



Lights, camera, action!

Island resident Sammy Samuels, who has lived on the Barkantine estate for 47 years, features in a new short film which highlights what life is like and what 'home' means for housing association residents. The idea behind the film is to put to rest the misconception that some people have about social housing, and the idea that people in social housing are somehow different to anyone else which is, of course, not true.

Sammy's comments - and those

of others in the film - make it clear that housing association residents appreciate the bonds of community and the comforts of home, and take pride in where they live, just like anybody else.

The film was made for an organisation called the G15, a group of the largest housing associations in London who, between them, house one in ten Londoners (yes, that's 10% of all Londoners!) - and which One Housing is a member of. You can check out Sammy's starring role at www.g15.london.



Dates for your diary

Making sure the Island is a well looked-after and pleasant place to live is something we're all committed to. Did you know that, as well as the regular walkabouts that our teams do, we also carry out more in-depth quarterly inspections? As the saying goes, "The more the merrier!" and that's why we're really keen for you to join us to help spot where action might be needed - it could be anything from a broken window

or faulty light to a trip hazard or a communal repair. Staff from different teams join the walkabouts which provides you with a really good

Island Estate Walkabouts

ESTATE	DATE	MEETING PLACE
Barkantine	7 May	12 The Quarterdeck (local office)
St John's	9 May	17 Castalia Square (local office)
Samuda	14 May	Club 55
Kingsbridge	16 May	By the playground

opportunity to raise any queries you might have. After the inspections we put together an action plan and share with relevant teams to make

sure issues are resolved. All the walkabouts start at 10.30am and take between 60-90 minutes - we look forward to seeing you there!

A steer in the right direction

Residents have an essential role to play in discussions about where they live, whether those discussions involve keeping things as they are, refurbishment or regeneration. In the last edition of Island News we talked about plans to establish a steering group of residents from Alice Shepherd House and Oak House on the St John's estate to take a lead on conversations about possible changes in the future.

There was a great response to our call for people to join and thirteen residents were formally appointed. Following similar recruitment

campaigns in other areas of the Island where we're looking at options for the future, we have recruited a further seven residents to represent their neighbours at Bellamy Close and Byng Street, and 12 each in two other areas (Kedge House, Winch House and Starboard Way on the Barkantine estate, and Montrose House, Montcalm House and Michigan House on the Kingsbridge estate).

Each group is looking to recruit an independent tenant adviser and we'll keep you posted on progress and decisions the various groups take in the coming months.



Community Chest helps bring your ideas to life

Through talking to residents as part of our day-to-day work, we get to hear about some of the great things going on around the Island. But, did you know you can apply for a grant from our Community Chest if you're part of a group that has an idea that will benefit the local community? Whether you have an idea related to healthy living or community sports, art projects or employment schemes, adult learning or children's activities, we'd love to hear from you. Here's what local resident Mr

Miah had to say after the Bengali Welfare Association successfully applied for a grant to fund an elders' lunch club:

"I am delighted to be part of the lunch club as it not only provides lunch, it also gives us a chance to socialise and do exercise."

To find out more about our Community Chest and to apply for a grant, please call us on 020 8821 5380 or check our website www.onehousing.co.uk/ community chest.



You can apply at any time, and the awarding panel meets three times a year to review applications.

New Island Film Forum set up

It's not only Sammy Samuels who's had a brush with film fame: there have also been several TV drama and film shoots on the Island in the last few months, and we'd like to thank you for taking it all in your stride.

Recent visitors to the Island include Oscar winner Emma Thompson and Game of Thrones star Emilia Clarke who filmed scenes on Malabar Street for romantic comedy 'Last Christmas' directed by Paul Feig (whose hits include 'Bridesmaids' and 'Ghostbusters').

The film is based on Wham's festive classic song, and is due for release towards the end of this year.

