

New Homes in Petersfield

We were delighted to complete on the purchase of eleven new rented homes in the centre of Petersfield at Dragon Court in early April.

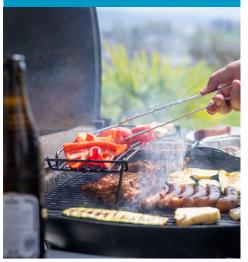
Six homes are now occupied with a further five due to complete in late summer. We will celebrate these much-needed homes – all of which are available at social or affordable rents – in the autumn, along with our partners at East Hants District Council, local residents and the builders, consultants and funders who helped to make this possible.



Our Survey Results

Thank you to all tenants who participated in the recent Tenant Satisfaction Measure (TSM) Surveys. We achieved an amazing result with 96% of our residents providing feedback. We are currently reviewing the results and will publish are findings on our website once available.

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Hello from Our New Chief Executive, Linda Wallace



I am delighted to have joined PHA Homes and to have the opportunity to lead such a resident focused and high performing team.

I want to record my thanks to Denise Rajchel who has led PHA Homes so brilliantly for many years. She

has left the organization in terrific shape and with a legacy of really caring about people and providing great homes and services. We will try to live up to her high standards as we continue to focus on these critically important things.

SUMMER NEWSLETTER

My entire career has been in housing, working my way up from copy typist to Chief Executive and having been involved in housing management, maintenance, development, and governance along the way. I have worked for both large and small landlords over that time. Most recently, I led a London based housing association which supported and promoted co-operatives and community led housing solutions – such as community land trusts.

I live locally and am excited that PHA Homes has such a powerful sense of place and community. We very much hope to build on these deep roots, thinking always about how the work that we do can also help local people, local businesses, and the local area to thrive.

I will look forward to meeting with and hearing from many of you over the months and years ahead.

Línda

New Phone System

We will be implementing a new phone system in late July which will include a 'menu' of options when you call us.

The new system should help you to get to the right person or team more easily in future – but we may need your patience while you get used to the new approach



Cost of Living Help and Advice

East Hampshire District Council (EHDC) have recently paid for some additional help for local people who might be struggling with financial problems due to the rising cost of living.

Karen Wright is an outreach worker with the Citizens Advice service and can help local people ensure that they are getting all of the government support that they are entitled to as well as practical help with things like food or energy grants and cost saving tips.

If you would be interested in coming along to an information session hosted by PHA Homes, please email us on **admin@phahomes.co.uk** or call us on the main line to let us know and we will organise this in September.

You can also contact Karen directly through Citizens Advice East Hampshire on their website, twitter, or Facebook pages or by calling 080 8278 7901.

Government Cost of Living Payments - will be available until the spring of 2024. If you are eligible for benefits or tax credits, you may also be entitled to this extra payment to help with the cost of living. You can find out more by searching "cost of living payments" on the Government website Cost of Living Payments 2023 to 2024 - GOV.UK (www.gov.uk)

Summer Neighbour Etiquette

With the promise of warm summer months ahead of us, please remember how important it is to be a good neighbour!

Noise!

Noisy neighbours can make life a misery, but some noise is just a part of normal family life. Often, we don't even realise that the noise we make can be heard next door and we can be oblivious to the small annoyances that we cause our neighbours.

In the first instance we would always recommend having a chat if neighbour noise is an issue for you as, often, a quiet word is all it takes to resolve things. However, if noise is persistent or extreme, we will try to help. Usually, this will involve encouraging you to report noise to the local environmental health office and keeping a record of any incidents so that we can build up evidence to support legal action. Without a good body of evidence, there is limited action that we can take.

Other Summer Bugs

Smoke

BBQ, bonfires, or cigarette smoke, please be considerate of your neighbours. Is there washing on the line? Open doors and windows?

Voices

Shouting, bad language, slamming doors or noisy games - your neighbours don't want to hear it.

Music

Be considerate of neighbours who may not be well, have to work early shifts or maybe have small children sleeping.

Gardening and DIY

Avoid using noisy garden tools or lawn mowers late at night or early in the morning.

Pets

In common areas, keep your dog on a lead, avoid fouling and clear up when you need to. Don't leave your animals unattended if this makes them distressed or noisy.

Vehicles

Drive and park considerately. They may be children out playing. When parking think 'can an emergency vehicle get through?



