



newsletter

AUTUMN 2023

THE DENBIGH METHODIST HOUSING ASSOCIATION RESIDENTS NEWSLETTER



Welcome to the first edition of the **Denbigh Methodist Housing Association Residents Newsletter**.

Here you will find the latest news from the organisation, updates on any maintenance and building work as well as tips and tricks to help you manage and maintain your property.

We will also share seasonally-relevant information and tips such as how to keep your fuel bills down in the winter months, as well as details of any organisations that can help.


Lastly, we do hope you enjoy reading this newsletter. We want it to be relevant to our residents so if you have any ideas or suggestions about content you'd like us to include, please get in touch as we'd love to hear from you.

We hope that the autumn months will treat you well.

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Get in Touch

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Support to manage your energy bills

With the rising cost of living, organisations are working to help everyone stay well and warm this winter.



shine

The **Seasonal Health Intervention Network (SHINE)** London offers free energy advice to Londoners. They offer a dedicated helpline and affordable warmth interventions to help households reduce their utility bills and stay warm.

SHINE also accepts referrals from households with an income below £16,480, those receiving means tested benefits, or those who fall in a SHINE target group:

- Adults over 60
- Children under 15
- Has a disability
- Has a long-term health condition that is worsened by the cold

SHINE offers the following services:

- Telephone based energy advice.
- Supplier discounts and extra care services (after undergoing a SHINE assessment)
- 'Energy Doctor' home visits
- Fuel Debt Support

To refer yourself, please call 0300 555 0195 (between 9am – 5pm, Monday – Friday) to speak to an advisor.

Please visit: <https://shine-london.org.uk> for more information.



Action for Warm Homes

National Energy Action

This is a UK charity that supports disadvantaged and vulnerable people with their energy bills. They provide advice and support on energy bills and keeping warm, as well as benefits advice and income maximisation.

Call **0800 304 7159** to speak to an advisor

Visit **www.nea.org.uk** to submit an online referral or get in touch via the webchat.



A few tips to help keep your energy bills low:

The **Energy Saving Trust** has shared some useful tips to save you money on your energy bills:

- Switch appliances off standby mode - this can save you around £60 per year
- Use your washing machine on a 30 degree cycle (or cooler) - this can save you around £30 per year
- Take shorter showers - keeping your shower to just 4 mins can save a household around £75 per year

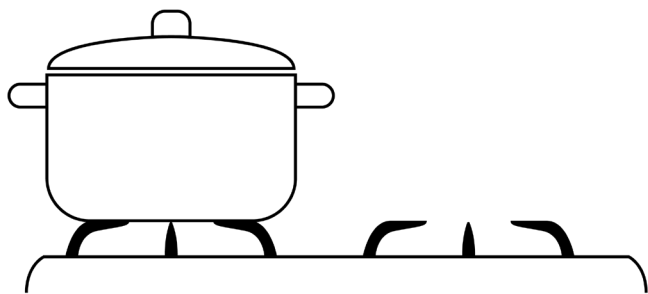
Visit **energysavingtrust.org.uk** for more useful information and see how small changes can add up to big savings.

Fire Safety

Taking fire prevention steps within your home is the best way to minimise the chances of a fire. Here are a few steps you can take to increase the safety in your home:

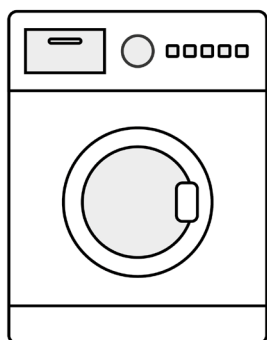
Cooking

- Do not leave your cooking unattended.
- Turn off all cooking appliances when not in use.
- Ensure that oven gloves, cloths, tea towels and other items are kept away from hobs.
- Do not use toasters under wall mounted units and keep them away from flammable materials



