

# theLink

April 2019



## Spring has sprung!

Well with a sunny February and then fairly miserable March, it's nice to return to better weather, certainly as I'm writing this there's a clear blue sky and the birds are singing. For those of you who like to garden this is the perfect weather.

We continue to be busy at the Trust and we've a few reminders in this edition to help you know how we can best help you. So there's a guide of which repairs you need to see to yourselves and also what types of behaviour you can report to us as being anti-social.

We do always ask you to be considerate towards your neighbours and generally all our tenants get on well together, but we are there to help with any significant issues which arise.

Meanwhile at HHT, we've had one or two staff changes recently. Veronica Lindsay started earlier this year as our new Head of Finance, and I'd like to thank our departing Finance Director, Jonathan Steinberg, for his work for us over the last

few years, and we wish him well in his future endeavours.

We also now have a new Universal Credits Officer, Trevor Small. You'll recall that our Universal Credit service has already helped some tenants recover literally thousands of pounds in unclaimed benefits, so if you think you might be someone who has money to claim please do contact Trevor here at HHT. Trevor can also help people understand what the transition to the Universal Credit means and how to do it with as little disruption as possible.

Lastly, one of the things I love about this area is all of the different cultures and traditions people have – a great example of this was shown by Pushpa and Kokila at the dementia café when they performed a traditional Indian dance. You can read more about that inside, and if you have a culture or tradition you want to share with your fellow tenants then do get in touch with Elaine King at the café and you might find yourself in the next Link!



Yet more dancing at the dementia café! Read more inside...

# Indian dancing and nursery rhymes at the dementia café

By Elaine King, Café Coordinator



Kokila (left) and Pushpa perform the traditional dance

We have had some good times at the café over the last couple of months – one of the highlights was to see Kokila and Pushpa in traditional dress performing Dandiya Raas, an Indian folk dance performed with sticks.

The dancers turn and bring their sticks together in time to traditional Indian music.

The dance is often performed during the ‘nine nights’ festival, which is celebrated every year at September–October time.

Also at the dementia café that day, we had a visit from Sarah, who is the sister of our regular café volunteer Kate. Sarah led cafégoers with reciting old nursery rhymes and songs, and explaining the stories behind them, which were often quite macabre!

The rhymes we sang included Mary Mary Quite Contrary, Jack & Jill, Humpty Dumpty, Baa Baa Black Sheep, Grand Old Duke of York, Ten Green Bottles, Four and Twenty Blackbirds and Three Blind Mice.



Some of the sticks used in the dance

## Dance wordsearch



See if you can find all the words in this dancing-related wordsearch

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

BALLET	FOXTROT	SAMBA
CHA CHA	JIVE	TANGO
DISCO	PIROUETTE	TUTU
FLAMENCO	RUMBA	WALTZ

# Big event planned for May Dementia Week at Alexandra Palace

During Dementia Action Week in May there will be an event at Alexandra Palace which brings together many organisations and people involved in dementia in Haringey.

On Tuesday 21 May there will be dementia-friendly table tennis with the BAT Foundation, Sensory Suitcase, Singing for the Brain, a Guided Walk and a lot more. If you would like to come then please talk to your scheme manager.



## Valentine's Day at Abyssinia Court



Tenants were treated to a special event on Valentine's Day at Abyssinia Court. We had musical entertainment, with some lovely old songs sung along to guitar and percussion. And there was also a very nice lunch. Because so many tenants turned up, most of the staff had to go and eat their lunch in the room next door! We hope to see you at another event soon.



## Crouch End Picturehouse



# Dementia friendly screenings

Crouch End Picturehouse has screenings for people living with dementia and their families, friends and carers. There is free tea and coffee from 10.30am, and the film starts at 11.00am. There is a 20-minute interval halfway through the film.

