

HousingNews

The six-monthly newsletter for Epping Forest District Council tenants

Autumn 2022 – ISSUE 66



Inside...

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- **Baby it's cold outside...**
- **Home Sweet Home!**
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- **The rising cost of living**
HELP, ADVICE & SUPPORT SUPPLEMENT
- **Safer streets**

and more...

Welcome

to the Autumn 2022 edition of Housing News, with updates and useful information for all our tenants and leaseholders. Inside you'll find articles contributed by teams from across the Property & Housing Service, as well as exciting news and helpful tips from other Council teams too! If you're interested in any of the issues raised, you can get in touch with the teams directly, contact details are on the back page... We hope you enjoy reading!

Christina & Leanne

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With thanks from the Editor to all our contributors... Wyn Marshall, Andrew Wade, Denise Pegler, Vanessa Gayton, Stephen Lloyd-Jones, Rachel Smith, Melissa Faux, Marie Thorpe, Janice Nuth, Leanne Turner, Christina Bagan-Jones, Danielle Blake, Francesca Pellegrino, Eleanor Green. And to Martin at MFP Marketing for designing this edition. Thank you all for helping to make this edition of Housing News! **From Leanne Turner (Producer) and Christina Bagan-Jones (Editor)**



A Word from Wyn

Chair of the Tenants & Leaseholders Panel

It has been a long hot summer and, as we look forward to the winter months, most tenants will be - as everyone else - thinking about the cost of living and how everyday prices seem to be rising. The Council has produced a very helpful guide to all sorts of help available to residents who may be struggling with rising costs. This is included later in the magazine and will also be available and constantly updated online.

During the summer the Council and its Officers have started implementing some of its **'More than bricks and mortar'** improvement schemes which were agreed in consultation with the Tenants and Leaseholders Panel (TLP). Works carried out have included a major improvement of the bin stores and surrounding areas on the Harveyfields estate, which have made a huge difference to the landscape of the area. There are further improvement works planned and the TLP is being kept informed and consulted on the works being proposed.

Another change on the horizon is that the **Debden cash office will close on Tuesday 29 November 2022**. This includes the cash desk and the housing management services. The number of residents visiting this office was reviewed in

2019 and found that numbers were consistently low; since reopening the office after the COVID-19 pandemic lockdowns, numbers dropped further. For customers who prefer to pay for our services in cash or require a face-to-face service, there is the option of an **AllPay card** which allows for cash payments at the Post Office and PayPoints. Housing customers already have these cards, and Council Tax and business rates customers who have made a payment at the Debden office since it reopened following COVID-19 in April 2021, will automatically receive a payment card by post before the office shuts in November.

Housing staff will be based at other office sites and on our estates, to continue meeting residents face-to-face. Residents wishing to order communal keys or fob replacements can continue to order them online, and will be notified by the housing team once their replacement key or fob is ready for collection from the Civic Offices in Epping. Tenancy agreements and sign ups, previously carried out from the Debden office, will be completed at the time of viewing a property.

The housing management team will soon be announcing a new location in the area, where staff will be based to offer support for tenants. Tenants can continue to receive housing management services by:

Reflection on recent successes and an insight into new housing plans

Cllr Holly Whitbread (Housing and Community Portfolio Holder) says “It has been a great privilege to be the Cabinet Member for Housing and Community since May 2019. During my time in this role the Council has placed an important emphasis on Council House Building and Regeneration.”



I have passionately advocated for the continued delivery of new council homes for local people who have lived in the area for at least seven years and I am working with officers to ensure our existing estates are of the highest possible quality.

Unlike many modern local authorities, Epping Forest District Council is working to deliver new affordable council homes for local people across the whole district. Hundreds of new council homes have already been delivered and even through difficult economic times this administration is passionate about delivering high quality, affordable homes.

We have seen a number of completions of new properties this year, recently I was delighted to attend the opening of Spinks House, two new family homes on Pick Hill in Waltham Abbey. These two properties were named after a former Chairman of Epping Forest District Council, Don Spinks

who represented Waltham Abbey.

It was great to have his wife Elizabeth Webster present at the opening of the new properties. The houses will become homes for local families, they are built to passive house standard, which means they are not only a high-quality build but environmentally friendly.

As well as building new council homes the District Council believes it is important to regenerate existing estates so that they are fit for the future and positive environment to live. **£114,000 has just been invested into Harvey Fields**, in Waltham Abbey improving outdoor areas such as bin stores and pathways. **Limes Farm will see significant investment** to enhance the estate and **Shelley in Ongar will be modernised** and made a more useable space for the local community.

One area of focus for the Housing team is **regenerating housing for older**

people. Assisted living properties (sheltered housing) need to be made more appealing, so that people want to move into them – potentially moving from larger council properties and freeing up space for other families on our housing list.

Older people's housing will be improved by revitalising communal spaces, which can also a hub for residents to socialise and generally modernising the property so that they become great where people want to live. As well as catering for different levels of need, as people get older and may require more support.

Local people are at the heart of all we do – we want to hear your views when working to shape the future of council housing in the district. **I would encourage residents to engage with residents' associations, local councillors, as well as completing surveys and community consultation.**

- Visiting the **Civic Office in Epping** or the **Limes Farm Housing Office** at the Limes Centre in Chigwell
- Filling in an enquiry form online
- Calling **01992 564000**

Also during the summer, Council Officers have been working with a residents' co-create group, putting together a new **Resident Involvement Strategy** for the years 2022-27, which will see much more resident involvement and will help the

Council look at issues relating to housing. There will be a structured approach to resident involvement with various panels and groups being established.

The co-create group and TLP have been instrumental in the creation of this strategy, which will be released for public consultation shortly.

Don't forget the Council are our landlords and if you have the

opportunity to participate in any of these panels or groups when they are formed, please do get involved.

Wishing all Epping Forest residents a happy and healthy Winter and Christmas 2022.

.....
Wyn Marshall, Chair of the Tenants & Leaseholders Panel

Safer Streets

Epping Forest District Council have been successful in securing a bid for money from the Home Office 'Safer Streets' fund. The two-year project aims to improve the environment, safety and health and wellbeing of residents living in the Ninefields area of Waltham Abbey.

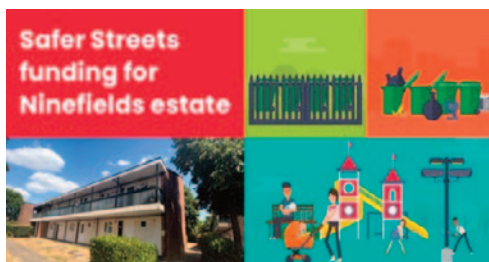
Working closely with internal and external partners, the project includes:

- **Improving the area's facilities** by installing a new play area. The play area will help to improve residents' health and wellbeing by encouraging young people to be outdoors and develop an active lifestyle. Improving the local amenities in turn increases natural

surveillance, as it promotes more of a family-friendly environment

- **Improved signage and navigation** to create a sense of community
- **Installation of CCTV**

- **Community campaigns and clear-up events**, to deter fly-tipping
- **Improvements to bin storage areas** to reduce anti-social behaviour, fly tipping and the risk of arson.



Safe Well Secure event in August

If you live within the Ninefields area and want to find out more (or become a Road/Court champion) please email NinefieldsSaferStreets@eppingforestdc.gov.uk



SCAN ME

We want you!

How the Housing Service is being shaped by residents...

Hello Tenants and Leaseholders...

from your Resident Involvement Officer Christina, and your Development and Regeneration Liaison Officer Leanne.

Since we last wrote in the Spring edition of Housing News, we've continued working to find new ways to ensure that the Housing Service gives residents a voice which is listened to – and that the Service we provide is tailored to fit your needs and preferences as much as possible.

In the last edition, we introduced some of the new ideas we had been trying out to give you plenty of opportunities to keep up to date with plans affecting you and your neighbours. We also outlined ways to speak to staff and managers directly and share your views, and described some fun projects which could help to brighten up your neighbourhood as well as provide an enjoyable social outlet!

Over the past few months, we've continued to increase the opportunities available and we thought you might like to have a glance through what

we've been up to – hoping of course that you, the reader, might feel inspired to take part in our upcoming projects over the Winter!

Estate-focused projects

EFDC is responsible for several large housing estates across the District, and we are planning major works and improvements in the coming years. To ensure that estates are re-shaped in the ways residents want, we've been hosting events to keep locals updated and give them a chance to speak directly to Officers responsible for the planned works.

