

NEWS



from the North Hub

March/April 23

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Hello!

With Spring in the air, we hope we have seen the end of this long winter and look forward to the warmer months ahead.

Everyone is all too aware of the rising costs of energy and our bills for The Hub have been no exception! However, we strive to keep the costs of our activities low as possible, to keep our classes, groups and events as accessible as possible to all. So are asking for donations at our free activities and grateful for what people can contribute to keeping our Hub going. And we have lots planned for you, as you can read in this newsletter.

Best Wishes,

Emma Tozer
CEO Age UK
Waltham Forest



Contents

2	News
3	Could you Become a Trustee?
4	New Activities
5	Friday Coffee Morning
6-7	There is No Place Like Home
8-9	Disability Benefits
10-11	Activity Timetable
12-13	Silver Surfer Timetable
14	Our Services

Age UK Waltham Forest
Waltham Forest Resource Hub (North)
58 Hall Lane, Chingford E4 8EU



Tel: 020 8558 5512 email: info@ageukwalthamforest.org.uk
www.ageukwalthamforest.org.uk

Age UK Waltham Forest is a registered charity No: 1048212 and company limited by guarantee. Registered in England and Wales No: 2334459.

Miles runs miles!

One of our volunteers, Miles Probyn, is running the Leeds Marathon to raise money for Age UK Waltham Forest.



Miles has been a befriender to Joseph Power for around a year and a strong friendship was made. Sadly Joseph, aged 90 and an ex-service man, passed away this year. Miles is running to raise money for us in memory of his friend Joe.

If you would like to support Miles's fundraising effort, please visit www.justgiving.com/fundraising/miles-runs-for-joe

Quiz Night for Age UK

One of our trustees, Richard, is holding a fundraising quiz on 11th March at St Edmund's Church Hall, with all proceeds coming to Age UK Waltham Forest. Doors open at 7pm for a 7.30pm start. Cost is £12 which includes a delicious ploughman's supper (if you have dietary requirements, please let us know beforehand). You can bring your own beverages. Tables of eight, but flexible.

To join in, email Richard at richard.freitag@ntlworld.com or phone 020 8529 1591 or text 07880 983913

Report Anti-Social Behaviour

Are you concerned about anti-social behaviour in your area? Would you like to speak to somebody about it? Waltham Forest Council and Age UK Waltham Forest are hosting drop-in sessions from 10am to 12pm, every Friday at the Hub. The first session will be on Friday 10th March 2023, continuing to May 2023.

Come in and meet the Anti-Social Behaviour officers in person to discuss any areas of concern to you and receive advice on how they can assist.

This is part of the Safe Streets initiative for the Chingford Mount area, but all are welcome. We aim to help to make you feel safe where you are.

Hello to Helen!

We are pleased to welcome our new fundraiser, Helen Bigham who joins us working at the Hub. Helen's role will be to grow our income from local businesses and donors. She says,



"I first heard about Age UK Waltham Forest when my own family members received support from the staff and volunteers. I didn't realise that it is entirely self-funded, so I'm looking forward to raising much needed income to fund its work!"

If you would like to raise money for Age UK Waltham Forest and need to get started, please contact Helen at h.bigham@ageukwalthamforest.org.uk or call 020 8558 5512.

Could you become a Trustee?

March/April 23

Age UK Waltham Forest is looking for dedicated, passionate people, with a range of professional and life experience, to join our Board of Trustees.

Being a Trustee, you will be part of the board that oversees the governance of our charity. Your expertise, ideas, insights and decisions can really make a difference to the lives of older people in Waltham Forest.

If you or someone you know may be interested in becoming a trustee, you can find out more and apply on our website <https://www.ageuk.org.uk/walthamforest/>

Our honorary treasurer, Barry Coidan, has been a trustee for Age UK Waltham Forest for six years and has a background of working at the Treasury and in pension fund management. He answers some frequently asked questions:

What experience would I need to become a trustee?

We welcome anyone with a keen interest and understanding of the issues affecting older vulnerable people in Waltham Forest and particular those with skills in accountancy, management, fundraising or charities. It's also an opportunity to gain experience and skills.

How much time would I need to commit?