**Tickets £4, accompanying carers free.**

**Booking:** at the Box Office, Crouch End Picturehouse, 165 Tottenham Lane, London N8 9BY.

Online - [www.picturehouses.com](http://www.picturehouses.com) Phone - **020 7294 7908.**

## Forthcoming screenings:



### The African Queen [PG]

**Thursday 25 April**

**Director:** John Huston, 1951

**Starring:** Humphrey Bogart, Katharine Hepburn, Robert Morley

**Duration:** 110 min

John Huston's much-loved adventure pits a prim missionary and a cynical river captain against German gunboats and natural hazards in East Africa in 1915. The African Queen is surrounded in legend, including the pairing of Katharine Hepburn and Humphrey Bogart (who won his only Best Actor Oscar for his performance).



### Love Me Or Leave Me [PG]

**Thursday 23 May**

**Director:** Charles Vidor, 1955

**Starring:** Doris Day, James Cagney, Cameron Mitchell

**Duration:** 120 min

During the 1920s, a small-time Chicago criminal, Martin Snyder (James Cagney), discovers a beautiful dancer, Ruth Etting (Doris Day), after she's fired from her job at a nightclub. Under Martin's management, Ruth works her way to the top of the entertainment industry, eventually becoming a famous jazz singer and Broadway actress. But as Ruth's popularity grows, Martin's obsessive and controlling behaviour begins to threaten her success and happiness.



# Who needs to fix it? Tenants' responsibility for repair

*By Lesley Sullivan, HHT's Property Services Officer*



Tenants often ask about which repairs they are responsible for.

We are committed to ensuring that our tenants have safe comfortable homes to enjoy and we gladly carry out the majority of repairs to your home. There are, however, a few things that are your responsibility and these are listed to the right.

If you're unable to arrange a repair yourself we can do so for you and the cost of the repair will be added to your rent account.

We may also charge for 'making good' any problems caused by neglect or damage by you, any member of your household or visitor to your home.

We want you to feel in control of your home and if you need help in learning how to do any of the things which are your responsibility please call me, or ask your scheme manager.

## Tenants are responsible for the following repairs:

- Kitchen units
- Cookers
- Toilet seat
- Sink plugs and chains
- Washing machines
- Heating installed by the tenant
- Damage to glass (unless you can prove it was broken by vandalism and have a crime reference number)
- Internal doors
- Doorbells
- Door chains
- Keys
- Replacing batteries in smoke detectors (batteries should last for around three years)
- Electric fires (unless fitted by us)
- Rotary dryers
- Internal decoration (this includes if the damage results from a repair to the property unless you prove it was negligence by the contractor)
- Installation of 'white goods' (washing machines, fridges etc.)

# Anti-social behaviour



By Phil Johnson – Housing Services Manager

When tenants report incidents of anti-social behaviour (ASB) to HHT, the expectation is that the Trust will always deal with the incidents as an anti-social behaviour complaint. We do take genuine incidents of ASB very seriously, but it's important to note that not all incidents are actually classified as anti-social behaviour.

We often receive reports of activity which is not generally considered as ASB by the Trust. It is not to say that we will not record the incident, however the Trust is limited in terms of what action we can take. Therefore it is for tenants to be considerate and listen to their neighbours to see if they can resolve the issue without involving the Trust.

