

THE MAGAZINE FOR RESIDENTS

Get

Connected

Autumn/Winter 2019

Supporting young people

Great news from our
young people's support

Find out what we've been
up to in our communities

Free help and advice with
managing your finances

connect
housing 

Welcome

We hope you have all had a wonderful summer, are going into the festive period in good spirits and are ready to catch up with some news from us.

In this shorter and snappier autumn / winter edition, we have some great news from our supported housing scheme - Swan Lane, catch up with our Community Housing Officers, explore what we have been up to in the communities, offer some financial advice for the colder months and have written a guide on avoiding Universal Credit scams.

A big thank you to everybody involved in this newsletter.

We hope you enjoy this issue of Get Connected – happy reading.

Share your thoughts

Get in touch by phone, email, Facebook or Twitter

0300 5000 600

communications@connecthousing.org.uk

/ConnectHousing

@ConnectHousing

High Five

Advice for the winter / festive period



CHRISTMAS OPENING HOURS

Our offices will be closed from 2pm on Tuesday 24th December 2019 and will reopen on Thursday 2nd January 2020. If you have an emergency repair or ASB to report during this time, please call: 0300 5000 600.

COLD WEATHER PAYMENT

A cold weather payment of £25 for each period of very cold weather may be available to you. (Average temperatures where you live must be recorded as, or forecast to be, 0 degrees C or below for seven days in a row). To find out more visit: www.gov.uk/cold-weather-payment

FROZEN PIPES

If the pipes in your home freeze and you're without water, we advise you to follow Yorkshire Water's instructions which are available at: www.yorkshirewater.com/winterready

SNOW AND GRITTING

We take reasonable steps to make sure grit is provided to key footpaths on our estates and our communal areas. For more information visit: www.connecthousing.org.uk/grit

KEEPING WARM

For more advice on how to stay warm this winter please visit: www.nhs.uk/live-well/healthy-body/keep-warm-keep-well



SUPPORT SERVICES

Young People's Services

We provide accommodation and support services in Kirklees for young people who are homeless or leaving care.

In Heckmondwike and Lockwood, young people who have been homeless or are leaving care can stay in our safe and secure accommodation while we support them to learn life skills like money management, healthy relationships, shopping and cooking.

Our young people are successful in getting into college or work, finding independence and longer term accommodation. Where it's possible, we help young people reconcile with their families and move back home.

Good news!

We are really pleased that Kirklees Council recently awarded us the contract to continue to provide this service in Lockwood until at least 2022.

Our bid highlighted our quality, resident-centred service and our experienced team. We showed how Swan Lane links to our wider support services, and all that Connect Housing do and aspires to do in Kirklees.

Get in touch

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Accommodation Service
Manager

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Swan Lane has given me the opportunity to learn skills such as cooking, budgeting and helped me address my anger issues. I have learned awareness on issues such as drugs/alcohol, food hygiene and sexual health. I loved learning these skills as I know I will have them for life, my confidence has grown and I don't feel scared anymore

Ex-resident



Meet the team

Our Community Housing Officers (CHOs) have been out and about gathering insight in your community and learning what makes a good neighbourly place to live.

They are working towards supporting communities, enabling co-creation and bringing neighbourhoods together. Working with you and partners, the CHOs listen and interpret what you are telling us to help create the neighbourhood you want to live in.

KIRKLEES



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HUDDERSFIELD AND HALIFAX



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LEEDS EAST



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LEEDS NORTH



Jas Panesar

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✉ jas.panesar@connecthousing.org.uk

LEEDS SOUTH



Mohsin Ahmed

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LEEDS WEST



Sharon Malone

☎ 07912 242324
✉ sharon.malone@connecthousing.org.uk



If you or a group of neighbours have an idea or initiative that you think will have a positive impact on your community, (no matter how big or small), then your CHO wants to hear from you.

The CHOs came together with residents on a variety of schemes to hold events where everyone could get to know each other better whilst having fun. The team gathered insight from residents into what matters to them in their community and discussed neighbourly place initiatives.

