



SUMMER 2024

Welcome to the summer edition of our Local Space newsletter

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Investing in your homes

Since our last newsletter, Newham Council has purchased properties in four brand-new apartment blocks and leased them to Local Space. That's an additional 58 homes we can now offer to homeless families.

New homes in Tower Hamlets ▶

Six homes at Head Street and 18 homes at Green Bank Lofts have now become available for homeless families currently being supported by Newham Council.

These brand new high-quality homes are fitted with white goods such as washing machines, fridges, and dishwashers as well as window blinds. To ensure our residents' safety at all times, video door entry systems have also been installed.

Head Street is now fully occupied by Local Space customers.

New homes in Newham ▼

There are 34 newly built homes in Newham that are now being offered to Local Space customers. There are 24 homes at Olympus House and an additional 10 new homes at Charlie Court.

All homes come fitted with white goods such as fridge freezers and washing machines and are fully central heated. To make sure our residents are safe, video door entry systems have also been installed.



What's it like living in a Local Space home?

Joanne moved into a one-bedroom flat in April 2024. Prior to moving into her Local Space home, Joanne was living in Stratford where she was living in an old property which she described as "in dire need of repair and in an awful area".

When Joanne first visited her Local Space home, she was surprised to find that it was in an area well-known to her, having spent 49 years of her life there. She found the process "so simple" when signing up to move in.

Joanne loves her new home and says:

"It's beautiful and everything is brand new. I get all my basics like a dishwasher, fridge freezer and a washing machine. I love the way it's been decorated and there's so much natural light in my home. I love it all and couldn't have asked for anything better. It feels like I live in a penthouse, being on the top floor with a spacious balcony."

Since the start of the process, Joanne has been pleased with the support she has received from Local Space, especially from her Allocations and Lettings Officer, Mariam.

"Everyone at Local Space was so friendly and welcoming during the sign up process. I was even offered a cup of tea. Everything has been spot on with Local Space and I'm just so happy. Mariam has been great and supportive. I finally got the home that I needed."



Service improvements

You said, we did!

In this section, we'll update you on how we've listened to your feedback and used it to improve our services.

Learning from our complaints procedure

We're always looking for ways to improve, so we've been monitoring and managing our complaints response times. Currently 100% of our complaints are being acknowledged within five working days, and a formal response is issued within 10 working days. We're making sure that we resolve any issues promptly and that responses align with the timescales set out in the Housing Ombudsman's Complaint Handling Code.

Telephone system improvements

The rollout of our new telephone system, RingCentral, has allowed us to conduct reports on our performance and enhance our overall efficiency. In our recent monthly Tenant Satisfaction Measures survey, we asked you how easy we were to deal with over the phone. In December, you scored us 60% and following the new telephone system you scored us at 76%. We've effectively managed over 9000 calls and received positive feedback from our customers. Some of our customers said:

"When I call, they come to my home and everything is solved quickly."

"Before it was not good, now when I call, they will come and see me and look after what I need."

Improving our repairs policy

You said you weren't satisfied with our current repairs policy, so we are currently reviewing our policy alongside the Tenants Panel. We've been working with Axis Europe to reduce the time they take to complete repairs and improve their responsiveness when customers contact their call centre. The percentage of Axis repairs completed on time has improved from 73% at the end of June 2023, to remaining steady at 90%. Watch this space and we'll let you know once our repairs policy has been updated.



Making a complaint

We're pleased to let you know that our new complaints policy is now live. This policy is aligned with new requirements set out by the Housing Ombudsman's Code of Conduct.

We've also undertaken a thorough self-assessment and equality impact assessment to make sure that our complaints process is accessible to all our residents and that we're compliant.

By taking this proactive approach, we commit to transparency, fairness, and inclusivity in addressing any concerns you may have.

You can find the new policy, self-assessment and equality impact assessment on our website at localspace.co.uk/complaints-and-feedback

Health & safety

How we can help you deal with damp and mould

We want our customers to live in dry and mould-free homes. If you're experiencing damp, mould or condensation, we want to fix it. Especially if it's caused by a repair problem or if it's affecting your health.

Please let us know as soon as it becomes a problem, by filling out our online form. Having this information will help us work out the best way to tackle any problems you might be experiencing in your home.

You can request help with damp and mould through our website:

localspace.co.uk/helpwithdamp



Can you feel the heat?

Be fire-safe this summer

We're seeing warmer weather as we approach the summer months. But while we're having fun in the sun, here's some information to help prevent fires and keep you and your family safe.

Barbecues

The London Fire Brigade (LFB) is urging people to be safe during the warmer weather and has issued a reminder about the risk of barbecue fires – outdoors and at home.

Please remember that barbecues should not be used indoors or on your balcony due to the fire risk they pose. Did you know that flames, sparks and hot embers from the barbecues can cause a fire and spread quickly to other parts of the building? They also give off poisonous carbon monoxide fumes which can be life-threatening and can kill within minutes in enclosed spaces.

Read the London Fire Brigade's top tips for safe barbecues at london-fire.gov.uk

Fire doors

Did you know that fire doors can prevent a fire from spreading for up to 30 minutes? If a fire was to occur and the doors were kept open, it would spread quickly throughout the building.

It may be tempting to keep fire doors wedged open to let air circulate, but for your own and other residents' safety, please make sure that all fire doors stay closed.

All our homes have fire doors in the kitchens or by the front entrance if you live in a block. An overhead door closer should be installed on your front door and kitchen door, making these fire doors. If they don't have an overhead door closer or the existing one is damaged, please get in touch with us immediately on **020 8221 4000**.

