

CBHA news

The newsletter for CBHA residents

Spring 2006

Great results in survey show satisfied customers

The results for CBHA's annual customer survey exceeded expectations this year – with a resounding vote of approval for many services and staff.

A total of 91%, compared with 88% last year, said they were satisfied overall with CBHA as landlord.

An impressive 96% said they were happy with staff politeness and helpfulness, compared with 91% last year. And they rated the attitude of repairs and maintenance workers highly – 98% were satisfied.

Housing services director Paul Brown said: "We are particularly pleased with the

satisfaction overall result and would like to thank our customers for their confidence in us. This is also an important question that the Housing Corporation judges us on. It shows that residents were impressed despite the fire that knocked all of our phone and computer links out for several weeks. This is because we handled it quickly and provided alternatives."

Paul said: "We were also pleased with our

results around repairs issues – because residents tell us repairs and the condition of homes are key priorities for them."

The independent survey, conducted face-to-face by Market Research UK, found that:

- 91% were happy with how CBHA dealt with repairs
- 95% with when workers would call
- 95% with time taken to complete a repair
- 90% with the appointment system.

There were some issues highlighted by the survey as needing more attention. When asked if they were satisfied with how CBHA dealt with neighbour nuisance and anti-social behaviour, the figure remained the same as last year – 70%. And how it handled complaints came out at 62%.

"These are areas we will now be focusing on," said Paul.

The survey was done with a sample of 375 residents spread across the CBHA areas. Ethnicity was taken into account to ensure the data was representative of the communities.

Navinya's voluntary work with youth leads to her own business

At the age of only 21, Chingford resident Navinya Lee set up her own business with two friends. Moka Management provides fun activities for young people in the area.

This seemed a natural progression for Navinya, now 22, who has been working with young people in a voluntary capacity for CBHA and Ultimate Sports since she was 15.

As a young teenager, she enjoyed going on the trips organised by CBHA. Then she was asked if she would like to become more involved and she started helping out on the trips.

"I believe I was asked to become more of an authority figure because they saw I had a forward-looking

approach and was always thinking of future possibilities," said Navinya.

"I worked on activities through the summer, helped run the residential trips, five-a-side football matches and I taught drama.

She also volunteered as a sports coach with Ultimate Sports. When she turned 16, they employed her to continue her community work.

"I have also worked with young people in events promotion and music. This was one of many courses, run by Eastside Records, that I took part in."

Moka Management, which she set up with friends Dionne Grant and Nathan Naidu, aims to find what young people want to do and then

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One space on Board kept for young resident

One place on the CBHA Board is being reserved for a young person of between 19 and 25 years old.

Chair Susan Nwalema said: "This will ensure our younger residents are represented and their views taken account of when we are having discussions and making decisions."

This is one space reserved specifically for a young person but if more young people want to join, they can stand for election in the normal way.

Anyone (of any age) interested in finding out more about Board membership can attend the next Board information event on July 19.

Residents' conference planned for birthday celebrations

CBHA birthday celebration plans are stepping up. A total of 65 CBHA kids who will be 10 this year are being invited to a big party in the summer to mark the association's 10th year of existence.

This will be the first of the celebratory events planned. Other ideas to mark the special occasion include:

- a party for all CBHA residents
- various competitions
- awards and commemorative memorabilia
- events in the areas
- a residents' conference (see story, right).

CBHA's first ever residents' conference is planned for the autumn – as part of the association's 10th birthday celebrations. If it proves popular, it could become an annual event.

It is still in the early stages of planning and residents' ideas on what they would like to discuss at the conference are wanted. **Please tell us your thoughts by filling out the form here and returning it to your area office.**

Residents will be able to hear speakers at the conference, discuss issues with staff and visit the various displays and stands.

Fun activities for children and childcare will be laid on to keep the youngsters busy while the parents can take part in the conference.

Housing services director Paul Brown said: "We hope it will be an enjoyable and useful day for the whole family."

