

**"I've learned what it means to be part of a community."**

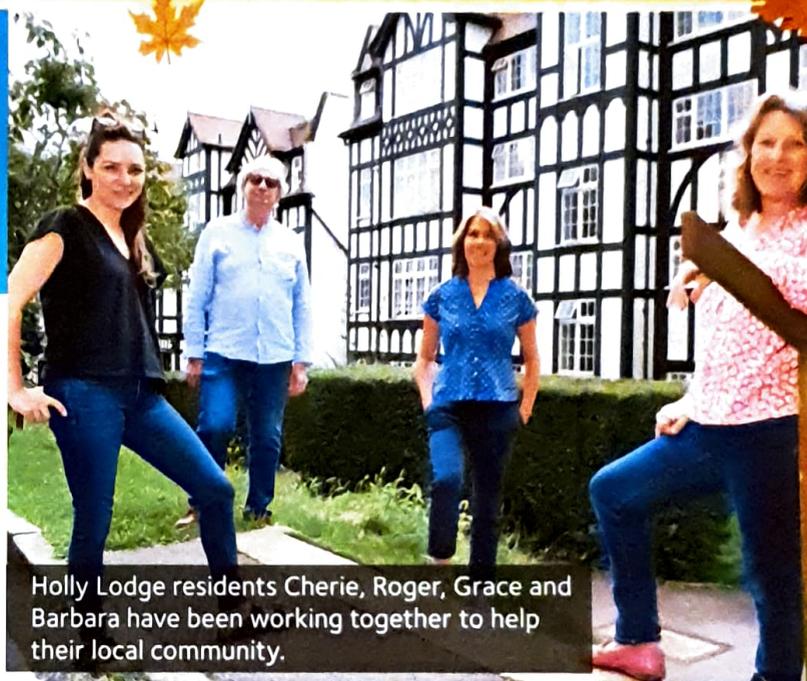
At Holly Lodge in Highgate, more than 100 residents have come together to support each other and the wider community since the COVID-19 pandemic began.

Residents have been helping elderly and vulnerable neighbours with shopping, meals and prescriptions and phoning to have a chat.

Residents have also delivered food to ICU staff at the Royal Free Hospital, helped to organise their stock rooms, and nearly **£10,000** raised from residents' donations helped to create a 'wobble room' to give staff a quiet place to go during difficult times.

Grace Livingstone, Co-Chair of the Tenants and Residents Association (TRA), says: **"I've learned what it means to be part of a community. People were just waiting for the opportunity to get involved and stepped up when it mattered. I've got to know so many more people here."**

Find out more about how Holly Lodge residents have been working together, what other groups have been doing to support our communities and ways that you can get involved at [wemakecamden.org.uk](http://wemakecamden.org.uk)



Holly Lodge residents Cherie, Roger, Grace and Barbara have been working together to help their local community.



**"The apprenticeship has been a great investment in my future."** Carlos was an apprentice who now works at Camden Council as a Team Leader.

## Kickstart your career with a Camden apprenticeship

**Our award-winning apprenticeship service has helped 900 Camden residents to complete apprenticeships since it began in 2010.**

We work with Camden businesses and managers in the Council to create apprenticeship opportunities for local residents throughout the year.

Apprenticeships are available in a wide range of areas – from IT to events, construction and graphic design, and are available to residents of all ages over 16.

As an apprentice you'll receive practical training in a paid job. At the end of your apprenticeship, you'll gain a nationally recognised qualification to help you in your future career.

You can apply for a Camden apprenticeship if you are a:

- Camden resident aged over 16
- Former Camden secondary school student
- Camden care leaver.

