

HOUSING NEWS



www.eppingforestdc.gov.uk

The six-monthly newsletter for council tenants of Epping Forest District Council

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Welcome

To the latest edition of Housing News that lets you know what we've been doing, the challenges we've faced, and brings you information from across the sector.

It's certainly been a busy time for housing, but the great news is that Phase Two of our Council House-Building Programme in Burton Road, Loughton, providing 51 new affordable rented homes was completed in spring and all properties have been let to local people.

We also want to say a big **thank you** to all those tenants who got involved with our tenant satisfaction survey to help us improve our services. Your views and feedback are invaluable to us.

Housing News online

Lots of our tenants have signed up to receive Housing News by email. If you haven't already subscribed, don't miss out, sign up now!

It's easy, just go to www.eppingforestdc.gov.uk and search 'Housing News' or scan this QR code and enter your details to subscribe.



*Sign up
Now!*

*Don't miss out.
Sign up now!*



Meet Holly, our Housing and Community Services Portfolio Holder

We'd like to introduce Councillor Holly Whitbread as our Housing and Community Services Portfolio Holder. Holly is also local councillor for Epping Lindsey and Thornwood Common wards.

"Since May 2019 it has been a privilege to be the Housing Portfolio Holder, this May I took on the additional responsibility of Community Services which includes Health and Wellbeing and Community Safety. This is an exciting and challenging brief as the Council undertakes a lot of positive work in these areas. In respect to housing, it's really exciting to oversee the Council House-Building Programme, which is providing more than 300 new council homes built for local people. The Council prides itself on delivering high quality housing and creating and enhancing communities.

COVID has been a challenging time for everyone, both socially and economically. I am proud of the excellent work the

Housing Team have done to ensure that all rough sleepers were off the streets and had somewhere safe to isolate during the pandemic. In addition, the team reached out to hundreds of vulnerable tenants to ensure they had the support they required. Whilst Housing Repairs continued their work during the pandemic, ensuring properties were safe, and are now adapting to the COVID-secure workplace.

I often attend the Tenant and Leaseholder meetings and am keen to engage with residents to learn about their experiences and expectations. As we come out of the pandemic we look positively to the future and adapt to the new normal. In the coming years we will work to enhance our estates and grow our housing stock to provide local people with affordable housing, and ensure our tenants enjoy the best possible quality of life whilst in EFDC accommodation."

Updates and changes to council housing

Rents from April 2020

Earlier this year we increased your rent by 2.7% in line with government recommendations. This follows four years of rent decreases.

This increased certainty of future rents will help ensure we have sufficient income with which to manage and maintain your homes and allow us to plan future services.

The average social rent for our council properties is now £97.38 per week, which is slightly lower than it was five years ago.

If you receive Housing Benefit or the housing element of Universal Credit, it will cover the increase as long as all your other circumstances remain the same.

Financial Help

We know that for some of you, the impact of coronavirus (COVID-19) may be financial. Citizen's Advice can help you:

- Check you are claiming all the benefits you are entitled to;
- Get advice on managing your money; and
- Advise you regarding your council rent or council tax payments.

**citizens
advice**

Contact Citizen's Advice Epping Forest District at www.citizensadviceefd.org.uk or call 0300 330 2107.

Rent - if you are having trouble paying your rent let your Income Recovery Officer know. If we don't know you're having difficulties, then we can't help you. They will be able to discuss your rent account and offer advice. Contact us at incomerecovery@eppingforestdc.gov.uk

Council tax - if you are unable to pay your council tax, it's important that you keep in touch with us and let us know if you are going to miss a payment.

Contact us at www.eppingforestdc.gov.uk/council-tax or call 01992 564000, option 2.

Food bank - if you would like information on how to access Epping Forest Food Bank please contact Epping Forest Citizen's Advice on 0300 330 2107 or complete the online form at www.eppingforest.foodbank.org.uk/contact-us.

Ways to pay your rent

Please remember that it is a condition of your tenancy agreement that rent is paid fortnightly in advance. There are various ways to pay...

Direct debit – the majority of our tenants choose to pay their rent by direct debit as it's hassle-free, safe and helps to budget more effectively. All you need to do is contact communitiesfinance@eppingforestdc.gov.uk and you will

be guided through the simple process of setting up a direct debit.

Online - you can pay your rent online at

www.eppingforestdc.gov.uk/housing/council-housing/pay-your-rent. From the homepage click on 'pay it' and then again on 'pay your house or garage rent' and follow the instructions. The system allows you to store your card details so that the next time you pay the process is quicker.