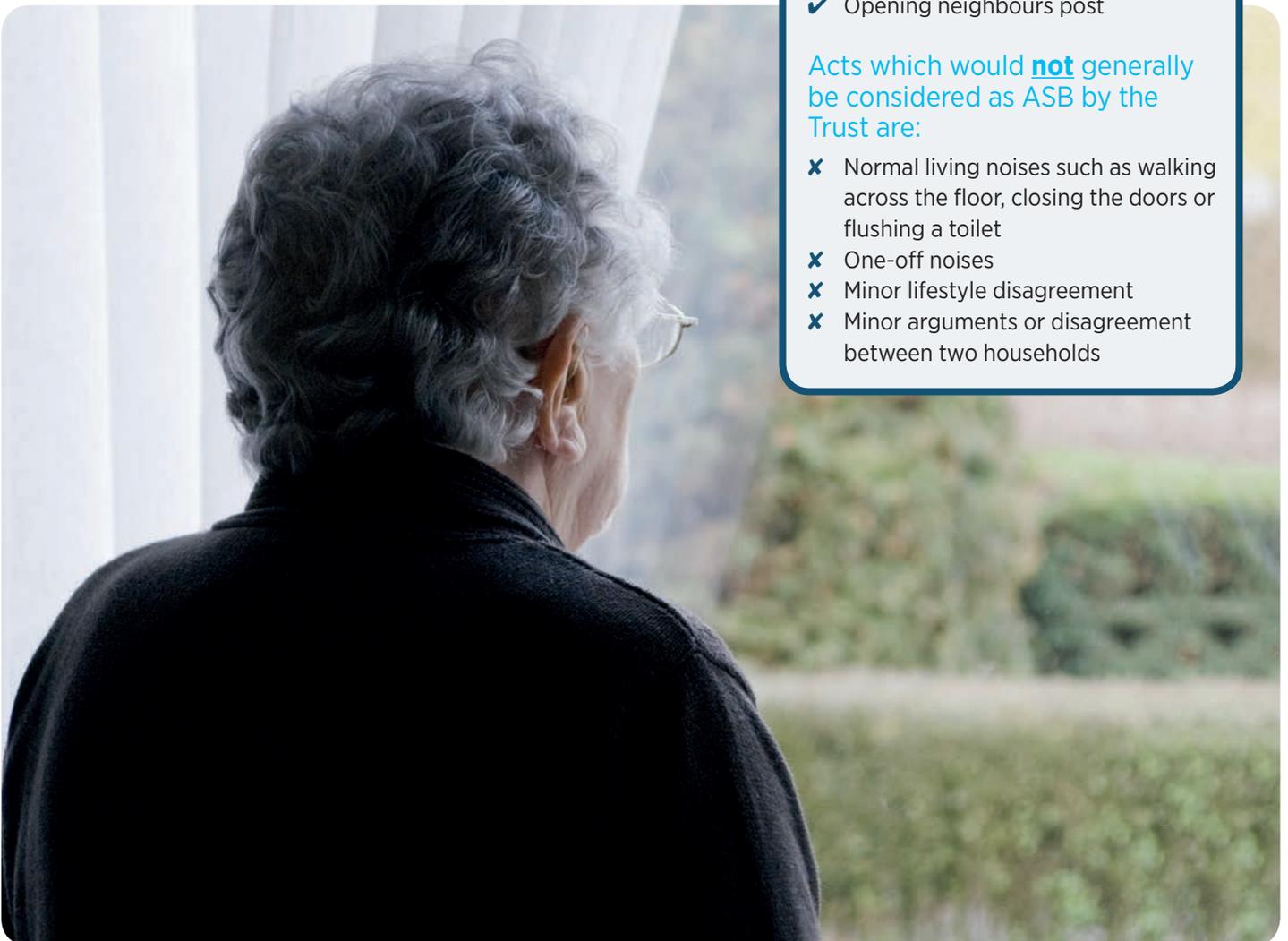
To help you decide if you should can make a complaint, we've listed here the types of incident which are – or are not – generally considered to be anti-social behaviour.

## Incidents normally considered to be anti-social behaviour:

- ✓ Verbal and physical abuse or threats
- ✓ Vandalism, graffiti, and damage to property
- ✓ Excessive noise or noise at unreasonable hours after 8pm
- ✓ Misuse or neglect of the local environment, such as dumping rubbish, dog fouling, uncontrolled pets
- ✓ Consistently using noisy domestic appliances like a washing machine late at night
- ✓ Using a home for an illegal or immoral act
- ✓ Opening neighbours post

## Acts which would **not** generally be considered as ASB by the Trust are:

- ✗ Normal living noises such as walking across the floor, closing the doors or flushing a toilet
- ✗ One-off noises
- ✗ Minor lifestyle disagreement
- ✗ Minor arguments or disagreement between two households



# Haringey Dementia services guide



The Alzheimer's Society in Haringey has put together a guide of information, advice and support services available in the borough for people living with dementia and their families. This guide is intended to connect people with relevant organisations and services that they may require.

## Carers FIRST

Support for unpaid carers living in Haringey, providing information, advice and support.

**Tel: 0300 303 1555**

**Web: <https://www.carersfirst.org.uk/haringey>**

## Grace Organisation

The Grace Organisation offers day care and adult social care services to people with dementia and other long term conditions. Also offer transport to and from the centre.

