



# CHATTERBOX

## WHAT'S INSIDE

### EAST LODGE ROGATE

**02**

Before  
& After

### COMMUNAL AREA/FIRE DOOR INSPECTIONS

**06**

### JOIN THE BOARD

**07**

### NEW STAFF MEMBERS

**05**

Welcome David & Eleanor

### TENANT ENGAGEMENT

**11**

## OFFICE OPENING HOURS



FROM 1ST JANUARY 2022 OUR OFFICE IN 32, DRAGON STREET, PETERSFIELD WILL BE CLOSED TO VISITORS EVERY TUESDAY & THURSDAY.

However this will not affect our services to our customers and residents, and you will be able to contact us, as always, by telephone or email. Staff will also be available for home visits where required.



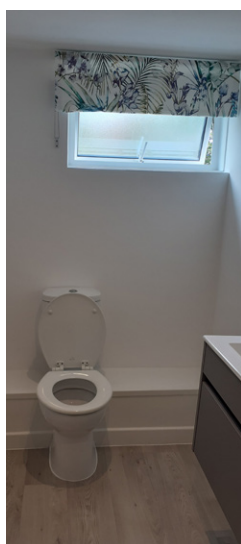
# EAST LODGE ROGATE

During 2021 significant improvement works have been carried out at East Lodge, a sheltered scheme in Rogate.

The communal kitchen has been replaced to ensure regulatory compliance and to enhance the laundry facilities for residents. The communal WC has also been refurbished. Plans for 2022 include the external refurbishment of the building.



**BEFORE**



**AFTER**



## PRIZE DRAW

HOW WOULD  
YOU LIKE TO

**WIN  
£100**

IN VOUCHERS OF  
YOUR CHOICE?

PHA Homes would like to bring a little festive cheer to our tenants this year and will be running a prize draw to win one of five £100 vouchers of your choice.

All tenants whose rent account has a zero or credit balance by the 31st December 2021 will be entered into a prize draw to win £100 in vouchers of their choice.

There are five x £100 vouchers up for grabs with the prize draw being held on 7th January 2022 and winning tenants being notified to collect their chosen voucher on 10th January 2022.



# CLEARING ARREARS OF RENT BY THE END OF THE YEAR

**DECEMBER IS JUST AROUND THE CORNER AND FOR MANY THIS IS A TIME WHEN PEOPLES BUDGETING PRIORITIES CHANGE. CHRISTMAS IS AN EXPENSIVE TIME OF YEAR THAT CAN CAUSE FINANCIAL PRESSURE.**

**Unlike many businesses, the financial year for PHA Homes runs from January to December. We would ask that you have a clear rent account by 31st December 2021.**

All clear rent accounts, with a zero or credit balance on 31st December 2021 will be automatically entered into a prize draw to win one of five £100 vouchers. Please read the 'prize draw' article in this newsletter for more information.

There are many ways that you can pay your rent which include Direct Debit, Standing Order, Bank Transfer, Allpay, cash or cheque in the office, or by debit card over the telephone.

Whilst we understand that most people will experience financial difficulty at some point in their lives, we ask that our tenants contact and notify us of any such difficulty, so we can work with them to help.

Your tenancy agreement states that all your payments must be made in advance, however some residents are still paying their rent in arrears. If your account is in arrears, PHA Homes are happy to make a mutually convenient arrangement to bring your account into credit. For help and advice regarding your rent account please contact us on **01730 263589**.

You can also seek advice from National Debt Helpline or Citizens Advice to help with Debt, budgeting and coping financially.

# Tackling mould and condensation and the use of trickle vents

## KEEP YOUR HOME VENTILATED

Open the windows to manage circulation. This is harder coming into the winter months but try to open them several times a day wherever possible. You should also use the trickle vents on your windows, or secure the windows on the latches, which would help create a constant air flow. If you are unsure how to use the trickle vents or your window latches, please let the office know and we will be happy to explain over the phone or come and show you in person.