Phone – you can pay your rent using our automated 24-hour payment line 01992 564600. You will need your rent account number and a debit or credit card. Alternatively, payments can be made via the Income Recovery Team on 01992 564545.

Text – once you have registered your details online at www.allpayments.net you can pay your rent by text. Text the amount you wish to pay to 81025.

Updates and changes to council housing

Universal Credit update

Universal Credit is a benefit for people of working age. It's a single monthly payment that has replaced the following benefits for most people:

- Housing Benefit
- Jobseeker's Allowance
- Employment Support Allowance
- Income Support
- Working Tax Credit
- Child Tax Credit



What is the difference between Universal Credit and Housing Benefit?

Universal Credit works differently from the old benefits. The biggest differences are:

- You can get Universal Credit if you are unemployed but also if you're working;
- You'll usually get a single payment each month, rather than weekly or fortnightly;
- Instead of getting a separate Housing Benefit payment, your rent will usually be paid directly to you as part of your monthly Universal Credit payment. **You will need to make arrangements to pay your rent, it will no longer be paid directly.**

You can claim Universal Credit online at www.gov.uk/apply-universal-credit.

Contact the Universal Credit helpline if you have any questions on 0800 328 5644.

Discretionary Housing Payments (DHPs)

A DHP is an extra payment made by the Council to help with housing costs.

You can apply for a DHP if you receive Housing Benefit or the housing element of Universal Credit but still have a shortfall between this and your rent.

When you apply, you will be asked for details of your income and outgoings as well as the circumstances and reason that you are applying. If your application is successful, you will receive details of how much DHP you are entitled to and the length of the award. If your circumstances change while you are getting DHP, you must let us know.

For more information and details of how to apply please visit the Council's website at www.eppingforestdc.gov.uk/benefits/discretionary-housing-payment.

If you need assistance with your DHP application you can contact the Income Recovery Team at incomerecovery@eppingforestdc.gov.uk

Updates and changes to council housing



The Housing Management Teams underwent a restructure in February. The changes help us to manage the service more effectively.

Previously, tenants were allocated a specific Housing Management Officer at either the Civic Offices, the Broadway Office or the Limes Centre, depending on whether they lived in the north or south of the district. The Housing Management function is no longer carried out in this way across the three offices. Instead, there are three separate teams dealing with matters as follows:

- **Rent**

The Income Recovery Team deal with council property rent issues, including rent arrears, and are based at the Civic Offices in Epping.

- **Estate and Land**

The Estate and Land Team deal with issues relating to estate inspections, estate enhancements, tenancy audits, clearance of communal areas following fire risk assessments, and the use or misuse of the Council's housing land. They are currently based at The Broadway Office in Loughton.

- **Tenancy**

The Neighbourhoods Team are based at the Limes Centre in Chigwell and deal with issues relating to tenancy sustainment, tenancy breaches, succession cases, anti-social behaviour from council tenants, joint tenancy applications and changes to tenancies.

Contact details for each of the teams are on the back cover of this newsletter.

Re-opening of the Broadway cash office

The Broadway, Loughton cash office, closed to customers since March as part of COVID-19 lockdown, has now re-opened to receive payments only.

During the pandemic over 50% of customers previously paying their rent with cash switched to alternative payment methods such as direct debit, standing orders and online payments

We want to help more tenants set up alternative rent payments. If you currently pay your rent with cash, contact the Income Recovery Team to discuss setting up a direct debit or standing order, or for information about how to pay your rent online.

In the meantime, notices are displayed at the cash office to advise you of the safety measures in place, including social distancing and restrictions on the number of people in the office at any time.

The office will be open every Monday and Tuesday 10:00am - 2:00pm to receive payments only. Keep up to date with any changes to opening times at www.eppingforestdc.gov.uk

Please note that the housing desk remains closed, as do the housing desks at the Civic Offices and the Limes Office. Until we can resume our normal opening times, please access our services online or contact the relevant teams using the contact details on the back of this newsletter.



Qualis

Housing Repairs Service move to Qualis

The Council has established a wholly owned company called Qualis Group to provide a range of new services in a cost-effective way that supports the future finances of the Council.

The Council previously had a contract with Mears to provide management to council employed staff within the Repairs Service. This contract ended on the 28 September and our Housing Repairs Service transferred to one of the Qualis Group companies, Qualis Management, to deliver repairs and maintenance to the Council's housing stock.

What does this change mean for you?

We have been working over the last nine months to establish the new company. The service will operate in much the same way as before, with the same staff, but offers additional opportunities such as greater investment in technology. Repair times remain the same, however the new technology will mean a reduction in travel time, more flexibility to meet emergencies, and more interaction with those reporting repairs.