**Address: Whitehall & Tenterden Centre, Whitehall Street, Tottenham, N17 8BP**

**Tel: 020 8808 0718**

**Email: [mailfrom@graceorganisation.co.uk](mailto:mailfrom@graceorganisation.co.uk)**

**Web: <https://www.graceorganisation.co.uk/Alzheimer's Society>**

**Barnet, Enfield and Haringey office**

**Tel: 020 3725 3001**

**Email: [Haringey@alzheimers.org.uk](mailto:Haringey@alzheimers.org.uk)**

## Friendship and conversation

A dementia friendly session offering refreshments and stimulating activities such as board games and music memories.

**When: First Monday of the month 12–3pm**

**Address: The Antwerp Arms, 168–170 Church Road, N17 8AS**

**Tel: 020 8216 9289**

**Email: [Community@antwerparms.co.uk](mailto:Community@antwerparms.co.uk)**

## Haynes Dementia Hub

A specialist dementia hub, providing different levels of support to those diagnosed with dementia. The hub offers a day service provision (via social worker referral), day opportunities offering preventative and delaying activities and information and guidance around dementia. The centre also supports the Haynes relative support group monthly meeting and host monthly Toms Club.

**Address: The Haynes Dementia Hub, 151 Park Road, Hornsey N8 8JD**

**Tel: 020 8489 5895**

## Tom's Club

An information, therapeutic and social support group for carers and people with dementia in Haringey.

**Tel: 020 8702 6300**

## Wellness Café

A dementia friendly, free café for older people to enjoy tea, cake, table tennis and social activities.

**When: Last Monday of the Month 2–4pm**

**Address: Transmitter Hall, Alexandra Palace, Alexandra Palace Way, N22 7AY**

**Tel: 0779 069 7777**

# A day in the life of...

## Toyin Balogun

Support Services Officer



I have over three years' experience as a Support Services Officer comprising mental health, learning disabilities, substance misuse and alcohol, within the supported housing sector. I have an optimistic attitude to life and try my best to be innovative in delivering a high standard of services.

I studied health and social policy and management at university, furthering to a Master's degree, and I started working with Hornsey Housing Trust from May 2016. I first had a part-time post in Olive Tree House (OTH), working as support officer, helping tenants with repairs and other issues raised, making daily wellbeing calls and so on.

I must say OTH was a challenge, conversing with sign due to language barriers (Greek and Turkish speaking). Having Google language translator made communication easier. After 6 months I moved on to Abyssinia Court, but not before I'd got to know the most amazing people, who became my grandmas and granddads!

A normal day in the life of Toyin would be at my scheme, a place with a thousand personalities! There's never a dull moment, no two days are the same, each one has its unique experience. And I have found more people who I think of as my mums, grandmas, granddads, uncles and aunties. One big family!

My day starts with dealing with any issues raised by tenants. After making my daily wellbeing calls to tenants, no rest till 5pm. From managing the building, attending

“ I have found more people who I think of as my mums, grandmas, granddads, uncles and aunties. One big family! ”

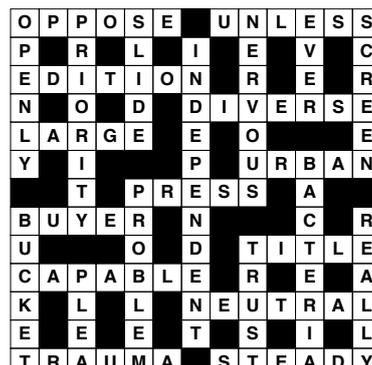
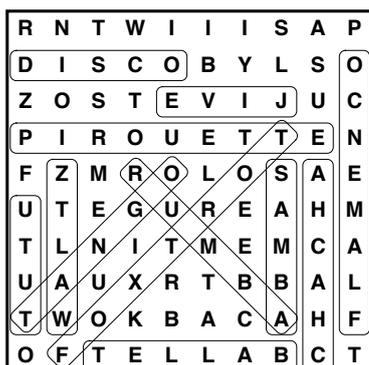
to repairs, complaints, from organising day trips, to arranging events, to assisting with contacting health professionals, booking transfer for tenants and advocating for tenants with social services, GPs, nurses etc.

