

NEW WORLD NEWS

ISSUE 2

SEPTEMBER 2015

New World Housing Association

Oh I do like to be beside the seaside.....

This year, residents and staff visited Hastings, East Sussex, on Friday, 14 August.

We hired two coaches, one departed from the Balham office and the other from Brookmill Road, Lewisham at 8.30 am and arrived in Hastings just after 10.30 am.

We are pleased to say it was a great and event filled outing, despite the rain in London,



If you have an idea for the newsletter or would like to contribute please contact us

TODAY!



Hastings weather on the day was sunny and beautiful for all to enjoy. There were so many exciting activities including an adventure play ground, trampoline area, fun fairs, museums, aquariums and much more which we all enjoyed especially the children.

Thank you to all those who came to this year's trip. It was nice to have new families coming as well as the old which is very much appreciated.

We have noted all the feedback received, and Drayton Manor came up as the most popular request from residents to visit next year.

We hope to see you all next year for another fun filled adventure.



Inside this issue:

Residents Rewarded for Their Green Fingers!

On 15 September 2015 New World residents, board members and staff undertook a housing tour allowing participants the opportunity to visit properties and showcase successful initiatives at our schemes. The weather was not altogether favorable but all who took part enjoyed



the chance to visit properties such as Adelaide House, one of our larger schemes, Knolly's Road to see an example of a void property and our sheltered scheme, Kenneth Lee House

Whilst at Kenneth Lee House we were pleased to present the residents with their award for being 2nd place in New World's 2015 Gardening Competition. We were also treated to a delicious lunch prepared by the Scheme Manager, Helen and we all enjoyed walking around their award winning garden.

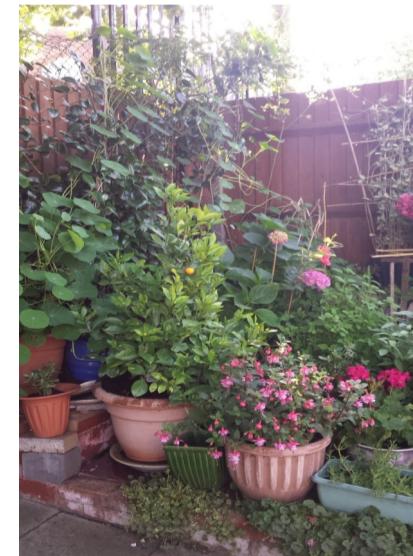
The afternoon was spent visiting more properties in Greenwich, Southwark and Lewisham. The highlight of the afternoon was visiting our two other winners in Southrise Way and Naylor Road.

The 2015 New World Gardening Competition had 10 entrants and judging took place on 21 August 2015.



We saw examples of larger gardens but also people in flats utilising smaller areas to great effect. Many residents have successfully been growing fruit and vegetables helping them cut down on their weekly shopping bills!

Other gardens were full of beautiful flowers of all different colours and species and on a lovely sunny day it was a pleasure for New World to be able to visit and see what our residents have achieved.



The judges enjoyed meeting with our green-fingered residents and hearing about all the hard work they put in each year to achieve their beautiful green spaces, so well done to all involved and in particular our three winners.

Watch out for more Resident Competitions in 2016!

Our Newsletter Has Changed!

We would love your feedback on our new look newsletter and the decision to only produce one twice a year instead of four. Contact Lauren now on 020 8675 0320!

If you have an idea for the newsletter or would like to contribute please contact us

TODAY!

Inside this issue:

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New World Introduce Our New SMS Service



We are delighted to let you know that as of Monday 21st September 2015 New World will be communicating with all tenants using SMS. This will be **another way** for us to communicate with you.

By introducing this system we will be able to provide you with more current information such as:

- When your repair request has been passed to a contractor, who the contractor is and when the work is scheduled for completion.
- Up to date balance on your rent account
- A reminder (the day before) that your requested work is scheduled to be carried out.
- Your satisfaction of the repair when completed
- Changes to your benefit entitlement
- Payments received
- Property Inspection date and time scheduled

We will also be able to communicate live with contractors directly from our systems to establish:

- The appointment time booked
- Any missed appointments – whether this is due to the contractor or tenant.
- If parts are required to complete the work requested and likely timescale.

In addition to these services you (as the tenant) will be able to text New World for several other things such as:

- Desire to speak to your housing officer
- Request for a Direct Debit form
- Check your status on New Worlds transfer list



What you need to do now

We sent letters and two forms.....consent and a housing update which you need to complete, sign and return to New World. (If you require assistance in completing any of these forms please contact us and we will make the necessary arrangements). The household update will allow us to update our systems so we can ensure you are getting what you're entitled. This also will provide us with your up to date contact details (emails included) to ensure we are texting the right person. You are allowed to provide two mobile numbers that we can text to. This is normally for joint tenancies.

