

Latest news and views from around the estate - from Industrial Dwellings Society (IDS)



## Dear Tenants

I am pleased to deliver the first Newsletter of the 2023.

I apologise for this newsletter being released a month later than planned but hopefully this will allow you to know where IDS are with planning improvements to Stoke Newington Estate.

This newsletter is to focus on what is required for the estate and what can be achieved within the near future.

As some of you might be aware I am no longer the Housing Officer for the estate however I am pleased to say that we have a new Housing Officer Michael Osei-Bonsu who has been working alongside me for the past several months.

My role as the Estate Manager will continue and both Michael and I are available to help during the week via telephone, email, or face-to-face contact.

Tenants can visit the bathhouse and Michael, or I will come outside for discussions however any personal concerns, I advise you contact me or Michael to arrange an appointment so we can meet in private, our details and general information about IDS are in the notice boards.

The Bathhouse is mainly used as the Caretaker's office and has equipment that due to data protection is not for the public so, please respect that we cannot meet inside.

The Jami office will be opened several times yearly to hold tenants' meetings and occasional private meetings with those who feel more comfortable meeting in a neutral place rather than the Bathhouse or your home.

The Jami office will also be opened for welfare surgeries with Kizzy McDowell who is IDS Welfare and Safeguarding Officer.

## Tenancy Agreements

It has come to my attention that some of you have old tenancy agreements, many of you still have tenancy agreements that last for 12 months. Your contract will continue however after 12 months you should be requesting a new 5-year fixed term agreement so that you have a more secure contract.

If you have a out of date tenancy agreement, please contact Michael to arrange dates to renew your tenancy agreement, if Michael is unavailable then I can help.

Please do not panic if your 12 months or 5-year contracts are out of date, this does not mean that you are at any risk of losing your home.

If you have an old Assured tenancy agreement, then you do not have to do anything as this is a secure tenancy that will not require renewing.

IDS no longer provide Assured tenancy agreements so please do not request to have one when renewing your contracts.

## Play Area

There are clear signs stating No Hard Ball Games in the Estate, there are soft balls that are available via the caretaker's office.

Only children under 8-years should be in the play area, please ensure that older children go to or are escorted to the local parks.

## Cleaning of Blocks

There have been some informal complaints of cleaning in the estate therefore I will be putting up notices in all the blocks to state what days you should expect your block to be cleaned.

Our Caretakers are monitored regularly, and I can assure you that all blocks are being cleaned including sweeping, mopping, and hoovering.

I will be liaising with companies for a deep clean in all blocks to remove various stains that are too difficult with the use of a mop however please note that this possibility is subject to affordability.

# Useful contact information - please keep this handy for the future

## Anti-Social Behaviour (ASB)

I am very pleased to say that we continue to have a low number of complaints of anti-social behaviour on the Estate.

The complaints tend to be mainly of loud music and general noise from neighbours however fortunately, most complaints are resolved within a short time, this does not change the fact that people do complain so please be considerate towards your neighbours and keep the volume down especially at night. If you have a disagreement with your neighbour that cannot be resolved amicably, please contact Michael or I and we can arrange mediation or speak to both parties until we come to an agreement.

I would like to thank those who might have unintentionally caused stress, but you have also immediately acted in a positive manner, apologised, and stopped whatever behaviours caused other tenants to complain, Thank you.

If you are a victim of anti-social behaviour, please contact Michael, me or telephone Head Office and report your, complain.

ASB can include (but is not limited to).

- vandalism, graffiti and fly-tipping.
- Persistent, excessive noise .
- Violent or threatening behaviour

## Repairs

For all repair concern please contact IDS Repairs team on; 02088009606 (option 1) or email [repairs@ids.org.uk](mailto:repairs@ids.org.uk)

If you cannot get through via telephone and/or cannot email, please leave a message

If you need a heating or hot water repair, please call **Oakray** on 020 8370 4707

## Residents Portal

You said you wanted to be able to communicate with us more digitally, so we have launched our resident's portal. Once you have registered, you can check your statement, raise repairs, send in queries to any team and feedback by logging a complaint or compliment. To register, simply visit [ids.org.uk/portal](https://ids.org.uk/portal) for more information.

## Fire safety

DOORS – we have installed new doors to your properties for fire safety. It is really important you don't attach anything to the door or frame as this could compromise the door set and have to be replaced. This includes sticking doorbells on. Please contact us if you want further guidance.

## Useful Numbers

Hackney Council Noise Nuisance 0208 356 4455

Help through hardship helpline 0808 208 2138

Age UK 0800 055 6112

Samaritans 116 123

Domestic abuse helpline 0800 2000 247

Stepchange debt helpline 0800 138 1111

Citizens Advice 0800 144 8848

**In the Loop** - a residents' newsletter from Industrial Dwellings Society 020 8800 9606 [www.ids.org.uk](https://www.ids.org.uk)

IDS is a registered provider of social housing, Regulator of Social Housing number L0266.

The Industrial Dwellings Society (1885) Limited is a registered society under the Co-operative and Community Benefit Societies Act 2014 (Registered No 14044R).