

# theLink

December 2016

## It's getting cold out there!



Hello all and I hope you're safe and warm as the trees continue to discard their remaining leaves and we reach for our coats and scarves.

We've some (hopefully) useful winter advice for you in this edition of the Link. The Trust

offices and local services are closed over the Christmas break, but through our 'Cold Comfort Calling' scheme we aim to ensure our residents in general-needs properties are not left feeling isolated or vulnerable.

Last year we made contact with 82 general-needs residents aged 70 or over, finding out whether these residents required any help over the Christmas period while the office was closed, or needed referring to external agencies.

This year we will be repeating the exercise, and welcome feedback from residents who received a Cold Comfort Call last winter, as well as from any resident who would like to receive a call themselves this year, or is concerned about a fellow Trust resident friend or neighbour.

The help we provide includes:

- assistance with the delivery of prescription medications;
- online grocery shopping;
- transport; and
- emergency supplies, as well as referrals to other services and support within the local community, such as Christmas luncheon clubs.

Please contact Dennis Meredith, Housing Assistant, or Barbara Moore, Housing Support Coordinator for more information.

As for us we're all looking forward to the Christmas party on December 13th, now being held at Hornsey Moravian Church, in Priory Road, N8. We really hope to see as many of you as possible, especially if you haven't been along before.

Everyone always really gets into the Christmas spirit and whether you prefer to simply sit and enjoy your meal with a little friendly conversation, or maybe work off your lunch by dancing to the band, it would be great to see you there. Contact our office or talk to your scheme officer if you haven't already booked.

Best wishes

**Hornsey Housing Trust**

*invites you to our*

# Christmas celebration

at the Hornsey Moravian Church,  
Priory Road, London, N8 7HR

*No charge for residents*

Join us on  
**Tuesday 13th December**

*From 1.00 pm  
finishes at 4.30 pm*

*Please let the Trust know if you need assistance to get to the venue.  
There will be a traditional Christmas menu with a vegetarian alternative.*

 hornsey housing trust

# Winter tips

Keep your home warm and safe this winter.

## A Warm Home

### What benefits and discounts are available?

The cost of fuel can be a big worry during the colder months, so make sure you are not missing out on any benefits, discounts or services that will help you keep your home warm.

- \* **Winter Fuel Payment:** A tax free payment of £100 – £300 (depending on your age) paid to most people born before 5 May 1953. It should be paid automatically between November and December. If this is the first year you are eligible, or you are not sure if you received your payment, contact the Winter Fuel Payment helpline on 03459 15 15 15 to make sure you don't miss out.
- \* **Cold Weather Payment:** This is paid when the temperature drops below an average of 0°C (32°F) for seven days in a row. It is paid to those receiving certain benefits such as Pension Credit, Income Support, Employment and Support Allowance (ESA) or tax credits with a disability or severe disability element. You don't need to apply because if you're eligible for a Cold Weather Payment, it is paid automatically. However, if you think you qualify but aren't receiving a payment then contact HHT and we can check for you. More information at <https://www.gov.uk/cold-weather-payment/overview>. You can check if you can get a payment in your area by checking here: <https://coldweatherpayments.dwp.gov.uk/>.
- \* **Warm Home Discount:** You may be eligible for a discount on your electricity bill if you receive certain benefits or if you are on a low income. This 'one-off' discount is usually made between October and March. Check with your energy supplier to find out whether you are eligible.
- \* **Priority Services Register:** Ask your energy supplier about their priority services for older and disabled people. Services include having bills in Braille or large-print text and, if you meet certain criteria, alternative facilities for cooking and heating if your energy supply is interrupted.

**Benefits and money advice:** Hornsey Housing Trust tenants can get a welfare benefits check, help with applications and money advice. Just contact Paul Rickards, our Universal Credit Officer; Dennis Meredith, our Housing Assistant; or your Support Services Officer if you live in one of our sheltered schemes.



