

# CBHA news

The newsletter for CBHA residents

Spring 2008



Patricia Attfield, Waltham Forest Fairtrade co-ordinator Pat Howie and Carol Lanham

## 'Ladies who lunch' enjoy Fairtrade talk

A group of women enjoyed a thought-provoking talk from Waltham Forest's Fairtrade co-ordinator Pat Howie in March.

CBHA resident Patricia Attfield, of Keatley Green, Chingford, and Carol Lanham, of Lilac Close, Chingford, were among the Ladies Who Lunch group at the Paradox Centre who heard why buying Fairtrade products supports growers and workers in other countries and ensures they are getting a fair deal.

There are now 3,000 Fairtrade certified products from coffee to cotton wool and flowers. The talk was part of Fairtrade Fortnight which aimed to raise

awareness of Fairtrade.

Head of service improvement and communications Jude Leighton, who attended the lunch, said many of the women at the event were already buying Fairtrade products.

The Ladies Who Lunch events are a chance for local people to get to know each other and enjoy healthy food. They are part of CBHA's well-being programme, run by Ingrid Worrell.

• CBHA has been approached about becoming Waltham Forest's flagship Fairtrade employer. This will mean using Fairtrade products such as coffee and sugar in their offices.

# Extra £3.4million for local jobs and training support in City Strategy

CBHA is leading Waltham Forest social landlords in an exciting new project to help people find work, as part of the government's City Strategy. The WorkNet Partnership project is the result of a successful bid for £13.5m by the five Olympic boroughs. Waltham Forest will benefit from £3.4million to provide additional employment support.

Sharon Wint-Gordon, CBHA's interim head of economic development, said: "The WorkNet Partnership will help support local residents find jobs, improve the income of families dependent on a low wage and help address child poverty."

CBHA will provide three of the potential 14 'single points of access' throughout Waltham Forest where residents can discover everything they need to prepare for and find work or improve their skills. They will be at the Leytonstone, Walthamstow and Chingford area offices.

CBHA's expertise in various areas will be used. These include:

- debt counselling
- better off in work calculations
- housing advice
- vocational skills development
- language support
- job preparation and job brokerage
- financial support
- in-work support/mentoring/coaching.

Seven new CBHA posts will be created - economic development manager, two money advisers, two youth engagement workers, an outreach employment adviser and a project administrator. Specialist youth outreach staff will

be used to engage with 'difficult to reach' groups such as young people who are not in work or at college.

The City Strategy, funded by the Department of Work and Pensions, aims to tackle worklessness and address child poverty.

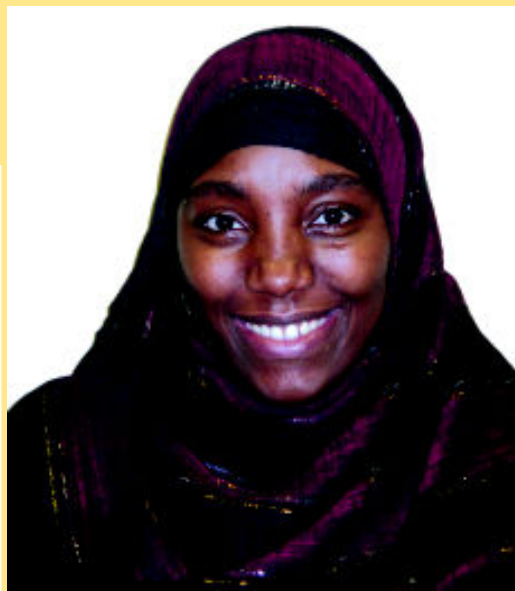
Leytonstone resident Anita Parker (pictured right) is the new temporary customer services assistant for CBHA and she is loving the job.

"It is right up my street because I have done other customer-based work before which I enjoy," she said. Anita started as a volunteer for CBHA in January, working two days per week. She helped out with admin for Matthew Weakes in resident involvement. It was then suggested she went for the customer services assistant role.

Anita has two children and is expecting her third. "I was at university studying social sciences and enjoyed challenging myself but chose not to continue after the birth of my second child.