As customers you won't be inconvenienced by the change, the main difference you will see will be different vans, uniforms and ID badge logos; and ultimately a reduction in waiting times due to the new IT system. The new system will send messages to keep you informed of progress with your repair, for example confirming your appointment and letting you know when our operative is on their way to your home.

Contact details have changed.

You can report a repair by phone on 0333 230 0464 or by email to repairs@qualismanagement.co.uk

Social housing lettings

We have recently published an EFDC Annual Report of Lettings, detailing our social housing lettings during 2019-20. The report gives information about the number and types of properties that have been let, who they have been let to (for example, the priority band the successful applicant was in when offered a property) as well as the types of tenancies offered.

To read the full report visit our website at

www.eppingforestdc.gov.uk/housing/council-housing/apply-for-council-housing/

Policy updates

Tenancy Policy



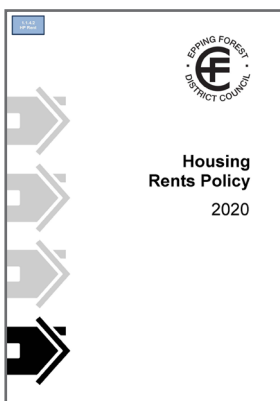
Our Tenancy Policy sets out how we issue tenancies and is intended to assist residents who most need our support. We recently made some amendments to this policy, the main ones being to:

- Discontinue the use of two-year fixed-term tenancies; and
- Introduce an obligation for tenants to declare any properties or land purchased during their tenancy. This means that you now need to tell us if you acquire or purchase any other properties.

You can view the policy at www.eppingforestdc.gov.uk/wp-content/uploads/2020/07/Tenancy-Policy-July-2020-pdf-288KB.pdf

This policy is due for a full review in 2022.

Housing Rents Policy



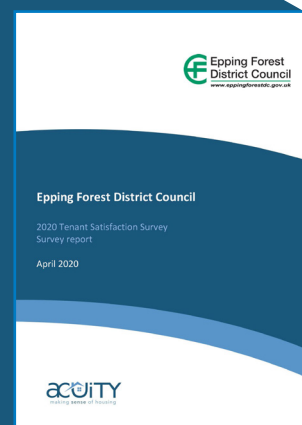
Our Housing Rents Policy sets out the Council's approach to the setting of rents and service charges. It was updated in July to reflect the requirements of the Social Housing Regulator's new Rent Standard, which came into force on 1 April 2020.

You can view the policy at www.eppingforestdc.gov.uk/wp-content/uploads/2020/07/Housing-Rents-Policy-2020-pdf-227KB.pdf

Tenant Satisfaction Survey 2020

Earlier this year, Acuity Research Ltd carried out a telephone tenant satisfaction survey of tenants on our behalf. We had a great response and we're pleased to say the survey recorded many good ratings, including satisfaction with the value for money of the rent (90%) and the ease of dealing with the Housing Service (91%); all of which are reflected in the finding that 87% of tenants are satisfied with the Housing Service we provide.

The table below shows the results over time:



Service area	2012	2015	2020	Direction of change	Difference 2020 from 2015
Services provided by landlord	88%	87%	87%	↔	0%
Quality of home	89%	85%	85%	↔	0%
Value for money of the rent	84%	82%	90%	↑	+8%
Value for money of the service charge		73%	78%	↑	+5%
Neighbourhood as a place to live	88%	87%	87%	↔	0%
Repairs and maintenance	82%	84%	84%	↔	0%
Last completed repair		87%	91%	↑	+4%
Final outcome of enquiry	72%	77%	74%	↓	-3%
Kept informed	83%	82%	81%	↓	-1%
Listens to views and acts on them	61%	62%	57%	↓	-5%

We are following up on the opportunities to make improvements to our services and gain a better understanding of our tenants' views. Thank you to all the tenants who took part, your feedback is important to us to ensure we are continuing to provide a good service.

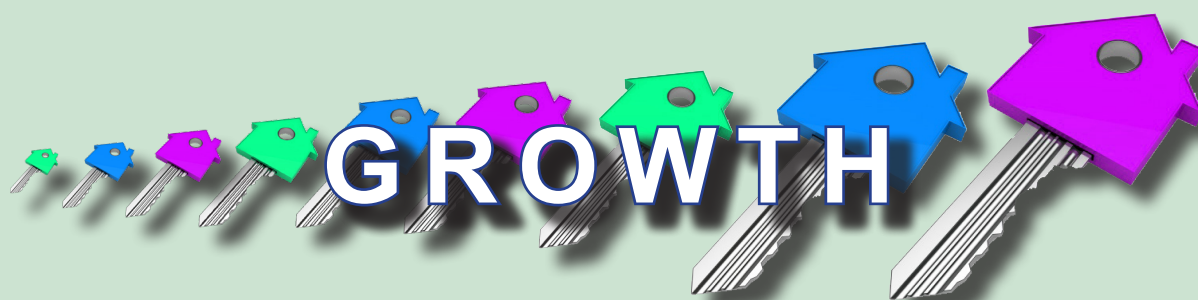
The results and full report are published on our website at www.eppingforestdc.gov.uk/wp-content/uploads/2020/04/Tenant-satisfaction-survey-report-2020.pdf

