



# CHATTERBOX

News from Petersfield Housing Association



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## Winner!



**Mr Butcher**

Spring competition winner

The winner of our spring newsletter competition was Mr Butcher from Hugo Platt, Rogate who chose a £25 Tesco's voucher.

## Office Closure

Please note that the office will be closed on **Friday 9th September** for the annual staff business planning day.

## Texting Service

*Petersfield Housing Association will be introducing an enhanced texting servicing to take effect from the beginning of July 2016.*



This is to improve our communication with residents by sending messages to you with basic information or reminders for matters such as repairs, inspections, rent payments and events that are due to take place. We will also be carrying out a trial of tenant satisfaction surveys using text messaging.

In order for this service to be effective we do require all residents to provide us with an up to date mobile telephone number, so if you have changed yours recently or are unsure if we hold the correct number please contact **Emma Blumlein on 01730 263589** to update your details.

# Annual Walkabouts 2016

*The annual walkabouts took place in May and June and again have proven to be very useful. We were joined by several residents and the feedback has been very welcome.*

The Walkabouts included Paddock Way, Deans Dell, Duncombe Road, Ramshill & Fern Close.

We have again been very impressed with what we have seen and the estates overall are being kept to a high standard with very little needing to be done.

Inevitably there are a few minor issues and repairs needed and these jobs are all in hand and will be completed shortly.



# Work Experience Scheme

*The Work Place Experience Scheme is still available to tenants of PHA and their dependent children still living at home.*

The scheme is designed to help anyone who is looking to return to work, maybe following a break from work to bring up a family, or perhaps to provide a young person leaving education an opportunity to obtain some practical skills and knowledge to help gain employment.

Experience can be gained through managing incoming and outgoing post, provide cover for reception and answering the telephone, filing, photo copying, letter writing and mail merging, data collection and input into the computer system.

Currently the association can offer up to two people per year to complete the scheme. If this is something that interests you please contact **Sarah Clawson on 01730 263589** to find out more.



## UPDATE FROM THE PROPERTY MANAGER ROLAND MARK

I would like to take this opportunity to thank those of you that I have met in my short time with Petersfield Housing Association and the welcome that has been offered me.

During my first few months in position I have become very familiar with some of the stock as engaging issues presented themselves. But there are still many areas that I have yet to visit, so apologies if we have not met.

As you can appreciate one person cannot be everywhere so this is why Petersfield Housing Association carries out a Stock Condition Survey enlisting the help of a qualified team of surveyors.

The recent stock condition survey carried out by RAND on behalf of PHA enables PHA to ensure that financial maintenance spend is allocated appropriately. In my first few months spend has been distributed:

- Firstly, on a needs basis, this is responsive repair works that are reported by you as customers to the office directly. This ensures that the homes you as residents occupy are fit for purpose.
- Secondly on works that have been planned in a budget approved during 2015. These works would have been identified in past surveys to ensure that your homes and neighbourhoods are kept in a sustainable condition.



## Introducing our new Gas Contractor, Aura Gas

*"Aura Gas have been trading for over 10 years, having started from a single man and van operation they now have a team of around 22 staff with a simple strategy of 'do what you say when you will do it'"*

"Initially when Aura Gas started the business ethic was to provide an excellent service, with good value in and around the Waterlooville/

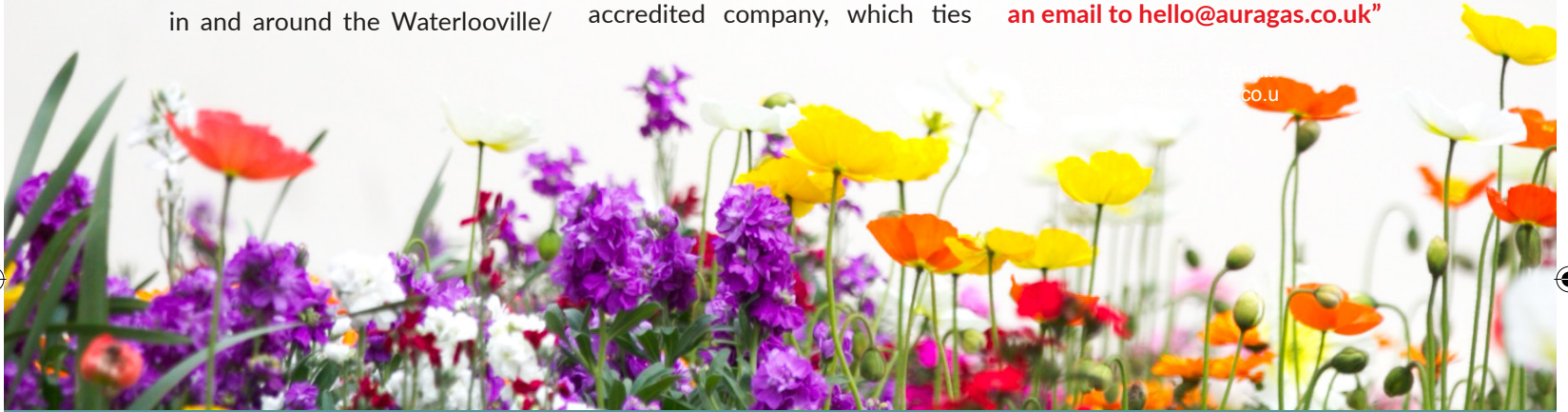
Havant area. Having worked on a number of planned replacement boiler programs for Petersfield Housing Association we were pleased to be able to successfully win the contract to carry out the servicing, reactive boiler repairs and replacements. Now trading from our offices in Havant we work across the south coast.

