

Universal Credit

Universal Credit is a single monthly payment to help with your living and housing costs. The amount you receive is based on your earnings and savings. It takes at least 5 weeks to receive your first payment and it is paid directly into your bank, building society or credit union account.

You may be eligible if:

- You are on low income
- You are unemployed
- You are under the state pension age.
- You and your partner have less than £16,000 in savings.

How to apply:

- You can apply online on the Gov website: <https://www.gov.uk/apply-universal-credit>
- If you are unable to use the online services due to your circumstances you can contact the Universal Credit helpline on 0800 328 5644.

To apply you will need:

- Bank account details
- Email address
- Information about your housing e.g. how much WMC you pay
- Details about your income, savings, and investments
- Proof of identity e.g. driving licence, passport, debit/credit card
- If you have children, details of how much you pay for childcare

Help to Claim Service

If you need help in making a Universal Credit claim, you can contact the 'Help to Claim' free service offered by Citizens Advice. They will provide you with free advice and support throughout the claim process.

You can call the free helpline on 0800 144 8444. If you need advice in a different language, you can ask for a translator.

Paying Your Weekly Maintenance Charge (WMC)

Your Weekly Maintenance Charge (WMC) will continue to be due on a weekly basis. It is important you continue to pay your WMC as any arrears will need to be paid, alongside your normal WMC, and could lead to significantly increased payments.

We will continue to support people in financial difficulty proactively and compassionately, in line with our normal processes. If you are facing difficulties with your payments, get in touch with your Housing Officer at the earliest convenience. It is important that you contact us so we can help you.

Update on Your TV Licence

In light of the changes that have come into effect regarding TV Licensing; Pathways will be reviewing its current approach to TV Licensing and payments in the coming months. Residents will be notified accordingly of any changes. Until then, existing arrangements concerning payments for TV Licenses will remain in place.

About Pathways

Contact us:
Pathways Trust Office
33 Dean Court
Bowmans Close
Ealing
London. W13 9YU

Tel: 020 8579 7411

www.yourpathways.org.uk

Residents Coffee Morning

We are sorry that we have had to put our Coffee Mornings, which are held every Monday mornings, on hold until further notice. We need to put both our residents and staff safety first. We will be following government guidelines but also work closely with our residents in resuming this service once it is safe to do so.



Residents Scrutiny Panel

The launch of the new resident's scrutiny panel will continue to be put on hold until further notice. We will be contacting residents who have registered their interest with proposals on the way forward.

Reporting Suspicious Activity or Anti-Social Behaviour

Being vigilant and aware of your surroundings plays a major part in keeping you safe in your neighbourhood. We have received several calls regarding NHS workers that are offering door to door help. Please be aware that this is not a service which is provided by the NHS or any health organisations. If this is something you encounter, please do not open the door and call 101. If you witness any suspicious activity or any form of Anti-Social Behaviour (i.e. drugs, burglaries) please report it online at www.crimestoppers-uk.org or by calling 101.

If you experience any Anti-Social Behaviour, you should immediately let your Housing Officers know. We will make every effort to help you, resolving matters that may disrupt your everyday life.

We Welcome Your Feedback

We at Pathways hope that you enjoyed reading the latest updates and found the information useful. As we drive to continually improve the quality of information and services we deliver, we would really welcome your feedback on the newsletter and or any other services Pathways deliver to you.

Find us online:

 www.yourpathways.org.uk  [@yourpathways](https://twitter.com/yourpathways)
 info@yourpathways.org.uk  [/yourpathways](https://www.facebook.com/yourpathways)

Pathways Summer Newsletter

August 2020



Welcome to our Summer 2020 Newsletter.

We are aware of the difficult times we are all experiencing through the COVID-19 outbreak.

At Pathways we want to ensure that our residents are continually supported through these challenging times, by providing direct or indirect support to ensure that our residents are safe and well. Having regular communications through the Pathways newsletter is one way of achieving this. In this edition, we have included a variety of topics and advice that may help you and we hope that you find this information useful.

Welcome – Leanne and Andrea

We welcome new member of staffs to our team. Leanne



Donald-Whitney has worked in housing for just over 17 years with a passion for helping support staff and supporting residents to live as independently as possible in their homes and thrive in their local communities. Leanne joined Pathways Housing on the 28 July 2020 as the new permanent Head of Operations and welcomes the opportunity to meet residents to see how Pathways can continue to support residents in their homes.

A fun fact about Leanne is that she loves to run in her free time and bake for family and friends. Not at the same time of course.

We would also like to welcome Andrea Joseph who will be joining our chair of Trustees.

Andrea has over 20 years' experience of working in the social housing sector and has extensive knowledge of developing asset management strategies, commercial portfolio management and planned investment programmes.



Wishing Patricia Yusuff Farewell

We would like to say farewell to Patricia Yusuff, as she has left Pathways on the 14th of August 2020. Patricia has carried out a tremendous job whilst working as the interim Head of Housing role for Pathways. We would like to wish Patricia the very best for the future.

In this issue

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The Launch of Pathways New Website

We are thrilled to announce that Pathways have worked very closely with Pylon Design to re-think, re-design and launch our new website. If you haven't already done so, then head over to www.yourpathways.org.uk and take a look.

We have tried to make accessing key services much easier and more straightforward such as applying for grants and accommodation online, downloading standing order forms and reporting repairs.

