

CBHA news

The newsletter for CBHA residents

Summer 2007

Breaks away and flat screen TVs among prizes in reward scheme

The tenant reward scheme has been launched! This is exciting news for all 'model residents' who now have the chance of winning some great prizes. Some of the rewards up for grabs in the regular prize draws will be:

- weekend breaks • a week's rent credit
- flat screen TVs • vouchers for community events
- festive hampers • much more!

To be eligible to join the tenant reward scheme, residents should maintain their tenancy conditions. If the terms are breached, their membership will be suspended or, ultimately, withdrawn.

Housing director Paul Brown launched the scheme at the residents' fun day in July. He said: "The tenant reward scheme will be self-financing because of the reduced officer time spent dealing with tenancy breaches."



The scheme's logo

Residents' family fun event a great success



Above, children's entertainment; below, listening to a presentation

CBHA Residents' Day in July proved a triumph and is likely to be repeated in future years.

The event included a programme of workshops, information, displays and updates about new CBHA initiatives which residents were pleased to hear about.

Then there was a range of fun activities for all the family, including face painting, children's entertainer, bouncy castle and a free all-day barbecue. Unusually, there were rides on a cherry picker, on site for painting work.

Head of continuous improvement and communications Jude Leighton said: "Residents were interested in Rollin G's exhibition

and to talk to Aron Jervis and Jason Dolphin about the organisations' anti-gang work."

Police from the Safer Neighbourhoods initiative also had an exhibition and were on hand to chat to residents.

Jude said many people were interested and enthusiastic about some of the new work CBHA was involved in. This included the new residents reward scheme (see story above) which was launched on the day by housing director Paul Brown.

And they heard about the well-being programme from area housing manager, specialist services, Martins Aimiuwu. This includes financial inclusion, healthy eating and mentoring (see story below).

There was also a presentation on the opportunity for CBHA children to win a place at Christ's Hospital boarding school in Sussex.

Resident Board members were on hand to talk to people about resident involvement, being on the Board and other issues.

Initially, CBHA had planned a resident conference for June but this had to be cancelled due to circumstances beyond CBHA's control. This Residents' Day replaced it on July 21.



Above, a police officer talks with a park warden; below, smiling faces; left, henna hand painting



Over £4.6 million for well-being plans

A massive £4,685,389 has been awarded to CBHA and its partner organisations for well-being programme Active 8 London.

The money is for 84 projects all aimed at improving the health of 43,000 people in social housing communities across London. The programme will offer projects encouraging healthy eating, exercise, relaxation, drugs information and sexual health awareness and self-development. Projects for CBHA young people, elderly residents and lone parents include:

- working with young people to develop skills

to shop, cook and eat on a budget

- providing holistic one-day bi-monthly community events for older people including healthy meals, gentle exercise, massage and relaxation

- weekly sessions for lone parents to help social interaction, healthy snacks for parent and child and baby massage plus advice on stopping smoking, sexual health, jobs and training.

- starting a gym. • advice on sexual health, teenage pregnancy, healthy eating, drugs awareness and stopping smoking.

People move in to 'eco' homes

New residents have now started moving into CBHA's development at Stephenson Road, Walthamstow.

The development of 17 homes, which include shared ownership and rent properties, has several ecological features.

Photovoltaic panels on the roof will supply enough solar power for the entry phone system and the communal

lighting. There is triple glazing and high level insulation. Gas boilers in every home are fitted with a saver unit which means residents will save up to 20% on their energy bills. About 10% of the energy used by the building is from renewable sources.

Another benefit for residents: they will share a satellite, meaning they will all have access to Sky Plus TV.

View from the chair

Susan Nwalema talks about the risk of bored young people getting into trouble on the streets this summer



This one is especially for the youth. Summer's here and everyone loves being outside when it is warm and sunny – and our young people are no exception. But when they hang out together in groups, with nothing particular to do, boredom can mean danger.

We all know that if they are bored they are more likely to get into trouble. Maybe something starts as a bit of a laugh and then gets out of hand.

They can end up causing a nuisance – and can also appear intimidating to other residents when all they wanted was some fun with

their mates.

We definitely do not want our young people getting into gang activity, which is a very real risk. (Please see the *youth news* inside for mention of anti-gang group Rollin G and a report on a prison visit on August 1. Now there is a sure way to put off anyone

from getting into crime.)

I appeal to all our young residents not to get into trouble this summer and not to hang around on the streets. There are loads of things to do over the summer, from ice skating, the cinema and plenty of activities planned by CBHA

“Getting into gang activity is a very real risk”

to keep young people busy – as our piece on the summer programme shows. I know some are in other areas but it will be fun joining in with other CBHA youth and doing something different.

So please do not cause a nuisance; make the most of the opportunities we offer and have a great summer.

• Thanks to all the residents who came along to the Residents Day at Leytonstone. I know everyone enjoyed themselves and the freebies as well as the food. We are planning to do something in each area ie. a street party or fun day so look out for notices.

