

atHome



Watling High Street, 1930s

Melville House, 1969

Basing Way, 2019

Brunswick Park
Coming 2020

Celebrating 100 years of council housing Page 7

Get your resident award nominations in! Page 12
Urban Gamez 2019 Page 10

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How to contact us

020 8359 5225 (8am - 6pm, translators available)

Email	talk2us@barnethomes.org
Online	barnethomes.org
Contact Centre/Repairs	020 8359 5225
Leaseholder repairs service	020 8368 6017
Leaseholder Services Team	020 8359 6020
Right to Buy applications and enquiries	020 8359 6020
Pay your rent or service charges	0845 356 3456 (24 hours) or barnet.gov.uk
Our offices	Barnet House, 1255 High Road, Whetstone, N20 0EJ 2 Bristol Avenue, Colindale, NW9 4EW
Assist service	020 8359 4841 or assist@barnethomes.org

Complaints

The Barnet Group is committed to continuously improving what we do and the way we do it as a result of feedback from customers, and the people we support and their families. The Barnet Group aims to listen to and learn from our customers, enabling us to address any service failures, identify areas for improvement or areas of good practice, and monitor services in a customer-focused way.

We welcome complaints and feedback from our customers to help us do this. Feedback can be given to us by email, in writing, by telephone, and in person. Please visit barnethomes.org/complaints or use the information above to contact the Complaints Team.

Welcome from our CEO

Over the past few months, we've continued our work to improve our services to you. As part of our Customer Experience Project, we have been holding focus groups with you and some common themes have emerged. These are the ones we will be looking to address first.

Getting things 'right first time'

We appreciate that it is frustrating when you can't get through to the right person or department who can resolve your request, correctly, the first time.

To try and serve you better, we have been training our Contact Centre staff to be able to deal with more specialised queries like dealing with rent payments. We are currently working on simplifying the rent payment process and improving our repairs systems

so that reporting, and following the progress/status of, a repair is easier. We aim to keep you regularly informed of the progress of your repair or service request.



atHome magazine

This magazine is one of the main channels of communication we have with you, so we want to make sure that it contains the kind of information you find useful. If you have a moment, please get in touch with us to tell us what articles you find interesting and the type of information you would like to see in atHome if it's not in here now. There's more information about what we want to hear from you on page 4.

Customer Awards are coming

We've set the date and are now working towards our annual Customers Awards and thank you party. You've now got the chance to nominate a neighbour or fellow resident you feel works at doing things that benefit the local area. See page 12 on how to get your nominations in!

Finally, it's always great to meet you, and we were delighted that one of our tenants invited us into their home, as part of our celebrations to mark 100 years of the Addison Act. What did they say about life on the Watling Estate for the past 40 years? You'll have to turn page 8 to find out.

That's it from me. Over to you,

Tim Mulvenna
Chief Executive, The Barnet Group

About atHome

If you have any comments or questions about atHome, please write to: Communications Team, 3rd Floor, 2 Bristol Avenue, Colindale NW9 4EW, or email atHome@barnethomes.org. You can also find an electronic copy at barnethomes.org.

Editor: Tamara Wright | Design: Andrzej Perkins

Help us create a new atHome

In the Summer edition of atHome we talked about how we have started a Customer Experience Project to make sure we deliver the right improvements to our services to you.

This follows most recent tenant and leasehold satisfaction survey that many of you took the time to fill out and return to us.

Part of our plans include improving our communications with you, so we wanted to take the opportunity to ask for your feedback on the articles in this magazine.

We've been publishing this magazine every three months since its launch in 2004 (issue one above, right), and the content has evolved over time.



We're aware that not all our residents and leaseholders have internet access in their homes, but some may wish to receive the magazine by email, rather than receiving a print copy. This means you would receive your magazine quicker, and would also be doing your part to reduce our overall environmental impact.

If you have feedback or comments about how we could improve atHome magazine, please email atHome@barnethomes.org.

