

theLink



December 2020

A year like no other

As I sat down to write this I thought I'd look back at what I wrote for the January 2020 *Link* at the beginning of this year. Under the optimistic-sounding heading of 'Into a New Decade' I wrote "As the world changes around us it's always good to know that some things stay the same, not least our sense of community".

Little could I have known how prescient those words would be. The world really did change around us, as the coronavirus pandemic caused people to limit social contact and spend long periods indoors.

But as we've seen throughout the year, that was when our Hornsey Housing Trust community really showed its value. Tenants looked out for each other and ran errands. Local charities, church workers and even a postman came to the rescue of tenants who needed particular help at a precise time. And of course the HHT staff adapted quickly, putting into place a plan that,

with adaptations, has served us well as we've gone through the various stages of lockdown, relaxation and then lockdown again.

As you read this you will be able once again to have a little more freedom, with London having been placed in 'Tier 2' of the government coronavirus restrictions.

As always, we're ready to look after our tenants, as the Trust has done since 1933.

It's a shame that our much-loved social events were shelved this year, including the Dementia Café, summer barbecue and the Christmas party. But at least the government relaxation over Christmas will allow small family gatherings. Do let us know what plans you have over Christmas and how you're planning to pursue any interests you have, so that we can help if possible. Scheme tenants can contact their Support Services Officer, other tenants can phone our main office number.

And do keep safe and well – we've pieces in this *Link* about fire safety, plus some advice about looking out for bogus callers, which has been a problem for some of our tenants.

We also have some ideas on when to get last-minute festive gifts and also a 'Day in the Life' article from our recent-joined Housing Officer, Simon Bryant.

Early next year we will be carrying out our annual tenant satisfaction survey so do look out for that.

Lastly, I'd like to offer a warm HHT welcome to our new Executive Assistant, Liz Hanley and our new Finance Assistant, Mussa Djalo. We really look forward to working with them.

I hope you enjoy this edition – keep safe, well and warm and I look forward to next year, when hopefully we can all start seeing each other a bit more again.

Best Wishes,

Remember this winter to follow the latest government guidance on staying safe during the pandemic:
<https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance>

The Board and staff of **Hornsey Housing Trust** wishes all its tenants

**a very merry Christmas
and happy New Year**

**Stay safe and enjoy
the festive period!**

HHT - Christmas opening hours

| | |
|---|-----------------------------------|
| Thursday 24 December 2020 | HHT staff working |
| Friday 25 December 2020 – Sunday 1st January 2020 | Office closed / Emergency service |
| Monday 4th January 2021 | HHT staff working |



Christmas shopping

**Still need to get some last minute gifts?
Here's some suggested places you could do
your shopping online this festive period**

All of these have an ethical policy, either relating to protecting the environment or looking after small businesses, which are having such difficult times at the moment. We do not have any kind of arrangement with any of these companies but thought they might be of interest to our tenants.

Hive is an online store which support local independent bookshops. It sells book, CDs, DVDs and other media – so do take a look and see if you can help a local bookshop whilst doing your festive shopping. www.hive.co.uk

Bookshop is another online store specialising in books and supporting bookshops. You can find them at www.uk.bookshop.org

“Bamboo absorbs five times more carbon than hardwood trees. It needs half the land cotton needs to produce the same amount of fibre and it doesn’t need irrigation or pesticides”. For this reasons the company **Bamboo Clothing** specialises in clothing made from Bamboo! Check out what they have to offer here at www.bambooclothing.co.uk

Peace With The Wild “work closely with over 100 brands who are focused just like us on creating natural, eco-friendly and sustainable products with you and our environment in mind”. They supply toiletries, home products, baby products, make-up and more at www.peacewiththewild.co.uk

Clothing company **We Are Thought** wants “to show that there are more sustainable ways to live, dress and be” www.wearethought.com

Puzzles

Cat breeds wordsearch

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



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

BENGAL

BOMBAY

BURMESE

DEVON REX

MANX

PERSIAN

RAGDOLL

SAVANNAH

SIAMESE

SNOWSHOE

Word Ladder

Move from the word at the top of the ladder to the word at the bottom of the ladder by changing one letter on each step of the ladder. Do not rearrange the order of the letters. There may be more than one way of doing this.