Are you testing your alarms? Smoke alarms and carbon monoxide detectors can save lives

Your safety is our top priority, so we'd like to remind you to check all your smoke alarms, heat alarms and carbon monoxide detectors.

It will warn you of a fire starting, which will give you more time to escape. This is especially important at night when you're asleep.

Please remember to:

- Test your smoke alarms, heat alarms and carbon monoxide detectors regularly. If you need help with testing your alarms, unsure if you have the correct number or types of alarms or have any other queries please get in touch with us. We're here to help.
- Report any faulty alarms or carbon monoxide detectors to us by phoning **020 8221 4000** or by emailing info@localspace.co.uk

If you have a hearing impairment that makes it difficult to know if an alarm has been activated, please let us know so that we can discuss what will best suit your needs.

You can read more about fire safety on our website: localspace.co.uk/health-and-safety/fire-safety-advice

Get involved

Customer engagement

Our Customer Engagement team has contacted 113 customers since November 2023 who have demonstrated lower levels of satisfaction during our Tenant Satisfaction Measures surveys. The team is working hard to engage and involve you as much as they can to identify areas for improvement.

As a result, to date, 14 Estate Champions and 20 customers have taken part in focus groups, and an average of 15 customers have attended each of our panel meetings.

Our upcoming focus group is designed to find out what we're doing well so that we can keep delivering an excellent service. To get involved in this focus group and find out more about future resident engagement activities, take a look at our Facebook group.

To join our Facebook group you can either:

- Scan the QR Code using your phone.
- Visit this webpage:
facebook.com/localspacetenants



We need your up to date household information

To make sure we can provide tailored services and understand your (and your household) needs, we need to have your up to date information.

If any information has changed within your household, please get in touch with us as soon as possible.

These changes can be anything from:

- Members of the household, for example, someone has had a baby or someone has moved out.
- Health conditions.
- Changes or updates to contact details and preferences.

You can make these changes over the phone on **020 8221 4000** or email us at info@localspace.co.uk

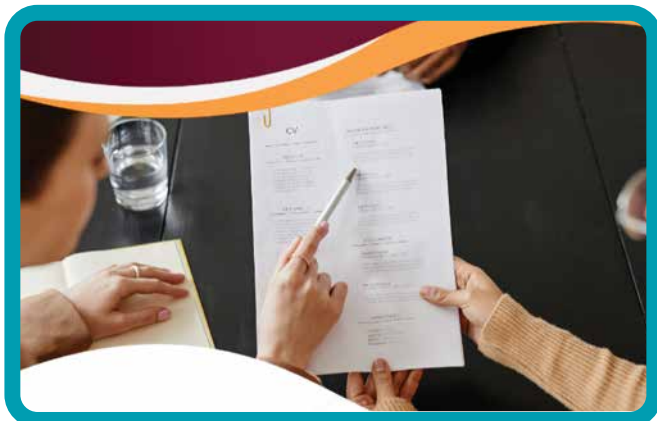
CV/Mock interview workshops

Our partner, Axis, is running a workshop to enhance job-seeking skills and get tips from their expert team on crafting a CV and acing an interview. The workshops are at 10.00am-12.00pm on:

- 10 September 2024
- 10 December 2024
- 11 March 2025

They will be held at 3 Tramway House, Tramway Avenue, Stratford, E15 4PN.

To reserve your spot, email:
workinspiration@axiseurope.com



Key news

Can I keep pets in my home?

Keeping a pet in your home depends on which building your home is in.

This is because many of our homes are in buildings owned by someone else and so it is not always our decision to make.

Before you bring a pet into your home, please contact us to check. You can get in touch by calling us on **020 8221 4000** or emailing us at info@localspace.co.uk

#PlanForHousing campaign to fix the housing crisis

We're supporting the National Housing Federation's (NHF) #PlanforHousing campaign, which sets out to address the current UK housing crisis and to call on the government to end the housing crisis for good.

Did you know that there are currently 8.5 million people in England who can't access the housing they need, including two million children living in overcrowded, unaffordable or unsustainable homes?

At Local Space we're committed to playing our part by providing safe and quality homes to those who need them most.

With the NHF's long-term plan, the government could:

- End child homelessness.
- Halve overcrowding.
- Provide the security of a social home for one million more people.
- Ensure a warm and decent home for seven million more families.
- Improve affordability.
- Boost productivity by ensuring every region has homes it needs to grow.

Watch this space as we'll regularly update you on how we're supporting the campaign. You can find out more information about the campaign at housing.org.uk/ourwork



Money matters



Fancy £200 off your rent? Sign up to Direct Debit payments today for a chance to win!

Take the hassle out of having to pay rent online or at the post office by setting up a Direct Debit. It's the most convenient and trusted way to make your rent payments.

A Direct Debit is where you give us permission to collect money from your bank account on a date agreed upon with you. You can still pay your rent weekly, fortnightly, or monthly by Direct Debit – whatever works best for you.

By setting up a Direct Debit, you'll also free up staff time so that we can offer support to those struggling financially instead of chasing late payments.

We're running a competition for all our customers who are new or existing Direct Debit customers. At the end of July, we'll pick five customers at random and credit their rent account with £200. It's our way of saying thank you for choosing the easiest way to pay your rent.

To set up a Direct Debit today please call **020 8221 4000** and press option 3. You can also email us at housingteam@localspace.co.uk

Update your details

We're sending you this newsletter because our digital newsletter hasn't reached you. Please email info@localspace.co.uk with your name, address and email address so that we can make sure we have the most up-to-date contact details for you. Thank you.

At home with

LOCAL SPACE



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