

Talk

Housing

News for Royal Greenwich tenants and leaseholders

WELCOME

Welcome to Issue 10 of the Talk Housing newsletter. We have packed the newsletter with information for our tenants and leaseholders and in celebration of our 10th edition, we've included 10 fun things to do in the New Year. We hope you enjoy it and if you have any feedback or ideas for future editions we would love to hear them.

Please email community-participation@royalgreenwich.gov.uk.

WINTER 2020 ISSUE 10



Happy New Year!

Inside

2. Resident Satisfaction Survey. 4. Borough Wide Housing Panel. 6. Check out our noticeboard!

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www.royalgreenwich.gov.uk/housing


ROYAL borough of
GREENWICH



Five minutes with Richard Parkin

Richard Parkin, Assistant Director of Housing Services, speaks to Talk Housing about the recent Resident Satisfaction Survey.

What is the Resident Satisfaction Survey?

A Resident Satisfaction Survey or STAR survey is an industry standard survey that housing organisations use to assess how happy their tenants are with the services provided to them. The survey asks tenants questions about services, their homes and their overall satisfaction.

What sort of feedback did you receive?

Your feedback is extremely important to us and we received a wide variety of responses, which we are using to improve our services.

Here's some of the feedback received:

- **70%** of tenants were satisfied with the overall service.
- **70%** of tenants felt that they had been treated fairly.
- **70%** of tenants thought that grounds maintenance services were good.

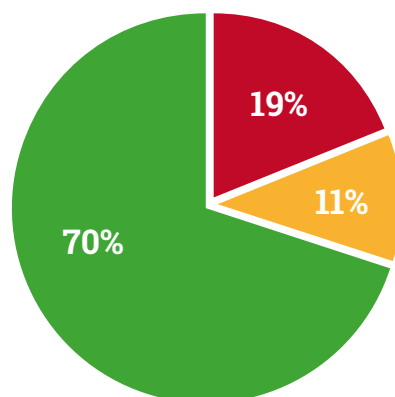
Although, we are aware we need to improve in some areas:

- **64%** of tenants felt we dealt with enquires well.
- **48%** believes we have handled complaints well.
- **58%** of tenants believe their last query was answered within a reasonable time.

What will you be doing in the future?

Telling us about your experience will help us better understand what is important to you, what we are doing well and the areas where we need to improve. Whilst we are still analysing data, we will be using this information to continue to improve the services you receive. In future editions of Talk Housing we will be including a 'you said, we did' section to show how we are actively using your feedback. We will also continue to carry out further surveys to receive your feedback.

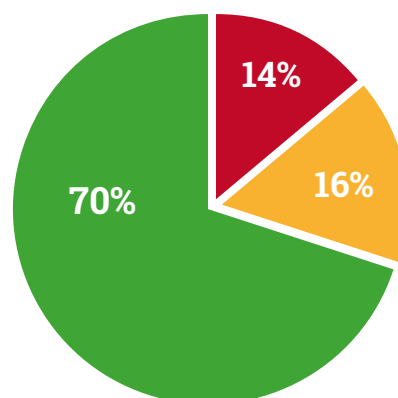
Overall satisfaction



Base: All respondents (613)

■ Satisfied ■ Neither ■ Dissatisfied

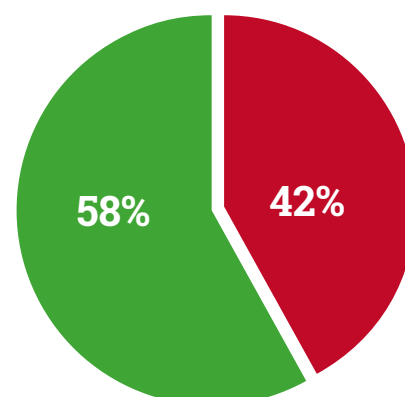
Being treated fairly



Base: All respondents (608)

■ Satisfied ■ Neither ■ Dissatisfied

Query answered within reasonable time?



Base: All respondents who have contacted (409)

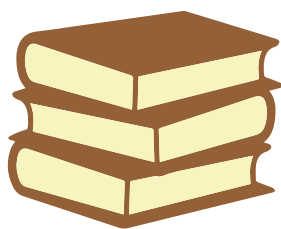
■ Yes ■ No

10 things to do in Greenwich in the New Year

In celebration of our 10th edition of Talk Housing and the New Year, here are ten fun and free things to do, to have a great start to the year!



1 Visit Greenwich Market. Greenwich Market is held every weekday from 10am – 5.30pm with stalls from antiques, fashion and jewellery as well as handmade crafts and market food!



2 Have a look at Royal Greenwich's libraries and some of the free activities on offer for kids! Many of these libraries also offer courses in IT, reading groups and arts and crafts sessions.

