

WISHING YOU A SAFE FESTIVE SEASON



Visitors to the office by Appointment Only until the New Year

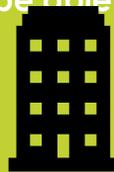
Arhag services will be closed from 1pm on
Friday 24th December 2021

Full services resume on Tuesday 4th January 2021

If you have an emergency repair, please call our out of hours
contact centre on 020 7424 7370 or 0800 389 8699



We know it is a difficult time for many of you and it is essential that you continue to pay your rent. If you are experiencing difficulties, please call a member of the Housing Team who will be able to provide advice and refer you to our Partners for help.



4 Easy ways to pay your rent

1. Direct Debit via your bank account
2. Mobile payment via your bank app on your mobile phone
3. By phone - call us and select option 1
4. Cash payment – visit a shop and use your All Pay Card

* Call anyone in the housing team who can advise you on either option *

WELCOME TO CHRIS HARRIS OUR CEO

I joined Arhag in June this year, and I am extremely excited about our future. We are on a journey of improvement, and whilst we provide some great services, we don't always get it right.

Key to our improvement, is working with the Resident Scrutiny Panel (RSP), and residents across our homes. I have been out visiting our homes, meeting a number of residents and I have welcomed your open and honest feedback.

Working with the RSP, we are discussing holding a Residents' Conference next year and ideas of how we can increase our opportunities to engage with you.

I am looking forward to meeting more of you over time and wish you all well.

FREE BENEFIT AND DEBT ADVICE SERVICE OFFERED TO ALL ARHAG RESIDENTS



Community Links
continues to provide our free advice services to ARHAG tenants

For advice, appointments, enquiries or support
call your ARHAG Rent Officer on: 020 7424 7370, or
email ARHAG at: housing@arhag.co.uk


Welfare & Benefits


Consumer Law


Employment Law


Debt

We can help with any of the following:

- Consumer and Employment Legal Advice, given by lawyers
- Welfare Benefits Casework, Challenging Decisions, Appeals Representation and Help Completing Benefit and Housing Registration Forms, be they online or paper,
- Accredited Debt Advice, provided by qualified experts

Please note that we do not offer Immigration advice

www.communitylinks.org
 Community Links, 105 Barking Road, Canning Town, London E16 4HQ
 T: 020 7473 2276
 Community Links is proud to be a part of Catch22
 Catch22 Registered Charity Number: 1124127 Catch22 Registered Company Number: 8577634
 Authorised and regulated by the Financial Conduct Authority






SURVEY OF TENANTS AND RESIDENTS (MARCH 2022)



It's important for us to know how we are performing and what we need to do to improve. We will be carrying out a survey of a % of all residents early next year.

The survey will be carried out by an external provider. If you are contacted, please help us by completing the survey.

TIPS FOR WINTER: Avoid Burst Pipes and flooding to your Home



Do you know the location of the stopcock? Water freezing in pipes during cold weather can cause burst pipes, so you'll need to know how to turn the water supply off in the event of an emergency. When it comes to leaks, these must always be reported to Arhag, as small problems can quickly escalate into big and expensive problems.

If you are leaving your home for an extended period, turn off your water by the stop cock, and drain the system by running the taps.

If you are out on a day-to-day basis, please keep your thermostat above 5 degrees and your radiator valves on the frost protection. This will stop the water freezing in the pipes.

KEEP MOULD AND CONDENSATION AT BAY



Understand how the boiler and thermostat work. Most instruction manuals can be found online. In the winter, any condensation problems tend to get worse and can cause mould to form. It is important to maintain an even temperature throughout the property and ensure it is properly ventilated. Allow heat to circulate by keeping internal doors open and by using draft excluders where necessary, to improve insulation and reduce condensation.

Ensure extractor fans are working properly and window vents are open. It is important to ensure the moisture has somewhere to escape.

Test your smoke detector batteries – ideally each month



Experts say in the event of a fire there are less fatalities with a working fire alarm. It is a tenant's responsibility to test and replace batteries, and check the alarm is working. There is a test button which will beep if it is in working order. If you have replaced the batteries and the smoke detector still does not work, you will need to notify Arhag immediately. Use the Repairs line or repairs@arhag.co.uk email. (Take note of our closedown dates above).

**WISHING YOU ALL A SAFE
AND COSY WINTER**