FOOT

SHIN

Solutions to the puzzles are on page 7

Keeping safe from crime this winter



Bogus callers to your home – advice

Hornsey Housing Trust have received reports of bogus callers at one of our properties recently. Please take note of this advice from the police regarding keeping safe in your home, now more than ever

A bogus caller may call uninvited to your home with the intention of tricking you into letting them in. We would be grateful if you could read through the following advice.

- Be on guard if someone turns up unexpectedly.
- Keep front and back doors locked.
- Use the door viewer or nearby window when answering the door.
- Fit a door chain or bar – use it and keep it on when talking to callers at the door.
- If you're not sure, don't answer the door.
- Don't feel embarrassed - genuine callers expect you to be careful.
- Only let callers in if they have an appointment and you have confirmed they are genuine.
- Always ask for identification badges of anyone you answer the door to, but don't rely on them. Identity cards can be faked – phone the company to verify their identity.
- Some companies offer a password system. Ask your utility providers if this can be used and if you have a password with a company make sure the caller uses it.
- Never let people try to persuade you to let them into your home even if they are asking for help – they may not be genuine.
- Never agree to pay for goods or give money to strangers who arrive at your door.
- Don't keep large amounts of money in your home.
- Remember, it's your home. There's no reason why anyone should ever enter your home against your wishes.
- If you're not sure, don't answer the door.

Protecting your money from cyber criminals

Unscrupulous criminals are preying on members of the public, particularly older and vulnerable people who are isolated from family and friends as a result of COVID19

- Never share your passwords or personal information
- Protect your devices – mobile phones, ipads and tablet computers
- Watch out for scam messages emails
- Research first before you purchase online
- Beware of calls from unknown sources we advise that you never give out your bank details or personal details over the phone.
- Beware of the missed call scam – scammers call from a number beginning with 070 or 076 which looks like a mobile phone number. But if you call back the call is dropped or an engaged tone is played but you've dialled a premium rate number and are charged 50p.

Also beware of doorstep scams and postal scams.

For more tips go to :

<https://www.which.co.uk/later-life-care/home-care/scams-and-older-people>

Phone scams: <https://psaauthority.org.uk/consumers/report-an-issue>

Fraud & cyber crime:

<https://www.actionfraud.police.uk/contact-us>
- call 0300 1232040

Fire Safety

by Mark Dibblin, Asset Manager



Keeping homes safe is our top priority. We work closely with authorities, like the Fire Brigade, to achieve this, but we also need your help.

What we do to keep you safe?

- Carry out fire risk assessments on all our buildings to identify any action required
- Check fire doors regularly, as they help stop fire and smoke spreading through a building
- Inspect all communal areas regularly to make sure that escape routes are clear.
- Provide fire notices and associated signage in the communal area of the building
- Undertake six monthly personal support plans in our sheltered housing schemes

What you can do to help?

- Ensure you understand the Fire Notice instructions for your building (that are displayed on the entrance notice-board).
- Make sure that you and everyone in the household knows what to do in the unlikely event of a fire.
- Keep communal areas (corridors, stairs, entrance halls and outside your front door) clear of personal belongings and rubbish
- Never have a barbecue on your balcony and ensure anything stored on the balcony is fireproof
- Call us on **020 8340 6374** if you spot any fire safety issues, such as faulty fire doors or if you see rubbish or other items stored in communal areas.
- Test your smoke alarms every month. If an alarm starts bleeping, you need to change the battery immediately.

Do you need support to evacuate?

In non-purpose built blocks such as street properties there is in the event of fire a requirement to evacuate the building. If you or members of your household need support to evacuate in the event of an emergency, it's important that you let us know. You might need help to evacuate if, for example, you or someone in your household has mobility issues or a visual or hearing impairment.