Estate Walkabouts



PHA Homes staff members, including our new Chief Executive, will be carrying out the annual estate walkabout on Wednesday 16th August 2023 and will be visiting the following estates from 9.30am:

- Ramshill Dickins Lane, Small Close, Charlton Drive, Collingwood Way 9.30am – 10.30am
- Tanners Reach 10.35am - 10.50am
- Fern Close 10.55 - 11.30am
- Paddock Way 11.35am - 12.15pm
- Rushes Farm 2pm - 2.45pm

Deans Dell 2.55pm - 3.20pm

Duncombe Road 3.35pm - 4pm

Please note these timings are the expected timings and may not be exact.

We would be delighted to see as many of you as possible whilst we are visiting these areas.

Fire Door Inspections (blocks of flats)

New fire safety regulations came into effect in January for all multi-occupied residential buildings in England.

We do not have any tall blocks (over eleven metres) where the most significant changes have been made to the arrangement for checking fire doors and fire safety arrangements.

In lower blocks, we already carry out visual inspection of the external side of the flat entrance fire door on a quarterly basis as part of our communal safety inspections. When our Maintenance or Housing Officer visits you in your flat they will check the internal side of the flat entrance fire door as well.

We have a legal requirements (Fire Safety Act 2021) to make sure that we ensure our fire doors are in good repair and that we have effective fire safety measures in any building which includes two or more homes. We will shortly be writing to all tenants in flats where the front door opens onto a common area so that you know what you need to look out for so that your flat entrance fire door stays safe.

Every fire door needs to fit snugly in its frame, with no gaps and should have a closer mechanism to make sure the door closes whenever left open.

Please help us to keep you safe by reporting any damage, gaps, or other worries about fire doors - either in your home or in the common areas. You can contact us via email at **admin@phahomes.co.uk** or phone **01730 263589**.

Energy Efficiency Works

We know that improving energy efficiency in homes is one of the ways that we can help residents experiencing fuel poverty.

Around 8.8million people in the UK are expected to be fuel poor in 2023 and this will worsen if energy prices rise. As part of our environmental strategy and to reduce costs for residents, we are gathering information to help us understand which homes are most in need of energy efficiency measures.

We are already working with several contractors to assess and install energy saving measures and to

Damp, Mould & Condensation

We have encouraged all residents to let us know if they have any problems with damp, mould, or condensation.



So far, we have received 55 reports and have visited everyone who has been in touch. We have carried out a range of works including upgrading or fitting extractor fans, roof vents or positive air input units, cleaning down and treating mould and providing additional loft insulation.

Most problems have now been resolved but some work will continue in some homes as part of our planned programme over the summer.

We hope that these steps will mean that damp, mould, and condensation issues will not recur – but if you do experience any issues, please do get in touch with our maintenance team so that we can visit and resolve things at the earliest stage.

You can also help by wiping down any windows or other surfaces where condensation collects, by closing doors to keep steam to those areas where you cook or bathe/shower, by ensuring you check that extractor fans are working correctly and by wiping down any small areas of pin mould with a solution of undiluted white vinegar, or a fungicidal wash product.

make the most of any grant funding that may be available to housing associations.

Following on from last year's successful energy efficiency pilot project, we will shortly be installing Solar/ PV panels combined with battery storage to 4 more homes. This work is funded by South Downs National Park (SDNP) and will reduce the need for those residents to use energy from the national grid, replacing it with energy generated from the sun and stored for use in the home.

Direct Help with Fuel Costs

Over the last 3 months we have been making applications to the HACT Energy Hardship Fund on behalf of our residents.

HACT is a charity that helps social housing providers to maximise their social impact and over the last three years has provided £2m in charitable grants for housing association residents.

During May and June, we have secured more than £12,500 in grant support for PHA residents, with more than 40 residents receiving vouchers to deal with energy costs or energy debt. Mr W thanked PHA Homes for helping him to apply for the energy hardship payment through HACT. He was very grateful to receive the payment to help with his energy bill.

This fund is now closed for 2023 but we are still keen to help. If you are feeling the pressure and strain of the cost-of-living crisis then please do not hesitate to get in touch on **01730 263589**.

We will always try to help or put you in touch with other charities that we work with such as the food bank, furniture helpline and support provided through East Hants DC.



