

Pathways Summer Newsletter

July 2021

Welcome to our Summer 2021 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.



Helping Pathways To Become More Efficient

Pathways strives to give residents the best customer service possible. To ensure that all customer enquiries are responded to efficiently and in a timely manner, we ask that when you have an enquiry, you telephone or email Pathways staff. All urgent enquiries will be responded to within 24 hours or on the same day. Any routine enquiries will be responded to within 10 working days.

We appreciate that as Covid-19 restrictions have been removed, you may prefer to speak to a Pathways staff member face to face. To advise, Pathways staff will still be applying the Covid-19 guidance where applicable to help keep staff and residents safe.

If you would prefer to speak to a staff member face to face in the office, 33 Dean Court, Ealing, W13 9YU, we ask that you contact the office in advance and clarify the reason for wanting to meet. It could be that the staff member is able to resolve the query for you at the first point of contact. More importantly, your query may be best responded to by a third-party agency. The Housing Officer will be able to assess your needs and direct you to the best agency to help with your enquiry.

We want to make sure that

your enquiry is managed in the best possible way. By calling Pathways in advance to secure an appointment in the office or in your home also allows Pathways staff to manage their time more effectively.

To advise that the Jubilee Office, has not been operational on a Wednesday, for the last few weeks due to a fault with the Broadband.

Once this has been rectified, we will inform residents appropriately as to when the office will be open again.

*We Are Here to
Help!*

The various ways that you can contact Pathways, are listed below for your reference.

- Telephone: 0208 579 7411, 9am – 5pm, Monday to Friday
- Telephone: 0208 935 5614, 5pm – 9:00am next day (Emergency calls only)
- Email: info@yourpathways.org.uk
- Website: www.yourpathways.org.uk

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Building Professional Relationships With RESPECT

Pathways staff and contractors are available to help improve your living conditions, keep you safe in your home and resolve day to day issues as effectively as possible. Both staff and our contractors are trained on customer services and how to respect not only the resident's home, but also the resident. Our overall aim is to improve customer services and the customers overall experience of Pathways services.

We ask that our residents apply the same respect to our Contractors and Staff who are there to represent Pathways. Unfortunately, there has been a couple of incidents, where this has not been the case and Pathways has



had to write to the residents separately about their unacceptable behaviour. Please be aware that Pathways will not tolerate any form of unacceptable behaviour and will implement safeguard measures to ensure that our staff and contractors

are continually protected while carrying out their day to day duties.

If, however, you experience any unacceptable behaviours from any of our contractors or staff during their duties, we encourage you to contact Pathways, where we will address the issue as a matter of urgency.

COVID-19 UPDATE

As you will have heard in the news, the Government has lifted its Covid-19 restrictions from 19 July 2021. While we at Pathways respect the Government decision to lift the Covid-19 restrictions, we have also seen an increase in Covid-19 cases and there is still a new variant to contend with. For this reason, Pathways staff will continue to abide by certain restrictions, i.e., wear a facemask when visiting properties. We ask that our residents do the same when visiting the office or when staff visit your home. We will continue to apply social distancing rules, at least for the next 4 – 6 weeks and then reassess our position. For more information and updates on COVID-19 please visit www.gov.uk/coronavirus



We have had several sunny spells over the past few months, and now with Covid-19 restrictions lifted, we know how tempting it is to meet with friends and family, to celebrate get-togethers, birthdays, etc that have not been possible over the last 12 months.

We want our residents to feel that they can bring their family and friends together and enjoy some quality time together. However, in doing so we also ask that you be mindful and respectful and considerate of your neighbours.

Referring A Friend Or Family Member For Housing At Pathways



Do you have a friend or family member that may be interested in living at one of our properties? Pathways offer a variety of homes in various locations across London but also in Kent. We appreciate all applications that is sent through to us. Please visit our website via www.yourpathways.org.uk/Housing for more information on how to apply. Please note that we only accept online applications for housing, which can be completed by visiting our website.

Here at Pathways, we are working hard to improve our communication and support for residents. With different requests and repair issues that come forward we want to strive



in resolving the issues as quickly as possible. Sometimes this can be a bit difficult with a busy schedule our staff may be going through on a day-to-day basis. If there is any assistance needed when completing an online housing application, we advise that you ask a friend or a family member to help you. Or alternatively, you can visit the following sites which offer courses in developing computer and technology skills:

- AGE UK www.ageuk.org.uk/information-advice/work-learning/technology-internet/
- LIFELINE24: <https://www.lifeline24.co.uk/adult-learning/>

Communal Areas – Need To Be Safe As Well As Your Home

The health and safety of our residents is important to us. Whilst we understand that ventilation is important, we have received several complaints where residents in some of our schemes have left the communal doors or windows open during the day and night.