In Shelley, Ongar, we've held in-person and online 'Chatterbox' meetings, open for all residents to attend, and also hosted drop-in evening events at Zinc Arts Centre, displaying models and plans and with architects on hand to listen to comments and answer any questions. Further opportunities for Shelley residents to get involved are in the pipeline.



On Oakwood Hill Estate, we've recently hosted a Jubilee tree-planting event, where we invited residents to look over proposals for a new play area/garden and recycling facilities. We now have two residents' focus groups working with us to shape plans going forwards in accordance with locals' wishes.

On Limes Farm Estate, Chigwell, we've hosted regular zoom meetings open to all residents, to provide updates on the regeneration plans; and set up residents' focus groups who have told



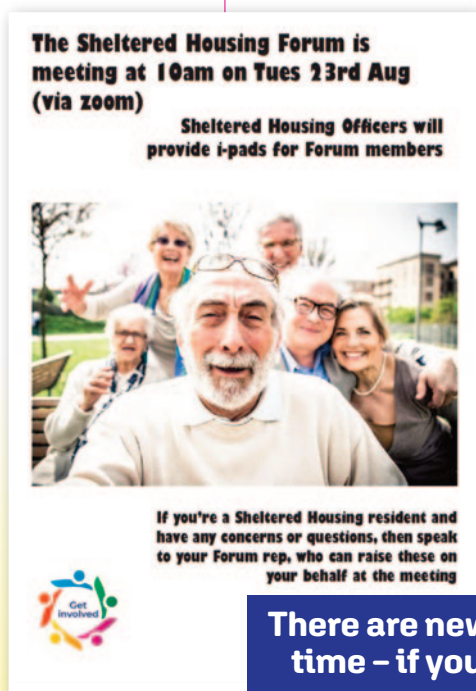
us what locals want in terms of design and improvements around the estate. We've also held drop in events for those who prefer face-to-face chats and even a community tree-planting day, open to all who wished to take part. The Residents Association on the estate continues to be a fantastic source of support for locals, as well as an invaluable help in making it easy to 'get involved' if you live on the estate!

We're also in the early stages of planning major works to our **Debden Broadway** properties, with a 'kick off' zoom update meeting for residents held in July, and more to follow.

Sheltered Housing Schemes

Our residents in Sheltered Housing Schemes now have more ways than ever to talk to us and let us know what they want around their homes. The 'Sheltered Housing Forum' meets on a quarterly basis, with representatives from each Scheme having the chance to speak directly to the Older Peoples Services Manager, receive updates on important issues and raise concerns on behalf of their fellow residents.

In between these quarterly meetings, we're also hosting informal Chatterbox sessions at every Scheme. With tea and biscuits on offer, residents are able to simply turn up and talk to their Scheme



Manager and either the Resident Involvement Officer or the Service Manager/Assistant Manager, about whatever's on their mind. These meetings are proving a real success story, with problems raised and resolved, new ideas discussed and exciting projects such as art clubs, entertainment events and even Christmas party plans getting off the ground!

If you're a Sheltered Housing resident, keep an eye out for posters advertising the next meetings, or speak to your Forum rep or Sheltered Housing Officer for more info!

There are new events and opportunities coming up all the time – if you'd like to know more or take part, check out our facebook page  [efdcgetinvolved](https://www.facebook.com/efdcgetinvolved)



Focus Groups and local meetings

As well as local area-based events such as described above, we've also cast our net wide across the District, inviting all residents to join in a range of 'focus groups'. These have looked at various service areas and sought residents' views on how to improve the services we deliver to you.

From Spring 2021 – Spring 2022, we met with our new Resident Involvement Co-Create Group, who have helped us develop new ways for residents to get involved, and to co-produce the draft Resident Involvement Strategy shortly to be published for wider public consultation.

The Council's new '**Big 4' Housing Strategies** (covering everything from housing allocations to homelessness) have also been under review by our Housing Strategy focus groups in December 2021 and June 2022, and the Government's survey on Tenant

Satisfaction Measures was considered by another dedicated focus group in February this year.

Our **Housing Repairs provided by Qualis** were considered by an open focus group in November last year, and following requests from Sheltered Housing residents, we also held a special in-person 'drop in' session where Qualis Managers were available to answer residents' questions and concerns about repairs, in April.

In response to requests received from our Harveyfields estate, and Churchill and Davis Court blocks, we've hosted zoom meetings open to all residents, to speak to their local officer and discuss current events and future plans.

If there's an aspect of the Housing Service that you think could do with consideration and discussion, or if you feel your estate would benefit from more regular contact with Officers, then let us know and we'll see if a focus group or Chatterbox meeting can be set up in the future.

The future of Resident Involvement in Epping Forest District

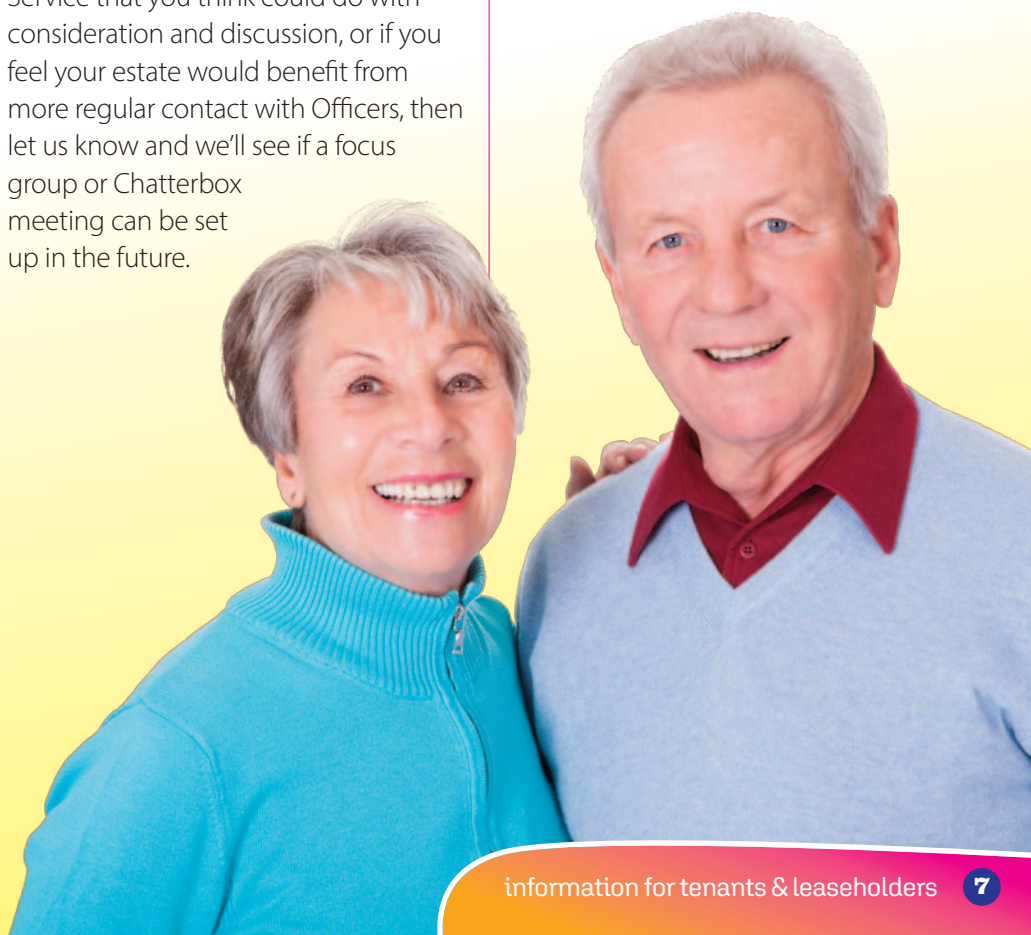
Whilst all of the above has been going on, we've also been working hard to come up with a plan to take our Resident Involvement activities forward over the next few years. The draft 'Resident Involvement Strategy 2022 – 2027' will be available to read in full and comment on, very soon.

As soon as we are able, we will publish a link on our Facebook page



Follow us now and hear it first!

This page is constantly updated with upcoming opportunities to take part, contact us or just simply keep up to date with news and updates on the EFDC Housing Service.



Baby, it's cold outside...

With the end of summer and the impending change in the seasons, the subject of condensation in our homes is never far away from the thoughts of the Housing Assets Team.

It is important to keep in mind that condensation is a common issue and it is nothing to be ashamed of.

At some point we all suffer from the effects of condensation in our own homes.

