

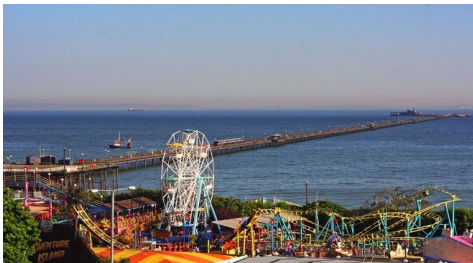


# FRIDAY HILL TMO SUMMER NEWSLETTER 2025



## Seaside Day Trip!

More details inside



## Friday Hill in Bloom

Wednesday 30th July

See inside for more  
details

*'Working towards providing excellent housing and reliable services'*

Hello! We are Sharon and Tracy  
, your local Housing Officers.



We are very pleased to introduce ourselves as your Housing Officers. Please check your individual Newsletter to see which one of us covers your home. We are your first point of contact for all your housing related issues and concerns. We are here to advocate, support and advise you in all aspects of your tenancy and we will work closely with you to ensure a safe, supportive, and enjoyable living environment for all.

You can contact us by telephone on **020 8523 9433** or by email at **[sharon@fridayhilltmo.org.uk](mailto:sharon@fridayhilltmo.org.uk)** and **[tracy@fridayhilltmo.org.uk](mailto:tracy@fridayhilltmo.org.uk)** for all your housing needs.

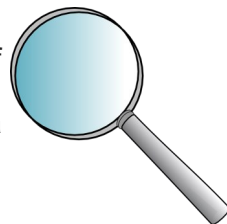
Please feel free to drop in and see us between 9am and 4pm. We are based at The Chingdale Centre,  
19 Chingdale Road, E4 6HZ.

We are committed to fostering open communication and mutual respect to build a strong and connected community where together, we can make our local area an enjoyable place to live.

Speak soon, Sharon and Tracy

## **The Inspectors have been in!**

Following a recent inspection by the Regulator of Social Housing (RSH), Waltham Forest Council has been awarded the second highest rating of a C2. The Regulator of Social Housing is a non-departmental public body that regulates providers of social housing in England. It measures how well landlords are doing against four new consumer standards which are the Safety and Quality Homes standard, the Transparency, Influence and Accountability standard, The Neighbourhood and Community standard and the Tenancy standard.



The C2 grading indicates that while the council is broadly meeting the standards, there are some weaknesses and improvement is needed. The inspection highlighted several key areas where the council is performing well including health and safety compliance, working effectively with partner agencies to tackle and deter anti-social behaviour, and providing opportunities for tenants to influence and scrutinise services.

As the Friday Hill TMO manages around 1000 properties on behalf of the Council we also tested ourselves to see if there were any gaps we could address to make sure we are complying with the four standards. Areas we have highlighted for improvement are:

- Providing updated training on Equality, Diversity and Inclusion for our Board members and staff to make sure we are completely up to date with current laws and best practice
- Making sure we ask residents views more widely when we are updating key policies that affect you and your homes
- Making sure we regularly publish information about tenant rights and responsibilities

See page 6 to find out more about how we are addressing these things through our new Customer Service Charter, Menu of Involvement and the Big Door Knock initiative.

# How are we doing?

## Update on FHTMOs Performance

At Friday Hill TMO we are proud of what we achieve and the services we provide - but we know that we can always improve.

We have a lot of information which sets out what we do, how we will do it, and how we expect to perform against our targets. We are committed to improving our services and adapting them to meet the needs of our residents. Measurement therefore plays an important part in helping our Board and residents understand how we are performing and hold us to account.

We manage properties in the Friday Hill area on behalf of your landlord, The London Borough of Waltham Forest. They, like other housing organisations must collect Tenant Satisfaction Measures (TSMs). These are a new way (2024) in which the Regulator of Social Housing measures how housing providers perform. There are 22 altogether which include the results of resident feedback, views and thoughts, as well as how organisations measure themselves against targets.

