



Win a family day out at Legoland!

See our free competition – page 7

family mosaic

# connections

YOUR QUARTERLY MAGAZINE FROM FAMILY MOSAIC

SPRING 2012

## BRING&FIX

How some of you learnt to make what you've got go a little further - page 8

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Maisie Sheed appeal

**REPAIRS VIA TEXT 5**  
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ASB v. technology

**CAREERS BOOST 10**  
Apprentices needed



# editorial we can...

## STRIVE FOR 100%



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My boiler broke down in December. It took one week to get a plumber out, two visits to fix it and it cost £330. That same month, I needed an emergency lock change to a back door – cost £120. Neither service was great. Our own service is easily better value for money.

We spend £50m each year repairing and improving your homes. It pays for 66,000 repairs, 17,500 gas checks, bringing 1500 empty homes back into use plus many new bathrooms, kitchens, external decorations, etc.

The scale is enormous and you tell us we get 80% of repairs right. That compares very well with the service I and others get in the private sector. It is on a par with

most other housing associations. Some do better, but mostly outside London. It also means too many repairs are not to your satisfaction. This despite our involving you in choosing contractors, having strong systems to monitor quality and cost, and replacing contractors who do not perform.

Sometimes a repair goes wrong because the tenant is unable to describe the problem so the wrong tradesman goes out. Sometimes even a professional diagnosis won't solve a problem. Often a second or third visit is needed and follow on works are not ordered properly, or sadly not at all.

Sometimes we just get it wrong and we are not sure why. We have

tried being 'a partner' with the contractors and we have tried traditional client/contractor roles. It is a problem with the building industry as a whole, not just us.

So what can we do? We can keep on trying for a start. Learning from others who do better, supporting residents with apprenticeships, doing more pro-active repairs, listening to you.

If the solution was simple we would have found it years ago. But rest assured that every repair is done with 100% commitment. If we get to 90% satisfaction, we will push for 100%. You would not expect anything else.

**Brendan Sarsfield**  
Chief Executive

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## HELP US SPEND £2m!

We're looking for volunteers to help us pick the most deserving causes for our **Maisie Sheed Trust** fund. Could you spare just a few evenings each year?

Each year, we set some money aside in a pot known as **the Maisie Sheed Trust**. The cash gets spent on projects that will benefit many of you, such as employment and community initiatives.

- The money pays for new staff and practical projects, including:
- a much bigger team to help you back **into work**, with free training to improve your employment prospects and skills
  - **Greening Communities**, which brings neighbours together and gives a big boost to the natural environment around you
  - **Get Connected**, which gets the young computer whizzes among

you teaching others who live nearby how to use computers

- encouraging volunteers to do **practical tasks for other people** like painting, gardening and befriending

- our in-house **apprentice** scheme, which has set up 12 young people on 12-month apprenticeships.

Does this sound like something you'd like to be a part of?

The Maisie Sheed board now has a mix of residents, social inclusion professionals and staff. But we'd like to see more of you playing an active role.



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You would be expected to come along to four evening meetings a year, putting in a couple of hours reading board papers before each meeting.

We will give support and training to help you put your skills and experience to best use for the trust and other residents.

FOR MORE INFORMATION PLEASE CONTACT HEATHER RENTON ON ☎ 020 7089 1057

## HELPFUL HELEN RAISES A 'WOW!'

One of our first richly deserved **WOW! awards for top customer service** has gone to floating support officer Helen Finch, *right*.

### Emotional tribute

Helen was nominated by a customer she helped who has serious mental health problems. In a note that brought a lump to our throats, Helen's client said: 'I had a flat that should have been condemned by the council. My rent was in arrears and I was feeling suicidal. Now I have a nice clean home, I'm clearing my debt and I have a bright new future – all thanks to Helen.'

It's great to see so many of you making the effort to nominate staff for a WOW! Award. The award is a unique way of recognising top customer service that makes you the judge of 'what's good'.



