

NEWSLETTER MARCH 2026

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Universal Credit Migration

The government is moving people from the old benefits to Universal Credit (UC). This is called Managed Migration. The Department for Work and Pensions (DWP) aim to have finished this process by March 2026 for all those in receipt of Employment and Support Allowance.



If you get a Migration Notice from DWP you must apply for Universal Credit to remain in receipt of benefits. Claims will not be backdated. We are here to help if you are struggling with the change or don't understand the letters from DWP. Please get in touch.

Struggling with Bills?

Contact BetterOff Lewisham, a one stop shop for accessing benefits, finding jobs and managing money online. It shows what support you are entitled to and guides you through applications, as well as offering advice on employment and budgeting, making it a valuable tool for anyone struggling with rising costs of living,



Visit Lewisham.betteroff.org.uk

Save the date

Our AGM will be held on Saturday 25th July 2026 3pm – at St Johns Church . We look forward to seeing you there

Damp and Mould



BTC want to ensure that all our members can enjoy warm, dry and healthy homes free from damp and mould. If you suspect you have damp and mould through sight or smell, please contact us and let us know. It helps us to know which room (s) are suffering from damp and mould, how long you have had the problem and any health issues you or your family may have. Photographs are useful to help us assess the problem.

Learn My Way

Learn my way is a free online platform that helps people gain basic digital skills and build confidence in using the internet. Learning topics include:

- Using your device
- Using the internet
- Using email
- Safety and security online
- Spending money online
- Online entertainment
- Working with office programs
- Employment and work
- Managing your health on line
- Managing your money online
- Media literacy.

https://www.learnmyway.com/ visit this website to register and use Learn my way.

Looking for a Job?

Lewisham works can help you gain new skills and employment whether you are not currently in work or want a better job. Contact lewishamworks@lewisham.gov.uk.

Reduced Bulky Waste Collection Fees



Lewisham has introduced new waste collection fees and lowered the price of collection. The new charges are just £5 per item for bulky waste and mattresses. For fridge and freezer collections the cost is £25. This makes it much easier and affordable to dispose of unwanted items responsibly. If you need to book a collection visit the bulky waste webpage on Lewisham's website.

Tenancy Fraud

Tenancy fraud is when someone rents out their home illegally, abandons it or gets a tenancy through false information. Housing providers have a duty to investigate reports of tenancy fraud as it stops those in genuine need from having a safe and secure place to live.

With more than 126,000 households stuck in temporary accommodation and over a million families across the UK on waiting lists for social housing recovering homes can make a difference.



What counts as tenancy fraud?

- Subletting your home or letting family or friends live in your property while you live somewhere else.
- Providing false information to gain a tenancy.
- Abandoning your home.

Investigating fraud isn't always quick. We need to establish strong evidence before we can take tenancy action. If you suspect fraud, please let us know and help ensure homes are used for those who need them.

Lewisham Donation Hub



The hub is run by volunteers. It provides essential items to those facing hardship from food and clothing to household goods. There are no referrals and no barriers. The hub is calling for support from the Lewisham community as they need to raise money to carry on operating in 2026. As well as financial support they also welcome donations of warm clothes, comfortable shoes, sleeping bags, roll mats, backpacks, smartphones, tablets, household items such as kitchenware, electricals, toiletries, nappies and pet food. Items can be dropped off from Tuesday to Thursday from 12 noon until 5pm at Unit D Place Ladywell, 261 Lewisham High Street.

St Peters Community Table

The Community Table run at St Peters Church on Wickham Road is a place to gather over tea and cake. Membership costs £4 a week or £15 a month. You will need to apply for membership through filing out a form available from the St Peter's website. https://www.stpetersbrockley.org.uk/community-table

Membership includes weekly coffee and cake, a weekly grocery parcel if needed, support sessions, advice from Citizens Advice Bureau, monthly surgery with Brockley ward councillors, access to Love Brockley Services (job club, courses, therapy), monthly community lunch and weekly spiritual discussions

Money advice

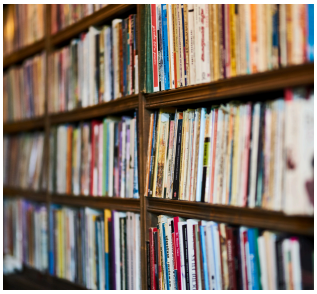
The Co-op has a **welfare specialist** who can assist you to ensure you are getting all the help you are entitled to. Speak to **Lenesa** and she can book you an appointment. **Hexagon tenants** can also contact the **Money Matters Team** by phoning **020 7867 6699** or email **moneysupport@hexagon.org.uk**

From the Archives

Recently we have been trying to clear some of the vast amount of paper stored in the office that does not need to be kept. Some interesting information came to light.

The 1919 Housing Act introduced subsidies to bridge funding gaps in the form of low interest loans from local authorities.

The 1974 Housing Act made the Housing Corporation (forerunner to today's Regulator of Social Housing) the dominant, professional, supervising and financial institution to lend public funds to registered Housing Associations through the form of Housing Association Grant.



In 1981 The Coop was registered with the Housing Corporation.

In 1986 a report from Solon Southeast to the Management Committee noted "The future work that was possible with Brockley was dependant on purchasing new property. By any standards there is an element of luck in this, no matter how well all the other aspects of buying a house are carried out. Brockley area has been in the past and is now a very difficult area in which to purchase houses, for various reasons (conservation area, population mix, trendification of the area)"

In 1987 rent arrears were running at 14%.

In 1987 the minutes of a Management Committee meeting show that members agreed to the purchase of an Amstrad PC model 1512 that included a printer and 'wordstar' software at a cost of £803.85.

In 1989 the Housing Corporation carried out an investigation into fraud at the Coop and stated that 'there is no future for Brockley'.

What is a Complaint and what is a Report?

A report is a notification of a potential issue such as a repair that needs to be addressed. A complaint is an expression of personal dissatisfaction seeking resolution for a specific wrong.

Our complaints process is designed to address matters that have gone wrong and seeks to put them right. When members ask us to investigate complaints it helps us to know what it is that they feel we have done wrong, how they feel we could have responded differently and what it is they feel we could do to correct the situation.



We hope to learn from complaints and use them to improve our service.

Samaritans- provide support 24 hours a day, 7 days a week. They offer a listening ear to anyone suffering from distress. You can phone them on 016123608090 or 08457 909090