

249 Lewisham Way
Brockley London SE4
1XF Tel: 020 8691 5898
admin@brockley.coop
[www.brockley-
tenants-co-op.co.uk](http://www.brockley-tenants-co-op.co.uk)

Christmas 2024 Newsletter



Our office Closing
Arrangements for Christmas
and New year:

Christmas
Opening times:

Office Open:
Tuesday 24th
December
closing @ 1pm

Office Closed:
25th, 26th, 27th
and
31st December

Office Open:
30th December

Office Closed:
1st January



Staying Safe Online Whilst Christmas Shopping

There are some simple things you can do to help protect your money and information while shopping online, including:

Using retailers with a good reputation, such as well-known supermarkets, high street shops, or established online outlets.

Beware of pop-up messages that warn you about a website's security certificate. They may direct you to fake website that's designed to get you to hand over your details.

If a deal is too good to be true, it probably is, and be cautious of anything offered in an unsolicited email.

Use the same card for all your online shopping. This way, it's easy for you to check the bank statement for this card regularly for any unusual transactions and contact your bank immediately if there is a problem.

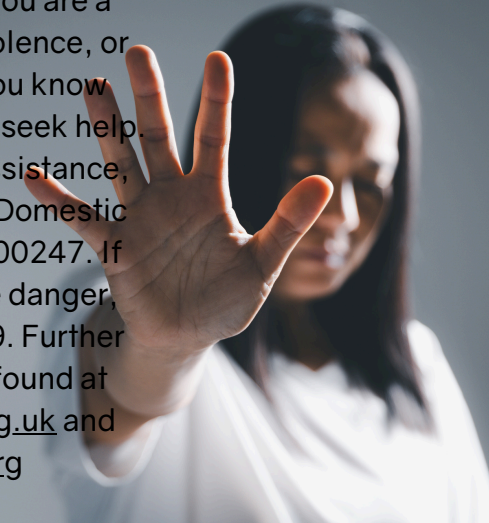
Consider using a PayPal account. This is an online account that you link to your bank account or payment card. It's secure and comes with more protection than a debit card.

You'll never be asked for your card PIN when paying for something online.



Sadly, the festive season sees an upsurge in reports of domestic abuse. If you are a victim of domestic violence, or worried someone you know could be, it is vital you seek help. If you need urgent assistance, contact the National Domestic Helpline on 0808 2000247. If you are in immediate danger, call the police on 999. Further information can be found at www.womensaid.org.uk and www.hestia.org

Domestic violence



Damp and condensation



- Damp and condensation can make any health problems worse. To keep your home free from damp and condensation, follow the tips below:
- Keep your home warm- it is better to have your heating on at a low temperature for extended periods.
- Wipe off any condensation (water) that forms on any window or surface.
- Improve the ventilation in your home by opening windows whenever possible- especially if you are cooking, bathing or drying clothes.
- Do not block your radiators/heaters or air vents.
- Keep lids on pots and pans when cooking and your kitchen door closed.
- If you have an extractor fan either in your kitchen or bathroom or both , use it when cooking or bathing.
- If you use a tumble dryer, make sure the external vent/hose leads outside your home.

The fire brigade carry out free home safety visits, if you would like to arrange this with them, they can be contacted by calling 0800 028 4428, emailing smokealarms@london-fire-gov.uk or text SMS 07860 021319

Repairs service over the festive period

*Emergency contact out
of hours service*

For any emergency, plumbing and heating issues during the festive period when the office is closed.

**Hexagon Tenants:
Please report
repairs directly to
BTC and not
Hexagon**



Out of Hours Service

We offer an out of hours service to cover emergencies only. This service does not carry out repairs it will only make safe following an emergency such as boarding a window or stopping a leak by turning the water off. If you use this service inappropriately then this will result in a **cost to you of £180 plus VAT.**

**For Electrical Emergencies only
call: Colin Hurst - C Hurst Electrical
02086594055 or 07956915672**



Tripping Switches

One of the most common electrical faults reported to us is tripping switches. Electrical faults cause switches to trip as a safety device to shut off electricity so that fires are avoided. This is normally caused by an electrical device that is broken for example, a toaster, a kettle, an iron, hairdryers, or hair straighteners.

Before you report electrics tripping to us as a repair, please ensure you have checked that your devices are not causing the problem first as if we are called out you will be recharged for this visit if we trace the cause to one of your appliances being faulty.

You can easily check this by unplugging all devices, re setting the trip switch (you need to fully turn the switch off before putting back to the on position to re set) then one by one plug devices back in to see if one of them causes the unit to trip. We would suggest you try the small devices first as they are the most common culprits.

If you call us out and we re charge you this will cost you £65 plus VAT for a day to day repair call or £180 plus VAT if you call out the out of hours service. You have been warned!



Do you know where your stop cock is?

If you plan on going away, please take precautions to stop your water pipes getting frozen. Either: Leave your central heating very low (there is usually a frost setting); OR turn your water off at the stop cock and then run the taps for a bit to empty out the remaining water in the pipes, so it doesn't freeze.

TIP: Stopcocks are often under the sink or in the front hall cupboard.

Problem gambling is increasing, talking about it isn't. GambleAware aims to tackle the issue - from helping people recognise the signs, to signposting support and treatment. If you're concerned about you or a loved one's gambling. visit BeGambleAware.org

Emergency call out criteria

During Christmas and New Year

Fire

- Please call 999
- Please inform us as soon as possible on the emergency number

Electricity

- If your power fails, and you are on a card meter, please check that you are in credit
- Check the fuse box to see if the switch is in the 'on' position
- If you have checked appliances and if neither of the above apply then call the emergency number

Insecure property broken windows and vandalism

- Call the emergency number
- Your property will be secured and boarded

Roof Leaks, leaking gutters and damage to roof

- Please call the emergency number if this is likely to cause major damage.
- Action will only be taken to make safe.

Could you or someone you know claim

£3,900 in Pension Credit?

You've probably heard that pensioners will no longer automatically receive the Winter Fuel Payment unless they claim Pension Credit.

Pension Credit is worth an average £3,900 per year and it's also a gateway to other benefits including housing support, Council Tax discounts and the Winter Fuel Payment itself.

Millions of pounds goes unclaimed in Lewisham every year so if you think you – or someone you know – might be eligible, please visit - <https://lewisham.betteroff.org.uk/#/>

Apply before Saturday 21 December, to make a backdated claim and receive the Winter Fuel Payment this winter



Gas Leaks

- If you smell gas in your property, please call the National Grid Emergency service on 0800 111 999
 - Do not light any naked flames and turn off the gas meter.
 - Then telephone us on the emergency number
- ### *Heating and Hot water*
- Please check that gas is in credit if you are on a card meter.
 - If You have no heating or hot water please call the emergency number.
 - If your heating supply cannot be repaired and requires spares, then temporary heating will be arranged.

Walls and fences

- Please note this will not be treated as an emergency, unless the situation is dangerous and at risk to the public.
- Action will only be taken to make safe

The Management Committee and staff would like to wish all our tenants a Merry Christmas and a Happy New Year!