We will also be running a number of customer focus groups, to work together to make atHome better for everyone. If you would like to be a part of one of these groups, please email us using the contact details above.



However, we are always looking to make sure it is as current and relevant to our customers as possible.

We'd like to know if there are any articles that you would like to see in the magazine that you don't currently?

Would you like to see more articles featuring residents?

Are there any stories in the that you really enjoy that you'd like to see more of?



Vale Court gardeners rejoice thanks to help from Vallectric



Our contractors Vallectric have brought the summer cheer to our Sheltered Housing scheme at Vale Court with a donation of £200 towards a community BBQ, which took place on the weekend of 10-11 August.

In addition to this, Vallectric donated a shed to Vale Court's keen gardeners, giving them somewhere to store all their tools.

Pictured above (L-R): Vallectric Site Manager Julian Griffin, Resident Liaison Officer Jenny Lucas, Barnet Homes Sheltered Housing Officer Anne Flynn and Vallectric Operations Manager Jason Oakford. **Right:** Julian Griffin with a Vale Court resident and their new shed.



A WORD FROM THE CHAIR OF OUR PERFORMANCE ADVISORY GROUP



I hope you have all enjoyed the summer, it really seemed to fly by and we are now busy with what is going to be a packed autumn.

As usual, your residents' scrutiny group have been working hard on your behalf to ensure we are getting the best possible services for you all.

We have been continuing our work with the Customer Experience Project, which is all about improving the quality of services Barnet Homes provides to us.

At the moment we are focusing on helping to improve the repairs service as part of the project.

We had the annual Finest Flowers competition in July and we received a record number of entries this year. The

winners will be announced later in the year at our Residents Award event, so check the Barnet Homes website in December to see who our best green-fingered residents are.

This event also celebrates individual residents and groups who have worked so hard throughout the year to make a difference, so if you know of someone who goes the extra mile, please be sure to nominate them for an award, details are on page 14.

Well that's all from me for now, remember we are always looking for people who want to get involved so if you are interested in finding out more, please send an email to getinvolved@barnethomes.org or call Deborah Beckford on 020 8359 5307.

All the best,
John Davies



A look inside Barnet's new Youth Zone

Barnet has the second-highest percentage of children and young people (those aged up to 19) in London, so who got a ringside seat to the opening of a Youth Zone in Burnt Oak?

The Unitas Youth Zone, named by the young people of Barnet, means 'unity' in Latin and is the first of its kind in North London.

More than 1,400 local people turned up to the official opening which had a 'Greatest Showman' theme, and offered local people the chance to see what the £6.5million facility had to offer.

A four-court sports hall, gym, 3G all-weather pitch, music recording studio, training kitchen and dance studio are just some of the facilities Unitas can provide for youngsters.

The brilliant news is that young people only have to pay £5 for an annual membership and then just 50p each time they visit Unitas.

The Youth Zone is open seven days a week with different sessions for juniors (8-12) and seniors (13-19) and those aged up to 25 who have additional support needs.

Most importantly, young people using Unitas over the summer holidays have already been sharing positive feedback.

10 year old Angel reported back: "I really appreciate and love that I have somewhere safe to hang out! I can meet old and new friends from different areas and be myself. Unitas has given me a lot of opportunities to enhance my gifts and talents. The staff are real, fun and respectful."

Find out more at unitasyouthzone.org.

A brighter look for our domestic violence refuge

Since we opened our domestic violence refuge three years ago, we have been very grateful to have received a lot of help maintaining the property.

Our contractors and partners have carried out works to the property in the form of gardening, repairs and even fitting a brand-new kitchen.

This summer, Bright Space (a project of the Bright Horizons Foundation for children) decorated the communal lounge of the refuge. This has resulted in a warm and cosy space for the families living in the refuge to relax in.

Bright Space creates safe and harmonious spaces in homeless accommodation to help children and young people rebuild their confidence and heal through play.