Most importantly I enjoy what I do, and I would not have it any other way. My experience with Hornsey Housing Trust has been an amazing and educative one. I hope to continue sharing my knowledge, skills and strength with the Trust to bring great service to the tenants.

There are many events and activities carried out over the year for our tenants and the community. I have an annual event planner posted around my scheme. These include things like chair-based exercise classes, lunches, coffee mornings and other exercise sessions. These activities are also enjoyed by our outreach residents.

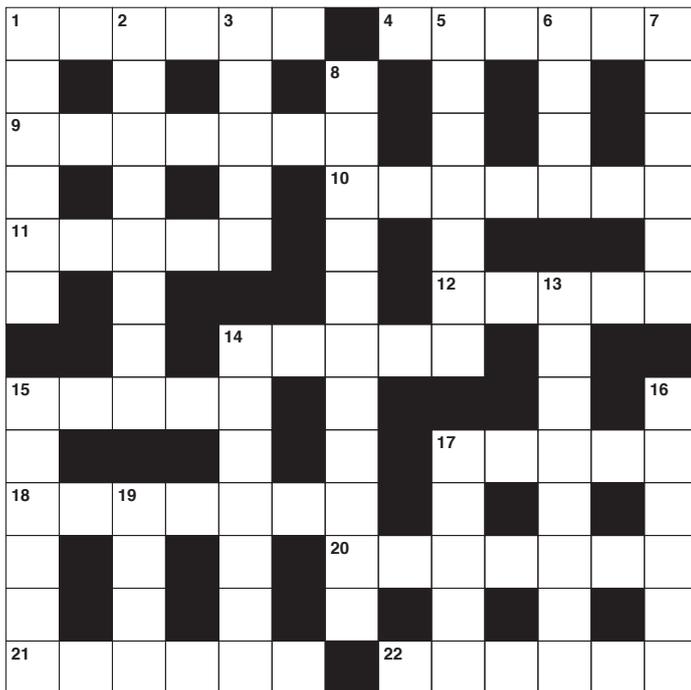
We also have a Befriending Service, available for all HHT residents. Befriending Service volunteers are trained and DBS checked – they normally make weekly visits to those who would benefit from them. Please get in touch with me if you or anyone you know might be interested in the above activities.

Solutions to the puzzles on pages 2 and 8



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

## Crossword



### Across

- 1 Argue against (6)
- 4 Except when (6)
- 9 Version of a book (7)
- 10 Varied (7)
- 11 Big (5)
- 12 Living in a city (5)
- 14 Squeeze (5)
- 15 Purchaser (5)
- 17 Name of a book (5)
- 18 Competent (7)
- 20 Impartial (7)
- 21 Emotional shock (6)
- 22 Stable (6)

### Down

- 1 Frankly (6)
- 2 Precedence in rank (8)
- 3 Chute (5)
- 5 Apprehensive (7)
- 6 At any time (4)
- 7 Television surface (6)
- 8 Free from control (11)
- 13 Microorganisms (8)
- 14 Dilemma (7)
- 15 Container with a handle (6)
- 16 Actually (6)
- 17 Faith in another (5)
- 19 Prayer (4)

## Sudoku

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

Solutions to the puzzles are on page 7

## Staff

- **Alwyn Lewis** – Chief Executive
- **Phil Johnson** – Housing Services Manager
- **Lesley Sullivan** – Property Services Officer
- **Veronica Lindsay** – Head of Finance
- **Samantha Scantlebury** – Finance Officer
- **Mark Dibblin** – Asset Manager
- **Barbara Moore** – Housing Support Coordinator
- **Carla Pedwell** – Corporate Services Manager
- **Maria Reyes** – Housing Officer
- **Trevor Small** – Universal Credit & Benefits Specialist
- **Solange Spyriadis** – Housing Support Officer

## Support Services Officers

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

**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)

**Emergency Repairs service**  
**24-hour, 7-days-a-week – call 020 8340 6374**  
**to report an emergency repair**

## 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

**Thames Water** – 0800 714 614

**Electricity (Power cut) National Grid**  
0800 31 63 105

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