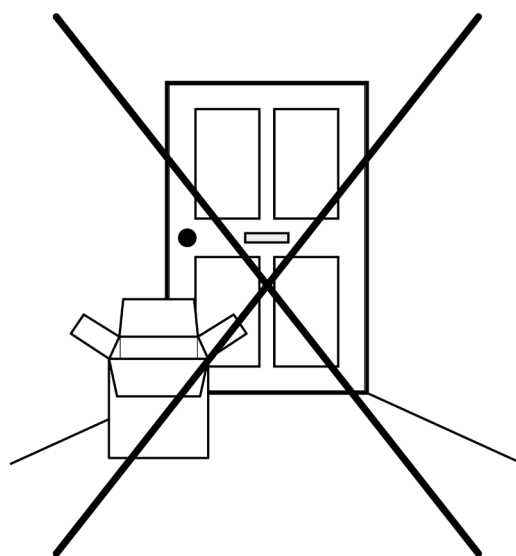
White goods

- White goods include the washing machine, fridge, freezer, dishwasher, tumble dryer and cooker.
- Ensure that all your white goods are safe to use and not subject to a product recall. Check for product recalls here: www.productrecallcampaign.gov.uk
- If any of your white goods are faulty, seek a repair or replacement from the manufacturer.



Housekeeping

- Ensure that the route to your front door is kept clear so that you can escape in an emergency.
- Do not leave mirrors by windows as they can focus sunlight and cause a fire to start.
- Never leave items in the common areas as they could be an obstruction or trip hazard or even block an escape route.
- Please report any items left in the common areas to us so that we can ensure that they are removed.



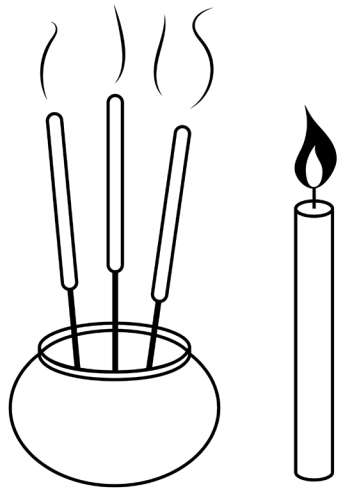
Arson

- Please report any antisocial behaviour to us
- Be aware of anyone following you through a communal entrance door without using a key or fob.
- Please contact the fire brigade and/or police in an emergency



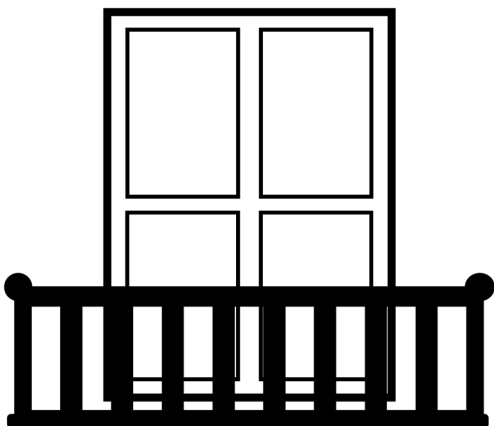
Candles and incense sticks

- Never leave candles burning unattended and fully extinguish them after use
- Ensure that all candles or incense sticks are kept away from curtains, furniture, clothing, or any other flammable materials.
- Use a tray or holder and place it on a non-flammable surface.
- Ideally use battery powered candles or oil burners instead of flame



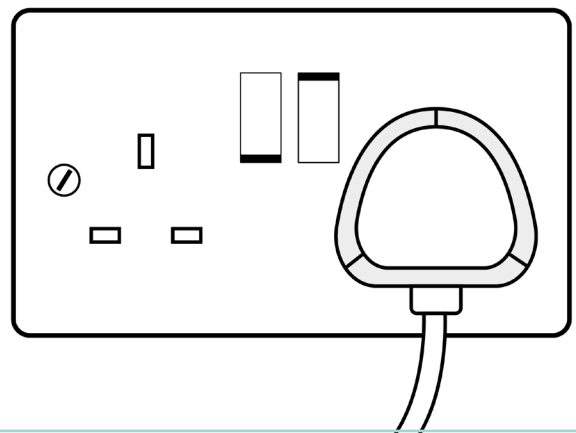
Balconies

- The use of barbeques on your balcony is not permitted.
- Do not store flammable items on your balcony and avoid using soft furnishings on any of the furniture on your balcony.
- If you are smoking on your balcony, please take extra care and do not dispose of cigarettes over the edge of the balcony.
- Avoid storing mirrors or bottles on your balcony as they can focus sunlight and cause fires to start.