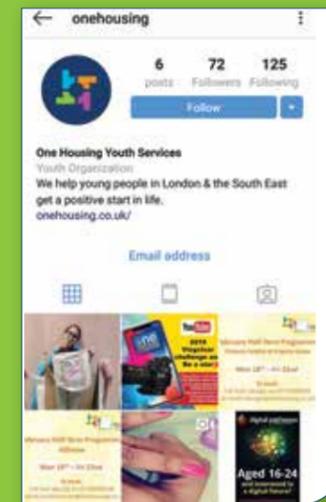
TV drama filming includes scenes shot on the Samuda estate for Sheridan Smith's recent ITV drama 'Cleaning Up' and Netflix/Channel 4 TV's 'Top Boy', whilst over on the Barkantine estate scenes were filmed for BBC TV's 2018 hit thriller 'Informer'.

The production companies who come and film on the Island pay a fee, which we will be investing into the local community.

We have recently set up the Island Film Forum with your resident reps to agree how this money should be spent and will have an update for you in the next edition of Island News.



Inst@youth



Young'uns, listen up - we've created a page just for you! That's right, if you're between 13 and 25, you can now find us on Instagram - just search @OneHousing on your app and hit that follow button.

Adults, if you have children - or maybe grandchildren - within this age range, please let them know about the next best thing to hit these social media streets! And no, we're not suggesting you over 25's aren't Insta-savvy(!), it's just that our Instagram page is all about our younger residents, with the

most up-to-date content on Youth Club activities as well as employment and volunteering opportunities for teenagers and young adults.

We also aim to touch on social issues affecting you and start a conversation on how we can best tackle these.

We'd love to hear from you and the kind of things you believe would make for great campaigns sso if you have any suggestions, please send them to dgopie@onehousing.co.uk.

#SeeyaOnTheGram

Calling all wannabe presenters aged 13-16!

Fancy trying your hand at interviewing members of your local youth club and getting some on-screen time? If so, we want to hear from you! We'll be posting footage on social media and at our residents' conference and, to be in with a chance, you just need to:

1. Check with your parent/guardian that it's ok to enter
2. Create a 1-minute video that includes:
 - Your first name and age

- An interesting fact about yourself
- Which youth club you attend and why you love it
- Ask your youth worker to submit your entry no later than 24th March.

We're after enthusiasm and originality so get creative and get on it! We'll be selecting two winners who will need to be available to film at their youth club during the school Easter holidays (between 8 - 18 April). **Good luck!**



What a star

Congratulations to Island resident Abul Faiz who won the 'Inspirational resident' award at this year's STAR in the Community Awards, which recognise the achievements

of Tower Hamlets residents who give up their time to improve their local community.

Sadly Abul wasn't able to attend the ceremony so his friend Abdul Malik

received the award on his behalf from Deputy Mayor of Tower Hamlets, Councillor Sirajul Islam. Abdul is pictured right and Councillor Islam is on the left.



Support during Universal Credit roll-out

There was some good news recently when the government announced a number of changes to Universal Credit, including its approach to migrating people of working age who are currently in receipt of the six benefits it replaces (Income-based Jobseekers' Allowance, Income-based Employment and Support Allowance, Income Support, Working Tax Credit, Child Tax Credit and Housing Benefit).

Issues still persist, however, for new claimants and those with changes of circumstances who are automatically transferred over to Universal Credit as payments are made monthly and in arrears and it can take anywhere from five to 12 weeks for the first payment to be received. This has resulted in real financial hardship for many people who then find themselves with significant rent arrears, which can put tenancies at risk.

Many residents who have already transferred onto Universal Credit tell us that they have struggled with the transition, especially when it comes to budgeting



effectively. The good news is that we have a dedicated welfare benefits advisor whose focus is to support residents, and their experience and support is making a real difference. She can help you build up the skills and confidence to manage your money so that you can pay your bills and your rent and don't put your tenancy at risk.

Residents tell us that the support we provide has given them peace of mind and the confidence to get through the transition to Universal Credit.

"Ann was indispensable for me, as I was feeling anxious

about filling the application form in. She helped me feel relaxed, focussed and calm and I would like to commend her professionalism and helpfulness."

Ann can do the same for you so if you're anxious about your financial situation and would like to talk to someone in confidence, please call our welfare benefits helpline on 020 8821 4272 or our customer accounts team on 020 8821 5184.

