



Sutton Housing Society General Needs Autumn Newsletter 2010

Tenant Services Authority update

After two working party group meetings with tenants to work through the new regulatory code and its standards, and some very hard work, the following outcomes were agreed:-

- To incorporate more effective resident involvement
- To raise our standards
- To ensure that there is enough tenant scrutiny to be able to meet standards
- To determine what 'local' is and whether we needed 'local offers'

Local offers agreed were:-

- To take the work of the HOC out to underrepresented tenants
- To re-establish and make sure tenants are aware of who the readers panel are
- Find better ways of publicising the output from the HOC including an Annual Report to be produced for tenants
- SHS should be responsible for cleaning the inside of extractor fans in tenants' homes
- Tenants would be responsible for changing their own light bulbs
- SHS would maintain radiators on a responsive basis
- Information on specifications for gardening, window cleaning and cleaning would be made available at each scheme
- The Society would research the employment of a handyman
- Tenants should be given clearer details about planned visits by the gardeners, window cleaner, etc
- The Repairs and Maintenance working group should meet once or twice a year to review such things as replacement of washing machines etc and specific maintenance in communal areas
- Tenants were satisfied with the existing target response times for emergency, urgent and day to day repairs and that these should be applicable to all tenants
- The Repairs & Maintenance working group should be involved in reviewing specifications for service contracts such as cleaning, gardening and for redecorations of, or works to, communal areas
- Repairs standards should be the same for all tenants
- The response time of 28 days for an adaptation was satisfactory
- The existing repairs appointments process was satisfactory
- SHS would use benchmarking of performance and costs against similar organisations to measure its performance

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The TSA working party group will be meeting again in April 2011 to look at what progress has been made.

Judith D'Arville Resident Involvement Coordinator

Housing Operations Committee update

Sutton Housing Society would like to offer a warm welcome to the new tenant members of the Housing Operations Committee.

They are:-

- ◆ Hine Prescott from Norman House
- ◆ Valerie Rollason from Trickett House
- ◆ Dishon Mwanzi from Tull Street

Our new members joined the meeting held on the 13th September 2010 to observe and get an idea of what is involved in being a Committee member. An induction for new members will be held in November. Please remember everyone on the Committee gives up their time on a voluntary basis.

HOC membership is now made up of 7 residents, 3 Board members, and 2 SHS officers. There were 16 items on the agenda, ranging from performance reports to policy approvals. These included the following:-

- ◆ Complaints Policy
- ◆ Illegal Occupation Policy
- ◆ Mobility Scooter Policy

The Illegal Occupation and Mobility Scooter Policies are both new to the Society; and detailed discussions were had before approval was given by members.

If you are interested in seeing any of these policies, and you live in sheltered accommodation, please refer to the policy manual placed in your communal lounges.

Alternatively please contact Judith D'Arville, Resident Involvement Coordinator, on 0208661 5894.

Zoe MacGregor
Housing Services Manager

Pat Shaw Community Award

The Pat Shaw Community Award was established in 2006 by the Society's Board of Management, in recognition of Pat Shaw's contribution to the Society as Chairperson for over 20 years.

You were invited again to nominate a fellow SHS resident for their contribution to their community, or following a single act that made a real difference to you, or a fellow resident's life, at a time of need.

At the AGM it was reported that there were nine nominations, some very strong candidates. However there was a this year, a Mr Tony Rosenberg from Trickett House. Tony's nomination included the statement ' Nothing is too much trouble for him, his main concern is for other people, What an asset he is.'



In second place was Doris Pearcey from Griffiths Close: Doris's nomination included the comment, 'She works very hard to organise all type of events for our enjoyment.'

In close third place was Margaret Hutchings from Thomas House. Margaret's nomination included the comment 'she is a kind, willing and active neighbour, and would be a worthy winner.'

WINNER

Winner of the Repairs and maintenance slips return this issue and receiving a £25 M&S voucher is:-

Mr O McArdle of Norman House

Congratulations from us all!

WINNER

Winner of the Direct Debit mandate this issue and receiving a £25 M&S voucher is:-

Mr Brian Teale from Ronald House

Congratulations from us all!

Readers Panel

Do you like finding out about a variety of issues?
Do you have some spare time, about one hour a month?
Then why not join our readers' panel

What is the readers' panel?

It is a group of people who volunteer to read new and updated information; and/or to be placed on a group list of willing persons to be called upon for feedback.

Why do we need a readers' panel?

We need tenants to volunteer to be part of the panel because we want tenants to be involved in helping us make sure our policies, procedures and general information is clear and user friendly. It is important to the Society to know that we are using the right words, in the right way, to get our message across.

How does the readers' panel work?

Panel members will be sent information, such as leaflets, policies and procedures, standard letters, newsletter articles, consultation documents and general papers to do with the business of the Society. You will be asked to comment on, and think about:

- How the documents are worded
- How the documents are presented
- Whether any questions that might arise are answered
- Decide on the relevance of a particular document

All panel members are free to comment on any aspect of the documents sent to them that they feel need improvement, praise or sections removed.

How will I know what use you have made of my comments?

You can see how your comments were used by requesting a copy of the final version. We will also put a "Readers Panel Approved" logo on all documents which have been considered by the Panel. Although we value every comment, there may be times when we cannot use some of the suggestions where those might significantly alter the content or meaning of the document.

If you are interested in joining the Readers Panel or want any further information then please contact:-

Judith D'Arville Resident Involvement Coordinator on 0208661 5894