



Supporting our Local Food Banks



With an increasing number of PHA tenants and residents using foodbanks during these unprecedented times, we are pleased to announce that we have been able to donate £100.00 worth of tinned food and toiletries to the Petersfield food bank recently, which was greatly appreciated and a thank you card has been received from the food bank.

If you need a food bank voucher, please do not hesitate to contact the office on 01730 263589.

Tenant & Resident Engagement

NATIONAL
HOUSING
FEDERATION

together
with tenants

early
adopter

During the Covid-19 lockdown period we have continued to work with our Tenant & Resident Engagement Group (TREG) members. This hasn't been easy as we haven't been able to meet in person since our first group meeting in March. However, this hasn't stopped us keeping in touch with the group members and asking their advice on the way that we communicate with all of our tenants & residents during this very difficult period to ensure our messaging is clear.

The first of our procedures for the group to review was the Tenants & Resident Involvement member panel procedure. The overall assessment of the procedure by the tenants and residents group was really good with the following feedback received from the members:

"After reviewing the procedure, we found it to be a good introduction to get a better idea of the needs of tenants and build relationships between tenants, residents and PHA homes, as well as improve services and therefore customer satisfaction. Group members reported the procedure to be well organised, clear, and practical. They considered it to be well thought out, well written and all aspects seem accounted for".

We are really pleased with the continued interest, support, and response from the group, especially during this difficult lockdown period for many of

the group members. We look forward to working hard with the joint working groups during the second half of the year and hope to be able to have another full group meeting as soon as it is acceptable to do so.

The TREG members have now split into smaller working parties where they can focus on their areas of interest (Housing or Maintenance). Our Housing Manager will now work with her team members to review other housing related processes & procedures that need reviewing this year whilst our Maintenance Manager will start to discuss & review the grounds maintenance works / specifications and if possible visits some empty (void) properties with the group members so that they can start to consider the specifications for empty properties.

PHA Homes Tenant & Resident Charter

Relationships – PHA Homes will treat all tenants and residents with respect in all our interactions. Relationships between tenants, residents and PHA Homes will be based on openness, honesty and transparency.

Communication – tenants and residents will receive clear, accessible and timely information from PHA Homes on the issues that matter to them. This includes important information about their homes and local community, how the organisation is working to address problems, how the organisation is run, and information about performance on key issues.

Voice and influence – views from tenants and residents will be sought and valued and this information will be used to inform decisions. Every individual tenant and resident will feel listened to by PHA Homes on the issues that matter to them and can speak without fear.

Accountability – collectively, tenants and residents will work in partnership with PHA Homes to independently scrutinise and hold their housing association to account for the decisions that affect their homes and services and the quality of the homes and services we provide.

Quality – tenants and residents can expect their homes to be good quality, well maintained, safe and well managed.

When things go wrong – tenants and residents will have simple and accessible routes for raising issues, making complaints and seeking redress. Tenants and residents will receive timely advice and support when things go wrong.

What is Tenant & Resident Involvement?

Tenant & resident involvement is an evolving two-way process of communication between tenants, residents, and their landlord; where tenants & residents are given a voice to help improve the services received from PHA Homes. Information and ideas are shared between tenants, residents, PHA staff and then through our resident Board member, discussed with other Board members. This helps ensure the quality of services provided are constantly improving and the level of customer satisfaction increased.

We Need You!

We have many tenants signed up to the new tenant engagement group already, but we are keen to get as many tenants & residents involved with this important work as possible. If you are interested in finding out more about the Tenant & Resident Engagement Group or are interested in joining then please contact us on 01730 263589 or email admin@phahomes.co.uk and a member of our team will be in touch.



Bin Stores

At all our blocks, there are designated areas for bin storage and bins are provided whether these are the large communal four wheeled bins or individual wheeled bins per property.

There have been a number of incidents recently of rubbish being left either by the bins rather than inside them or larger items that are tenant responsibility to dispose of such as electrical appliances and furniture left in the bin stores or by bin areas.

The bins provided are **only for general household waste items or general household recycling items**, please do not leave other items in or around the bin areas and dispose of them correctly at the local amenity site.

Loose rubbish encourages vermin and could be a health and safety problem. In some cases, it could also be a fire risk.