COMPETITION WINNER

Well done to Mrs X, a tenant from North Weald, who was the winner of the prize draw and received £200 shopping vouchers for taking part in the survey. Happy spending!

Annual Report to Tenants 2020

Our performance 1 April 2019 to 31 March 2020



The Annual Report to Tenants section includes information about how we have performed over the last year, from 1 April 2019 to 31 March 2020.

Last year was another busy year for the Housing Service, we:

- completed Phase Two of our Council House-Building Programme, providing 51 new affordable homes for people on our Housing Register.
- increased our housing stock by purchasing 18 properties from the open market.
- completed our tenant satisfaction survey, showing that 87% of our tenants are satisfied with the services we provide.
- managed a housing register of 1,375 applicants.
- recorded 78 mutual exchanges and 544 of our council households are registered with HomeSwapper, the mutual exchange service.
- stopped 24 fraudulent Right to Buy applications, saving the Council around £2 million.

- reclaimed 8 properties back from fraudsters as a result of investigations into tenancy issues and succession claims.

The year ahead:

- we will be launching a rolling programme of tenancy audits. An audit will be undertaken in your council home so that we can also check the condition of your home and identify any improvements that may be required.
- the review of our sheltered housing schemes will progress. Ultimately, we aim to deliver accommodation that meets our tenants' housing needs while making the best use of our housing stock. We will be consulting with tenants to get their views very soon.
- responsibility for the Housing Repairs Service has transferred to the Council's new development company, Quallis Management (see [page 6](#) for more details), and we will do our best to ensure tenants experience a seamless transition of service.







Our Performance

Our performance is monitored by managers of the Housing and Property Service and by our elected councillors. Some of the performance indicators most important to tenants are also monitored by our Tenants and Leaseholders' Panel.

The table below shows the tenant selected indicators and our performance over the last two years:

Indicator	EFDC Target	Performance 2018-19	How we performed 2019-20	Above target  On target  Below target 2019-20 
Amount of rent collected as a proportion of rents owed	100%	100.40%*	100.22%	Above 
Former tenant rent arrears collected	£60,000	£79,120	£110,771	Above 
Number of households housed in temporary accommodation	100	96	124	Below 
On average, how many calendar days did it take us to re-let a council property	30 days	62 days	56 days	Below 
Average overall time to complete ALL responsive repairs (in working days)	7 days	6.27 days	6.96 days	Above 
Tenant satisfaction with the general standard of the Repairs Service	98%	98.54%	96.08%	Below 

* This figure is over 100% as it includes recovery of rent arrears owed from previous years

Indicator	EFDC Target	Performance 2018-19	How we performed 2019-20	Above target  On target  Below target 2019-20 
Number of stage one complaints received for the Repairs Service	No target	63	25	Not applicable
Time taken for major void works over a total value of £1,500 (in working days)	22 days	17.4 days	18.4 days	Above 
Percentage of properties that are non decent at the end of the year (i.e. not to Decent Homes Standard)	0%	0%	0%	On target 
Number of annual gas safety certificates lapsed over 12 months	0	0	0	On target 

Key facts - as at 31 March 2020



1,375 applicants on the Housing Register



6,369 council homes
(inclusive of **462** sheltered properties)



22 homes bought under the Right to Buy in previous year



51 new homes provided in year



1 hostel (**54** rooms)