"I hope that once the baby is born and I am ready to work again, I will have good experience to take me into a new role with CBHA or continue with my current role."

## Anita progresses from volunteer to becoming a CBHA employee



## View from the chair

Susan Nwalema talks about CBHA's role in the £3.4million bid for local jobs and training

It is great news that CBHA is a major partner in Waltham Forest's successful bid for £3.4million to fund employment and training support. (See story on front page.)

In fact, CBHA's involvement was crucial in the funding bid being granted by City Strategy, the government's strategy to tackle worklessness.

CBHA will act on behalf of other social landlords in the borough in developing new ways of helping people into jobs and training opportunities.

By this time next year, we hope to be in a position to offer services to other landlords, as the borough's lead social landlord on employment and economic development.

The government's policy for dealing with worklessness has



increasingly been emphasising the role social landlords can play.

For instance, in her inaugural speech on potential housing policy changes in February, new Minister for Housing Caroline Flint said: "The question we should ask of new tenants is what commitment they will make to improve their skills, find work and take the support that is available." She went on to

suggest: "If you are in a family, an estate or a neighbourhood where nobody works, that impacts on your own aspiration."

CBHA will employ some new staff to support this exciting project including two specialist youth workers to engage with young unemployed people and get them into the WorkNet partnership programme.

## Ask Naz and Nigel



**Welfare benefits advice with CBHA money advisers Nigel Harrison and Nazeerah Ravat**

**A person in receipt of housing and council tax benefit has not received any payment for about nine months and is getting letters regarding county court action for rent arrears and their council tax. How far can housing and council tax benefit be backdated?**

A person can request backdating of up to 52 weeks providing they can show good cause, such as illness, exceptional circumstances, dyslexia.

But the rules will change in October this year. Benefit will then only be backdated for up to 13 weeks.

This is very important because when benefit is not backdated, you become liable for rent arrears and council tax bills.

Please try to be one step ahead and check your rent account every four weeks when your benefit is paid. This means you will be able to stop any benefit problems. Usually, the sooner you contact the housing benefit section, the more likely it will be resolved quickly

**A single person with one child, in receipt of housing benefit moves within the borough. Do they have to submit a new claim?**

No. The person only needs to complete a change of circumstances form which is a lot quicker and can be done via CBHA or LBWF or at one-stop shops.

**Does a person receiving housing benefit have to report any other change of circumstances – such as people moving in or out, changes in income, teenagers' ages, changes in child benefit, etc.**

Yes, What some people do not realise is that housing benefit is means-tested and based on income support. This means it is most important for all changes in circumstances to be reported to LBWF in writing.

If changes are not reported, it will cause serious problems with the person's housing and council tax benefit. This is likely to be overpayments that have to be repaid, rent arrears, council tax bills and possibly bailiffs. All this can be avoided if changes in circumstances are reported at the time.

It is now much easier for people to do this as they can contact CBHA money advisers or go to LBWF one-stop shops where benefit is amended there and then.

**Please phone to make an appointment: 020 7922 8572 or 020 7922 8575**

## Mosquitos: are they an irritating pest?



CBHA uses 'mosquito' alarms which emit a high-pitched sound that only young people can hear.

And they have proved very successful so far - dispersing groups of young people from certain locations.

But CBHA wants to hear your views, in the wake of recent controversy in the press about mosquitos. Please let us know what you think on 020 7922 8599.

## Report cases of anti-social behaviour anonymously

**Staff at CBHA are aware that residents are not reporting anti-social behaviour incidents because they are scared of reprisals.**

Head of tenancy support services Michala Jervis said: "We want to remind residents that they can report incidents anonymously. They can ring our anti-social behaviour officer on 020 7922 8599 (or ring after 5pm and leave a message).

"We will then investigate the incident and we can assure the resident that we will not use their name and details."

She added: "It is important incidents are reported so we can deal with the problems and

improve the quality of life for our residents by stopping the anti-social behaviour."

Michala also had a warning to those causing serious anti-social behaviour problems.