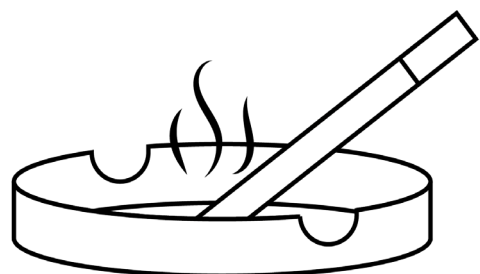
Electrical equipment

- Do not use any damaged equipment or damaged cables and get them repaired by a professional
- Do not overload extension leads and do not plug in more than one powerful appliance (such as kettle or heater)
- Keep flammable materials away from cables and sockets
- Ensure that any portable heaters are kept away from furniture, clothing, bedding and other flammable materials



Smoking

- Ensure that you have a suitable ashtray that won't tip over, and empty it regularly.
- Ensure that you fully extinguish your cigarette in the ashtray.
- Avoid smoking in bed.
- Do not dispose of your cigarette off your balcony or out of a window.
- Smoking is prohibited in all common areas.



Signs of mould, condensation, and damp

Did you know that there is always some moisture in the air? Everyday activities such as boiling a kettle, drying clothes indoors, taking a shower and even breathing add moisture to the air.

How much moisture is produced in your home each day?

Drying clothes indoors = 9 pints



Cooking and boiling a kettle = 6 pints



Two people breathing at home = 3 pints



Taking a bath or shower = 2 pints

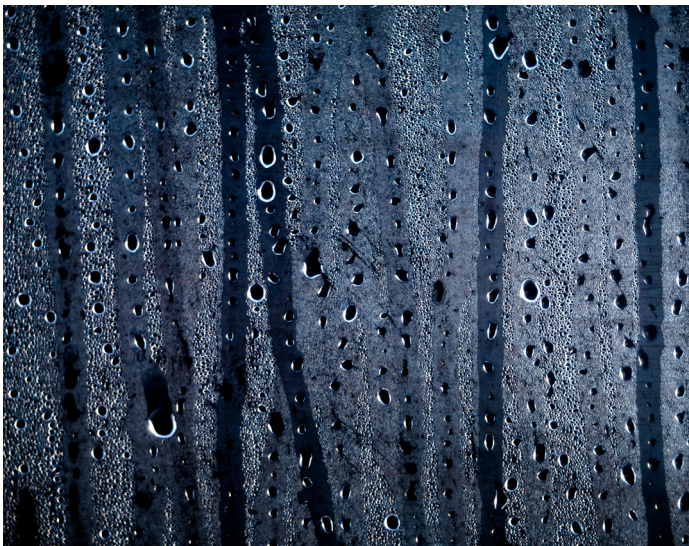


Washing dishes = 2 pints



Total = 22 pints

Condensation is caused by warm, moist air meeting a cold surface. This causes small water droplets to develop. Moisture in the air is created by everyday activities such as washing clothes, taking a bath, and cooking. You may have noticed the mist that is created on your mirror after taking a bath or shower.



Condensation tends to occur more in cold weather. It often happens when the warm, damp air from kitchens and bathrooms moves to cooler areas such as bedrooms. If condensation is left untreated, your home will become damp – this is the perfect condition for house dust mites and mould growth. Over time, damp can cause damage to your home.

Signs of condensation

- Water droplets on the insides of windows
- Dampness during the winter rather than summer months
- Walls, ceilings and cold surfaces (such as cold water pipes) appear to “sweat” with moisture

Signs of mould caused by condensation

- Damp and black mould – this may be behind furniture and in cupboards or in the corners of rooms.
- Clothes in wardrobes and drawers smell musty and have mildew on them.



