

atHome



Season's Greetings and a debt-free New Year!

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How to contact us

Freephone 0800 389 5225 (24 hours, translators available)

Text us	07903 324 192
Minicom	020 8359 5212
Email	talk2us@barnethomes.org
Online	barnethomes.org
Gas repairs	0800 389 5225
Leaseholder repairs service	020 3589 3071
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
Local numbers	Grahame Park and West Hendon 020 8359 2929
Our offices	Barnet House, 1255 High Road, Whetstone, N20 0EJ
Assist service	Grahame Park Office, 17 The Concourse, Grahame Park Estate, Colindale, NW9 5XA 020 8359 4841 or assist@barnethomes.org
Local housing surgery	Valley Centre, 38 Homefield, Dollis Valley, EN5 2UJ (Every other Wednesday from 2.30pm-3.30pm)

Barnet Homes will be closed from Saturday 23rd December with normal hours resuming on Tuesday 2nd January 2017.

For emergencies and to make rent payments from 27th-29th December, call **0800 389 5225**.

Goodbye from our Chief Executive Troy Henshall



Christmas has snuck up on us again. The smoke from Bonfire Night was still in the air when the annual TV adverts began, reminding us that the festive season is here.

The past five months have been a very busy time for us with fire safety works, but I am delighted that Barnet Council's Housing Committee was able to approve a budget of £17.5 million to undertake high-priority fire safety works over the next two years.

I am also grateful that Borough Commander Simon Rose continues to keep us informed on safety and security issues affecting Barnet residents. With the dark nights now truly upon us, Detective Chief Superintendent (DCS) Rose has some advice to keep up awareness of opportunistic crime, which you will find on page 21.

The festive season is also a time when we remind you of the importance of continuing to pay your rent as a priority. We have some practical budgeting advice from the Credit Union on pages 10 and 11 to help with that New Year's resolution we all have of getting rid of debt and trying to save more money.

Finally, as many of you will know, I will be leaving Barnet Homes at the end of 2017 to move on to a new role.

I have been at Barnet Homes for just under eight years and I am extremely proud of what we have achieved - with residents and leaseholders at the heart of what we do. The Performance Advisory Group (PAG) is key to this and you can find more out about their work on page 18.

I am delighted to announce that Tim Mulvenna has been appointed as the new Chief Executive and will start on the 6th February 2018.

Thank you for all your support during my time here at Barnet. I wish you and your families a safe and happy festive season and I will leave you with one of the best Christmas song lyrics ever!

"So here it is, Merry Christmas, everybody's having fun, look to the future now, it's only just begun."

Troy Henshall, CEO, The Barnet Group

About atHome

If you have any comments or questions about atHome, please write to: **Communications Team, 4th Floor, Barnet House, 1255 High Road, Whetstone, London N20 0EJ**, or email atHome@barnethomes.org. You can also find an electronic copy at barnethomes.org.

Editor: Tamara Wright | Design: Andrzej Perkins

NEWS IN BRIEF

Our domestic violence refuge makes prestigious shortlist

On Thursday 2nd November, the Women in Housing Awards took place at the Hilton in Manchester.

Our domestic violence refuge was nominated for 'Most Effective Project in Improving the Lives of Women'. Violence Against Women and Girls (VAWG) Strategy Manager Radlamah Canakiah attended the awards ceremony with Domestic Violence Project Assistant Laura Rodriguez-Poza.

The refuge did amazingly well to be shortlisted among such strong projects in the housing sector.

Congratulations to everyone involved in the work and the One-Stop-Shop, including our partners Solace Women's Aid.

If you need advice about a domestic violence or abuse situation, you can find more information on page 6.

Kind-hearted resident raises money for Grenfell survivors

A Barnet Homes resident was so moved by the experiences of residents after the Grenfell Tower tragedy, that she faced her fear of heights to raise money.

Deepa was plucking up the courage to do a sky-dive earlier in the year to overcome her fear of heights. However, when the Grenfell Tower tragedy happened, she was moved to do the sky-dive for Family Action to raise money for survivors of the tragic tower block fire.

Deepa said, "I got in touch with the charity Family Action. They appealed to me as they dealt not only with helping and supporting residents, but also with the impact on their mental health."