Alternatively, you could contact StepChange on 0800 138 1111 or call the National Debtline on 0808 808 4000 or visit their website at www.nationaldebtline.org. Both of these national charities work with thousands of people every year, providing free, impartial advice on how to manage money more effectively and resolve debt issues.

Other really useful websites include: www.moneyadviceservice.org.uk, www.moneysavingexpert.com and, for older residents, www.ageuk.org.uk has lots of useful advice.

News when you want it, how you want it

The way people access news and information is constantly changing and to help make sure you can keep up-to-date on the latest news from your area in the ways that suit you best, we use a range of channels to share what we're up to.

For example, we post news on our website, on Twitter, Facebook and now also on Instagram (see details on the right). If you don't currently follow us, please do!

We also publish news, features and updates in Island News and our One magazine.

We want to make sure the articles we include are of interest and would love to hear any suggestions you might have. Please send your ideas to corporatecomms@onehousing.co.uk.

Later this year we're planning to start publishing a new digital version of Island News so, in future, if we have your email address you'll receive your copy in your inbox rather than through your letterbox. In case we don't have an email address we'll continue to send you a printed copy for the time being.



Pie and smashing it

The first snowfall of the year wasn't going to put off the Active @70's group, who got together with members of the One Housing team last month to enjoy a delicious hot pie and mash lunch. The heat turned up even more when party-goers hit the floor to dance along to funky pop songs, courtesy of the lively DJ. General knowledge quizzes made for some hilarious debates as everyone indulged in home-baked chocolate cake and Victoria sponge. Yum!

Events like this help create some great memories for everyone, and the efforts of the organisers certainly didn't go unnoticed.

"It's lovely! Especially for a snowy

day like today. People come out from 1 til 5 listening to music and enjoying a nice meal. Look around and everyone's smiling and enjoying themselves. It's a great way of bringing the four estates together." – Mary, Barkantine resident.

"10 out of 10! Even all the staff – One Housing is good to me. We go to all sorts of events, theatre trips and all sorts!" – Ronnie, St John's estate.

To find out more about the Active @70's group and the activities they get involved in, please call on 0300 123 9966 or email: residentsengagements@onehousing.co.uk.



Fighting fraud together

Did you know social housing tenancy fraud costs UK taxpayers £2billion every year? Or that since 2013 sub-letting has been a criminal offence that can lead to two years in prison and a £5,000 fine? As a not-for-profit housing association, we do everything we can to make sure we only rent homes to eligible residents in genuine housing need and have dedicated tenancy fraud staff whose job it is to investigate cases of suspected fraud.

Charlotte Herring, who manages tenancy fraud at One Housing, told us: "In the last year we've successfully recovered 12 homes on the Island, as well as a further 17 in other areas where we work. This is a great result as families who

otherwise might have been housed in temporary accommodation, which costs £18,000 or more a year, now have an affordable home to call their own."

In one recent case we discovered that a local Island tenant had been sub-letting their home for several years whilst living in another housing association home elsewhere in London. We took successful eviction action against this person, and the other housing association involved with the second home they managed to obtain is also now taking action to recover the property.

When demand for social housing is so much higher than the number of homes available, it's more

important than ever that homes are rented to people in housing need. If you suspect tenancy fraud in your area, please email us in confidence at tenancyfraud@onehousing.co.uk.



On your guard

As a landlord to several thousand people, our staff – particularly those in front-line roles – play an important role when it comes to safeguarding and ensuring the wellbeing of customers.

Our colleagues are trained to

identify signs, for example of self-neglect, signs of physical, emotional or domestic abuse, hoarding, or being without heating, gas or electricity.

We would also encourage you to let us know if you have concerns about the safety or wellbeing of

someone in your area, as we can follow it up and liaise with any appropriate agencies.

You can email us on safeguarding@onehousing.co.uk or report it via our website – go to www.onehousing.co.uk and look up 'safeguarding'.

Looking to upskill? One Academy's the one

Spring is in the air, and it's a great time to learn a new skill or discover a new passion! We want to help you do just that through our One Academy training programme.

All courses are free of charge and are attended by both residents and One Housing colleagues, with over 850 places filled in the last year.