We don't want to charge our tenants and residents for this rubbish to be removed, but unfortunately due to the number of recent issues this is something that we will have to consider charging for in the future.



Domestic Abuse

Domestic abuse has sadly increased during the lockdown period, and we would just like to take this opportunity to inform our tenants and residents of contact details should they find themselves in a domestic abuse situation or know somebody who is.

In case of emergency please call 999. If you cannot talk when you make this call, please press 999 and once the call has been answered press 55 and it will notify the relevant police department.

Alternatively, you can contact:

Southern Domestic Abuse Service (SDAS)
02392 035 494

Hampshire Domestic Abuse Service
0330 0 165 112

Aurora New Dawn
02392 479 254

Childline
0800 1111

PHA Homes can also help to make referrals and contact the relevant agencies if you contact us on 01730 263 589.



Estate Walkabouts Reminder



Due to Covid-19, PHA Homes had to rearrange all the annual Estate Walkabouts. Here is a reminder of times they have been rescheduled to on Wednesday 16th September 2020.

Do pop out and speak to us or return the estate walkabout feedback survey that we sent you.

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|----------------------|----------------|--------------------|----------------|
| Paddock Way | 10:00am | Ramshill* | 11:15am |
| Fern Close | 10:30am | Rushes Farm | 11:45am |
| Tanners Reach | 11:00am | Deans Dell | 12:15pm |

Please note these times are approximate.

** Ramshill - Charlton Drive, Collingwood Way, Small Close & Dickins Lane*



Bursary Award Scheme

Are you between 18 and 35 and need financial help during these difficult times with education, training, or employment plans?

PHA Homes offer a Bursary Award Scheme which provides grants of up to £350 to help young people.

It is simple to apply and some examples of what can be funded by a Bursary include: -

- Tools or equipment for a job or qualification such as carpentry or hairdressing
- Travel costs for work experience
- Course or training fees
- Clothes for an interview
- Childcare costs to help single parents to complete short term education courses
- Transport to and from a new job until the first pay day
- IT equipment
- Course material such as stationery & books

For more information regarding the scheme and to request an application form, please contact the Housing Manager, Lauren Parrett on 01730 263589 or email lauren.parrett@phahomes.co.uk.

Your Rent Account and Universal Credit (UC)

PHA Homes recognises that this is a difficult time for everybody due to current Covid-19 circumstances, especially financially. Lots of tenants and residents have contacted PHA Homes to advise us of their change in circumstances, e.g. they may have been furloughed / lost their job / claimed Universal Credit (UC) / etc.

PHA Homes understands that this may cause tenants and residents to fall into arrears and we are more than happy to make flexible and affordable payment arrangements for those that cannot clear their arrears in full. You need to adhere to the arrangement and update us on a regular basis during this time should there be any changes.

In case you are unaware, UC is a lump sum payment direct to you (usually once a month) and is directly for you to manage. PHA Homes are not told how much you receive or when you receive it and therefore rely solely on our tenants and residents to notify us.

You will be allocated a journal and a work coach to discuss any queries or concerns and update your information. Please submit any information to Universal Credit as soon as possible once requested so that they can process your assessment quickly.

If you are newly claiming UC, there is likely to be a 5-6 weeks waiting period before any payment is received. Therefore, we suggest that you request an 'Advance Payment' from UC to cover yourself for this waiting period. The amount will then be deducted from your benefit over the following 12 months.

If you are worried about managing your UC payments, you can request that UC pay PHA Homes directly through an Alternative Payment Arrangement (APA). PHA Homes will also request this if there is good reason to do so and you will be notified.

Whilst we appreciate times are extremely hard, we would still encourage you to prioritise your rent payments. If you haven't updated PHA Homes with your current circumstances, then please contact the housing team as soon as possible on 01730 263589.



For further advice you can also contact:

Citizen Advice Bureau
01730 264887

National Debtline
0808 8084000
www.nationaldebtline.co.uk

Universal Credit
0800 328 5644



Planned and cyclical works programmes 2020:

We have replaced four back doors, one consumer unit and two boilers in 2020 so far. Roofing works have also been completed at Rushes Farm.