"We work very closely with the police and so we will know if anyone is arrested or charged with anything that is a breach of their tenancy. This could be anything related to drugs or misuse of the property. If this happened, CBHA would have grounds to evict the person."

**Residents can now clear debts to CBHA, including rent arrears, court costs and re-chargeable repairs with a debit or credit card. Please contact your local area office if you would like to pay your debt off there and then.**

## Liz does marathon for Ghanaian school

CBHA supporter Liz Gentilcore ran a marathon around Waltham Forest to raise money for a school in Ghana.

Liz was due to run the 26 miles on April 4, as *CBHA News* went to press.

Her sponsorship money will go to Linking International Communities for Sustainability (LINCS), a charity supported by CBHA and Mayville Primary

School. It is developing a new school and health centre in the village of Butre in West Ghana.

The idea for LINCS came from Victoria Baffour-Awuah, CBHA resident Board member and Chair of governors at Mayville Primary School.

Victoria visited Ghana in 2006 and felt moved to take action to relieve some of the poverty she witnessed.

# Fire advice and conmen warnings at safety forum



Tenancy support officer Angel Abisola with firefighters, above. Below, residents at the forum



## Will you be the winner of a flat-screen TV?

The prize draw to win a flat-screen TV in the resident reward scheme will take place on April 16.

To be entered in the prize draw, you must be a member of the scheme. It is not too late to join, as long as you have a clear rent and service charge accounts and no breaches of tenancy for anti-social behaviour or other tenancy breaches. Please contact Matthew Weakes on 020 7922 8553 before April 15 to be in with a chance.



Customer reward scheme

## Join a focus group

Revenue services was the topic up for discussion at the latest focus group meeting.

A small group of residents met in March to talk about how CBHA collects money and offers advice. They also discussed benefit issues.

Focus group meetings are held occasionally to talk about specific issues so CBHA can get feedback from residents on some of its services.

The groups have been set up by resident involvement officer Matthew Weakes.

Previous meetings have focused on leasehold issues and diversity.

Anyone who might like to be included in a future focus group meeting on a specific subject can contact Matthew on 020 7922 8553.

## What do you think of website?

CBHA wants to know how many people find its website useful.

"We want to get feedback from our residents about the sort of thing they want to use on our website so we can make improvements to it," said head of services and communications Jude Leighton.

Residents can use the site for paying rent, reporting repairs, requesting a transfer or exchange, reporting anti-social behaviour, making a complaint or to access information about services.

Look out for an on-line survey coming soon. Or let CBHA have your views by emailing [services@cbha.org.uk](mailto:services@cbha.org.uk).

How to deal with bogus service people who try to con their way into the home was one of the subjects discussed at a health and safety forum.

About 30 older residents, disabled people and those with learning difficulties were among the groups invited to the special forum at CBHA's Leytonstone office.

They were also given advice from firefighters who talked about the main causes of fires in the home and how to avoid them. They also showed residents some of the different gadgets they had, particularly the visual smoke alarms for those with hearing impairments.

The local police gave advice about how to deal with bogus service people who called on vulnerable residents. They said residents could leave the person outside with the door closed while they rang to check. And if they were in any doubt, they should not let them into their home. They also showed them the panic alarms available for people's homes.

## Staff will do fire checks

CBHA staff will soon be carrying out home fire safety checks.

Various members of staff are being trained by the fire service so they can carry out these potentially life-saving checks. From early summer, they will be able to do a whole home risk assessment and advise on a family evacuation plan in the event of a fire.

All CBHA homes already have smoke alarms.

The staff doing the checks will also identify anyone with a hearing impairment who might need a visual or vibrating type of smoke alarm.

This will then be installed free as part of the programme.

## Check out CBHA job opportunities

Look out for some CBHA new jobs being advertised soon.

These will include:

- finance inclusion officer
  - employment training advisor.
- Check out the details at

[www.cbha.org.uk](http://www.cbha.org.uk) and go to about us. Click on working for us and it will link you to the vacancy section at Peabody Trust's website which includes CBHA and Peabody jobs.