1,078 leasehold properties



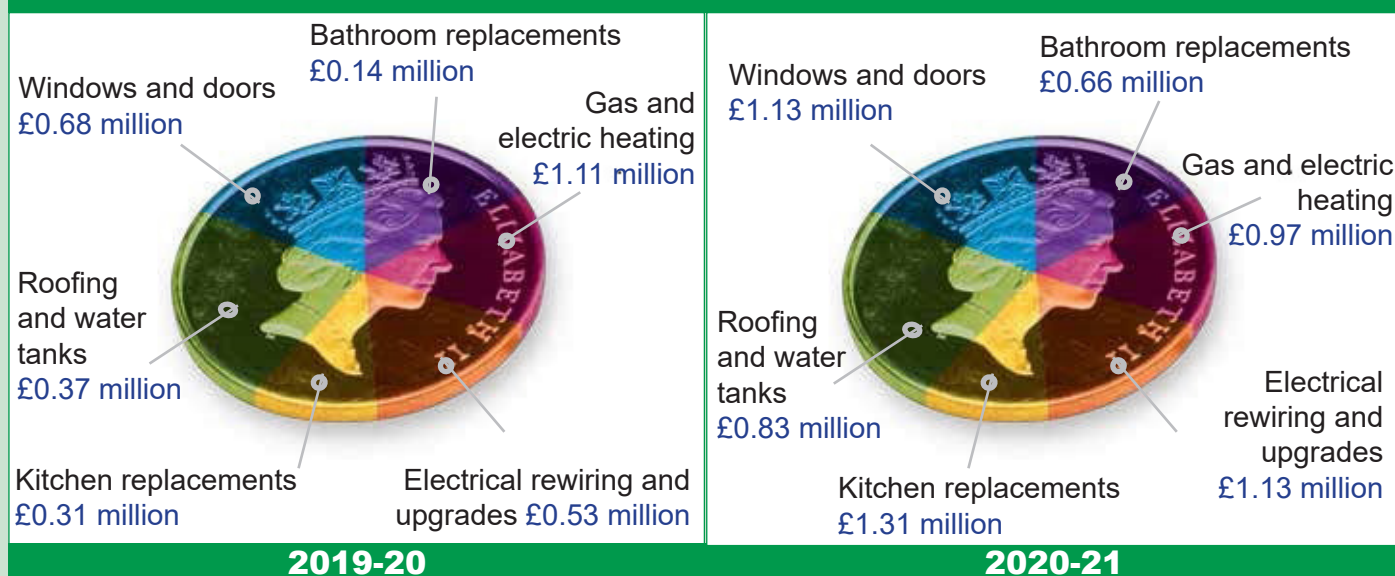
2028 garages



96 homeless households in temporary accommodation

What we spent on repairs and maintenance

Capital expenditure is the money we spend on planned maintenance. The chart below shows how much we spent on different types of works last year and what we are planning to spend this year.



Other capital projects

In the last year we also spent £3.7 million on other capital projects including: estate environmental works, energy efficiency work, structural works, lift refurbishments, asbestos removal and door entry security systems.

Adaptations

We can adapt council properties to make them more accessible for tenants with disabilities. Here is a breakdown of disabled adaptations works we undertook in 2019-20:

Adaptation	Number 2019-20	Cost
Graded floor showers	51	£236,538
Over bath showers	7	£11,060
Bathrooms	2	£2,828
Dropped kerbs / hard standings	2	£14,998
Ramps	4	£2,400
Stair lifts	16	£62,800
Property extension	2	£68,000
Clos-o-mat toilets	0	£0
Other adaptations	n/a	£57,386
Total	84	£456,010

Council House-Building Programme

Phase Two of House-Building Programme complete



Phase Two has provided 51 new affordable rented homes in Loughton.

The development comprises three blocks:

1. Davis Court is named after former Loughton Broadway Councillor Joan Davis, as a tribute to her decades of service to the local community.
2. Churchill Court is named after local MP and former Prime Minister Sir Winston Churchill.
3. Burton Road is a terrace of houses, including a pair of semi-detached houses.

These homes are the latest completions in our district-wide Council House-Building Programme which will see over 300 new affordable homes built by 2024.

