

# FRANKLANDS VILLAGE SPRING 2024 NEWSLETTER



## **New Play Equipment installed**

We are pleased to inform our residents we recently had new multi-play equipment installed in the play area along with some new soft pour surface allowing for many hours of enjoyment for all our younger members of the village.

There has been some recent minor vandalism to the new play structure, this is very unfortunate as further incidents could lead to the area being closed.

So please ensure you supervise your children whilst using the play equipment and all rubbish is either placed in the

## **Memorial Bench**

**Late last year we erected a bench outside the village shop this was dedicated to former employee Norman Green who worked for FVHA for many years**



## **Reporting Repairs**

If you identify a problem/issue with your property, you need to report it to the office as soon as possible so that we can assess and action any required or proposed works. Depending on the urgency/type of repair required a response time/date will be provided. (check your tenancy handbook to see response times). If you have previously reported a repair/problem in the past and it has not been actioned then contact the office to ascertain an update on status.

## **Mould**

Mould within a property can be easily managed if cleaned and wiped with a recognised cleaning solution along with adequate ventilation and heating of the property. If the mould becomes a problem then you must report it to the office whereby it can be logged and an inspection raised to allow for the appropriate remedy to be actioned. Mould is a problem that needs to be managed and not left as it can become a bigger problem to resolve.



## A NOTE FROM YOUR PROPERTY SERVICES MANAGER

Following the fire at Grenfell Tower on the 14<sup>th</sup> June 2017 there have been significant changes in legislation, henceforth why the original fire doors installed to all first-floor properties have had to be renewed to ensure that they are totally compliant.

Please note the new Fire Doors & Frames **MUST NOT BE DEFACED IN ANY WAY, NO DOOR-BELLS, CHRISTMAS WREATH, STICKERS, SCREWS, NAILS OR ANYTHING ELSE WHICH PENETRATES THE SURFACE OF THE DOOR OR FRAME. A SIX-MONTH INSPECTION OF ALL FIRE DOORS IS A LEGAL REQUIREMENT SO PLEASE ENSURE THAT YOU ALLOW ACCESS AT THE APPOINTED DATE & TIME.**

These works are ongoing, and all new doors should be installed by the end of April 2024. However, there are also planned works to be carried out in conjunction with Fire Compliance Works. This will consist of alteration and repositioning of the lights, light switches, rising cold water mains and replacement of ceilings and loft hatches. Following on from these works the staircases will be redecorated.

Please bear with us while these additional works are carried out as they are initially programmed in conjunction with any first floor void property works and carrying on from there over the next 2- 3 years.

Regards

Phil Tyrrill  
Housing Manager

## A NOTE FROM YOUR HOUSING MANAGER

Dear Residents

If any of you need any support around financial issues, benefit claims or general support around your tenancy please feel free to contact me to arrange an appointment where I will be more than happy to look into it for you and help where I can.

Appointments will only be available on Tuesday to Thursday from 9am to 3pm. Please ring to check availability and book an appointments.

Regards

Sharon Watson  
Housing Manager



## IMPORTANT NEWS

### Rent Increase

From the 1<sup>st</sup> April 2024 the rents will increase.

All tenants should have received a rent increase letter. If you are in receipt of Housing Benefit or Universal Credit, please ensure you provide them with a copy of this letter to allow for adjustment of your entitlement accordingly. Should you fail to do this, you may not get the right amount paid and will owe money to us.

If you pay by standing order you need to ask your bank to increase your payments in time for April's payment.

If you pay by direct debit this will automatically be adjusted to the new amount



### FVHA Staff Changes

All change in the FVHA Office, we would like to welcome Jen Viccars to our team, she joins us as the new Finance Manager, replacing Julie Roman who's gone on to pastures new.

Jen is a member of the AAT and brings many years of knowledge and experience that will certainly compliment our team.



Another addition is Paul Wright who's now employed as a Housing Officer, he originally joined FVHA as a maintenance operative in February 2022 and joined the office staff in August 2023.

He brings a wealth of knowledge to the team having previously worked in Housing Management for several housing organisations

### Village Hall Car Park

We acknowledge parking within the village remains an issue for some tenants and their visitors, has led to unauthorised vehicles using this car park.

It should be noted hall hirers/users require unhindered access/use of these spaces. It would really helpful if we can ensure no unauthorised vehicles are parked or stored in these spaces.

### Village Shop

The village shop has undergone a name change it will no longer be known as Mulberrys as it's now part of the Londis group. Muga has bought about many changes to the shop that includes a more user friendly layout coupled with many additional services.

He's looking at adding other services over the coming months to enhance the shopping experience for all residents and users of the shop.

**COMPETITION TIME FOR THE YOUNGER CHILDREN OF FVHA  
(Up to 12 years)**



We are offering 2 Prizes of £10 if you can find all the hidden animals and the best coloured in picture and delivered to the Estate Office by 31st May 2024

Name .....

Address .....

**ESTATE OFFICE OPENING HOURS**

**OUR OFFICE HOURS ARE  
MONDAY to THURSDAY - 8AM TO 4PM  
FRIDAY - 8AM TO 3.30PM**

**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)**