We recognise that everyone's circumstances, interests and ambitions are different, which is why we've divided our courses into four categories: World of work, Lifestyle,

Health and wellbeing and Creative fun.

Whatever your age, or motivation for learning, you should check out the latest training programme.

The range of courses on offer is eclectic to say the least, with everything from yoga, jewellery making, basic DIY skills, assertiveness training, poetry-writing, dementia awareness – even chocolate and shoe-making - to more work-related subjects such as Microsoft Word, Excel, project management and report writing.



Benefits of learning

Learning really is a lifelong journey, and it can bring so many benefits:

- Increased confidence to explore new opportunities
- A more active mind (studies prove this can help reduce the risk of dementia and related diseases, such as Alzheimer's)
- Improved mental health and wellbeing
- A wider network of connections, from both a social and a career perspective

Don't just take our word for it!

Here's what some of our recent course participants had to say:

"The trainer was very knowledgeable and I learnt so much from her presentation. It was an amazing session and it built my understanding of how to manage my money better."

"I went to the boxing workout session with a couple of colleagues and it was great. It was aimed at all levels of fitness and to our surprise, we came away with a qualification!"

"I really felt good taking part in the yoga class. The trainer was really considerate towards everyone who attended. Thank you!"

Find out more

To find out what's on, where and when, check our website www.onehousing.co.uk, call us on **020 7428 4327** or email us on training@onehousing.co.uk.

Maintaining fire safety remains priority

The safety of our customers and the buildings they live in remains our top priority. Over the last few months, as part of our ongoing focus on safety, we have installed new emergency lighting in several buildings across the Island. The new system is self-testing which means that regular mandatory tests are carried out automatically and, if a light is faulty, our maintenance team is alerted so they can fix it. The blocks where we have installed the self-testing emergency lights are Kedge House, Kelson House, Bowsprit Point, Knighthead Point, Midship Point and Topmast Point.

What you can do to keep fire safe

Everyone has a role to play in making sure that they, and their neighbours, are safe when it comes to managing fire safety. Here are some of the things you can do:

- Read the fire safety procedure for your home carefully - you'll find details in your sign-up pack
- Keep all communal areas clear, including corridors, stairs and entrance halls, and don't store any personal belongings or leave rubbish in them

- Make sure you and members of your household know what to do in the unlikely event of a fire
- If you have a balcony, anything you store on it must be fireproof. This means that barbecues aren't allowed.
- Please take time to read any information we send you about fire safety in your home and how you can make your home as 'fire safe' as possible
- Let us know if you have any fire safety concerns, for example if you see faulty fire doors or lights, or if you see rubbish or other items stored in

communal areas. You can call us on **020 8821 5248** or email us on firequeries@onehousing.co.uk.



Transforming lives

Did you know that every working day of the year we support a customer into paid work? We have a team dedicated to working with customers, finding out what skills they have and which new ones will help them land the job they want. We also provide a really wide range of free training courses (see page 6).

One of the courses available to residents in Tower Hamlets is the Transform & Achieve initiative.

TRANSFORM & ACHIEVE

This six-week (two days per week) programme, supported by JP Morgan, takes a holistic approach, covering not only employment skills, but also fitness, health, nutrition, managing money and engaging with the employment market.

Here's what a delegate who secured a job with the NHS after finishing the course said:

"After being unemployed for over

two years I signed up to Transform & Achieve – and I'm so glad I did! The programme is all about positive thinking bringing positive outcomes. People might think it can't be that

easy, but it really helped me feel good about myself again and here I am with a new job!" you? You are invited to join the Transform & Achieve team at The Reach Community Hub, 11 Oliphant Street, London E14 OFZ (next to the Mosque, a short walk from All Saints



easy, but it really helped me feel good about myself again and here I am with a new job!"

There is a programme starting later this month and another in May so why not come along to the enrolment events to find out if the course could be right for

DLR) any time from 3-4.30pm on 20 and 21 March or 11.30am-1.30pm on 1 and 3 May.

Alternatively, please get in touch on freephone **0800 0323 334** or email us on transformandachieve@metropolitan.org.uk to find out more.



