.co.uk

If you're finding things difficult...

Your mental health is as important as your physical health!

You should talk to your GP if your money problems are affecting your mental health.

mental health awareness



You can find ways to get help with your mental health on the Mind website:
www.mind.org.uk

SAMARITANS

If you need to speak to someone **RIGHT NOW** you can call the Samaritans Helpline for **FREE: 116 123** at any time*
www.samaritans.org

shout
85258

You can also text 'SHOUT' to 85258 to start a conversation with a trained Shout volunteer. Texts are free, anonymous and confidential anywhere in the UK

WHEN SHOULD I SEEK HELP?

Seeking help is often the first step towards getting and staying well, but it can be hard to know how to start or where to turn to. It's common to feel unsure, and to wonder whether you should try to handle things on your own. But it's always OK to ask for help – even if you're not sure you are experiencing a specific mental health problem. You might want to seek help if you're:

- worrying more than usual
- finding it hard to enjoy your life
- having thoughts and feelings that are difficult to cope with, which have an impact on your day-to-day life
- interested to find more support or treatment.

WHO CAN I TURN TO?

There are lots of options for support out there, although you might find some are more suitable for you, or more easily available. There's no wrong order to try things in – different things work for different people at different times.

Your doctor (GP)

For many of us, our local GP practice is the first place we go when we're unwell (known as primary care).

Your doctor is there to help you with your mental health as well as your physical health.

They could:

- make a diagnosis
- offer you support and treatments (such as talking therapies and medication)
- refer you to a mental health specialist, such as a psychiatrist
- recommend local support options.

Charity and third sector organisations

There are many national and local charities which offer various support services, such as:

- helplines and listening services
- information and signposting
- other services such as peer support, talking therapies, advocacy, crisis care, employment and housing support.

***Samaritans Welsh Language Line: 0808 164 0123**
Monday to Sunday, 7pm to 11pm



Phu Tao

**IF YOU THINK IT'S AN EMERGENCY
IF YOU THINK YOUR LIFE OR SOMEONE ELSE'S IS AT RISK
YOU SHOULD CALL 999 OR GO TO A&E IF YOU CAN**

Fly Tipping!

Fly-tipping remains a frequent problem reported across many of our sites and this results in increased use of time and resources by the Association to clear up the incidents. Fly tipping, which can range from a small single bag to an entire truck load of rubbish, is a blight on our neighbourhoods and the cost to clear it is directly reflected in the service charge of affected sites.

The incidents of fly tipping shown left were noted on a site inspection, which are undertaken quarterly by your housing officer. However, if you see fly tipping please report it to New World immediately as if left it can encourage others to leave their items which increases the problem. Fly tipping is everyone's concern so please do not assume your neighbour will report it! They will not be removed by the standard council refuse collection; instead New World are required to arrange removal at a direct cost to local residents.

We are also asking residents to make sure they check that any trader offering to take waste away for you is a licensed waste carrier. It is equally worth noting that leaving bags of donations or waste outside of charity shops, or next to litter bins and recycling banks can all be considered fly tipping and you could be fined or prosecuted. Dispose of your rubbish the right way, please visit your local council website as they can direct you to the local refuse site or can arrange a collection of items.

Be vigilant, if you see someone fly tipping report it immediately. If they are in a vehicle try to record the registration number and if safe to do so try to take a picture of the perpetrator dumping the items. Only do this if you can do it without the person being aware to avoid confrontation. New World have installed CCTV on some sites and we have seen a vast reduction in cases of fly tipping, we are currently looking at this option for other sites where the problem is increasing. We are always keen to hear from our residents about how their communal areas, including bin areas, could be improved so if you have any ideas please get in touch. New World hope these measures along with working with our residents will help to reduce this problem further.



FLY TIPPING FACTS

Since 2012/13, incidents in England have increased by 41% and are continuing to rise.

Across English local authorities the estimated cost of dealing with fly-tipping has risen by 87% to nearly £400 million in just four years.

