



streets ahead

Autumn 2016

www.housingsolutions.co.uk



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Welcome from

Orla Gallagher

Chief Executive



I'm really excited to be writing my first piece as Housing Solutions Chief Executive for the Autumn edition of Streets Ahead. I'm really looking forward to getting to know you and looking at what we can do to improve the services we provide.

My background is all about improving services to tenants and leaseholders, and that is my priority here. *The Have Your Say Survey* has now started and the results from this will be key to helping me focus the team's efforts on improving the day to day services we provide based on the feedback you give us. So if you're called or sent a survey in the post please take a few minutes to answer the questions, this will really help me create a clear picture of how we are performing. A huge thank you to those of you who have already taken time to complete the survey.

My first month has flown by and I've managed to meet many tenants and leaseholders who have given me a real insight into the service we provide.

Did you know we are currently working on a brand new company website and portal which will allow you to view your rent account, pay rent, report repairs and live chat with a customer service adviser direct from your computer or mobile phone? For more information on this and to sign up to be the first to test the new site see *page 3 & 4*.

I hope you enjoy this edition

A blue ink handwritten signature of Orla Gallagher, consisting of a stylized 'O' followed by a long horizontal line.

Orla Gallagher

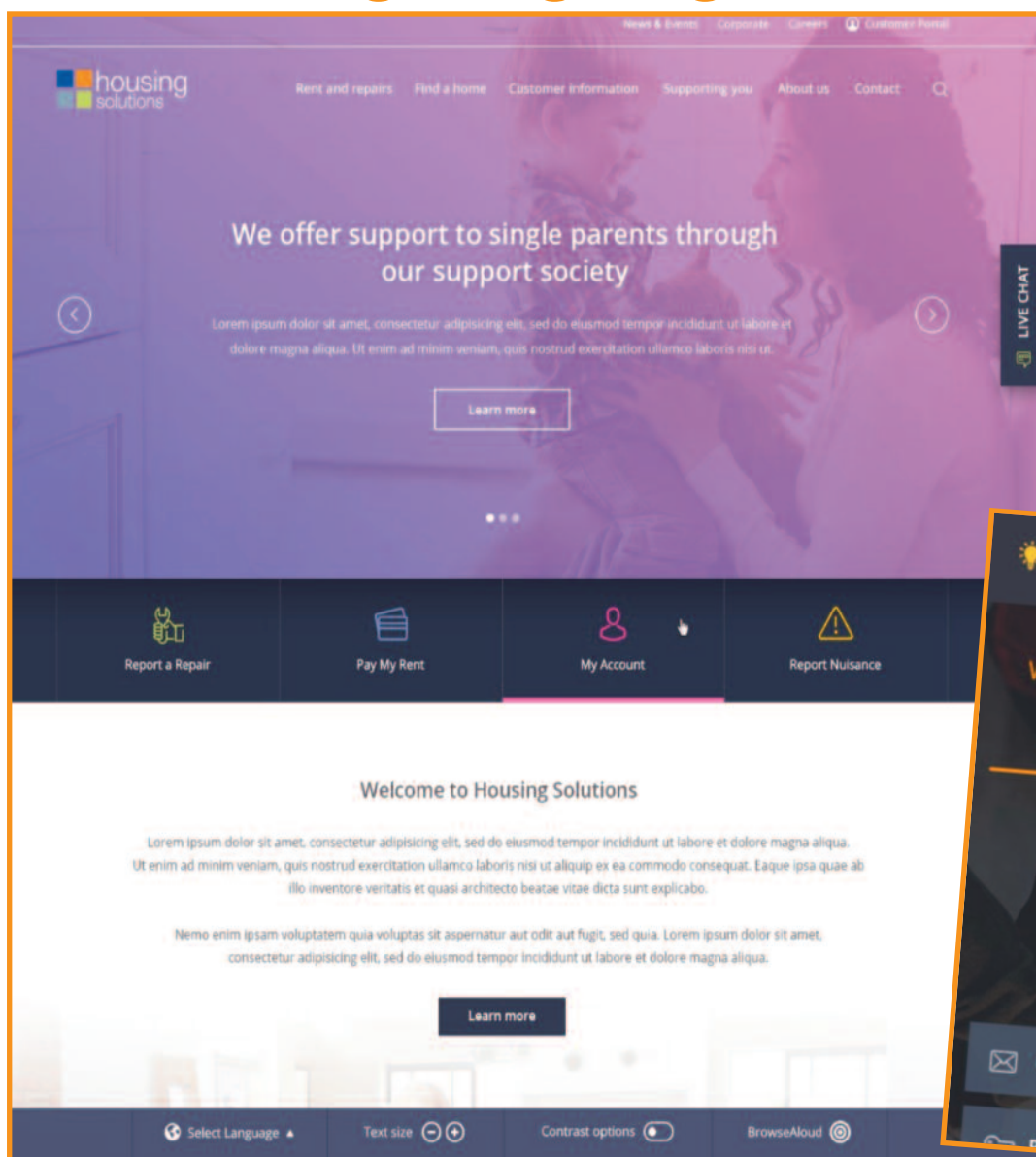
Chief Executive

THAMES HOSPICE OUR NEW CORPORATE CHARITY

Every two years Housing Solutions Staff pick a new local charity to support as our corporate charity for the coming years. This year our partnership with DASH – Domestic Abuse Stops Here (formally Women's Aid) came to an end, after two successful years of fundraising for the charity, staff raised over £1975 for DASH which was used to take children in the refuges on day trips and to fund Christmas presents.

