

Getting the best deal for your electricity and gas prices

With rising fuel and food bills we are all feeling the pinch. It was widely reported earlier in the year that energy prices would be rising by as much as 40% this year. This summer saw the start of the predicted rises in energy costs, with more increases expected in the coming months.

Whilst all the energy suppliers are increasing their bills, it is still worth checking that you are getting the best price you can. You may have the most to save if you currently pay by:

- using a pre-payment meter.
- using a weekly or monthly budget card
- cash or cheque when the bill comes

Those who use pre-payment meters can pay considerably more for their gas and electricity than if they paid quarterly or by direct debit. Pre-payment meters are the most expensive way to pay, often by £300 to £400 a year.

Whichever way you pay it is worth checking for the best price. You may be able to save by looking at the following options:

- Dual fuel deals (where suppliers offer a discount for buying both gas and electricity from them)
- Changing the way to pay (ie. online direct debit is generally the cheapest)
- Look for special tariffs and reward schemes
- If you have a pre-pay meter in general EDF and EBICo are the cheapest. EBICo are a not for profit energy supplier who currently charge the same rate no matter how its customers pay.
- Find out about the best prices in your area

With energy companies now offering a bewildering range of different deals, it's easy to become confused about what's on offer. Using one of the following accredited price comparison services (on-line or by telephone) is a good way to find the best deal.

Accredited website* to the energywatch "Confidence Code"

www.energyhelpline.com	0800 074 0745
www.moneyexpert.com	0800 54 27 217
www.simplyswitch.com *	0800 011 1366
www.SwitchwithWhich.com	0800 533 031

The best price comparison results will be obtained if you have your actual consumption figures (i.e. your recent bills). You can generally only switch supplier if you pay off any outstanding balance with your existing supplier.

Finally you can reduce your bills by using less energy. For advice on help available regarding saving energy in the home ring the Energy Saving Trusts free helpline **0800 512 012**.

Contact us

To find out more about the regeneration you can contact :
Metropolitan Housing Trust on 020 8976 1171 or
Email: westhendon@mht.co.uk
London Borough of Barnet on 020 8359 7188
Barnet Homes: 0208 359 5410

For independent advice contact Aine Hayes or Rob Williams your Independent Advisors from Solon Community Network.

They can be contacted free of charge on free-phone **0800 169 4406** between 9am and 5pm Monday to Friday. If you call in the evening or at weekends you can leave a message and they will phone you back.

You can email at info@solontp.org.uk or
Visit their website at www.solontp.org.uk

Translations

Si vous désirez un résumé de ce document traduit en français, veuillez contacter: *Sheila Morcombe*

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خلاصه این نوشتار دارید، لطفاً از تماس زیر استفاده کنید
در صورتیکه میل به دریافت ترجمه فارسی *Sheila Morcombe*

જો તમને આ દસ્તાવેજના ટૂંકસારનો તરજૂમો ગુજરાતીમાં જોઈતો હોય તો કૃપા કરી સંપર્ક સાધો. *Sheila Morcombe*

جمعہ اگر آپ کو اردو میں درکار ہو تو برائے مہربانی رابطہ کیجئے :
اس دستاویز کے خلاصے کا تر *Sheila Morcombe*

Sheila Morcombe 020 8976 1171

If you would like a copy of this in large print, on audio tape or in any other format please phone 020 8976 1171.



West Hendon

NEWS

www.westhendon.com

- A newsletter for the residents of **West Hendon Estate** and **Ramsey Close**

Regeneration Update

The application for planning consent to build the proposed 184 houses and flats on the site of Rosemead and 1-5 Warner Close has been submitted. Before the application can be heard by the Planning Committee the Council will write to all residents likely to be affected by the development with details of the statutory consultation process, which will include an exhibition. (See page 2 for details.) We hope that a decision can be made before Christmas

and that if it is approved work could begin in Spring 2009. This timetable is subject to reaching a satisfactory agreement with the affected residents of Rosemead and Warner Close, to the acquisition of the land and to securing additional funding from the Greater London Authority and the Government's new Homes and Communities Agency. Once on site it is anticipated that this phase will take approximately 3 years to complete.

Community Fayre

We would like to send a big thank you to all of our partners that took part in this year's fantastic community fayre, held at the Marquin Centre.

This year's partnership event organised by the West Hendon Community Team, Barnet Homes and MHT, provided a great variety of activities for children and young people with support from Hornsey YMCA and Parkfield Children's Centre.

Residents were invited to view plans for the first phase of the regeneration to be built on the site of the Lakeview Children's Centre, Rosemead and 1-5 Warner Close.

To enter into the free raffle residents completed a short questionnaire asking for their suggestions on future activities and events they would like to see happen. More than 40 residents provided a variety of suggestions covering social, recreational and educational activities. The results from each category were community parties, cookery and keep fit/dance classes. The Community team will use this information to help put together a plan of work to take forward in the new year.