If you'd like to nominate a member of the Family Mosaic team, who's gone above and beyond the call of duty, go to [www.thewowawardswebs.co.uk/familymosaic](http://www.thewowawardswebs.co.uk/familymosaic), email [wow@familymosaic.co.uk](mailto:wow@familymosaic.co.uk) or write to us at WOW!, Family Mosaic, Albion House, 20 Queen Elizabeth Street, SE1 2RJ.



## CUSTOMER CARE'S NEWEST RECRUITS

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Khyly, pictured, is one of five new recruits to the customer care line who will start answering your calls over the next few weeks. We hope you are finding our new greeting friendlier and helpful. Our apologies too for recent technical hiccups with our automated call-back system. If you were affected, we really are sorry.

## GET READY TO SWITCH, NOW!

As *Connections* went to print there were just two weeks left until 4 April, when the old analogue TV services switch to digital. We have written to all of you paying us for a service affected by the switchover because you share an aerial in a block of four or more homes, and to our leaseholders.

The letter sets out the changes you can expect, such as new channels and features, but most importantly it tells you which contractor will be doing the works to the aerial and how much it will add to your service charge. It also answers some frequently asked questions.

Here's who to call if you have any questions:

**Digital Contact Centre** (for general information about the digital switchover) ☎ 08456 505 050  
**Security Matters** (for specific questions about the new aerial being installed) ☎ 01494 738 080  
**Customer care line** (for any other questions)  
☎ 0300 123 3456 » option 2.

## RENT DRAW WINNERS



The following tenants have **won £250** each following our quarterly draw of all tenants who make sure their rent account stays in credit.

**South:** Mrs Burley, CR2

**East:** Ms Lomotey, N16

**Essex:** Ms Dixon, SS14

**North/west:** Mrs Wanduragala, N12

## LEASEHOLD NEWS

### GROUND RENT HOLIDAY OVER

Many leaseholders now own their property outright after buying from Family Mosaic. Over the past few years, these leaseholders have enjoyed a ground rent holiday.

We cannot continue to afford this so will charge a ground rent to leaseholders this year. Those due to pay will shortly get a letter from us, with a phone number to call if you still have any questions.

Not all leaseholders have to pay ground rent. We recommend you check your lease agreement as we can only charge you ground rent if it is stated in the agreement with us. If it is due it will be demanded in keeping with the agreement every year.

If you have any questions, call the CCL on ☎ 020 123 3456, then press option 2.

## TEXT MESSAGING TAKES THE PAIN OUT OF APPOINTMENTS



Under our new and improved text messaging service for repairs appointments, those of you with mobile phones will now get three text messages about your appointment:

- 1** The day before the appointment. If for any reason you won't be able to make the appointment, please let us know as soon as possible. Call ☎ 0300 123 3456, then press option 1.
- 2** When our repairs operative is on the way to your home. They will text you to tell you their name and give you an idea of when they expect to get to your home. Again, if you or another responsible adult can't be there to let them in, please tell us.
- 3** When the work is finished. The operative will text you when the work is done. They will give you a number to call if you have any concerns about the repair. Please do this straightaway.

### VERY IMPORTANT: DO WE HAVE YOUR MOBILE NUMBER?

The text messaging service will only work if you make sure we have your up to date mobile number on our system. Give us your mobile number when you report the repair, or you can call our repairs team to tell us your mobile number on ☎ 0300 123 3456 » option 1.

## INDOORS WORK IN LONDON TO BE DONE BY NEW CONTRACTORS

We're pleased to tell you that we have signed up three new contractors to maintain and improve the insides of your homes, including kitchens, bathrooms, heating and electrics.

The new contractors start working for us in April and will be working across London. Each will cover an area similar to the patches looked after by your neighbourhood managers:

**SOUTH LONDON:** MULALLEY

**NORTH & WEST LONDON:** TSG

**EAST LONDON:** STV

The service in Essex will not change, with Glorcroft carrying on as usual.

## FREE OFFER OF INSULATION COULD LOWER FUEL BILLS

Do you have a loft area or live in a house you think may be between 30 and 100 years old?

