

# Christmas closure

Wishing you a merry Christmas



Issue 31 | Dec 2018

Keeping you updated on news in & around Spitalfields



Spitalfields  
Housing Association  
পিতালফিল্ড হাউসিং অসোসিয়েশন

# inside sha.

[www.spitalfieldsha.co.uk](http://www.spitalfieldsha.co.uk)

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The office will be closed for the festive season from 2:00pm on Monday 24th December 2018 until 9:30 am on Wednesday 2nd January 2019.

Please contact our out of hours services if you have any emergency over the Christmas period.

## Emergency arrangements for Christmas closure:

### Emergency contact numbers

Gas central heating and hot water emergencies: Robert Heath Heating - 0208 336 6767

For all kinds of gas boiler and central heating problems.

### All other emergencies:

020 7392 5400 (Option 1 repair), this will automatically redirect to Pinnacle Connect.

If you experience water, electric or gas failure please call:

### Thames Water

Water supply failure: 0800 316 9800  
Sewer flooding/blockage: 0800 316 9800

### UK Power Network

Electricity failure: 0800 316 3105

### National Gas Emergency Service

Main gas leak: 0800 111 999

### What is other emergency repair?

- Total loss of water supply (Check with neighbour first)
- Fire Damage.
- Total loss of electricity power. (Check with neighbour first)
- Breaches of security of outside doors and windows
- Unsafe power or lighting socket, or electrical fittings.
- Blocked or leaking foul drain, soil stack, or (where there is no other working toilet in the dwelling-house) toilet pan. ( If from main manhole/shared gully then please call Thames water)
- Burst pipes, overflows (serious water leaks that cannot be contained)
- Rain pouring in

- Flooding
- Offensive or racist Graffiti
- Car park gate not opening.
- Lift Breakdown.
- Electric Heating and hot water
- Storm damage.
- Communal or main entrance door not opening.

All others job will be done when the office re-opens in the New Year.

Only essential works will be carried out to make safe any risks. All further jobs will be commissioned after the Christmas break.

Note: any non-emergency repairs can still be reported online via <http://www.spitalfieldsha.co.uk/your-home/report-a-repair/>

## If you get stuck in the lift

We understand that an entrapment can be an awful experience for many, therefore we have provisions and procedures in place to ensure trapped persons are rescued safely. It is very important to follow the correct procedures for lift entrapments.

If you find yourself trapped inside a lift, please press down on the lift auto dialler or alarm button. You will be

automatically put through to the lift maintenance company who will arrange for an engineer to attend as soon as possible, this would normally be within an hour or earlier. These instructions are displayed internally and externally for every lift managed by the association.

The fire authorities are not responsible for releasing trapped person from the

lift. They do not carry with them lift engineering tools, they use any means to force open the lift doors which causes damage to the lifts. This will cost the association money to repair the lift and residents will be left without a lift for a period of time during the repair. Any costs occurred by the association will be recovered from the person who made the call to the fire brigade. All residents are requested

to follow the correct procedures if you are trapped inside the lift, and please **DO NOT CALL THE FIRE BRIGADE.**

Please also note, for your own safety lifts should not be used in the event of a fire.

## Penalties for refusing offers

As you are already aware, Tower Hamlets have introduced penalties for refusing offers since 17 October 2013.

Applicants who refuse three offers will be demoted to the bottom of their band for 12 months. On expiry of

the 12-months demotion period the original priority date will be restored.

Please note, if for any reason you refuse or fail to attend the viewing it will be recorded as a refusal.



## Communal Area / Fire Risks

Since the tragic and awful fire at Grenfell Tower, all responsible Local Authorities and Housing Associations have had to review their approach to Fire Safety. Spitalfields HA has completed its review and has adopted a Zero Tolerance Policy to remove or reduce the risks of fire.

This means that all Communal Areas must be free of obstructions and combustible materials including door mats, plants, bicycles, push chairs, toys etc.

This Policy is to ensure that our residents have a greater chance of surviving if a fire does take hold of your home. So far a number of estates have had items removed and we would like your help to make Spitalfields properties risk free.

So if you are sent a letter or a member of staff knocks on your door asking you to remove an item you have left outside your home, please give them your co-operation and remove the item.

### Its for your safety too!

#### Re: Metal Grills

As part of the Zero Tolerance to fire risks Spitalfields HA is removing all metal grills on its properties. This is to prevent them becoming a barrier to the Fire Officers attempting to rescue you in the event of a fire. So far a large number of metal security grills have been removed. However, if you have a grill and you are concerned about your safety once it has been removed. Please call our maintenance department

on 0207 392 5400 option 1, to have your level security checked before we remove the grill.

There is a cost to Spitalfields for removing grills and these are passed on to the properties' residents. Therefore, it is advisable to seek permission before putting up a metal grill or you could find yourself with an additional cost after installing the grill without permission.

# FREE Resident Training Programme 2018-19

## Learn to do more

Want to learn new skills?  
Build your confidence?  
Find out more about living  
in your home? Then you may  
be interested in attending  
one of our training courses.

Our Resident Training Programme covers a wide range of topics to suit different needs – from improving your community to learning more about living in your home and food growing to health and safety.

We also run courses for residents who are members of residents' associations to help them with chairing meetings and organising community events.

Accredited training means you will receive a nationally recognised qualification.

All courses are free to residents of THH, EastendHomes, Gateway, Metropolitan, Newlon Housing Trust, One Housing, Poplar HARCA, Providence Row, Spitalfields, Swan, THCH and Clarion Housing.