Find out more and search for opportunities at [apprenticeships.camden.gov.uk](http://apprenticeships.camden.gov.uk)

# Help and support to get into work with Good Work Camden

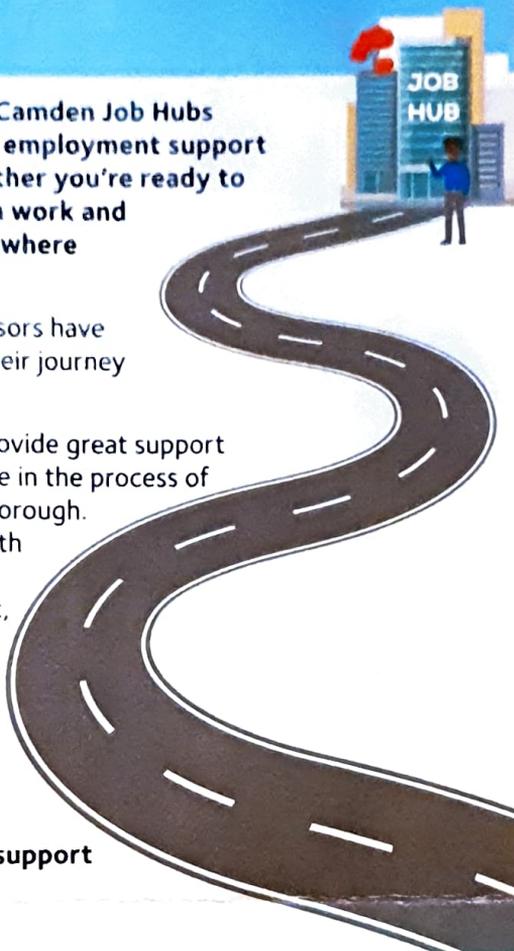
**GOOD  
WORK  
CAMDEN**

We are setting up Good Work Camden Job Hubs across the borough to provide employment support to anyone who needs it – whether you're ready to work, need a little guidance on work and money or you just don't know where to start.

In the last year, our friendly advisors have supported over 400 people in their journey to find and stay in good work.

Good Work Camden wants to provide great support close to where you live, so we are in the process of setting up Job Hubs across the borough. The team have been speaking with residents on the phone since the start of the COVID-19 pandemic, so are excited to be getting back into local neighbourhoods very soon.

To find out more and book an appointment, call **020 7974 1666** or visit [camden.gov.uk/employment-support](https://camden.gov.uk/employment-support)



One Camden resident registered with the service after six months of unemployment. Working one-on-one with her advisor, she started a job at the Francis Crick Institute, processing COVID-19 test samples:

**"Thanks to my advisor I've been able to understand and take each step that I needed to get the kind of job that I wanted – and for that I am immensely grateful. To anyone that doesn't know how to start looking for a job, this is the step that I'd recommend. The whole process is worth it."**

## If you're worried about money, we can help

You may have heard that the Government is planning to end the Universal Credit pandemic £20 top up payments soon.

This means that if you receive Universal Credit your payments may reduce and be lower from October. The Department for Work and Pensions will be writing to you about the change to your payment.

If you have been self-employed for more than 12 months and are earning less than the national minimum wage per hour, the amount of Universal Credit you can receive may change. If you notice your benefit reduces, contact us for advice.

If you receive a shortfall in your Universal Credit you may be able to claim a Discretionary Housing Payment for help towards your rent – you can find out more at [camden.gov.uk/help-housing-costs](https://camden.gov.uk/help-housing-costs)

In the past year, our Welfare Rights Team have:

supported **over 800** council tenants with their debts and benefits

helped tenants manage debts worth **£1.4 million**

increased tenants' income by **£2,697,343** by helping with benefit claims they were missing out on



! If you're a council tenant and have problems with your benefits or are worried about paying your rent, council tax, bills or any debt you may have, speak to your neighbourhood housing officer as soon as possible so we can help. Call **020 7974 4444** or visit [camden.gov.uk/your-neighbourhood-housing-officer](https://camden.gov.uk/your-neighbourhood-housing-officer)

! If you're a leaseholder and think you will have difficulty paying your service charge or major works invoices, let us know as soon as possible by contacting **020 7974 3559** or [camdenleaseholderservices@camden.gov.uk](mailto:camdenleaseholderservices@camden.gov.uk)

# Don't let anything get in your way in an emergency

We have launched Camden's Fire and Building Safety Charter, which you will find included with this newsletter. The charter sets out our commitments for how we will make your home safer, and what you need to do to keep yourself and the people around you safe.