3 Attend an estate walkabout. We host regular estate walkabouts with repairs, caretaking, your tenancy officer and councillors to address any issues. To find out when your next one is or to request a walkabout near you, please email community-participation@royalgreenwich.gov.uk or call **0208 921 5149**.



4 Visit some of the parks in the Borough. Greenwich has lots of lovely parks, including Bostall Heath and Woods, Eltham Park South, Oxleas Meadows and many more!

5 Take part in the next mystery shopping scheme! We operate a mystery shopping scheme to improve council services, if you join the scheme you could receive a reward for your efforts! For more info, please contact community-participation@royalgreenwich.gov.uk or call **0208 921 5149**.

6 Sign up to YourVIEW and get involved! YourVIEW is chance for you to get involved in your area and make a difference royalgreenwich.gov.uk/yourview



7 Greenwich Local Labour and Business bus! Visit the GLLaB bus at the following times: First Tuesday of every month in General

Gordon Square, Woolwich – 10am to 4pm
Second Tuesday of every month in Passey Place, Eltham – 10am to 4pm
Third Friday of every month at Greenwich Islamic Centre, Plumstead 11am to 3pm.

8 Check out Live Well Greenwich and have a look at some of the activities available such as health walks and community growing sites! livewellgreenwich.org.uk



9 Visit some of Greenwich's museums! Many of the museums in Greenwich are free including the National Maritime Museum, The Queens House and the Old Royal Naval College.

10 Attend a local housing panel. Have your say and come along to meet and speak to your council officers. Meetings are every quarter. For more information, contact community-participation@royalgreenwich.gov.uk or call **020 8921 5149**.



Insulation Works at The Heights

We spoke to Peter about life on The Heights and the recent improvement works!

What I love about the estate is the peace and quiet, and everyone is respectful and looks out for one another. I have lived most of my adult life in the borough and really care about it, which is why I am a representative for Charlton and Cambrook so I can have a say on the big issues.

There has been lots of improvement works on my estate recently, such as repairs to fencing, as well as landscaping works. But, the

insulation of the homes has been my favourite change, as this, along with the new windows, has kept my home warm and helped me save money on my heating bill.

I have received support from my Community Participation and Diversity Officer, they always listen to my views and opinions and are nice and down to earth.

In terms of major works, in the future I would like to see more control of vehicles around The Heights, as they can be loud and they can also block emergency vehicles.



All about Peter:

- I have lived on the estate for 18 years!
- My favourite places in the Borough are the Thames Barrier and the Cutty Sark.



Major works charter

We've just launched a new major works charter, which lets residents know how we work in your homes and on your estates. We hope the charter will have a positive change to capital works and will be really beneficial to all tenants. Thank you to the capital works resident focus group for working with us to make this charter a reality.

We spoke to Alf, member of the focus group and Chair of Glyndon housing panel, he said:

“Being part of the focus group was really beneficial as the council answered the questions that we had and we had a rather large input into setting up the charter. I have been directly impacted by capital works as my block had a new roof which benefitted all the tenants.”



Borough Wide Housing Panel

Many residents attended the borough wide housing panel celebration. Our largest turnout to date!

Attendees enjoyed a quiz, raffle and the staff choir performance at the panel and the celebration also doubled as a networking event, where residents talked to service providers, councillors and council officers.

It was great to hear from residents first-hand, as they shared what they enjoy about the borough wide housing panel.



Janet said

“It’s our opportunity to find out more and have say and it helps to get things done on our estates that we want done!”

Sarah, who had not been for a few years said

“I haven’t been for a few years and I’ve enjoyed coming back!”

Alicia, who attended for the first time said:

“I have recently moved and wanted to know what was going on in the borough, as well as find out about my new local area.”

If you'd like to get involved, we do offer a lot more than just housing panels - there are estate walkabouts, mystery shopping, training opportunities and the chance to be entered into a quarterly prize draw!

Get involved and sign up today by visiting **royalgreenwich.gov.uk/yourview** or email **community-participation@royalgreenwich.gov.uk** or call **020 8921 5149**.

Talk Housing

Greenwich Council's Housing Inclusion Service provides advice and support for those who are homeless. If you see someone sleeping rough, call StreetLink to connect them with local support.

Visit www.streetlink.org.uk, download the app, or call 0300 500 0914.

WE NEED YOUR FEEDBACK!

Expect a phone call or text from K-West, asking you to take part in a survey following a repair in your home.



Pensioners and some other people who are at risk of fuel poverty can get help towards their heating costs. Find out if you're eligible:

royalgreenwich.gov.uk/heatingcosts

ELECTRICAL TESTING

Check your post! In the New Year, we will be writing to tell you when the electrical safety inspections will be taking place and to ensure we have access to your home!

For more information, email electrical-section@royalgreenwich.gov.uk

From 1 April 2020, tenants will pay water charges directly to Thames Water. A letter is being sent out in early January, also expect a letter from Thames Water.