## Get Active with the CBHA in 2008

As part of **Active 8 London**, a Big Lottery Fund sponsored project, we are running a series of free events to contribute to healthier communities.

This month's events are:

- Saturday, 5 April  
'Intercultural Food Day'  
Paradox Youth Wing, 3/5 Ching Way - Noon to 5pm
- Wednesday, 9 April  
'Ladies Who Lunch'  
Welcome Court, 21 Saxon Close - 11am to 3pm
- Friday, 11 April  
'Pukka Tukka'  
Score, 100 Oliver Road - 5 to 9pm
- Wednesday, 16 April  
'Ladies Who Lunch'  
Epicentre, 43 West Street - 11am to 3pm
- Wednesday, 23 April  
'Ladies Who Lunch'  
Score, 100 Oliver Road - 11am to 3pm
- Monday, 26 April  
'Wellbeing Roadshow'  
Paradox Youth Wing - Noon to 5pm
- Wednesday, 30 April  
'Ladies Who Lunch'  
Paradox Youth Wing, 3/5 Chingway - 11am to 3pm

For more information about **Active 8 London** projects run by the CBHA, contact Ingrid Worrell on 020 7922 0500 or simply drop in for a fun-filled event. Look out for a listing of next month's events.



a member of the Peabody group

Sponsored by The National Lottery through the Big Lottery Fund

## Suggestion taken up right here

Resident Christine Paul, of Beaconsfield Road, has won a £25 voucher for her suggestion.

She put forward the idea to list mutual exchange details here in CBHA News (see right).

Christine is one of our residents who is looking to do a home swap. We hope

residents wanting to move find this helpful.

CBHA wants to hear more residents' suggestions: remember you could win a £25 voucher if we take up your idea.

Simply write your idea down and drop it into one of our suggestion boxes in your local area office.

# Wii are never too old to enjoy keeping well!



Vera Digance uses the Wii for a virtual game of 10 pin bowling

Older residents at Welcome Court had the chance to use a Nintendo Wii as part of a well-being programme. The computer game, which involves pretending you are playing various sports in front of the tv, went down well and got residents on their feet, acting out sports.

Residents are also regularly offered health-related treats such as facials, again as part of the Active 8 well-being project.

In a separate well-being event, National Lottery representatives visited CBHA's Pukka Tukka workshop - a project which encourages young people to eat healthily.



suggestions and letters for CBHA News to:  
CBHA news  
Central Office  
433-443 High Road  
Leytonstone  
London E11 4JU

### Contact number

Contact CBHA for all four areas on our one central number:

**020 7922 8500**

Or email us at:  
[services@cbha.org.uk](mailto:services@cbha.org.uk)

Member of the  
**Peabody group**

## Check out these for mutual exchange

This issue, following a resident's suggestion, we are publicising some residents who are interested in mutual exchange.

To be eligible, both parties need an assured or secure tenancy, a clear rent account and no anti-social behaviour issues.

Both properties must be in good condition. The

exchange must suit your household need and not create overcrowding or under occupation.

Tenants are responsible for their own moving costs. They will not get a new tenancy.

Full details from Leticia Dowsett at the Chingford office on 020 7922 8579 or email [leticia@cbha.org.uk](mailto:leticia@cbha.org.uk).

### Case Current

- 1 Walthamstow 3bed 2 storey property
- 2 Walthamstow 2 bed flat in a block
- 3 Leyton 3 bed house, 2 storey
- 4 Leytonstone 3 bed 3 storey
- 5 Leyton 4 bed 3 storey
- 6 Leytonstone 3 Bed disabled unit, with lift 2 storey
- 7 Leytonstone, 3 Bed Disabled unit, no lift
- 8 Chingford 3 bed 3 storey
- 9 Chingford 3 bed 2 storey
- 10 Chingford 3 bed 3 storey
- 11 Leyton - 2 bed 2 storey
- 12 Leytonstone 2 bed ground floor flat with garden
- 13 Chingford 1 bed first floor flat