## A Safe Home

### Be safe from burglars:

Unfortunately, at this time of year, housebreaking is more common. However you can take some simple precautions:

- \* Don't leave presents like bicycles, computers and jewellery in view of passers-by
- \* Close curtains and lock your doors and windows at night
- \* If you are out for the evening or away, leave a light on a timer switch, to make it appear as though someone is at home
- \* If you see anything suspicious report it to the Police immediately by dialling 999, or, if you want to remain anonymous, you can call Crimestoppers on 0800 555 111



## Think ahead

- \* Stock up on essential emergency items in case of power cuts – batteries, candles, torches, hot water bottle, bottled water
- \* Order repeat prescriptions in plenty of time. Ask your local pharmacy if they offer a prescription pick-up and delivery service. The Petter Pharmacy in Crouch End Broadway; Bailey and Saunders in Highgate Village; and Lloyds Pharmacy in Tottenham all offer a free prescription delivery service
- \* Keep basic food items in the cupboard or freezer in case it's too cold to go shopping. You could also do your food shopping online and get it delivered to your door



## Fire safety

The festive season also brings an increased risk of fires. Stay safe by remembering a few important tips:

- \* Check that your Christmas lights conform to British Safety Standards. Keep in mind that fairy lights heat up and should be kept away from anything that will burn
- \* Don't overload electrical sockets and be especially careful with electrical Christmas decorations
- \* Make sure your smoke detectors and carbon monoxide alarms are working. If they are not, or if you need help to test them, contact our Customer Services Administrator
- \* Never leave burning candles unattended
- \* Most fires start in the kitchen – always supervise appliances in use and check you haven't left anything on when you've finished cooking



## Dementia-friendly screenings at Crouch End Picture House

Crouch End Picturehouse is continuing to organise dementia-friendly screenings at its cinema at 165 Tottenham Lane, N8 9BY.

The screenings are open to all, but are especially for people with dementia and their family, friends and carers.

Complimentary tea, coffee and biscuits will be on offer before the screening and there will be a 20-minute interval halfway through the film.

Book tickets, at £4 for all categories, at <https://www.picturehouses.com> or by calling **0871 902 5758** (calls cost 13p per minute plus your provider's telephone access charge).

### Films showing soon...



#### Meet Me in St Louis [U]

(Vincente Minnelli 1944)

**Thursday 15th Dec, 11am**

Romantic musical comedy.

Alonzo Smith (Ames), a banker and a father, is considering whether to uproot his family to New York, scuttling his daughter Esther's (Judy Garland) romance with boy-next-door John Truett (Tom Drake) and causing similar emotional trauma for the rest of the household.



#### An American In Paris [U]

(Vincente Minelli 1951)

**Thursday 26th Jan, 11am**

This musical focusses on the story of three friends struggling to find work in Paris. Things become more complicated when two of them fall in love with the same woman. Stars Gene Kelly, and features music by George Gershwin.



Councillor Sarah Elliott with Alwyn Lewis



Andrea Carrington (left) and Indje Shahin Binbdga

## Dementia services update: new staff and councillor visit

The dementia café is continuing to run every Wednesday afternoon at Abyssinia Court. We now have two new staff, Andrea Carrington, Group Co-ordinator, and Indje Shahin Binbdga, Dementia Support Worker.

The café recently welcomed local councillor Sarah Elliott to the café, where she spoke with some of the denizens and took part in a session of chair exercises, led by Andrea. Sarah was pleased to see how people enjoyed the activities, and witness how projects like this are being set up in the area, and welcomed the fact that the Trust is seeking to broaden the work via the Dementia Action Alliance (DAA).



The Dementia Action Alliance members meeting at Abyssinia Court

## Dementia Action Alliance

The Dementia Action Alliance (DAA) is continuing to grow its membership, which stands at sixteen organisations from around the borough, with several more close to confirming.

Becky Cribb, Commissioning Manager at Haringey Council, met with the DAA in November to explain the Council's approach to adult social care, explaining it was moving to join up services more and ensure that people know about and can access the many different services and activities across the borough.

# Have you considered joining a Credit Union?



## Universal Credit Officer Paul Rickards explains what's involved

As reported in the last Link I recently joined HHT to help you understand the new Universal Credit system. I've already helped around 80 tenants with their enquiries and applications, so do get in touch with me if you'd like advice.