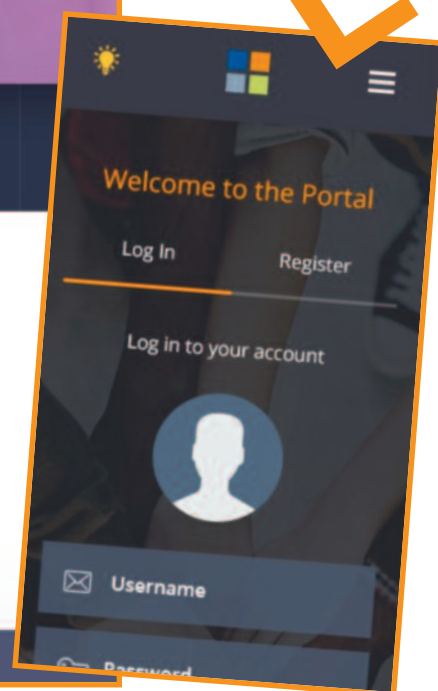
Staff voted in June as to who we would like to support for the coming two years. The result was unanimous and we are pleased to announce we will be fundraising and volunteering to help Thames Hospice for 2016 – 2018. Staff kicked off fundraising with a charity cake sale in our reception in July which raised over £120 for the hospice. So thank you to any customers who also bought cakes on the day!

We're going digital with our new o



**NEW HOMEPAGE OF
OUR NEW HOUSING
SOLUTIONS
CUSTOMER WEBSITE.**

**NEW PORTAL LOG IN
ON MOBILE DEVICE**



We're currently in the process of creating a whole new Housing Solutions website and customer log in portal with the help of design agency Prodo Digital. The new website is designed to make it easy for you, our customers to access all of our online services on any devices.

Research showed that 76% of our customers access the internet using a mobile phone. With our current website not being mobile friendly it is difficult for those customers to use our current services. The new website has been designed for use on both mobiles and computers to make it quick and easy to log a repair or pay your rent at any time of the day or night.

We have been working with a small group of customers to ensure that the website matches up to customer expectations. The new site will allow you to:

- Report repairs and book repair appointments,
- Pay your rent and set up re-occurring payments,
- Report ASB,
- View your tenancy details and more.

As well as giving you the functionality to web chat with one of our customer service advisors instead of picking up the phone and calling in.

customer friendly website & portal

Be the first to try the new Portal!