Name: _____

Address: _____

Tel no: _____

I would like to see discussed at the conference: _____

Other ideas are: _____

CBHA's annual performance report is included inside this issue

View from the chair

Susan Nwalema talks about young people - the aims for a 19 to 25-year-old to join the Board, and being more tolerant of youngsters on the street

It is great to know we should soon have at least one young person joining the CBHA Board. (See article on page 1). It is important that, as our young people grow up, they are able to take an interest in their community, and take over from us as we get older.

This can start with joining our youth activities, perhaps volunteering, or just gradually becoming more involved in issues in their area.

Although we deal with serious topics on the Board, it is fun and, personally, I enjoy giving something back.

One idea I am hoping the Board



will consider is letting interested people 'shadow' a Board member so they can get a better idea of what is involved. The member they are shadowing could also perhaps act as a mentor.

Young people who might like to one day join the Board, could also go the Board information

evening on July 19. (see article opposite on page 3).

Still on the subject of the younger members of our community, I would like to ask residents to be more tolerant of them, particularly as we approach summer.

All winter many teenagers have been inside with their mates, perhaps spending time on computers. But now the warmer weather is here, they want to be outside.

Many will probably be playing football, or just chilling with friends outside. As there has been some trouble, they often do not want to go too far and want to stay near their homes. Some neighbours may find this annoying but I would like to appeal for them to be more relaxed about it.

It is a shame if our kids are criticized for being inside, playing computer games all day, and then criticized again if they go outside.

CBHA will be providing plenty of youth activities but this is not possible every day. I understand that groups of youths can be intimidating for older people, but remember, bunches of good kids hang out too!

FREE office furniture

Looking for a desk or office chair? Some office furniture is available FREE from CBHA which is refurbishing its Leyton and Walthamstow area offices. Please ring 020 7922 8500 if you are interested

Navinya's youth work

from page 1

present them with the opportunities. This has included activities around music and drama as well as helping youngsters prepare and launch their own magazine. It has also worked closely with CBHA with Defendin 'Da Hood events.

"The three of us at Moka Management are very focused and passionate about what we do."

Navinya, who is about to do a youth workers' course, added: "Young people in this area have had regular bad press and TV coverage. But what people see and read is not always what is happening. We want to help young people see the possibilities for themselves. They do not need to have a degree to achieve their goals. Personally, I have found helping others has been fun for me – seeing people having a good time is a great reward."

Susan and Coralie are re-elected to Board

Congratulations to Coralie Francis and Susan Nwalema who have been re-elected to the Board. They will both serve for a further three years. See Susan's chair's column above, and read what Coralie has to say about local area residents' meetings in Area News below.

Idea of discounts for loyal residents

What do residents think of having a customer loyalty scheme? CBHA is looking into the idea of offering discount cards or vouchers to reward its 'model' residents.

Housing services director Paul Brown said: "We want to promote positive behaviour and will ask residents to sign up to the scheme. If they adhere to their tenancy conditions, pay their rent on time and do not cause any neighbour nuisance or anti-social behaviour problems, they will be rewarded."

The loyalty scheme is still in the early planning stages and CBHA would like to hear ideas from residents on how they would like it to operate and what sort of discount cards they would like. Please contact Paul on 020 7922 8500.

Area news

This issue we focus on each area's Residents' Group and what they have achieved – or plan to achieve – for the benefit of local people

Area housing manager (revenue services) Martins Aimiwu said: "We want residents to realise exactly how much they can achieve by getting involved in the Residents' Groups."

This is a forum for residents to collectively address communal issues which affect them and their families, and work in partnership with CBHA to improve the community.

Martins said: "It is a great opportunity for residents to contribute directly in how their areas are managed. We ask for suggestions from our residents, ranging from relatively minor issues to major policy issues which directly affect their rent, repairs and community as a whole. The message is 'let us know what you want and we will act.'"

CBHA is always looking for more innovative ways of reaching out and encouraging more residents to attend these meetings.

