

YOUR HEAT TARIFF

With the recent gas price increases, you can rest assured that your heat tariff with EON Heat will not be affected or change during these winter months. There will be no tariff changes until the next annual tariff review due to take effect in April 2022 and any changes will be communicated to all residents in advance.

This period can be taken as an opportunity for you to look at making savings on your heating, hot water and electric use.

Simple changes such as switching lights off when you are not in the room, turning down the heating thermostat a couple of degrees, putting on a warm jumper, setting the heating timer to come on when you are in the property and closing doors to keep in the heat can help in reducing your energy consumption. We have compiled some useful tips on our website www.heat.eonenergy.com

Don't forget

You are able to chat to our EON Customer Services Team online Monday to Friday 9am - 5pm on our live chat function on our website www.heat.energy.com or by phone on 0345 302 4312.

For making heat payments, we have added dedicated new options as part of our customer services phone service. To save waiting on the line just select option 4 then 1, this will take you through to the dedicated payment line where you can make a payment over the phone with no wait time.

You can also choose to pay by fixed direct debit and get £35.00 per year discount on your bills, this option will allow for a budget friendly way of paying for your heat consumption on a monthly basis, if you would like to discuss this with our team, please call us on 0345 302 4312.

You can opt into receiving your heat bills via email rather than by post, a more environmentally friendly option, please let us know if this is an option you would prefer.

Residents' drop-in sessions with EON Heat team

We are proposing to keep our residents' drop-in sessions ongoing, where you have the opportunity to come along and discuss your heating and hot water queries in person with our EON team. The next drop-in session is planned for Spring 2022 which will be based at the Community Hub, communications with details on this will be sent out closer to the time, and if you wish to attend, please join us in this opportunity to talk all things Eon Heat. We will aim to have one of our engineers present for the drop-in session for discussions on any information you may want or technical questions you may have.

Christmas Opening Hours

If you need to speak to us for general enquiries, our customer service telephone line will be operating as usual, Monday to Friday 9am - 5pm over the Christmas and New Year period, with the exceptions of the following dates which will operate Heat Supply Emergency Calls only:

- 23rd December 2021 – 29th December 2021: Heat Supply Emergency Calls only
- 1st January 2022 – 3rd January 2022: Heat Supply Emergency Calls only

If you need to report a Heat Supply Emergency our helpline is available 24 hours a day, 7 days a week, 365 days a year.



Everyone at Eon Heat would like to wish you a very merry Christmas and a Happy New Year.

Our Christmas edition brings more community-led content which demonstrates the talent, tenacity, and rich history of West Hendon

Interested in being featured within our next edition? Contact Georgina Walker by emailing georgina.walker@becg.com. We welcome your stories, art, photography, poems, and local memories.

CONTACT US

Soul Café
Contact: Rev Hutchinson
E: office@stpetersnw2.org.uk

Barnet Council
Regeneration contact:
Regeneration Services

T: 020 8359 7248
E: regeneration@barnet.gov.uk

Avison Young
Private treaty arrangements contact:
Angela Nelson

E: angela.nelson@avisonyoung.com

Metropolitan Thames Valley
Management of your new home on the estate contact:

T: 020 3535 3535
E: contactus@mtvh.co.uk

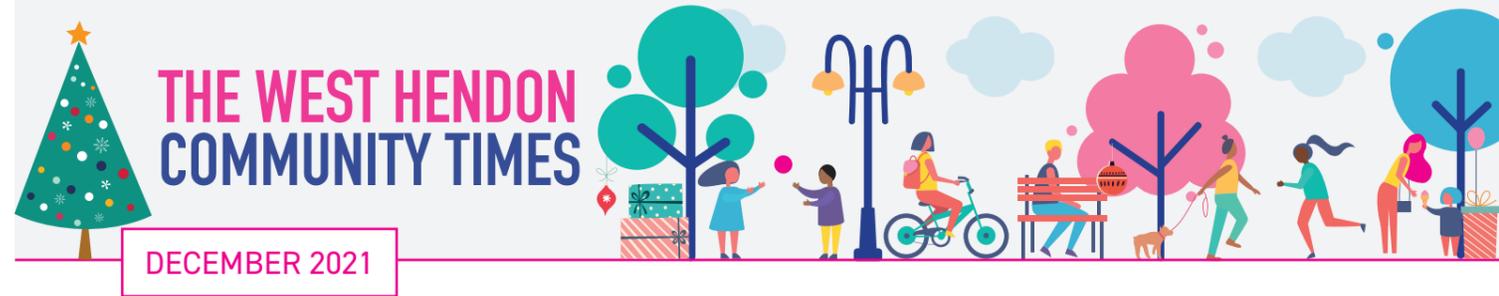
First Port
Salvatore Scozzaro -
Development
Manager

T: 079 1833 9432
E: salvatore.scozzaro@firstport.co.uk

Danut Bodros Jr - Assistant
Development Manager

T: 078 5051 7471
E: danut.bodros@firstport.co.uk

Firstport CS CARE
(for out-of-hours queries)
T: 0333 005 0227
E: cscare@firstport.co.uk



Welcome to our end of year Christmas newsletter for 2021.

Despite the many challenges experienced over the past year, we are pleased to share that we are continuously achieving key milestones at West Hendon. From the entire project team, we would like to thank you all for your continued engagement and patience with us as we advance our works at West Hendon and create a community for all to enjoy.



