

# Chatterbox

Spring 2018

## 2017 Planned Works Updates

**2017 was a very busy year for the PHA Homes planned works programme.**

We carried out a wide variety of planned works which included 12 new bathroom installations, 8 new kitchen installations, 10 new boiler installations, 67 new front door installations, several communal area refurbishments and a multitude of external works including external decorations and more external paving works.



This was in addition to a record number of empty properties becoming available and an increased number of responsive repair works being carried out.



As we move into 2018 the internal planned works programme (kitchens & bathrooms), we aim to carry out similar levels of work as we carried out in 2017 but this year we are also aiming to carry out more external works (fascia's, soffits, guttering replacements etc) to many of our properties across the stock.

If there are planned works due to be carried out on your property during 2018 then you will be notified in due course.

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# Development Update:

In January we completed the development of 4 houses in Sheet plus 2 flats in Petersfield.

## Two Flats in Petersfield



## Four Houses in Sheet



During 2018 we are converting 2 bedsits in the centre of Petersfield into a two-bed flat.

We are also developing 2 more flats in Alton.

Since 2009 we have seen a 31% growth due to new development and a net growth of 16.4% despite a disposal programme of 41 units.



## Annual Estate Walkabouts

This year the Annual Estate Walkabouts will all be held on the same day, the 22nd May 2018.

We will be visiting your estates at the following times and it is hoped that many residents will be able to join us.

If you are not able to join us but would like to make a comment regarding your estate please contact Sarah Clawson, Housing Manager, on 01730 263589.

### Tues 22nd May 2018

Paddock Way	10.00am
Ramshill	10.30am
Fern Close	11.00am
Deans Dell	11.45am
Duncombe Road	12.15pm

## Competition Winner!

Congratulations to the lucky winner of our last competition, Mrs S Goodbody from Petersfield. She chose a £25 voucher from New Look.





# Enhancing Services for Residents

In 2017 PHA Homes signed up with 'World Pay' for a new service which allows residents to make payments over the phone using their debit cards. This was in a direct response to residents requesting this method of payment.

The system is easy to use and is fast and secure using an online virtual terminal. Authorisation of the payment is given immediately therefore there is no waiting period and the payment can be credited to the rent account on the same day.

Therefore, tenants can now pay their rent using a wide variety of methods to suit their needs.

### Payment Methods:

- **Cash or cheque paid into the association's office**
- **Standing Order**
- **Direct Debit**
- **Over the telephone using a debit card**
- **On line via PHA or Allpay website**
- **Using a mobile phone to pay via Allpay**
- **Using an Allpay payment card at:**
  - **PayPoint outlets**
  - **Post Offices**



## ARE YOU PREPARED FOR UNIVERSAL CREDIT?

Universal Credit is not just for people who are out of work. If you're getting tax credits or help with your rent, then you'll be moved onto Universal Credit at some point between now and 2019.

Universal Credit is being rolled out now throughout the country and all claimants will be transferred to this new benefit.

If you currently receive help with your rent, one way in which Universal Credit will affect you is that housing benefit will start being paid to you directly and you will need to ensure that you pay your rent into your rent account yourself. For some residents this will be the first time since taking on their tenancy that they will have had to make regular payments of rent from their income.

We aim to work together and look at ways in which residents can easily pay their rent and keep up to

date with their rent accounts. We want to help you avoid getting into difficulties with your finances and prepare you for the changes ahead. We strongly recommend that all residents begin to build a credit of at least one months rent onto your rent account to avoid possible future financial difficulties.

**If you would like more information regarding future payments and Universal Credit please contact your Housing Officer, Lauren Parrett on 01730 263589.**

## Repairs Performance Against Target:

At the end of December 2017.

Category	No. reported Repairs	Target (Days)	PHA % completed on time
Emergency	6	1	100%
Urgent	118	7	99.15%
Routine	650	21	94.92
Total	774	-	-

## Annual General Meeting

The AGM will be held on:

**Wednesday 6th June at 6.30 p.m.**

This year the AGM will be held at the Association's office:

**Petersfield Housing Association  
32, Lavant Street, Petersfield.**

## OUR PERFORMANCE IN 2017:

PHA Homes performance against peers is good and overall satisfaction levels remain high.

	PHA Homes Results	Benchmarking Group	National Results
Rent arrears as % of rent debt	1.55%	2.89%	2.41%
% of all reactive repairs completed within target time	95.48%	95.82%	96.15%
% of residents satisfied with most recent repair	98%	95%	97%
Average re-let times (calendar days) Excludes major works	11.5	16.67	17.0
% of rent lost through dwellings being vacant	0.33%	0.88%	0.67%
Operating costs as % of turnover	55.84	69.50	74.11

## STAR SURVEY: (Survey of Tenants And Residents)

During 2017 we also commissioned an independent STAR survey of 100% of our residents. We achieved a response rate of 69.5%. The survey was based on 6 questions.

### Questions

### Overall Response

Rent arrears as % of rent debt	93.2% satisfaction
% of all reactive repairs completed within target time	97.4% satisfaction
% of residents satisfied with most recent repair	93.7% satisfaction
Average re-let times (calendar days) Excludes major works	91.1% satisfaction
% of rent lost through dwellings being vacant	85.8% satisfaction
Operating costs as % of turnover	81.7% satisfaction



# Return of the Annual Garden Competition

Some of our residents may recall that PHA Homes previously held an Annual Garden Competition.