For more information, call 020 8921 6442 or email: changes-to-water@royalgreenwich.gov.uk

? **The big question:** How do I get support ? for someone with dementia



Help make Greenwich dementia inclusive

In Royal Greenwich alone, more than 2,500 people have a dementia diagnosis and each person with dementia may have at least one family carer who supports them every day.

Dementia describes a group of symptoms which includes memory loss, confusion, difficulty with day-to-day tasks and mood changes. The most common cause of dementia is Alzheimer's disease and there is currently no cure.

To find out about local services available for people with dementia or their family members or carers, visit our Dementia Information Hub:

royalgreenwich.gov.uk/dementiahub.

We are working to ensure people with dementia and their carers live independently for as long as possible.

Dementia Inclusive Greenwich works directly with people with dementia and their family carers, to advise and support local businesses and organisation on how they can create more dementia inclusive environments.

People living with dementia or family carers, can join the Royal Greenwich dementia reference group, to work alongside the Council in making Greenwich a dementia friendly borough.

Email **dementia@royalgreenwich.gov.uk** or call **020 8921 8533** to find out more.

Covering the Cost of Christmas



The New Year can be a difficult time financially for many, with higher heating bills and the aftermath of Christmas. There is support available across the borough to make it a little less overwhelming.

The Greenwich Money Advice services helps people who are in financial difficulty and is available to anyone who lives in Royal Greenwich. For help and advice, visit **greenwichcab.org.uk** or call the debt advice line on **0208 309 8646**.

The Greenwich and Bexley Credit Union is a non-profit organisation that lends affordable loans to anyone who lives, works or studies in Royal Greenwich. They have supported over 15,000 residents since they launched and they could help you. For more information, call **020 8855 4344**.

London Fire Brigade Home Fire Safety Visit

Book a free Home Fire Safety Visits safety visit with the London Fire Brigade to keep your home safe from fire.

They can help you prevent accidents, give advice on high risk rooms and activities and keep you safe from fire in your home.

Call **0800 028 4428** to arrange a visit or email: **smokealarms@london-fire.gov.uk** or text on **07860 021319**.

UNIVERSAL CREDIT - Get The Right Support

WELFARE RIGHTS SERVICE –

advice on benefits, challenging decisions, check you need to claim UC **0208 921 6375** Mondays, Wednesdays, Thursdays 10am-1pm.

HELP TO CLAIM SERVICE –

Help with UC up to first payment, Woolwich Jobcentre, 10am - 3pm, **0800 1448 444**, citizensadvice.org.uk/helptoclaim

UNIVERSAL SUPPORT TEAM –

help with difficulties with UC, payments, deductions, budgeting, online account **0208 921 3333** 10am-4pm, universal-support@royalgreenwich.gov.uk

UC RENT VERIFICATION TEAM –

council tenants only – advice on UC, rent payments, and support **020 8921 3129** 9am-5pm, universal-credit-rent@royalgreenwich.gov.uk

The HouseProud pledge

We are committed to ensuring that our tenants and leaseholders are treated equally and fairly. We are signing up to the HouseProud pledge, which encourages local authorities to show their commitment to LGBTQ+ residents. Watch this space for more information from us!



To find out more about HouseProud visit:

houseproud-lgbt.com or get in touch with us at: community-participation@royalgreenwich.gov.uk or call **0208 921 5149**.

Greenwich Borough of Culture

Greenwich has been shortlisted for the London Borough of Culture! Check out

royalgreenwich.gov.uk/boroughofculture

Prize Draw

The lucky winner of our second YourVIEW prize draw was Katie who received £25 shopping voucher, it could be you next!



In order to take part you:

- Must be a member of YourVIEW
- You must complete an attendance sheet at an event or respond to an email from the Online Reading Group. You may opt out by emailing YourVIEW@royalgreenwich.gov.uk

Previous Winner

Congratulations to Janie for winning the last wordsearch prize!



Enter to get the chance to win a prize!

The words from the last wordsearch were:

Screwdriver	Pencil
Pliers	Clamp
Drill	Hacksaw
Nail	Vice
Hammer	Chisel

There are 10 words in the wordsearch. The clue is that these are standard 'Greenwich estates'! Email the 10 words to YourVIEW email

YourVIEW@royalgreenwich.gov.uk.

Tear out the back page with your full name, contact number or email and return it to the Participation Team at the Woolwich Centre by 2 March 2020.

R O C K M O U N T D V L B A
C A R N B R O O K G V A B F
X Z F C G L Y N D O N R A Y
F B R O O K L A N D S M J H
V A R A X L D S X S A S V Z
B R O R Z O D X A N L T O H
S N V U Z X F H A L K R H B
R F B Y X K O I A C D O S D
V I O G B Z D E M R R N C Q
K E R Q E I A E B R B G B V
J L T I R K I D B R O O K E
L D U E I J B L P Y U H U L
F K M C N B F L O W E R S R
H X D A G P U X E E S Z T Y