CONSTRUCTION UPDATE

We continue to make great progress in our construction works at West Hendon with various activities currently underway in the hoarded southern section of the estate. We have advanced the development of two new blocks, Serin Apartments and Rosefinch Apartments, with the first residents set to move into the Serin Apartment block before Christmas 2021. The Rosefinch block will have its first new residents move in toward the end of 2022.

Elsewhere in the construction site, the team are busy finalising all groundwork operations in anticipation of starting the superstructure works on the concrete frames for the new 216 homes planned in this area of the site.

Additionally, a series of major highway works are due to start in 2022, resulting in the full refurbishment of pavements and road surfaces along the length and breadth of West Hendon Broadway. These works will also include a series of public realm improvements, including the closure of the gyratory road that comes into the estate, by widening Station Road to create a new two-way street. We will provide residents with more information on these works and anticipated start dates in the next issue of the West Hendon newsletter in early 2022.

WEST HENDON – COMMUNITY TRUST FUND

The new Board of Trustees has been busy, and it has been good to see applications from organisations coming in. Two applications were approved for Karma Mama which is run by Lisa. Lisa will be offering an Art and Social class which aims to provide a social and fun programme that will provide a safe and calming space for residents to express their creativity.

She will also be providing Natural Healing and Visualisation sessions that include meditation and reiki healing, which would allow each person to de-stress and release depression and anxiety stored in their body. These sessions will be promoted to residents in due course.

We're still appealing for one more Resident Trustee. If you are passionate about what goes on in West Hendon and would like to support the work of the Community Trust Fund to the benefit of the community, we'd love to hear from you. It's a voluntary role that is not demanding. The Board meets just four times per year for an hour and a half each time. Occasionally they will have to make decisions outside of those meetings.

If you'd like to know more about the role before applying, please call Dawn on **020 3535 3368** or send an email to whctf@mtvh.co.uk.

DID YOU KNOW?

Overall, there are four tall new buildings planned for West Hendon. Hawfinch House, the first of these four buildings, was completed in 2015/16 and remains the tallest building in Barnet.

A new independent bistro, serving hot food, coffee, and other beverages, will open in 2022 in one of the new empty commercial properties in the piazza, so be sure to keep your eyes peeled!



THE WEST HENDON FOOD BANK

The West Hendon Food Bank has gone from strength to strength and is a place of warm camaraderie and the best example of a multicultural community coming together in the spirit of true friendship and compassion. Cllr Helene operates the Food Bank from the Barnet Hill Academy on Montagu Rd with the gracious hospitality of principal Alim Shaikh and his lovely and helpful staff.

The entire volunteering team works to ensure that everyone is welcomed with a big smile, open arms and this good word has spread. The friendly greeting extends far, and people come from other areas, not just West Hendon. More and more people are helped each week.

A big 'thank you' to all volunteers at the Food Bank, as well as to those who attend. The team works to ensure that all attendees are treated to fantastic fresh vegetables and produce, baked goods and all the staple foods

everyone needs and wants for delicious, nutritious eating, for themselves and their loved ones. If anyone cannot walk to the Food Bank, delivery is happily arranged, and Cllr Saira Don can assist with this.

New volunteers are always needed and very welcome. The Food Bank is open on Wednesdays 12:00pm - 1:30pm at 10 Montagu Rd.

In this holiday season, both Cllr Helene and Cllr Saira extend their best wishes to everyone in West Hendon for a joyous festival full of love and good cheer (and, of course, great food).

If you would like to get in touch with Cllr Helene Richman, you can contact her on: **07415883720** or at **cllr.h.richman@barnet.gov.uk**

NEW ACTIVITIES AT WEST HENDON BROADWAY

The Council's Town Centre Team has been working with Barratt Metropolitan on plans to plant up to 30 trees and upgrade street furniture along West Hendon Broadway. They are also looking at opportunities to create new, small open spaces and introduce artworks that will enliven the local shopping experience.

To start things off, look out for a mural celebrating the escape of a bear in West Hendon during the Victorian era! The plans run alongside a bespoke support package for local traders that will be rolled out early in 2022.

For more information contact **ravinder.dhanjal@barnet.gov.uk**.



VOLUNTEERS HELP REFURBISH WEST HENDON PRE SCHOOL

A team of 15 volunteers helped Reverend Roy Hutchinson refurbish the West Hendon pre school on Algernon Road. Staff members from Barratt London used their annual volunteer days to contribute to the effort, which was a great success.



AERIAL PHOTOGRAPHY OF WEST HENDON AND THE WELSH HARP, WITH CONSTRUCTION WORKS WELL UNDERWAY

The photos (below and to the right) were taken in winter last year and since then the construction works at West Hendon have progressed considerably.

The images demonstrate the close relationship West Hendon has with the Welsh Harp, which is a locally valued green space and Site of Special Scientific Interest. This New Year, we encourage you to explore the Welsh Harp's nature reserve, wonderful tree-lined walks and variety of wildlife and birds.



CHRISTMAS GREETINGS TO THE WEST HENDON COMMUNITY!

West Hendon Tenants & Residents Association

The past year has not come without its challenges, but together, we have made it through 2021 as a stronger community. As such, the West Hendon Tenants & Residents Association would like to wish "A Merry Christmas and A Happy New Year" to all our Members and Volunteers, to those who are here, and those we passed on the way.

Derrick Chung,

For and on behalf of the WHTRA

The West Hendon Partnership Board

The West Hendon Partnership Board members would like to wish all residents seasonal greetings over the Christmas and New Year – keep well and keep safe for 2022!

For and on behalf of WHPB