So far, Deepa has raised a superb £750, but people can still make a donation at her Just Giving page at justgiving.com/fundraising/deepa-1



Apprentice Class of 2017/18

The Barnet Group have recently welcomed this year's 'crop' of apprentices who are embarking on a 12-month programme of learning (and earning) with us.

Our apprentices will be working in a service or department across Barnet Homes and Your Choice Barnet.

As well as gaining practical work experience, our apprentices will also have a weekly day-release of study with Barnet and Southgate College to gain a full

qualification in Housing Management or Social Care.

Six apprentices from 2016/17 have gained employment with The Barnet Group – so the programme contributes to our community commitment by supporting local people into work and training.

We will be following their journey through their year with us and will be publishing individual stories about our apprentices in a future edition of atHome!

Housing Options moves to appointment-only service

As of Monday 20 November, if you need to contact our homelessness advice team via our Housing Options team, you will need to make an appointment. We no longer operate a 'drop-in' homelessness advice service.

If you are at risk of becoming homeless

or need to discuss another housing issue, please phone the Housing Options Team on **020 8359 4797** or email housingadvice@barnethomes.org.

More information about the Homelessness Prevention Act can be found at barnethomes.org.

Gas services over the winter

As of August 2017, Purdy Contracts Ltd. are now providing services for commercial boilers at Barnet Homes properties, taking over from Robert Heath Heating. This primarily affects our Sheltered schemes.

A list of properties with commercial boilers installed can be found on our website, barnethomes.org.

If you are experiencing a problem with your commercial boiler, please call the Purdy customer contact centre on **019 9270 3410**. You can call this number 24 hours a day, 7 days a week.

Residents with a domestic boiler inside their property will continue to have their boiler services provided by Robert Heath Heating.

We are aware of some issues with the service being provided by Robert Heath Heating currently. We continue to work very closely with Robert Heath Heating on the domestic heating contract through this winter to ensure a good service is maintained. Barnet Homes is also in the process of re-tendering this work and we hope to make an announcement in the coming weeks as to who will provide this service in the future.

Support for victims of domestic violence

Advice, information and support in Barnet

Domestic violence and abuse can take many forms and can involve psychological, physical, sexual, financial or emotional abuse. The abuse can involve bullying, controlling or threatening behaviour such as not letting you leave the house or threatening to hurt you or your family.

Barnet Homes' Domestic Violence and Abuse One Stop Shop launched in January 2016 and has already helped 585 women and their families to prevent further domestic abuse.

If you need help, you can visit the Domestic Violence and Abuse One Stop Shop. It's open every Thursday from 9.30am to 12.30pm at Barnet House, 1255 High Road, Whetstone. No appointment is needed.

At the One Stop Shop you will receive one-to-one support from an Independent Domestic Violence

Advisor from Barnet Solace Women's Aid, Victim Support, Jewish Women Aid or Asian Women Resource Centre. They will also discuss safety options and complete a risk assessment with you.

You can receive more information, advice and support from:

- Family law solicitors or an immigration solicitor
- An experienced former Magistrate
- A Barnet Homes' Housing Advisor who can go through any housing options that may be available to you
- A Sanctuary Coordinator who can advise you on extra security measures that can be adapted to your home
- An Anti-Social Behaviour Officer, if you are a social housing tenant with Barnet Homes
- CyberCare UK, if you are experiencing cyber/online abuse

For more information about the One Stop Shop, call **0208 359 4797** or visit: **barnethomes.org**.

For emergency assistance

Call **999** if you require emergency assistance.

Call the 24-Hour National Domestic Violence Helpline on **0808 2000 247** if you are fleeing domestic abuse and need access to emergency refuge accommodation and advice.

Thinking of moving?

Barnet Homes has a number of partners who can help you move to more suitable accommodation. Below are six of the best options for you if you want to move to a more manageable property, another part of London or to the seaside or countryside.

For more information about any of our schemes, use the contact details on the right-hand side or visit barnethomes.org.



Want to move out of London and keep your secure tenancy? Homefinder UK is affordable and self-registered

Please contact
Leanne Evans
for a chat about
these schemes on
020 8359 6010
or email her on
Leanne.Evans@barnethomes.org



Want to move to another London Borough and keep your secure tenancy? Try Housing Moves



Are you over 60?
Want to live by the seaside?
This scheme has bungalows in many locations.