I'd also like to remind people about the London Capital Credit Union. Its primary objective is to encourage people to save, but it also provides low cost loans when people need to borrow. Membership is open to residents of Haringey and therefore all HHT tenants.

The credit union aims to promote sound financial management by encouraging people to save rather than borrow, and therefore prevent debt. Unlike other financial institutions there is no minimum savings level unless you take a loan, and no minimum loan value.

Anyone who saves with the credit union becomes a member of the co-operative and can use one of several savings/budgeting accounts. Savings can be withdrawn within five working days upon demand. Because it is largely run by volunteers, and has no outside shareholders, the

credit union can offer low cost and flexible loans to its members.

You can make an initial enquiry to me or contact the London Capital Credit Union by visiting online at [www.credit-union.coop](http://www.credit-union.coop) or e-mailing them on [info@credit-union.coop](mailto:info@credit-union.coop) or calling 020 7561 1786 (Multilingual advisors available)

### Require a basic bank account to be set up on your behalf?

Also just to let you know that the Nationwide building society can arrange a basic account to assist with your everyday banking issues.

Please contact me to discuss or enquire at Hornsey Housing Trust offices at 62 Mayfield Road.

Please note that proof of photographic ID and address is a requirement.

**Paul Rickards - 020 8347 2206**

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## Crutch Haringey



Crutch Haringey is a four-year project set up by Citizens Advice Haringey to help people in crisis or financial hardship. It supports Haringey residents identified as being 'in crisis', providing emergency food supplies, access to a clothing bank, free hot meals, crisis loans, advocacy or skills workshops and job-seeking activities.

Hornsey Housing Trust residents, including those with a friend or relative in need, can access support from Crutch Haringey by contacting the Trust and asking to be referred. You can also be referred by Citizens Advice, or self-refer by contacting the Crutch Haringey Project Support Officer on **020 3872 5856**.

As well as being a source of support, Crutch Haringey also aims to be rooted in the community, and it needs volunteers in a number of areas including: maintaining food supplies, coordinating activities, and contributing to the monthly newsletter. In the new year, they are looking to establish a community vegetable garden, and welcome the involvement of keen local gardeners – of which we know we have a few amongst our tenants! Anyone interested in getting involved should contact the Project Support Officer.



# Feathered friends



Winter is a difficult time for birds, as temperatures fall and simultaneously food becomes more scarce. This friendly robin (below), at 3 Waverley Road, was no doubt attracted by the well-stocked bird feeders in the garden and outside one or two windows, although robins are also aware that someone moving around in the garden might be about to unearth a nice juicy worm...

Feeding birds not only brings life to your garden or balcony, once attracted they'll feed on insects such as greenfly. As well as providing food, if you have space you could invest in or improvise a bird bath – these are used by birds for drinking, as well as bathing, so it's important to change the water regularly. Also, cleaning feeders regularly helps prevent disease. And do make sure that your neighbours are comfortable with your feeding birds, and make sure there is no spillage of food particularly on hard surfaces as it can attract less-loved creatures such as rodents.

Britain has some very colourful garden birds like the goldfinch (right). One can quickly begin to identify birds by their plumage, their song (or 'call'), or their size.

And birds all behave slightly differently – a small bird feeding on the ground could be a robin, chaffinch or dunnock, or if larger a thrush (including blackbirds). A bird which eats at your feeder, rather than grabbing the food and flying away, is likely to be a finch of some kind.



Larger birds include wood pigeons, collared doves, and the colourful jay. Increasingly we're also seeing bright-green ring-necked parakeets.

Above our heads in summer we have the glorious swifts, with their narrow swept-back wings and high-pitched cries, wheeling and diving to catch insects. They often nest in roofs but don't do any harm. You won't see them now though, as they wisely spend the winter in Africa!

A greater variety of birds can be spotted in local parks and other green spaces. Tenants at Olive Tree House might be familiar with 'Railway Fields', which is a small but charming reserve by Harringay Green Lanes station. Smaller spaces such as Stationers Park by Abyssinia Court also attract a wider range of birds, including waterfowl.