We use the information you provide to help us create personal emergency evacuation plans (known as a PEEP) if support to evacuate is needed. We share the information with the Fire Brigade, so that they can make sure you and members of your household can be safely evacuated in case of an emergency.

If it would be helpful to create a personal evacuation plan or if you would like a home advice visit from the Fire Brigade please contact us on **020 8340 6374**.



Fire safety advice

A quarter of all fire deaths are smoking-related. If smokers in your home can't give up, make sure they follow these tips.

- It's safer to smoke outside, but make sure cigarettes are put right out and disposed of properly.
- Never smoke in bed, and avoid smoking on armchairs and sofas, especially if you think you might fall asleep.
- Take extra care when you're tired, taking prescription drugs or if you've been drinking alcohol.
- Always empty ashtrays carefully. Make sure smoking materials are right out, cold and preferably wet them before throwing into a bin – never use a wastepaper basket.
- Never smoke if you use healthcare equipment like medical oxygen or an air flow pressure relief mattress. If you use paraffin-based emollient creams, ask for non-flammable alternatives instead.
- Consider additional safety measures such as fire-retardant bedding or nightwear.



Our homes are packed with electrical appliances that make our lives easier, better connected and more entertaining, but each is a potential fire hazard. Take the following precautions to minimise the risk.

- Only buy electrical appliances with a British or European safety mark.
- Keep electrical appliances clean and in good working order.
- Do not charge devices overnight – over-charging can increase the fire risk.
- Use one plug per socket, especially for products that use a lot of power, like washing machines, kettles or microwaves.
- Do not overload extension leads and only use those with their own fused plug.
- If you spot signs of faulty wiring, such as scorch marks, flickering lights, hot plugs and fuses that blow for no obvious reason, get them checked out.



Around 60% of fires start in the kitchen – more than in any other room in your home.

Follow our tips to reduce risk:

- Don't leave pans unattended on the hob or grill – if you have to leave the kitchen, turn off the heat.
- Loose clothing can easily catch fire, so take care not to lean over a hot hob, and always keep tea towels and cloths away from the cooker and hob.
- Try to keep the oven, hob, cooker hood, extractor fan and grill clean. Built up fat and grease can ignite and cause a fire.
- Always make sure the cooker and hob are turned off when you've finished cooking.
- Check toasters are clean and not placed under kitchen cabinets or close to anything that can catch fire.
- Never put anything metal in the microwave.



Get a home fire safety visit

The London Fire Brigade carry out free home safety visits for people and places where there is a higher risk of fire, for example, older people, especially those living alone, those with mobility, vision and hearing impairment.

They will visit you at home to offer advice on how to make your home safe and fit smoke alarms for free if you need them.

You can either contact the London Fire Brigade on 0800 0284428 or alternatively contact us on 020 8340 6374 and we will aim to co-ordinate a communal visit.

Notice of annual gas inspection

As you will be aware, it is vital that all gas systems and appliances are checked on an annual basis. This is to ensure the safety of yourself, your family and your neighbours

As your landlord, Hornsey Housing Trust has a legislative duty to ensure that an annual safety inspection is carried out on all gas appliances and flues within their domestic properties. Please note you must ensure that you have adequate supply of gas and electric within your meters to allow the gas safety check to be carried out. Purdy, our Gas Contractor, in conjunction with Hornsey Housing Trust, are continuing to monitor and follow guidance in relation to COVID-19 and your annual service has been deemed as essential work during this time.

We would therefore ask you to call at your earliest convenience if you are self-isolating, showing any symptoms, have been confirmed to have contracted COVID-19 or if you would like to rearrange the appointment for any other reason at this time. Please contact either Purdy Servicing Team on 01992 703140 or

the repairs freephone number on 0808 1962200.