As well as completely transforming the communal lounge, Bright Space also provided a host of fun and recreational resources for the children living at the refuge.

One of our workers from Solace Women's Aid who manage the refuge on our behalf said: "The clients love the space, they say that it feels so homely and welcoming now.

"They spend more time in the living room than they

used to. The children have painted some pictures that have been put up on the wall in the new frames and they love it.

"The children spend a lot of time playing together with the new toys in the living room. One child said to her mum that she does not want to move out of the house as there are too many toys and children to play with."

Barnet Homes' Domestic Violence One Stop Shop

If someone you know is suffering from domestic abuse, please encourage them to visit Barnet Homes' domestic abuse One Stop Shop. It takes place every Thursday from 9.30am – 12:30pm at Barnet House.

Visit the One Stop Shop for free advice and assistance from:

- Solicitors (free advice about injunctions, divorce proceedings, immigration status and more)
- Housing advice (protecting you in your home, refuge placements, and information about moving)
- Support and Advocacy Services (access to risk-assessments and safety planning, counselling, support groups, and information about domestic abuse)
- Cyber-crime specialists (free advice to help you to increase your cyber-security on social media, smartphones, laptops and routers).

For more information about our domestic violence support services, call **020 8359 4797**. If you're in immediate danger please call **999**.





The only way is up with downsizing

Fancy a fresh start? As much as you love life in London, for many of our tenants the time comes where you have to re-think your lifestyle.

The Seaside and Country Homes Scheme helps council and housing association tenants to move out of London. There are one and two-bedroom properties available in areas across the country, including in Lincolnshire, Devon, Cornwall and Essex. The scheme also helps households to find properties in rural areas.

A long-time Barnet Homes tenant, Violet Cousins was so happy with her move. She previously had difficulty managing the stairs in her property in Hendon, so

looked to downsize and move out of London.

Mrs Cousins has been really enjoying her new ground-floor flat. "I find living in Essex absolutely great. I love the real sense of community here - the people are so nice and friendly, and it is not so crowded anymore compared to living in Barnet.

"There are so many lovely places to visit, and the moving process was so smooth."

Call 020 8359 4965 or

visit housingmoves.org

From Burnt Oak to BOOST

2019 marks 100 years since the start of the Addison Act, which heralded the construction of mass public housing in the United Kingdom.

One of the first housing estates in the country to be built was the Watling Estate in Burnt Oak.

atHome was lucky enough to be invited into the home of Michelle Tye, whose family has lived in the Watling Estate since not long after World War Two.

Michelle's grandad was one of the war

heroes that council homes were built for. When her grandad returned home he ran a fruit and veg stall on Watling Avenue (pictured, right in the 1930s).

Michelle grew up in the house on the Watling Estate with her parents (and that mum Pauline still lives in) before moving out into one of the newer flats that were built on the expanding estate.

All in all, the Tyes have lived on the Watling Estate for over half a century. So what has been the best thing about living here?





A sense of community

Michelle said: "There are so many green spaces in Burnt Oak, Silk Stream and Watling and Montrose parks. When we were young we always had somewhere to go around here. Even now, we can still hear the sound of children playing. I love to hear that."

"There's good transport links in Burnt Oak, so you have the best of both worlds with central London 20 minutes away on the tube. But on the other hand, you're never more than 20 minutes away from a green space."

However, Michelle's father found he didn't need to use the tube to commute into work; at the time there were plenty of jobs for local people.

30 years later residents in Burnt Oak don't always have access to the same level of job opportunities as other parts of Barnet.

This is one of the reasons why Burnt Oak Opportunity Support Team - now known simply as BOOST - was set up in 2015.

Through BOOST, Michelle was able to start volunteering at their offices which built

up her confidence to enter the job market again. Michelle is now working for BOOST as an adviser.

She says that she loves supporting local people into work as she was once helped by the BOOST initiative: "Lawrence, the manager, got me to volunteer with his team for three months and it went from there."

