

# CHATTER BOX

Spring Newsletter

## Are you a winner?

### £100 Prize Draw

We ran a prize draw during the first week of January for all tenants with a zero or credit balance at the end of the year.

See the winners on page 4.



### Resident Profiling Information

Just a reminder to all residents to keep us fully updated about your household and contact information. If you have any changes, please contact us as soon as possible.

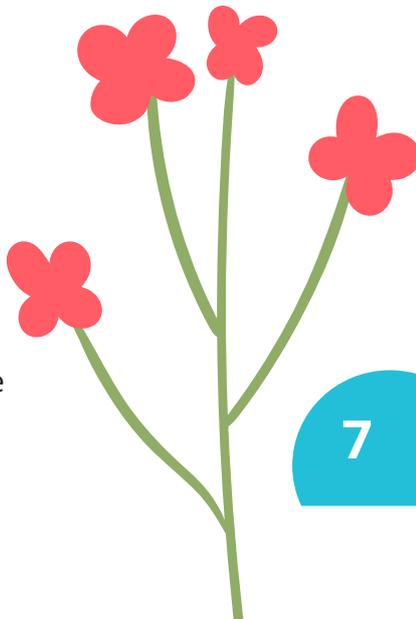
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## Support getting back to work

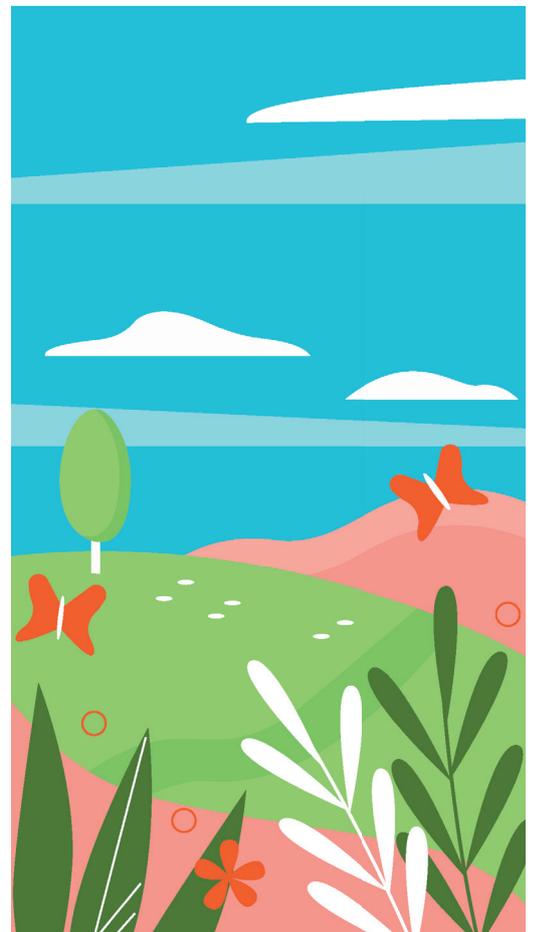
We were contacted in November 2021 by one of our tenants who was wanting to get back to work following the birth of her child and also moving to a new area.

She had lost a lot of her belongings when she had to move into a refuge and is also on a limited income. She contacted us to ask for help.

Continued on page 7.



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# PLANNED AND CYCLICAL WORKS PROGRAMMES

Before



**Due to the Covid-19 restriction during 2021, and the combined material shortage and contractor availability issues, our planned works were delayed until the later part of the year.**

However, we are pleased to say that we did still manage to complete the following planned works in 2021:

- \* 3 x shower room installations
- \* 7 x kitchen installations
- \* 10 x boiler installations
- \* 6 x sets of patio doors replaced
- \* 5 x window replacements
- \* 1 x rewire and replacement of communal lighting
- \* 5 x fuse boards
- \* 40 x electrical safety inspections (EICR's).
- \* 50 x energy performance certificates (EPC's)

We also replaced and upgraded any mains powered smoke alarms and carbon monoxide alarms that had an expiry date in 2021. All monthly, quarterly, and annual fire alarm & emergency lighting servicing was completed throughout 2021.