Please contact
Denise Bracken
for a chat about
these schemes on
020 8359 4695
or email her on
Denise.Bracken@barnethomes.org



Is your property too large?
We can help you move to a smaller one and can offer you money to move.



Use HomeSwapper or Swap and Move to swap with another council or Housing Association tenant.

Please contact
Nd Eboka for a chat
about these
schemes on
020 8359 7152
or email him
on **Nd.Eboka@barnethomes.org**



Keeping yourself safe from fire this winter

With Christmas only a week away and the winter weather settling in, it is an important time of year to check the fire safety measures in your home, and take extra steps to keep yourself, your family and your neighbours safe.

With the Grenfell Tower fire still fresh in everyone's minds, this year has been a tragic reminder of the importance of fire safety, especially in high-rise blocks.

In the past six months, we have dedicated ourselves to reviewing the fire safety measures in our high-rise blocks and undertaking essential works.

In October, Barnet Council's Housing Committee committed a further £7.5million for high-priority fire safety works, in addition to the

initial funding of £10million approved by the Housing Committee in June, backing its commitment to the safety and peace of mind of our residents.

In the New Year we will begin our Phase One high-priority works, which will be completed within a 24 month period.

We cannot stress strongly enough that all the buildings within this programme of works are safe, with up to date fire risk assessments (FRAs). These additional measures are to support and strengthen the existing 'stay put' fire



strategy within the blocks, as recommended by the London Fire Brigade (LFB).

While we continue to work for your safety and peace of mind, there are also a number of things you can do to keep yourself safe from fire this winter.

If you would like further advice about fire safety or need additional smoke alarms fitted in your home, call our Contact Centre on **0800 389 5225** to arrange a free Fire Safety Home Visit from the London Fire Brigade.



Top tips for winter fire safety



Cooking: Keep an eye on your cooking and keep your appliances clean of crumbs, fat or grease build-ups.



Smoking: Avoid smoking on the couch or in bed, always use an ash tray, and keep lighters or matches out of children's reach.



Heaters: Keep heaters away from clothes, curtains and furniture, do not leave them unattended, and ensure you switch them off at the wall.



Electrics: Keep your appliances clean and in good working order, ensure new appliances have a British or European safety mark, and only use one plug per socket. Check for wear and tear of your electric blanket and replace it every 10 years.



Doors: Ensure your front door and doors in communal hallways and stairways are always kept closed. This creates compartments within your building to stop the spread of fire.



Smoke alarms: You should check your smoke alarms once a month. We recommend having a smoke alarm fitted on the ceiling of every room you regularly use, especially in your bedroom, bathroom and kitchen.



Top tip: Did you find this helpful? How about cutting it out and putting it on your fridge so important information for your safety is always close by.

How to have a debt-free 2018!

Christmas is coming, the geese are getting fat, and no doubt your bank balance is looking very lean, too.

The festive season is merry for many, but the financial pressures of providing the big Christmas dinner, buying presents for the children and all those social events can wreak havoc on a household budget.

Barnet Homes works in partnership with Credit Union to help residents save money and manage priority payments like rent and utility bills. Credit Union Chief Executive Officer Martin Groombridge has helped us compile practical finance tips to get you started on saving in 2018.

Start saving

Martin: "90% of people who come to us say they haven't got savings."

The main objective of Credit Union is to encourage people to save. Membership is open to anyone who lives, works, studies or worships in Barnet.

What about clearing my debts first?

Martin: "Most financial advisers say clear your debts first. The problem is, you can never seem to clear your debts!"

Anyone who saves with Credit Union becomes a member of the

co-operative and can use one of several savings/budgeting accounts available to them. Because it is largely run by volunteers with no outside shareholders, Credit Union can offer low-cost and flexible loans to its members. Credit Union also goes through income and expenditure with potential members to make sure they can afford the loan.

Borrowing limits

Martin: "If you have to borrow, make sure it's only for the exact amount you need. A common issue with our members is that they might apply for a loan to purchase a washing machine for £500. But a lot of high-street banks have a minimum loan amount to go through an application. A member might end up taking a loan out for £2,000 for an item that cost less than half that. The rest of the money is frittered





away on impulsive purchases like holidays – and the person is left with an even bigger debt to pay off.”