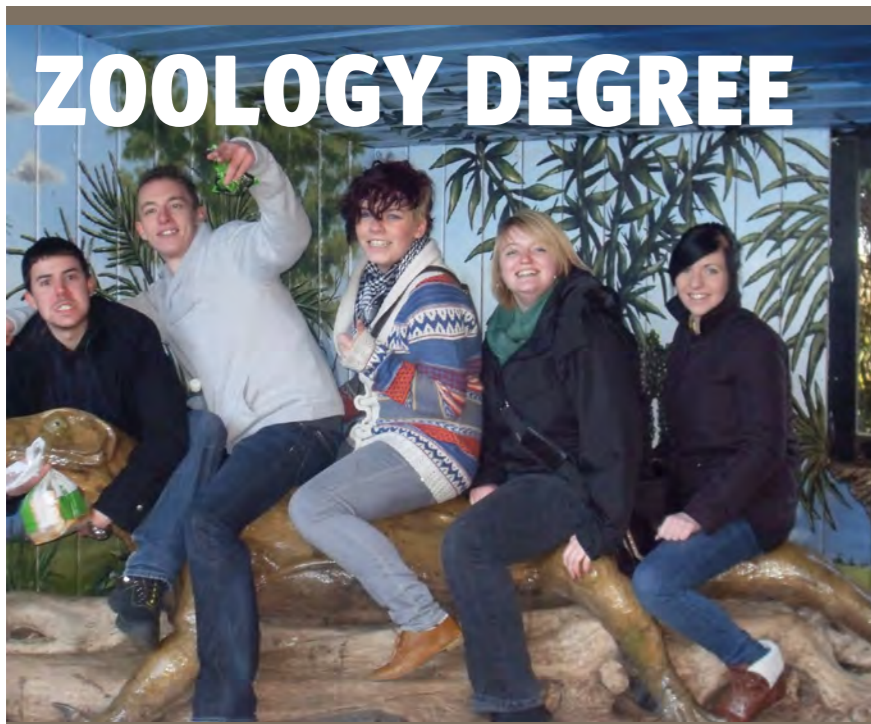
If the answer is yes then your home might need loft or cavity wall insulation. This could make your home warmer and more comfortable and will help save money on your energy bills.

To ask about arranging this free service, contact us on ☎ 020 7089 1049, or email us at [energyefficiency@familymosaic.co.uk](mailto:energyefficiency@familymosaic.co.uk)

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# Local news

from Essex   



## ZOOLOGY DEGREE

A day at the zoo for Colchester's **Bernard Brett House** raised a lot of laughs as young residents fed the elephants and giraffes and handled centipedes. The trip was a chance for the young people to get to know each other better and build a stronger relationship with their support workers.

## HARSH GLARE OF UV LIGHT REVEALS REAL NASTIES

Cleaning will never be the same at **Anne Knight House** after cleaning company Bright Hygiene gave the place a freshen up, with a difference, in January.

Bright Hygiene's Ross began by making a dull chore a bit more exciting! Using an ultraviolet (UV) lamp he revealed just how clean the flats really were.



The show was gruesome. Our bodies excrete protein in many forms - dandruff, skin flakes, mucus, and saliva - and it gathers in unusual places.

The UV light clearly showed where someone had sneezed over the PC monitor in our office. The kitchen, bathroom, bins - nothing was spared by the UV glare!

But Ross assured he'd seen a lot worse, even in commercial kitchens. And he said you don't need expensive chemicals to do a decent clean. Very often all you need to tackle the worst is good old elbow grease.

Bright Hygiene has since offered to sponsor a **Clean flat of the month** award for Anne Knight House. Let's hope the cleaning enthusiasm keeps up!

## FAB PASTRIES PROVE DEMI'S DEFT TOUCH!

**Demi**, who moved into one of our Essex schemes in December, is already doing an NVQ level 2 apprenticeship in catering at Pilgrim's Patisserie in Chelmsford.

Demi sets off for work at about 7am every weekday, usually returning at 5pm but sometimes working extra hours.

Over Christmas, Demi delighted us with a range of desserts to follow Christmas dinner, including fresh cream and cheese cakes.

