



IT'S BACK BY POPULAR REQUEST FRANKLANDS VILLAGE SUMMER 2023 NEWSLETTER

A VERY BIG THANK YOU TO ALL OUR RESIDENTS THAT TOOK PART IN THE TENANT SURVEY 2023

The results of the survey have been received from Acuity and are being analysed by the team at FVHA. All comments are taken seriously and help us to improve our services to you.

If you were one of the residents who wished to remain anonymous who would like to discuss the comments you made, please call the office. We take all comments positive or negative seriously.

Out of the 283 properties only 87 residents responded. Out of the residents that responded to the survey, Acuity picked 10 at random who will receive a £25 shopping voucher..



COMMUNITY NOTICE BOARD

Just a reminder about the village notice board. It is located opposite the pond just outside the Snowdrop Nursery.

This amazing facility which is free to use can be utilised by residents to advertise such things as Mutual Exchanges, items for sale, stuff that might need a new home and even services such as gardening and cleaning etc.

Please call into the Estate Office if you wish to place an advertisement.



A LETTER FROM PROPERTY SERVICES MANAGER

Dear Residents,

I'm sure that you have become aware of the extensive work being carried out on some of our properties, predominately since early 2018. It was identified that the insulation values of the properties which were built in the late 1930's didn't meet current legislation, henceforth a program was put in place to address this.

Due to the extensive works required i.e. lifting ground floor flooring, joist repairs/renewals with the insertion of insulation between the joists and new flooring sheets being laid. In addition, all external walls being dry lined, incorporating the alteration/renewal of electrical and central heating services. It was decided to incorporate these works with a total refurbishment of properties including kitchen and bathroom renewals as required as they became vacant prior to reletting.

We have now started to incorporate into the program occupied properties which have suffered the effects of mould and condensation, kitchen or bathroom replacements etc; these being prioritised in order of merit. If your property is to be refurbished you will be decanted into a two-bedroom property which has been set aside for this purpose. The refurbishment process takes on average eight weeks.

The total of properties fully insulated and refurbished since the commencement of the program up until now is

**13 houses
33 two-bedroom flats
24 one-bedroom flats
18 studio flats**

No mean task when considering that the Association doesn't take any government funding and are solely reliant upon the income generated from your rents. We are approximately one third of the way through having all our properties insulated/refurbished.

Playground.

The playground has suffered with collapsed surface water pipes running underneath the playground apparatus. The result of this was that earlier in the year following a deluge of rain an access cover underneath the slide blew upwards spilling the water out of the chamber and undermining the wet pour safety flooring and damaging it. The surface water pipework has now been diverted and replaced with no access chambers within the confines of the playground. A new multi – play unit is on order and should be installed within the next few weeks.

Leaving the playground fully operational again for all to enjoy.

Regards

Phil Tyrrell

Property Services Manager



Village Hall

We have updated our website FVHA.org.uk to include details of the facilities and groups that use the hall regularly.

The Hall has a sprung Canadian maple floor, and is available for activities including dances, parties, weddings meetings, clubs and exercise classes.

The Hall measures 13 metres by 8 metres and has a capacity of 80. The Hall is fully accessible and has free parking. There is a stage and a PA system with Induction loop facility and projection screen, tables, card tables and chairs, and a fully equipped kitchen. The Hall is heated and has ceiling fans.

FVHA residents get a special rate when hiring the hall. Please call 01483 417331 and ask for Tracy.



AN UPDATE FROM YOUR HOUSING MANAGER

Dear Residents

As you are aware we have recently carried out a Tenants Survey thank you to those that took the time out to complete it.

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.

Village Shop.

We would like to welcome the New Proprietor of the Village Shop, Mugunthan Thangarajah (Mugan)

It is now fully stocked with lots of offers for you all to enjoy. If you have not taken the time to pop in, please try to do so as lots of hard work has gone into the shop to try and make it welcoming and friendly.

If you cannot find what you want or have suggestions on what you would like stocked, they are happy to get this in for you.

Regards

Sharon Watson

Housing Manager

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

Name: _____ Date: _____

A Day at the Beach

DIRECTIONS: Fill in the puzzle, using the pictures as clues.

WORD BANK

- ball
- camera
- crab
- fish
- hat
- hot dog
- ice cream
- kite
- lighthouse
- pail
- palm tree
- sailboat
- seashell
- shovel
- starfish
- sun
- sunglasses
- sunscreen
- towel

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For your chance to win a prize complete the crossword and return it to us at The Estate Office by Friday, 21st July 2023.

Name

Address