Trustees are voluntary and the time they give is highly valued by Age UK Waltham Forest. At a bare minimum, you would need to attend a meeting every quarter, which would include reading the relevant papers circulated beforehand. You would also need to review and approve our Annual Report and Annual Accounts and attend our Annual General Meeting. However, you can get more involved if you choose! Some of our trustees volunteer regularly by giving talks, hosting quizzes, delivering hampers, running stalls, attending events and fundraising for Age UK Waltham Forest.

What does being a trustee involve?

As a trustee, you would need to take an active interest in the charity by overseeing its performance, practices and finances

and have a commitment towards the health and propriety of the charity. This involves reading and understanding the reports and new proposals in order to ask the insightful, pertinent questions required, and thereby, ensuring Age UK WF is working within its aims for supporting older people in Waltham Forest.



What has been the biggest challenge?

Every year is different! The last few years of covid pandemic and now the cost of living crisis has meant that different insights and perspective have been necessary. Given the limited resources available, Age UK Waltham Forest has always responded to the needs of older people and adapted its services accordingly.

Follow this [link](#) for more information and to apply, or contact us on 020 8558 5512 or info@ageukwalthamforest.org.uk

New Activities

All activities are drop in unless stated otherwise. Details for how to book at end of page.

NEW Veterans Lunch Club

Veterans meet for lunch (Hot drinks and sandwiches) between 12.00 noon and 2pm on the last Wednesday of each month. Lunch is provided courtesy of Leyton Orient Football club. Entry is via the club Reception on Oliver Road, E10 5LG. There is a lift and disabled toilet access. This month's lunch club will be on 29th March.

NEW Pilates Class

Pilates is a low impact exercise that strengthens your core, that is your abdominal muscles, and can improve your posture, balance, breathing and build strength. Our classes are on Fridays at The Hub from 2-3pm and are donation based.

NEW Crafty Club

Knitting returns to the Hub, but not just knitters – bring your sewing, crocheting, knitting or any other craft that you can do with others and enjoy a chat with refreshments. It's on the last Thursday of the month at The Hub from 2-4pm.

William Morris Big Local Free Games Club

Play classic board games, card games and family favourites or learn a new game. The club meets on Tuesdays 2pm- 5pm at the Salvation Army Community Room, 434 Forest Road E17 4PY. It's free with refreshments provided, no need to book and access is through the Salvation Army charity shop.

Note Change of Dates

Piano Club is now a monthly group on the first Monday of the month from 3pm to 4.15pm. If you fancy taking a turn to tinkle the ivories, do join us with tea and coffee. Just £3.

Just for fun Quiz next one is on Thursday 23rd March 2-4pm. **Please book.**

Bollywood Dance

The beat goes on! Held upstairs at CRATE by St James Street Station (can be accessed by stairs to the left or a lift at the back of the building), our classes are about having fun while you get fit. On Tuesdays 11am-12pm, £4 per class.

History Walk

Situated between Moorgate and Old Street St Luke's holds some wonderful stories of London past with a cast of notorious characters and transformed places. Join a fascinating guided walk led by our knowledgeable guide, on Tuesday 14th March at 2pm, lasting about 2 hours at a bargain cost of £5. **Please book.**



To book please contact Eleanor on 020 8558 5512
or events@ageukwalthamforest.org.uk

“Every time we have a conversation, even if it seems inconsequential, it reminds us that we all share the same world.”

Join us on Fridays from 10am to 1pm to meet with others, have a chat, unwind and relax or take part in a different activity each week. We have some fun activities coming up including art expression and vegetarian cookery classes.

No need to book, just check out what we have planned and come along from 10am. It's free, with donations welcome.

Friday Coffee Morning Activities

10th March - Bereavement Group

We host a regular bereavement group run by the Bridge Bereavement Support Group, formerly of the Margaret Centre at Whipps Cross. The group is a safe and caring space to talk about loss and to gain advice and support from others who are also grieving, as well as trained counsellors.

Join us on the second Friday of every month from 11am - 1pm.

17th March -Vegetarian Cooking Demonstration

Learn new recipes and cooking tips at our healthy eating vegetarian cooking demonstration with Michelle Nutrition. The demonstration will take place in our Friday Coffee club at 11am. We will run 2 of these demonstrations but each session will be different so you can attend one or both.

Due to limited space in the hall, booking is essential by calling 020 8558 5512 or events@ageukwalthamforest.org.uk



Our last vegetarian cookery demonstration at the Crate in Walthamstow

24th March - Techy Tea Party

Would you like some advice with using your new mobile phone, tablet, or laptop? We can help with friendly one to one support at our next Techy Tea Party. Due to high demand for tech support we will be giving priority to those who have not attended a techy tea party before, once these spaces have been filled, we will work on a first come first serve basis.

