

Talkback

Newsletter of Keniston Housing Association

Winter 2018

It's official: our young people are outstanding

Teah Newman and Tommy McDonald from Darrick Wood are the proud winners of a Jack Petchey Foundation award for being outstanding achievers.

The Foundation was established in 1999 to raise the aspirations of young people and offer them more opportunities. It awards grants to programmes and projects that benefit young people aged 11-25.

Not only were Teah and Tommy presented with certificates and medals, they were given £250 each to spend for the benefit of the Darrick Wood Youth Club.

We met with Teah to find out more about her time at the club and how she was nominated for the award.

"I have been going to the youth club for about five years. I have a really positive attitude. I like to help set up everything and always help newcomers feel welcome.

"We have had quite a lot of new young people coming along recently and I show them how it all works and the rules of the games we play.

"For the Jack Petchey award, we all vote for someone who we think deserves it and this time me and Tommy got the most votes."

We asked Teah: "How did this make you feel and what did you spend the money on?"

She said: "I was happy and didn't know that I had been voted for. It

was a good surprise. I used the money to buy the club a karaoke machine TV, table tennis game and a SIMS computer game, because I love SIMS."

Everyone at Keniston would like to say a huge well done to both Teah and Tommy for their achievements.

The youth club runs at the Darrick Wood community centre on Tuesdays from 6pm to 8.30pm for 8-12 years and on Thursdays from 7pm to 9.30pm for 13 years and over. Entry is free of charge.



Christmas opening hours

Our office will close on Friday 21 December at 5pm and reopen on Thursday 27 December. During this time, our contractors will only carry out emergency repairs.

To report an emergency repair, please phone 01689 889700. A recorded message will direct you to our contractor for emergencies.



Sharon's 25th work anniversary

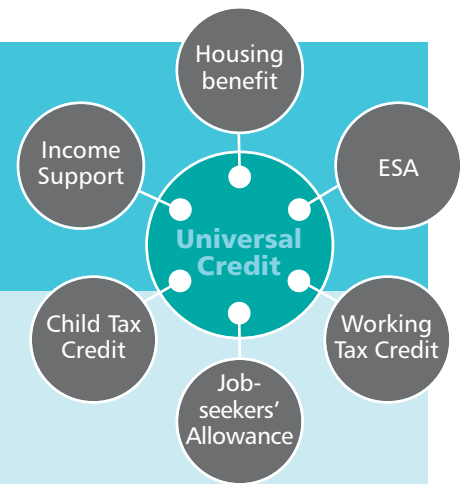
Housing Officer Sharon Hobbs is pictured above receiving a special gift, as a thank-you for her 25 years at Keniston.

Sharon told us: "I started off as a temp in 1992, in the maintenance department. Back then, there were only three of us plus an operative in the team.

"My temp job soon turned to permanent and my career eventually ventured into the housing management field.

"One of my proudest moments was being successful in my application for the role of Housing Officer."

Universal Credit Couples



Universal Credit is now live across all of our boroughs for most new claims made by people of working age.

Here are three tips for couples:

1. You each have to make an online claim – so you both need your own email address.
2. Once you have each made a claim, you need to link your claims together.
3. You will get one payment for your household – so you need to

decide which bank account you will use.

Remember that you are both responsible for:

- providing the right information
- updating your claim if your circumstances change, and
- meeting the conditions of your claim.

Contact us for more information.



Heating not working?

Before you call us, please check:

- you have money on your gas meter
- your room stat is turned up, and
- your programmer is on.

Let's make the best use of our repairs service.

Put paying your rent top of your Christmas list this year

We know Christmas is expensive, but please think twice about delaying your rent.

Every year, some people opt for a quick fix at Christmas – then they struggle to catch up in the New Year.

Please don't take the risk. Protect your home by paying your rent in full and on time.



Home improvements in Islington



Residents at 19 properties in Hornsey Road and Tollington Park now have new kitchens, thanks to our stock renewal programme.

Our Islington residents reported 100% satisfaction with the service provided by Keniston and BL Construction, and 100% satisfaction with the quality of the work.

One resident told us: "Everything was wonderful. They worked straight through every day and always let us know what was happening. It was also helpful that they finished everyday mid-afternoon, as you never felt the works were taking over everything."

Better homes, better neighbourhoods

In recent weeks, we've used our special fund to make improvements to estates, suggested by you.



At **Sunningdale Court**, we put up security cameras to help stop anti-social behaviour. We also provided garden furniture for our sheltered housing residents.

At **Tarling Close**, we've put new, improved bins on the landings.

At **Perryfield House**, we installed a security light with a motion detector.

At **Nethewode Court**, we added to the CCTV system, to stop people dumping rubbish.

Help to get job ready

Clarion Futures Jobs and Training

We can now refer unemployed London residents aged 16+ to a free employment project run by Clarion Housing Association, as part of Love London Working.

The project can help you:

- find work with a range of organisations, from the NHS through to Pret a Manger, Primark and Toni & Guy

- take up apprenticeships across 100 industry sectors
- set up your own business, and
- take part in training courses.

To find out more, call the office.

CAP job club

A job club run by Christians Against Poverty (CAP), is offering an eight-week course in Orpington for people who want to get back to work.

The course is designed to give you all the tools you need to find



work, from writing a strong CV, to brushing up on your interview skills.

The club also offers one-to-one support and can connect you to local employers.

We can refer you whatever your age or background – you don't need to be a Christian. Contact the office to find out more.

Leavers and starters

We recently said a warm goodbye to **Keith Farmer** – formerly Caretaker at Darrick Wood. Keith has left us after eight helpful years of service and we wish him all the best for the future.

Jan Lewis is the new Rent Income Officer for Darrick Wood. She is responsible for reducing rent arrears and giving rent advice and support. Jan comes to us from a large organisation and is very experienced at helping people to access the financial services they need. You can contact her on weekdays, from 8.30am to 4.30pm.

3 tips to make the most of your home this winter

1. Make sure you give access for your annual gas service. Serviced boilers are more efficient, less likely to break down and safer.
2. If you live at Darrick Wood, listen out for a call from the Green Doctors. Thanks to our partnership, you can benefit from a home visit with freebies, hands-on help and practical advice on energy saving, safety at home and more.
3. Save energy and money with the Green Doctors' online tips at: www.groundwork.org.uk/Pages/Category/green-doctor



The Board member who develops community

We would like to offer a warm welcome to our newest Board member, Sally Rice.

Now an independent housing consultant, Sally Rice has had an interesting career in housing and planning. She worked for Moat Homes for 26 years and, as a former Director of Development, says her proudest moment was "realising how many affordable homes had been built during my time with Moat. Knowing that I had made a contribution to achieving that."

Sally's recent move into housing consultancy means she can spend more time at home, focusing on her varied interests and spending quality time with her family and two dogs.

Sally is a keen gardener, growing her own vegetables, and she just loves being outdoors. She is also actively involved in the running

of her village shop. This began several years ago, when the local convenience store was under threat. Locals were worried they would have nowhere nearby to pick up their basic supplies – a particular problem for people who find it hard to get out of the village.

Sally teamed up with several other residents, setting up a committee to reopen the shop. They are all volunteers and have now successfully run the village store for the past five years. It has been a lifeline to more vulnerable residents and become a real community hub.

Asked about her contribution to our Board, Sally said: "I felt it was time to give something back and I could offer Keniston my knowledge of development in exchange for learning more about the role of a Board member, having not taken on anything like this before."



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