

Complete the word search and return to the office by 01/06/2015

Spring

C	A	T	E	R	P	I	L	L	A	R	E
R	F	B	T	Y	V	I	L	Q	B	S	B
U	R	Y	W	S	D	F	V	N	U	N	C
F	O	E	A	V	M	L	Y	L	C	A	B
R	G	U	B	E	G	G	O	A	W	I	K
N	H	T	R	C	R	F	Y	D	B	L	I
O	W	L	G	H	V	T	A	Y	I	B	Q
M	N	P	O	T	G	L	E	B	S	Q	C
H	N	J	I	O	P	A	Q	U	V	G	H
F	C	N	L	F	I	M	B	G	F	Y	U
B	E	E	C	Y	Z	B	T	H	W	P	B
Y	B	U	T	T	E	R	F	L	Y	S	M

NAME:

ADDRESS:

CONTACT NUMBER:

Tenant Newsletter

Spring 2015



STEP INTO SPRING

Finally, spring is here! Make the most of this time of year that promises renewal and reawakening after the short days and long nights of winter.

As winter bids farewell and the days start warming and brightening, it's possible to start feeling your mood improve, as you're less weighed down by the cold and dreary days of winter. Spring is a time to renew your goals, refresh your home, and to unearth your garden from its wintry layers. As the ever-growing days beckon you to spend more time outside, you'll easily find many ways to keep you outside of the house enjoying the fresh spring days.

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- Spring word search

Annual Rent Increase

All tenants will now have received notification of the annual rent increase which will take effect from 6th April 2015



For 2015 – 2016 we have increased our rent by 2% which is below NIHE's increase of 4.85%.

Please ensure you adjust your payment accordingly.

If you pay on a monthly basis you should multiply your weekly rent by 52 then divide this amount by 12.

BANK HOLIDAY OPENING HOURS

The office will be closed from Monday 4th May 2015 and will re-open on Tuesday 5th May 2015 at 9.00am

If you have an emergency repair all emergency contact numbers are available on our voicemail, 02890741618.

COMPETITION WINNERS!

The Association would like to thank all tenants who took the time to complete the tenant satisfaction questionnaire! All feedback received from the completed questionnaires will be taken on board to help improve the service Woodvale & Shankill provides to its tenants.

All completed surveys were entered into a draw to win a £100 Tesco voucher the 5 lucky winners were:

- ◇ Mrs Parsons
- ◇ Miss Mullan
- ◇ Mr Dawson
- ◇ Miss Collins
- ◇ Miss Fluke



Change of details

Please ensure you contact the Association if you have any of the following change of circumstances to report:

- ◆ Changed your telephone number;
- ◆ Changed your email;
- ◆ If anyone has left the household;
- ◆ If you have any new members to be added to the household.

You can make these changes by telephoning the office or by emailing

Lynn@wscha.org or info@wscha.org.

HEATING SERVICE

Carbon Monoxide - The 'silent killer'.

Carbon Monoxide poisoning can be difficult to spot and leads to 50 plus deaths every year in the UK. We can prevent these avoidable tragedies by making sure gas and fuel appliances are properly maintained, it is therefore of the utmost importance that you get your gas boiler serviced annually. Our gas engineer will contact you to make suitable arrangements for your service to be carried out. If access is not granted on the third attempt a notice of disconnection will be issued, your gas supply will be capped and will only be re-instated after a full service is completed.

Please remember if your telephone number has recently changed let a member of staff know or text us your details to (07908 522888) so we can update our records.

CARBON MONOXIDE KNOW THE SIGNS!

- ☑ HEADACHE
- ☑ DIZZINESS
- ☑ NAUSEA
- ☑ BREATHLESSNESS
- ☑ COLLAPSE
- ☑ LOSS OF CONSCIOUSNESS



Woodvale & Shankill Housing Association tenants can now use the Home Swapper free online service if you wish to move.

You can register for free to swap online at www.homeswapper.co.uk.

There are some important facts that need to be considered before swapping your home.

- ◆ If you owe us rent;
- ◆ The new property is too small or too large for your household;
- ◆ Your current property has been adapted or is part of a sheltered scheme and the new tenant has no need for this type of accommodation;
- ◆ You must ask permission from us before moving or swapping with another tenant.

For further information please contact the office or check out the home swapper website.

You Said... We Did...

Listening to your feedback from the tenants satisfaction survey, what have we done?

You said

You would like the opportunity to be more involved in WSCHA

We did

We are currently setting up a tenants forum which will be in place by August 2015, you will receive your application by mid May 2015

You said

You waited in all morning or afternoon for a tradesman to visit, a card was left but you did not hear a knock on the door

We did

Tradesmen have been asked to knock louder, we have also asked them to contact you before calling via telephone or text to let you know they are on their way

How are we performing?

Woodvale & Shankill monitors its performance to measure how well we are doing in key areas of our services and use this information to improve the services we provide to you.

The following table shows the targets set by the association and if these targets were met using a performance indicator.

Performance Indicator Key

- ✓ Above target
- ✗ Below target
- ↔ Equal to target

Key Performance Indicators Table

	Year to date	Target	Outcome
Void properties	1.34%	3.00%	✓
Rent arrears	6.60%	5.00%	✗
Repair completion times:			
Emergency repairs < 24 hours	100.00%	95.00%	✓
Urgent repairs < 4 days	97.78%	95.00%	✓
Routine repairs < 28 days	100.00%	95.00%	✓
All repairs on time	99.00%	95.00%	✓