Session is from 10am-12:30pm
In order to provide 1-2-1 support you will need to book into this activity.

To book please contact events@ageukwalthamforest.org.uk and tell us what type of device you will be bringing.



A snapshot from our totebag decorating workshop in the coffee morning

31st March -Vegetarian Cooking Demonstration

7th April - Tea and Talk

No activity will run this week. Just pop in for a chat from 10-1pm!

14th April - Bereavement Group

21st April - Diabetes UK Talk

Join us from 11am to learn what you need to know about diabetes and your health.

28th April - Tea and Talk

There's No Place Like Home

Staying independent often means that we want to continue doing the everyday tasks we've always done, in particular looking after our own personal care and our homes. The routine of tasks gives structure to our day, keeps us busy and in control. But, as we get older and maybe health issues have made us slow down, these everyday tasks can become more tricky and burdensome. We may need a bit of extra help to do the everyday tasks, to make our lives easier and keep us and our homes safe. On one hand it can feel like 'giving in', but contrarily it can help to maintain our independence and focus our energy where it's most needed.



So it's worth thinking, could you do with some help at home?

Help is Available

Cleaning, ironing, changing the bedding, laundry and shopping may become harder or take longer to do. Age UK Waltham Forest has a **Help at Home Service**, which has friendly professional staff that can do light housework, day to day jobs around the home and even light meal preparation for just £21 an hour.

Our Shopping Service, which is supported by volunteers is just £2 per shop (plus the cost of your shopping order), with your payment handled securely by our office team. Alternatively, most care agencies can provide these services, although it worth getting a few quotes as the costs can vary.

For basic repairs or tasks like putting up a shelf, assembling flat-pack furniture, fixing a dripping tap or basic gardening, our **Handy Person Service** can help. We can also install key safes, door chains

and window locks so you can feel safer. Cost of our service is £25 an hour and our team are experienced and passed security checks.



Get Assessed

If you are finding it difficult to move around at home, you may need to have some aids or adaptations made. A good first step is to request a **home assessment** from Waltham Forest council. Their occupational therapy team will work out what you need to help you stay living safely and independently in your own home. This may include aids like a raised toilet seat or grab rails, or recommend adaptations such as an accessible shower facility. This work is means-tested, so, dependent on your circumstances, you may need to pay something towards it.



There's No Place Like Home

If you are struggling with your personal care, like washing, dressing, managing your toilet needs, do consider getting help. Are you still able to do these routine tasks safely, or do you get out of breath, dizzy or risk falling over? In our experience of speaking with our clients, we find many people who struggle to get into their bath without the help from another person, or fear falling over, and so may wash less frequently. Some people struggle to dress themselves and so stay in their nightclothes or sleep in their day clothes. If this sounds familiar, do consider that help that is at hand to help you.



You can contact Waltham Forest council to request a **care needs assessment** where their social care team will assess what support you need and advise what they can offer. Again this is means-tested, so you may need to pay

Age UK Waltham Forest Help at Home, Handyperson, Shopping service – ring us on 020 8558 5512 for a chat about what you need help with.

Age UK Waltham Forest Information & Advice team – ring us on 020 8558 3404 for advice and guidance on care needs and accessing benefits.

Waltham Forest Council – 020 8496 3000

towards the costs of a carer and there are different options available. For more information and advice, please contact our **Information & Advice Team**, who can advise you on your options.

Benefit Entitlement

Don't forget, if you have health issues or a disability that means you have difficulty with your personal care, you may be eligible for Attendance Allowance or Personal Independence Payment to help offset the costs of the support you need. These are disability benefits which are not means-tested, but to qualify you need to demonstrate your level of need. If you would like more information, please contact our Information & Advice Team.

Free Grab-rails

Age UK Waltham Forest is still offering FREE grabrails with free installation in your home. Call us on 020 8558 5512 to find out more.



Connie with a grab-rail installed by one of our handymen. "Now I can just reach out and step into the shower, I feel much safer."

Disability Benefits – can it help me?



Many people don't think they qualify for disability benefits, simply because they don't feel they have a disability. However, disability benefits are there to help people who struggle with their personal care and daily living tasks, as well as difficulty getting around due to a physical or mental illness or disability.