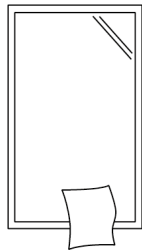
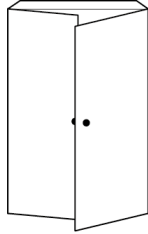
Signs of a leak or penetrating dampness

- A damp area with water staining
- There is little to no black mould in the damp area

Tips for preventing mould, condensation and damp

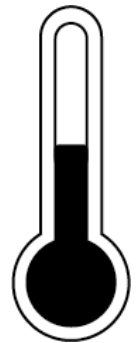
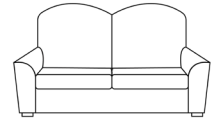
General tips

- Avoid putting too many items in your wardrobes and cupboards as this stops the air from circulating
- Do not place items such as wardrobes and beds against outside walls as mould may be more likely to grow behind them
- If condensation appears on the inside of windows, wipe them down
- Use a mould and mildew cleaning product to remove mould growth



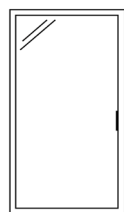
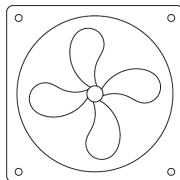
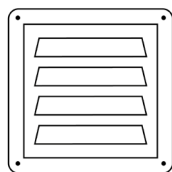
Heating your home

- Do not place furniture in front of radiators
- Heat all rooms even if they are not being used
- With central heating, set the thermostat to 18 – 21C
- Heat your home at a lower temperature over a longer period of time (rather than short bursts at a high temperature) – this will also cost you less



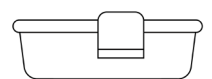
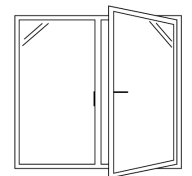
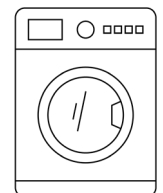
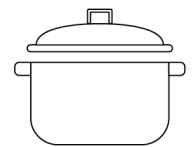
Ventilating your home

- Keep a small window or air vent open when you are at home to allow fresh air into your property and prevent the air from becoming stale and humid
- After a bath or shower, leave the bathroom window open or use the extractor fan (if you have one) until the steam has cleared
- Keep the windows closed when using the extractor fan (otherwise it will draw in air from the outside rather than drawing the moisture out of the room)