We will be looking for a number of customers of all different capabilities to come in and test the new website and it's functionality in the coming months. So if you'd like to be one of the first to use the new site and give us your feedback on the new functionality before we go live, please contact our Community Engagement Team on 01628 543123 or email community.engagement@housingsolutions.co.uk.

Your help with the testing and your feedback is really key to ensuring the website and portal are up to the standard that you require. So every customer that comes in to test out the new site will be entered into a prize draw to win one of two £25 Love2Shop Vouchers. So what are you waiting for, give us a call today to put your name down. Alternatively, like us over on our Facebook page for more details on how you can get involved with this project. If you'd like to volunteer with us on a regular basis, please turn to page 7 where you can find out all about our current volunteering opportunities.

Prize draw for using our current site and mobile app!

Turn to the back page to find out how you could win £25 just in time for Christmas by using our current website and mobile app to report and repair and check your rent account. There is also the chance to be entered into the draw for a second time if you email us your feedback once you've used the service! What are you waiting for? Head over to the back page now to find out more.

NEW FOOTPRINT ALARM

We have launched a brand new device in our telecare range, The Footprint Alarm.

Footprint is a small device that you can wear at all times. Whether you're at home, at the shops or on a weekend away around the United Kingdom, the Footprint will give you the security and peace of mind that help is at hand when ever you may need it.

The device has GPS tracking, fall detection feature and 24 hour linked telecare support ensuring that you can always get help wherever you may be. If this is something you feel you'd benefit from and would like to find out more please contact the Telecare team.

For more information about The Footprint Alarm and our price plans, please contact us on:
01628 545000 or Email:
homeassistance@housingsolutions.co.uk.





Jakes House - a sizzling success

Customers at Jakes House and their families came together with Housing Solutions and Chas Berger for a celebratory BBQ earlier in the summer to celebrate the end of the £1.5 million refurbishment of the 1970's sheltered housing scheme. The work at Jakes House has totally transformed the interiors of the once dated scheme, to meet the needs of current and future customers over the next 30 years.

All flats have been fitted with new kitchens, level access shower rooms and have also been rewired, redecorated and re-carpeted throughout. The scheme has also had an external face lift including landscaping of the communal gardens. Jakes House was the sixth sheltered housing scheme in Maidenhead to undergo modernisation.



OH I DO LIKE TO BE BESIDE THE SEASIDE – Over 20 of our Sheltered Housing customers celebrated the beginning of summer with their annual trip to Brighton Seaside earlier in the year. Unfortunately the weather wasn't that good for them, but they still had a wonderful time and enjoyed a fish and chip lunch on the beach. If you live in one of our Sheltered Housing Schemes and would like to know more about up and coming outings please speak to your Community Housing Officer.



LIGHTS, CAMERA, ACTION – Our customers at Maudsley House tried their hand at modelling earlier in the year. They were modelling the new OwnFone Footprint alarm which we have now launched as part of our Lifeline catalogue. They were such professionals we think they might even get a modelling contract! For more information on the Footprint alarm we now offer, turn to the back page.

the Summer !



Growing your own Greens

Customers in Cox Green have been putting their spare time to good use this summer at the Northumbria Road and Cumbria Close Allotments.

Back in Winter 2015, we finished our redevelopment of the Northumbria Road and Cumbria Close courtyards, in addition to the courtyards we built four allotment areas each containing 20 raised planters. Now, almost 9 months on all of the allotments have been allocated and put to good use by customers who are now growing their own delicious fruit and vegetables.

The customers have been busy, growing everything from Green Beans and Cabbages, right through to Spinach, Rhubarb and Garlic. They've also grown herbs and flowers. What a great job they have done!

If you'd be interested in taking ownership of an allotment next year, keep a look out on our Facebook page for updates on when we have some available. Alternatively, email Community.engagement@housingsolutions.co.uk.

Sophie - Going for Gold!

OUR SUPPORTED HOUSING CUSTOMER - SOPHIE CHRISTIANSEN FLEW TO RIO TO TAKE PART IN THE 2016 PARALYMPIC GAMES IN SEPTEMBER, TO GO FOR GOLD IN THE PARALYMPICS EQUESTRIAN DRESSAGE WITH HER HORSE ATHENE. SHE DID INCREDIBLY WELL AND WON, NOT ONE, NOT TWO BUT THREE GOLD MEDALS DURING HER TIME IN RIO!