If you are struggling to pay for the extra costs of care or other services that help you, it's worth considering. You don't have to spend it on a carer. You can spend the extra money on other types of help in the home or equipment to help you stay independent, like a pendant alarm. Or paying for delivery of pre-cooked meals or taxis to get you to the shops.

Attendance Allowance

If you are over state pension age and you have needed help with your personal care because of physical or mental health issues for at least six months, you may be able to claim Attendance Allowance (although if you have a terminal illness you can make a claim straightaway). There are two weekly rates, which will depend on the level of help you need:

£61.85 (lower rate) if you need help in the day or at night



£92.40 (higher rate) if you need help both in the day and at night.

(Rates are correct from April 2022 – 23)

Attendance Allowance is tax free and it won't reduce any other income you receive. Indeed it may increase your other benefits, such as



pension credit, housing benefit or council tax support. It is not means tested, but to qualify you need to demonstrate your level of need and the help you need from another person for your personal care and supervision.

Age UK Waltham Forest Information & Advice team – ring us on
020 8558 3404 for advice and guidance on applying for benefits

Disability Benefits -can it help me?



How to apply for Attendance Allowance

The best way is to phone the DWP on 0800 731 0122 to request an Attendance Allowance application form. In this way, the date your claim starts will be recorded and if you are successful it will be back dated to this date.

On the application form, you will need to describe how your illness or disability affects you. This will include how you manage washing yourself, dressing, eating, managing your toilet needs, communicating with others, getting around, supervision from

others and the help you need at night. Some applications are turned down because people don't give enough detail on the form. Attendance Allowance tends not to be awarded for help with gardening, housework or shopping alone.

Our Information & Advice team offer help and guidance with applying for Attendance Allowance, including advising you of your eligibility, help to complete the forms and help with understanding correspondence.

Two other disability benefits:

Personal Independence Payment

This is for adults from aged 16 to state pension age. It has two components for daily living and mobility and paid at standard and enhanced rates for each. The form for this benefit has slightly different criteria from Attendance Allowance. If you would like to apply, our Information & Advice team can advise you on this.

Disability Living Allowance

This is for children with disabilities who are under the age of 18. It was phased out for adults, although it is still paid for some adults with long term conditions who qualified for it several years ago. It has a care and a mobility component.

Age UK Waltham Forest Information & Advice team – ring us on 020 8558 3404 for advice and guidance on applying for benefits

Your Corner

Are you a budding poet? Then we want to hear from you! Do you have a poem or wonderful quote to share? Maybe you have a photo of a beautiful painting or some clever crafting you have made? Please share it with us and we'd love to feature it in this newsletter. Just email it to events@ageukwalthamforest.org.uk

To start you off, here's a poem. Ahem,

Your friendly team at Age UK
Supports folk in more than one way
We're based at the Hub
With love in each club
Hoping that you'll have a great day!

Can you do better than this?

Activities Timetable

March/April 23

All activities are weekly unless stated otherwise

Monday	10:30-11:15am	Bollywood Dance - Zoom only	Donations
	10:30-11:30am	Walking Football- Pastures E11 3DR	Donations
	11:30-12:30pm	Tai Chi - The Hub	£5
	1:30-2:30pm	Fitness Classes- Yonder E17 6DP	£4
	1:30-3:30pm	Monthly Tech Support- Zoom/ The Hub (every 3rd Monday of the month)	Donations
	1:30-4:30pm	Veteran's Coffee Club at the Hub (2nd and 4th Monday of the month)	Donations
	2:00-4:00m	Piano Club- The Hub (1st Monday of the month)	£3
	2:15-3:00pm	Tai Chi - Priory Court E17 5NB	Donations
Tuesday	10:15-11:00am	Tai Chi - The Hub	£5
	11:00-12:00pm	Bollywood dance - Crate E17 7FY	£4
	11:00-12:00pm	Walking Group - Wood Street Station	Free
	11:15-12:15pm	Tai Chi - The Hub	£5
	2:00-3:00pm	Table Tennis - The Hub	£3
	3:15-4:15pm	Table Tennis - The Hub	£3
	4:30-5:30pm	Healthy Hearts - Winchester Road E4 9JP	£5
Wednesday	10:00-10:45am	Tai Chi - Seddon Centre E10 5AS	Donations
	10:00-1:00pm	Coffee Time - The Hub	Donations
	10:00-11:00am	Zumba - Crate E17 7FY	£4
	11:00-11:45am	Tai Chi - Mornington Hall E4 7EN	Donations
	11:45-12:00pm	Tai Chi - Lea Bridge Library E10 7HU	Donations
	12:00-1:00pm	Veterans Lunch Club- Leyton Orient E10 5LG (last Wednesday of Month)	Donations
	2:00-3:00pm	Seated Yoga - The Hub	£5