## Empty Properties

There were 19 empty properties to carry out work in during 2021, and PHA Homes took the opportunity to carry out extensive refurbishment work in some of these, including kitchen and bathroom replacements.



# TENANT ENGAGEMENT

**We have already held our first tenant engagement meeting of 2022 at our office. We discussed the proposed Tenant Satisfaction Measures (TSM's) that the Regulator of Social Housing is introducing in 2024.**

The tenant engagement group were happy that we are able to address all the questions and were fulfilling our role as a responsible landlord in providing homes of a good standard. We have fed back the group's responses to the proposed TSMs to the Regulator. The consultation period ended on 3rd March 2022.

The TSM's are a set of measures whereby tenants will be able to clearly see how their landlord is performing. They will enable tenants to hold landlords to account. In the Summer of 2022, the Regulator of Social Housing will publish the consultation responses and the new Tenant Satisfaction Measures Standard and requirements that will be applied to all social housing landlords.

We also asked our group members what name they preferred for the group. A quick survey resulted in a change of name for the group from Tenant & Resident Engagement Group (TREG) to Tenant Engagement Panel (TEP).

**If you are interested in joining our Tenant Engagement Panel then please contact us on the office number (01730 263589) or via email at [admin@phahomes.co.uk](mailto:admin@phahomes.co.uk) and we can discuss the work that the panel does further.**





## Gas Servicing

**PHA Homes changed gas servicing contractor during the last quarter of 2021, and we are already getting good customer feedback regarding the new contractor's performance.**

Although we changed our gas servicing contractor part way through the year, we still managed to ensure 100% compliance for our gas

servicing programme. 2021 also saw an increase of 4.5% in our day-to-day responsive repairs compared to 2020. We encourage our contractors to highlight additional repairs when working in our properties and our Maintenance Officer has also picked up a number of minor repairs when visiting our estates and properties.

## Christmas INCENTIVE WINNERS

Following on from our last newsletter, we ran a prize draw during the first week of January for all tenants with a zero or credit balance at the end of the year to be entered into the draw to win one of five £100 vouchers.

**Congratulations to the winners, who are:**

**Miss S, Petersfield**

£100 Tesco voucher

**Mr and Mrs S, Petersfield**

£100 Tesco voucher

**Mr H, Petersfield**

£100 M&S voucher

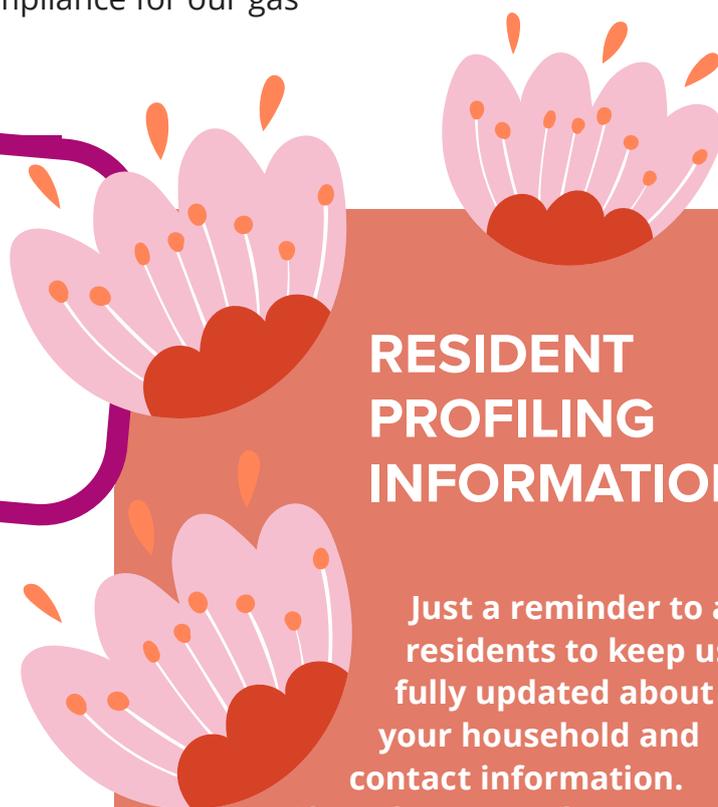
**Mrs H, Petersfield**

£100 Amazon voucher

**Miss B, Alton**

£100 Asda voucher

Well done to all those that managed to get all outstanding arrears cleared before the end of 2021.



