



## Update on our services

For all of us 2020 has been a difficult year. On a positive note, we saw many acts of kindness and a strong community spirit – from clapping for our NHS every Thursday to the many volunteers who helped deliver medicines, shopping and supported vulnerable people in our communities. **If you are a key worker or if you volunteered during the pandemic, Tamil Housing would like to say a huge thank you to you all.**

During the last year our services have also been affected:

### OFFICE CLOSURE

As our staff are working from home, our office is closed. Please contact us as usual by Phone: **0208 493 7160** or Email: [service@tamilhousing.org.uk](mailto:service@tamilhousing.org.uk)

### ANTI-SOCIAL BEHAVIOUR

We are dealing with ASB as usual. Please report any concerns you have to us. Call the Police 101 non-emergency number, to report suspected criminal activity.

### PAYING YOUR RENT

Please pay your rent in full and on time as usual. We rely on your rent to pay for the services we provide. If your income is affected by COVID 19, call us for advice. We can refer you to debt support agencies, help you apply for benefits/Universal Credit or to complete forms. Never ignore rent demands as we can also arrange affordable repayment plans if you have fallen behind. If you ignore our contact attempts or don't pay your rent, we may take Court action and you could face eviction from your home.

### REPAIRS

We are delivering our repair services as usual but some repairs may be rescheduled due to the national lockdown. For the safety of our residents and contractors, we will prioritise emergency repairs only. We will schedule routine repairs when the Government's advice changes. If you have symptoms of COVID 19 – please tell us when you call. **We are still completing essential safety works and annual gas safety checks,** please allow access when our contractors contact you.

### COMMUNAL AREAS

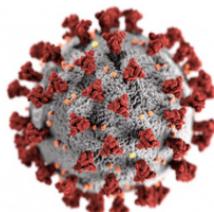
Regular cleaning services are continuing as normal, and hand sanitisers are available at Tamil Housing owned schemes.

### SUPPORTING YOU

If you need support, are lonely or know a neighbour who is impacted, we can provide support. We can refer you to other agencies or call you regularly as part of our **Welfare & Wellbeing Calls** to check you are ok.

### STAY AT HOME

Protect yourself and others



### CONTENTS

Signia Court, Wembley	pg. 2
Rent Increase	pg. 2
Maths Factor	pg. 2
Contents Insurance	pg. 2
Seconds Count	pg. 2
£100 Prize Draw	pg. 3
New Complaints Policy	pg. 3
Get Involved	pg. 3
Domestic Violence	pg. 3
Emergency Numbers	pg. 4
A Fly On The Wall	pg. 4
Balcony Blaze	pg. 4
Are You Struggling?	pg. 4
Contact Us	pg. 4

# Signia Court, Wembley



We are pleased to announce that 3 new families have moved into our shared ownership homes in the heart of Wembley. An additional 8 families have moved into our rented homes at the scheme. A big welcome to all of our new residents. Signia Court is a mixed tenure scheme, made up of 4 shared ownership properties and 9 affordable rent homes.

## Contents Insurance

We recommend that all residents obtain contents insurance. As your landlord, we are responsible for insuring the building. In flats water escapes, other accidents and incidents can also occur, all of your items should be properly insured. Many of us have high value devices - TVs, iPads, computers and other expensive house hold items.

**Don't cut corners on your contents insurance.**

[See our insurance leaflet on our website.](#)



## Maths Factor - are you up for it?

We are currently piloting the Maths Factor Trial for children who want to develop their math skills outside of school. We can pay for a 6-month online subscription for children aged 4 -12 who are interested. Get in touch to find out more.

## SECONDS COUNT



Test your smoke alarm regularly, at least monthly, to ensure it's working correctly. You should also replace any batteries regularly. If your smoke alarm is damaged or not working, book a repair visit immediately. Smoke alarms are life savers –**giving you vital seconds to escape from a fire**– check yours now.



## Rent Increase

Your rent will increase from 5 April 2021, get in touch with us now to find out what you need to do to prepare for this.