Thursday	10:00- 12:30pm	Silver Surfers - Zoom/ the Hub	Donations
	10:30-11:30am	Walking Football - Feel Good Centre E17 5AA	£4
	1:45-2:35pm	Tai Chi - Zoom only	Donations
	2:00-4:00pm	Craft Club - The Hub (Last Thursday of the month)	Donations
	2:00-4:00pm	Monthly Book Club - The Hub (2nd Thursday of the month)	£3
Friday	9:30-10:15am	Tai Chi - Leyton Library E10 5QH	Donations
	10:00-10:45am	Tai Chi - Zoom only	Donations
	10:00-1:00pm	Coffee Morning- The Hub	Donations
	11:30-12:15pm	Seated Yoga - Zoom only	Donations
	11:30-12:15pm	Tai Chi - Leytonstone Library E11 1GH	Donations
	2:00-3:00pm	Pilates- The Hub	Donations
Saturday	9:00am	Veterans Breakfast Club- Greene Man E4 6RB(1st Saturday of the Month)	£4

Book Club

We meet on the second Thursday of the month between 2pm and 4pm at the Hub, to discuss the book of the month. Cost is just £3.

9th March



The Eyre Affair

By Jasper Fforde

13th April



Rebecca

By Daphne du Maurier

11th May



The Jewel of the Seven Stars

By Bram Stoker

8th June



Swimming in the Dark

By Tomasz Jedrowski

13th July



The Hungry Road

By Marita Conlon-McKenna

For more information or if you would like to attend, please email Ingrid at i.ambrose@ageukwalthamforest.org.uk or call 020 8558 5512

New format for Silver Surfers from April. Monday tech support will no longer be available on Zoom. All other classes will continue both in person and on zoom

<p>9th March</p>	<p>10.00-11.15am Technology, Apps and Computing – Our IT volunteers favourite things Our IT volunteers take it in turns to present their "Favourite Things"; those apps, websites, features and bits of technology that they are most enthusiastic about. This week's sessions include</p> <p>Charlie - Quickly Create An Article from the Web on an iPad</p> <p>Mike - A random selection of things Mike thinks are interesting and hopes you will think so too</p> <p>11.30-12.30pm Tech Q&A and Open discussion - all welcome! Join us for tech tips, breaking news and your questions answered</p>
<p>16th March</p>	<p>10.00-11.15am iPad and iPhones – Getting the most out of your camera and photos Learn how to get the most out of your iPad or iPhone Camera, edit, and then share your photos</p> <p>11.30-12.30pm Tech Q&A and Open discussion - all welcome! Join us for tech tips, breaking news and your questions answered</p>
<p>20th March</p>	<p>1:00-3.30pm Tech Support</p> <p>Ever wished you had someone to turn to when you get stuck on a technology matter? Need help/advice about computers, tablets, phones, or other technology? Our experienced panel of volunteers will be on hand to lead the relaxed group and to answer your questions.</p>
<p>23rd March</p>	<p>10.00-11.15am Using "Google Photos" (incl. Basic Photo Editing & Cloud storage) Show and tell session on the free software package "Google Photos". The software is free to use and works on Android and Apple Tablets & Phones plus Windows & Apple Mac PCs (Desktops and Laptops).</p> <p>11.30-12.30pm Tech Q&A and Open discussion - all welcome! Join us for tech tips, breaking news and your questions answered</p>
<p>30th March</p>	<p>10.00-11.15am Online Storage Learn how to get the most out of your iPad or iPhone Camera, edit, and then What is cloud storage and would I find it useful? Cloud Storage can be used to store your files (data, music, photos & video) on the internet.</p> <p>11.30-12.30pm Tech Q&A and Open discussion - all welcome! Join us for tech tips, breaking news and your questions answered</p>

Techy Tea
Party 24th
March
Info on p.5

New format for Silver Surfers from April. Monday tech support will no longer be available on Zoom.

