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ENGAGEMENT GROUP

PHA HOMES TENANT AND RESIDENT ENGAGEMENT GROUP (TREG) MEMBERS HAVE CONTINUED TO HELP US REVIEW OUR PROCEDURES TO ENSURE THEY ARE FIT FOR PURPOSE.

During the first part of this year, they have helped us review the 'Complaints Handling' procedure. This was completed by members via email due to being in lockdown.

This was a good time to review our procedure as it has followed a recent legislative change, imposed by the Housing Ombudsman in late 2020. A couple of suggestions were made by the panel members and the procedure was amended accordingly to incorporate the panel members suggestions.

Read more on page 8.

BIN WASTE

We would like to take this opportunity to remind all tenants who use a communal bin store facility to follow the guidance given by Hampshire County Council when disposing of your household waste.

You can find out more info on bin collections on East Hants website www.easthants.gov.uk/bin-collections

PLEASE DO NOT PUT ANY GENERAL WASTE INTO THE RECYCLING BINS.

Any recycling must be of the type permitted (cardboard / paper type waste) and must be removed from bags when placed into the recycling bins.

The refuse collectors have been instructed not to empty any bin that may be contaminated with general waste.



If they see a bag in the recycling bin, they may decide that the bin has been contaminated and therefore will not empty the bin. This will mean the contaminated waste will need to be removed from the bin before they return in a further 2 weeks' time to attempt to empty the bins again.

If PHA Homes has to arrange removal of such waste, then this charge will be passed on to residents.

All other general bin (food) waste needs to be placed in the general waste bins provided **and not next to them.**

Any bulky household items should be disposed of at the local amenity tip and must not be left in the bin store for someone else to dispose of.

FIRE RISK ASSESSMENTS

PHA Homes has regular fire risk assessments carried out on all of our blocks of flats. We would ask for your continued support in ensuring that the following continue to be adhered to so that we can ensure your safety within the blocks:

Door mats outside front doors in communal areas/corridors. These must 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 must be removed and kept inside your home.

Rubbish must not be left around bin areas and in shared or communal areas.



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 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 report them to us 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 does not stop, please contact us straight away so that we can arrange for the unit to be checked.

FIRE & BUILDING SAFETY

OUR TOP PRIORITY AS A HOUSING PROVIDER AND LANDLORD IS KEEPING YOU SAFE IN YOUR HOME. 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...

- Ensure communal front doors are closed behind you.
- 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 was made before 1988, it will not be, meaning it can catch fire easily and could produce clouds of poisonous smoke.
- Do not overload electrical sockets – try to keep one plug per socket.

RING DOORBELLS / DOMESTIC VIDEO SURVEILLANCE



PHA HOMES HAS HAD A COUPLE OF QUERIES RECENTLY IN RELATION TO DOMESTIC VIDEO SURVEILLANCE/CCTV EQUIPMENT SUCH AS CAMERAS AND VIDEO DOORBELLS.

PHA Homes has limited reasons to prevent tenants from installing such devices, regardless of whether they capture shared spaces or neighbours' homes, providing they are used for the purpose intended such as to protect/prevent crime and anti-social behaviour.

However, users of video equipment must comply with the Information Commissioner's Office (ICO) which regulates and enforces the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA). This includes having clearly visible and legible signs notifying people they are being filmed.

People being filmed by domestic CCTV have legal rights and can ask for Subject Access Requests (SAR) and can ask for the user to erase all data held of them. It should be noted, the user would not be able to use the footage unless the person was committing a criminal offence.

If people being filmed feel the user is using the CCTV in an anti-social manner or finds it harassing or intimidating, they need to contact the police directly as it could be a criminal matter. If it is found to be a criminal matter, PHA Homes may act against the user's tenancy if they are a PHA Homes tenant. Also, if the person being filmed feels the user is breaking the data protection law, they could pursue a private claim in the courts or report this to the ICO who will investigate the matter.

More information and guidance for both users and people being filmed by domestic CCTV can be found at <https://ico.org.uk>, or you can contact the housing team on **01730 263589**.

GOOD NEWS STORIES

TENANT HARDSHIP FUND

We were very pleased to be able to assist a tenant via our Tenant Hardship Fund to purchase white goods for her new home. Miss Ladd from Petersfield had to urgently leave her previous accommodation with nothing, and PHA Homes were able to help by providing her with a washing machine, cooker, and fridge/freezer to make the move easier and more affordable.

COVID UPDATE

Our new office is open at 32 Dragon Street and we are offering a full service again, including face-to-face meetings when required, home/site visits and repairs, which is excellent news for all.

COMPLAINTS

PHA HOMES IS COMMITTED TO UPHOLDING THE OMBUDSMAN'S COMPLAINT HANDLING CODE WHICH PROMOTES THE PROGRESSIVE USE OF COMPLAINTS AND PROVIDING A HIGH LEVEL FRAMEWORK.

The Housing Ombudsman has stated that a landlord shall accept a complaint unless there is a valid reason not to do so as long as the complaints policy clearly sets out the circumstances in which a matter will not be considered, and these circumstances should be fair and reasonable to residents.

FOR EXAMPLE:

The issue giving rise to the complaint occurred over six months ago.

Where the problem is a recurring issue, the landlord should consider any older reports as part of the background to the complaint if this will help to resolve the issue for the resident. (N.B. it may not be appropriate to rely on this exclusion where complaints concern safeguarding or health and safety issues.)