They went down a storm, looking so good they could have come from an artisan patisserie!

## WELCOME REPRIEVE FOR BASILDON FAMILY PROJECT

After a nervous wait, the future of **Basildon's family intervention project** looks safe for now, with funding secured from the Maisie Sheed Trust, Basildon Borough Council and Essex County Council.

The intervention project works with families with complex needs in Basildon and gets amazing results. In recent months it has boosted school attendance, cut ASB and limited the need for social workers to step in.

Delighted team manager Tracey Laidlaw said: 'We are really pleased to be able to continue helping make incredible changes to the families' lives. We also calculated that the work we'd done with 15 families had saved the public purse over £1 million!'

The project works with families that are typically very big. Staff are flexible but firm and they liaise with many different local services to connect all the efforts being made to help the families.



## Tickets to the LEGOLAND® Windsor Resort



(worth approx £172 per set)

Play your part at the LEGOLAND® Windsor Resort with over 55 interactive rides and attractions. Fly through the treetops to escape fearsome dragons, ride the thrilling rapids with a Viking Fleet or join LEGO® divers on a magical underwater adventure on Atlantis Submarine Voyage.

New from March 'May the Force be with you' as the UK's only LEGO® Star Wars™ Miniland Experience comes to LEGOLAND® Windsor recreating seven of the most famous scenes from the classic Star Wars™ films including a scene from the animated series: *Star Wars: The Clone Wars*, using around 1.5 million LEGO® bricks.

Plus why not extend your stay at the new Resort Hotel featuring fully themed bedrooms, pirate themed splash pool and the Bricks Family Restaurant.

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We have 3 sets of tickets to give away. To be in with a chance of winning, find the 6 differences in the pictures and fill in your details below and return to us at Legoland Competition, Countrywide Publications, 27 Norwich Road, Halesworth, Suffolk IP19 8BX by the **Monday 23rd April 2012**

Name.....

Address.....

.....

.....

.....Postcode.....

Telephone.....



# closest to home

## 'BRING & FIX' CURES THE JANUARY BLUES

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January often brings worries about money, health, work and home. So our first 'bring and fix' at St Mary's Church on Upper Street, Islington, was a welcome antidote. Residents who packed the church went on DIY workshops, trawled stalls and got expert advice on finance, careers, and even revamping old clothes. Freebies included energy efficiency gadgets, health checks and pot plants. We laid on massage and Qigong exercises and, so no-one left empty handed, we handed out Family Mosaic piggy banks to departing guests – just a little gesture to encourage savings.

## VOLUNTEER RAY IS NOW HIS OWN BOSS

Resident Ray Oddi was hunting for a good job when he first came across Time Bank in 2010. Ray's a keen gardener so began volunteering doing the sort of work he enjoys.

He has since clocked up nearly 200 Time Bank hours helping older residents clear and care for their gardens as well as doing decorating, home repairs and odd jobs.

Time Bank rewarded Ray by sponsoring him on an accredited course in horticulture at Capel Manor College. We also helped him to complete a few more courses useful to setting up business as a self-employed gardener. Now armed with drive and the publicity materials to promote his business, we wish Ray every success.



Ray, left, gets a helping hand with a repair

**Are you interested in volunteering your skills for others in your community? Contact Temi in our Time Bank team on ☎ 07968 696 042 or [timebank@familymosaic.co.uk](mailto:timebank@familymosaic.co.uk)**

## NEW HIGH TECH TACTICS TAKE ON ANTISOCIAL NEIGHBOURS

### Noisy neighbours

We have started testing sound monitoring equipment in a new drive to tackle noise nuisance.

Diary sheets that record times can tell us when someone was 'noisy' but not how loud, let alone whether it was 'unreasonable'. And without scientific proof, that can make legal action almost impossible. We'll be using the equipment to try to settle disputes and extreme cases.

### Watchful eye

We have installed CCTV on some estates to help us identify people who are damaging our property and intimidating residents. Already we're taking action against offenders identified this way.