This summer will see the return of this popular competition

The competition will be very simple, and judging will be within two categories and these will be:

1. **Best overall garden**
2. **Best hanging basket or tub/container.**



You don't have to be an experienced gardener to enter, indeed you don't have to have a garden at all, as you can enter just a hanging basket or container/tub - anything will be considered - and there will be prizes for the winning entries.

All residents are welcome to enter. Judging will take place in early summer 2018.

**For more information please contact Sarah Clawson on 01730 263589**





## Safety of Your Appliances

**When thinking about Electrical & Fire safety within your home it is useful to remember the importance of your portable appliance safety.**

Although the UK has a good record of electrical safety, there are still over **30 deaths** and nearly **4,000 injuries** from electrical accidents and the **8,000 fires** that occur in the home each year. Most of the accidents in the home involve faults in, or misuse of, domestic appliances, flexes, plugs or connectors. A large number are related to electrical maintenance or DIY activities. The major dangers to health from electrical accidents are from shock, burns, electrical explosion or arcing, fire, and mechanical movements initiated by electricity.

Portable appliances in your property are your responsibility to maintain and repair as and when needed. Quite often a damaged fridge, Hoover, kettle or iron lead is overlooked but any damaged cable could potentially cause a fire within your home.

If you notice a damaged portable appliance or lead, then you should get the item replaced or repaired by a professionally qualified engineer to ensure the appliance is as safe as possible.

### Checking portable appliances

To ensure that portable appliances continue to be safe for use, regular basic safety checks should be carried out. The checks that you the user of the appliance can safely carry out include:

1. **Checking that there are no cuts or abrasions in the cable covering (sheath)**
2. The plug has no cracked casing or bent pins
3. **There are no loose parts or screws**
4. There are no signs of burning, particularly at the plug
5. **The outer covering of the cable is gripped by the cord grip in the plug top so that no coloured cable cores are visible from outside of the plug. (The function of the cord grip is to prevent the internal connections being pulled loose)**
6. Checking that no part of the appliance is damaged (for example, cracked or dented) or missing (for example, a missing protective electrical connection cover or screw).

Most dangerous defects in electrical appliances can be identified by carrying out these checks.



## **What is portable appliance testing?**

Portable appliance testing (PAT) is the term used to describe the examination of electrical appliances and equipment to ensure they are safe to use. Usually a professional electrician will carry this out, however most electrical safety defects can be found by simple visual examination, but some types of defect can only be found by testing. However, it is essential to understand that visual examination is an essential part of the process because some types of electrical safety defect can't be detected by testing alone. If you do not feel confident in visually assessing your own leads & portable appliances, then you should contact a qualified electrician.

Like checking your portable appliances are safe for continued use, it is also very important to check your smoke detectors are working correctly.

## **Smoke detector maintenance**

All PHA Homes should have a main powered smoke alarm installed in it and should be tested regularly by the resident off the property. They are usually located in the hallways (flats, bungalows etc) and on the upstairs landing if in a house. You may also have a heat detector located in your kitchen, these are the smoke detectors that PHA Homes is likely to have installed and will be replaced as and when they are due to be replaced. They generally have a life expectancy of 10 years.

## **Type of systems in PHA individual properties - Grade D**

a system of one or more mains-powered smoke (or heat) alarms, each with integral battery standby supply. These are designed to operate even in the event of mains failure and therefore could be connected to the local lighting circuit or an independent circuit from the dwelling's main distribution board. There is no control panel for these systems.

## **Routine testing and maintenance of smoke detectors**

Routine testing – In the case of smoke alarms and any heat alarms, the weekly test by a resident would be carried out by use of a test button on each of the smoke alarms and heat alarms installed in the dwelling, by pressing a button on one smoke detector it is likely to also set any other smoke alarm in the property sounding as well as they are usually linked together.

Smoke alarms should be kept clean in accordance with the manufacturer's instructions, this is especially important if you smoke within your property.

If any of your mains powered smoke alarms are not working correctly then please let us know straight away so that a repair can be arranged. (please note, any additional battery powered smoke alarms in the property are residents' responsibility to maintain. However, if needed we can arrange for our electrician to attend and check these for you but the cost of this would be recharged to the you.

# Spring Word Search

Find and circle all the words that are hidden in the grid. The remaining 27 letters spell a Lady Bird Johnson quote.

For your chance to win a £25 voucher of your choice complete the word search and return it to us at **32 Lavant Street, Petersfield** or by email to **admin@phahomes.co.uk** by **20th April 2018**.

Name .....

Address .....

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

- ANNUALS
- BEANS
- BEETS
- BIENNIAL
- BROCCOLI
- CARROTS
- COMPOST
- CULTIVATE
- DAISIES
- DIGGING
- FERTILIZER
- FLOWERS
- FUCHSIA
- GARDEN
- GERANIUMS
- GLOVES
- GNOME
- GREENHOUSE
- GROW
- HOES
- HORTICULTURE
- HOSE
- HYDRANGEA
- LILACS
- LILIES
- MARIGOLDS
- ORGANIC
- PEAS
- PERENNIAL
- PETUNIAS
- PINWHEEL
- PITCH FORK
- PLANTING
- RAIN
- RAKE
- RELAXING
- ROSES
- ROWS
- SEEDS
- SHOVEL
- SOIL
- SPADE
- SUNSHINE
- TOMATOES
- TROWEL
- TULIPS
- VEGETABLES
- WATER
- WEEDS
- WHEELBARROW