RAYNVILLE STREET, BRAMLEY, LEEDS

Residents came together to celebrate their hard work with a street party with face painting and other delights. The Raynvill Residents Community Group successfully obtained funding from the Connect Residents Federation and Tesco to install raised planting beds, a kid's corner and paint for fencing.

GREEN PASTURE CLOSE, OSMONDTHORPE, LEEDS

Residents and their children made use of the green space that is situated just in the middle of the scheme with a tent, games and activities.

PEACE PLACE, HALIFAX

Residents came together and shared food, played games and discussed ideas for their scheme that they want to take forward such as improving the communal areas, lighting and creating a safe space for children to play.

OTLEY SHOW

At Otley Show the CHOs engaged with people to find out what matters to them in their community. We had an activity where people could sit and paint a plant pot, fill with soil, plant a flower and take home with them.

Financial help to heat your home

WINTER FUEL PAYMENT

This is a tax free benefit to help pay for heating during the winter months. For winter 2019/20 people born on or before 5th April 1954 will have reached the qualifying age.

This year you could get a Winter Fuel Payment of up to £200 for households with someone who qualifies aged up to 79, or up to £300 for someone aged 80 or over.

The exact amount you'll get depends on your circumstances during the qualifying week of 16-22 September 2019, such as your age, whether you live alone and whether you're getting Pension Credit, income-based Jobseeker's Allowance or income-related Employment and Support Allowance.

To find out more about Winter Fuel Payments, call: **0800 7310160** (8am-6pm Mon-Fri) or visit www.gov.uk/winter-fuel-payment

WARM HOME DISCOUNT SCHEME

The Warm Home Discount scheme helps low income and vulnerable households with energy costs. Participating energy companies will be providing a discount of £140 on the electricity bills of certain customers in winter 2019/20. British Gas, E.on, Npower are included. Check if your energy supplier participates in the scheme.

Further information on the Warm Home Discount scheme is available by calling: **0800 444202** or online at: www.gov.uk/the-warm-home-discount-scheme/what-youll-get

OTHER HELP AVAILABLE

If you're struggling to pay your energy bills, there are plenty of sources of help. Remember to contact your energy supplier in the first instance, as they may be able to offer you a special tariff or payment plan to help you stay on top of your bills.

Get in touch >>>

Our Money Matters Team is a free service that can help with your finances, contact:

Michelle Cox, Money Matters Team

T: 0300 5000 600

E: moneymatters@connecthousing.org.uk

About the service

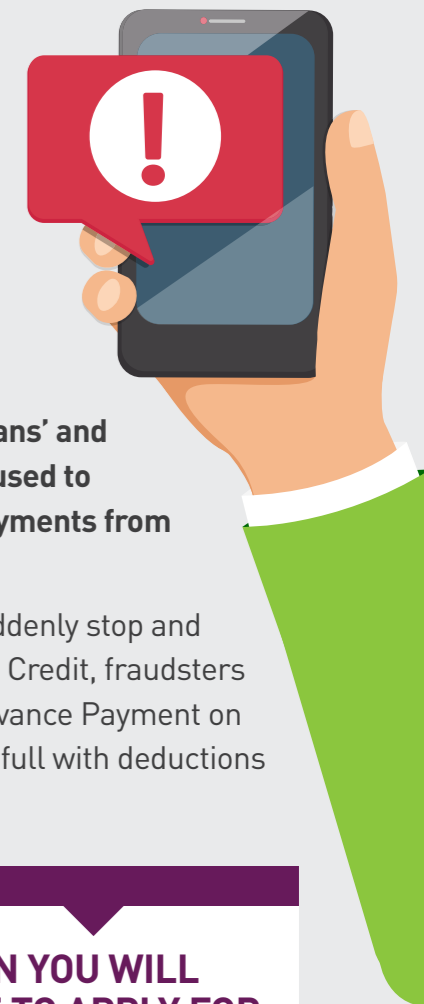
Money Matters is a free confidential service that can:

- check you are using your heating system effectively
- provide you with information about switching accounts
- check you are receiving the benefits you are entitled to
- provide budgeting support and help you access debt advice

The team can also help with:

- Universal Credit and benefits
- Budgeting and debt advice
- Ways of reducing fuel costs and improving energy efficiency
- Digital skills training
- Creating CVs, job searching, volunteer and apprenticeship opportunities
- Health and wellbeing support

Universal Credit Scams - Protect Yourself



THE SCAM

Fraudsters have been offering benefit claimants 'low-cost Government loans' and asking for personal details to process them. The victim's details are then used to apply for Universal Credit, and the scammers are taking large advance payments from the Department of Work and Pensions (DWP).