Working with Associations like PHA has been instrumental in the growth of our business and we hope we can continue to do that for years to come. As a business we are a Worcester Bosch accredited company, which ties

in perfectly with the associations specified boilers. Our engineers have completed product training and due to our relationship with them we receive regular product updates. We strive to deliver excellence in offering additional services to residents, for example we are trialling a Saturday morning service for boiler services to prevent people taking time off work."

**AURA GAS LIMITED**

**"Feel free to take a look around our website [www.auragas.co.uk](http://www.auragas.co.uk) for further information or drop us an email to [hello@auragas.co.uk](mailto:hello@auragas.co.uk)"**



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As you are no doubt well aware the government are imposing huge budgetary cuts to how Housing Associations are funded, through cuts such as rent reduction. This will inevitably have an effect on the size of allocated maintenance budgets.

This places more importance on the volume of surveys that PHA carries out and a minimum target of a 20% of the total stock has been carried out in the first half of 2016. Why, well if future repairs are identified before they become necessary to carry out we can look to achieving the best price for the works through inviting separate companies to tender for the work, look at what type of repair offers best value for money to you as residents. An example would be to batch similar repairs together, such as paving works.

Currently we are looking at the data that has been provided from the recent surveys along with information gathered from the recent "walkabouts". Contractors are being approached to offer quotations for some works that we hope to complete in 2016 within the set budget we have for this year, with the remainder being schedule for future and budgeted accordingly.

So far this year amongst other repairs we have completed 3 boiler changes, 5 bathroom improvements and 5 kitchen improvements. We have also completed a number of small and large scale fencing repairs escalated in number by the stormy weather that was experienced at the beginning of the year. During the next six months of 2016 we are planning to carry out a number of path, fencing and gutter repairs along with some targeted ventilation issue related works.

The Housing Officer, Zoe Cosens is conducting a whole stock tenancy health check. This is being seen as a further opportunity to report repairs issues and we are collating a holding list of works from these visits. Some repairs noted on these visits have already been completed as they have been deemed more urgent in nature, whilst others are being costed and budgeted to be completed on a phased programme. This approach to maintenance ensures that PHA functions within its budgets and achieves the targets set by government. This proactive approach for 2016 has seen the responsive budget spend increase significantly; it will result in some planned works being delayed to a future date. But ensuring that your home is fit for purpose is our first priority.



## Safeguarding Vulnerable Children and Adults

Petersfield Housing Association is committed to upholding its duty of care to protect residents and people visiting PHA properties. However, safeguarding is the responsibility of everyone.

Safeguarding is protecting vulnerable adults or children from abuse or neglect. Safeguarding means protecting people's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect.

PHA will treat the issue of safeguarding and protection from abuse for vulnerable adults and children as a serious issue and one that cannot be ignored. All information received regarding safeguarding will be treated in the strictest of confidence.

If you have any concerns regarding anyone you know please do not hesitate to contact children's services, adult services or the police.

**Further information can be obtained from the following website: [www.hampshiresab.org.uk/report-abuse/hsab-information-leaflets](http://www.hampshiresab.org.uk/report-abuse/hsab-information-leaflets)**

## Development Update:

*We are delighted to announce the completion of 14 new homes in Alton in May.*

In conjunction with East Hampshire District Council, PHA have refurbished an existing office building in Alton and were able to provide temporary accommodation for 10 homeless families, as well as permanent accommodation for a further 4 families. The homes are centrally located near the lake, shops & station.

The scheme, Prospect Place, was officially opened on 9th May by the Chair of our Board, Dave Chapman and Cllr Tony Muldoon. Chairman of the Council.



Left - Dave Chapman (Cahair) and Cllr Tony Muldoon.

Residents have given feedback to the Housing Officer that they are settling in well, and the Association continues to work in partnership with the council to provide ongoing support to all our new residents.