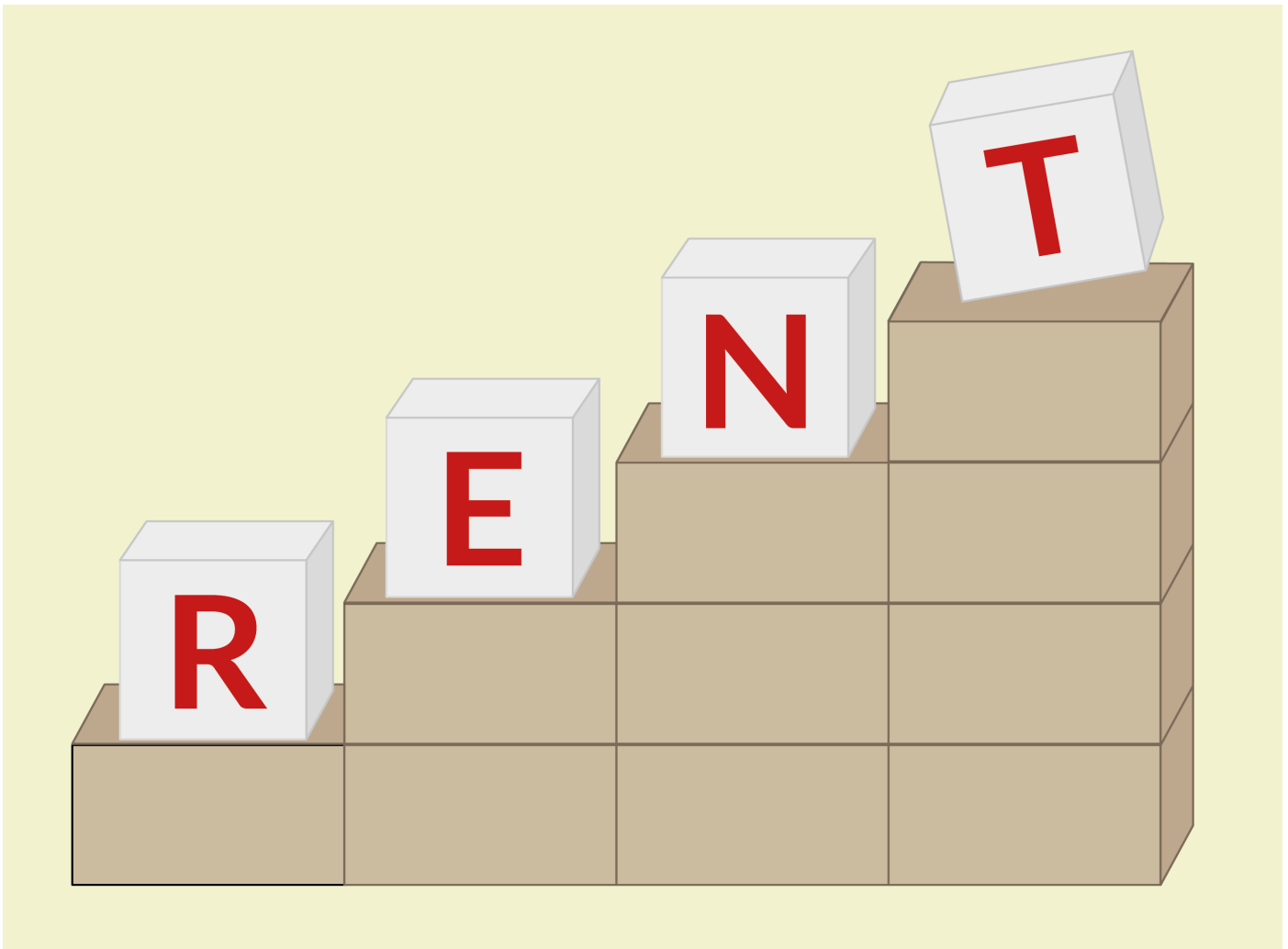


Reducing steam and moisture

- Open the window or use the extractor fan when cooking, cover saucepans with lids and keep the kitchen door closed
- If you use a tumble dryer, make sure it is vented to allow the air to escape to the outside
- When drying clothes indoors, leave them in a room with the door closed and a window wide open or turn a fan on
- Avoid hanging clothes on a radiator
- When filling a bathtub, create less steam by running the cold water first and then the hot water



Rent Increase in November 2023



As a social housing provider, we are committed to providing safe, high quality accommodation and ensuring that we maintain a stable housing environment. This means that we regularly assess our rental rates.

The rental income we receive is re-invested to maintain our current properties and to continue to provide our residents with effective housing services.

Unfortunately, the recent increase in inflation has affected our operational costs, particularly our maintenance expenses so it has become necessary to implement a rental increase of 5% starting from 1st November 2023.

We do understand that an increase in rent is never welcome news for residents - and we want you to know that this decision has not been taken lightly or without careful consideration of the impact it may have - particularly

with the general increase in the cost of living. However, we do feel that the increase is necessary to continue providing effective housing services to our residents.

We have sent letters to all our residents explaining this rent increase in more detail and specifying your new rent amount. We have also asked that you please adjust your standing orders or other payment methods accordingly where needed.

If for any reason, you are finding it challenging to accommodate this change (or if you have any questions), please don't hesitate to get in touch. We are here to assist you and to explore any possible solutions that could make this transition easier for you.

Lastly, we want to thank you for your understanding and cooperation and for being a valued resident.

Maintenance and renovation works in the communal areas



We're excited to share some updates regarding the major works we've been diligently carrying out in the communal areas of your residence.

Over the past few months, we've successfully completed renovations in the lobby, enhancing its aesthetics and functionality. Additionally, we've improved lighting.

Looking ahead, we have more improvements planned, including a fresh coat of paint in the hallways and upgraded security features.



We're committed to creating a better living environment for you, and we appreciate your patience and understanding during these renovations.

Stay tuned for more updates, and feel free to reach out if you have any questions or suggestions.