But by attracting birds to your own space, you can soon have more life around you without having to go anywhere.... So put out a feeder, fill the birdbath and sit and enjoy the company of our feathered friends – but do check with your neighbours first...

## Answers to the puzzles on page 8

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

3	2	5	1	7	4	9	8	6
8	9	4	2	3	6	5	1	7
7	6	1	9	5	8	4	2	3
6	3	8	5	4	1	7	9	2
2	1	9	7	6	3	8	5	4
4	5	7	8	2	9	6	3	1
5	7	3	6	8	2	1	4	9
9	4	6	3	1	5	2	7	8
1	8	2	4	9	7	3	6	5

**Events in Schemes**

Please contact your Support Service Officer or Hornsey Housing Trust for future events taking place in the schemes run by AaCE, Alzheimer's Society and the Trust.

# A day in the life of...

## Petula Quamina

Support Services Officer



I've worked in supported housing, general needs for over 14 years in housing associations and for a local authority. I have been at Hornsey Housing Trust for eight months.

I work in a team of four, managed by a Housing Support Co-ordinator. I manage two sheltered housing schemes, Palm Tree Court (which has 14 tenants) and Sheba Court (12 tenants), all over 55 years old, in Tottenham N17.

Additionally, part of my role is to provide 'floating' support to some of the Trust's general needs tenants – this happens in cases where home visits or telephone calls have highlighted that a tenant could benefit from further support, which still allows them to be able to live comfortably in their homes. The tenants will be referred to me from the team at the office.

My main role is to deliver an effective service across the sheltered housing schemes, ensuring that a proactive, effective and customer focused is provided to tenants and prospective tenants.

I carry out daily checks by calling tenants via the intercoms in their homes and also do visits. I visit Sheba Court three

times a week as well as the daily calls via intercom. I also carry out weekly fire alarm tests at both schemes.

No two days are the same, so you do have to be flexible. And some days are challenging.

A good start to the week would be if I come in on the morning after the weekend off, and a tenant had said the laundry room washing /dryer had not been taken over by one residents' items left in machines for two days, or the car park gates have been kept locked!

A bad start is when told by central control one of my tenants had a fall and admitted to hospital. These incidents are obviously distressing for the people concerned but we stay calm and make sure they are properly looked after. I contact the tenant's next of kin to get an update and ensure that when a tenant returns home, a risk assessment is put in place, and I liaise with Social Services so that if necessary a care plan/package is ready when a tenant is discharged.

I like the job I do - it can be rewarding to know that I can make some difference to someone with the support and advice I have given.

## On your own on Christmas Day?

### Christmas Day at Jackson's Lane

Jacksons Lane Christmas Day party is for elderly and disabled people who would otherwise be on their own. It is free of charge and begins at 10:30 am and finishes at 4:30 pm. Up to 80 guests enjoy a three-course turkey lunch, Christmas tea, varied programme of entertainment, a Christmas gift and good company. Vegetarian or special-diet meals need to be booked in advance.

There is transport to and from the Centre, mostly by volunteers in their own cars. Tail-lift minibuses

are available for those too disabled to travel by car. Sadly they can only take a limited number of wheelchair users who cannot transfer to a seat.

To apply for the party, HHT can refer you or you can refer yourself. Guests must be elderly or disabled, live in Haringey or within three miles of Jacksons Lane, and have nowhere else to go on Christmas day. Couples are welcome if one, or both of them, is disabled. The event is unsuitable for people who require high levels of personal care or who tire easily.

For more information, please ring Jackson's Lane on **020 8340 5226** or Paul or Jan Brooker on **020 8340 6177**.