Innocent benefit claimants find out when their current benefit payments suddenly stop and are replaced with Universal Credit. If you have already claimed for Universal Credit, fraudsters may encourage you to provide your claim details so they can apply for an Advance Payment on your behalf. In either case you will have to pay back the advance payment in full with deductions from future Universal Credit payments.

HOW TO SPOT A UNIVERSAL CREDIT SCAMMER

Victims have described being approached by someone who says they work for Jobcentre Plus. They can be smartly dressed and even have a badge or ID to "prove" they are acting on behalf of the Jobcentre.

To apply for a Universal Credit advance on your behalf, they will ask for ID such as your driving licence or passport, your bank card or details of your accounts and could even ask to take a photo of you.



WATCH OUT ONLINE

Some victims are being targeted through Facebook, Instagram and Snapchat. They are operating under handles such as 'Same day grant payment', 'Discretionary Budgeting Grant', 'Moneyinaminute' and 'Gov Grants Same Day'. These fake pages are very convincing, using government logos to look trustworthy.

HOW TO REPORT A UNIVERSAL CREDIT SCAM

Listen to your instincts. If you think someone is trying to steal your identity and make a fraudulent claim for Universal Credit, report it.

Telephone Action Fraud on: **0300 123 2040**. You should also report it to your Jobcentre Plus as soon as possible.

WHEN YOU WILL HAVE TO APPLY FOR UNIVERSAL CREDIT

The roll out of the Full Digital Service of Universal Credit to all areas of the country was completed on 12th December 2018 for all new claims or for people having to make a claim due to a change of circumstance.

For anyone else, under current plans, the DWP will write to you when they want you to move onto Universal Credit - a process known as Managed Migration.

This system has been piloted in Harrogate from July 2019. It is due to start more widely from July 2020 with an expected completion date of December 2023.

Get in touch

☎ 0300 5000 600

💻 www.connecthousing.org.uk

✉ hello@connecthousing.org.uk

📘 /ConnectHousing

🐦 @ConnectHousing



Connect Housing is a charitable housing association.

Our vision is for a more equal society where a good home, a good neighbourhood, good health and good prospects are within everyone's reach.



Leeds Office

205 Roundhay Road
Leeds, LS8 4HS

Mon, Tues, Thurs: 9am - 5.30pm
Weds: 10.30am - 5.30pm
Fri: 9am - 5pm



Dewsbury Office

21 Bond Street
Dewsbury, WF13 1AX

Mon, Tues, Thurs, Fri: 9am - 5pm
Weds: 10.30am - 5pm

STOP HATE CRIME
0800 138 1625
24 HOUR HELP LINE

We can help you understand this information in your language. We can also provide documents in large print or audio. Please contact us.

Se não entender esta informação, contacte o Gabinete de Habitação "Connect" local para que o possam ajudar
Si vous ne comprenez pas ces informations, veuillez contacter votre bureau local du logement Connect.

আপনি যদি এই তথ্য বুঝতে না পারেন, অনুগ্রহ করে আপনার স্থানীয় কানেক্ট হাউসিং অফিসকে সাহায্যের জন্য যোগাযোগ করুন।

如果你不能理解這一內容，請聯絡你當地的住房辦公室 (Connect Housing Office) 以尋求幫助。

اگر قادر به درک این اطلاعات نیستید، لطفاً برای دریافت کمک با دفتر محلی مسکن کانکت (Connect Housing Office) تماس بگیرید.

اگر آپ یہ معلومات سمجھنے سے قاصر ہیں تو مدد کے لئے اپنے مقامی کونیکٹ (Connect Housing Office) ہاؤسنگ دفتر سے رجوع کریں۔

This magazine has been printed on FSC certified paper by a Carbon Balanced Publication Printer using vegetable-based inks.