## Top Tips: How to avoid a recharge bill when calling out the Gas Engineer

To help and assist customers our new gas servicing supplier Aura Gas Ltd have produced a series of informative and plain English video guides to better customer experience. These guides will also enable customers to avoid unnecessary recharges that have occurred in the past when an engineer has been called to resolve a "customer responsibility repair", such as adjusting the boiler controls.

If you are experiencing trouble operating your boiler and heating controls, there are a number of options:

1. Go to the website below for a selection of Aura Gas Limited produced guides <https://www.youtube.com/watch?v=TR0eqXMOMNA>
2. Look in the manufacturers handbook and operators guide, for basic written instruction
3. Call Aura direct and explain the issue to see if they can advise you first without having to call on an engineer to visit
4. If you have exhausted the above and a qualified and competent gas and heating engineer is required, then Aura Gas Ltd will respond.



# Resident Scrutiny Panel

*This article is written by Mary Owen, a PHA tenant who lives in Petersfield.*

***"I have been a resident of Petersfield Housing Association for many years and was previously the Resident Board member. I became a member of the scrutiny panel in March 2012 and as a member of the scrutiny panel I feel that my voice is heard and my input is valued. I feel that I can make a difference in a positive way. The accommodation that is offered by Petersfield Housing Association is, in my opinion, above average and the standards maintained by the Association are very high. I look forward to continuing to work with the Housing Manager as the role of the scrutiny panel is expanding, and am more than happy to be involved with the housing association in this way. I would encourage any other resident to get involved in this way as it has been very rewarding"***

The purpose of the scrutiny panel is to ensure that PHA follows its own policies and procedures and that it meets its own standards.

Tenant scrutiny is linked to the delivery of value for money services that meet the needs of the residents. The work of the panel maximizes the impact it has on improving services as well as influencing strategic direction and is based on the principle of evidence-based decisions.



The Scrutiny Panel will help improve services and involve residents in our business, and to also achieve the resident services objectives in PHA's Business Plan.

The Resident Scrutiny Panel will work to an annual programme of scrutiny work which will be reviewed annually by the Housing Manager. The priority areas for review will be set from reviewing evidence including:

- Grounds Maintenance
- Refurbishments of kitchens and bathrooms
- Financial Regulations
- Void Standards (empty properties)
- Repairs service
- Signing up a new tenancy
- Inspection of Communal Areas

We are always looking for residents to be involved in our business. If you would like to join our resident scrutiny panel please contact the Housing Manager, **Sarah Clawson on 01730 263589.**

## Cancelling Repairs Orders

Petersfield Housing Association is committed to providing a high quality repairs services to all its residents. It is very easy for residents to report a repair and this can be done in many ways.

- By telephone on 01730 263589
- Via our website at [www.petersfieldhsg.co.uk](http://www.petersfieldhsg.co.uk)
- Via your MyTenancy account or
- In person by visiting the office

Unless the repair is an emergency requiring immediate attention, a works order will be raised with the relevant contractor and a confirmation email or text message will be sent to you. The contractor will telephone you directly to make an appointment to do the work.

If the contractor is unable to make contact with you after making two attempts, the works order



will be cancelled and you will need to contact the Association again to raise another repair, should you still require the works to be carried out.

It is therefore most important that you provide us with up to date contact details when you request a repair to your property.

# Rechargeable Works



Tenants have a responsibility to look after their property and in some cases the tenant is responsible for the cost of repairing a problem which they have caused.

Examples of when tenants will be held responsible and charged are:

- Blocked kitchen sink drains
- Blocked bath drains
- Replacement bath & basin plugs
- Blocked toilets
- Broken glazing, unless caused by vandalism or break-in (a crime reference number is required from the police).
- Gaining access if locked out
- Repairs that are not due to fair wear and tear
- User error of controls such as heating controllers, time switches, immersion booster switches, etc.
- You are also responsible for any repairs caused by neglect, carelessness or misuse by you, your family or visitors to your home.

Where a contractor has not been allowed access on two agreed appointments to carry out requested repairs, the tenant will be recharged for time wasted.

Office hours are Monday to Thursday 9.00 to 17.00 and Friday 9.00 to 16.00.

If you have an urgent repair outside of normal office hours, then please call our **Emergency Out of Hours team on 01295 724222.**

Please note that if the call out is found not to be an emergency you will be recharged for the cost of the call out plus a £15 administration fee.

An Emergency Repair is defined as one which is unforeseen and poses a direct threat to the health or safety of persons or serious damage to the property.

Examples of Emergency Repair work are:

- Severe roof leaks
- Total loss of electrical power
- Unsafe electrical work
- Burst pipes
- Blocked foul drains
- Dangerous structures
- Flooding
- Loss of heating and hot water involving health risk, for example:
  - Elderly persons,
  - People with special needs,
  - Families with small babies.