Leticia in lettings at Chingford

It is farewell to lettings officer Monica Kessie who is leaving CBHA. Her role is being taken by Leticia Dowsett (pictured) who will work from the Chingford office. She will be working closely with the housing officers.



Ask Naz and Nigel



Welfare benefits advice with CBHA money advisers Nigel Harrison and Nazeerah Sedat

A single woman with one child is receiving Housing Benefit minus £9 caused by the recovery of a overpayment. Can extra Housing Benefit be claimed so as to alleviate hardship?

Yes. LBWF have a scheme and the cash so people can apply for extra Housing Benefit so as to alleviate hardship. Contact your money adviser for an appointment.

A person with a child and receiving Income Support changes from Income Support to Job Seekers Allowance. Does she have to report the change?

Yes. The change of circumstances needs to be reported within 28 days either at LBWF or CBHA. If the changes are reported, Housing Benefit continues. If the change is not reported, it will

result in a overpayment that will be deducted at £9 which can cause rent arrears and unnecessary Council Tax bills.

Housing Benefit new claims and change of circumstances can be made via CBHA's money advisers. You are welcome to contact them on 0207 922 8575 or 0207 922 8572.

CBHA money advice surgeries

Doreen Capstan House, Wednesday August 1, 10.30am to 12.30pm

Boundary Road and Oliver Close, held at Boundary Road estate office, August 7, 10.30am to 12.30pm.

Chingford estate office, Friday August 9, 10.30am to 12.20pm

Leytonstone area office, August 14, 10.30am to 12.30pm. All CBHA residents are welcome.

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

New post of financial inclusion officer

A new financial inclusion officer is to be employed by CBHA. The new post-holder will work on the programme 'MoneyMatters' which will help improve standards of living. MoneyMatters will

offer people access to mainstream financial packages as well as job opportunities.

Look out in the next issue of CBHA news for more information about the programme..

Get great tips from WorkNet



The WorkNet team

CBHA residents can get advice on jobs, training, benefits and childcare through WorkNet. Funded through the Better Neighbourhoods Initiative, WorkNet offers support with:

- writing CVs and application forms
- child care and health in work advice
- searching for jobs and accessing jobs arising from the Olympic developments
- benefits advice
- tips for successful job interviews;
- links to local training programmes, including the Pre-Olympic Volunteer Programme.

Better Neighbourhoods Area Manager Tony Banach said: “We give one-to-one sessions in which we explore what skills you have to direct us to areas for employment or training possibilities. We can help many people including lone parents and those wanting to get back to work. There are many opportunities available.”

You can contact your local WorkNet Outreach Officer depending on your area as follows. (Call or text WorkNet and they will ring back.)

Leyton: call or text Michael on 07969 726982.

Valley/Higham Hill: call or text Kehinde on 07969 726976.

Lea Bridge/ Markhouse: call or text Marlon on 07969 727131.

Cathall/ Cann Hall: call or text Denise on 07969 726990.

Wood St/ Hoe St: call Mary on 07969 727146.

Alternatively you can call in to the drop-in surgeries. Kenni is based at CBHA Offices in Ching Way on Tuesday mornings or Priory Court Community Centre on Tuesday afternoons. Denise is at Waltham Forest Direct in Leytonstone on Monday afternoons. Marlon is at the Cyberlink building on the Beaumont estate, Leyton on Wednesdays. Michael is at Community Place, 806 Leyton High Road on Wednesday mornings. Mary is at Waltham Forest Direct, Forest Road, on Monday afternoons.

Judge orders abusive resident to be evicted if behaviour resumes

Staff acted as witnesses

A judge has put a Postponed Possession order on a resident who verbally abused and threatened CBHA staff and local people.

This means the resident, whose abuse included racist insults, will be evicted if he repeats any of the unacceptable behaviour.

Housing director Paul Brown said: "The man had verbally abused many people, including his elderly neighbour, and been threatening. He had previously been banned from the area office and some of

our repairs workers had not wanted to go to his property because of the abuse towards them.

"He has, however, had some periods of improved behaviour and has been better in the last six months. This is why the judge handed out a Postponed Possession Order rather than saying we could evict him immediately.

"We are satisfied with this because we are in the business of housing people and he has not been abusive recently. But he knows if he repeats any anti-social behaviour, he will be evicted."

Paul added staff had been able to act as witnesses so no residents needed to attend court to give evidence.

Anyone who wants to report a case of anti-social behaviour but does not feel comfortable going to the police, can report it to CBHA. Please go to your local area office.

New involvement officer and new ways to consult

A new resident involvement officer is being appointed by CBHA and will start in September.

The person recruited will set up some customer panels and customer focus groups to help CBHA find out exactly what residents think of different

aspects of its services.