HUGE CONGRATULATIONS TO SOPHIE AND ATHENE FOR THEIR TRIPLE VICTORY IN RIO. WE'RE ALL VERY PROUD OF YOU!



CUSTOMER VOLUNTEERS NEEDED!



A RECENT REPORT FROM THE NATIONAL TENANTS ORGANISATION, ON TENANTS LEADING CHANGE (TLC) HIGHLIGHTED THAT THE THREE MOST IMPORTANT BENEFITS FROM TENANT INVOLVEMENT ARE:

- HOUSING SERVICE QUALITY;
- TENANT SATISFACTION;
- OWNERSHIP THROUGH INFLUENCING CHANGE.

WE HAVE A NUMBER OF DIFFERENT WAYS THAT YOU CAN GET INVOLVED AS A HOUSING SOLUTIONS CUSTOMER TO HELP MAKE A DIFFERENCE TO THE SERVICES YOU RECEIVE. WHY NOT CONTACT THE COMMUNITY ENGAGEMENT TEAM FOR MORE INFORMATION ON ALL OF THE OPPORTUNITIES WE HAVE. HERE ARE TWO OF THE EXCITING VOLUNTEERING OPPORTUNITIES WE ARE CURRENTLY RECRUITING FOR:

SERVICE IMPROVEMENT TEAM:

- THERE ARE TWO POSITIONS AVAILABLE FOR CUSTOMERS TO WORK ALONGSIDE STAFF AND OUR TWO CUSTOMER BOARD MEMBERS TO WORK TOGETHER TO REVIEW HOUSING SOLUTIONS PERFORMANCE AND IDENTIFY ANY AREAS FOR IMPROVEMENT. THEY WILL THEN IDENTIFY A CUSTOMER GROUP WHO WILL TAKE ON A FULL REVIEW OF THE AREA AND WORK WITH THE SERVICE MANAGER TO IMPLEMENT ANY RECOMMENDATIONS THAT COME OUT OF THE REVIEW TO IMPROVE THE SERVICES WE PROVIDE;
- SUCCESSFUL APPLICATIONS WILL RECEIVE FULL TRAINING AND SUPPORT IN BECOMING A SERVICE IMPROVEMENT VOLUNTEER;

IF YOU'RE INTERESTED IN A ROLE ON THE SERVICE IMPROVEMENT TEAM, AND WOULD LIKE TO APPLY, CALL COMMUNITY ENGAGEMENT ON 01628 543123 OR EMAIL COMMUNITY.ENGAGEMENT@HOUSINGSOLUTIONS.CO.UK

MYSTERY SHOPPERS:

- MYSTERY SHOPPERS WILL CARRY OUT A REVIEW OF A SPECIFIC AREA AND PROCESS OF THE ORGANISATION THAT THEY HAVE USED IN ORDER TO HIGHLIGHT THE POSITIVE ASPECTS AS WELL AS ANY RECOMMENDATIONS FOR IMPROVEMENT. THE INFORMATION WILL THEN BE USED TO IMPROVE THE SERVICE OR PROCESS;
- INTERVIEWS WILL BE HELD AT THE BEGINNING OF NOVEMBER;

IF YOU'RE INTERESTED IN A ROLE AS A MYSTERY SHOPPER, AND WOULD LIKE TO APPLY, CALL COMMUNITY ENGAGEMENT ON 01628 543123 OR EMAIL COMMUNITY.ENGAGEMENT@HOUSINGSOLUTIONS.CO.UK

WE'VE UPDATED OUR REPAIRS RESPONSIBILITIES !

We want you to be proud of where you live, to achieve this we invest heavily in improving and maintaining our homes. As your landlord we are responsible for carrying out essential repairs that might affect your health or the security of your home. However you, as our customers have some responsibility for keeping you home in a good condition.

These responsibilities are out lined in the table below.