Save for your children

Martin: “Saving for your children or young relatives is a good place to start putting away money as people tend to stick to a saving plan if they know it is going to benefit their child.”

The Young Saver account is a ‘win-win’ situation as it encourages children to learn the importance of saving and budgeting. You can make regular savings payments through your salary or bank account. As with all Credit Union accounts, the Young Savers account can be managed online.

Plan for Christmas... next year

Martin: “When it comes to Christmas, start buying in the January sales and throughout the year when there are discounts. That way you’d be surprised at how the gifts mount up – all without putting last minute and unplanned pressure on that December pay packet.”

Visit Credit Union online

Credit Union’s website is packed with information on saving, loans, rates and budget planning tools – all free and easy to use at **credit-union.coop**.

Don't bury your head under the Christmas tree... We are here to help

Paying your service charges is just as important as paying your mortgage.

Non-payment of service charges, which includes annual maintenance charges and major works costs, means that the conditions of your lease are broken and you could lose your property if the lease is forfeited.

If you are struggling to pay your charges you need to get in touch so that we can support and advise you. Our Leasehold Housing Officers are always happy to work with you to identify solutions to any problems you may be having. Please contact us to arrange a payment plan, because if we don't

hear from you we will have to send you a reminder and potentially start legal action to recover the outstanding balance.

Out of work? Disabled? Retired? Or in receipt of benefits?

You may be able to get help with paying your service charges from the Department for Work and Pensions (DWP). Barnet Homes works with two independent debt advice services to get you the assistance you need. The help DWP can give is time-limited and needs to be applied for as soon as you receive your bill. So please contact Leaseholder Services without delay to arrange a referral.

Alternatively, you should contact your local DWP office and tell them about the service charges you are required to pay as they may be able to increase your allowance.

For free independent and confidential advice you can also call the National Debtline on 0808 808 4000 or visit nationaldebtline.co.uk. Don't delay; contact your Leasehold Housing Officer today on **020 8359 6020**.

Season's Greetings from all at Leaseholder Services.

Alterations

If you are planning to make any alterations to your leasehold property other than those of an entirely cosmetic nature, particularly if it involves services such as gas

or electricity, you may need to first obtain the landlord's permission, planning permission and/or building consent. If you are not sure what permissions you need or

how to go about obtaining them please contact the Leaseholder Services team on **020 8359 6060** and ask for 'alterations advice', before embarking on any works.

Leaseholders' repairs service

If you need repairs to your home, you can now contact Barnet Homes' approved contractor Mears, 24 hours, 7 days a week on **020 3589 3071**. Prices are competitive and trades covered include:

Plumbing: For example, leaks, renewing taps or

installing a new bathroom suite.

Carpentry: For example, a lock change.

Electrical works: For example, all work including renewing wall sockets, making safe after leaks, changing light switches, etc.

Glazing work: For example, re-glazing

broken windows

This service is open to resident and non-resident leaseholders, 24 hours a day, and is specifically designed for ordering internal repairs to your home. It does not include communal repairs for which Barnet Homes is responsible.

Fire safety information for leaseholders - front doors

Barnet Homes is responsible for the front entrance doors of leasehold properties, including ensuring that they meet the required fire and smoke resistance standard (FD30S). While Barnet Homes' responsibility under the terms of the lease does not apply when a Deed of Variation is in place demising responsibility for the door and windows to the leaseholder, leaseholders with a Deed of Variation must act responsibly to ensure that their front door is suitable.

If your front door opens into an enclosed corridor or on to a communal walkway, then you should

ensure that your door is fire resistant to at least 30 minutes by replacing non-compliant doors or allowing Barnet Homes to do so at your expense as part of its overall duty of care.

Any new or replacement doors within an existing block must meet current standards for fire resisting doors. These are either BS476-22 or BS EN1634 parts 1,2 and 3. The main requirements of these standards are that:

- The door must have a mechanism so that it closes automatically. Fire doors are required to be fitted with either a jamb

closer or an overhead door closer.