### Heat-seeking camera

We are doing our part to make sure none of our properties are taken over by people farming cannabis by giving a trial run to a thermal camera able to identify unusually high sources of heat. The camera is being used to investigate all suspect properties. All evidence is being passed over to the police.

## TRY TO NIP THOSE GARDEN DISPUTES IN THE BUD

If you have a garden the arrival of spring is a good time to check any hedges or trees. If they're growing into or hanging over a neighbour's garden they have the right to trim anything on their side and to return the clippings to you.

The down side is that this is often done by throwing the clippings over the fence or hedge. This isn't usually done just to wind you up but we can well understand how it can feel that way.

Our best advice is: talk to them. If you can't come to an agreement, speak to your neighbourhood manager who will try to sort the matter out.

## MARCHING ORDERS FOR NEIGHBOUR FROM HELL

Residents on a north London estate who were subjected to months of misery by their neighbour will have been cheered by the neighbour's eviction.

Residents worked hard with our neighbourhood manager and the police to bring an end to problems at the flat, including prostitution, drugs and an awful noise nuisance.

Neighbourhood manager Marjorie Mbulo said: 'This is a clear message that we take anti-social behaviour very seriously.'

# youth academy

## MAKE YOUR PASSION A THRIVING BUSINESS

Young people with an idea for a business are getting help from our Youth Academy with the more practical side of running a business.

Three young people have completed youth enterprise workshops on business planning, marketing, pricing and financial systems.

'The course tutor was really inspiring,' said Chloe, who wants to turn her passion for hair and beauty into a business. 'The course has been a fantastic introduction to business.'

The Youth Academy is also helping young residents to take up apprenticeships and volunteer work placements.

**If you are between 16 and 25 and want help developing a business idea, call the Youth Academy team. Look for us on Facebook or email [reg.amoah@familymosaic.co.uk](mailto:reg.amoah@familymosaic.co.uk) or call/text 07931 551 647.**



## YOUNG COMPUTER TRAINERS GET THE VOLUNTEERING BUG

Two young trainers who've been volunteering with our 'Get Connected' project have since taken on additional voluntary work, while a third is due to begin a work placement.

And despite all the negative news recently about 'voluntary' work placements, our trainers say that teaching people to use a computer has taught them valuable lessons and is a stepping stone to paid work.

'I've learnt that people learn in different ways so it's important to adapt training styles to each person,' said Trevor from Harold Hill.

Natasha, who lives in Laindon, added: 'Helping people to use computers has taught me how to get the most out of them, and given me something to put on my CV.'

Daniel, also from Harold Hill, said: 'Realising that I have knowledge I can pass onto others has given me the belief and motivation to apply to other organisations.'

**If you're between 16 and 25 and fancy becoming a young trainer, contact Joao Da Silva if you're in London on ☎ 07852 585 042 and Lynn Gunter on ☎ 07508 341 645 if you're in Essex.**

## GREAT IDEAS FOR YOUR COMMUNITY



**Do you have an idea that would benefit your local neighbourhood? We have a pot of money set aside to support projects that will make your community a happier place, such as street parties, youth clubs and community groups.**

Here's who to contact at Family Mosaic if you live in:  
**south or east London:**  
Angus Kerr ☎ 020 7089 1253  
**north or west London:**  
Noreen Mian ☎ 020 7089 1000  
**north or south Essex:**  
Sue Walker ☎ 01206 773 021

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## YOUR REAL LIFE STORIES: WORK EXPERIENCE

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Leevan, centre, with operations head Alex Reeve and Joni Byrd

Leevan, who lives at Ivydale Road in Southwark, has gained valuable work experience with our supported housing team

'At a BBQ at my scheme last year, I asked head of operations Alex Reeve if I could get work experience at Family Mosaic. He said yes so here I am! It's the first time I've worked in an office and I love it. I've been able to build my confidence, improve my IT

skills and even visit other schemes. With this experience I plan to get a job then move on from Ivydale Road to live more independently. Thank you so much to the team that has supported and encouraged me. I now feel I can achieve my goal of full-time employment.'

