

WHAT A DIFFERENCE!

Last year our village shop **Londis** experienced an electrical fire forcing **Mugan** to close its doors for several months.

Following repairs and further investment the shop has now re-opened and continues to be an asset with many more improvements and additional services added to its portfolio.

There is a great selection of products being offered on a rotational basis, so why not pop in and pick up a leaflet.

REMEMBER

It's always important to support your local shops.

RECOGNITION

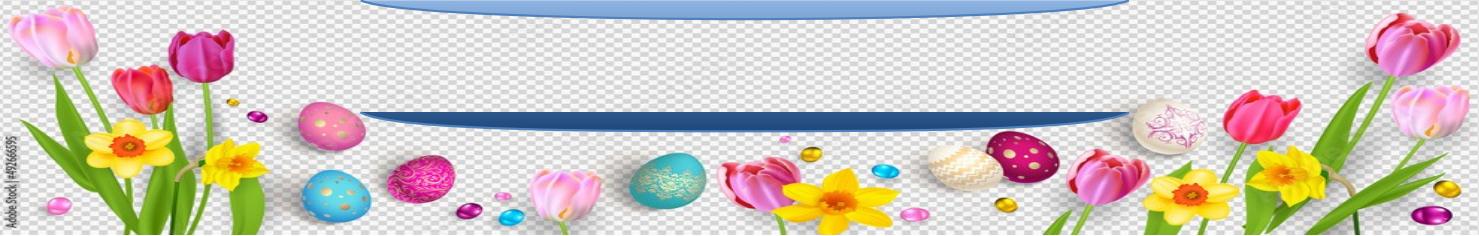
Last year Franklands Village were fortunate enough to be recognised by Haywards Heath Town Council and awarded 1st Prize for THE BEST KEPT BUSINESS 2024. Having been presented with a certificate and a lovely cup. The award was collected by **EVA** on behalf of **FVHA**.

As our local gardener responsible for looking after the lovely flowers and plants in and around the village. It only seemed fitting that she receive the recognition for the hard work and dedication shown in making the village look its best



WELCOME

We extend a warm welcome to everyone who may have recently moved into the village, we hope you've settled in your new homes and taking time to get to know your neighbours and local facilities in the village.



IMPORTANT NEWS

Rent Increase

From **Monday 7th April 2025** rents will be increased.

All tenants should have already received a rent increase letter. It is very important that you act on this increase to ensure you do not allow your rent account to fall into arrears.

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** then it is your responsibility to notify the bank or adjust it if using telephone or internet banking to increase in time for April's payment.

If you pay by **Direct Debit** this will automatically be adjusted by us to reflect the new amount

FVHA - NEW ROLE

Wayne Martin has recently been appointed Site Operations Manager with overall responsibility for Health & Safety and Fire Door Inspections within the village .

Having joined FVHA back in 2021 as a maintenance operative he has since joined the ranks of the office staff to ensure we are adhering to guidelines. He has a wealth of experience and knowledge that will enable him to fulfil this role.



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



A NOTE FROM YOUR PROPERTY SERVICES MANAGER

Update on the ongoing works to all first floor properties following the new fire door installations. We are in the process of carrying out additional works that includes repositioning of the lights/switches, altering and boxing in the rising cold water mains, and the replacement of ceilings and loft hatches.

When these works have been fully completed it is our intention to decorate the staircases and put property numbers on the back wall. We are making some progress on completing these additional works, although the majority of these are being undertaken when we have any first floor void property work. This will be carried out over the next 1 - 2 years.

We have also appointed a new gardening contractor to maintain the estate, they have already undertaken some work within the village. They bring a wealth of experience and knowledge in grounds maintenance and I'm sure you'll get to know them over time and see the improvements.

Regards

Phil Tyrrell

Property Services Manager

EASTER OPENING TIMES

The office will be closing at **3.30pm** on **Thursday 17th April 2025** for the Easter break and will reopen at **8.00am** on **Tuesday 22nd April 2025**.

VILLAGE PARKING

Parking in the village along Gravelye Lane between the entrance to garages and the playground is becoming a concern. As some residents have taken to parking their car/s on the grass verges or at worse parking in such a manner as to cause an obstruction for other road users. Furthermore, some road users are travelling at an unnecessary speed causing other drivers to take evasive action. Therefore, we will be putting in place measures to deter the parking issue. This is likely to involve the removal of some white posts and siting stone boulders along some sections of the grass verge/road.

It will be your responsibility to take precautions when parking your vehicles, as Franklands Village Housing Association will not accept responsibility should any damage occur to any vehicle due to careless parking.

REFUSE & RECYCLING BINS

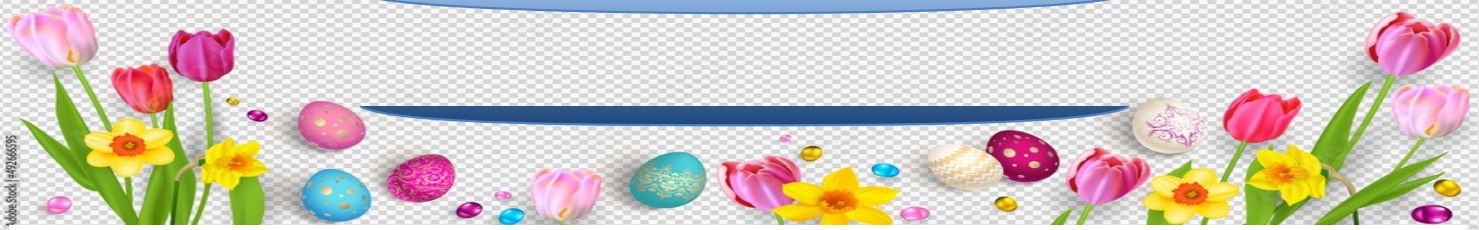
It has been brought to our attention that there are a large number of residents who are leaving out their bins on grass verges or by the road and not correctly siting them to the side of their block/property. As leaving out bins on grass verges or on the roadside causes an obstruction and looks very unsightly. Therefore, we must insist you only put out your bins at the roadside on bin collection days and retrieve and resight back to the appropriate location on the same day.

Please note your bins are not the property of FVHA they remain your responsibility so please ensure they are sited and stored in an appropriate

location.

VILLAGE HALL HIRE

Our village hall is available for hire on weekends, as a resident you would receive a discounted rate. So, if you have a birthday celebration, christening or anniversary you'd like to hold an event then please contact the office to check availability and prices.



Find the ten differences between the two pictures.



We are offering two prizes of £10 if you can find all ten differences and provide the best coloured in picture sent to the Estate Office or emailed to enquiries@fvha.org.uk by Monday 31st March 2025

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

07732675240

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 ANY UNNECESSARY CALL OUTS