



Autumn Newsletter

AUTUMN 2017

Welcome to the Autumn Edition of Franklands Village News

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CHURCH TERRACE



The Official Opening of Church Terrace took place on 14th June 2017 when the keys to the properties were handed to the new residents. Everyone was very pleased with their new homes and could not wait to move in.



New Housing Manager Joins The Team



We said goodbye to Louise Franks in July who has sadly left the Association after many years of dedicated service. We wish her every success in her new venture.

We say hello and welcome to Noreen Blackstone as our new Housing Manager. Noreen worked in Social Housing for over 12 years and brings with her a wealth of experience; in dealing with all tenancy related matters including anti-social behaviour, tenancy management and all rent related issues. Noreen is customer focused and a person of action.

Noreen will be visiting all tenants and inspecting all homes over the next coming months to carry out a Tenancy Audit so look out for your letter! If you would like to see her in regard to any other tenancy related matters please contact the Estate office on 01444-413771 to schedule an appointment or by email at noreen.blackstone@fvha.org.uk

NEW MEMBERS OF THE MAINTENANCE TEAM

The Maintenance Team is pleased to announce that two new members have now joined the **team**.



Martin Potter



Mike Blake

The team now consists of Phil Tyrrell (Property Services Manager), Jo Hubbard (Repairs Administrator) Sam Wilcox (Team Leader), Martin Potter (Maintenance), Mike Blake (Maintenance) and Norman Green (Grounds Maintenance).

Please report all repairs to Jo Hubbard, Repairs Administrator on 01444 413771

TOP TIPS

SMOKE DETECTORS:

During the winter months dust and insects can find their way into the smoke detectors and cause them to malfunction or false alarm. It is a good idea to attach a long hose to the vacuum cleaner and clean around the smoke detector to remove dust, spider webs and insects. It is also advisable to test the smoke detectors regularly in your property by pressing the test button located on the detector, if you should find that your mains powered smoke detector isn't working correctly please report it to the office as soon as possible so that a repair order can be raised for our contractor to attend and rectify.

DRAINAGE:

There have been a number of incidents where the drainage systems in some properties have been blocked. Tenants should avoid flushing wet wipes or disposable nappies down toilets to avoid causing a blockage; the clearance of which would be recharged to the tenant.

REPAIRS:

We would also encourage tenants to report repairs as soon as they become aware of a problem, this helps us manage the service that we can provide to our customers and FVHA will always aim to notify the tenant as soon as possible if a repair is deemed to be rechargeable.

FIRE RISK ASSESSMENTS:

All fire risk assessments have now been carried out to all FVHA blocks of flats. Our independent Fire Assessor assures us that we are meeting the current criteria and in certain areas we have exceeded this requirement. We will continue to ensure that we meet all the current legislation.

TENANT REQUESTS:

Should you wish to carry out any alterations or improvements to our property, you are required in line with your tenancy agreement to obtain a 'Tenant Alterations & Improvements Form' from the Estate Office. Once the completed form is returned to the office, all requests will be considered and a response given to you in writing.

Pay Your Rent ON TIME ... EVERY TIME!

Your tenancy agreement will state how often the rent is charged (normally weekly or monthly) and will state when you need to pay your rent.

This means that if you pay weekly you should pay every Monday, and if you pay monthly, your payment should cover a month's rent and be paid on 1st of the month.

In keeping with your tenancy agreement, you should not let your account go into arrears.

Your account could go into arrears even when you are making regular payments. The reason for this may be because:

You are in receipt of housing benefit which is paid four weekly in arrears, or
You have chosen to pay your rent monthly and are not paying for the month ahead when you make your payment.

In order to address this; you will need to do one of two things:

1. You can make a one off payment to clear the arrears on your account before your next payment is due
2. You can start making additional, regular payments to your account to gradually bring your account up to date. We know that not everyone can make a large payment to their accounts, but by adding £5 or £10 per week to every payment, you will soon be able to pay on time, every time

It is important that you take steps to ensure that you can pay your rent on time. If you do not pay your rent, you could lose your home.

Please contact us if you would like to discuss options to ensure your rent is being paid on time.

Benefit changes – BE PREPARED

Housing benefit is now being phased out and replaced by Universal Credit which will be paid directly to you every month. This means that it will no longer be possible for us to identify tenants who are receiving help with payment of their rent.

Every household will be moved over to Universal Credit by 2020 and you will be responsible for making your own rent payments.

You will need to be prepared for the changes being introduced.

**ESTATE OFFICE OPENING HOURS
MONDAY TO FRIDAY
8AM TO 4PM**

EMERGENCY CALL OUT NUMBER IS 077326 75240

**PLEASE KEEP THIS NUMBER TO HAND AND DO NOT CALL UNLESS IT IS AN
EMERGENCY**

(Please see Tenants Handbook for definition of an Emergency)

YOU WILL BE CHARGED FOR UNNECESSARY CALL OUTS