Chingford

Member Beverley Inniss said: Our Residents' Group is quite lively – we usually have between 15 and 20 people attending. Each month before our meeting we do an estate walkabout with CBHA staff to spot anything that needs to be done around the area. This might include finding an abandoned car, dog mess that needs clearing, problems with street lights or shopping trolleys that need to be moved. We are currently working with CBHA and the supermarket to get the trolley problem here sorted.



Our group also recently met with the Safer Neighbourhood Team – which consists of the police and council and CBHA anti-social behaviour officers. Residents have been asking for a long time for CCTV and now the team is hopefully getting funding for a mobile CCTV unit.

We use the Residents' Group to report problems such as anti-social behaviour and this is acted upon. But we still have problems with youths loitering outside the pub and intimidating older residents.

Our main message would be that we want to be taken more seriously. If our areas are aiming to be led by the residents, we want CBHA to listen to what we want and act on it.



Leyton

Member (and vice-chair of CBHA Board) Debbie Griggs said:

I do feel people are missing an opportunity to get involved. When they could see tower blocks coming down and were choosing their new kitchens, they were more likely to come to meetings.

But now I think some people are complacent. If they came to the Residents' Groups now they could see we still have influence and can make a difference.

Some examples of what Leyton's Residents' Group has achieved include when we solved a problem with kids making noise at 3am. They were playing basketball in the park into the early hours and disturbing residents. We got the borough council involved. The basketball court was removed and it was left as a park for under sevens (we knew the new Score building and facilities were soon to be opened). The young people can now play basketball at Score but it is monitored and locked when it is not open. Our group took another positive step when we instigated the neighbourhood watch scheme in our area. And more recently, we got the police to agree to running a 'dispersal scheme' here which meant they had more powers to remove young people from the street late at night, often accompanying them home.

As for the future, we want to hold a big meeting but make it more of a social occasion, laying on food and drink to attract more residents.

Cathall

Chair Maureen Curran said:

We would like to see more people coming to our Residents' Group because very few people attend at the moment. We see the meetings as an opportunity to put some of our concerns forward.

Recently, we have been discussing our concerns about community safety with CBHA and hope to see changes to the policing in this area.

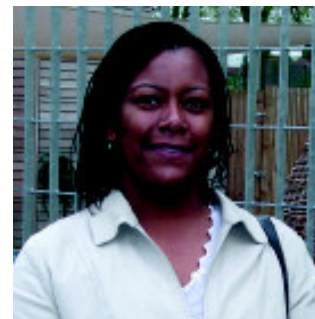
I would also like to see more youth facilities in our area.

As for our plans for this year, we would like to put on a fun day for our local residents. Anyone who would like to put ideas forward for our fun day could come to our next meeting on June XX. Anyone would like to discuss other issues is also very welcome.

Send in your area news to:
Area News, CBHA News, CBHA,
433-443 High Road, Leytonstone,
London E11 4JU.
Or drop in a note at your area office.

Walthamstow

Member Coralie Francis said: Our meetings are quite poorly attended at the moment and we would like to call for more people to come and tell us their views and concerns. We would like to make future meetings more of a social gathering. We would have a topic for discussion as well as a chance for individuals to raise their own issues.



We hold estate walkabouts to find environmental issues and communal repairs that need dealing with. These can then be fixed by CBHA.

We are doing a lot of work with young people to get them involved in activities and we now have the use of facilities at Thomas Gamuel park on Thursday

evenings. There appears to be less anti-social behaviour problems. I think this is partly due to the CBHA anti-social behaviour team, youth workers and the street wardens.

There have been a lot of changes, with new properties and new people coming in. So we would like to hold a large community event and invite everyone.

This event would be an opportunity to introduce the newer residents to how things work with CBHA and how they can influence decisions by joining the Residents' Group.

So what does being a Board member entail?

[Find out at our information evening](#)

A recruitment and information event for anyone possibly interested in becoming a Board member is planned for July 19.

The evening, at CBHA central office in Leytonstone, will be very informal and will include refreshments.