We have a number of jobs currently under way which include:

- Replacing 14 consumer units
- Checking approximately 50 water tanks and hot water cylinders
- Servicing unvented hot water cylinders in properties that do not have gas

There are a number of kitchens and bathrooms that we will be looking to replace before the end of 2020 providing we have the budget to do so. These will only be completed if there are no symptoms of Covid-19 in the property and with agreement from the relevant tenants that they are happy for us to carry out this work.

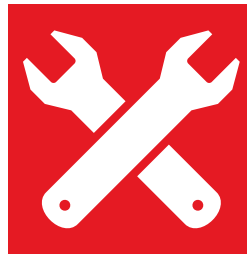
There are several projects that are being considered for 2020, these include:

- Cladding the rendered areas on a block of flats in Petersfield
- The construction of a porch to a flat entrance
- Replacing some of the knee rail fencing and painting the outside of the perimeter panel fences and all the knee rail fencing

We also have some ongoing roofing projects which has been ordered and will be completed before the end of the summer.

There will be regular gutter cleaning carried out at some of our blocks and individual homes where we have previously logged regular repair jobs for gutters to be cleaned out. This started earlier in 2020 and will be completed later in the year. Regular cleaning will then be carried out twice a year in the early Spring and Autumn.

We are also looking at a few tree maintenance projects in communal areas. Trees and plants that are located in the individual gardens are tenant/resident responsibility and PHA would not get involved with or arrange work to these.



Gas Service Contract Review

Our current gas servicing and maintenance contract with Robert Heath Heating is due to end later this year.

We are currently reviewing the contract requirements and will be looking to re-tender this contract over the next few months. We will be working with our Tenant & Resident Engagement Group (TREG) members to help design the service that our tenants & residents require from a Gas contractor. We will then make a decision and inform all tenants & residents of the outcome as soon as possible.

Maintenance Service

2020 has been an interesting year so far! A lot of repair, maintenance and planned work has been held up and postponed due to the outbreak of the Covid-19 virus.

We would like to take this opportunity to thank you all for your patience and understanding during this unsettled period where a lot of repairs could not be carried out. We are now slowly starting to arrange for more repairs to be completed, however, we are not

able to carry out works that are not an emergency in a property where anyone has symptoms of the Covid-19 virus.

You may have recently received a letter regarding an appointment to carry out a stock condition survey of your home. If the survey has been carried out, thank you for enabling this to be done.

We carry out a 20% survey of our properties each year. These surveys look at all the different elements in a property from the

kitchen to paths, fences, boilers, and insulation to name a few. This data builds into a 30-year programme of replacement or review of these different components and from this we arrive at a yearly programme of properties where certain elements are then reviewed for replacement budget permitting. This also enables us to put together a budget for maintenance to be approved by our Board for the following year.



Summer Wordsearch Competition

For your chance to win a £25 voucher of your choice complete the word search and return it to us at 32 Dragon Street, Petersfield or by email to admin@phahomes.co.uk by 21st August 2020.

Name _____

Address _____

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|------------|-------------|-----------|
| SUNNY | SUNGLASSES | SUNBLOCK |
| PARADISE | BEACH | TOWEL |
| POPSICLE | SNORKEL | ICE CREAM |
| FLAMINGO | PICNIC | LIFEGUARD |
| FLIP FLOPS | BARBECUE | FIREFLY |
| VACATION | OCEAN | SWIMMING |
| SNOWCONE | PALM TREE | |
| WATERMELON | SAND CASTLE | |

CONGRATULATIONS!

to Mr and Mrs C from Petersfield who won a £25 Tesco voucher. Unfortunately, we could not take a photo this time due to Covid-19 restrictions, but they were very grateful.



Fire Safety

Our top priority as a housing provider is keeping you safe and happy in your homes. To prevent a fire in your home, there are several inexpensive precautions that you can take to protect yourself and your family.

Tips to consider:

- 🔥 Never prop fire doors open or interfere with self-closing mechanisms of any internal doors.
- 🔥 Never use water on a fire involving electrical equipment, fat, oil, or spirits.
- 🔥 If you live in a block of flats, fire doors, including your front door, are specially engineered doors designed to contain fire for a period of time. If you experience any problems, these should be reported to us immediately.