We would like to thank our hard working residents who volunteered their time providing fantastic face painting designs during the entire day.



West Hendon Skills Audit

Last year we asked Clapham Park Homes to carry out a skills audit of the residents living on the West Hendon estate. The aim was to find out what the barriers are to employment and career progression. The audit took place between February and June 2008 and consisted of desk top research; a questionnaire sent out to all residents with the option of postal return, electronic completion or completing the form face to face with a member of the local research team; interviews with key partners; and focus groups.

About 25% of households took part in the audit and from the information they provided we found that:

- Nearly a quarter of the respondents were over the age of 50.
- The West Hendon estate is a multi-cultural community with over 30 different ethnic groups.
- More than a quarter of the secure tenants who took part classified themselves as having an illness or disability
- Over half of the residents have lived on the estate for more than 6 years.
- Nearly half of the respondents stated that their household consists of a single adult.
- Over three quarters of the respondents who are in employment earn less than £20,000 per annum, which classifies them as low income households compared to average London salaries.



Christmas Bazaar

Saturday 29th November at

St John the Evangelist, Algernon Road from 11am-3pm



Youth Club Gets off to a Flying Start

All the hard work and planning has finally paid off for the West Hendon Community Group as they saw the launch of the estates weekly youth club at the West Hendon Community Centre. Managed under agreement with Hornsey YMCA, the club will be open every Wednesday between 6.30-9.30pm offering a variety of youth led activities throughout the year.

Membership is open to all young people between the ages of 13 and 18 years old with a small entrance fee. Any young person wishing to join can just come along on the evening. For further information contact **Tim Blanc 020 8359 5410**.

- Of the residents currently not in employment 83% are long term unemployed as they have not held a job in the last 6 months.
- 67% of residents indicated that they would be willing to participate in further training to improve their chances of securing employment or progressing in their existing employment.

We now need to think about what we can do to address some of the issues raised by the audit such as developing a "One Stop Shop" offering help and advice on training, CV writing, job searching, interview techniques etc. or providing child care provisions to enable people to return to work.

For more information, or to see a full copy of the report, contact **Sheila Morcombe on 020 8976 1171**.

Phase 2A Statutory Planning Application Consultation

As part of the consultation an exhibition is being held on **Saturday 22nd November** between 1pm and 4pm at the **West Hendon Community Centre, Marsh Drive**.

The plans will also be on display at 215 West Hendon Broadway between 10th and 21st November during office opening hours which are: 9am to 5.15pm Monday, Tuesday and Thursday, 2pm to 5.15pm Wednesday and 9am to 5pm Friday.

Neighbourhood Panel Housing Meetings

Neighbourhood Panel meetings are held bi-monthly to provide residents with an opportunity to meet staff from Barnet Homes and comment on the day-to-day housing services they receive and to receive regular updates on the windows programme.

Residents are provided with performance reports on caretaking, repairs, antisocial behaviour and other services. The next meeting will be held on Thursday 13th November at 7.00pm in the Community Centre.

To receive a copy of minutes from the last meeting, contact **Naseem Kadri**, 020 8359 2912.



Estate Wardens Service Feedback

Following on from the Estate Warden pilot, questionnaires were hand delivered to all residents on the estate in August to gain their views on the service.

Barnet Homes would like to thank the 70 respondents who provided positive and useful feedback that will contribute to providing a business case to have the service return in the near future.

A few residents will be contacted to discuss in detail some of their comments related to the service. For further information and progress contact **Cameron Finnie** on 020 8359 5407



West Hendon Estates Works Update

Work has begun on both the digital aerial upgrade and windows replacement programme. Some residents are already receiving their TV signal through the upgraded communal digital aerial system necessary for the 2012 digital switchover in the UK.

At the time of publication, scaffolding is being erected at the rear elevation of 1-48 Marsh Drive and the new UPVC, double glazed windows are replacing the existing single glazed timber frame windows. A programme chart posted in the Housing Office, 215 The Broadway, shows when each block involved in the programme is scheduled for work.

The programme to manage the overhaul and upgrade of communal electrics and lighting across the estate should begin early November. This includes upgrading existing lights and adding emergency lighting for improved visibility and security. In addition, metal gates have been installed in the Marsh Drive pram shed areas to prevent fly-tipping and anti-social behaviour.

Bin enclosures have been built to house the large refuse bins outside the blocks which reduces the risk of fire and makes emptying them easier for our operatives.



We were pleased to meet with several residents who came to the Barnet Homes stand at the West Hendon Community Fayre to discuss the planned works being carried out across the estate. Anyone with further questions should contact **Peace Townsend** at Barnet Homes on 0208 359 5276.