The vast majority of Londoners dispose of their waste responsibly, BUT one in five Londoners disposed of their waste in a way that constitutes 'fly-tipping' over the past two years.

The most common fly-tipping behaviours were leaving black bags next to household bins on collection day, leaving cardboard boxes on and around public recycling bins and leaving donations outside a charity shop when it is closed.

Fly tipping is a crime with the punishment ranging from an unlimited fine to imprisonment.



Lauren Panton

DISPOSE OF BULKY RUBBISH RESPONSIBLY

There have been increased occurrences of bulk rubbish and large items being dumped by the bin stores and around the communal areas. Not only this is unsightly but it is a health hazard as it encourages vermin which is now a problem in the block. Should you need to dispose of large items such as furniture and beds etc, the cheapest option appears to be provided by your local councils. For more information and costs, please contact your local council bulky waste services detailed as below:

For **Lewisham** call: 0800 612 9477 or visit: <https://lewisham.gov.uk/myservices/wasterecycle/dispose-of>

For **Lambeth** call: 020 7926 9000 or visit: <https://wasteservice.lambeth.gov.uk/bulkywaste>

For **Southwark** call: 020 7525 2457 or visit: <https://southwark.gov.uk/bins-and-recycling/bulky-waste-collections>

For **Greenwich** call: 020 8921 4661 or visit: www.royalgreenwich.gov.uk/info/200171/recycling_and_rubbish

For **Wandsworth** call: 020 8871 8558 or visit: www.wandsworth.gov.uk/rubbish-and-recycling/bulky-waste-and-diy-waste-collections/book-a-bulky-waste-collection

Household appliances such as cookers, fridges, freezers, fridge freezers, washing machines and TVs can be collected by AO at a very reasonable and small cost. Please check this out and make the booking using the link: www.ao.com/help-and-advice/delivery-and-services/collect-and-recycle



Thanh Nguyen

Planned Maintenance

New World is continually reinvesting in our properties by refurbishing bathrooms, replacing kitchens, updating heating systems and modernising windows.

In 2022-2023, we replaced 31 kitchens, 10 bathrooms and 30 central heating systems, as well as installing a new lift in Peckham and refurbishing the communal areas of our block of flats near Catford. Window replacements, cyclical works and further new kitchens, bathrooms and boilers are in the pipeline and will start shortly.

We are also looking at the energy efficiency of our homes and are currently undertaking Energy Performance Certificate (EPC) assessments to see what home improvement measures could be of benefit. Many of our properties will be subject to upgrades of windows and doors in the coming year that will see significant benefits for these homes in terms of energy efficiency. 34% of properties have had a new boiler fitted within the last five years and our priority is to replace the few remaining non-condensing boilers left in our homes. In 2022 we installed our first Air Source Heat Pump, and we are researching other technologies that we may be able to introduce into our homes.



Steve Edwards

about your home

Home Alterations

You can make improvements, alterations and additions to your home, however you must get New World's permission before you start.

Recently we have encountered problems where tenants have erected an extension or lean-to that the council has objected to and issued an official notice insisting that it is removed. Some tenants have also inadvertently created potentially fatal conditions by building structures on to the back of houses which have prevented boiler gases escaping. We will not refuse any reasonable requests as long as you provide details of what you are intend to alter and you make an application (and pay the costs) for planning permission where required.

Notifying of improvements includes any alterations to the electrics in the home such as running supplies to an outside shed or installing downlights in the home. There are strict electricity safety regulations governing these improvements and changes must be certified by a qualified electrician.

If in any doubt of what you need permission for, please contact us and we will be happy to advise.

Home Contents Insurance

New World responds as quickly as possible to repairs, however leaks for example can rapidly cause extensive damage to personal belongings as well as the property itself.

New World's responsibilities and buildings insurance cover apply to the property structure and fittings only so we are unable to replace personal possessions, furniture, floor coverings and decoration. You are strongly advised therefore to ensure you arrange your own home contents insurance to cover eventualities such as floods, fires, accidents or theft which will cover the replacement of damaged furnishings. Comparison websites such as Go Compare and MoneySupermarket are a good source of a range of insurance providers who offer low cost cover to tenants, and there are contents only policies to suit most budgets.