### So, what does our overall housing service performance look like?

We measure our performance using a traffic light system, green is good and meets or exceeds the target set and red means that we have some work to do!

All of Friday Hill's indicators are green and this includes things like:

|  |                             |                          |
|--|-----------------------------|--------------------------|
| Number of repairs completed at first visit               | Target is over 85%          | Performance is 98%       |
| Number of Estate Inspections achieving Grade A or B      | Target more than 90%        | Performance is 100%      |
| Total number of calendar days taken to complete a repair | Should be less than 10 days | Performance is 8.22 days |

In terms of Tenant Satisfaction Measures, our results are not yet available. However, we do carry out our own Resident Satisfaction Survey each year. Last year's results are listed below:

Q1) Are you satisfied with the Overall Service we provide?

81% of respondents were satisfied

Q2) Are you satisfied with the overall quality of our repair work?

73% of respondents were satisfied

Q4) Are you satisfied with our Caretaking Service?

78% of respondents were satisfied with our caretaking service

Q5) Are you satisfied with our Grounds maintenance service?

75% of respondents were satisfied

Q6) Over the past 4 years have you seen an improvement in the Estate function Service?

58% of respondents said they had seen an improvement.

Q7) Management of Tenancy Issues?

81% of respondents were satisfied

Q8) Management of Anti Social Behaviour?

77% of respondents were satisfied

Q9) Management of Rent Enquiries?

90% of respondents were satisfied

Q10) Satisfaction with the responsiveness of the office?

86% of respondents were satisfied

Q11) Satisfaction with Property inspections?

68% of respondents were satisfied

Whilst our results are high, we know we can always do better and we will use the feedback in the 2025 survey to inform our workplans and Business Plan which will shortly be updated.

If there are areas of performance that you are particularly interested in please let us know . We will report on those areas more frequently. We can also report in a way that you might prefer to others.

For example, we can put performance in a table like the one above or



Please share your thoughts by emailing us at [info@fridayhilltmo.org.uk](mailto:info@fridayhilltmo.org.uk). If you would like to see Waltham Forest Housing Services overall performance, please view the web site at :

<https://www.walthamforest.gov.uk/housing/how-we-are-performing>

## **What's new at the TMO?**

We're delighted to be able to launch our first ever Customer Service Charter for our residents living in the Friday Hill TMO area.

This new charter comes hot on the heels of our recently developed Menu of Involvement. Our goal is to improve communication, be transparent, and make services work better based on what matters most to our residents.

The Charter is a way of making us accountable to our tenants and leaseholders as you can hold us to account if we don't act on our own promises. It clearly outlines standards and expectations for our residents, ensuring that you know what to expect from us and what we need from you.

The Menu outlines our commitment of putting a wide range of opportunities in place for you to influence the running of the TMO. Also to make sure we are listening to residents and using feedback to make real changes across our services.

## **The Big Door Knock**

We will be launching these new documents by doing a Big Door Knock which we also think of as our 'Getting To Know You' initiative. We will be stepping away from our usual roles to go door-to-door over several days and weeks to talk to residents face-to-face to find out what issues are important to you.

It's one of our most ambitious campaigns to connect with our residents, several years on from the Covid 19 pandemic and make sure that your voices are truly being heard and actioned in the TMO's future delivery plans. We will be asking you key questions to see how happy and safe you feel in your home, how we perform on repairs, the quality of the home you live in and what you feel is important in your wider neighbourhood.

The Big Door Knock aims to collect the highest quality information, build positive relationships with residents and remind FHTMO tenants and leaseholders that we are here, and we want to hear from you about the services we provide.

We wish to visit around 250 properties over time – a quarter of the homes we manage as this will give us a good idea about how we are performing. If you wish to opt out, please telephone us and let us know. You may prefer to give us feedback in a survey and our annual Resident Satisfaction Survey is included with this newsletter.