Condensation is almost certainly the most common form of dampness within a building.

What is condensation?

Condensation is simply the moisture caused by everyday living. Moisture is absorbed into the warm atmosphere of your home, and when your home cools down, the moisture condenses on cool surfaces.

The effects of condensation are often underestimated and can, over time,

cause damage to our homes. The major difference between condensation and other forms of damp is that you have the ability to reduce or solve the problem - just through changing behaviour in your home.

An average family of 4 - 5 people can produce up to 17 litres of water vapour a day. This can be from drying wet clothes on radiators, having hot baths or showers, boiling kettles, cooking and of course breathing. That's 3.5 litres per person per day on average!

Common signs of condensation

Without adequate ventilation and heating, condensation may result in unhealthy living conditions, with the possibility of unsightly black mould growth, peeling decorations, damage to clothing or fabrics, rotting of materials and an unpleasant musty damp smell within a property if left unmanaged.



The most common sign of condensation is water collecting on the inside of windows, but it can form on any surface and it may not be noticed until damage has already been caused.

The most vulnerable areas will either be rooms where a large amount of moisture is produced, i.e. bathroom/kitchen, or on cold surfaces in other rooms where this moisture can travel to.

Why condensation is becoming a bigger problem?

In recent times, condensation-based damp has become a bigger problem in our homes - largely the result of improved standards of insulation, double glazing and draught-proofing in properties. Although this gives us the benefit of better heat retention, it can also lead to a reduced amount of natural air ventilation.

Another issue is the cost of living crisis and rapidly increasing fuel costs, which may discourage residents from adequately heating their homes – which of course leads to more cool areas where condensation can form.

What can I do to reduce it?

- ✓ Pull wardrobes and furniture away from walls, and keep tops of wardrobes clear, to allow air to circulate
- ✓ When cooking, keep lids on saucepans, close doors and open windows if possible
- ✓ Keep bathroom doors closed when bathing, and open windows slightly afterwards or leave the fan running
- ✗ **DO NOT** dry clothes on radiators, unless ventilation is increased
- ✓ Open windows regularly to allow air to circulate and keep window trickle vents open for background ventilation

- ✓ Keep the property moderately heated

Heating & Ventilation

It is important to get the right balance between heating and ventilation. When you open your windows it may seem that you are losing heat and allowing cool air to enter your home. However, this actually lets moisture laden air out and dry air in. Dry air is cheaper to heat than moist air.

- ✓ Keeping room temperatures above 15°C will help reduce condensation forming on external walls.

A suitable level of ventilation will allow the moist air to escape without making occupants uncomfortable by causing draughts and making the room cold. It may be quite difficult to strike the right balance. It is for this reason many houses have built in ventilation measures such as trickle ventilators and extractor fans.

Who is responsible for dealing with condensation and damp?

Whilst the majority of damp found in our properties is the result of inadequate ventilation/heating, if you believe that the problem is caused by a structural defect or disrepair issue, then please report this to Qualis Repairs as soon as possible.

Such defects could include:

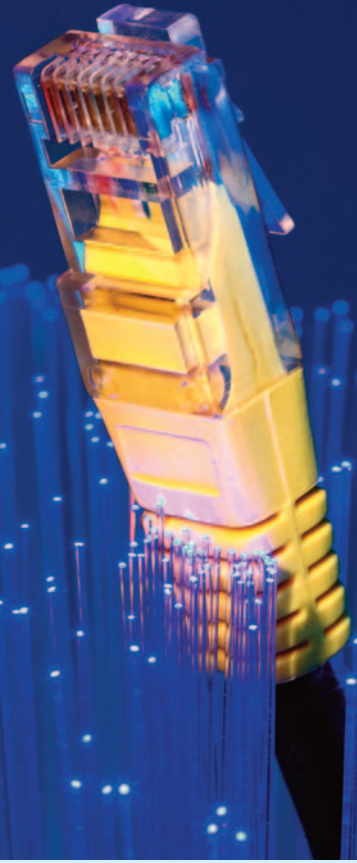
- guttering and down pipes with cracks or blockages
- plumbing leaks
- possible roof leaks
- damaged outside walls or eroded pointing
- high garden or path levels overlapping the damp proof course.



If you think any damp problems are being caused by a structural defect, please report this to Qualis Repairs as soon as possible on 0333 230 0464

Ultra-fast internet for District council tenants

The internet has become the ‘fourth utility’. An everyday necessity alongside water, electricity and gas.



The Council’s Property & Housing Service is currently working with Openreach to enable the installation of ultrafast full-fibre internet connections to its social housing multi-occupancy buildings (flats) across the District. This is so that tenants and leaseholders will have access to some of the fastest (offering speeds up to 1 gigabit per second or more) and most reliable connections at some of the most affordable prices.

What is full fibre and why is it important?

The UK is preparing for a huge technological change. By the end of 2025, the historic analogue network (used to make most phone calls from our landlines and also used for broadband) will have reached the end of its life. And a new digital phone network is taking its place. The new network will provide a future-proof, more reliable and dependable broadband service that will support the UK for decades to come.

The upgrade to a digital line supports the next generation of voice calls – higher quality, fewer faults and less maintenance, as well as being better for the environment. Landlines are going digital across the UK. This means voice calls will soon be over a digital line – in the same way broadband works. This change will affect almost everything that currently plugs into an analogue telephone wall socket.

BT Group announced in 2017 that they would be aiming to switch off the PSTN (Public Switched Telephone Network) in 2025

Full-fibre describes the material (optical fibre) used to connect the internet to homes and is considered the gold standard for internet connections as it is

fast, reliable, and ‘future proof’ – it will cope with growing demands and won’t need to be replaced or upgraded in the foreseeable future.

Full-fibre allows households to use data and intensive services (such as gaming, video calls, and streaming video services such as BBC iPlayer, Netflix and Amazon Prime Video) across multiple devices without a drop in service, and makes it easier to work from home. To put this into perspective, with an internet speed of 1Gb, a user could potentially download a 5Gb file in just 40 seconds!

The good news is that as a District, we already have over 82% of premises covered by ‘gigabit-capable’ broadband coverage, a figure that is the second highest in Essex, more than double that of a number of other Districts in the County and well ahead of the national average. **Openreach have identified 340 of the Council’s owned flat blocks to install high-speed**

broadband, potentially serving 2,961 Council tenants and leaseholders.

This number will grow as the programme progresses.

What does the installation involve?

Openreach will first conduct a site visit to decide the most appropriate route the new cables should take.

In the majority of cases, the optic cables can be run externally through existing infrastructure with minimal disruption to residents. However, for 123 of our buildings (so far), small discreet optic cables must be run through the flat block and up to the door of each individual premises to provide this service. The Council will use its best

endeavours to ensure that the works carried out by Openreach are completed to the highest of standards that are in accordance with best practice, are safe and compliant with all regulations and are carried out in a way that is sensitive to our residents.

Is there a cost to me?

No. There will be no cost to the Council, tenants, or leaseholders. All the new infrastructure and services will be funded and managed by Openreach and, once installed, will allow residents to either stay with their existing providers or shop around for the best internet deal to suit.

When will this happen?

The roll out by Openreach is about to

begin. **For residents who live in EFDC blocks of flats with internal communal areas, look out for posters which will alert you to when Openreach will be starting works on your block.**

If you don't live in a block with an internal communal area, or you live in a bungalow or a house, the good news is that Openreach are looking to roll out to the majority of our housing stock by December 2026.

For an indication of when Openreach will be coming to you, please click on the following link:

www.openreach.com/fibre-broadband/where-when-building-ultrafast-full-fibre-broadband



Epping Forest District Council is a leading and founding partner of the Essex + Herts Digital Innovation Zone (DIZ) which is working to be the best-connected place of its type in the UK. A place of innovation and inclusion. A place where the benefits of digital investment are harnessed, maximised and shared across residents, commuters, businesses and borders.

The Council's Property & Housing Services is committed to creating great places where people want to live. Through this initiative and the wider work of Essex + Herts Digital Innovation Zone (DIZ), our residents will be better connected.

When things go wrong...

How to make a complaint

Staff at Epping Forest District Council always want to provide you with the best possible service, however we appreciate that sometimes things can go wrong. If there is a problem, we need you to tell us so that we can investigate, put things right and learn from it.