See page 5 for more useful information about Contents Insurance

HOME CONTENTS INSURANCE ADVICE

What is it? Have you ever wondered what you would do if you lost your belongings and valuables in case of fire, theft or damages from flooding or accidents? That's what contents insurance is for. It is to provide financial protection if those things happen.



What is covered?

Contents Insurance usually covers the cost of replacing or repairing your personal belongings and your household items if they are damaged or destroyed. This can include furniture, carpets, clothes, computers, fridge, television, camera, tools, jewellery, phones/tablets etc.

Insuring your possessions is generally a sensible idea. It is up to you to take out contents insurance. No matter how careful you are, there's always a risk that your belongings could be broken, damaged or stolen so home contents insurance can help provide peace of mind if the worst should happen.

What types there?

There are three main types of policy available:

Bedroom rated: the insurer works out the amount of contents cover you need based on the number of bedrooms you have.

Sum insured: you have to calculate the amount of cover that you need.

Unlimited sum insured: all your contents are covered without limit, so you don't have to worry about being under-insured.

How much does it cost?

The average cost of Contents Insurance is between £2.80 to £3.50 per week.

Where can I buy contents insurance?

You can get your policy direct from insurers or insurance brokers however buying your insurance using comparison websites (listed below) is a good way to find cheap insurance that fits your needs.

www.confused.com

www.moneysupermarket.com

www.gocompare.com

www.comparethemarket.com



PAYING YOUR RENT BY DIRECT DEBIT...

gives peace of mind, saves you time and its flexible. You can be sure that your rent is paid on time and you also have a chance of winning a prize every month. *Please contact the office if you are interested in paying your rent by direct debit.*

Direct Debit Winners 2023
January: Mr D Lyons, Wandsworth
February: Mrs Thi Le, Lewisham
March: Mrs Elena Muro, Southwark
April: Ms N Khan-Lodhi, Wandsworth
May: Mr Chu, Lambeth



MyTenancy

Have you registered to check your rent account online through MyTenancy? It is a 24/7 online portal which provides tenants with an easy-to-use, self-service platform including the following benefits:

- View rent account information
- View property repair history
- Report a new repair
- View rent statements

Ask your
Housing Officer
for more details

MyTenancy

Login

Welcome to MyTenancy. Please enter your username and password.

Username:

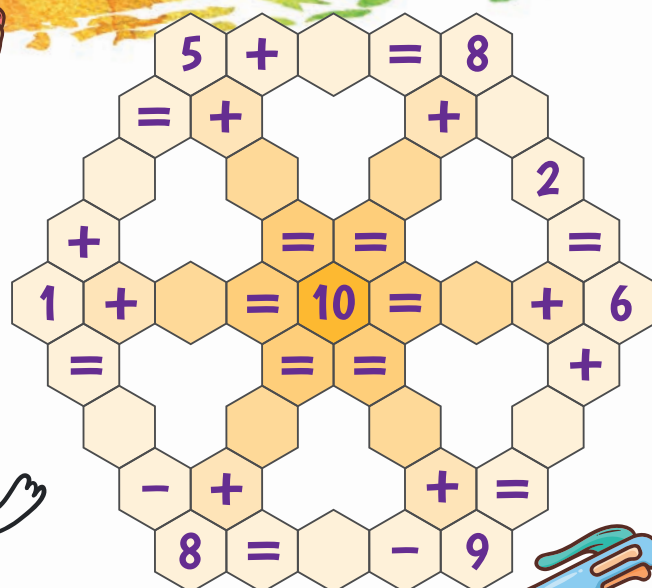
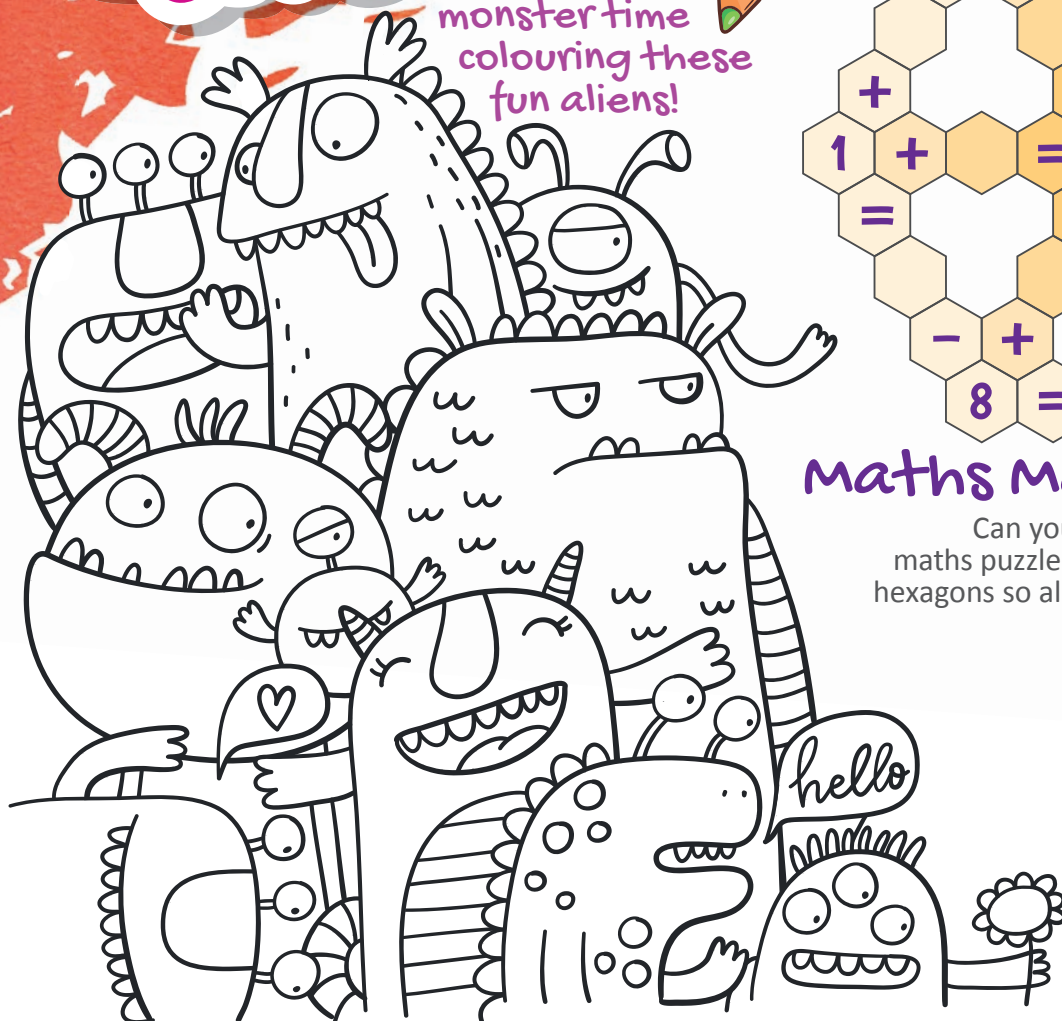
Password:

[Forgotten your password?](#)

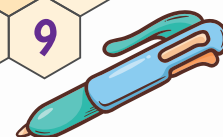
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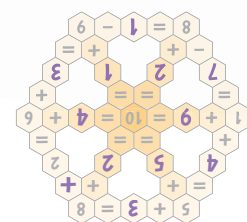
Have a monster time colouring these fun aliens!



Maths Magic



Can you complete the maths puzzle by filling in the blank hexagons so all the sums are correct?