Spring Wordsearch Winner

The winner of the spring newsletter was Mr Crawford from Petersfield, who won a £25.00 One 4 All voucher. Congratulations!

Energy Saving Tips

There are lots of things you can do at home, from easy no cost actions to bigger investments, that could save you hundreds more.



- Turning down radiators to a low temperature in rooms you aren't using or use less could save up to £70 a year.
- Turning appliances off at the socket could save you up to £70 a year.
- Using your tumble dryer less could save you £70 a year.
- Track your energy usage using an app and have a SMART meter installed.
- Lower the temperature on your washing machine when washing clothes.

You can get more energy saving tips from the Energy Saving Trust here www. energysavingtrust.org.uk/hub/quick-tips-tosave-energy and help with lots of costs through Pocket Power - a charity dedicated to putting money back in your pocket www.pocket-power. co.uk.

If you don't feel confident using the internet for help, give us a call.

<u>Use Your Voice</u> <u>To Improve Our</u> <u>Service</u>

We really want to ensure you that tenants have lots of ways to feed back about the homes and services we offer and to shape how we do things now and in the future.

We want to be open and helpful and to work with residents to make the best use of scarce resources. We also want to be a good partner as part of the local community – helping residents and other local people to make the most of their talents and opportunities.

To achieve this, we need you!!!

We need lots more residents to get involved – whether with formal meetings, online forums, walkabouts, or community events – we hope you will be happy to share your experiences and help us shape the future. We know that not everyone wants to attend meetings – and that not everyone can. We would love to hear from you if you want to get involved in any way. We will try to accommodate everyone's contribution.



Due to a couple of our Tenant Engagement Panel members moving on, we are looking to recruit more residents. If you are interested in helping improve the services, we provide to our tenants then we would love to hear from you. Please contact Lauren Parrett, Head of Services on 01730 263589 or email admin@phahomes.co.uk.

If you have other ideas about how we can improve our services, don't hesitate to get in touch.

Health and Safety



Keeping people safe is our number one priority. If you spot a potential hazard or risk in or around the communal areas of our blocks of flats or in your home or nearby, we hope you will always call and let us know. We would always rather be over cautious than have a slip or fall or other accident.

Our Maintenance Officer carries out quarterly inspections in common areas but we are well aware that a safety issue can arise at any time so we would encourage our tenants to call the office on 01730 263589 or email admin@phahomes. co.uk to let us know if they see anything worrying.

Stock Condition

Every year we carry out a number of stock condition surveys with an independent surveyor to make sure we understand make sure we understand what investment is needed in future years.

This includes the surveyor taking a view on when items in homes will need to be replaced (kitchens, bathrooms, windows, doors, etc) as well as giving a general overview of any structural or common area problems. The surveys help us to budget for future work within our business plans.

If you should receive a letter this year informing you that a stock condition survey is due on your property then please make the necessary arrangements to allow the surveyor to visit your home at a mutually convenient time.



Our Tenant Engagement Panel

So far in 2023, our Tenant Engagement Panel (TEP) have analysed our new Complaints Policy and the Unacceptable Behaviour Policy.

TEP help us to try to anticipate how policies will impact on residents and to make sure that they are helpful and practical. Both of these new policies have been approved by Board and are on our website so you can easily see them.

We have also reviewed our letting standard and a couple of panel members have visited homes to see how homes are returned to us and what work we do before offering them to a new resident. This will inform an update to our void processes and standards later in the year.

We are also reviewing the Better Social Housing Review document that has been published by the Government and we will be working with our TEP members to help us ensure we embed the recommendations into our everyday work.

PHA Hardship Fund

ADon't forget that we also have a small Tenant Hardship Fund for our tenants and can also provide foodbank vouchers to be used in our local foodbanks.

If you require further assistance, please do not hesitate to contact the office.



Summer 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** by **Friday 18th August 2023**.

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Address																							
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AUGUST BEACH BIKES CAMPING CARNIVAL COOKOUTS FIREFLIES FIREWORKS

VHERE PEOPLE

AND HOMES COUNT

FISHING **FLIPFLOPS** FUN HULA HOOPS ICE CREAM JULY **JUMPROPE** JUNE



SPLASH SPRINKLER SNOWCONES SUNGLASSES SUNSCREEN SWIMMING THEME PARK VACATION

GET IN TOUCH

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