You can complain to us in the following ways:

1. **By post**, addressed to the Complaints Officer, Contact Centre, Civic Offices, High Street, Epping, Essex CM16 4BZ
2. The Council's website **www.eppingforestdc.gov.uk**
3. By telephoning the Contact Centre on **01992 564000**

This is not a comprehensive list of how to make a complaint. Your complaint can be submitted via another route, and we will make reasonable adjustments to facilitate this being put through our Complaints Process.

The Council's complaints policy is available to read in full at **www.eppingforestdc.gov.uk/your-council/comments-compliments-and-complaints/**

or you can request a paper copy by telephoning the Contact Centre.

 **Epping Forest District Council**
www.eppingforestdc.gov.uk

Community Health & Wellbeing... for the Winter

Epping Forest District Museum

Museum Exhibition
Animal Mummies: Uncovered
Saturday 17 September –
Saturday 17 December

Visit the museum to uncover the story of Animal Mummies. Travel back in time through the catacombs of Egypt to find out all about the history of Animal Mummies, and how scientists and archaeologists today have uncovered their hidden stories. Find out more about this story through adventure trails, interactive displays and the amazing objects never before seen at Epping Forest District Museum...



The
exhibition is
FREE
to visit

Volunteer needed...

We're looking for a volunteer to support the New Horizons Bowls activity sessions at David Lloyd in Chigwell, on Tuesdays throughout the Indoor Bowls season. The right person will have a positive and cheerful attitude, with basic IT skills. Full induction and training provided and free access to play Bowls during downtime.
Interested? Email kfrett@eppingforestdc.gov.uk or call 01992 564534.



EPPING FOREST

Inclusion Project

The Epping Forest Inclusion Project is an activity programme for children and young people with special educational needs and disabilities (SEND).

We offer activities across the District, during term-time and school holidays.



For the latest news, check out [facebook.com/EppingForestDisabilityForum/](https://www.facebook.com/EppingForestDisabilityForum/) or request updates directly from Will Fordham, our Disability Inclusion Officer: wfordham@eppingforestdc.gov.uk.



You can find all this good stuff and more in the Team's quarterly brochure, available online at www.facebook.com/EFDCcommunities

Don't be anti-social...

Anti-social Behaviour Awareness Week took place recently in the Epping Forest District. Nationally, ASB week is organised by Resolve, the UK's leading ASB and community safety organisation.

To support the week, Epping Forest District Council were at various locations across the District, working with partners to deal proactively with anti-social behaviour and engage with communities. The Community Safety Team, together with members of the Community Health & Wellbeing, Estate & Land and Development Teams, visited Shelley (Ongar) on 20th July, Ninefields (Waltham Abbey) on 22nd July and Limes Farm (Chigwell) on 5th August.

A host of activities were undertaken, including bike marking, crime prevention and hate crime advice, Estate & Land inspections, joint patrols with Neighbourhoods and Community Resilience Teams, proactive environmental enforcement patrols, weapons sweeps and patrols with Essex Police - all aimed at improving the safety and wellbeing of the community.

The days were a huge success, with information and intelligence was gathered, crime prevention advice given to residents, and a visible presence in all of the areas.



If you are experiencing anti-social behaviour, you can report it to Epping Forest District Council here: —————> or by calling the Neighbourhoods team on 01992 564 765



The rising cost of living

The rapid increase in the costs of food, fuel and other essentials are putting a tremendous strain on many households across the country, including many of our residents.

We will continue to do what we can to protect our residents, including our tenants and leaseholders, and offer support to those households who are facing the biggest challenges.

Please pick up the phone, go on-line or come to Epping Forest Community Hub and talk to someone if you are struggling

Epping Forest Help Advice and Support

We will soon be publishing a booklet with a range of local and national help, details of who to contact, and tips on how to reduce your bills. A regularly updated version will also be available on our website.

Government 'Help for Households' and special offers in shops

The Government has launched a campaign called Help for Households including an excellent website that provides up to date information on all the help that is available - including discounts and special offers in major supermarkets and other stores, childcare, bills and transport.

Financial Support

If you are facing hardship, you may be able to get help with your essential household costs. You do not need to be claiming benefits to get support. As long as you live in Essex you can apply to the Essex Essential Living Fund.

Paying your rent

If you are struggling to pay your rent or have fallen behind, then please contact the Income Recovery Team on 01992 564545 for advice.

Debt Advice

Although it can be daunting, it's important not to ignore bills or letters about money you owe. Speak to the organisations you owe money to. They might let you pay smaller amounts or take a break.

There is a lot of free help for you to deal with debt problems, how to get your finances back on track and how to avoid the risk of losing your home including Citizens Advice and the National Debt Line

Your individual money worries

A free, online Money Navigator Tool that was developed during the pandemic provides guidance on how to find

support with money worries. It gives advice for your local area based on your individual circumstances including

- what issues individuals need to deal with first
- ways of staying on top of bills
- how to find extra support
- where to get extra help

Mental Health and Wellbeing

Money worries can put a strain on your mental health and wellbeing. Please talk to someone you trust if you are finding it difficult to cope, including your GP. Organisations like the Mental Health and Money Advice Service can give professional support and advice other organisations are listed in the Epping Forest Help Advice and Support Booklet including the Samaritans free 24-hour phone line 166 123.

**Keep checking the Council's website
www.eppingforestdc.gov.uk or the Get Involved
facebook page www.facebook.com/efdcgetinvolved,
where you can download our 'Cost of Living' supplement.**

**Pull out the supplement opposite and keep
this valuable information to hand. You never
know when you may need it**

The Cost of Living Crisis SUPPLEMENT



**HELP, ADVICE
& SUPPORT**
FOR ALL RESIDENTS IN THE DISTRICT OF
EPPING FOREST

A guide to the help, advice and support that is available for residents as the cost of fuel, food and other household expenses continue to increase







Who to talk to and where to look online

This booklet includes a wide range of local and national schemes that can provide **emergency help** in a crisis and **longer term help** and advice to balance the money you have with the cost of living.






If you would like this booklet in an accessible format please contact: Housingstrategy@eppingforestdc.gov.uk




For up-to-date information on all Government help for households, discounts and offers visit

www.helpforhouseholds.campaign.gov.uk

<p>Heating your Home</p> <p>Support available for people living in Essex</p>	<p>Warm Homes Essex</p> <p>Support for people living in Essex struggling to afford heating to keep their homes warm.</p> <p> warmhomesessex.org.uk</p>
<p>Saving Energy</p> <p>Tips to reduce costs</p>	<p>Energy Saving Trust</p> <p>Tips on how to reduce your energy costs and the impact on the environment</p> <p> energysavingtrust.org.uk</p>
<p>Energy Bills</p> <p>Where to get help help if you cannot afford your energy bills</p>	<p>Contact your energy company:</p> <p>Speak directly to your energy company. Here are the website links for the top three companies in Epping Forest District:</p> <p>British Gas</p> <p> britishgas.co.uk/energy/help-if-youre-struggling-to-pay.html</p> <p>Eon Energy</p> <p> eonenergy.com/for-your-home/help-and-support/getting-help-pay-your-bill</p> <p>EDF Energy</p> <p> edfenergy.com</p>
<p>Rent/Mortgage</p> <p>Who to speak to if you are struggling to pay your rent or service charges</p>	<p>Council tenants (rent)</p> <p>talk to the Income Recovery Team for advice Tel 01992 564545</p> <p>Council leaseholders (service charges)</p> <p>contact Home Ownership Team for advice Tel 01992 564428</p> <p>email: homeownershipteam@eppingforestdc.gov.uk</p> <p>Private renters and home owners – contact your landlord or mortgage lender without delay</p>
<p>Food</p> <p>Where to get help if you can not afford to buy enough food</p>	<p>Epping Forest Food Bank</p> <p>You may be able to get an emergency food parcel by referral from a social worker, health visitor, the police or homelessness officer.</p> <p>Other free food providers that do not need a referral are also listed on the community page of the website.</p> <p> eppingforest.foodbank.org.uk/</p>

For up-to-date information on all Government help for households, discounts and offers visit  helpforhouseholds.campaign.gov.uk

