



December 2021 Newsletter

During the festive period our contractors will only provide emergency repairs, which include total electricity loss and major leaks. In these instances our contractors will 'make safe' and may be able to do a full repair provided extensive works are not needed. If additional works need to be approved we cannot do this until we reopen.

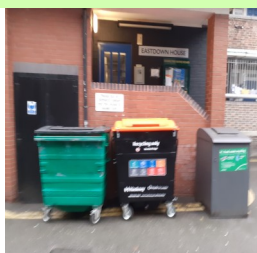
If you have an emergency repair during the closure period please phone Chigwell Construction on 0207 500 4100.

Loss of Heating and Hot Water should be reported to the Council on 0208 356 3691

GAS emergencies - 0800 111 999

Refuse Collection over Christmas & New Year

Waste (NORMAL) - Tuesday 21st December
Recycling (NORMAL)- Thursday 23rd December
Waste (NORMAL) - Friday 24th December



The following week collections will take place on;

Wednesday 29th December; Waste Collection
Friday 31st December; Recycling Collection
Sunday 2nd January; Waste Collection

DEMO Office Christmas Opening

Friday 24th	9am – 1pm
Saturday 25th	Closed
Sunday 26th	Closed
Monday 27th	Closed
Tuesday 28th	Closed
Wednesday 29 th	} Reduced Service
Thursday 30th	
Friday 31st	
Saturday 1st Jan	Closed
Sunday 2nd Jan	Closed
Monday 3rd Jan	Closed

Please note that between 29th—31st December staff will be working from home but will be available by telephone and email for urgent enquiries relating to tenancy management, rents and repairs.

An emergency caretaker will on be duty until 2pm between the 29th-31st December

CONTACT;

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Www.downsestate.org
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YOUNG HACKNEY

Are you under 25 years old? The Council's Youth and Community Engagement team would like to know what you think about youth services in the area;

- ◆ What should be the priorities?
- ◆ What opportunities should be made available?
- ◆ Do you know where the youth centres are located and what should happen there?

Please fill in the online questionnaire which can be found here;

<https://forms.gle/mtZSXHjbARapQQHF8>





Christmas Card Competition

Congratulations to Andre from Glendown House, pictured here top right whose card design won the best overall entry in this years Christmas card competition and has been adopted as DEMO's 2021 company Christmas card. Imani-Lorae (top left), scooped 1st prize for the best entry in the under 7 age group. And a special mention to Sarah (below left) from Eastdown House winner of last years competition whose prize could not be presented at the time due to lockdown restrictions.



Runners up from the left;
Oliva, Jadon and Archie

Well done to all.



~ Reminder Downs Estate Condition Survey ~

Thanks to all who have returned completed survey forms. We would encourage all those yet to do so to assist by returning your forms as soon as possible. As a token of appreciation we are offering £10 voucher for every completed return received before 31st December.

Forms can be completed on-line by visiting www.downsestate.org or contact the DEMO office if you would like a spare paper form.

HOME CONTENTS INSURANCE

The Council doesn't cover your contents as part of the tenancy agreement.

You may wish to consider what a home contents insurance policy would cover you for in the event of damage to your possessions should something like a fire or flood occur.

The Council has teamed up with Thistle Tenant Risks who provide specialist tenant contents insurance policies. Their contents insurance scheme is provided by Ageas Insurance Limited.

All tenants of social housing living on Downs Estate are eligible to apply. For more information visit the Council's website here; [Home contents insurance | Hackney Council](#)