## RESIDENT PROFILING INFORMATION

**Just a reminder to all residents to keep us fully updated about your household and contact information.**

**If you have any changes, please contact us as soon as possible.**

We use this data to help us maintain your home by enabling contractors to contact you to arrange access for repairs, and to identify issues such as overcrowding so we can help you move to a more suitable property.

We also must report demographic data to our regulators and to our Board on a regular basis. If you have incurred any changes of information or circumstances recently, please do not hesitate to contact the housing team on **01730 263589**.

# Helping a **HOMELESS FAMILY**

One of our properties was recently abandoned and left in a very poor condition, PHA Homes were able to quickly renovate the property, which included putting in a new kitchen, bathroom, and WC. With help from our contractors, who worked over the Christmas period to complete the refurbishment required we were able to get this home ready to let very quickly. This enabled a young homeless family to move into the property just after Christmas.



Before

After



## Bedsit **CONVERSION**

We were also delighted to have completed a conversion of two bedsits into 1 x 2 bed flat.

## Communal **AREAS**

Finally, we have managed to redecorate the communal areas in two blocks of flats during 2021. This has given the communal areas a new lease of life.

2022 is already proving to be a busy year, as we start to visit the properties highlighted by our stock condition survey that could require some upgrades or improvements during the year.

Our Maintenance Officer will continue to visit properties throughout 2022, to confirm the data that we hold is correct. If your home has any planned works proposed for 2022 then we will be

in touch to arrange a convenient appointment to get this work carried out.



# Mental Health Awareness Week

## 10TH - 16TH MAY 2022

This year's mental health awareness week is all about connecting with nature because of the benefits associated with embracing the outdoors. Connecting with nature can support your mental health and reduce stress.

**Taking a break and embracing the outdoors can help us to switch off from the pressures of daily life, giving us the opportunity to revitalise and refocus our energy levels.**

### \* Nature walks

Find nature wherever you are: whether it is a local park, or your private garden try to take a break from technology and focus on the outdoors, listen out for the birds singing or appreciate that sunny day.

### \* Grow your own vegetables

Try to make the most out of your space: grow plants, vegetables.

### \* Outdoor exercise

Walking, running, or cycling are all great options and will help you to connect with nature.

### \* Be creative

You can take photos, draw, or paint pictures of nature which will develop that emotional connection to the great outdoors.

### \* Visit the beach or a national park

We are so lucky to have so many great spaces on our doorstep. Why not visit one of your local beaches or national parks. These provide a day out away from your usual day to day space.

## See some of the benefits below:

### Reduces stress and anxiety

Our bodies release natural endorphins, which promote happy thoughts and good feelings.

### Improves focus

There is fresh air and less noise pollution when being with nature.

### Lifts mood

Being in nature makes us calmer and more balanced. There are less mood change triggers.

### Allows us to disconnect

Distractions are reduced by forcing us to put down phones and computers and to slow down.

If you are struggling with your mental health, please call the housing team on 01730 263589 who can signpost you to appropriate support services.





# Introducing Caroline

Caroline joins PHA Homes as our new finance administrator, Caroline has joined us from an accounts background and is looking forward to helping suppliers and customers alike with any queries they may have.



## Support getting back to work

**We were contacted in November 2021 by one of our tenants who was wanting to get back to work following the birth of her child and also moving to a new area.**

She had lost a lot of her belongings when she had to move into a refuge and is also on a limited income. She contacted us to ask for help.