WHAT REPAIRS ARE WE RESPONSIBLE FOR:	WHAT REPAIRS YOU ARE RESPONSIBLE FOR:
<p>We are responsible for repairs to:</p> <ul style="list-style-type: none"> ● The structure of the building including foundations, walls, windows, external doors, roofs, rainwater goods, chimney stacks, plaster, floors, stairs; ● The structural fittings and fixtures of the building including internal doors, kitchen units, sanitary ware, internal joinery, cupboards and fireplaces; ● Service installations including drains, inspection chambers, wastes, water pipes, electrical installations, gas pipes, central heating, communal lights, fire alarms, warden call alarms, door entry phones, lifts, communal aerials; ● White goods supplied by Housing Solutions; ● External works including paths, fences and brick stores; ● Communal facilities of flats and sheltered schemes, including paths, drying areas, communal clothes lines, communal lounges, launderettes, hobbies rooms and bathrooms, paved areas, grassed areas; ● Pest control to multiple properties and common areas of flats and sheltered schemes; ● Unblockng toilets and external drains that are the responsibility of Housing Solutions; ● Providing a full home redecorating pack where a water leak (caused by faulty pipework) has resulted in repair work to a ceiling or wall. 	<p>You are expected to carry out some repairs to help keep your home in good condition. These include:</p> <ul style="list-style-type: none"> ● Any repair caused by the neglect, misuse, intentional or accidental damage by a customer, family member, pets or visitors to the property; ● Repair or replacement of any item not supplied or installed by Housing Solutions or gifted to the customer from Housing Solutions; ● Internal redecorations Inc. following a repair and minor plaster cracks of under 3 mm; ● Replacement light bulbs (except communal); ● The repair or renewal of timber sheds/outhouses and greenhouses; ● Pest control (affecting one property) Note: we can put you in touch with a trusted pest control specialist with discounted rates; ● Unblockng of sinks, baths and wash hand basins; ● Repair/replace sink, bath and wash hand basin plug and chain; ● Repair/replace toilet seats, shower heads and hoses; ● External doors – bells, knockers, numbers and additional door security (except communal); ● Internal doors – Ease and adjust and replacement of handles, catches and locks; ● A change of locks to doors and windows as a result of lost keys; ● Replace outside catches or bolts (except communal), ● Broken glass (no crime reference number); ● Adjusting heating controls and programmers; ● Repair/replace washing lines (except communal); ● Replace kitchen unit handles, including ease and adjustment of doors and drawers; ● Floor coverings (except kitchen and bathroom where supplied by Housing Solutions).
	

TENANCY AND NEIGHBOURHOOD OFFICERS



Rachael Timson



Yvie McGuckin

Patch:

Woodlands Park
Knowl Hill
Littlewick Green
Burchetts Green
Waltham St Lawrence
Holyport
Fifield



Becky Wray

Patch:

Evenlode
Windrush Way
Bailey Close
Gillott Court
Salters Close



Lois Cooper

Patch:

Furnival Avenue
Wycombe
Bourne End
Chesham
Princes Risborough
Stokenchurch
Aylesbury



Mohson Razaq

Patch:

Slough
Burnham



Tony Batting

Patch:

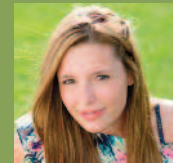
Cox Green
Pinkneys Green



Charlotte Prior

Patch:

Larchfield
Greenfields and Alpine Close
Maidenhead Town Centre
Boyn Hill



Shannon Lowe



Amber Fletcher

Patch:

Hurley
Woodley
Wokingham
Winnersh
Three Mile Cross
Arborfield
Tadley



Sam Fox

Patch:

Spencers
Furze Platt
St Marks
Walker Court,
Fellstead Court,
Cope Court.
North Town
Cookham

ANTI-SOCIAL BEHAVIOUR TEAM



Nicola Dymock

Anti-social Behaviour Team
Leader



Trevor Monk

Anti-social Behaviour Case
Worker

COMMUNITY HOUSING OFFICERS



Lesley Taylor

Schemes:

Christian Smith House
St Pauls Court
South Road Flats
George Herring Flats



Harry Banga

Schemes:

Southgate House
Blandford House
Neve House

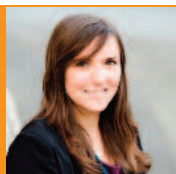


Emma Paesano

Schemes:

Maudsley House
Gardner House
Jakes House

SUPPORTED HOUSING TEAM



Amy Walker

Supported Services Officer



Munya Matiashe

Floating Support Officer

CONTACT DETAILS

Streets Ahead is the newsletter for customers of Housing Solutions.