- The door, frame, furniture and any surrounding material such as glazing or infill panels must be capable of providing a minimum of 30 minutes fire and smoke resistance.
- The door needs to be fitted with special plastic seals that swell up with heat, called intumescent strips.
- Cold smoke seals must be fitted along the side and top edges of either the door or frame. These often look like brushes attached to the edges.



Universal Credit is coming!

Everything you need to know

What is Universal Credit (UC) full service?

UC is part of the Government's wider welfare reform plans. It replaces the following six working-age benefits into a single household benefit payment:

1. **Jobseeker's Allowance**
(income based)
2. **Employment & Support Allowance**
(income based)
3. **Working Tax Credit**
4. **Housing Benefit**
5. **Income Support**
6. **Child Tax Credit**

Under UC, the Housing Element (previously 'Housing Benefit') will be paid directly to residents monthly. This means it is your responsibility to pay your full rent to Barnet Homes.

If your claim is successful, you will likely have to wait at least five weeks for your first payment. If you require a UC payment advance or other support during this time, please contact the Welfare Reform Task Force on 020 8359 2442.

Who will it affect?

- Those at least 16 years old but less than the qualifying age for Pension Credit (different for men and women)
- Those who are not in full time education
- Those who have capital under £16,000
- This is not an exhaustive list. Please see [gov.uk/state-pension-age](https://www.gov.uk/state-pension-age) to use the eligibility checker.

How can you claim UC?



1. Access signin.service.gov.uk/start and use Verify Online to verify your identity.
2. Create or use an existing email account
3. Set up or use an existing bank account or credit union account
4. Visit [gov.uk/apply-universal-credit](https://www.gov.uk/apply-universal-credit) to apply for and maintain your UC claim online.

When will it affect me?

UC will become active across the Borough of Barnet from May 2018 onwards.

Support

If you need help with your UC application or accessing an advance payment, contact the Welfare Reform Task Force on **020 8359 2442**.

You can use a computer for free, get help with your UC application, and get advice on getting into employment by

contacting BOOST on **020 8359 5600** or visiting the team at Burnt Oak library.

For IT classes in Barnet, you can contact Nick Black on **020 8275 5053** for courses at East Barnet and Hendon library or Nicola Borthwick on **020 8266 4211** for courses at Grahame Park library.

How to pay your rent

Payments by rent card must now only be made at PayPoint outlets. You can no longer make payments at Post Offices.

For more information, or to find the nearest one to you, please visit paypoint.com

If you have received a new barcode letter, you should use this and discard the old ones that were previously sent.

Do you need to speak to us?

The Rental Income Team is now available between the hours of 8:00am and 6:00pm.

You can contact us directly on **020 8359 3102**.

Rental Income Team Christmas hours

We will be unavailable over the Christmas period from Monday 25th December 2017 until Monday 1st January 2018. We will be available again from Tuesday 2nd January 2018. Customers wanting to make

payments by debit/credit card during this period should ring **020 8359 3102** and payments can be taken by our Contact Centre.



**Sign up to pay your rent
by Direct Debit and you'll be
entered into our prize draw twice a
year!**

First prize: a month's free rent
Second prize: a week's free rent
Third prize: £25 high street shopping vouchers

Congratulations to Mrs Marr of
Whetstone who was our free prize
draw winner for Autumn 2017.

BOOST@184

Help with job opportunities in Childs Hill

We are delighted to share the news that BOOST Childs Hill will now be operating from its new, fixed based - BOOST@184.

The BOOST Childs Hill project officially launched in April - complete with a ribbon-cutting ceremony with the Mayor of Barnet - and until now has been operating from a number of venues across the Childs Hill Ward, including the mobile 'Careers Coach' office.

The BOOST Childs Hill project is aimed at helping local residents from the Childs Hill Ward (and also

the Whitefields area near Brent Cross) find work.

Like the original BOOST, BOOST Childs Hill is funded by Barnet Council working in partnership with Barnet Homes, JobCentrePlus, Barnet and Southgate College and local community organisations.

BOOST@184 opened for business at the end of November with a great group of volunteers on hand to help out and make sure it was ready for customers.

As well as our caretakers,

we would like to thank our merry band of volunteers from service users of Your Choice Barnet - our specialist social care organisation offering support for hundreds of people with physical and learning disabilities.

**BOOST@184 is at 184
Cricklewood Lane, NW2
2DX.**

Opening times are 9am-5pm Monday, Wednesday, and Friday.