PHA homes has a 'hardship fund' in place to support people and families who may be experiencing unexpected and unplanned financial difficulties. An application must be made which is assessed by PHA Homes on a case-by-case basis and is subject to available budgets.

We were delighted to be able to provide this tenant with a £150.00 voucher the very next day. This enabled her to buy herself some new workwear for attending interviews and getting back into the working world.

**'Thank you for your help accessing this support and your prompt response'**

Miss C, Petersfield

## Customer Satisfaction Surveys & Requirements

**After a recent negative response from a tenant regarding completing a customer satisfaction survey, we would like to take this opportunity to provide some background information as to why they are required. The surveys are essential to the services PHA Homes provides to our tenants as this informs us of how good our services are and whether we need to improve or change those services.**

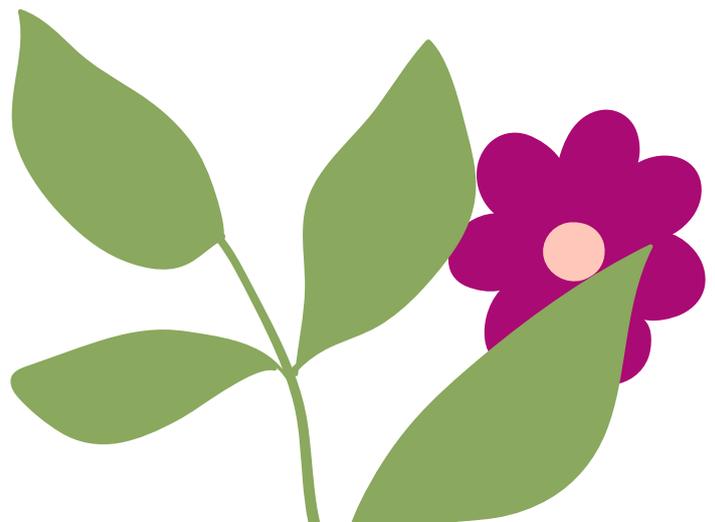
PHA Homes survey 20% of all responsive repairs and 100% of all planned works. The response rates are reported to our Board every quarter. From next year landlords will also be required to report Tenant Satisfaction Measures (TSM's) in their annual reports or to the Regulator of Social Housing.

Information gathered from the surveys provide us with valuable insight to how PHA Homes contractors and staff are performing. Customer satisfaction surveys are not a legal requirement, but the feedback we receive helps us to

understand how we can maintain and improve the level of service we provide and address any recurring issues.

Surveys are carried out by our staff over the phone and take less than 5 minutes. If you are unable to take the call, or are too busy at the time, please let us know and we will happily arrange to contact you at a time that is more convenient or send you the survey via email instead.

Your feedback is greatly appreciated, and we would like to thank everyone that has, and continues, to take the time to complete the surveys.





# Maintenance Officers TOP TIPS

Recently, we have received a lot of calls regarding blocked drains. We would like to take this opportunity to remind you that in

most cases blocked drains are tenant responsibility, in accordance with your tenancy agreement.

## TOILETS

**Blocked drains are avoidable in a large percentage of cases by not flushing the following items down the toilet:**

- \* Wet wipes (even if sold as “flushable” or ‘biodegradable’)
- \* Kitchen roll
- \* Nappies
- \* Sanitary items
- \* Facial cleansing pads/wipes
- \* The empty toilet roll tube
- \* Cat litter
- \* Cigarettes
- \* Earbuds

This list is not exhaustive and, in general, anything other than urine, faeces and toilet paper should not go down the toilet.

## SINKS

One of the leading causes of sink blockages is by pouring fat and grease down the sink. Sink and basin drains should be regularly maintained by tenants. This includes removing the build-up of items (e.g., hair) regularly from drains, emptying sink traps, and using drain cleaner a few times a year. By doing this, you will help to prevent build-up in the waste pipes and u-bends.