## **New opportunities to join our** **resident-led Board**

As one of the UK's Tenant Management Organisations, our residents have the biggest voice at the table.

Tenant and Leaseholder Board members play an important role in overseeing how the Friday Hill TMO is run, deciding how we spend our money, and setting our plans for the future. We are proud to be a resident-led organisation and are looking for new tenants and leaseholders to play an important role on the board.

No experience is necessary and all we ask is that you are committed to helping us deliver our vision of working together to build a better future for our Friday Hill community. All you need is a passion for our purpose, a willingness to learn and confidence to contribute.

Joining the Board is also an opportunity for personal development and will look great on your CV. As a Board Member you can gain a wide range of new skills, whether it's budget monitoring or working as part of a team. You will be offered a programme of training to prepare you with the information you need to direct the work of the TMO.

**If you would like to find out a bit more about being on the board, please speak to a member of the team on 020 8523 9433 or just pop along to our office between 9am—5pm Monday to Friday.**



## **Unlawful subletting and tenancy fraud**

Tenancy fraud happens when a home is used in a way that breaks the tenancy agreement. This could involve someone living in the home without permission or giving false information to secure a tenancy. Fraud like this stops people in genuine need from accessing a home and we need to make sure our homes are used as they should be and that we are supporting individuals and families in need.

The Tenancy Fraud Forum estimates that it costs taxpayers £42,000 for every case that's uncovered. This figure reflects the expenses associated with detecting fraud, from recovering properties, and the social impact of delayed housing access for those on the waiting list.

Some examples of tenancy fraud are:

**-Unlawful subletting:** Renting out all or part of the home without permission.

**-Not living at the property:** Using the property as anything other than the tenant's home.

**-Wrongly taking over a tenancy:** If the tenant passes away and someone else takes over the tenancy without being entitled to it.

**-Key selling:** Passing on keys to someone else in exchange for money or favours.

**-Providing false information:** Giving incorrect details to get a tenancy.

**-Unauthorised transfers:** Handing the home over to someone else without approval.

**-Abandoning the property:** Moving out without telling us or claiming benefits for a home the tenant is no longer living in.

**-Dual occupancy:** Keeping a social rented home while owning or renting another property elsewhere.

If you suspect tenancy fraud please contact us in confidence. We know reporting tenancy fraud might feel uncomfortable as it could involve people you know within your neighbourhood, but it's an important step in helping us protect homes for those who need them most.



Your information will be handled with care and sensitivity, ensuring your privacy is respected. You can report your concerns anonymously if you prefer, and if you choose to share your details with us, your identity will be protected.

If you're unsure or want to talk things through, you can always reach out to us for guidance. All reports will be investigated, but we may be unable to update you on the outcome due to data protection legislation.

Finally, if you're a Waltham Forest tenant and commit tenancy fraud you will be in breach of your tenancy agreement, and you are breaking the law. In addition to the risk of losing your home you could incur significant court costs. Tenancy Fraud holds a penalty of up to 2 years in prison and a £50,000 fine.

## **Are you on Employment Support Allowance(ESA)?**

The DWP are currently migrating everyone on ESA in this area so if you haven't been contacted already you will be soon.

### **What does this mean for me?**

Your ESA will stop and you will be asked to make a claim for Universal Credit instead. Your Housing Benefit will also stop and you will get Housing Element as part of your Universal Credit.

### **What do I need to do now?**

- Try and put away a little money each week as a safety net for when this happens as Universal Credit is paid monthly in arrears so you may have a short break in your payments.
- Claim before the date in your migration letter to minimize complications.
- Tell them that the **London Borough of Waltham Forest** is your landlord and you pay rent to them when you claim so they will assess you for Housing Element. We can give you a rent breakdown to give to them if you don't know how much you are charged.
- Ask a family member/CAB/Age UK/our office if you need help with the new claim.



