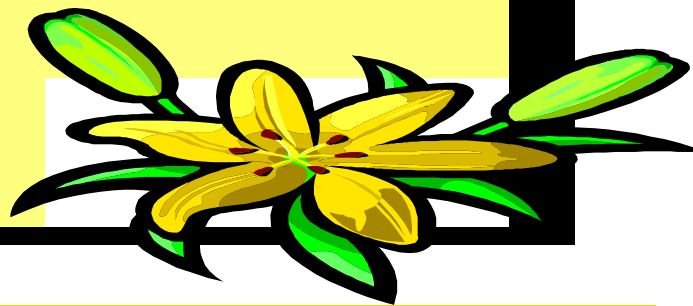


# Sutton Housing Society General Needs Easter Newsletter 2011



## Housing Operations Committee update

The Housing Operations Committee met in February 2011 and had a full turn out. The meetings are held at Trickett House Head Office after office working hours. Please remember resident members give up their time on a voluntary basis to represent your views, and ensure that the Society is performing as it should.

The main agenda items that took up the bulk of the discussions were around two important policy reviews, which were approved. The policies were:

1. Lettings and Transfer Policy and Procedure
2. Rent Arrears Policy, Procedure and Statement

Members reviewed and discussed the performance reports for quarter 3. Amongst other things these reports show how quickly we fill empty properties, how much rent we have collected and how many complaints we have resolved satisfactorily.

Please remember if you are interested in being involved in the Societies Committees, focus groups or panels please contact Judith D'Arville, Resident Involvement Coordinator on 020 8661 5894.

## We need you!

### Why join the Housing Operations Committee?

It will give you the opportunity to have a voice and help shape the Society's processes and policies which will improve our service to residents.

### Who are the members?

Our Housing Operations Committee is made up of members of the Sutton Housing Society's Board, staff and most importantly residents from across our housing stock.

### What would I need to do?

The main function of this Committee is to review, monitor and influence service delivery. We want your opinions.

### How often would I need to attend?

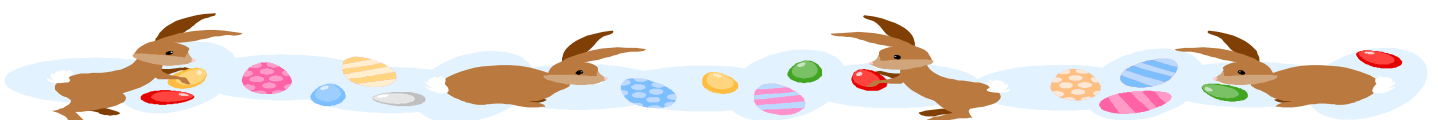
The Housing Operations Committee meet just 4 times a year to discuss current issues.

We don't bite, offer light refreshments, and for those of you who need it, we will supply transport to get you here and home again.

### How do I join?

In the first instance call:-

Zoe Macgregor Housing Services Manager on 0208 642 1500 - why not give it a try?



## Policy updates + Readers panel



### Policy updates

Two policies were approved at the last Housing Operations Meetings as set out above; and a number of further policies were updated in accordance with the Societies policy review timetable.

- Lettings and Transfer Policy: the main change approved by members to this policy is that, the number of suitable offers for those on our sheltered housing waiting and transfer lists was amended from 3 to 2, before a persons application is suspended for 1 year.
- Rent Arrears Policy: the changes approved by members to this policy were around increased clarity of Officers roles and responsibilities, and increased clarity to tenants as to what action will be taken and when, in arrears cases.
- Ex-Gratia Payments to Tenants/Applicants: no significant changes to this policy.
- Home-loss and Disturbance Policy; no significant changes to this policy.
- Aids & Adaptations Policy: no change at all to the policy. There have been 2 related documents attached, setting out, how to refer to SHS's Trusted Assessor scheme, and how to refer for an Occupational Therapist assessment.

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:- 0208 661 5894.

Zoe Macgregor  
Housing Services Manager

### Readers Panel

We recently wrote to members of the Readers Panel to ask them for their comments on the recently updated Recharge Policy. Comments received from members enabled us to make some adjustments before finalising the policy. In future all Policies and Procedures approved by the Reader Panel will bear the Readers Panel approved Logo.