Discounts Offers available from major shops	Help for Households An up to date list of discounts and special offers that major supermarkets and shops are providing  helpforhouseholds.campaign.gov.uk/discounts-and-offers/
Furniture Pre-loved furniture at very low prices	ECCO furniture & electrical re-use store Sells furniture, clothes and household goods at low prices 68-70 High Street, Epping, CM16 4AE
Children's Goods Help with pre-loved clothes, toys, and baby equipment at low prices	Tiny Toes Baby Bank Excellent condition used baby equipment, children's clothes, toys etc up to 12 years 84 Westbury Lane, Buckhurst Hill, IG9 5PL
Mental Health Getting support if money worries are affecting your mental health, or if your mental health is making it difficult to manage your money	Mental Health and Money Advice Service Clear, practical advice and support for people experiencing issues with mental health and money (online service)  mentalhealthandmoneyadvice.org Re-Think Advocacy Provide advocacy services offering support to a wide range of people, including people with learning, physical and sensory disabilities and mental illness Call: 01215 227007 Email: info@rethink.org  rethink.org/advice-and-information/living-with-mental-illness/money-benefits-and-mental-health Mind Provides information and support if you are living with a mental health problem or supporting someone who is, including the help that is available and how to access it  mind.org.uk/information-support Samaritans If you need someone to talk to, the Samaritans will listen, they will not judge or tell you what to do. You can call them any time day or night on their free 24-hour helpline: 166 123  samaritans.org/how-we-can-help/contact-samaritan/

<p>Older People</p> <p>Specialist money advice based on the individual needs of older people</p>	<p>Age UK</p> <p>Help to identify what extra money you may be entitled to</p> <p>Age UK advice line 0800 678 1602 Free to call 8am-7pm</p> <p> ageuk.org.uk/information-advice/money-legal/benefits-entitlements</p>
<p>Financial help</p> <p>Money that may be available in times of hardship depending on your circumstances</p>	<p>New fuel price cap announced</p> <p>From 1st October 2022, a typical household will pay on average around £2,500 per year on fuel, for the next two years. You can save an average of £1,000 through the following offers (on top of the other financial help on the next page)</p>
<p>Energy Bill one off payments</p> <p>will be paid automatically, no need to claim (accurate at 22.09.22 - subject to change)</p>	<p>Automatic Energy Bill Payments</p> <ul style="list-style-type: none"> ■ Energy Bill Support Scheme for everyone (£400 in six instalments) ■ £650 one-off payment if on means-tested benefits ■ £25 every seven days cold weather payment (if temperature drops below zero, and if on certain benefits) ■ £300 pensioner cost of living payment ■ £150 disability cost of living payment ■ £150 council tax refund (bands A-D) ■ £140 warm home discount for electricity bill (if you are on a low income or get Guarantee Credit element of pension credit)
<p>Household Support Fund</p> <p>Emergency grants, loans and other payments for essential household costs</p>	<p>Essex Essential Living Fund</p> <p>As long as you live in Essex you can apply through Southend Borough Council. You do not need to be on welfare benefits. Can help pay for furniture, clothing, fuel connection charges and daily living expenses such as food and toiletries</p> <p> eppingforestdc.gov.uk/essential-living-fund-from-essex-county-council/</p> <p>Apply online: www.southend.gov.uk/elfforessex</p>
<p>Health and Wellbeing</p> <p>Struggling with health, housing and financial wellbeing</p>	<p>Peabody Essex Outreach Support Service</p> <p>Protects people struggling with health, housing and wellbeing problems from becoming homeless, by providing early help and support.</p> <p>You can refer yourself either by going onto the website or calling: 0800 28 888 83</p> <p> peabody.org.uk/cs-services/outreach</p>

Discretionary Short Term Help with Rent

In special circumstances – funds are limited

Discretionary Housing Payment

You must be getting Housing Benefit (or the housing cost element of Universal Credit) and be facing hardship to qualify. Limited funds available for rent shortfall, rent deposit, removal cost and rent in advance.

Online application form:

 eppingforestdc.gov.uk/benefits/discretionary-housing-payment/

Debt Advice and Money Management

Get help to deal with your debt problems, however big or small, and support to get your finances back on track

Citizens' Advice national website

Comprehensive, easy to understand debt and money advice as well as advice on housing, family law, immigration consumer matters and many other issues.

 citizensadvice.org.uk/debt-and-money

Citizen Advice Epping Forest

Free, confidential, impartial advice. Phone first service (also web chat, face to face and outreach).

Call 0808 278 7855

Tue – Thu 9:30am – 2:30pm to speak to an advisor


 citizensadviceefd.org.uk

National Debt Line (charity)

Free independent debt advice over the phone, via and online via webchat.

Call: 0808 808 4000

Mon – Fri 9am – 8pm, Sat 9:30am – 1pm

 nationaldebtline.org

Step Change (charity)

Free expert debt advice - full debt support, either online or switch between online and phone service


Telephone line Mon – Fri 8am – 8pm, Sat 8am – 4pm

Call 0800 138 1111 Online 24 hours a day

 stepchange.org

Ask about Breathing Space

Up to 60 days' respite from interest, fees, and court action to give you time to deal with your debts.

 stepchange.org/how-we-help/breathing-space-scheme.aspx

FREE ONLINE 'MONEY NAVIGATOR'

Guidance based on individual circumstances

*what issues individuals need to deal with first ... ways of
staying on top of bills ... how to find extra support ...
where to get extra help ...*



[moneyhelper.org.uk/en/money-troubles/
coronavirus/money-navigator-tool](https://moneyhelper.org.uk/en/money-troubles/coronavirus/money-navigator-tool)

Other contacts

Council Tax

Phone: 01992 564188

email: counciltax@eppingforestdc.gov.uk

Housing Benefit

Phone: 01992 564155

email: benefits@eppingforestdc.gov.uk

If you hold a non-secure tenancy or live in temporary accommodation, you are not eligible for Universal Credit. Please make a Housing Benefit application.



Phone: 0800 328 5644

 gov.uk/apply-universal-credit



Charity that campaigns for
tenants' rights

Helpline: 0808 800 4444

 england.shelter.org.uk/get_help

EPHING COMMUNITY HUB

Located at the Civic Offices in Epping is a one-stop shop for residents to access a wide range of services for help and advice.

These include Housing Benefits, Epping Forest Food Bank, Essex Adult Social Care, Department of Work and Pensions, Peabody outreach support and Citizens Advice.

Visit the Community Hub online to view the opening hours, rota of organisations and drop-in/appointment details:

 [eppingforestdc.gov.uk/
community/epping-community-
hub/](https://eppingforestdc.gov.uk/community/epping-community-hub/)

Epping Community Hub

323 High Street, Epping CM16 4BZ

Mon – Thu 9am – 5:15pm, Fri 9am – 5pm



Job centres can help you find work in your local area and can also assist with Universal Credit claims.

Call any job centre on: 0800 169 0190

Loughton Jobcentre Plus

284 High Rd., Loughton IG10 1RH

Harlow Jobcentre Plus

Beaufort House, Crown Gate, Harlow CM20 1NA

The Tenant and Leaseholder Census is coming!

To help the Property & Housing Service deliver more tailored and responsive services to our tenants and leaseholders, we will be moving to a new and much improved housing management computer system in 2023.

It is very important to make sure the information we hold on our residents is correct, which is why we are asking every household to complete a census questionnaire, which will be sent to all of our tenants and leaseholders during October 2022.

The questionnaire will enable you to check and correct the information we have about who lives in your home, and to provide extra contact information to make sure that we use the best ways to get in touch with you. It will also help us provide the right services targeted to the people that need them, and to identify who may need extra advice and support.

We will ask exactly the same questions to all our tenants and leaseholders, and you are free to decline to answer any that you wish. However, we will be in a

Win a £50 ONE-4-ALL GIFT CARD!

All questionnaires completed and returned by the requested date (this will be stated with the survey) will be entered into a prize draw to win one of three £50 ONE-4-ALL GIFT CARDS which can be spent in a large selection of stores!



better position to understand where services are required if all questions are answered fully and openly.

We have appointed a company named ARP Research to carry out the survey securely on our behalf in line with data protection rules (GDPR). ARP Research will use your details for this survey only, and after completion no organisation other than Epping Forest District Council will control the information that you have provided.

You will be able to complete the survey

online, or complete a paper version if you would prefer. In either case, your form should be completed and returned promptly.

If you would like any further information or would like help completing this form, then please contact the Estate and Land team on 01992 564186.

Download the Flexiroute App



DaRT 87



DEBDEN>THEYDON BOIS> EPPING>EPPING GREEN>STAPLE TYE>PRINCESS ALEXANDRA HOSPITAL

Bargain bus hits Harlow!

DaRT87 is our pre-booked minibus service replacing the Arriva 87 that ceased operation on 31 December 2020 serving Debden, Theydon Bois, Epping, Epping Green, Staple Tye and Princess Alexandra Hospital.