Don't forget that this is your newsletter, so if you have any suggestions for improvements or ideas for stories or local news, please let us know by dropping an email to: pr@housingsolutions.co.uk or by calling Holly Burgess on 01628 543126.

OPENING TIMES

Our offices are open Monday to Thursday from 8.45 am to 5.15 pm and on a Friday from 8.45 am to 4.45 pm.

CASH OFFICE OPENING TIMES

For the payment of rent, our cash office is open: Monday, Tuesday and Thursday 8.45 am to 4.45 pm; Wednesday 10 am to 4.45 pm; Friday 8.45 am to 4.15 pm.

Or call 080087 6060 to use our automated telephone rent payment line.

NEW CUSTOMER CONTACT CENTRE OPENING TIMES

Monday	8.45 am to 5.15 pm
Tuesday	8.45 am to 5.15 pm
Wednesday	10 am to 5.15 pm
Thursday	8.45 am to 5.15 pm
Friday	8.45 am to 4.45 pm

EMERGENCY REPAIRS

For emergency repairs outside our normal office hours, at weekends or on bank holidays please call:

0800 876 6060

CONTACT NUMBERS

Freephone - 0800 876 6060

Email - contact@housingsolutions.co.uk

Website - www.housingsolutions.co.uk

Facebook - facebook.com/Housing.Solutions.UK

Go online to win one of two £25 vouchers

We're giving you the chance to win one of two [£25 vouchers](#) just in time for Christmas, if you use our online services by [Monday 12th December 2016](#). This is our final competition on our current website as our new website will be launching in the New Year. So we need you to log on and use the website and give us your feedback on how the current portal works, to ensure we've got everything covered on the new site.

Our online customer portal gives you access at any time of the day or night and allows you to use a whole host of services allowing you to:

- Book routine repair appointment slots;
- Change existing repair appointments;
- Check your rent statements;
- Update your contact details;
- Report incidents of ASB.

HERE ARE THE RULES...

To be in with a chance of winning the [£25 Shopping Vouchers](#), all you have to do is log in and use our online services either on our website or our My Housing Solutions App, before [Monday 12th December 2016](#), and you will be automatically entered into the prize draw. The details of the two winners will be announced on our Facebook page by Monday 19th December. What's more if you use the service and then email us your feedback on the

current website we will enter you into the draw a second time, giving you double the chance of winning one of the vouchers. All you have to do is email PR@HousingSolutions.co.uk and tell us in no more than five lines what you like and dislike about the website. This feedback will help us make sure we have all of the right functionality on our new website.

Full terms and conditions can be found on our website: www.housingsolutions.co.uk.

ONLINE EXCLUSIVE APPOINTMENTS

Don't forget, our first repair appointments of the day, the 8am - 10am slot is exclusively available to our customers who use our online portal. This two hour slot is ideal for those customers who work during the day and probably don't have the time to call into our Customer Contact Centre.



THE BIRCHES - EXTRA CARE SCHEME

We're currently on site building 60 stylish new one and two bedroom apartments for an extra care scheme in Woodley. The scheme gives people the opportunity to live independently in their own fully self-contained apartment, with the peace of mind that 24 hour care and support is always there should they need it. These apartments will be available for people within the Wokingham borough and are over 55'

Get in touch

If you or a family member are looking for an Extra Care Scheme in Woodley, The Birches could be the perfect scheme for you. For more information email: thebirches@housingsolutions.co.uk or call 01628 543181.