Always remember to:

- 🔥 Keep corridors and exits clear at all times.
- 🔥 Close inside doors overnight.
- 🔥 Keep matches and lighters out of reach of children.
- 🔥 Take extra care in the kitchen (especially when cooking with hot oil). Accidents while cooking account for over half of all fires in the home.
- 🔥 Never leave young children alone in the kitchen.
- 🔥 Keep your cooker clear of flammable objects such as cloths, oven gloves and curtains.
- 🔥 Make sure cigarettes are stubbed out properly and thrown away carefully and never smoke in bed.
- 🔥 Never leave lit candles in rooms that nobody is in, or where children are on their own.
- 🔥 Is your upholstered furniture fire-resistant? If it were made before 1988, it won't be, meaning it can catch fire easily and could produce clouds of poisonous smoke.
- 🔥 Don't overload electrical sockets – try to keep one plug per socket.





Fire Risk Assessments

We have recently had fire risk assessments carried out at all our blocks. These are done every three years to ensure that all fire safety measures have been carried out.

Some of the things that have been highlighted on these assessments include:



Door mats outside front doors in communal areas/corridors. These need to be removed and placed inside your home as they could cause a trip hazard in the event of an emergency.

Other items stored in communal areas/corridors such as pushchairs, bikes and children's toys are not permitted and these items need to be removed and kept inside your home.

Rubbish left around bin areas and in shared or communal gardens.

Regular Smoke Detector and CO Detector Checks



Smoke Alarm Testing:

Please remember to test your smoke alarm on a regular basis to ensure that they are working correctly. If you have any concerns regarding your smoke alarms, please report them to us as soon as possible.

CO Detector Testing:

If you have a CO detector installed in your home, please remember that it needs to be tested regularly in the same way as your smoke alarms. If you have any concerns about your CO detector, please let us know as soon as possible.

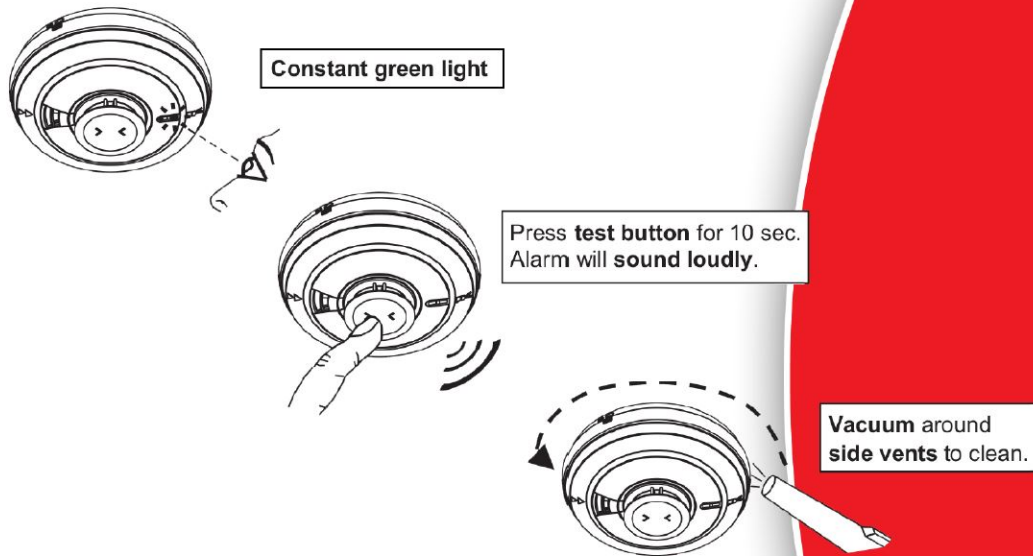
To test either type of alarm, press the test button which is normally located in the centre of the unit for a few seconds. The alarm should sound for few seconds and then stop.

If the alarm does not sound or sounds but doesn't stop, please contact us straight away so that we can arrange for the unit to be checked.



How to **TEST** your Aico Alarms #AlarmsSaveLives

Smoke and Heat Alarms



Carbon Monoxide Alarms



www.aico.co.uk

01691 664100

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