Policy and Board support officer Tom Fleming said: "We are not asking anyone for any kind of commitment at this stage. We would simply like residents to come along and find out about how the Board works and what is involved."

"The evening will include a mock Board session in the Board room, where residents can look at a typical

committee paper and have a discussion about it. This should give them a flavour of what it would be like to attend a real Board meeting."

The event will also detail the training possibilities for residents.

"There are opportunities to go on training days on subjects such as housing law and presentation skills," said Tom.

"Clearly, these could be very good experience and help residents with job prospects."

The recruitment event will include presentations by chair Susan Nwalema and chief executive Gary De Ferry.

Inspection is delayed

The Audit Commission has postponed its inspection of CBHA until next year. The inspection, which will involve examining services and standards, is also likely to include asking a selection of residents their views on CBHA. Look out in future issues of CBHA news for updates.

Ask Naz and Nigel

Welfare benefits advice



With CBHA money advisers Nigel Harrison and Nazeerah Seedat

Two lots of benefit for woman moving due to domestic violence?

A woman is placed in a place of safety because of Domestic Violence. Can Housing Benefit be paid on two homes?

Nigel replies: Housing Benefit can, in exceptional cases, be paid on two homes. An example is where a resident is relocated into a women's refuge or a place of safety which requires rent.

The resident can claim for both the property she has left temporarily and the new place, as long as she intends to return. Such dual payments from the housing benefit section can be made for up to 52 weeks.

What should I tell benefit office?

What do I have to do if I have a change in my circumstances?

Naz replies: You must notify Housing Benefit promptly of any changes. This can be done by contacting me on **020 7922 8572**. We can discuss what the changes are, the documents you need to provide and then complete the necessary forms.

You can also decide to contact the Housing Benefit section directly.

It is your duty to report any change in your circumstances which might affect your right to, the amount of, or payment of, your Housing Benefit. You should do this in writing to the office handling your claim (although in individual cases notification may be accepted in a form other than in writing). In any case, you might want to report the change in writing and keep a copy in case of a dispute in the future.

If you do not report any such change promptly in writing, any resulting overpayment may be recoverable from you.

Some examples of changes you must inform Housing Benefit if:

- any of your children leave school or leave home
- anyone moves in or out of your home
- your income or the income of anyone living with you changes
- your capital or savings change
- your rent changes
- you move
- any of your children turn the age 16, 18 or 19.
- you and your partner are going to be away for more than a month.

Keep posting suggestions and comments in our boxes

Thanks for all your comments and ideas that have been dropped in to our new suggestions boxes in each area office. Keep them coming!

Continuous Improvement Manager Jude Leighton said: "So far, we have had more compliments than suggestions which is a great comment on our service. But we are always keen to hear how we can improve so please continue to let us know what you think."

"We are especially interested in ideas that will help us to improve services or deliver services more efficiently or cost-effectively. We will be giving prizes for the best ideas we receive."

Emma Butterfield is pictured above with Matthew Weekes putting her slip in the suggestions box. The resident's daughter's comment said:

"A big thank you to Matthew for following up my community letting scheme application."

Some of the other compliments have included: "Staff are ready to help whenever I come into the office with a problem. Thank you."

"Tasnim Seedat and Kimberley Britton are fantastic members of staff. They are very caring, considerate, pleasant and very professional."

We have also received this suggestion: "I think it would be a good idea to have more home visits so staff could get more comments from residents." CBHA is now looking into this and developing the services that are delivered to more vulnerable residents.



Could you garden or decorate?

Handy with a paintbrush or like getting your hands dirty? CBHA is looking for keen decorators and gardeners to volunteer for a new scheme.

The band of volunteers will help elderly and disabled residents with painting or weeding and planting in the garden.

CBHA will be setting up this new programme later in the year. Anyone interested in offering their help should contact the Community Development team on 020 7922 8500.

Look out in future issues of CBHA news for updates.