Phase Three – Queens Road, North Weald



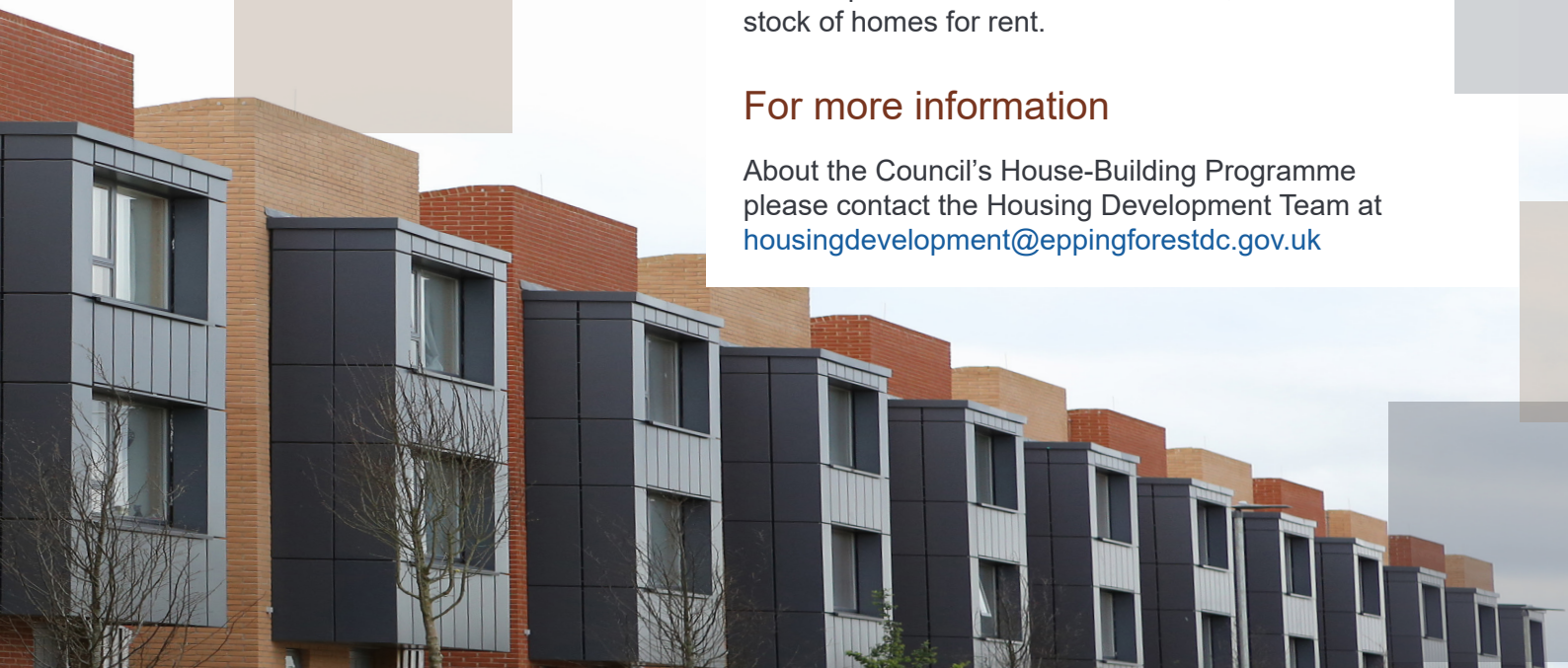
The development at Cyril Hawkins Close in Queens Road, made up of 10 x three-bed houses and 2 x two-bed houses, continues to progress and is due for handover in December 2020. The slight delay has been caused by supply problems associated with COVID-19. This will be the last site in Phase Three to be completed.

And more...

We have also invested £6.37m in 18 homes for sale on the open market across the district, to boost our stock of homes for rent.

For more information

About the Council's House-Building Programme please contact the Housing Development Team at housingdevelopment@eppingforestdc.gov.uk



Fire safety information

As part of our commitment to fire safety we recently distributed some [fire safety leaflets](#) to all our tenants, giving advice and tips for keeping safe at home in the event of a fire.

We worked with Essex County Fire and Rescue Service to produce these leaflets. Please read your leaflet carefully.

If you live in one of our blocks of flats or sheltered schemes, please also familiarise yourself with the fire action notices on the walls in the communal areas of each floor.

More fire safety advice from the Essex County Fire and Rescue Service can be found on their website at www.essex-fire.gov.uk

If you have any questions about fire safety in your property please contact us at housingassets@eppingforestdc.gov.uk or to read our Fire Safety Policy visit www.eppingforestdc.gov.uk/housing/council-housing/fire-safety-in-council-homes



Fire safety in communal areas

Inappropriate storage of belongings in communal areas of our blocks of flats remains an issue and can significantly compromise fire safety.

There is a balance to be struck between fire safety and being able to use communal areas sensibly. Essentially, we want to keep you safe and make sure the emergency services can get access when needed. We take fire risk very seriously and as your landlord we have a legal duty to keep communal areas in a safe condition, free of fire risk. However, we can't do this alone and ask for your help with this.

As part of our Fire Safety Policy, fire risk assessments are carried out whereby we check that communal areas are clear and safe. To ensure tenants understand the importance to everyone's safety of keeping communal areas clear, we have recently changed our procedures for disposing of personal belongings which have been inappropriately stored.

We will contact any resident who is using the communal area for storage and request that items are removed, by issue of a Notice. The Notice gives the owner time to remove the items themselves. If the goods are not removed within the allotted time, we will remove them under the TORTS (INTERFERENCE WITH GOODS) ACT 1977 SECTION 12 (1) AND SECTION 12 (3) and store for a maximum of seven days before disposing of them.