<p>6th April</p>	<p>10.00-11.15am Why is my PC slow & What can I do about it? Our IT volunteers take it in turns to present their "Favourite Things"; those apps, This session looks at how a PC works and how even a beginner can safely diagnose why it is not performing as well as it should. It then goes on to look at what you can do to improve things. Even if your PC is working perfectly, you may well enjoy finding out "what's going on under the bonnet". Its not as complicated as you might think. There will be plenty of opportunity to ask questions. Suitable for users of Windows PCs only. Detailed experience of PCs is not required; just a curious nature.</p> <p>11.30-12.30pm Tech Q&A and Open discussion - all welcome! Join us for tech tips, breaking news and your questions answered</p>
<p>13th April</p>	<p>10.00-11.15am Social media - how do I choose? Why would I use social media? If I don't am I missing anything important? What do they all do - Snapchat, WhatsApp, Instagram, Facebook, Twitter, periscope, Facebook live, messenger, YouTube? Are there any drawbacks? Can't I just use email? This session gives an overview, and examples from Instagram and signal messenger. Separate sessions follow - on Twitter, Facebook and others.</p> <p>11.30-12.30pm Tech Q&A and Open discussion - all welcome! Join us for tech tips, breaking news and your questions answered</p>
<p>17th April</p> <div data-bbox="103 1265 239 1400" style="background-color: #003366; color: white; border-radius: 50%; padding: 5px; display: inline-block;"> In person only </div>	<p>1:00-3.30pm Digital Help and Support Session Need some one-to-one support? Stuck on an app? Microsoft word problems? Need to know how to send a text message on your phone? Come along and our volunteers will be on hand to work with you on a one-to-one basis to try and solve your issues. If your device is portable please bring it along with you.</p>
<p>20th April</p>	<p>10.00-11.15am Email refresher Suitable both for beginners and experienced users looking to refresh their knowledge about using email and how it works behind the scenes. Maybe hear some useful features and techniques that you may have overlooked.</p> <p>11.30-12.30pm Tech Q&A and Open discussion - all welcome! Join us for tech tips, breaking news and your questions answered</p>
<p>27th April</p>	<p>10.00-11.15am iPad/iPhone Basics Understanding the Basics of the iPad. How to get the most out of the device. Connecting to the internet. Installing and uninstalling Apps, voice operations via Siri, using FaceTime and Airdrop which are built into the devices.</p> <p>11.30-12.30pm Tech Q&A and Open discussion - all welcome! Join us for tech tips, breaking news and your questions answered</p>

Our Services

Information & Advice team

can help with benefits advice, benefit calculations, form filling, as well as advice on housing issues, energy saving, care and support, social prescribing, health and wellbeing.

Call us on 020 8558 3404 or email contact@ageukwalthamforest.org.uk

Information & Advice Drop-in service at Priory Court, Walthamstow
Wednesday from 9.30am to 12.30pm



Befriending team

can match you with a volunteer for companionship and friendship.

Due to the high demand, we can only offer this to people who are over 60 and live alone in Waltham Forest. For information call us on 020 8558 8716 or email info@ageukwalthamforest.org.uk

Veterans Club Waltham Forest

for information or to join call us on 020 8558 5512 or email veterans@ageukwalthamforest.org.uk



Footcare

every Tuesday and Wednesday, with appointments from 10am to 4pm at The Hub. Cost is £21 for toenail cutting. A telephone assessment is required before your first appointment. To book an appointment, call us on 020 8558 5512 or email support@ageukwalthamforest.org.uk

Shopping Service

we can take your shopping order by phone and it will be delivered to you, with an admin fee of £2 per shop. To find out how it works, call us on 020 8558 5512 or email support@ageukwalthamforest.org.uk



Prescriptions

we can pick up your prescription for you. To find out more, call us on 020 8558 5512 or email support@ageukwalthamforest.org.uk



Handyperson

we can help with basic jobs like putting up a shelf, assembling flat-pack furniture, simple plumbing and electrical repairs and simple gardening work. Cost is £25 an hour. For more information call us on 020 8558 5512 or email support@ageukwalthamforest.org.uk

Help at Home

we can help with cleaning, laundry, ironing and other light housework. Cost is £21 an hour. For more information call us on 020 8558 5512 or email support@ageukwalthamforest.org.uk

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