We want to advise all residents who share communal areas to



ensure that doors are shut when entering and leaving the building. Furthermore, we advise that you do not leave the communal windows open. In leaving the doors and windows open, increases the safety and security risk within your building; for you and the other residents.



Is Your Water Safe? A Guide For Pathways Residents On Water Safety

Legionella bacteria is commonly found in water. The bacteria tend to multiply where temperatures are between 20-45°C and nutrients are available. The bacteria are dormant below 20°C and do not survive above 60°C.

The risk of Legionella is particularly low in properties with combi boilers, as the system keeps the water moving – giving the bacteria little chance to develop.

However, homes with open water tanks (usually older buildings) have a substantially higher risk of Legionella, as the water is more likely to be left to stagnate.

Pathways Housing carries out Legionella Risk Assessments every 2 years and monthly checks in Schemes-communal areas.

Additionally, as a part of our commitment to residents, when we install a boiler and carry out the gas safety checks and annual boiler servicing, we check the water temperature and when residents report that their temperature is not consistent, we send our repairs team to verify and rectify the issue if necessary.

Although we do the inspections above, stagnant water favours Legionella growth. Regular cleanings are the key in preventing the serious limescale build-up. To reduce the risk, it is the resident's responsibility to descale the shower

heads quarterly or sooner if required.

Residents can do it themselves or if they are elderly or infirm a cleaner or responsible person would need to do it.

Below are the instructions to descale your shower heads provided by our external surveyor:



- 1. Remove the shower head from the pipe.**
- 2. Take apart the shower head and remove all detachable parts including the filter screen.**
- 3. Place the parts into the sink and soak them in a mixture of baking soda, white vinegar, and hot water.**
- 4. Use an old toothbrush to remove any stubborn built-up residue.**
- 5. Rinse off the parts and refill the sink with a mixture of dish detergent and hot water. Soak the parts for 10 minutes.**
- 6. Empty the sink again and boil a kettle of water to pour over the now cleaned parts to remove the last of the cleaning agent – being careful not to scald yourself.**
- 7. Dab dry with paper towel and then leave in the open to dry completely before reattaching to the shower pipe.**



This is a reminder to residents that you were contacted in August 2016,

to advise that any white goods and electrical appliances in your home at the time of you taking up a Licence with Pathways, were 'gifted' from Pathways to you.

This means, that you accept full responsibility for the ongoing maintenance, repairs, or replacement of these items. This may include a fridge, freezer washing machine, electrical oven, etc. This does not include items in communal areas, such as shared meeting rooms or communal laundries. Please be aware that Pathways will not replace or repair any white goods item(s).

Allotment Plots – The Secret Gardens

Pathways are owners to two allotment sites within the Ealing borough, Northfield and Haslemere allotments. Both allotment sites have been a great part of Pathways and Ealing boroughs history and is managed by a committee of plot holders named the Ealing Dean Allotment Society (Northfield Allotment) and the Haslemere Allotment Association.

Both committees were greatly affected by the pandemic where events had to be cancelled and the allotments were closed for a period. We have spoken to the chairmen of the Northfield allotment, Penny Wark, to find out more on their experience with dealing with the impact of the pandemic and how residents coped with the new rules and restrictions that have been in place.

Penny has written in her own words discussing how residents have been able to use the allotments to help them through the pandemic and the positive benefits it has had on residents and the communities physical and mental health:



Northfield allotments Ealing Dean

"People often say that going through the gates into Northfields Allotments is like entering a secret garden. You leave behind the busy life of West Ealing and find yourself in a place of calm, where the focus is on growth and conserving nature. London's oldest allotments are a source of wonder.

So, it's with great pleasure that, after 16 months of Covid restrictions, we're welcoming volunteers back to the allotment site. If you would like to join our site maintenance team, we'd love to see you.

From Saturday, 7 August 2021, members of the community are invited to our volunteer mornings held on the first Saturday of each month. We meet at 10am – just go to the double gates halfway down the site on Northfield Avenue. Maintenance tasks for the communal areas include mowing, pruning and hedge trimming – there will be a task for everyone, whether you like digging or prefer light duties. It is a great opportunity to get together with people who are passionate about gardening, and you will get some exercise in the fresh air.

We say thank you with a mid-morning break for tea and cake, and a BBQ lunch at 1pm, all

free. Just make sure you are wearing sturdy shoes, and we will provide tools and gloves. We are a friendly bunch, and everyone is welcome.

We are also looking forward to the return of our popular Halloween Pumpkin

Trail on Saturday October 30. There will be more volunteering opportunities as the event approaches – it is a lot of work getting all those witches, ghosts and ghouls in place, and we really appreciate the support local people have given us over the years."

For more information, including joining the waiting list for a plot, go to www.ealingdean.co.uk or www.yourpathways.org.uk/allotments-in-ealing/



Pathways believes in supporting residents within their homes to help them improve their overall quality of life. Did you know that you may qualify for the governments (DFG) Disability Facilities Grant, which is a means tested grant that allows people to stay in their homes for longer and live safer, healthier and more independent lives.