CONTACT US

Telephone: 0300 123 9966

Website: onehousing.co.uk

If you'd like to speak to us in person, please visit one of our offices:

12 The Quarterdeck
London E14 8SJ

17 Castalia Square
London E14 3PQ

Suttons Wharf South
44 Palmers Road
London E2 0TA

Repairs

To report a repair, please call 0300 123 9966 or 020 8821 5300 (daytime and out of hours).

Key contacts

Head of Housing:
André Thomas

Group Environmental Services
Manager: Christopher Gunton

Operations Manager, Millwall:
Sharon Clachar

Resident Services Manager:
Rhys Jones

Neighbourhood officers

Barkantine and Kingsbridge
estates: Kate Emmanuel

St John's estate and Hoover
Tower: Kashif Ahmed

Virginia Quays, Thomas Road,
Rifle Street, St Leonards Road,
East India Dock Road and
West India Dock Road: Reema
Begum & Kerry Vowles

Samuda estate & Markham
Heights: Raymond Macfoy

Phoenix Heights, Alpha Grove,
Stanliff House, Byng Street,
Kedge House and Starboard
Way: Monica Holder

Customer Service officers

Terry-Ann Milton-White
Uvane Riley

Estate supervisors

Tom Nixon
Ayse Kavaz
Robert Neizer

Handyman

Mohamed Semchaoui



WHAT'S ON ACROSS THE ISLAND

BARKANTINE

Craft club

Thursday, 6pm-9pm, Barkantine
Community Centre, The
Quarterdeck.

Share and try new skills, like
knitting, drawing or card making.

PHOENIX HEIGHTS COMMUNITY CENTRE

**Youth Club for 8-16 year-olds,
with sports, art, cooking - and
lots more!**

Wednesdays, 4.30-7.30pm

SAMUDA

Martial arts classes

Thursdays, 6-7.30pm and
Saturdays, 10.30am-12pm

Samuda Bengali women's group Arabic classes

Thursdays, 10am-12pm

ST JOHN'S

Over 50s

Monday, 2pm-4pm

Tuesday, 8.45am-3.15pm

Dance classes

Mondays, 2-4pm and Tuesdays,
8.45am-3.15pm

Dance class for 4-8 year-olds
(ballet and modern)

Tuesday, 4.45-6.45pm

Bengali Women & Children Group

Wednesday, 10.30am-12.30pm

ST JOHN'S (continued)

Baby group

Thursdays, 9am-4pm

St John's TRA football training

Professional coaching for boys
aged 8-18, Saturdays, 10am-12pm

St John's Leaseholders meeting

Second Monday of the month,
7pm

St John's TRA meeting

Third Monday of the month, 7pm

STRAFFORD STREET FRIENDSHIP CLUB

Lunch club

Lunches and activities for Island
pensioners; Monday, Wednesday,
Thursday & Friday.

For more information, email
Islandfriends1@hotmail.com

VIRGINIA QUAYS

Youth Club

Every Monday, 4.30pm-7.30pm

Youth Club for 8-16 year-olds,
with sports, art, cooking - and
lots more!

Virginia Quays Women's Group

Tuesday, 10am-1pm;

Virginia Quays men's group

Tuesday, 10am-1pm;

Friday Jumma prayers (men)

12-2pm

TRANSLATION

This document is also available in other languages, larger print and audio format on request. For more information please call our Customer Contact Centre on 0300 123 9966 or 020 8821 5300

এই তথ্য অন্যান্য ভাষায়, বড় অক্ষরে, ব্রেইলে (অঙ্কলিপিতে) এবং ক্যাসেটে রেকর্ড করে পাওয়া যায়। এ ব্যাপারে দয়া করে **0300 123 9966** নাম্বারে ফোন করুন।

本文檔亦可提供其他語言、大字體、盲文及聲音格式的版本，請撥打 **0300 123 9966** 垂詢。

Wax kale oo la heli kara dhokumentigan oo ku qoran luqado kale, ama ku daabacan farta waawayn, farta loogu talagalay dadka aragga ka laxaadka la'ama iyadoo maqal ah iyadoo la soo wacayo 0300 123 9966.

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