At the same time improving the showcasing of our schemes, making potential residents more aware of our properties.

Pathways has an important role to play in helping the community and the natural environment in every possible way, no matter how small. We have now transferred all our application forms onto our website, which can be completed online. This takes us a step forward in cutting down on paper waste, working more efficiently and becoming more environmentally friendly as an organisation.

If you have a friend or know someone that may be interested in applying for a property with us, please direct them to our website and get them to fill out an accommodation application form!

Text Messaging Service

Pathways has launched a new text messaging service to provide general updates in relation to Covid-19, communal repairs, housing officer schedules and so on. This is a great way of communicating with our residents and keeping in close touch. If you have your mobile number registered with us, you will automatically be registered for this service and would have received our "Welcome Text". If you do not have your number registered, please contact our office.

Considering the current climate, we hope that this new service will improve the quality of our communications with residents and offer a flexible approach to get in touch with us.

Please note that this service is only compatible with mobile phone numbers where you can send and receive texts.

How to Report a Repair Online

You can now report and request a repair through our online service. By visiting www.yourpathways.org.uk/residents/request-a-repair/ you can directly report a repair which will instantly notify our Maintenance Officers. It is very quick, easy and subtle to use.

With features such as uploading images, it gives us a clearer understanding of the issue so that we can help you more efficiently and proactively.

Contractors and Operatives Visiting Your Property

We have advised our contractors and operatives to wear the necessary PPE when visiting tenants within their home. This includes the wearing of masks and gloves but also keeping social distance measures in place. We also advise tenants to keep 2 metres apart to ensure the safety of our workers and yourself.

If you are self-isolating, please let us know so that we are aware of your circumstances.

Re-opening of Pathways Offices

We want to reassure you that our staff are doing everything they can to keep our essential services running as smoothly as possible. Due to the COVID-19 outbreak, we have had to put some measures in place to help minimise the risk of further spread.

To keep you and our staff safe, we continue to follow Government instructions, guidance and advice.

Our office has been open since 6th July 2020 from 9am to 5pm.

Repairs can continue to be reported by telephone on 0208 579 7411 or via our website on www.yourpathways.org.uk.

We are limiting face to face visits during this time and encourage residents to book in advance if they wish to have an appointment with their Housing Officer. Each situation will be assessed individually. Where we can resolve your concerns through a telephone call, email or video call, then we will do so to ensure the continued safety of residents and staff.

Where face to face meetings do occur, the Housing Officer will be wearing face masks and gloves. We ask that you do the same and follow the government guidance on social distancing. If for any reason you must visit the office, please wear a face mask and gloves.

Emergency Out of Hours Service

If you have an emergency out of hours repair that cannot wait until the next working day, please call our out of hours repairs number after 5.00PM and at weekends on 0208 935 5614.

Key Services to help you

Your household income may have been affected during the Covid-19 outbreak and we understand the effect this may have on you. If you have been affected or need some help you can contact your local council who can provide you with the support, you need.

If you are vulnerable or at risk and need help with shopping, medication, essential supplies, or a friendly chat you can contact the NHS Volunteer Responders on 0800 196 3646 (8am to 8pm) or visit: <https://volunteering.royalvoluntaryservice.org.uk/nhs-volunteer-responders>

If you cannot afford food, please contact your local food bank. You can find your local food bank by visiting: <https://www.trusselltrust.org/get-help/find-a-foodbank/>

If you need advice and support you can contact Age UK on their free confidential advice line on 0800 678 1602 (8am-7pm) or visit: <https://www.ageuk.org.uk/>. You can also contact your local Citizens Advice by visiting: <https://www.citizensadvice.org.uk/>

To get the the latest government guidance/ advice on Covid-19 visit: <https://www.gov.uk/coronavirus>

Protecting Your Mental Health

Covid-19 is affecting our lives and it is normal that this may affect your mental health. If you are worried about your mental health or struggling to cope, support is available.



There are free listening services, which offer confidential advice. If you are having a difficult time and need someone to talk to:

- You can call 116 123 to contact the Samaritans or email jo@samaritans.org who will respond within 24 hours.
- You can text 'SHOUT' to 85258 to contact the Shout Crisis Text Line.

If you need help to speak to a mental health professional or need an assessment to help decide on the best course of care:

- You can find your local NHS urgent mental health helpline by visiting: <https://www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline>
- You can call 111 if you need help urgently, but it is not an emergency.

How to Pay Your Weekly Maintenance Charge (WMC)

You can pay your WMC in any one of the following ways: You need your unique reference code and our bank details. If you do not have this information, please contact our office.

Standing Order

The most convenient way of paying your WMC is by setting up a standing order. Your WMC will automatically be paid on the date you have requested. Please contact our office who will send you a standing order mandate form to complete and pass this on to your bank.

Call your bank

You can contact your bank via telephone who can set up the standing order. Please ensure you have your unique reference code and our bank details. (Please note not all banks provide this service via telephone.

Online/Mobile banking

If you have internet banking, you can pay your WMC online any time. You can arrange a payment using your debit/credit card by quoting your unique reference code as the reference and using our bank details.

If you have any difficulties in paying your WMC using the methods above, please contact us on 0208 579 7411 on weekdays between 9am – 5pm and we will work with you to find a solution.

We understand that in these difficult circumstances, you may face difficulties in paying your WMC. It is important that you ask for help as soon as possible. We will offer you support and work with you to set up a repayment plan.