Purdy are complying with guidance in relation to PPE for their operatives and all are supplied with gloves, masks and hand sanitisers. Should you require any further information regarding your annual service, this can be found on Gas Safe website: www.gassaferegister.co.uk/help-and-advice/covid-19-advice-and-guidance/. Our engineers are complying with the social distancing guidelines.

Ideally, we would ask you to vacate the room the operative is working in and they will then let you know when they have finished. The inspection will take approximately 30 minutes to 1 hour.

Thank you in advance for your co-operation on this matter and similarly access for other essential works that are required to be undertaken in the near future.

Attendance Allowance – reminder

by Trevor Small, Universal Credit & Benefits Specialist

Just a reminder to all pensioners of the information we published in the last *Link* about Attendance Allowance, an extra government benefit, which is not means tested. This means that the money you receive, will not affect your rent.

People can apply if they have a disability, or need help with care, or find it difficult to cope with everyday things such as finding it hard to wash, walk long distances, cook, clean or fill in forms.

It's non-taxable, which means it, does not need to be considered for tax purposes. You won't need to include any Attendance Allowance payments you've received as income in your tax calculations.

It does not matter if you are actually getting any help with care or what you spend the allowance on. If you qualify as 'needing help', you should get the allowance.

You could get extra Pension Credit, Housing Benefit or council tax reduction if you get Attendance Allowance. There are two rates of attendance allowance payment that you may be able to receive:

- The lower rate of attendance allowance payment is £59.70 a week.
- The higher rate of attendance allowance payment is £89.15 a week.

However, if you are already receiving Personal Independent Payment (PIP) or Disability Living Allowance (DLA), then you will NOT be eligible for Attendance Allowance.

If you would like to see if you qualify for Attendance Allowance, please contact our office on Telephone number 020 8340 6374 or speak to your Housing Officer.

A day in the life of...

Simon Bryant

Housing Officer



I started at Hornsey Housing Trust in August of this year as your new Housing Officer. I have over twenty years experience in providing a high-quality housing management service to both supported and general needs tenants, working with a number of small and niche housing associations across North and East London.

Starting during these difficult times has certainly had its challenges, but every cloud has had its silver lining. As a 'newbie' during a time of working a lot from home I have been reliant on my new team for supporting me into the role and getting to know you all as easily, remotely and safely as possible.

I work as a Housing Officer with our street properties and I have been gradually introducing myself with phone calls to our tenants and welfare calls to see how they are doing through these times. I have also put together a schedule of block inspections to inspect communal areas and follow up on tasks following on an external Fire Safety Audit which the Trust recently commissioned. Going round the properties during my days working at the office has been busy, but invaluable to getting to know how things are for you all and I hope to continue to do so as safely as possible.

“As things become safer we are looking at a way of restarting a regular slot for Housing Surgeries.”

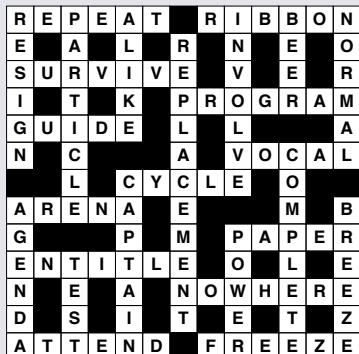
My role is varied and interesting and can be pretty much problem solving. I like to think that I am here to identify issues and work to find solutions – whether that is with rent payments, repairs, neighbour relations or the health and safety of the buildings and our tenants. I work closely with our team and the Repairs Team to find creative and healthy conclusions and results.

As we move through more uncertainty and find a ‘new normal’ I am very much looking forward to meeting and speaking with you all as soon and as safely as possible, and away from the gremlins that can sometimes effect working remotely.

As things become safer we are looking at a way of restarting a regular slot for Housing Surgeries where tenants can meet me to discuss rents, housing management issues and repairs.

With all the very best of wishes to you all during this coming festive season.