The consent form is giving us the permission to speak, text or write to someone whom you have selected telling them sensitive information about you. This could be information about your rent account or any other personal matters. This can be someone you have always allocated to deal with your affairs like your son, daughter or carer who lives within your household. If they do not live with you but act as your appointee, please can you ensure they sign the consent form ensuring their address details are also completed.

This is an exciting times for New Worlds as we feel we will be able to reach a lot more tenants using SMS. We also value tenants privacy and lifestyles therefore we understand the need to communicate in various ways is essential. It is our hope that this added method of communication will enhance the good relation we currently have with our tenants and look forward to hearing your feedback.



These are all just a sample of what we will be able to do via SMS messaging.

Don't Forget To Store our New Mobile Number and Email Address!

Text: 07552 552 814

Email: nwha@cmgr.deeplake.co.uk

Warming Autumn Recipe—Paella Valenciana



INGREDIENTS

- ⇒ Chicken (700 g. About 8 to 10 medium pieces)
- ⇒ Rabbit (300g. A 4 or 6 medium pieces.)
- ⇒ A tablespoon (not filled) ground sweet red pepper.
- ⇒ A teaspoon of food coloring
- ⇒ 12 tablespoons grated fresh tomato
- ⇒ Wine (400 g.).
- ⇒ Lima Bean (100 gr.)
- ⇒ 3 or 4 artichokes
- ⇒ White bean (100 g.).
- ⇒ Water
- ⇒ Virgin olive oil (15 cl. Or 150 gr.)
- ⇒ Rice (320 g.)

METHOD METHOD

1. Put the oil in the center of the paella dish, leveled, light the fire and heat the oil.
2. When the oil begins to smoke, add the chicken and rabbit sliced and lightly salted, carefully over medium heat.
3. Add the chopped vegetables and stir for a few minutes
4. Make a well in the center of the pan in the meat and vegetables, in this space we incorporate the tomato, fry a few minutes and add the paprika. Saute for another minute.
5. It's time to pour in the water, which should cover up to the edge of the paella
6. Add some salt and cook for about 20 minutes, adding more water if necessary.
7. After 20 minutes, the paella broth should come just halfway up the pan. Then try the broth which should be slightly salty.
8. Once the water is boiling ensure the rice is distributed evenly. The rice should be completely covered with liquid. Add more boiling water if required.
9. Add saffron or dye to the rice. Cook over very high heat for about 8 minutes, or until cooked rice begins to appear.
10. To finish the paella cook for 6 to 8 minutes to heat up, 6 or 7 on a low heat and the last 3 or 4 low heat or medium heat, depending on the broth we have left in the container. It is important to rest the paella for five minutes after removing from the heat.

Contributed by Mar who was volunteering at New World over the summer from Spain.

Take our quick maintenance quiz and see if you know how to look after your property!

1. **Water is dripping from an overflow pipe at the back of the house. Do you:**
 - a. Let it drip as it makes an interesting water feature?
 - b. Ignore it – it's not inside the house after all?
 - c. Report it before it causes damp to the outside of the house or starts leaking from the loft?

2. **The kitchen unit door doesn't close properly. Do you:**
 - a. Give it a good slam – that always does the trick?
 - b. Yank it so that it looks straight?
 - c. Carefully tighten the hinge screws and use the adjusting screw to ensure it is straight and secure?

3. **Water pours from the gutter when it rains. Do you:**
 - A. Sit and admire your very own Niagara Falls?
 - B. Wait until it's sunny and report it to the office?
 - C. Check the gutter when it rains and see where the water is leaking from and then call the office?

4. **When taking a bath, the bathroom fills with steam just like the steam room at the gym. Do you:**
 - a. Draw funny faces in the mirror?
 - b. Lie back and add more hot water?
 - c. Open the window or turn on the extractor?

5. **It is cold and mould is appearing in the corners of the bedroom ceiling. Do you:**
 - a. Hope it doesn't affect the clothes drying on the radiator in the bedroom?
 - b. Keep the windows closed and ignore it because it will warm up and be summer soon?
 - c. Ventilate the room, ensure a nice steady heat throughout the property and dry clothes in the bathroom with the extractor running or the window open?