# FRIDAY HILL IN BLOOM

WEDNESDAY 30TH JULY 2025

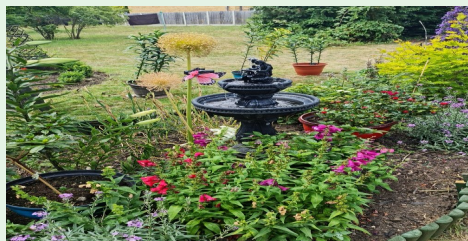
ENTER OUR FREE COMPETITION & WIN  
a GIFT VOUCHER.



BEST GARDEN



BEST TUBS &  
BASKETS



BEST COMMUNAL  
GARDEN

To enter please contact Friday Hill TMO on 020 8523 9433 or

[info@fridayhilltmo.org.uk](mailto:info@fridayhilltmo.org.uk)

## Friday Hill Community Association & Friday Hill TMO

Invite you to our

### Community Living Room

#### with Cake & Company

Do you fancy getting out more and meeting new people? Join us for some cake and a cuppa, it might be just what you need.

**All welcome!**

Every last Wednesday of the month 11.30 - 1.30 at the TMO

Hot drinks & and homemade cakes provided by



### Craft Workshop

Thursday mornings 11am—1pm at  
the TMO

Free to all residents.  
All equipment provided.

Make useful things to wear, for the home, just for fun, or just come for some biscuits, tea/coffee and a chat.



# KIDS SPACE

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

Find the words

Ice-cream

Shell

Crab

Sun

Beachball

Parasol

Bucket

Spade

Boat



## **Feel Good Walks**

Walking is a great way to explore the local area, make new friends, a great way to keep active, stay healthy and it's good for physical and mental wellbeing too.



Meet every Monday  
at the TMO  
11am to 12pm  
Steady Pace

## **Councillors surgeries**

The Councillors' Surgeries in Hatch Lane and  
Highams Park North Ward with

Cllr Marion Fitzgerald are held on:-

1st and 3rd Wednesdays of every month 10 - 11am  
at Friday Hill TMO office, 19 Chingdale Road, E4  
& the

2nd and 4th Saturdays of every month 10—11am  
at Hale End Library, Castle Avenue, E4 9QD



## **FRIDAY HILL TMO ADULT LEARNING SERVICE**

'Essential Digital Skills Sessions' Supported by: Morgan Sindall

How comfortable are you with computers or smart phones?

Can you use a mouse?

Do you know how to search the Internet?

We are hosting fun, free and informal drop-in sessions (with refreshments) for anyone who needs a hand with their devices or navigating the online world.



Starting Wednesday 9th July, 2-5pm at the TMO.

For more info contact 020 8523 9433 or [info@fridayhilltmo.org.uk](mailto:info@fridayhilltmo.org.uk)

## **WANT TO IMPROVE YOUR SKILL SET** **OR CHANGE CAREER?**

Morgan Sindall Property Services offer a range of  
FREE online courses!

- ADMIN
- COMPUTING / TECHNOLOGY
- CUSTOMER SERVICE
- HEALTH & SOCIAL CARE
- MENTAL HEALTH & WELLBEING
- HOSPITALITY & TOURISM

To find out more email [Christopher.King@morgansindall.com](mailto:Christopher.King@morgansindall.com) with your query.

Friday Hill Community Association (FHCA)

## WANT TO RESCUE SOME FOOD?



Over the last 3 years FHCA has been running a food rescue service with the aim of using items past the best before date to save them going to landfill. This has now developed to a weekly food rescue service and on average is attended weekly by 30 or more families who receive a food parcel.

**Come along to our food rescue Hub on Tuesdays 1pm—2.30pm.**

**We are located in the car park at the TMO**

For a small £1 donation, you will receive a generous vegetable bag. We will also give you some ambient goods such as tinned and staple foods. The amount you will receive is dependant upon the size of your family. Please enquire about our Household & Hygiene bags.