Solutions to the puzzles pages 2 and 8



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

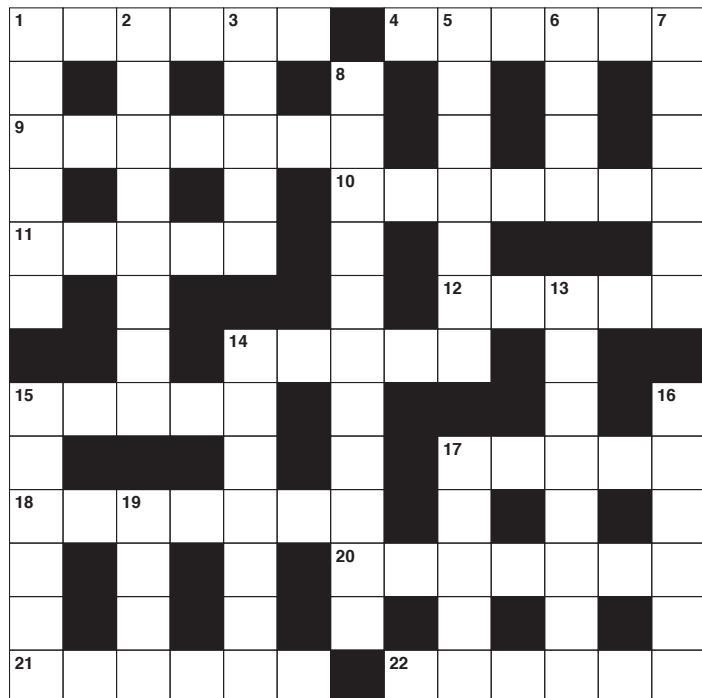
| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Y | R | E | U | K | G | L | S | R | B |
| A | P | E | R | S | I | A | N | X | X |
| B | X | N | A | M | V | P | A | P | E |
| M | L | U | U | A | K | F | R | E | R |
| O | E | L | N | G | U | I | H | S | N |
| B | S | N | O | W | S | H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

Word ladder solution

| |
|------|
| FOOT |
| SOOT |
| SHOT |
| SHOP |
| SHIP |
| SHIN |

Puzzles

Crossword



Across

- 1 Happen again (6)
- 4 Decorative strip of fabric (6)
- 9 Continue to live (7)
- 10 Schedule of activities (7)
- 11 Steer (5)
- 12 Pertaining to the voice (5)
- 14 Ride a bike (5)
- 15 Sporting stadium (5)
- 17 A written document (5)
- 18 Ennable (7)
- 20 Not in any place (7)
- 21 Be present at (6)
- 22 Turn to ice (6)

Down

- 1 Step down from a job (6)
- 2 A tiny portion of matter (8)
- 3 Similar (5)
- 5 Concern; implicate (7)
- 6 Ale (4)
- 7 Standard; usual (6)
- 8 Substitute (11)
- 13 Whole (8)
- 14 Skipper (7)
- 15 Programme (6)
- 16 Current of air (6)
- 17 Strength (5)
- 19 Critical examination (4)

Sudoku

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

Solutions to the puzzles are on page 7

Staff

- **Alwyn Lewis** – Chief Executive
- **Mark Dibblin** – Asset Manager
- **Liz Hanley** – Executive Assistant
- **Phil Johnson** – Housing Services Manager
- **Simon Bryant** – Housing Officer
- **Barbara Moore** – Housing Support Coordinator
- **Tennicia Cameron** – Housing Support Officer
- **Veronica Lindsay** – Head of Finance and IT
- **Mussa Djalo** – Financial Accountant
- **Vishwanne Jagdeo** – Management Accountant
- **Trevor Small** – Universal Credit & Benefits Specialist

Support Services Officers

- **Dipesh Anandji** – Abyssinia Court (temporary)
- **Maria Reyes** – Margaret Hill House; Waverley Road; Hillfield Avenue
- **Indje Shahin** – Olive Tree House
- **Oluwatoyin Balogun** – Palm Tree Court/Sheba Court

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

Repairs service (urgent/emergency only)
Freephone Number: 0808 196 2200
HHTrepairs@newlon.org.uk

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