**Reader Panel  
Approved**

We also asked members to comment as to why they joined the panel - here are a few comments from members:-

- I am interested in the panel because we then know the standards of what is happening
- I feel that if I can make a difference to anyone's life it would make me more grateful for who and what I am
- I want to give tenants of Furlong Close a voice, and because I believe that the readers panel have an important job to do for all tenants
- I like to be in touch with any proposals
- I like to think its my way of getting a little bit involved about whats going on
- I take great interest in local affairs, giving great thought to questions before replying, I hope I prove an asset to the panel

If you are interested in joining the Readers Panel contact:- Judith D'Arville on 0208 661 5894

# Repairs and Maintenance



## Investing in our buildings, and our residents

As part of our long term business planning we have a stock reinvestment plan. This sets out planned replacement of key parts of our buildings and your homes. The plan allows us to predict our cash flows into the future. All of this work is funded from our rent income.

This is a summary of the main projects we plan to undertake in the current financial year –

Nairn Court	Kitchen and boiler replacements
Cloverdale Court	Communal areas improvements, redecoration and recarpeting
Furlong Close	Boiler replacements
Griffiths Close	Communal boiler replacement
Mary Court	Recarpeting to communal areas
Margaret House	Recarpeting to communal areas
Norman House	Communal areas redecoration and works to water storage tanks
Old Brewery House	Communal boiler replacement
Ronald House	Boiler replacements and recarpeting to communal areas
Thomas House	Communal boiler replacement and car park resurfacing
Trickett House	Recarpeting to communal areas
Wandle Valley Estate	Kitchens and boiler replacement (ongoing programme)

- We will also continue the planned removal of the asbestos which remains in some of our buildings.
- With all of the boiler replacements we will be seeking to reduce the running costs of tenant's homes.

All of the work we do contributes to maintaining the high standards of our properties. We aim to be the best social landlord in the Borough with the best properties. These schemes, along with many other smaller projects planned for the year will help us to achieve this and we hope, help to make our properties homes our residents can be proud of.

If you have any comments or questions on this please let us know. We will of course notify and consult individual residents as each project is developed.

Chris Turton  
Chief Executive

# Resident information



## Sutton Housing Societys website

Did you know that Sutton Housing Society have a website? Take a look at [www.suttonhousingsociety.org.uk](http://www.suttonhousingsociety.org.uk) - let us know what you think by emailing [info@shsoc.org.uk](mailto:info@shsoc.org.uk) or calling the office on 0208 642 1500. We recently held a consultation on the content and the navigation of the website with members of the Housing Operations Committee. We will feedback on results from this in the summer newsletter.

## Regulation and Service Standards

We have now conducted a very successful consultation exercise on this and we are able to confirm the "local offers" which the Society will be making to its tenants. These are set out for your reference on the enclosed insert.

The working party deserve our sincere thanks for their hard work and commitment in reaching a consensus on the local offers. In addition the tenants raised other important issues. Some of these were about detailed elements of services already delivered, Others raised much broader questions and challenges for staff like how the Society should respond to working with other agencies to reduce levels of domestic waste, recycling and energy conservation.

We are committed to maintaining and developing this resident involvement and scrutiny. Much of the service monitoring which will take place over the next year will be carried out on your behalf by the Housing Operations Committee and we will ensure you are kept informed.

Chris Turton Chief Executive

## Pat Shaw Community Award

Do you have a neighbour who goes out of their way to help you or others? Does someone or a group make your life a little easier or happier?

There are lots of ways people help one another, doing a bit of shopping, popping in to see you're ok, listening when you're down, taking your rubbish out, giving you or your family a lift, looking after your children or cooking you a meal.

Please think about nominating these special people, and recognise them by recommending them for the Community Award. (Forms will be in summer issue)

The Resident Satisfaction repair slip winner this issue, (winning a £25 Marks and Spencer's voucher) is:-

Mrs E Smith from Nairn Court

The new Direct Debit winner this issue, (winning a £25 Marks and Spencer's voucher) is:-

Mrs Parish from Old Brewery House

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1a Trickett House  
125 Brighton Road  
Sutton  
Surrey  
SM2 5SN

Tel 0208 642 1500  
Fax 0208 770 1661

Email [info@shsoc.org.uk](mailto:info@shsoc.org.uk)

[www.suttonhousingsociety.org.uk](http://www.suttonhousingsociety.org.uk)