We are now offering a convenient app to register for the service and book trips in advance. **Go to your app store and search for Flexiroute Passenger App.** To register, select Epping Forest from the service dropdown, give a few details, then you are ready to book trips.

The service is operated by our trusted partners Epping Forest Community Transport. Their website www.efcommunitytransport.co.uk gives a fuller explanation of how the service operates, but here is a summary of the key features and benefits:

- ✓ **Easy to use app** for registration and trip booking including block bookings (24+ hours in advance only)
- ✓ **Great new £2 flat fare**
- ✓ **Cashless payment on board** (all concessionary passes accepted)
- ✓ **App will direct you to closest pickup point** and show live position of vehicle

- ✓ **14 seat fully accessible minibuses** allowing wheelchairs, buggies, some bulky shopping items
- ✓ Provides **useful link between areas and key locations** not currently served by a single bus route
- ✓ Princess Alexandra and St Margarets Hospitals, Staple Tye, Epping Green, Epping, Theydon Bois and Debden (for tube and Shopping Park)
- ✓ **Great for NHS, commuting, college and shopping/leisure trips**
- ✓ **Friendly telephone booking option** (weekday mornings) for those without smartphones
- ✓ No fixed timetable – however, some regular runs accommodate NHS type shift start/end, typical times to meet Central line for 9am start in London etc

- ✓ **Go to your app store and search for Flexiroute Passenger App** (Epping Forest service)

Need to know more?

Email: transport@eppingforestdc.gov.uk or efct@efcommunitytransport.org.uk
Phone: 01992 579556 (Mon-Fri 9:30am to 12:30pm)

Scan with your phone or tablet camera to find out more...





In December of last year, The Homelessness Team welcomed a Domestic Abuse Support Specialist into the organisation, to work specifically with those customers who are homeless or threatened with homelessness, and who are experiencing domestic abuse.

Many people - including those facing homelessness for all sorts of reasons, including domestic abuse - have suffered trauma. We offer a trauma-informed service which means we recognise that trauma can affect behaviours and symptoms, and aim to provide a service that does not re-traumatise people.

Our Domestic Abuse Support Specialist works collaboratively with our Safeguarding Team, domestic abuse charities, the Police, and a number of support services, to ensure tailored safety plans and comprehensive support packages are put in place for those seeking alternate accommodation - or provide advice and options about making their current accommodation safe to remain in.

We are passionate about reaching as many people as we can and would encourage anyone experiencing any form of abuse, and wishes to seek housing advice, to make contact

with our team either by telephoning **01992 564165** or emailing **homelessness@eppingforestdc.gov.uk**

Free training sessions to help spot signs of domestic abuse, and support those affected, are available through the Community Domestic Abuse Initiative. J9 training is open to anyone in the community. The free, hour-long awareness-raising session equips participants with the tools to recognise abuse, respond appropriately and help people access the support they need. If you would like to attend a J9 training session or would like more information, please contact **j9community@outlook.com**

Some other useful online resources can be found here if you would like further information:

- **COMPASS** – a partnership of domestic abuse services providing a response in Essex. You can visit their website at **www.essexcompass.org.uk** or telephone them on **0330 333 7444** between the hours of 8am – 8pm weekdays, and 8am – 1pm weekends
- **SETDAB** – the Southend, Essex and Thurrock domestic abuse partnership provides information and advice on services. You can visit their website at **www.setdab.org.uk**
- **National DA Helpline** – the freephone, 24-hour National Domestic Abuse Helpline. You can visit their website at **www.nationaldahelpline.org.uk** or telephone **0808 2000 247** in confidence, 24 hours a day.



SETDAB

Southend, Essex
& Thurrock Domestic
Abuse Board



Home Ownership with the Council

Did you know that EFDC tenants have the chance to buy their property at a discount, under the Right to Buy scheme?



If you have a secure tenancy with EFDC and have held a public sector tenancy for a minimum of 3 years (usually with a local authority or housing association), then you could qualify to own your own home!

To find out more, contact the team at HomeOwnershipTeam@eppingforestdc.gov.uk

If you're already a leaseholder, you can set up or amend a Direct Debit instruction for your Estimated Service Charges by calling 01992 564428.

Leaseholders who would like to request permission to sublet their leasehold property, request a Pre-Sales information pack, or pay fees can also do so by visiting our website. Please visit www.eppingforestdc.gov.uk/housing/leaseholders/sell-or-let for more information.

New Housing Allocations Scheme

Epping Forest District Council's new Housing Allocations Scheme (2022-2027) will take effect from Monday 26th September 2022. This document sets out who will be eligible for social housing within Epping Forest, and how it will be allocated. The Scheme went through a democratic process and was approved by Cabinet on 7th March 2022.

As we know, the demand for affordable rented housing in the District far outweighs the supply of social housing that becomes available every year. Therefore, the Council maintains a Housing Register of applicants who qualify and are eligible to be allocated social housing under the scheme. The new

Scheme will help us to deliver on our commitment to ensure that all eligible applicants in our District have fair access to social housing.

We have already begun the process of communicating key changes to both residents and staff. Any applicants whose banding will be changing as a result of the new Scheme have been notified of this in writing.

The Housing Allocations Scheme (2022-2027) will shortly be available to read in full on our website www.eppingforestdc.gov.uk

For more information on how to apply on the Housing Register, please see www.eppingforestdc.gov.uk/housing/council-housing/apply-for-council-housing/

Limes Farm Regeneration

Further to the last edition we are pleased to confirm that the Limes Farm Project has now appointed a Contractor (Equans Regeneration Ltd) to undertake the regeneration works; it is anticipated that the works will commence in late October and last approximately 48 weeks.

At present the project is currently working alongside residents to agree the final elements of the mobilisation phase including the site compound locations and resident engagement strategy.

For further updates, see www.eppingforestdc.gov.uk/housing/council-housing/limes-farm-regeneration-project/

Home Sweet Home!

Spinks House, a new development of council homes in Waltham Abbey, was officially opened on Monday 5th September 2022

The new development was opened by Epping Forest District Council Chairman, Councillor Mary Sartin and Don Spinks' widow, Liz Webster.

The new development consists of two 3-bedroom/5-person semi-detached houses in Waltham Abbey.

The completion of this unit marks the end of phases 4.1 and 4.2 of the Council's housebuilding programme, which aims to provide around 300 new, affordable rented homes by 2024. These homes will supplement the existing stock of around 6,500 properties and help house some of the 1,500 people living within the District and waiting for a home on the housing register.

All the homes built as part of the project are fitted with energy saving materials to help tenants with their energy bills. The houses have thick wall and roof insulation and tight seals on



windows and doors to keep heat inside.

Opening event

On Monday 5th September the houses were officially opened at a small celebration, attended by Epping Forest District Council (EFDC) Councillors and staff who had worked on the project. The houses are named after former

EFDC Chairman, Don Spinks. His widow, Cllr Liz Webster (who was Chairman of the Council in 2015) cut the ribbon as guest of honour, along with current Chairperson Cllr Mary Sartin.

Cllr Liz Webster said she was 'very proud' that her husband's name had been used for the new homes.



Latest news from Sheltered Housing Schemes

Denise, Older Peoples Services Manager says EFDC's Sheltered Housing Schemes continue to provide safe homes, social outlets and practical support for our elderly and vulnerable residents. Staff have been working to continually improve the opportunities on offer to residents, and this is what they've been up to recently...

Get help and support with your Computer Skills

We are working with Voluntary Action Epping Forest (VAEF) to bring informal 'Tea & Tech' sessions for groups or individuals at our sheltered housing schemes. You don't need a digital device as we can supply this, or you can use your smart phone if you have one. If you would like to take the first steps in gaining digital skills, or wish to enhance your existing skills at a pace that suits you, please speak to your Sheltered Housing Officer.

There is also a new digital support service been set up at the Epping Civic

Hub, on Thursday mornings from 9.30am - 12.30pm. Run by staff from Mind West Essex and VAEF, the support service is designed to help local residents who would benefit from some one-to-one support in learning how to use a digital device or complete online tasks – from digital form completion, to online shopping, banking and healthcare.

VAEF may also be able to provide home visits to offer digital support.

For more information, contact Chris Seaman on 07729 222 655 or communityhub@vaeff.org.uk

Sheltered Housing Forum and Chatterbox sessions

Tenant engagement is really important to us, we want to hear your views on how we can improve sheltered housing, and in turn let you know about what we have been doing and our plans for the future. To achieve this, we have set up regular 'Chatterbox' meetings at all of our sheltered housing schemes. These meetings are very informal, but give a regular opportunity to have your say, put forward your ideas and meet with your neighbours over coffee. Even if you have no particular issues to raise, just come and listen and be in the company of other residents.

