

## CHANGES TO YOUR PERSONAL DETAILS/CIRCUMSTANCES

Please ensure you report all change of circumstances to the office, examples of changes you should report are: birth of baby, death of occupant, a non- dependent adult either moving in or moving out of the property and change of telephone number. All changes can be reported by telephoning the office or detaching and filling in the form below, this should then be returned to the office.

TENANT NAME

ADDRESS

ADDRESS

POSTCODE

### DETAILS TO BE UPDATED

#### BIRTH OF CHILD

CHILDS NAME

DATE OF BIRTH

SEX OF CHILD

Original birth certificate should be forwarded to office, this will be returned.

DEATH OF OCCUPANT

NAME OF DECEASED

Original death certificate should be forwarded to office, this will be returned.

#### CHANGE OF TELEPHONE NUMBER

NEW CONTACT NUMBER

#### NON DEPENDENT ADULT/CHILD MOVING INTO PROPERTY

NAME

DATE OF BIRTH

NATIONAL INSURANCE NO:

RELATIONSHIP TO TENANT

DATE CHANGE OCCURRED

TENANT SIGNATURE

DATE



# Tenant Newsletter

Autumn 2014

## Introducing our new name...

To emphasise the Association's community ethos the Board have decided to return to our roots . We are now officially:

### “Woodvale & Shankill Community Housing Association Ltd”

Our contact number will remain the same **02890 741618**, however, the general email address has now changed to :

## And logo...



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## New Maintenance Service Coming!

The Association is introducing a new direct labour maintenance service in October. This means the people carrying out your repairs and maintenance will be employees of the Association.

The work covered will be general building work, joinery and plumbing. All other maintenance will be carried out by the Association's contractors.

It is our expectation this new service will prove



### Opening Hours:

Monday—Thurs 9.00am to 5.00pm

Friday—9.00am to 4.30pm

### Closed for Lunch:

1.00pm to 1.30pm each day

### Closed for Training:

9.00am to 10.00am Third Tuesday of every month

## MAINTENANCE



All work the Association carries out is for the benefit of our tenants. Access for consultants carrying out asbestos surveys has recently proved to be a problem. We should stress this work is of vital importance and would ask for your co-operation in getting these surveys completed. This is part of your tenancy agreement with the Association.

**The Association has a right to pass on any excess charges levied by the consultants to tenants for persistent non-compliance!!!!**

## Mothers and Toddlers

Woodvale Methodist Church, Cambrai Street, would like to invite all mothers and toddlers to their Little Steps Group which takes place every Thursday at the church. The group is on from 10.00am-12.00pm, cost £1.50 per child.

There is also a Lunch Club which takes place on a Tuesday from 12.00pm-2.00pm 3 courses for just £3.50, we hope to see you there!

## Comments/Complaints and Compliments!

We strive to give our tenants the best possible service at all times. Occasionally you may not be happy with the service we provide and if so we would like you to let us know.

If you wish to make a complaint you may do this by writing, telephoning or visiting the office. We always welcome any ideas on improvements and compliments, further information is available at our office.

We are also delighted to receive compliments, so feel free to tell us what we are doing right!



**"Your opinion is important to us, We always want to know what you think!"**

## Anti Social Behaviour

Everybody has the right to live in peace and quiet in their own home. All tenants must show consideration to their neighbours by not causing excessive noise or behaving in a way which makes it unpleasant for others. Sometimes people do not realise just how noisy they are, so please think of others!

## Keep it tidy

We all should take pride in the area we live in. Keeping our homes and community in a neat and tidy condition benefits everybody, both by appearance and from a health and safety point of view. It is perhaps timely to emphasise tenants' obligations:

We expect our tenants to keep both the inside of our properties in a good decorative state and the outside garden and yard areas neat, tidy and litter free.

Special collection number for bulky waste: **02890 270230**



## Tenant Satisfaction Survey

The Association will very shortly be asking all our tenants to complete a tenant satisfaction survey. We hope all our tenants will contribute as it is essential we have your opinion on a number of issues. Your views will form part of how we provide future services. So please take part!

You can choose how you wish to take part in the survey by choosing one of the following options:

- Having a member of our staff calling to your home to carry out the Survey;
- A Telephone call;
- By posting the survey to your home and returning it to the office (we can arrange for a member of staff to collect the survey if you are unable to return it);
- Completing the survey online.

We will contact each tenant via post for you to choose which option is best suitable for you.



Woodvale & Shankill has signed up to the UK's leading mutual exchange service – **HomeSwapper**. As a valued tenant you are able to use this service for FREE to help you find a new home.

**HomeSwapper** is easy to use and automatically matches you with tenants who are interested in your home and have a home that you may be interested in.

All you need to do is register at [www.homeswapper.co.uk](http://www.homeswapper.co.uk) then, once your registration has been approved by us, you will be able to access information about tenants who may wish to exchange properties with you. If you do not have access to a computer there are other ways for you to register and access the **HomeSwapper** website;

Family or friends, Local libraries have internet access available to the public, as well as internet cafes.

## Fundraiser



We are delighted to announce that with the help of board members, staff, tenants and the local community, a total of £3,700 was raised for Jonathan Tucker!

Many of you contributed to the fund-raising events.

The money raised has been used to provide Jonathan and his family with specialised equipment for his home and his enjoyment!

The Association would like to thank all those who contributed.

## Post Tenancy Interviews

The majority of our new tenants have agreed to a visit from us several weeks after moving into their new home. If you have not already had a visit please can you contact the office to arrange a suitable time? This is an important part of the service we provide to ensure that you are settling into your home and are happy.

## A sad farewell..

As most of you may know our Maintenance officer William Russell has retired, after a long 20 years service! We are all very sad to see him go and would like to wish him all the best in his retirement!