## VITIMINS & MINERALS

Words can go horizontally, vertically and diagonally in all eight directions. Words may overlap and share up to 1 or more letters.

- |               |                    |            |
|---------------|--------------------|------------|
| ascorbic acid | copper             | phosphorus |
| beta-carotene | folic acid         | potassium  |
| bioflavonoids | inositol           | pyridoxine |
| biotin        | iodine             | riboflavin |
| boron         | iron               | selenium   |
| calciferol    | magnesium          | silica     |
| calcium       | molybdenum         | silicon    |
| carnitine     | manganese          | thiamine   |
| cholecliferol | niacin             | tryptophan |
| choline       | pantothenic acid   | zinc       |
| chromium      | phenylalanine      |            |
| cobalamin     | phosphatidylserine |            |

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

For a chance to win a voucher worth £25 complete and return this Summer's word search by Friday 12th August 2016.

Name: .....

Address: .....





# Keeping your home safe

There has been a rise in 'doorstep crime' such as distraction burglary, rogue trading and 'courier fraud'. Courier fraud is when fraudsters call and trick you into handing your cards and PIN numbers to a courier on your doorstep.

There are many variations of the scam, but it usually consists of a fraudster cold calling you on a landline, claiming to be from your bank or the police. They state their systems have spotted a fraudulent payment on your card or it is due to expire and needs to be replaced. In order to reassure you that they are genuine, they suggest that you hang up and ring the bank/police back straight away. However, they don't disconnect the call from the landline so that when you dial the real phone number, you are actually still speaking to the fraudster. They then ask you to read out your PIN or type it on your phone keypad. They may ask for details of other accounts you hold with the bank or financial service provider. Finally, they send a courier to you to collect your bank card. The fraudster will have then obtained your name, address, full bank details, card and PIN.

Because elderly or vulnerable people are often targeted, distraction burglary can have a devastating effect. Victims can lose their confidence and peace of mind, as well as money and possessions. Bogus callers will say or do anything to gain entry to your home and because people are becoming

more aware that they shouldn't let anyone in, they are using increasingly devious tactics.

Some of the lines bogus callers have recently used in Hampshire include:

*"I've broken down; please can I use your phone?"*

*"I don't feel very well; could I use your toilet or get a glass of water?"*

*"There's a gas leak/flood in your road, I have to come in to turn off your supply."*

*"I've popped round to see my Aunty/friend who lives next door, but she's out at the moment. Please could I borrow a pen and paper to leave a note."*

In a lot of cases the person who calls at the door will divert your attention while an accomplice sneaks into your house to search for valuables

Advice from Hampshire Constabulary is to be wary of visitors arriving unannounced to read gas or water meters, and make use of a chain on the door or a spyhole. Always ask for ID, and use the phone to check that this is legitimate and remain vigilant of older family, friends and neighbours who are more likely to be victims of these sorts of crimes.

# Our New Name!



**2016 is a year for change for Petersfield Housing Association (PHA). In the next few months, we will be unveiling our new look and new name as we go through the process of re-branding. This is an exciting development for us and in true PHA style, the transition will be smooth and with minimum fuss.**

Our industry changes all the time and so a lot is different since 1974 when Petersfield Housing Association was founded. There have been even more important adjustments since 2008 when we last rebranded and we need to show that we can be flexible and adapt to those changes. Also, as we are a company that prides itself on keeping with the current times, we felt our name and brand should reflect this.

Considering our catchment area now stretches to include parts of Alton and Havant, we felt it was fitting to change our name to reflect that we're not just Petersfield based any more. However, we didn't want to move too far away from a name that is well established and respected. Therefore, from September 2016, we will be known purely as PHA

Homes, with our new URL as [www.PHAhomes.co.uk](http://www.PHAhomes.co.uk) which will give us some industry identity.

Another new addition to the brand is the introduction of a tag line 'Where People and Homes Count'. We thought this nicely sums up what we do and what we care about, but also gives a better idea that we're more than just a housing association.

Our main focus for the new brand is the people, these are, after all, our most important asset and ultimately what we are all about. So it is important that PHA Homes comes across as friendly and approachable. We're not stuffy, old fashioned corporates and we want our residents to feel that

they can engage with us. However, our residents come in all shapes, sizes, ethnicities and ages, so it's quite a tricky task to have something that will appeal to you all, but we are pretty sure we've hit the right note. We have chosen bright, lively colours with a warm magenta as the principal shade, and also introduced a small icon that instantly reflects our 'Where People and Homes Count' strapline.

Careful thought and consideration has gone into every aspect of this rebrand and you will be noticing it appearing across all collateral and the website in the next few months. We hope that you are as excited about the new look of PHA as we are.



petersfield housing association limited



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