### 😊 APPRENTICES NEEDED!

We're looking for 10 residents aged 16-24 to join us at Family Mosaic's head office in Southwark as a full time apprentice. You'll have a year's contract and be paid a salary of £9,500 which is higher than the minimum wage for apprentices. You'll get to know how a busy office works and pick up transferable skills while gaining a respected NVQ qualification in either business admin, IT or customer service. You'll be supported every step of the way by a dedicated team. If you're interested call ☎ 020 7089 1112 or email [opportunities@familymosaic.co.uk](mailto:opportunities@familymosaic.co.uk)

### YOUR STORIES...

☛ Petra was living in a women's refuge when she registered with us. She had had to leave her home and job due to domestic violence and had been unemployed for a year. Her pathways2work employment adviser helped her apply for a scholarship from the Chartered Institute of Housing and she is now studying for a level 3 in housing and about to complete a work placement with one of our neighbourhood managers.

## SET OUT ON THE ROAD TO A NEW CAREER WITH MEARS!

We're excited to announce opportunities for qualifications, apprenticeships and training with our repairs contractors Mears.

If you're in your final year at school, or left within the last two years, and really want to learn a trade or administration skills, then we want to hear from you!

### Learn a trade

Mears is offering at least four trade apprenticeships in plumbing, carpentry or electrics, including a day release at college. It is also offering two people a chance to gain NVQ level 2 in administration at one of its offices.

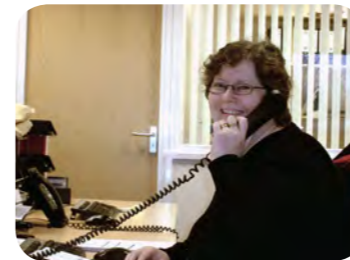
All those taken on will be paid a competitive salary, with paid holidays and other benefits.

**We're expecting demand for these positions to be high so only want to hear from the most committed and enthusiastic people. If that's you, contact pathways2work to register your interest on ☎ 020 7089 1112 before the closing date on 27 April. Interviews will be held in May and June.**

## NEW EXPERIENCE: MEARS OFFERS A TASTE OF THE WORKPLACE

Mears is also offering voluntary work experience placements under its new scheme, **Taste of the workplace**. For 6-12 weeks, you will work with Mears, getting support and on the job training. Travel expenses are also covered.

Charlton Triangle resident Sharon joined Mears' Canning Town branch last November, to get back into a working environment and improve her office admin skills. She did such a great job of her work taster sessions she now has a paid job with Mears.



Sharon said: 'The work place scheme has been brilliant for me. It's hard work but Mears is very flexible and I've learnt things such as scanning, emailing and using the computer systems.'



Samile, pictured left, began doing two days a week with the Mears electricians in October to get practical experience to back his academic qualifications. Samile said: 'Sometimes it's hard to get experience to go with the college work so doing two days a week is ideal for me.'

**To find out more please call Brian Mckie at Mears on ☎ 020 8498 2600 or email [brian.mckie@mearsgroup.co.uk](mailto:brian.mckie@mearsgroup.co.uk)**

# your feedback

## RESIDENT INSPECTORS COMPLETE REPORTS AT AN OLYMPIC PACE

Our resident inspectors have carried out 48 inspections in London already this year. On each visit, the inspectors rate different parts of the service against our targets. They assess how the repairs call centre handled the job, the experience of the repairs operatives called out and the standard of the finished work. Their findings have now been sent to our contractor, who will look at ways to improve any shortcomings.

**If you'd like to find out more about resident inspectors, please contact Jennifer Dixon on ☎ 020 7089 1025.**

## YOU SAID... WE DID

**YOU SAID...** you wanted clearer information on **parking rules**

**We did...** wrote to you setting out precise terms and conditions for parking and put information on our website. We'll now contact you a month before your permit runs out to remind you

**You said...** you wanted a clearer breakdown of what you pay for in your **new service charges**

**We did...** make the format of our service charge statement clearer so there's no room for confusion

**You said...** the **internet complaints form** didn't have enough room in the box for you to explain your complaint in full.