The officer will also look at a range of ways of consulting residents such as phone surveys and text poles. And if you are interested in being asked your views only on certain issues such as rent or cleaning, you can let CBHA know.

Warning: Avoid the silent killer

About 30 people die every year from carbon monoxide (CO) poisoning caused by gas appliances and flues that have not been properly installed or maintained.

Please do not join this grim statistic – have your gas boiler checked annually.

Excess CO is produced when gas does not burn properly but you cannot see it, taste it or smell it. It can kill within warning in just a matter of hours. It can also cause a range of ill health symptoms.

Remember, having your gas boiler serviced can also save you money by ensuring it is working efficiently.

Cultural day at Welcome Court sheltered scheme



Resident Jessie Read with CBHA's Edward Ogundele, above. Below, Jessie with Bola Baruwa and resident Pat Monger



A cultural day to celebrate diversity was held at Welcome Court sheltered scheme in July.

Residents from CBHA's other scheme at Doreen Capstan House joined them for the event which included food from some of the countries represented.

Scheme manager Bola Baruwa had researched information on the countries residents came from and put it on the walls with the countries' flags. Countries represented included Scotland, Ghana, Nigeria, England and Spain.

Protect against flooding

With some of the country suffering the worst floods for decades, it is a good time to think about contents insurance. Although no CBHA properties are on flood plains, there is still the risk of flooding or other damage.

Many residents mistakenly believe CBHA will cover it for them and pay out for new furniture, carpets etc. But this is not the case.

All residents are responsible for insuring their home contents. CBHA residents can take advantage of favourable rates. The scheme is administered through brokers Jardine Lloyd Thompson under their Crystal Insurance operation, which is underwritten by Norwich Union.

Anyone interested in applying for home contents insurance can request an application form at their local CBHA area office.



Annual review is out now

This year's annual review has been published by CBHA. A separate report to residents, detailing all the important facts and figures will be out in the autumn. In the meantime, if anyone would like to see the annual review, please ask at your area office.

No summer holiday for rent money

It might be summer – but that is no reason to take a holiday from paying your rent. CBHA money advisers do not recommend spending your rent on a break away – falling into debt can seriously damage your tenancy.

And if you are taking a trip away this summer, ensure you still make the payment.

Remember, if you are facing difficulties, you can speak to one of the CBHA money advisers.

Call Nigel Harrison and Nazzarah Seedat on 020 7922 8500. To arrange paying any arrears back, call the revenues officers on 020 7922 8500 Option 2.

Two residents have been evicted for non-payment of rent since April 2007. Meanwhile, 161 residents have benefited from money and welfare advice from CBHA. Without this, some of them would have had possession action against them started.

Opportunities to win place at Christ's Hospital school

There are opportunities for CBHA young people to win places at Christ's Hospital boarding school in Horsham, West Sussex. One CBHA 11-year-old has already passed the entrance exam and will start in September this year.

Now two open days at the independent school will give children and their parents an idea of what it is really like. The school, which has free and heavily subsidised places, depending on the family's income, is holding an open day on **Saturday September 29, 2007 for entry into Year 7 in September 2008. The sixth form open day is on Saturday October 6, 2007 for entry in September 2008.**

During the open day, parents and children will have the chance to talk to various members of staff and to meet pupils who will also show them the school.

Please telephone Jude at CBHA on 0208 7922 8561 or the school on 01403 211293 for further information.

Soloman spruces up flats and gardens



Soloman with a Leyton resident for whom he did gardening and decorating

There was a tremendous response to CBHA's scheme to provide decorating and gardening help for free. Many residents asked for assistance and all those who fulfilled the criteria of being elderly, disabled or otherwise unable to do it themselves, were helped.

Supporting people manager Michala

Jervis, who organised the scheme, said: "Our direct services operator Soloman Chanikira has done about 14 gardens for residents and decorated rooms for eight people.

"He has worked really hard and the residents have been delighted with the results," she said.

Hearing impaired can use Typetalk phone

People with hearing impairments can use Typetalk – a telephone service run jointly between BT and Royal National Institute for the Deaf. Anyone with a Typetalk phone can use it by dialling 18002 then the number they need to call.

Remember, those with a standard phone can use it if they want to call someone who has a Typetalk phone.

Farewell Clays Lane as bulldozers move in

CBHA is saying farewell to Clays Lane estate, Newham, having successfully re-housed all 450 households.

The estate, located on the site of the future Olympic village, was transferred to Peabody Trust in August 2005 and CBHA has been managing it. Area manager for Clays Lane and supporting people Michala Jervis said: "We have now re-housed all the residents with about 19 different landlords across London and some outside the capital.

"All the staff working on this have had a really good experience – we have learned so much from all the housing associations. CBHA properties are brand new so it has been a change working with older housing."

Clays Lane was handed over to the London Development Agency in July and the bulldozers moved in.



Contact number

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

020 7922 8500

Or email us at: services@cbha.org.uk

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CBHA News

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

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