



# NEWS LETTER

APRIL 2020

## A MESSAGE FROM CRANSTON TMO BOARD & STAFF.

Hello,

We hope you and your family are keeping well. We wanted to update you on how Cranston TMO is responding to the challenges we are all currently facing as a result of the coronavirus pandemic.

Please be assured that the safety of our residents, staff, contractors and community is our priority. We are working hard to keep our essential services running, whilst keeping everyone safe. Please bear with us, as this does mean some changes to our services for the time being. We'll keep you updated on how we're doing as the situation progresses.

## STAYING WELL AND CONNECTED, TOGETHER

We want to support our residents as much as we possibly can, we are now linking into working with a dedicated Volunteering team who are working with local partners and services in your area. Our focus is on providing additional support for the over 60s and vulnerable people who are self-isolating and do not have easy access to community support. This will include things such as getting hold of essential items, collecting prescriptions and social contact.

## RESIDENT WELL BEING

Our priority is to provide support to Cranston TMO residents who need it most, in the most effective way possible. To make sure we achieve this we have linked into a local volunteering team. These volunteers will provide a range of support in your community including keeping in contact with older and vulnerable people who are self-isolating; helping to deliver essential food, supplies and medicine, however you must contact them yourself, we cannot do this for you. Please see contact number and email address to the right Hoxton west mutual aid network →

 **STAY AT  
HOME**

**PROTECT THE NHS**

 **save lives**

## HELP US KEEP YOU SAFE

Please also work with us to help keep your home safe.

Keep all fire exits clear

Keep communal landings free of rubbish and obstructions

Do not use BBQs on balconies

Take care not to overload plug sockets at home

If you have any concerns about fire safety, please call us on 0207 684 6873.

## **Hoxton West Mutual Aid Network**

9:00am – 6:00pm

7 days a week

On: 07538829692

Email:

[hoxtonwestmutualaid@gmail.com](mailto:hoxtonwestmutualaid@gmail.com)

You can also fill out an online assistance request form

<https://hoxtonwestaid.com/help>

## CHANGES TO ESTATE MANAGEMENT SERVICES AND CARETAKING

We are operating a reduced Caretaking and Estate Management service as we try to maintain essential services whilst operating from home and a reduced Caretaking service.

Office staff are now working from home but are still contactable via phone or email Monday – Friday 9am – 4pm.

PLEASE CALL THE TMO OFFICE NUMBER WHICH WILL DIVERT TO STAFF MOBILES ON

0207 684 6873 (the phone will ring several times before it diverts to staff, so please be patient when calling; we will answer all calls) or alternatively

EMAIL: [enquiry@cranstontmo.com](mailto:enquiry@cranstontmo.com)

Rent enquiries please email [charles.ameh@hackney.gov.uk](mailto:charles.ameh@hackney.gov.uk)

Daily, our caretakers, are sanitizing all blocks and are concentrating on high use areas, wiping down key touch points such as door handles, lift buttons and handrails, bin chamber and hopper handles. Even so please always wash your hands for at least 20 seconds whenever you enter your home and work with us to keep our communities and estate clean INCLUDING LIMITING BULK WASTE.

## RENTS & BENEFITS

We know that many people may be facing financial difficulties during this period. We do have a rents officer available Monday – Thursday to offer you 1-2-1 advice and guidance on how to manage this.

**IF YOU ARE WORRIED ABOUT PAYING YOUR RENT PLEASE CONTACT US BY CALLING**

**0207 684 6873 or 07432 134 581**

**email your rents officer directly on [charles.ameh@hackney.gov.uk](mailto:charles.ameh@hackney.gov.uk)**

## PAYMENT OPTIONS HEATING AND HOTWATER

We understand that you may be a bit hesitant right now to venture out and top up your heating and hot water cards at Pay point outlets, however there are alternative ways you can top up from the safety of your home by going online or telephoning Sycous direct.

**You can purchase credit for your heating smart meter through a number of different methods including:**

### ONLINE

To make a single online payment by credit or debit card, you will need to create an online account first. To do this you can log in to: <https://paypoint.mabdeck.com>. Please see your Pay-As-You-Go Guide for more details on how to do this. You will also need your unique 19-digit PayPoint number printed on the back of your card. You can choose to register your email address, or “Pay Now”. Please select the service as “Heat”, and your top-up code will be the 19-digit card number starting 98260166.

### TELEPHONE

You can call Sycous on 0800 917 3115 (freephone) or 0333 880 3115 (local rate) Monday – Friday (except Bank Holidays) between **8.30am – 6.00pm** and make a payment by credit or debit card.

## CHANGES TO OUR REPAIRS SERVICE

We are open 9am – 4pm Monday – Friday to take calls and emails. We want to offer a safe and effective repairs service, but also want to protect our residents and our staff by minimising non-essential contact and travel.

This means that we can only carry out essential repairs. It also means that our planned works i.e. new entry doors are postponed until further notice.

Please bear with us, as inventively, some essential repairs may take longer than usual to complete than in ordinary circumstances. We will of course monitor the situation daily and make changes as we need to.

If you call us to book an essential repair, we'll ask you if anyone in your household is self-isolating. If this is the case, we will need to discuss this with you further to make sure that we can carry out the repair in a way that keeps your family safe, as well as our contractors visiting your home.

## OUT OF HOURS REPAIRS HACKNEY

Hackney Council will pick up essential repairs (including heating & hot water) when the TMO office is closed, so after 4pm Monday to Friday, weekends and Bank Holidays. Please call Hackney call Centre on **0208 356 3691**.

### Universal Credit

The Government are looking at reducing the 5 week for Universal Credit to help people get financial support much earlier at the start of a claim

**[www.cranstontmo.com](http://www.cranstontmo.com)**