### Non CBHA tenants wanting to move to a CBHA property

- 14 Highams Park 1 bed 2<sup>nd</sup> floor flat
- 15 Chingford 2 bed house with garden
- 16 Walthamstow (Blackhorse Road) 2 bed flat
- 17 Walthamstow, 3 bed disabled property
- 18 Walthamstow 2 bed house
- 19 Chingford (Friday Hill) 1 bed bungalow

### Wanting to exchange to

- Walthamstow 2 bed house
- Walthamstow 1 bed, ground floor
- Chingford, 2 bed house with garden
- Chingford/Walthamstow 2 bed house
- Chingford/Walthamstow/Leyton 2 bed house
- Walthamstow, Leyton and Chingford, 3 bed (general needs)
- Walthamstow, 2 bed house
- Walthamstow, Leyton, and Leytonstone, 2 bed house
- Chingford 2 bed house
- Chingford 1 bed ground floor
- 3 bed 5 person house - any CBHA area
- 3 bed 4 person house - any CBHA area
- Chingford 2 bed house
- 3 bed 4 person house - any CBHA area
- 3 bed, 5 person house - any CBHA area
- Walthamstow/Chingford 3 bed 4 person house
- 2 bed - general needs - any CBHA area
- 3 bed 4 person house - any CBHA area
- 2 bed house - any CBHA area

## Interpreting and translation assistance

CBHA News

If English is not your first language and you would like the CBHA News or any articles from it translated, please contact your CBHA office where the staff will be happy to arrange this. If you know anyone who might like this translated, please let us know.

Articles from CBHA News in large print, Braille or on audio tape are available on request.

<p>CBHA Lajme. Nëse Anglishtja nuk është gjuhë juaj dhe ju i dëshironi CBHA Lajmet (ose ndonjë artikull nga këto) të përkthyerin ju lutem kontaktoni zyrën tuaj CBHA ku punëtorët do të jenë të kënaqur për të regjistruar kërën.</p> <p>ALBANIAN <input type="checkbox"/></p>	<p>Noticias de CBHA. Se o inglês não for o seu idioma principal e gostaria de receber o CBHA News (notícias de CBHA) traduzido, contacte o escritório da CBHA e os nossos funcionários terão prazer em lhe proporcionar uma.</p> <p>PORTUGUESE <input type="checkbox"/></p>
<p>أخبار سي بي إنتر إيه. إذا كانت الإنجليزية هي ليست لغتك الأم وأنت ترغب في ترجمة أخبار سي بي إنتر إيه (أو أية مقالات منها) - برجاء الاتصال بمكتب سي بي إنتر إيه الخاص بك حيث سيكون الموظفون مسرورين لترتيب هذا.</p> <p>ARABIC <input type="checkbox"/></p>	<p>Wararka CBHA. Haddii aan afka Ingiriisku ahayn afkaaga kooxaad, aadna jecleen lahayd inaad heshid Wararka CBHA (ama maqaallo ka mid ah) oo tujuman, fadlan la xiriir xafiiska CBHA halkaasoo shaqaalaha joogaa ku fari doonaan inay taas ku dyaaliyaan.</p> <p>SOMALI <input type="checkbox"/></p>
<p>পরিচয় পত্রিকা (পরিচয় পত্রিকা)। ইংলিশ নই আপনার মাতৃ ভাষা হলে আপনি পরিচয় পত্রিকা (বা এর কোন সংস্করণ) পড়তে চান কিনা, তাহলে আমাদের পরিচয় পত্রিকা অফিসে যোগাযোগ করুন। আমরা আপনাকে ইংলিশ থেকে বাংলায় বা অন্য ভাষায় অনুবাদ করে দেব।</p> <p>BENGALI <input type="checkbox"/></p>	<p>La publicación «CBHA News». En caso de que el inglés no sea su lengua materna, y desee una traducción de la publicación «CBHA News» (Noticias de la CBHA), o de cualquier artículo de ella, no dude en contactar con su oficina CBHA, y el personal de la misma estará encantado de gestionar dicha traducción.</p> <p>SPANISH <input type="checkbox"/></p>
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