---

## KEEP YOUR HOME HEATED

Although there is a cost implication to this, it is one of the best mould prevention techniques. It is recommended you never let the temperature of your home fall below 14 degrees Celsius. If you are unsure how to use the heating provided in your property, please call the office and we may be able to explain over the phone or alternatively we can ask our contractors to show you in person.

---

## KEEP YOUR HOME DRY

Mould grows where there is humidity. If you see a water leak, please clean this up straight away, contain the leak if possible and report it to the office immediately.

## CLEAN MOULD DOWN

Use mould resistant products to clean any mould that accumulates. It is tenant responsibility to clean down any mould on a fairly regular basis. However, if you think there may be an underlying issue, the mould worsens, or you notice a fault with the property, please contact the office and we will be happy to investigate this for you and ensure any necessary repair orders are raised to rectify any problems (e.g., faulty windows/trickle vents, extractor fans, leaks, heaters, etc).

---

## AVOID DRYING CLOTHES INDOORS

Ideally after washing your clothes, hang them on a washing line or use a tumble dryer (making sure it is vented outside effectively, minimising humidity in the property). Drying clothes on radiators or on clothes horses will increase moisture in the air and increase the chance of condensation and mould.

---





## INTRODUCING...

### NEW STAFF MEMBERS!



#### Welcome David!

David joins us as our new Maintenance Officer at PHA Homes. David comes with a wealth of experience in the maintenance field and is looking forward to helping tenants with any property related issues.



#### Welcome Eleanor!

Eleanor joins PHA Homes as our new Housing Officer. Eleanor has joined us with a hospitality and customer service background and is looking forward to meeting all tenants when out and about. Please

do not hesitate to contact Eleanor for anything tenancy or rent related.

## HOME ENERGY PERFORMANCE

PHA Homes is currently doing a lot of work around the energy performance of our homes which will help us determine the level of works required in our properties in the future.

One of the ways that we do this is by getting your home surveyed by a qualified assessor who will provide us with an energy performance certificate (EPC) This survey will inform us as to what band of energy performance that your home currently sits in and will also provide us with some recommendation for future works which will help improve the energy performance of your home.

If our surveyor gets in touch with you to carry out a survey then please do arrange access with him so that we can get this important information collated, as it will help us develop future energy efficiency plans for our homes.

## GOOD NEWS STORIES

### 1.

During one of our kitchen refurbishments this year, the tenant struggled to purchase a new cooker. PHA Homes arranged for a new cooker to be delivered and installed.

### 2.

A tenant moved into one of our temporary homeless houses in 2019 due to being homeless and has recently successfully bid on a larger home for her and her family for permanent accommodation. Since being with PHA Homes she has had another child and is now overcrowded and in desperate

need of larger accommodation. She is looking forward to settling into her new home and making it her own. She was very sad to be leaving PHA Homes and came into the office with a large box of chocolates and bunch of flowers. All of us at PHA Homes wish her all the best in her future.

## CIA CHANGE OF DETAILS (our fire alarm contractor)

# 02394 387808

We have been made aware that CIA has changed their contact phone number. We are in the process of updating our notices in all communal areas. However, in the meantime, if there is a fault with the fire alarm outside of PHA Homes normal working hours, please contact **02394 387808**. Otherwise, in case of emergency please contact **999**.



## COMMUNAL AREA INSPECTIONS / FIRE DOOR INSPECTIONS

WE WOULD LIKE TO MAKE ALL TENANTS AWARE THAT AS PART OF OUR COMMUNAL AREA INSPECTIONS, PHA HOMES IS NOW REQUIRED TO INSPECT ALL FIRE DOORS ON AN ANNUAL BASIS. THESE ARE THE COMMUNAL INTERNAL DOORS IN OUR BLOCKS OF FLATS AND ALSO IN MOST CASES THE FRONT DOOR TO A FLAT.

Therefore, as our Maintenance Officer, David Silvester, carries out the communal inspections each quarter, he will also knock on a handful of doors in each block on each visit to inspect your flat front door. If we aren't able to gain access throughout the year, we will write to you to arrange a convenient appointment to check the doors and we will require access to your flat. David will carry his PHA Homes ID with him at all times on these visits.