In addition to the Chatterbox sessions, we also hold quarterly Sheltered Forum meetings. These are virtual meetings attended by one or two residents from each scheme. You don't need any digital skills to attend these meetings and we supply the equipment. We are looking for more residents to join this group, from Schemes that are not currently represented, so if you have ideas on how we can improve sheltered housing please speak to your Sheltered Housing Officer.

Working together we can make a real difference and we are really look forward to meeting with you at our next tenant engagement sessions.



'Tea & Tech' sessions are available for our sheltered housing residents



'Chatterbox' meetings are a chance for residents to have their say.



Successful refurbishments at Frank Bretton House

Flowers in Bloom

Following the success of last year's "Flowers in Bloom" competition, we are holding the event again this year. Winners and runners up are being

invited to a presentation lunch with the Chairman of the Council on 12th October at Jessopp Court, our sheltered housing scheme in Waltham Abbey.

Keys and Fobs

Did you know you can order your keys and fobs on-line via our website and collect them from your Sheltered Housing Officer?

There is no need for you to visit our offices, and if your key or fob is faulty, we will replace it free of charge.

Speak to your Sheltered Housing Officer or visit our website for more information.

Sheltered Housing Refurbishments

Following the success refurbishment of Frank Bretton House, we will be continuing the refurbishment programme, undertaking one or two refurbishments a year until completed.

We will work with Buckingham Interiors to refurbish all communal areas of our sheltered housing schemes. Residents will help choose the colour theme, fabrics, furniture and artwork. These refurbishments make the schemes feel modern and welcoming and improve the overall quality and desirability.

Finally, we are looking forward to Christmas lunches and other festive events in all of our Schemes, and I would like to take this opportunity to wish all of our residents a very Merry Christmas and a happy and healthy 2023.

The Queen's Jubilee celebrated on our Estates

The Property and Housing Service was saddened at the passing of Her Late Majesty Queen Elizabeth II in September this year. We were, however, proud to have taken part in the Jubilee celebrations enjoyed across the country over the Summer.

In June 2022, Her Late Majesty the Queen became the first British Monarch to celebrate a Platinum Jubilee, reflecting her 70 years of service. Teams from across the Directorates worked together on a number of projects which enabled our communities to celebrate the Platinum Jubilee and provide a legacy for future generations.

In particular, we supported the Queen's Green Canopy, a unique tree planting initiative created to mark the occasion, encouraging the planting of trees to create a legacy in honour of The Queen's leadership of the Nation.

Between February and March 2022, the Council planted five Jubilee Trees at the following locations: an oak tree at

Oakwood Hill Estate (Loughton), a walnut tree at Jessell Green (Loughton), a wild cherry tree at Rochford Avenue (Loughton), a pear tree on Limes Farm Estate (Chigwell) and an oak tree at Parkfields (Roydon).

Each tree is plotted on the Queen's Green Canopy interactive map which can be viewed at

<https://queensgreencanopy.org/map-education-hub/qgc-map/#/>

Throughout the Jubilee year we will be holding small tree dedication ceremonies at each location, bringing together communities and installing commemorative plaques.

Street Parties

The UK has a long history of organised

street parties to celebrate national events. This year, residents were encouraged to organise and host parties across the Bank Holiday weekend from 2nd - 5th June, and take part in The Big Jubilee Lunch on Sunday 5th June.

The Council put special relaxations in place, to make it easier for our residents to come together and celebrate over



the Bank Holiday weekend. Cream teas were served across all of our sheltered housing schemes, and we empowered our residents' groups to hold their own Jubilee celebration events across our estates.

Roundhills Residents' Association in Waltham Abbey held a lovely



JUBILEE CELEBRATIONS AT LIMES FARM ...



... AT ROUNDHILLS



... IN SHELTERED HOUSING



... AND AT NINEFIELDS



community event, offering refreshments, activities for children and a picnic on the green. Sue from the Association said ***"We were really pleased with our first estate event. A huge thank you to all our volunteers and those that came to support us. We had hoped to put on a family event that was free to attend, and we did just that!"***

Limes Farm Community Group in Chigwell brought their whole community together to enjoy the Jubilee experience. Residents were able to shop at stalls, play games, watch demonstrations and enjoy live entertainment. Lynne from the Residents' Association said ***"The Jubilee went very well, we had a great turn out and have had amazing feedback***

from residents all mostly asking what we will do next and if we can make the fun day a yearly event!"

Building on the success of their Halloween and Christmas events in 2021, **Ninefields Residents Association** arranged a picnic, stalls, entertainment, dancing, karaoke, a raffle and a visit from a Fire Engine! Amanda from the Association said, ***"It was a busy time for the committee working out the logistics but we did it. We hope that everyone agrees it was a successful day and was enjoyed by all."***

Jubilee Commemorative Benches

Ninefields Residents Association also secured a small grant to provide

three new benches and four litter bins for their estate. The Committee dedicated their new benches to the Queen's Jubilee. Each bench now bears a small Jubilee plaque to mark the occasion, with one special bench designated as our first "Happy to Chat" bench in the District. The bench features a simple sign which reads ***'Sit here if you don't mind someone stopping to say hello'*** and is designed to help combat loneliness and encourage community interaction.

Staff throughout the Property and Housing Service, and the Community Health and Wellbeing Team were proud to have been a part of the Jubilee celebrations, and we are sure that happy memories of the Bank Holiday weekend (and celebrations throughout the Summer) will stay with our residents for many years to come.

Celebrating the Queen's Platinum Jubilee from the heart of our local communities

The Epping Forest Community Champions were excited to be supporting their communities in the lead up to and over the Queen's Platinum Jubilee weekend.

There are twenty five Champions in total who work closely with the Community Culture and Wellbeing Team at Epping Forest District Council.

They held events such as street parties, picnics and fetes, afternoon tea for sheltered housing residents, old fashioned games and quizzes. They supported their communities with tree planting, and some worked closely with the Estate and Land Team at EFDC to make Council land available for use. The Champions also worked with the Town and Parish Councils as Beacons were lit across towns and villages in the Epping Forest District.

"It is important to us all as a time for reflection, togetherness and a celebration for all within our Community."

The Community Champions are an amazing group of like-minded people who want to make their towns and villages a better place to be for the whole of the community, building a strong and happy environment where people want to live, learn and thrive.

The Community Culture and Wellbeing team received many messages from

"My memory of the Queen's Coronation in 1953 was, that as a nine-year-old at the time, we got the day off from school and were presented by the school with a special coronation tea mug. My Mum and Dad bought each of their three kids a specially minted crown in a little plastic box that I still have somewhere. I still remember watching the Coronation on our tiny little 12" TV and all the pomp and circumstance of the whole event."

The next I remember was the 25th Jubilee, with my late wife and our children dressing up for the celebrations we had at our street party here in Waltham Abbey."

I have to say that I am looking forward to seeing how this year's Jubilee matches up to those very special days all those years ago."



Champions about the Platinum Jubilee.

Celebrations took place on Limes Farm in Chigwell (co-ordinated by the Limes Farm Community Group) and in Ninefields, Waltham Abbey, where the Residents' Association brought the estate together as a community to honour the Queen, with various activities over the Jubilee weekend. Other community events took place in Roydon, Abridge, Lambourne End and Buckhurst Hill.

The Epping Forest Community Champions and Town and Parish Councils embraced this wonderful opportunity to celebrate Queen Elizabeth II's Platinum reign, and did so from the heart of their local communities.

For more information about the Epping Forest Community Champions project, please contact Wendy Cockbill wcockbill@eppingforestdc.gov.uk





Buckhurst Hill
beacon



Roundhills
Community
Champion



Limes Farm Pearly
King & Queen



Buckhurst Hill
Punch & Judy



Nazeing lighting
of beacon



Loughton
street party

Rule Britannia in
Buckhurst Hill



Tenant Satisfaction Measures from 1st April 2023

On the 21st September 2022, the Regulator of Social Housing published its new set of Tenant Satisfaction Measures, following a consultation earlier in the year.

In February 2022, we invited residents to co-produce our response to a consultation published by the Regulator of Social Housing, on a proposed set of new Tenant Satisfaction Measures (TSMs) that would apply to all social landlords.

The Regulator of Social Housing has now published its finalised set of Tenant Satisfaction Measures. From 1st April 2023, all social housing providers will need to start collecting data on tenant satisfaction in areas such as repairs, safety checks and complaints.