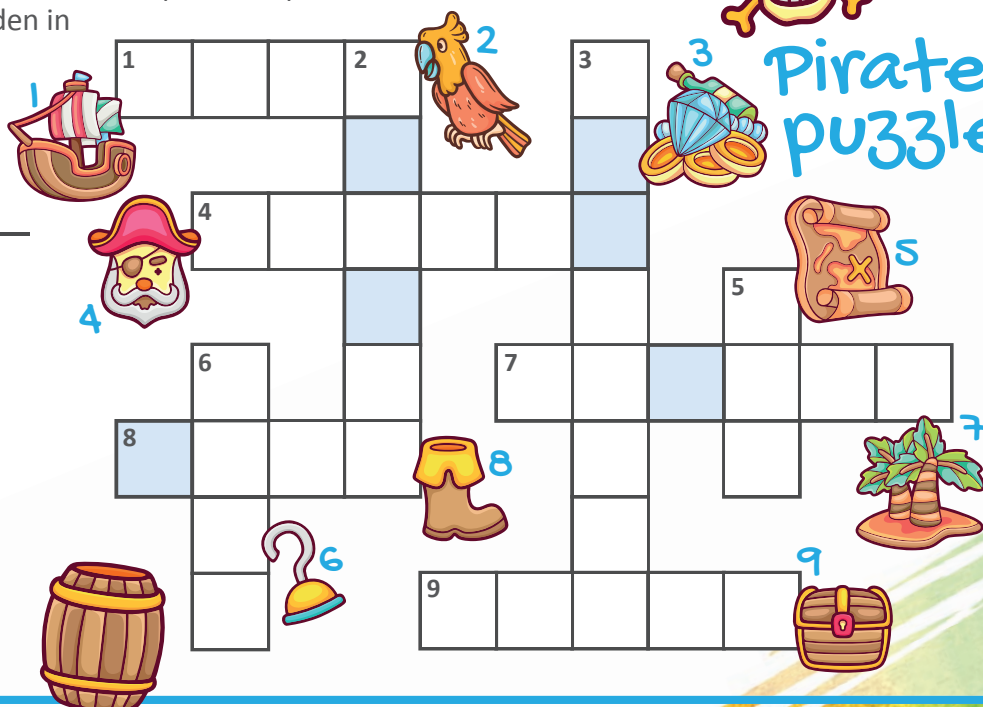


1 SHIP 2 PARROT 3 TREASURE
4 PIRATE 5 MAP 6 HOOK
7 ISLAND 8 BOOT 9 CHEST
10 BARREL

Answers

Can you name all the pirate pictures, complete the puzzle and find the secret word hidden in the blue shaded squares?

- 1 _ _ _ _ _
- 2 _ _ _ _ _
- 3 _ _ _ _ _
- 4 _ _ _ _ _
- 5 _ _ _ _
- 6 _ _ _ _
- 7 _ _ _ _ _
- 8 _ _ _ _
- 9 _ _ _ _ _
- ? _ _ _ _ _



Pirate puzzle

Beat the heat!

top tips for keeping cool

7

Heatwaves are happening around the world, and due to climate change, they're getting hotter and longer.

While basking in the sunshine is a wonderful thing, extreme heat can be deadly, affecting younger and older people, pregnant women, and those with chronic health conditions. But there's lots we can do to protect ourselves and our loved ones. Here are a few tips for keeping cool...

Be Sun Smart Avoid going out during the hottest hours of the day.

If you have to go out in direct sunlight, wear (and regularly reapply) sunscreen, cover your head with a hat, and remember to take regular breaks indoors or in a shady area to avoid getting heat exhaustion or heatstroke. Wearing light-coloured, loose-fitting clothing will help too.

Drink Plenty of Water As you sweat throughout the day, the liquids you lose need to be replaced to avoid dehydration. Symptoms of dehydration include a dry mouth, dizziness or confusion, and headaches. Avoid caffeine and make sure you're drinking lots of water and, if possible, isotonic sports drinks to replenish the lost salts, sugars and fluids.

Wetter is Better Heat escapes through the skin, which is the largest organ in the body. So, the more skin you can cool down, the better. In baking hot weather, drenching a t-shirt and keeping it wet can be very effective. If you'd rather not walk around in wet clothing, you can buy cooling spray or having a cool shower will work just as well. You can quickly cool yourself down by putting your hands and feet in cold water. Wrists and ankles have lots of blood vessels are close to the skin, so you will cool down more quickly.