Nothing is more important than your safety. We don't need you to make big changes, but we do need everyone to think about the people who live around them and to do their bit to keep all of our buildings safer.

Communal areas must be kept clear at all times of anything that could catch fire or get in someone's way in an emergency, including:

## TAKE IT AWAY ✖



Shoes and shoe racks



Rubbish bags



Plastic plants and pots



Buggies and prams



Bikes and scooters

## IT CAN STAY ✔



Doormats



Live plants in terracotta pots

If you live in any Camden council home you can have a doormat outside your front door. If you live in a purpose built block you can keep some small items like live pot plants outside your home, if it is safe for you and the people living around you.

Your caretakers regularly check communal areas and may remove things that could be dangerous for you and your neighbours without notice. If you see anything that isn't safe, report it to your neighbourhood housing officer by calling **020 7974 4444** or visit [camden.gov.uk/your-neighbourhood-housing-officer](http://camden.gov.uk/your-neighbourhood-housing-officer)

We know that storage is difficult for many tenants. Please get in touch with your neighbourhood housing officer using the details above if storage is a problem for you, to see how we can help.

## If you live in a street property...

We will need to be stricter in some homes, including street properties. If you live in a street property, all communal areas must be kept clear at all times for the safety of everyone living in your building. Apart from a doormat, you cannot keep anything outside your home or in any other communal area.

# We are here for you

**KNOW**  
you're not alone

We will never tolerate domestic abuse in Camden council homes. If you need help or advice and it is safe to, please contact Camden Safety Net confidentially:

 020 7974 2526 Monday to Friday, 9am to 5pm\*

 [camdensafetynet@camden.gov.uk](mailto:camdensafetynet@camden.gov.uk)

\*Outside of these hours, call the National Domestic Abuse Helpline on 0808 2000 247 at any time.

“ Camden Safety Net has been invaluable to me and my kids being able to leave a domestic abuse situation, at a time when I could not see the way out. Camden Council provided a helpline and practical guidance through the process of leaving. ”

Camden council tenant

## You can now claim more compensation for loss of heating and hot water – and it's easier to claim

If you pay for your heating and hot water with your rent or service charge and have a loss in service, after five days you can claim compensation. This year we have increased the amount we pay for compensation and made it easier for you to claim.

	Was	Now
 No heating and hot water	£1.20 per day	£3.50 per day
 No hot water	80p per day	£1 per day
 No heating	80p per day	£2.50 per day

### Making a compensation claim

If you are a tenant and your heating, hot water or both have been off for more than five days, call repairs on 020 7974 4444 (option 3 then 1) or visit [camden.gov.uk/heat-rebate](http://camden.gov.uk/heat-rebate) to claim your compensation.

If you are a leaseholder, contact leaseholder services at [camdenleaseholderservices@camden.gov.uk](mailto:camdenleaseholderservices@camden.gov.uk) or on 020 7974 3559.

Your compensation will then be paid into your rent account if you're a tenant, or against your service charge if you're a leaseholder.

### Get a refund

As well as compensation, if you are a tenant without a heat meter and you don't have heating and/or hot water for more than three days, you can also claim a refund for your heat charge – use the details above to claim your refund which will be paid into your rent account.

If you are a leaseholder or a tenant with a heat meter, you don't need to claim a refund because any loss of service will automatically be included in your annual statement.

 A complete loss of heating or hot water is an emergency – call repairs on 020 7974 4444.

## We can help with damp and mould

We know that because some of our tenants are living in overcrowded homes and people have been spending more time at home during the pandemic, there may be residents who have damp or mould for the first time, or whose damp or condensation issues have got worse.

If you have damp or mould in your home, get in touch with us as soon as possible so that we can help you.

The quickest way to report damp is online at [camden.gov.uk/damp](http://camden.gov.uk/damp) or call 020 7974 4444 (option 3 then 1) from Monday to Friday, 9am to 5pm – but you

may need to wait longer if you call as our phonelines are very busy at the moment.

As we move into autumn, there are changes that can make a big difference in reducing damp and mould – find out more at [camden.gov.uk/damp](http://camden.gov.uk/damp)