For more information, please email [fhca24@gmail.com](mailto:fhca24@gmail.com)



## **VOLUNTEERS NEEDED!**

Can you spare some valuable time to make a difference to your community?

Our food rescue service need **your** help.

Mondays 10am to 12pm, Tuesdays 10am to 3pm, and  
Thursdays 10am to 12pm

Any time you can spare during these hours would be appreciated.

If you would like to help please contact Sharon 020 8523 9433 or email: [fhca24@gmail.com](mailto:fhca24@gmail.com)



## **Do you feel safe at home?**

If you believe that you are a victim of Domestic Abuse and you are in immediate danger **CALL 999**. If you cannot speak, respond to the questions from the call operator by coughing, tapping, or pressing **"55"**

Domestic abuse includes any single or multiple incidents. These take place within a current or past intimate relationship, or within a family or caring arrangement.

- Does someone try to control you by tracking your actions in person or online, or by limiting access to your money, medicine, or contact with other people?
- Does someone force you into doing things you do not want to do or act in a way to make you fear their reaction?
- Does someone makes threats of harm towards you or someone you care about? Are they violent or abusive?

Domestic abuse can include any form of psychological, physical, sexual, financial, or emotional abuse. This also includes forced marriage, honour-based violence or female genital mutilation.

**Domestic abuse can happen to anyone. You are not to blame. You are not alone.** You can contact the services below for free and confidential support and advice. Call the National Domestic Abuse Helpline on **0808 2000 247** if you want to talk about your experience, seek refuge accommodation, or access other support services. Available 24/7. This helpline is available for non-English speaking callers.

More information can be found at <https://w.walthamforest.gov.uk/neighbourhoods/crime-and-community-safety/community-safety/domestic-abuse>

## **Report Anti-Social Behaviour**

Anti-social behaviour affects many people and can have an impact on you, your home and your community. If you're experiencing ASB, you don't have to cope on your own. We can help you deal with it.

**Please contact [sharon@fridayhilltmo.org.uk](mailto:sharon@fridayhilltmo.org.uk)**

## **Damp, Mould & Condensation in your Home**

### **& how to prevent it**

You can reduce and remove moisture from your home by:-

- Putting lids on pans when cooking.
- Putting fans on when cooking, showering or drying clothes indoors.
- Close kitchen and bathroom doors when bathing or cooking.
- Opening a window slightly will stop moist air spreading through the home.
- Opening windows regularly to air your rooms. In cold weather you only need to open your windows very slightly.
- You can ventilate your home without making draughts. Ventilation is needed to get rid of excess moisture, open a small window or vent.
- Wipe condensation away from walls and windows.
- Wipe windowsills with solution of white vinegar and water to clear mould.
- Always keep your furniture a few inches away from external facing walls.
- Dry washing outside, or in a tumble drier. Never drape damp washing over radiators.
- Vent tumble driers outside unless you have the self condensing type.
- If you have to dry clothes indoors, dry them in one room with the door shut and the window slightly open.
- Never store damp clothing/laundry in your wardrobes/cupboards.
- Keep your home warm, try to maintain a temperature of 18-20c.
- Run the cold tap first when running a bath as this prevents steam.
- After showering/bathing wipe down the tiles/glass cubicle doors because this will drastically impair the growth of mould.

## **Blocked Drains/Sinks & Toilets**

Most blockages can be prevented. You could be recharged if at fault

**DO NOT • Pour cooking fat or oil down the sink, toilet or drain**

**DO NOT • allow any household member to put objects down the toilet, in the sink or down the drain.**

## **Getting a repair done**

**Call: 020 8523 9433 (during office hours)**

Friday Hill TMO (FHTMO) is responsible for the repairs service to the 775 properties which come under our management, including the communal areas of 60 blocks of flats.