Legal proceedings have been started. Landlords should take steps to ensure that residents are not left without a response for lengthy periods of time, for example, where a letter before action has been received or issued but no court proceedings are started, or settlement agreement reached.

Matters that have already been considered under the complaints policy.

Complaints will not be held against complainants and/or affect the terms and conditions of their tenancy agreement in any way. Complaints are seen as a positive point to improve our services and our relationship with complainants will not be affected by complaints being reported.

PHA Homes has a 3 STAGE COMPLAINTS PROCESS

STAGE 1 The complainant will be advised to contact the Head of Services who will try to resolve the problem within 10 working days, and will confirm their response in writing, including a copy of the associations 'Making a Complaint' information leaflet. Where relevant, the complainant(s) will be asked to complete an incident report form and if required help will be given in completing these forms.

STAGE 2 The complainant's identity will be kept confidential unless they give their permission for it to be known. The complaint will be dealt with by the Director of Operations. A full response will be made in writing within 20 working days.

STAGE 3 The complaint will be dealt with by the Chief Executive. A full response will be made in writing within 20 working days.

THE HOUSING OMBUDSMAN SERVICE

If the complainant is still not satisfied, they have the right to contact The Housing Ombudsman Service.

The Housing Ombudsman Service
PO Box 152, Liverpool L33 7WQ

Telephone: 0300 111 3000

Email: info@housing-ombudsman.org.uk

Our Maintenance Service to You



AS WE SLOWLY COME OUT OF THE COVID-19 4 RESTRICTIONS, PHA HOMES IS STARTING TO UNLOCK SOME MAINTENANCE WORK THAT WE HAD TO PUT ON HOLD DURING 2020 AND IN THE FIRST QUARTER OF 2021.

Throughout the pandemic we have continued to carry out all compliance related works such as gas servicing, 5 yearly electrical inspections, fire risk assessments etc but we have now also started to carry out our annual 20% stock condition surveys, along with ordering a large number of energy performance surveys to be carried out on our properties.

These surveys are important to the business as it gives us valuable information as to how our properties are performing. It also helps us plan future maintenance programmes. If you do receive a letter from our contractors asking for access to be arranged for one of these surveys to be carried out, then please arrange a convenient time with the contractor for them to be able to do this.

We are now offering a full repairs service of all 3 priorities (emergency, urgent & routine) so if you have any repairs that are required in your property then please contact the office to let the team know.






Planned and cyclical works programme 2021

PHA HOMES PLANNED WORKS PROGRAMME FOR 2021 HAS BEEN DELAYED DUE TO THE ONGOING COVID-19 RESTRICTIONS. WE ARE HOWEVER, PLANNING TO GET SOME OF OUR PLANNED WORK'S PROGRAMME COMPLETED IN THE LAST QUARTER OF 2021. WE WILL NOTIFY THOSE TENANTS AFFECTED OVER THE COMING MONTHS.

Our cyclical works programmes have been progressing and we are working our way through that programme. We have replaced four boilers, five consumer units, replaced 25 smoke detectors and fitted 1 new back door during 2021 so far.

In addition, we are continuing to do the following:

-  Service / inspect all unvented hot water cylinders in our properties.
-  Replace mains powered smoke detectors that are due for replacement.
-  Service & maintenance of all "whole house" air recirculation units.

We are also continuing to carry out the regular gutter cleaning at our blocks of flats, and these are carried out twice a year in the Spring and Autumn.

We are also addressing any tree maintenance projects on our estates. Generally, trees and plants that are located in the individual gardens of a property are tenant/resident responsibility and PHA would not normally get involved with or arrange work to these.

SUMMER WORD SEARCH

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

AUGUST
BARBECUE
BEACH
FAMILY
FLIPFLOPS
FUN

HOT
ICE CREAM
ICE POP
JULY
JUNE
OCEAN

PICNIC
POOL
RELAX
SEASIDE
SHORTS
SPRINKLER

SUMMER
SUNGLASSES
SUNSCREEN
SUNSHINE
SWIMMING
VACATION

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 Friday 20th August 2021.

Name

Address



TENANT AND RESIDENT ENGAGEMENT GROUP MEMBER FEEDBACK

Mrs Lloyd from our Tenant and Resident Involvement Members Panel says:

"I am glad that I volunteered for the tenants' panel as, although due to lockdown our site visits have been postponed, I am still able to participate to some extent with checking paperwork towards keeping the high standards of maintenance carried out, and the procedures and protocol. I do look forward to being able to carry out site visits as soon as possible too."

We appreciate your help Charlotte and look forward to the final restrictions easing so that we can get some of our panel members out and about visiting our estates and properties.

WINNER Spring 2021

We are pleased to announce that Ms Moskva from Alton won our Spring word search and chose a £25 Waitrose voucher.

We are also very fortunate to have one of our residents sit on our Board of Directors. Graham Norris has been a Board member with PHA Homes for many years and has also met with our Tenant & Resident Engagement Group members prior to the Covid-19 restrictions. We are hopeful that we will all be able to meet again soon to discuss the next steps.

If any PHA Homes tenant wishes to discuss any matter involving their tenancy or home directly with Graham, then we are more than happy to assist by passing any letters that we receive at our office on to Graham or we can forward any email queries that we are sent through to him. Any email correspondence can be sent to admin@phahomes.co.uk



GET IN TOUCH

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WWW.PHAHOMES.CO.UK