Promotion: Health services at Ching Way

We have a team of **district nurses** offering community nursing services. They work closely with the GPs based at the centre as well as other local GPs and services.

Community nurses offer advice and support to clients as well as provide a high standard of nursing care to patients in their own homes. The PCT is planning to run district nurse-led clinics from Ching Way Health Centre in the near future for clients who are able to visit the centre.

There is also a Primary Care Psychological Practitioner (PCPP) based at Ching Way for one day a week, offering rapid mental health assessment to people who visit the GP practice.

Clients are then signposted to the appropriate service in the area.

Ching Way medical centre shares the new purpose-built premises with CBHA. There is a team of doctors and nurses offering:

- new patient checks
- chronic disease management (diabetes, asthma, heart problems)
- maternity services
- cytology (smears)
- child health promotion
- family planning (contraceptives)
- immunisations - routine and travel vaccinations

The practice is open Monday – Friday, 9am to 6pm.

Registration with the practice requires completion and signing of a form which can be obtained from reception. Please try to bring your medical card with you when registering. All surgeries are **by appointment only**. Appointments may be made by telephoning 020 8430 7650, or in person. For further information, call the practice administrator on 0208 430 7650.

Get help with your budget

Want to get on top of your finances? Just one to two hours with an adviser could be the answer.

Some training sessions with the East London Financial Inclusion Unit are being offered to residents to help them with

budgeting, managing debt and other financial matters.

This is available for both leaseholders and freeholders. Anyone interested should contact CBHA money advisers in the first instance on 020 7922 8500.

New ways to pay your rent

Paying your rent and service charges has never been easier or more convenient. CBHA now has set up some new ways to pay. These are:

Direct debit: To set up a direct debit, please contact your rent accounts manager on 020 7922 8559 or your revenue officer on 020 7922 8500

Debit or credit card: To make a payment, again please contact your rent accounts manager or your revenue officer.

ALLPAY (payments card): You can use it free of charge at any retail outlet in the UK with the Payzone or Paypoint sign and also at the Post Office.

Simply hand your card to the counter staff with your payment and tell them how much you are paying. You will be given a receipt which you should keep safe.

At Payzone or Paypoint you can pay by cash or debit card – no cheques. Post Offices will also accept cheques to 'Post Office Counters Ltd' with your address on the back.

All payments are automatically credited to your account and you will receive a statement every two months. Statements can be requested at any time by calling CBHA on 020 7922 8500.

Your card is not a credit or debit card and has no money value but it tells us who you are so we can credit your payments to your account. It is not proof of your identity or of a tenancy. This card is personal to you. If you use someone else's card your payment will go to their account. If you move home **do not** give your card to the new occupier.

Useful numbers

CBHA money and benefit advisers: 020 7922 8500
National Debt Line for free, confidential advice: 0808 808 4000 or www.nationaldebtline.co.uk
Community Legal Service call 0845 345 4345
Child/Working Tax Credit helpline: 0845 300 3900



Consultation Opportunity

The Metropolitan Police invites you, *if you live, work, or study in London*, to participate in the forthcoming consultation.

Setting Priorities for the Metropolitan Police Authority and Metropolitan Police Service (2007/08)

The consultation will enable you to:

- Identify issues that are of particular concern to you and state why
- Indicate what you consider should be the priorities for the 2007/08 plan
- View the results of the consultation

The consultation will take comments online between 10th April and 7th July 2006.

10 participants randomly drawn will have the opportunity to visit New Scotland Yard and give their views in person to Sir Ian Blair & MPA Chair Mr Len Duvall.

Please go to the following link to register www.met.police.uk and click on 'Consulting London' or phone 0207 2304755 for a paper version to be sent.



Gas checks can save your life - and your MONEY...

Avoid the silent killer - and have your gas boiler checked.

Every year about 30 people die from carbon monoxide (CO) poisoning caused by gas appliances and flues that have not been properly installed or maintained, whilst many others suffer ill health.