6. **A tile from around the bath is loose. Do you:**
 - a. Prie it off and use it as a door wedge?
 - b. Stick it back on with blue tack and hope for the best?
 - c. Report it to the office before water soaks the wall and leaks downstairs?

7. **You turn on the living room light and nothing happens. Do you:**
 - a. Call the emergency callout – it's dark for heaven's sake?
 - b. Wait until the morning and call the office as the house must need re-wiring?
 - c. Replace the bulb (and the starter if it is a fluorescent light)?

8. **Your gas check is due and the contractor keeps calling to make an appointment. Do you:**
 - a. Report them to Ofcom as nuisance calls?
 - b. Pretend you're not in?
 - c. Arrange an appointment so that the gas engineer can check for carbon monoxide and the safety of your gas appliances?

For the answers

check page 4!



Resident Reminder—Emergency Callouts and Gas Leaks!

With the launch of our new text service for reporting and managing repairs, below is a reminder of what constitutes an emergency and what actions to take in the event of a gas leak.

Our office phone number – 020 86750 0320 automatically redirects to our contractor, One Stop Gas & Plumbing, outside of office hours for the reporting of emergency repairs.

Please note however that our callout service in the evenings or at weekend is strictly reserved for repairs to address an immediate risk of serious danger to tenant's safety or the property itself. Examples of emergencies are burst water pipes, overflowing sewage, electrical faults which cannot be isolated and are likely to cause shock or fire or broken external doors leaving a property unsecured. Depending on the circumstances, the likelihood is that the contractor will take whatever action is required to remove the immediate risk and then report back to New World or return the following day.



Please do not call the callout service for repairs such as dripping taps, leaks that can be contained, lost keys (these are the tenant's responsibility) or pest control. If the contractor is called out to a repair out of hours which is deemed to be not an emergency, we may charge you for the callout fee.

If you smell gas, please take the following steps:

- Turn off the supply at the mains;
- Don't smoke or use a naked flame or turn any electrical switch or appliance off or on (this includes mobile phones or pressing doorbells) as this could ignite the gas;
- Open all doors and windows IMMEDIATELY to ventilate the property; and
- Call the National Gas Emergency Number on 0800 111 999 (24 hours). Phone from a nearby property and do not use a landline or mobile phone in the affected property.

New World Housing Association



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Tenant's Corner

Direct Debit winners

June	Southwark - Mr & Mrs Rogers	£10
July	Lambeth – Ms Danielle Haughton	£10
August	Lambeth - Mrs T Pham & Mr L Huynh	£10



Have you considered changing the way you pay your rent for a chance to win? Speak to a member of staff today to start paying by Direct Debit!

Quarter 1—Returned Tenant Repair Satisfaction

Mrs Eugenia Omere	£10
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Quiz Corner

Around the House

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

FREE Events This Autumn



Wandsworth:

Putney Pier Art Market

Date: 6 September to 1 November
(check website for dates)

Time: 11:00 am—5:00pm

Location: Putney Embankment

Stroll along the river, browse and buy locally-made arts and crafts and meet local artists selling high-quality, affordable work.

Lewisham:

Black History Month Craft—African Water Bottle

Date: 10 October 2015

Location: Forest Hill Library

Time: 2:30pm—3:30pm

A craft session where you can decorate water bottles in an African style. Suitable for: Children.

Southwark:

Music in the Park

Date: 11 October 2015

Location: Brockwell Park, Herne Hill

Time: 1.30pm—4.30pm

Classical Guitar with Peter Black - Brockwell Hall, 1.30pm Bandstand Music with the All Saints Concert Band - Performance Space, 2.30pm Greenhouse Jazz with Harriet Eaves - Community Greenhouses, 3.30pm . Please note some performances do charge.

Greenwich:

Apple Day at Woodlands Farm

Date: 18 October 2015

Location: Woodlands Farm, 331 Shooters Hill, DA16 3RP

Time: 11:00am - 4:00pm

Discover and buy different types of traditional British apples. There will be live music performances and a variety of activities including crafts, a treasure hunt, and apple pressing to make delicious juice. There is no parking, please use public transport.

Answers to Maintenance Quiz!

Answers –



Mostly A's or B's – Maintenance is not your strong point. The more proactive that you can be with repairs and maintenance around your home, the easier it becomes to ensure the property can be kept to a good standard. Ignoring or letting problems persist leads to more extensive damage and more inconvenience to you the tenant. The tenant handbook does make clear what the expectations are for you the tenant in terms of maintaining your home and what your responsibilities are.

Mostly C's – congratulations, the DIY SOS team may need you to be a new presenter!