Call: 020 8359 7200
Email: BoostChildsHill@barnet.gov.uk

FROM PAG TO YOU

Where has 2017 gone? As usual, the Performance Advisory Group (PAG) has been working hard on behalf of all Barnet Homes residents.

As Chair of PAG, I would like to say a big thank you to all of our members for giving up their spare time to help make improvements to our services.

This year we have worked in a variety of different areas, including testing the new customer portal which will be going live soon- so watch this space.

Our hearts went out to all the residents who were affected by the Grenfell Tower disaster. We want to acknowledge and

applaud the hard work of the Barnet Homes Housing Needs officers and managers who took it in turns on a rota, 7 days a week, for more than a month to support the victims.

We have been working with the Barnet Homes Fire Safety Project Team on the fire safety review and will continue to monitor their progress in 2018. We are impressed with the pro-active approach Barnet Homes took to putting our own residents minds at rest.

I expect another busy year lies ahead of us! We need your input to make sure we are addressing your issues so please email us at **getinvolved@**

barnethomes.org with any issues we can raise for you.

We are always looking for more residents to get involved and I can say personally how rewarding it is to know we really are making a difference.

If you would like to find out more about getting involved, please contact Deborah Beckford at **Deborah.beckford@barnethomes.org** or visit our Communities page on the Barnet Homes website.

Wishing you all a very safe and happy winter!

John Davies
Chair of PAG

Now you can get online with either of these two **GREAT OFFERS** at a cost you can afford

****I'M LOOKING FOR A PC/LAPTOP**

- **Windows 10 refurbished PC, including 17" flat screen monitor, keyboard and mouse for £99.00**
- **Windows 10 refurbished laptop for £149.00**



Upgrades available

Call 03719 100 100

email info@computerrecyclersuk.com

Web: <http://www.getonlineathome.org>

***I'M LOOKING FOR BROADBAND**

We'll find the best broadband deals available to you. If you decide to sign up, then you'll receive a **FREE** windows 10 refurbished PC or we can offer you a Windows 10 refurbished laptop for £59.00

Call 0800 090 1297

email info@computerrecyclersuk.com

Web: <http://broadband.getonlineathome.org>

FREE ONLINE COURSES!

We are excited to offer you a range of **free** online training and development courses.

Aimed at helping support your personal development and career progression, you will increase your knowledge and receive a nationally recognised qualification

All courses are delivered through a Distance Learning Model so you can fit them around your schedule. Best of all - you

can do your course from home.

Choose from:

- Preparing to work in Social Care
- Customer Service
- Retail operations
- Caring for Children and Young People

We are able to provide this training through a new partnership with one of the UK's leading private and public sector recruitment companies, Morgan Hunt, and

education and training specialist Learning Curve.

For further details and to register your interest on one of the courses, call Havanna Palmer on **020 8359 5632** or email **Havanna.Palmer@Barnethomes.org**.

Don't miss out. We only have 20 places on each course. Registrations close on Wednesday 31st January 2018 and courses are set to start in February

TIME TO GET SMART

Do you find technology frustrating at times or just need to get to grips with day to day use of your technology?

Come along to our workshops to gain helpful advice from our non-techy Digital Champions on how to use your smart phone, tablet or computer

and learn the basics and benefits of the Internet. Our workshops are open to all regardless of level.

The sessions are completely free and take place at:
@LoveBurntOak Community Resource and Support Hub between 6:30-8:30pm

Call: 020 8200 3014

Email: Grahamepark.
onestopshop@gmail.com

Or go down to the **One Stop Shop, 4-5 The Concourse, Grahame Park, Colindale, NW9 5XB** Mon-Fri 9:30am to 5pm.

Business dreams can come true



Business-focused reality TV shows such as *The Apprentice* and *Dragon's Den* have certainly proven to be ratings winners.

Barnet Homes recently sponsored the PopUp Business School which ran a two week course at Brent Cross Shopping Centre - bringing hopes of starting their own business close to home for many of our own residents.

The PopUp Business School travels all over

the country with their workshops.

Their enthusiastic team gives people examples and tips on how to get their own business started without having to spend a lot of money.