The new Measures will enable tenants to scrutinise their landlord's performance and give landlords insight about where they can improve.

The areas to be measure are as follows:

Overall satisfaction

1. **Overall satisfaction with the service provided by the landlord.**

Measured by: tenant perception survey

Keeping properties in good repair

2. **Satisfaction with repairs.**
3. **Satisfaction with time taken to complete most recent repair.**
4. **Satisfaction that the home is well-maintained.**

Measured by: tenant perception survey

5. **Homes that do not meet the Decent Homes Standard.**

Measured by: landlords' management information

6. **Repairs completed within target timescale.**

Measured by: landlords' management information

Maintaining building safety

7. **Satisfaction that the home is safe.**

Measured by: tenant perception survey

Safety checks

8. **Gas safety checks.**

Measured by: landlords' management information

9. **Fire safety checks.**

Measured by: landlords' management information

10. **Asbestos safety checks.**

Measured by: landlords' management information

11. **Water safety checks.**

Measured by: landlords' management information

12. **Lift safety checks.**

Measured by: landlords' management information

Respectful and helpful engagement

13. **Satisfaction that the landlord listens to tenant views and acts upon them.**

Measured by: tenant perception survey

14. **Satisfaction that the landlord keeps tenants informed about things that matter to them.**

Measured by: tenant perception survey

15. **Agreement that the landlord treats tenants fairly and with respect.**

Measured by: tenant perception survey

Effective handling of complaints

16. **Satisfaction with the landlord's approach to handling of complaints.**

Measured by: tenant perception survey

17. **Complaints relative to the size of the landlord.**

Measured by: landlords' management information

18. **Complaints responded to within Complaint Handling Code timescales.**

Measured by: landlords' management information

Responsible neighbourhood management

19. **Satisfaction that the landlord keeps communal areas clean and well-maintained.**

Measured by: tenant perception survey

20. **Satisfaction that the landlord makes a positive contribution to neighbourhoods.**

Measured by: tenant perception survey

21. **Satisfaction with the landlord's approach to handling anti-social behaviour.**

Measured by: tenant perception survey

22. **Anti-social behaviour cases relative to the size of the landlord.**

Measured by: landlords' management information

Further information can be found at
www.gov.uk/government/consultations/consultation-on-the-introduction-of-tenant-satisfaction-measures

Confused about waste and recycling?

If you are not sure about what you should be doing with your rubbish or want to know what you can do to help, you should find this simple guide useful.

Personal bins

Black residual containers

Any waste that can not be recycled should be placed in these containers such as nappies, cling film, crisp packets, tissues, food and drink pouches, expanded polystyrene.

Blue box

Clean glass bottles and jars. All colours and clear. Lids can be kept on.

Clear sacks

Plastic containers and bottles, clean paper, card and shredded paper. Tetra packs and other food cartons. Food and drink cans as well as aerosol cans. Large cardboard boxes should be flattened and placed neatly next to sacks when they are put out for collection.

Plastic carrier bags

We collect small waste electrical items, low energy light bulbs, batteries, textiles and paired shoes every week. Put them in separate carrier bags and leave them on top of your bin to be collected.



Communal bins

Black residual communal containers

Any waste that can not be recycled should be placed in these containers such as nappies, cling film, crisp packets, tissues, food and drink pouches, expanded polystyrene.

Yellow lidded communal recycling container

Clean glass bottles and jars. All colours and clear. No tops or lids.

Green lidded communal recycling container

Food and garden waste only – all cooked and uncooked food. Food waste can either be wrapped in newspaper or biodegradable bags as highlighted on our website. You should have received a 5 litre green kitchen caddy. If you do not have one you can order it from www.eppingforestdc.gov.uk/recycling-and-rubbish/apply-for-a-new-bin/

Red lidded communal recycling container

Plastic containers and bottles, clean paper, card and shredded paper. Tetra packs and other food cartons. Food and drink cans as well as aerosol cans. Large cardboard boxes should be flattened and placed neatly next to the recycling container.



Furniture, mattresses and other household items

Bulky items must not be left in the bin area or left outside the property, as this will be classed as fly-tipping for which enforcement action could be taken. Increased expenditure on waste collection could increase service charges.

Bulky item collection can be booked via EFDC at www.eppingforestdc.gov.uk/recycling-and-rubbish/request-a-special-collection for a chargeable collection (prices listed on the web page). The cost depends on the number of items.

The items must only be placed out for collection on the morning of the collection.

Alternatively, bulky items can be taken to the local civic amenity sites in Chigwell and Waltham Abbey. More information can be found at the Essex County Council website www.lovesessex.org



The Council's Environmental Enforcement Team can investigate and take enforcement action against individuals where rubbish is not disposed of correctly. This can result in the people responsible receiving Notices. Failure to comply with these Notices may result in a fixed penalty of £60. If residents use the incorrect bins, or deposit waste in an area where they are not authorised to do so they can receive a fixed penalty of £400 or be taken to court for fly-tipping.

The Neighbourhoods Team may also take action against your tenancy or lease if our investigations show that one of our Tenants or Leaseholders is frequently fly-tipping or not disposing of their rubbish correctly. Whilst we use a range of softer measures to encourage residents to manage their waste responsibly, more formal action is sometimes necessary for persistent offenders. Possible sanctions might include Community

Protection Warnings, Community Protection Notices, Injunctions, but where absolutely necessary, Possession action or even Forfeiture of Leases could be considered.

If residents choose to use a private contractor to remove any waste, they should ensure that they check if they have any waste carriers licence from the Environment Agency at environment.data.gov.uk/public-register/view/search-waste-carriers-brokers.

If they do not, and their waste is fly-tipped, they could receive a fixed penalty of £400 or be taken to court for not complying with their duty of care. For a full list of what items can be placed in what container, please visit www.eppingforestdc.gov.uk/recycling-and-rubbish/what-goes-in-each-bin

Useful contact details

Council rent and other tenancy issues

Rent

Income Recovery Team – 01992 564 545
incomerecovery@eppingforestdc.gov.uk

Estate and Land

Estate and Land Team – 01992 564 186
estateandland@eppingforestdc.gov.uk

Tenancy

Neighbourhoods Team – 01992 564 765
neighbourhoods@eppingforestdc.gov.uk

Buying your home from the Council

Home Ownership Team – 01992 564 428
homeownershipteam@eppingforestdc.gov.uk

Finances

Communities Finance Team – 01992 564 429
communitiesfinance@eppingforestdc.gov.uk
Housing Benefits Team – 01992 564 155
benefits@eppingforestdc.gov.uk

Moving home with the Council

Rehousing Team

Allocations – 01992 564 716
Homelessness – 01992 564 165
rehousing@eppingforestdc.gov.uk

Repairs and maintenance

Housing Assets Team – 01992 564 203
propertyassets@eppingforestdc.gov.uk
Repairs – Qualis 0333 230 0464 (24 hour)
repairs@qualismanagement.co.uk

Other departments in housing

Resident Involvement Officer

GetInvolved@eppingforestdc.gov.uk

Community Safety Team – 01992 564 000
safercommunities@eppingforestdc.gov.uk

Older People's Services – 01992 564 381
Epping Forest District Council,
2 Parsonage Court, Loughton IG10 2BB
Careline@eppingforestdc.gov.uk

Complaints

Complete the online form at:
[www.eppingforestdc.gov.uk/yourcouncil/](http://www.eppingforestdc.gov.uk/yourcouncil/comments-compliments-and-complaints)
comments-compliments-and-complaints
or phone **01992 564 000**

Other useful numbers

Citizens Advice Bureau (CAB)

Epping Forest District CAB offers FREE confidential, impartial advice.

03444 770 808 option 7

(Mon – Fri 10:00 to 16:00)

www.citizensadviceefd.org.uk

Epping: Ernest Wythes House,
50a Hemnall Street, Epping CM16 4LS

Loughton: Loughton Library (1st floor),
Trapps Hill, Loughton IG10 1HD

Waltham Abbey: Town Hall, Highbridge Street,
Waltham Abbey EN9 1DE

Essex County Council (ECC)

County Hall, Market Road,
Chelmsford CM1 1QH

0845 743 0430 www.essex.gov.uk

Care for Children: 0845 603 7627

Care for Adults: 0845 603 7630

24-hour Protection Line: 0845 606 1212



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www.eppingforestdc.gov.uk/housing/council-housing/sign-up-to-the-housing-newsletter/