Owners of the goods will be recharged for the costs of this work as set out in the table below:

Fee / Charge	Amount Payable
Attendance and removal	£79.00
Carpenter (if applicable)	£35.00
Storage	£57.96 per week
Disposal	Variable (dependent upon weight, materials and nature of the goods)

This zero-tolerance measure has been introduced for your health and safety. It is hugely important that nothing obstructs communal areas making it difficult to evacuate a building.

Please see your Tenancy Agreement (Section 16) for full guidance on items permitted in communal areas. A summary is set out in the table below.

What's acceptable and what's not acceptable?

Acceptable 	Not acceptable 
A small door mat located outside a front door which has a non-slip backing and chamfered edge	Furniture – including chairs, tables, cupboards, etc
Pictures hung on the wall (no glass in the frame)	Bicycles, pushchairs and similar items
Non-flammable items which are aesthetically pleasing (eg small plant pots) stored in recesses away from any means of escape routes, not on window sills	Mobility scooters and wheelchairs. Unless the development has a purpose-built storage area these must be kept within the tenant's home
Flame retardant curtains at windows	Flowers, plant pots on the floor
Certified flame-retardant carpets	Shoes or clothes airers
	Recycling, rubbish and bins
	Any other item that obstructs or creates trip hazards in any walkway, stair or corridor

Please help us to help you keep you and your neighbours safe.

If you notice anything in your communal areas which is a hazard, please contact the Estate and Land Team at estateandland@eppingforestdc.gov.uk or 01992 564186.

Buying *your* council home

As your landlord it is our duty to periodically inform you that you may have the legal '**Right to Buy**' your council home. If eligible, you would get a discount on the price depending on the length of your tenancy, and whether your home is a house or a flat.

Section Five of your **Tenant Handbook** explains:

- the qualifying conditions to exercise the Right to Buy;
- exceptions to the Right to Buy;
- costs and discounts; and
- the procedure for exercising your Right to Buy.

You can also find lots of information on the Government's website at

www.gov.uk/right-to-buy-buying-your-council-home

If you wish to apply for the Right to Buy, please contact the Home Ownership Team at

homeownershipteam@eppingforestdc.gov.uk to obtain more information.

Wish you could buy your own home?

Right to buy

Right to buy

Could you **downsize?**

Could you downsize to help another family?

With almost 1,500 households on our housing register, some people with children are waiting many years for a family home. If you have a larger property than you need, maybe you could consider moving to a smaller council property so that a larger family can benefit from the space.

Our Downsizing Scheme has all sorts of incentives:

- help with removal costs and practical help to move;
- cash incentives for each bedroom you give up; and
- help with decoration costs.



If you would like to discuss your downsizing options, please get in touch with our Rehousing Support Officer, Debbie, at rehousing@eppingforestdc.gov.uk or call 01992 564026.



Review of sheltered housing schemes

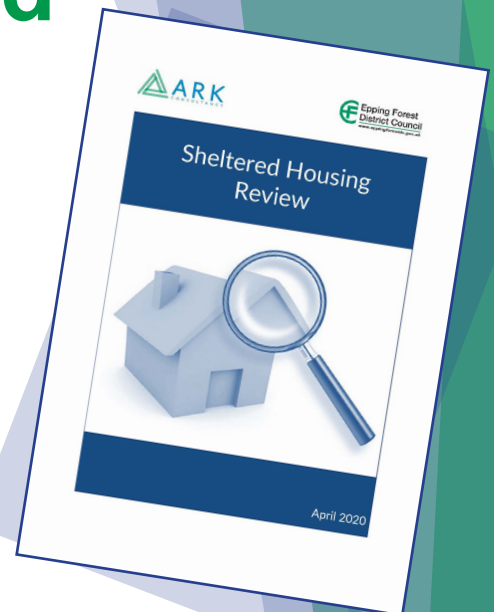
Earlier this year we began a planned review of our sheltered housing scheme assets and service. The aim of this review is to ensure we continue to deliver accommodation that meets our older tenants' housing needs while making the best use of our housing stock.

ARK Consultancy were commissioned to undertake the initial review and we are currently reviewing their recommendations and putting together an action plan of improvements.

In the coming months we will be consulting with you on our proposals for the sheltered housing service. We want to hear your views on the proposed changes around the future use of facilities, delivery of the support service, and the accessibility and safety of schemes.

Your feedback is important, so please get involved in the consultations and help us shape the new service.