"I think the clients can relate to me, because I have been where they've been, looking for work. I can really understand where they are coming from."

Michelle is proud that several generations of her family have made a home in Burnt Oak. "For us council housing has allowed us to bring up a family in a settled long-term home that is affordable. We would never have been able to have a home like this in Barnet otherwise."

BOOST is located at Burnt Oak Library, Watling Avenue, HA8 0UB. You can call them on 020 8359 5600.

We are still looking for any of you who have memories to share about life on the Watling Estate. Please get in touch with us: getinvolved@barnethomes.org.

URBAN GAMEZ 2019

Our annual festival of sport took place at the end of August at the Grahame Park Estate in Colindale. Children of all ages were treated to races on the Concourse, as well as a wide range of fun and games.



YOUR RENT

We would like to remind you that 2019/20 is a 53-week year and as such there will be 49 chargeable weeks rather than the usual 48. The 2019/20 payment dates are available on our website in the section, 'Rent payment dates' at barnethomes.org.

Want 24/7 online access to your rent account?

You can now have 24/7 access to your rent account. If you would like us to set you up online, please let us know by emailing talk2us@barnethomes.org with the subject line "sign me up".

Paying your rent: why not self-serve?

There are many ways you can pay your rent. Please choose from the options offered below that suit you:

BY DIRECT DEBIT: We offer two monthly payment dates (the 1st and the 15th). A form can be downloaded from our website on the 'Ways to pay your rent' section.

BY DEBIT/CREDIT CARD: By calling the automated line on 0845 356 3456.

You will need to choose the option 'housing rent' (this can also be used if you are paying your garage rent) and you will need your nine-digit account

reference number which starts with '1'.

ONLINE: Go to barnethomes.org and select 'make a payment'.

AUTOMATIC PAYMENTS: You can also set up automated payments direct from your bank account by setting up a standing order. In order to do this, you will need our bank details which are as follows:

Sort code: 60-23-36

Account No: 82622833

Receiving Bank: NatWest

Beneficiary: London Borough of Barnet

Please put your rent account number as the transaction reference. This is nine digits long and starts with '1'.

SIGN UP TO PAY YOUR RENT BY DIRECT DEBIT AND WIN

Every issue we encourage tenants to pay their rent by Direct Debit and be entered into a free prize draw.

If you sign up to pay your rent by direct debit, you'll be entered into a free prize draw and be in with the chance to win a month's free rent, a week's free rent or £25 high street shopping vouchers.

The Barnet Group Customer Awards

Get your nominations in now!

We are on the hunt for unsung heroes whose achievements, dedication or good neighbourliness deserve recognition.

Do you know someone who fits the bill? Then why not put them forward to celebrate all that is best about our customers at an awards ceremony that will be held in December.

Turn over to make your nomination

The Barnet
Group

PERSON CENTRED



MESSAGE FROM BARNET POLICE

Public spaces are for everyone

Barnet has three Public Spaces Protection Orders (PSPOs) currently active. These small, defined areas have been highlighted as suffering from problems such as street drinking or anti-social behaviour in parks.

Anti-social behaviour in public spaces blight the community and sometimes make the areas inaccessible or intimidating for other local residents, especially families. It even begins to impact on peoples' quality of life.

How does a PSPO help a community?

This enables for areas to be cleaned, alcohol can be confiscated, including closing premises that sell, and encourage, drinking in the street. Domestic and

commercial fly tipping has also been addressed, with residents and figures showing a decline in anti-social behaviour in the areas being targeted.

If you've witnessed or been the victim of crime, please report it!

It will help us to bring the offender to justice. The kind of information you provide plays a huge part in how we plan our policing.

To find out detailed information about policing in your area, local issues and who your Community Policing Team are – just enter your post code at met.police.uk.

MESSAGE FROM BARNET POLICE

WHAT IF YOU COULD...

MAKE MONEY DOING WHAT YOU LOVE?