Courses will be held at local venues in Tower Hamlets.  
All venues are accessible for wheelchair users.

To apply now scan the QR code or visit:

[www.eventbrite.co.uk/o/tower-hamlets-homes-17926371313](http://www.eventbrite.co.uk/o/tower-hamlets-homes-17926371313)

For more information contact: 020 7364 6911

[www.thh.org.uk](http://www.thh.org.uk) @THHomes towerhamletshomes

APPLY  
NOW



COURSE	DATE	TIME
● Building and Managing Team	Wednesday 9 January 2019	10am-4pm
● Afternoon Bake Off	Saturday 12 January 2019	10am-4pm
● DIY Repairs in Your Home (Mixed group)	Wednesday 23 January 2019	10am-4pm
● Project Management - Day 1 of 2	Saturday 26 January 2019	10am-4pm
● Level 2 Food Safety & Hygiene (Accredited)	Wednesday 30 January 2019	10am-4pm
● Project Management - Day 2 of 2	Saturday 2 February 2019	10am-4pm
● Developing Local Community Actions	Wednesday 6 February 2019	10am-4pm
● Paediatric First Aid Training - Day 1 (Accredited)	Saturday 16 February 2019	10am-5pm
● Paediatric First Aid Training - Day 2 (Accredited)	Saturday 23 February 2019	10am-5pm
● Public Speaking & Presentation Skills	Saturday 2 March 2019	10am-4pm
● Digital Awareness (New)	Wednesday 6 March 2019	10am-4pm
● Organising and Running an Event	Saturday 16 March 2019	10am-4pm
● Community Organising	Wednesday 20 March 2019	10am-4pm
● Emergency First Aid Training (Accredited)	Saturday 30 March 2019	10am-5pm
● Food Growing and Managing a Food Garden	Wednesday 3 April 2019	10am-4pm
● Chairing Meetings (TRA)	Saturday 6 April 2019	10am-4pm
● Paediatric First Aid Training - Day 1 (Accredited)	Saturday 27 April 2019	10am-5pm
● Paediatric First Aid Training - Day 2 (Accredited)	Saturday 4 May 2019	10am-5pm
● Health and Wellbeing (New)	Wednesday 8 May 2019	10am-4pm

### COURSE CATEGORIES:

● Personal Development ● Living in Your Home ● Health & Safety ● Improving Your Community

Lunch and refreshments will be provided. To support you in attending a training course we can arrange transport for residents with mobility issues. Please contact us in advance to confirm.

## Updating your record

Over the coming months we will be getting in touch with you to check that the information we hold about you and your household is up to date.

This will include checking things like your contact phone number and email address. This will help us to keep you updated via email or text message.

## Housing fraud

Tenancy fraud is a criminal offence. Prosecution by the Council can incur a prison sentence, a criminal record or a fine for £5,000.

Housing fraud includes:

- Subletting
- obtaining housing by deception
- Wrongly claimed succession
- Tenants who apply for the Right-to-Buy but are actually living somewhere else

- Tenants who are working but haven't told the Housing Benefits team about their income

Spitalfields takes housing fraud very seriously so if you suspect someone is committing housing fraud, you can report it to us on 020 7392 5400 (any option) or alternatively email at [admin@spitalfieldsha.co.uk](mailto:admin@spitalfieldsha.co.uk)

You don't need to leave your details when giving us the fraud information. If you do leave your details, they will be kept in the strictest confidence.



# THE STRUGGLE FOR COMMUNITY HOUSING:

A digital archive and oral history project by Spitalfields Housing Association

This heritage project by the largest Bangladeshi-led housing association in the UK wants to record and retell the accounts of their residents and of Bangladeshis who arrived into London during this early period. The project wants to know about the community's early struggles in securing housing and the social problems they faced, such as language and cultural barriers and the long-term impacts of racism.

## GET INVOLVED:

We are looking to interview Spitalfields Housing Association residents, the early pioneers of community housing and individuals in the community who want to share their memories of SHA's inception, their struggles to gain decent housing and any historical documents and photographs they want to share.

Contact Murselin at [murselin@spitalfieldsha.co.uk](mailto:murselin@spitalfieldsha.co.uk) or call on **020 7392 5407** for a chat and to arrange an interview.

## BECOME PART OF THE HERITAGE PROJECT TEAM:

We are on the search for skilled individuals from the local community: filmmakers, interviewers, translators (Bengali-English), curators and dedicated individuals who want to be part of the core team. You should have an interest in the subject and will also receive some training and a certificate following the end of the project.

Send your CV and examples of your previous experience to Saif at [secretary@spitalfieldsha.co.uk](mailto:secretary@spitalfieldsha.co.uk) to express an interest in becoming a part of the heritage project team

**DEADLINE FOR EXPRESSIONS OF INTEREST:**

**21.02.2019**

## Join our Cooking Club

From saving time and money to making meal planning more enjoyable, there were many good reasons to start a cooking club at Hason Raja Community Centre. The gatherings were a great way to learn, socialise and bring home ready-to-eat meals. 15 local female residents participated during the 8 weeks programme funded through Can Do Grants, administered by Osmani Centre and hosted by Spitalfields Housing Association.

Shahima Parvin, lead member of the cooking club attended a 12 weeks course on how to run a cooking club volunteered for the project. With this success we are planning to hold another 8 weeks Cooking Club session starting from mid January 2019. If you are interested to join then please email to [Bhagwant@spitalfieldsha.co.uk](mailto:Bhagwant@spitalfieldsha.co.uk) or call 0207 3771306.