The TMO has 3 main repairs categories:

Priority '1' Critical = attend within 4 hours.

Priority '2' Emergency = attend & complete within 24 hours.

Priority '3' Routine = attend & complete within 28 working days.

### **Out of Hours**

FHTMO also have an Out of Hours emergency / make safe only service which operates when the TMO is closed.

The contact number is **07920 475287**.

### **Gas Central Heating/ hot water/ boiler repairs**

If you have an issue with your Heating or Hot Water an appointment can be booked directly with **Aston Group** by calling **020 8496 3000** and then choose:

Option 2 for housing

Option 1 for tenant

Option 1 for repairs

Option 2 for heating and gas.

## **Report an issue!**

Our caretakers visit your block once a week and sometimes issues may not be picked up.

Help us to help you and let us know if there is something that needs to be fixed, collected or inspected.

EG: defective lights/fittings, overflowing bins, overgrown weeds/shrubs/ grass, broken gutters, blocked drains, pests, broken windows, defective communal door/window locks etc.

**Contact Ben on 020 8523 9433**

# Holiday Activity and Food Programme (HAF)

## Waltham Forest holiday activity and food programme for 5 to 16 year old's

The Waltham Forest Holiday Activity and Food programme will run from Monday 28 July to Friday 22 August 2025.

Waltham Forest Holiday Activity and Food programme will offer school-aged children and young people who are in receipt of benefit-related free school meals the opportunity to get involved in a wide range of fun activities and holiday clubs and enjoy a daily meal during their Summer holidays

HAF provides

- Physical Activities including multi-sports
- Creative sessions including music, drama, arts and crafts
- Nutritional workshops
- Trips/Fun days out

Eligible children will be entitled to 8 sessions across the Summer holidays.

Booking is essential for all activities so book early to avoid disappointment.

<https://www.walthamforest.gov.uk/schools-education-and-learning/schools-and-colleges/holiday-activity-and-food-programme-haf>

# Southend on Sea Trip!

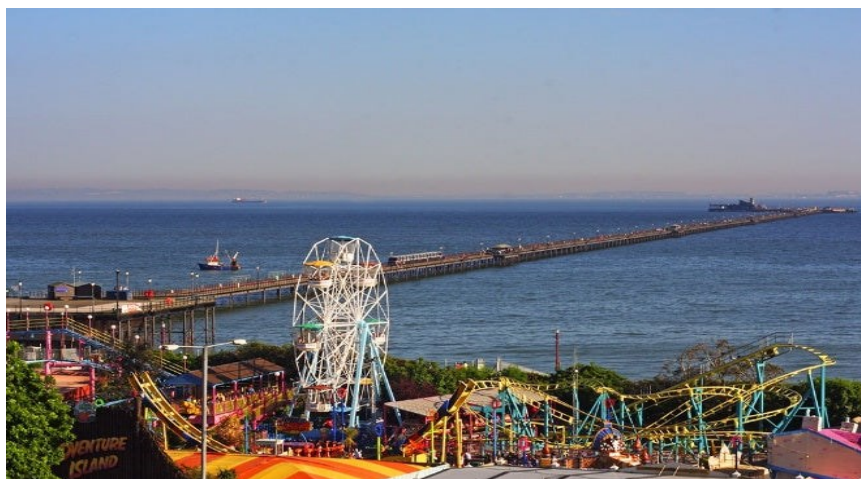
Wednesday 27th August 2025



For more information

email [info@fridayhilltmo.org.uk](mailto:info@fridayhilltmo.org.uk)

Or call the office on 020 8523 9433



## **OFFICE OPENING TIMES**

Office hours: **9am to 5pm**, Monday to Friday

Office contact number: 020 8523 9433

Office Email address: [info@fridayhilltmo.org.uk](mailto:info@fridayhilltmo.org.uk)

Out of Hours Emergencies: 07920 475287

Central Heating Emergencies: 020 8496 3000