A number of Barnet Homes residents attended the course and their business ideas included a community energy project, customised handbags, garden services and Nigerian vegan sauces.

All 54 participants received a certificate for completing the course and the opportunity to gain access to space in Brent Cross to promote their business.

We're hoping to share stories of residents who have started their own business as a result of the PopUp Business School in a future issue of atHome.

popupbusinessschool.co.uk

On the 12th day of Christmas Barnet's recycling tips will be...

Here are some handy tips to get you reducing your waste and recycling as much as you can this Christmas!

- Write shopping lists to ensure you only buy what you need.
- Avoid buying glittery or foil Christmas cards and wrapping paper as these cannot be recycled. Paper cards and wrapping can be placed in your recycling bin.
- Remember to recycle all your glass and plastic bottles, cans, pots, tubs, trays, and mince pie cases. Even chocolate plastic sweet tubs and biscuit containers can be recycled!
- Food glorious food! Use your leftovers - visit our website below for recipe ideas.
- Don't forget to recycle empty plastic shower gel and shampoo bottles and aerosols in your recycling bin.
- Unwanted clothes or shoes cannot go in your recycling bin.

Take them to a textile recycling bank - check our website for locations.

- Take any small electrical items to electrical recycling banks across the borough. Remember, please do not place them in your blue bin.
- Take unwanted household items to the **Reuse and Recycling Centre, Summers Lane, North Finchley, N12 0RF** where most can be recycled.
- You can donate items such as bikes, furniture and toys in good condition at the shop that operates every Tuesday (except 26th December and 2nd January).
- The centre is open from 8.45am to 4.15pm every day except Christmas Day, Boxing Day and New Years' Day.

festive period. Garden waste collections will pause from Sunday 17th December for six weeks.



Bin collections

Please note: bin collections may take place on a different day than scheduled during the

**Do you know someone
who lives alone or
feels vulnerable
at home?**



**Our Assist alarm service provides the security of
knowing help is at hand whenever it may be needed**

Find out more. Call 020 8359 4841, email
assist@barnethomes.org, or visit barnethomes.org/assist



PA Choices

Personal Assistant Service

The Barnet Group runs a Personal Assistant Service, PA Choices, which aims to match people who are in receipt of direct payments with personal assistants who are able to support them on a day to day basis.

**We are particularly interested in Personal Assistants who
can work Saturdays and/or Sundays**

The key skills needed to be a PA are the ability to listen, to be flexible and a willingness to learn and respond.

If you have these skills and a weekend working pattern suits you, get in touch!

If you are also a Gujarati speaker, that's a bonus.

We pay London Living Wage!
£9.75 per hour



PA Choices is part of The Barnet Group

For more information

Call: 020 8359 4621

Email: pa@yourchoicebarnet.org

STAYING SAFE

Message from the Borough Commander Simon Rose

I wanted to use this opportunity to update you on the zero or low cost ways you can reduce the chance of becoming a victim of fraud or burglary - especially from the opportunistic criminals that pounce over the festive season.

With the longer nights, it's easier for a would-be burglar to see if anybody is in. Leaving the radio on in one room, or a light on in another, or possibly using a timer switch to bring a light and the radio on for an hour or so after it gets dark makes a difference.

The vast majority of burglary is opportunistic. If a would-be burglar thinks you are at home, they will go elsewhere. They will take a chance where they can see an open window or a newspaper still sticking out of the letterbox at 5pm.

Being a victim of fraud is a bit different. There are so many

scams out there that it can be hard to keep up. Action Fraud has an excellent up-to-date online resource called the A-to-Z of Fraud, where you can brief yourself. You can find this at actionfraud.police.uk.

There are also some simple anti-fraud principles that work very well. Don't respond to any unsolicited e-mails, don't buy from front door 'sales people', keep your anti-virus software protection up-to-date and if it sounds too good to be true, then it isn't true!

With crime prevention we can all make a difference. Being completely aware of your surroundings (leave those brand new Christmas presents out of sight!), reporting anything suspicious, and looking out for your neighbours by pushing their post right through the door etc... All this really helps. Prevention is always more effective than trying to cure after it happens, but if it does happen please report it and we will do our best to ensure the perpetrators are held to account.

Find out more about the Metropolitan Police Be Safe campaign at bit.ly/2A1cj9h.





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