Keep Your Home Cool During the hot weather, it's important to keep your home a cool, comfortable place you can escape to out of the heat.

It may feel natural to throw open windows and doors when the sun is shining, but keeping them closed during the hottest parts of the day can help keep the cool air in and the hot air out. Open them again in the evening once the temperature has gone down to let cooler air circulate. It also helps to keep your curtains or blinds closed (although metal blinds can make the room hotter). Try to avoid creating too much heat in the home from cooking or using appliances. Choose meals that don't require extra heat, or if they do, try to prepare them earlier in the day.

Eat Light Meals to Feel Cooler When it's hot, eat light, well-balanced, regular meals. Food with a high water content like strawberries, cucumber, celery, and lettuce will also help to keep you hydrated and cool. You can also try foods with high fluid content like soups and stews that contribute towards hydration levels.

KNOW THE RISKS!!

The heat can have a serious effect on your physical health, and especially during a heatwave, it's important to look out for signs of heatstroke and heat exhaustion. Many people believe that heat exhaustion and heatstroke are the same things, but heatstroke is potentially far more serious.

Heat exhaustion is caused when the body loses excess water, salt, and sugars through sweating. It can be treated by having plenty to drink, keeping out of the sun, and cooling down.

Heatstroke occurs when the body's temperature becomes dangerously high and the body is no longer able to cool itself.

Symptoms include confusion, headache, nausea, and muscle cramps. Another symptom is paler skin than normal - depending on your skin tone this could mean your skin looks ashen, grey, or a more yellowish hue. It might be easier to notice this change in colour on the palms of hands, nails, or eyes, gums, and tongue.

HEATSTROKE CAN DEVELOP WITH LITTLE WARNING AND QUICKLY LEAD TO A PERSON BECOMING UNRESPONSIVE
COOL THEM DOWN AS QUICKLY AS POSSIBLE BY WRAPPING THEM IN A WET SHEET OR CLOTHING AND DIAL 999



If you need more information, search online for tips and advice about the hot weather

GETTING ABOUT THIS SUMMER *with...*

ShopMobility UK + WCT



8

There are lots of shopmobility centres around - check the website to find yours:
www.shopmobilityuk.org/find-a-centre

Shopmobility Wandsworth is based at Sainsbury's Supermarket on Garratt Lane, SW18, and is convenient for the whole of Wandsworth Town Centre. This is a service for people with mobility issues and pensioners.

Schemes in other areas are similar.

The Shopmobility Service is provided by Wandsworth Community Transport, and it runs in conjunction with the WCT shopping shuttle. It enables people to be picked up by the shuttle service from home and be dropped off at the Shopmobility office, and then pick up a mobility aid if required to go and do their shopping or visit the town centre, and then returned home.

Shopmobility provides: free loans of powered scooters, and electric or manual wheelchairs to anyone with a mobility problem; escorts, if necessary, to assist.



Wandsworth Community Transport

To book telephone:
020 8675 7460 (Minicom available)

E-mail: wct@btconnect.com

Website: www.wctbus.co.uk

Available Monday to Friday: 9.30am – 2.30pm

Loans of mobility aids are free.

There is a £2.50 charge for shuttle service for people who need transport to and from Shopmobility.



IT'S COMPETITION TIME!

ENTER TO WIN!

- ? What date is this year's summer trip and where is the event going to be ?
- ? Who is the current home secretary ?
- ? Which London underground line has the most stations and how many ?
- ? Tenants are obliged to give access allowing New Worlds appointed contractors to carry out an annual safety checks, what is this check ?

Please send your answers by email to **info@newha.co.uk** or post it to the office to arrive no later than Friday, 21st July 2023. Remember to include your name and contact details with your answers.

FIVE LUCKY WINNERS drawn will each receive a £20 gift voucher!



Contact Us:

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Tel: 020 8675 0320 Text: 07552 552 814 Email: info@newha.co.uk

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