WHETHER YOU'RE JUST STARTING UP
OR WANTING TO GROW YOUR EXISTING BUSINESS
WE CAN TEACH YOU HOW TO
MAKE A LIVING DOING WHAT YOU ENJOY



BOOK YOUR
FREE SPACE:

POPUPBUSINESSSCHOOL.CO.UK/BRENTCROSS

OUR PRACTICAL TWO WEEK BUSINESS COURSE IS
SPONSORED BY LOCAL PARTNERS
SO WE CAN GIVE OUR TRAINING

FOR FREE



@POPUPBUSINESS
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PopUp
BUSINESS SCHOOL

BARNET
LONDON BOROUGH

re

The Barnet
Group
HARROGATE

WHERE MORE HAPPENS
BRENT CROSS

"What is the PopUp Business School?"

We are the UK's leading alternative to the traditional way of starting a business. Our **FREE** business course shows you a new way of thinking and practical ways to get your business idea off the ground.

"What do you mean free?"

The course is free thanks to the support of local sponsors. No one has **EVER** paid to attend. **NO** Upselling. **NO** surprises. **NO** hidden terms and conditions. **We promise.**

"How are you different to any other course?"

Our approach is the complete opposite of traditional methods to starting a business. Instead of teaching about business plans and loans, we will show you how to get started immediately and without spending any money.

"What's On?"

We will help you to start or improve your business based around where your passion lies regardless of where you're at on your business journey.

WEEK ONE - START



Start for Free



Sales & Marketing



Build a Free Website



Social Media



Tax, VAT & Legal

WEEK TWO - GROWTH



Pricing



Confidence



S.E.O (Getting on Google)



Networking



Negotiation

In this new world,
ANYONE can start a business and make money doing what they love.
What most people need is to be shown how.

"Wow! This sounds great! Where and when are you running the course?"

BRENT CROSS SHOPPING CENTRE (FENWICK ENTRANCE)
PRINCE CHARLES DR. HENDON, LONDON NW4 3FP

MON 4 - FRI 15 NOV 2019

10AM - 3PM, DAILY

FIND THE FULL SCHEDULE AND SIGN UP FOR YOUR TICKET AT THE WEBSITE BELOW

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BECOME A RECYCLING CHAMPION

You’ve heard all about supermarkets cutting back on plastic packaging but can you actually recycle crisp packets?

Our recycling tips should help you sort your household waste in no time!
Did you know? Most of your household waste can be recycled! Keep a separate bin or bag in your kitchen to put your clean, dry recycling in, then empty it out into your communal blue or green recycling bins once full.



Did you know? You can recycle household plastic packaging such as milk bottles, fruit punnets, cleaning bottles and yogurt pots using your large communal recycling bins or green and blue communal bins! But remember, no polystyrene, crisps packets or film. Recycling right helps to reduce the need to make new materials and reduces your environmental impact.





If you have any large or bulky electrical items you need to get rid of, you can arrange for Barnet Council to pick them up. Visit [barnet.gov.uk/recycling](https://www.barnet.gov.uk/recycling) to book a collection. There is a charge for this service.

Remember! The following items CAN'T be put in your recycling bin. You will need to take them to your local recycling centre.

- Clothes and textiles
- Food waste
- Black bags and carrier bags
- Electrical items
- Nappies
- Hard plastics
- Wood

Find out more about how to dispose them, and for all other information about recycling in your home, visit at [barnet.gov.uk/recycling](https://www.barnet.gov.uk/recycling).



PA Choices

We pay London Living Wage!
£10.55 per hour

Personal Assistant Service

Are you looking for flexible or part-time work caring for people locally in Barnet?

PA Choices matches people who are in receipt of direct payments with personal assistants who are able to support them on a day to day basis.

We have part-time and full-time positions available.



The Barnet Group
PERSON CENTRED

PA Choices is part of The Barnet Group

For more information

Call: 020 8359 4621

Email: pa@yourchoicebarnet.org