# COMPLAINT HANDLING CODE



Listening and learning from resident's experiences is always important to us.

We've published a new Complaints Policy to help us investigate complaints fairly, quickly and to learn lessons when things go wrong. Some residents struggle to access services, especially if they are disabled or need extra support, our new Reasonable Adjustments Policy supports access to our services. The Housing Ombudsman Service, who oversee complaints against Social landlords, asked landlords to complete a Self-Assessment against their new Complaint Handling Code.

Our complaint documents under the Code are on our website, please have a look or ask us for copies.

**Whether it's a complaint or a compliment**, email [service@tamilhousing.org.uk](mailto:service@tamilhousing.org.uk) as we'd love to hear from you.

For more information about the Housing Ombudsman Service visit [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

## WIN £100

In our **April 2021** newsletter, one lucky resident will win £100 for paying their rent by Direct Debit. To be eligible for the prize draw, you must:

- Make at least 3 rent payments in the last 3 months before the draw by Direct Debit;
- Your rent account shouldn't be more than 4 weeks in arrears.

It's easy to register- email [service@tamilhousing.org.uk](mailto:service@tamilhousing.org.uk) (quote 'Set up a Direct Debit').

**Direct Debit is the quickest and cheapest way to pay your rent.** You won't have to worry each month about paying your rent again.

## DOMESTIC VIOLENCE

If you are experiencing domestic violence, we are here to support you. Contact us in confidence on 0208 493 7160 or the **National Domestic Abuse Helpline on 0808 2000 246** or visit [www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)

## Get Involved and make a difference

If you'd like to get involved in our work, please contact us. We have lots of different ways you can get involved.

## Out of Hours

### Emergency Repairs

Tamil Housing out of hours are from **5.00pm-9.00am Monday- Friday** and also **during the weekend and public holidays**.

**Tamil Housing** Call 0208 493 7160  
For Tamil Housing owned properties, you can also report Heating and Hot Water issues direct to:  
**K&T Heating on 0208 269 4542.**

We also manage properties for other landlords. If your property is owned by any of the landlords below, contact them directly for any emergency out of hours repairs only;

**ASRA/PA Housing:**  
0300 123 2221

**London and Quadrant (L&Q):**  
0300 456 9996

**Christian Action Group:**  
0199 276 5900

**Metropolitan Thames Valley:**  
020 3535 3535

**Clarion Housing Group:**  
0300 456 3000

**Network Homes:**  
0300 373 3000

**Peabody Housing:**  
0300 123 3456

**Wandle Housing :**  
0300 200 0114  
or 020 8682 117

**One Housing Group:**  
0208 821 5300

#### CONTACT US

**Phone:**  
0208 493 7160



**Email:**  
service@tamilhousing.org.uk

**Visit:**  
www.tamilhousing.org.uk

**Write to us at:**  
Tamil Housing  
Tamil House, Unit 2,  
Fountain Business Centre,  
Broad Lane, Tottenham,  
London, N15 4AG.

**You can also use our SMS service to get in touch with us.**

Text one of the abbreviations below to **07984355550**;

**BAL:** Tenant Balance Enquiry

**STO:** Set up a standing order

**CARD:** Request a new payment card

## Fancy being a fly on the wall?



Come and find out what goes on behind the scenes at Tamil Housing, we'll invite you to sit in on a meeting with our CEO, be on an interview panel for a new job we've advertised, a new process or service we are planning to develop.

We'll explain the event before you attend (currently these are held by video conferencing). We'll also invite you to contribute to the discussion or event with your ideas. Events are 45 mins - 2 hours. Why not give it a try?! Call us on our usual number.

### Balcony Blaze

**Don't throw your cigarette butts over your balcony.** This may cause damage or set fire to any flammable items on balconies below. Be considerate to others around you. Don't be the cause of a Balcony Blaze.

**Balcony Owners – you must play your part too,** to reduce the chances of a fire starting – **don't store flammable items on your balcony.**

### Are you struggling?

Please don't struggle in silence. We are here to help, call or email us.

**0208 493 7160**