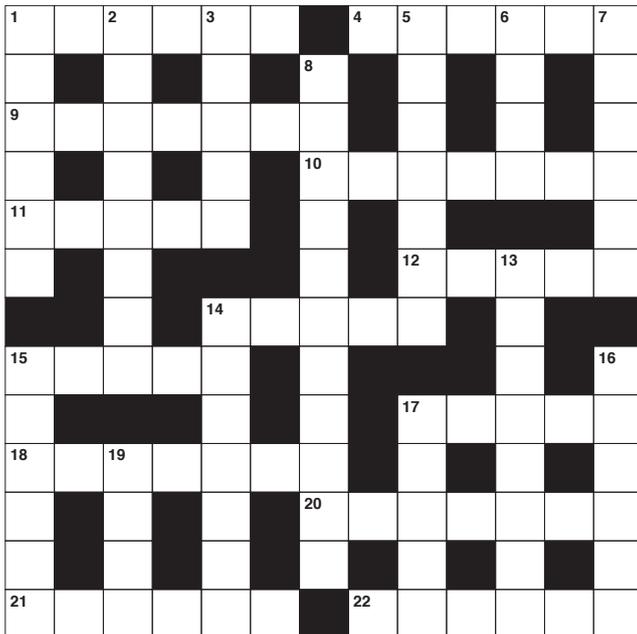
### Christmas Day at Union Church and Community Centre

This Christmas lunch and party takes place between 12.30 – 5pm. Transport can be arranged to collect you from your home. You can also choose to attend the morning service which starts at 10.30am.

Union Church and Community Centre is on the corner of Ferme Park Road and Weston Park, N8 9PX – the W3 bus stop is very close

If you would like to come along please contact the Union Church Office on **020 8341 3918** and leave a message.

## Crossword



### Across

1. Choose (6)
4. Next after third (6)
9. Female stage performer (7)
10. Scrape (7)
11. Measure of the purity of gold (5)
12. Entrance hall (5)
14. Essential (5)
15. Perhaps (5)
17. Additional; excess (5)
18. Not analogue (7)
20. Clothes for washing (7)
21. Female parent (6)
22. Participant in a game (6)

### Down

1. Way of standing (6)
2. Bookish (8)
3. Large strong box (5)
5. Generally; in summary (7)
6. Repose (4)
7. Favourably (6)
8. Basically (11)
13. Anniversary of when you are born (8)
14. Undertake a risky journey (7)
15. Average; moderate (6)
16. Solicitor (6)
17. Be the same as (5)
19. Present (4)

## Sudoku

				4	9			
8		4	2					7
		1		5	8	4	2	
	3			4			9	
		9		6		8		
	5			2			3	
	7	3	6	8		1		
9					5	2		8
		2	4					

Answers to the puzzles are on page 6

## Staff

- **Alwyn Lewis** – Chief Executive
- **Jonathan Steinberg** – Finance Director
- **Phil Johnson** – Housing Services Manager
- **Carla Ferrarello** – Property Services Manager
- **Amy Addis** – Property Services Officer
- **Olabisi Durojaiye** – Financial Controller
- **Vishwanee Ramtale** – Management Accountant
- **Barbara Moore** – Housing Support Coordinator
- **Carla Pedwell** – Corporate Services Manager
- **Dennis Meredith** – Housing Assistant
- **Maria Reyes** – Customer Services Administrator
- **Paul Rickards** – Universal Credit Officer

## Support Services Officers

- **Prerna Hulman** – Abyssinia Court
- **Rexford Godfrey** – Margaret Hill House
- **Oluwatoyin Balogun** – Olive Tree House
- **Petula Quamina** – Palm Tree Court/Sheba Court

## Contact Hornsey Housing Trust

**Telephone:** 020 8340 6374  
(Office 9am – 5pm weekdays)  
**Fax:** 020 8341 1134  
**E-mail:** [admin@hornseyht.co.uk](mailto:admin@hornseyht.co.uk)  
**Web:** [www.hornseyht.co.uk](http://www.hornseyht.co.uk)

**Don't forget we have a 24-hour, 7-days-a-week Emergency Repairs service – call 020 8340 6374 at any time if you have an emergency repair to report**

## Other useful numbers

**Haringey Housing and Council Tax benefits**  
020 8489 2800

**Gas leaks (National Grid)**  
0800 111 999 (24hours)

**Noise nuisance (Haringey Council)**  
020 8489 1000 (9:00am – 17:00pm)  
020 8348 3148 (17.01pm until 08.59am)

**Crime stoppers**  
0800 555 111

**Rubbish and recycling (Veolia)**  
020 8885 7700

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