When gas does not burn properly, as with other fuels such as coal,

wood or oil, excess CO is produced.

You cannot see it, taste it or smell it but CO can kill without warning in just a matter of hours.

Gas servicing will also ensure that your boiler is working efficiently and so **WILL SAVE YOU MONEY.**

In addition, you could save money by changing your gas supplier. Visit www.uswitch.com for more information.



Contact number

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

020 7922 8500

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

Send your comments, suggestions and letters for CBHA News to:

CBHA news
Central Office
433-443 High Road
Leytonstone
London E11 4JU

Written and produced by **Purple Publications**

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.

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

<p>CBHA Lajme. Nëse Anglishtja nuk është gjuha juaj dhe ju i dëshironi CBHA Lajmet (ose ndonjë artikull nga këto) të përkthyer ju lusim kontaktoni zyren tuaj CBHA ku punëtorët do të jenë të kënaqur për ta regulluar këtë.</p>	<p>Noticias da CBHA. Se o inglês não for o seu idioma principal e gostaria de receber o CBHA News (noticias da CBHA) traduzido, contacte o escritório da CBHA e os nossos funcionários terão prazer em lhe proporcionar uma.</p>
<p>آخبار سي بي انش آءا. اذا كانت الانجليزية هي ليست لغتك الام وانت ترغب في ترجمة اخبار سي بي انش آيه (او آية مقالات منها) برجاء الاتصال بمكتب سي بي انش آيه الخاص بك حيث سيكون الموظفون مسرورين لترتيب هذا.</p>	<p>Wararka CBHA. Haddii aan afka Ingiriisku ahayn afkaaga koowaad, aadna jeclaan lahayd inaad heshid Wararka CBHA (ama maqaallo ka mid ah) oo tarjuman, fadlan la xiriir xafiiska CBHA halkaasoo shaqaalaha joogaa ku farxi doonaan inay taas kuu diyaariyaan.</p>
<p>সিবিইচএ নিউজ (সিবিইচএ সংবাদ)। ইংরেজী যদি আপনার প্রধান ভাষা না হয় এবং আপনি সিবিইচএ নিউজ (বা এর কোন আর্টিকেল) অনুবাদকৃত অবস্থায় পেতে চান, তবে দয়া করে সিবিইচএ অফিসে যোগাযোগ করুন, যেখানে একজন স্টাফ আপনাকে সাহায্য করতে পেরে সুখী হবে।</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 ésta, no dude en contactar con su oficina CBHA, y el personal de la misma estará encantado de gestionar dicha traducción.</p>
<p>「CBHA 簡訊」(CBHA News) - 假如英語並非你的第一語言，而且你希望獲得「CBHA 簡訊」(或簡訊中任何文章) 之中譯文，請與你本區的 CBHA 辦事處聯絡，那裏的職員會很樂意為你安排翻譯。</p>	<p>CBHA News. İngilizce anadiliniz değilse ve CBHA News bülteninin (ya da içindeki bir yazının) çevirisini isterseniz, lütfen bağlı bulunduğunuz CBHA bürosuna başvurun; personelimiz gereğini yapmaktan memnunluk duyacaktır.</p>
<p>Bulletin d'informations CBHA News. Si l'anglais n'est pas votre langue maternelle et que vous souhaitez obtenir une traduction du bulletin d'informations CBHA News (ou de certains articles en particulier), veuillez vous adresser à votre bureau CBHA, où le personnel se fera une joie de vous apporter satisfaction.</p>	<p>سی بی ایچ ای نیوز (سی بی ایچ ای خبریں)۔ اگر انگریزی آپ کی مادری زبان نہیں ہے اور آپ کو CBHA نیوز (یا اس کے کسی مضمون یا مضمونوں کا ترجمہ) حاصل کرنا چاہتے ہیں تو براہ کرم اپنے علاقے کے CBHA دفتر سے رابطہ کریں، وہاں کے عملے آپ کو اس سہولت فراہم کرنے میں خوشی محسوس کرے گا۔</p>