These checks are new and form part of the new Building Safety requirements and will help ensure PHA Homes remain compliant with legislation. The checks will take approximately 5 minutes per property and an order will be raised with our contractor if any adjustments are required.

We thank you for your understanding with this matter.



## JOIN THE PHA HOMES BOARD



### ARE YOU INTERESTED IN BECOMING A MEMBER OF OUR BOARD?

We are looking for a new tenant representative to join the PHA Homes Board of Management. The Board meets four times

a year and Board members may be involved with other Board matters and committees throughout the year including the Annual General Meeting. You would be required to attend every meeting.

If this is of interest then please contact Denise Rajchel on **01730 263589** for an informal chat in the first instance.

## CHRISTMAS OPENING HOURS

THIS YEAR THE OFFICE WILL BE CLOSED  
FROM 24TH DECEMBER 2021 AND WILL  
REOPEN ON 4TH JANUARY 2022.

Monday 27th December – Closed

Tuesday 28th December – Closed

Wednesday 29th December – Closed

Thursday 30th December – Closed

Friday 31st December – Closed

Monday 3rd January – Closed



## Uplift of Universal Credit £20 per week

### 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 / push 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 you have more than 1 smoke alarm in your property, when you press the test button on 1 smoke alarm it should make all smoke alarms sound as they should be linked together. If the alarm(s) do not sound or sounds but doesn't stop, please contact us straight away so that we can arrange for the unit(s) to be checked.

**During Covid-19 the Chancellor announced that there would be a £20 per week (£86.67 per calendar month) uplift in Universal Credit entitlements for a one-year period. This was reviewed and extended for another 6 months. This additional payment has now ceased for assessment periods ending after 6th October 2021**

These payments were intended to provide additional support to help both individuals and the wider economy to continue to deal with the financial impacts which arose from the Covid-19 pandemic.

PHA Homes recognise that the £20 uplift represents a significant share in entitlements for many claimants and this will affect many of our tenants. If this affects you, you may feel overwhelmed by

the financial impact this may have on you. Universal credit will continue to provide vital support for those both in and out of work.

Please contact our housing team if you are struggling to meet your rent payments and we will be more than happy to discuss this with you, signpost where necessary and make mutually agreeable payment plans to help reduce any arrears which may accrue over an agreed period of time.

**There is also free guidance and advice available, including:**

The Money Navigator tool from the **Money and Pensions Service**

The **Turn2Us** charity has a benefits calculator

**Citizen Advice Bureau**  
01730 264887

**National Debtline**  
0808 8084000  
[www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk)





## SUMMER NEWSLETTER WINNER

The winner of the summer newsletter was Miss W from Petersfield, who won a £25 Cook voucher. **Congratulations!**

## GAS SERVICING UPDATE

PHA Homes has a new gas contractor starting on 10th November 2021, taking over all of the gas servicing that was previously done by Robert Heath Heating.

Diamond Gas & Heating will be taking over the gas servicing contract, which includes any breakdowns and out of hours calls.

If you need to contact our new gas contractor their phone number is **01329 234111**.

Diamond Gas & Heating are a family run business. Ian, the Director of the company started the business 11 years ago from his home. It started with one van, an apprentice and with Ian's passion for high quality customer focused service the



business gained a reputation as dependable and reliable. More engineers and apprentices were taken on along with a growing office.

Diamond Gas & Heating soon became a Worcester Bosch accredited installer which meant they could now offer an even better service to customers which included longer warranties and being a Worcester Bosch repairs specialist.

Constantly aiming for bigger and better has meant in early 2021 they moved to their current premises at the Apex Centre in Fareham.

So that they can meet the demands of their customers they now have 5 full time office staff and currently 7 field engineers with a wealth of skills and experience within the industry.

Diamond Gas & Heating are rated as excellent on Trust Pilot and have also carried out work for another smaller housing association and have come to us with a glowing reference. PHA Homes has listened to the feedback from you, and this has helped drive and shape the service that we would like to be provided by our gas contractor for our tenants.