If you should get a blockage, you should try a drain unblocking product, use a plunger or make your own arrangements for a plumber to attend. PHA Homes can arrange for a contractor to attend to unblock the drains, however, if on completion of the job, the contractor advises that the blockage is due to tenant negligence (e.g. fat/grease, wipes, nappies, etc.), then the cost for clearing the blockage will be recharged directly to the tenant, inclusive of a £15 admin fee.

We understand some drain blockages can be part of a wider issue, or occasionally due to faulty pipework, so if you have any concerns regarding your drains, or require advice on how to prevent blockages, please do not hesitate to contact the maintenance team on 01730 263589.



# Electrical Safety **TESTING PROGRAMME**

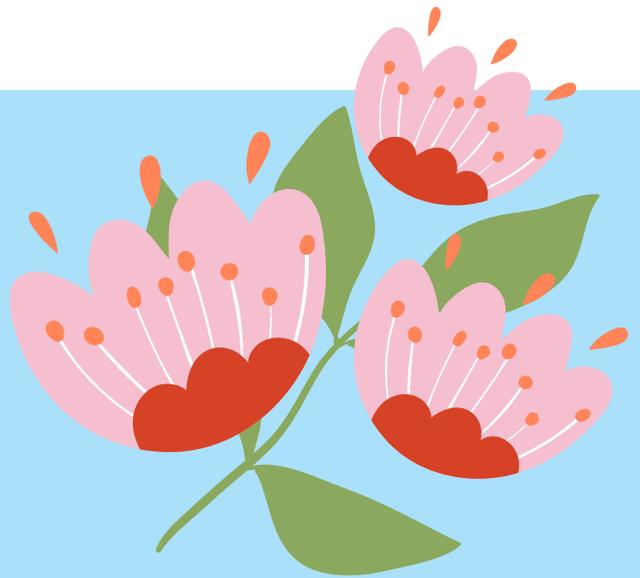
PHA Homes carries out 5 yearly electrical inspections in all our homes and communal areas to ensure that all installations and fixed wiring are safe for use and that we remain compliant with current legislation.

As such, some of our properties will require an electrical inspection to be carried out during 2022. Our electrical contractors, Soal Solutions, will be in touch with those tenants whose homes are due to be inspected to arrange a mutually convenient appointment for the inspection to be carried out.

PHA Homes also carries out these safety inspections every time a property becomes vacant, or a mutual exchange is being completed. Following the inspection, an Electrical Installation Condition Report (EICR) is submitted to us, to enable us to maintain appropriate safety records.

Please note that tenants and residents are not permitted to make any alterations to the fixed electrical installations or wiring in their homes without written permission from PHA Homes. This also includes changing power socket face plates or installing additional lights or sockets.

If permission is given for such work, then the work must be carried out by a suitably qualified electrician who is registered with a recognised governing body such as NICEIC, NAPPIT or ELECSA, and an electrical certificate must be provided to PHA Homes to prove that the changes have been carried out to the required safety standards.



**Common issues that can occur within a home and should be reported to us so that we can arrange a repair include:**

- \* Broken power socket face plates
- \* Power sockets that spark when used or do not work
- \* Exposed wires
- \* Dark yellow or brown marks around power sockets or light switches
- \* Light bulbs that do not work or blink frequently within sealed units (e.g. bathroom lights)

However general light bulbs are the responsibility of the tenant and need to be checked regularly and replaced as required by the tenant.

# CUSTOMER SATISFACTION SURVEY

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Your feedback is greatly appreciated, and we would like to thank everyone that has, and continues, to take the time to complete the surveys.



## WINTER NEWSLETTER WINNER

**The winner of the winter newsletter was Miss H from Petersfield, who won a £25 voucher for M & Co. Congratulations!**

## SPRING WORDSEARCH

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

SPRING  
FLOWERS  
SUNSHINE  
BUTTERFLY  
GARDEN  
PLANTS  
SEEDS  
SOIL  
GROW  
SPROUT  
APRIL  
MAY  
BLOOM  
BUD  
RAIN

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 15th April 2022.

Name .....

Address .....