**We did...** made the box on our online form much bigger to let you explain the reason for your complaint more easily.

Your feedback is critical to improving our service and face to face we can talk through issues affecting your community.

### That's why we hold regional forums.

These are quarterly local meetings that let you put across your views. We'd like to see more of you at these meetings.

To get involved with your local or regional forum contact:

Angus Kerr, south and east London ☎ 020 7089 1253  
Noreen Mian, north and west London ☎ 020 7089 1000  
Sue Walker, Essex ☎ 01206 773 021

## Making local voices LOUDER



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## GARDEN WORDSEARCH

B	B	R	S	E	A	X	B	U	D
W	R	O	L	H	R	R	U	U	L
T	R	O	W	E	L	E	L	E	V
W	E	T	E	D	S	Q	B	R	L
R	P	G	E	G	U	S	C	H	G
G	A	R	D	E	N	I	P	N	M
O	T	Q	H	H	U	I	I	W	N
I	C	W	F	P	Y	R	X	T	G
R	H	P	O	P	P	Y	S	R	D
D	U	C	T	S	U	S	A	E	W
P	W	E	E	F	L	O	W	E	R

Fill in and send back to us at Family Mosaic, Albion House, 20 Queen Elizabeth St, SE1 2RJ to get a free pack of seeds. All correct entries will also go into a draw that could win you an instant herb garden, with 16 plants ready for your window box or garden.



YOUR NAME .....

PHONE No .....

ADDRESS .....

.....

.....

## Greening Communities

Did you know we run a project that can help you and your neighbours 'green up' your outside communal spaces? You could use it to grow food, have a children's play area, or just relax or exercise. If you're interested, call us on 020 7089 1253 or email [greeningcommunities@familymosaic.co.uk](mailto:greeningcommunities@familymosaic.co.uk)

## Staying in touch with us

**General needs housing or leasehold enquiries:**  
Customer care line  
☎ **0300 123 3456, option 2**  
**CustomerCareLine@familymosaic.co.uk**

**Head office**  
Albion House, 20 Queen Elizabeth St, SE1 2RJ ☎ **020 7089 1000**  
**www.familymosaic.co.uk**

**Essex office**  
Pembroke House, Northlands Pavement, Pitsea SS13 3DU  
☎ **01268 498 500**

**Care and support**  
London ☎ **020 7089 1000**  
Essex ☎ **01268 498 500**

**Welfare rights officers**  
To speak to a welfare rights officer call the customer care line on ☎ **0300 123 3456, option 2**

**pathways2work**  
☎ **020 7089 1345**

**Report repairs:**  
**www.familymosaic.co.uk**  
☎ **0300 123 3456, option 1**  
If you live in London, you'll then be asked to press 1  
If you live in Essex, you will be asked to press 2

**Business Reply Licence Number RRAZ-TLEZ-TBHR**



**FAMILY MOSAIC  
ALBION HOUSE  
20 QUEEN ELIZABETH STREET  
SE1 2RJ**

## GARDEN WORDSEARCH

To make your envelope, please fold along this line and moisten the gummed strip (other side) to seal before posting. Don't forget to add your completed wordsearch, with your name, number and address.

## Speaking your language

Voici **Connections** le bulletin régional des locataires. Si vous ne pouvez pas lire ce bulletin en anglais et s'il y a des articles qu'il vous faudrait faire traduire en l'une des langues mentionnées ci-dessous, veuillez nous contacter à [enquiries@familymosaic.co.uk](mailto:enquiries@familymosaic.co.uk) ou téléphoner au ☎ 020 7089 1000.

Este es su boletín de noticias regional **Connections**. En caso de que no pueda leer este boletín en inglés y necesita que alguna parte de éste sea traducido a una de los idiomas que aquí se indica, le rogamos se ponga en contacto con nosotros a través de la dirección de correo electrónico [enquiries@familymosaic.co.uk](mailto:enquiries@familymosaic.co.uk) o llamando al ☎ 020 7089 1000.

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