## TENANT AND RESIDENT ENGAGEMENT GROUP (TREG)

---

**THERE HAS BEEN GOOD PROGRESS THIS YEAR WITH THE TREG GROUP. DURING THE FIRST QUARTER OF 2021, SOME OF THE GROUP MEMBERS HELPED US REVIEW THE COMPLAINTS PROCEDURE TO ENSURE IT WAS IN ACCORDANCE WITH THE HOUSING OMBUDSMAN'S GUIDANCE.**

Due to Covid restrictions this was done via email. However, recently we have been able to hold a full group meeting at the office again with all members. We were also able to review the service that we had provided during the Covid lockdown period(s) and discuss with the group members if there were any further recommendations that we could implement, if there was to be a further lockdown period. The feedback from the TREG members was very positive and they believed that the service provided during this time was very good and they had no further recommendations for us to implement if another lockdown should occur.

We have also had the opportunity to take some members of the group out to look at an empty home that we have recently received back as the tenant was moving to a larger property. As part of our empty property scrutiny process and review, we plan to take the same group members back to the property once all necessary maintenance works have been completed, so that they can see the finished product before we issue the keys to a new incoming tenant. We will then

discuss the group members findings and will engage their help to review our procedure for managing empty properties. It has been great to get back out and about in our properties again and to be able to do this review together with our TREG members.

We are also reviewing the 'Right to Repair and Compensation' policy by utilising a hybrid approach to carrying out the review. Two group members are participating face-to-face, at the office, and one member will be contributing online. It is really good to be able to utilise technology to enable our TREG members to be able to participate in different ways and take a flexible approach to supporting PHA Homes with our tenant and resident engagement work.

Finally, we have started reviewing the Maintenance Service and Breaches of Tenancy Conditions procedure. This will be completed by the end of the year and will form part of a reports that will be given to PHA Homes Board members so that they can review our activity throughout 2021.

We are really pleased to say that our engagement group is currently full, however, if you are interested in participating, please do contact the office on **01730 263589** and we will happily add you to our list of tenants who wish to be involved with the group's activities in the future.



# WINTER WORDSEARCH

For your chance to win a £25 Voucher of your choice complete the wordsearch and return it to us at 32 Dragon Street, Petersfield, or by email to [admin@phahomes.co.uk](mailto:admin@phahomes.co.uk) by Friday 17th December 2021.

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

ACORN  
APPLE CIDER  
AUTUMN

BONFIRE  
FAMILY  
HAYRIDE

LEAVES  
PUMPKIN  
SCARECROW

SMORES  
TURKEY  
THANKS

Name .....

Address .....





## OUR PERFORMANCE

ANNUAL BENCHMARKING DATA	PHA Homes	SHAPE median	Acuity median	HOUSEMARK median
Current Tenant Arrears %	0.68	3.49	2.8	3.55
% of tenants satisfied with landlord service overall	93.00	93.00	89.00	82.00
% tenants satisfied that landlord listens to views & acts on them	84.00	78.73	74.20	67.30
% tenants satisfied with quality of home	88.00	90.00	88.00	81.00
% tenants satisfied with neighbourhood	88.00	88.00	86.70	82.00
% tenants satisfied with VfM for rent	94.00	94.00	88.55	85.00
% tenants who feel their landlord is easy to deal with	91	91	88	77
% tenants satisfied with repairs and maintenance	99.5	97.86	95	89.9
% satisfied that their home is safe & secure	93	93	93	80.8
Overhead cost as % of turnover	14	15.34	16.75	11.3

**SHAPE** = A benchmarking group of smaller Housing Associations that PHA Homes belongs to.

**Acuity** = National benchmarking data for smaller Housing Associations managed by Acuity

**HouseMark** = The national benchmarking data for all housing associations, large and small. Acuity is part of HouseMark



### GET IN TOUCH

**Tel: 01730 263 589**

**Email: [admin@phahomes.co.uk](mailto:admin@phahomes.co.uk)**

**PHA Homes 32 Dragon Street, Petersfield, Hampshire GU31 4JJ**

**[WWW.PHAHOMES.CO.UK](http://WWW.PHAHOMES.CO.UK)**