There are aids and adaptations that Pathways can provide as well, like additional handrails, etc. If you would like to know if you qualify for the DFG or require minor adaptations to your home to allow you to live more independently, then please contact Pathways and we can provide you with advice and or refer you to an occupational therapist, via your Local Authority.

Resident Welfare Fund

In our previous newsletter, we informed residents of Pathways 'Resident Welfare' fund (RWF). The RWF is a fund to support residents to pay for any urgent or unexpected expenses. This may include the purchase of essential household items or services to help residents improve their overall quality of life, safety, and wellbeing. If you would like to know more information about the RWF, please refer to our website which has more information and an online application form in which you can apply. If you do not have access to the website, please contact Pathways and a staff member can advise you further on how to make an application.



You Said, We Did! - Emergency Pull Cord Services

During the last STAR Customer Satisfaction survey, over 60% of residents stated that they did not require the traditional Pull Cord service implemented in their home. Residents stated that they were being charged for a service they did not require.



Figure 1 Emergency pull cord traditional system to a more personalised alarm service

Following a full resident consultation process between January and March 2021, Pathways withdrew the 'Emergency Pull Cord' services that currently exists. Residents that stated

they still required some form of emergency alarm service were referred to Careline, or their Local Authority for assistance.

Due to an oversight, it was identified that while Pathways disconnected the BT Telephone lines connected to the Pull Cords, the control centre in the communal blocks were still live. This means that if a resident accidentally pulled the 'Emergency Pull Cord', after 31 March 2021, it triggered of a continuous beeping sound. We would like to apologise to residents if this has happened in your block. We are working with S.E.A. electrical company to resolve.

If you feel that you may require additional assistance and would benefit from having a personal alarm service, please contact Pathways directly and we can help assist you with a referral to your Local Authority.

Resident Social Fund – It's Time To Spend!!!!



Pathways has allocated an annual financial amount for each scheme to use to deliver social activities.

The funds are to be spent before 31 March 2022. The social fund

allows residents to come together, plan and agree resident activities in your area e.g., days out and Christmas lunches.

If you have any ideas on how to use the fund differently and in a way that will encourage interaction between Pathway's residents, please contact us on 020 8579 7411 or alternatively, email us at info@yourpathways.org.uk. Please see the table below for the social fund amount for your area. The amount is set at £30 per flat.

Schemes	Overall amount (£)
Dovedale Cottages	660
Esther Doe Lodge	390
Josiah Forster	120
Jubilee Trust	930
Pilgrims Lodge	210
Abraham Dawes	360
Woolwich Parochial	240
Church Road	180
The Retreat, Odessa road	240
King George V	360
Dean Court	1680
Bowman Court	420
Taylor Court	540
Tawny Close	960
Castlebar park (Victoria Homes)	120
Castlebar Park (Wheeler Homes)	180
Vaughan Court	240
Passingham House	60
Norwood Road	120
Wren Avenue	60

Fire Safety Tips For Your Home

While Pathways is doing everything possible to keep their residents safe in their homes by carrying out regular fire risk assessments, and implementing fire safety remedial works, we ask that residents continue to be diligent and keep the communal shared areas free from any combustible materials and personal items, goods.



The Fire Safety Brigade offers a lot of fire safety tips for residents living in a purpose-built block and or a bungalow type accommodation. Please take the time to check out their website using the following link: Fire safety in the home (london-fire.gov.uk)



About Pathways

Contact us:
Pathways Trust Office
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Bowmans Close
Ealing
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Tel: 020 8579 7411
www.yourpathways.org.uk

How Well Do You Know Your Flowers – Summer Quiz



Figure 2: Pilgrims Scheme communal garden maintained by the residents

1. A tropical flower named Strelitzia is also known as which kind of bird?
2. Which flower can change its colour from blue to pink by adding acid into the soil?
3. Which famous French artist painted a series of paintings of water lilies?
4. Saffron is extracted from which flower?
5. From which movie does the song Edelweiss come from?
6. The Chelsea Flower Show is held in England every year in what month?
7. In Holland which bulb was once worth more than gold?
8. Which flowers were once known as Gillyflowers?
9. True or false, Gnomes are banned at the Chelsea Flower Show?
10. Mary, Mary quite contrary how does your garden grow. What did Mary grow in her garden in the nursery rhyme?

ANSWERS:

1. Bird of Paradise
2. Hydrangea
3. Claude Monet
4. Crocus flowers
5. The Sound of Music
6. May
7. Tulip
8. Carnations
9. True
10. Silver Bells and Cockle Shells and Pretty Maids all in a row

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.

Find us online:

 www.yourpathways.org.uk

 info@yourpathways.org.uk

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