For more information please speak to your Sheltered Housing Officer or email Careline@eppingforestdc.gov.uk



EFDC COVID Helpline

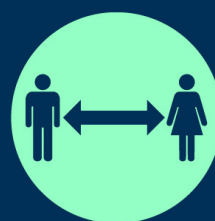
01992 564000



HANDS



FACE



SPACE

STAY ALERT › CONTROL THE VIRUS › SAVE LIVES

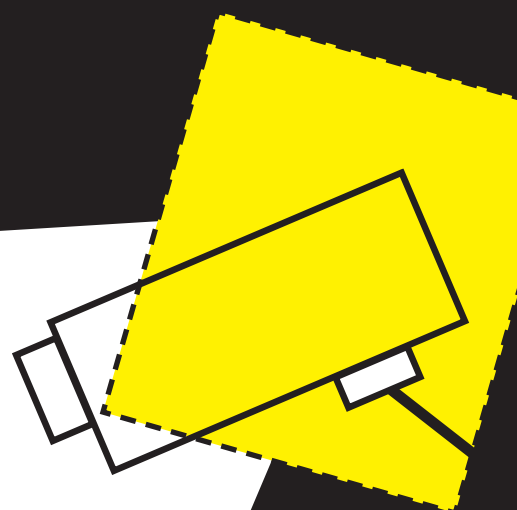
Alterations to your home - security cameras

If you are a council tenant or leaseholder you can make alterations and improvements to your home, but you will need our written agreement before you start. This is a condition of your tenancy/lease.

Since the Data Protection Act 2018 was updated following the General Data Protection Regulation (GDPR), we have received an increasing number of applications for permission to fit security cameras. The installation of CCTV at your home is considered an alteration and therefore you must first obtain permission from us. We recognise that residents each have their own individual concerns and circumstances, therefore requests are assessed on a case by case basis.

If you wish to install a security camera/video doorbell, or make any other alteration to your property, please complete the online application form for 'major and minor property alterations' at www.eppingforestdc.gov.uk/housing/council-housing/decorating-and-improvements-to-your-council-home. Alternatively, email propertyassets@eppingforestdc.gov.uk

Once our Housing Assets Team have reviewed your application, you will be provided with a decision in writing.



Keeping in touch

The Housing Service

Epping Forest District Council, Civic Offices, High Street, Epping, Essex CM16 4BZ.
01992 564000 (option 3) www.eppingforestdc.gov.uk/housing

Council rent and other tenancy issues

Rent

- **Income Recovery Team** - 01992 564545
incomerecovery@eppingforestdc.gov.uk

Estate and Land

- **Estate and Land Team** - 01992 564186
estateandland@eppingforestdc.gov.uk

Tenancy

- **Neighbourhoods Team** - 01992 564765
neighbourhoods@eppingforestdc.gov.uk

Buying your home from the Council

- **Home Ownership Team** - 01992 564428
homeownershipteam@eppingforestdc.gov.uk

Finances

- **Communities Finance Team** - 01992 564429
communitiesfinance@eppingforestdc.gov.uk
- **Housing Benefits Team** - 01992 564155
benefits@eppingforestdc.gov.uk

Moving home with the Council

- **Rehousing Team**
 - Allocations - 01992 564716
 - Homelessness - 01992 564165rehousing@eppingforestdc.gov.uk

Repairs and maintenance

- **Housing Assets Team** - 01992 564203
propertyassets@eppingforestdc.gov.uk
- **Repairs - Qualis:**
0333 230 0464 (24-hour number)
repairs@qualismanagement.co.uk

Other departments in housing

- **Tenant Participation Officer** - 01992 564524
involve tenants@eppingforestdc.gov.uk
- **Older Peoples Services**
Epping Forest District Council,
2 Parsonage Court, Loughton,
Essex IG10 2BB
0208 532 1065 (24-hour answerphone)
olderpeopleservice@eppingforestdc.gov.uk
- **Community Safety Team** - 01992 564608
safercommunities@eppingforestdc.gov.uk

Other useful numbers

Citizens Advice Bureau (CAB)

citizens
advice

Epping Forest District CAB offers free confidential, impartial advice.

03444 770 808 Opt 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 (first floor), Trapps Hill,
Loughton IG10 1HD

Waltham Abbey:

Town Hall, Highbridge Street,
Waltham Abbey EN9 1DE

EFDC COVID helpline

01992 564 000

www.eppingforestdc.gov.uk/coronavirus



HANDS



FACE



SPACE

STAY ALERT ▶ CONTROL THE VIRUS ▶ SAVE LIVES

Essex County Council (ECC)



Essex County Council

County Hall, Market Road,
Chelmsford, Essex 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

**For alternative formats of this
newsletter please contact us at**

housinginfo@eppingforestdc.gov.uk



www.eppingforestdc.gov.uk