

Planned Maintenance

The maintenance programme to replace and upgrade properties is now well under way. The first two streets, Cambrai and Disraeli, are approaching completion. We are now in contact with those tenants in the next batch of properties to get access to assess the work that needs carried out. If you receive a request for access please respond quickly to allow your property to be surveyed.



Affordable Housing

The association is exploring options to provide different housing solutions to the local community. One of these is to provide affordable housing, in the local area. The objective is to offer homes to those people who cannot buy their own home and who do not qualify through the waiting list system for a social house. For further information please contact the office.



Welfare reform – Northern Ireland

Personal Independence Payment (PIP) will replace Disability Living Allowance (DLA).

The new PIP scheme will succeed the current DLA scheme for those of working age with daily care needs or those that struggle with basic everyday mobility. This benefit transfer will be eligible from the 20th June 2016 for anyone wishing to make a new claim or to be reassessed. It is important to note that due to these welfare changes not everyone who currently receives DLA will be entitled to PIP, however, if a loss of a person's award occurs or has been lowered in the amount of PIP, they may be entitled to a supplementary payment for up to a year in order to compensate for the financial loss.

The Personal Independence Payment (PIP) is divided into two elements;

- *The daily living rate* and the mobility rate. The daily living rate is to help and assist with everyday tasks such as washing, cooking, personal hygiene and to enhance communication with other people potentially.
- *The mobility rate* is more geared towards helping those who have difficulty getting around physically, for example moving from place to place and planning journeys or following a route.

How often is PIP paid to claimant?

This new welfare reform is set to be paid every 4 weeks in arrears, but there is an exception for those with terminal illnesses whereby it is paid every week in advance.

If you would like any further information please contact your local citizens advice bureau or the office to discuss.



Welfare Changes– Bedroom Tax

The welfare change, known as the “bedroom tax”, is now in place in England and is planned to be rolled out in Northern Ireland. Basically, if a tenant is renting a property with more bedrooms than needed they will have to pay an extra amount. This will be an additional financial burden on the tenant but help, at least in the short-term is available.

Contact Wendy at our offices if you would like further information or to discuss.

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Tenant's Forum

The first meeting of the Tenants Forum has just taken place. However, we would be keen to see as many tenants involved as possible so please contact Catherine at our offices if you would like to get involved.

EMERGENCY CALL OUTS

Please be aware that if you have contacted the office during opening hours to report a repair and are not home when the contractor calls, contacting the emergency line for the same repair out of office hours may result in a charge for the call out.

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

Community Fun Day Success!

Woodvale & Shankill Community Housing Association would like to thank everyone who came to our Family Fun Day held in August.

We are pleased to say that it was a great Success and we hope to see you all there again next year!



Please visit our website for more fun day pics!
www.wscha.org

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 Summary Table

	Year to date	Target	Performance indicator
Void properties	3%	4%	✓
Rent Arrears	6.5%	6%	✗
Repair completion times:			
-emergency repairs completed within 24 hours	100%	95%	✓
-urgent repairs completed within 4 days	98%	95%	✓
-routine repairs completed within 28 days	97%	95%	✓
-repairs completed on time	98%	95%	✓

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.

