



Sutton Housing Society General Needs Xmas Newsletter 2010

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OFFICE HOURS CHRISTMAS 2010

Please note the office will be closed on the bank holidays over Christmas and New Year, i.e.

Monday 27th December 2010

Tuesday 28th December 2010

Monday 3rd January 2011

The office will also be closed on Wednesday afternoons as usual.

In case of immediate emergency please telephone the Alarm Call Centre on **01372 376533**.

Seasons Greetings from
the Society's
office staff

Chris T
Zoe
Noel
Marcie
Bob
Helena
Judith
Margaret
Amanda
Christina
Celia

And all our Scheme
Managers.....

This year instead of sending cards to residents we will be making a donation to the:-

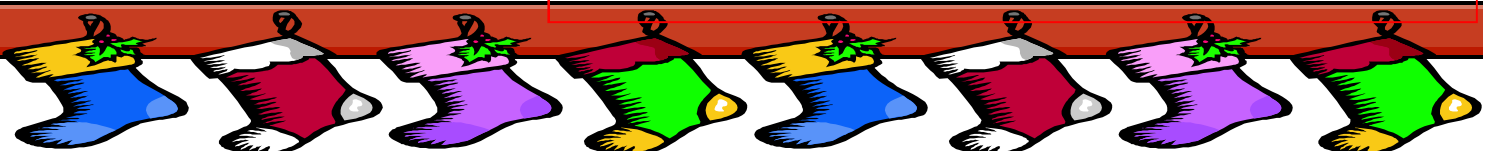
Sutton Alzheimers Society

Illegal Occupation

The new housing regulator "The Tenant Services Authority" has recommended that all Registered Social Landlords take preventative measures to combat illegal occupation in their properties. Whilst due to the type of stock that the Society manages, this is not perceived as a large scale problem for Sutton Housing Society, we recently had a new Illegal Occupation Policy agreed by the Housing Operations Committee, and will follow the recommendations of the TSA.

A photograph of all new tenants is taken, and held on file for comparison if required, and this procedure will be put in place. Most of the residents at Nairn Court had their photograph taken during their recent induction.

We will be randomly visiting a chosen number of properties each year, where we will check photo ID, utility bills and check signatures against records held. We will also still carry out checks on other properties where we suspect that the tenancy conditions have been breached, and will either seek remedy through the courts or request compliance with the conditions of tenancy.



Divulging Information to 3rd Parties

As part of a recent review of the office procedure manual we have changed our procedure on "Permissions to Divulge Information to third Parties"

Upon the receipt of any Power of Attorney, we were previously amending our records to send all correspondence to an alternative address, and using the same powers as permission to divulge information to third parties. Following research we realised that a Power of Attorney does not bestow an automatic right to have all correspondence sent to another address, or to be able to make enquiries on the conduct of any tenancy. By following this course of action we were undertaking a lot of additional work, and just as importantly committing unnecessary expenditure.

We still recognise that there will be circumstances where correspondence needs to be sent to an alternative address, and the standard request form now in use has been amended to reflect this. All correspondence can be requested to be sent to one nominated address of the resident's choice.

Residents will sign to say they have agreed to that, and are waiving their own rights to receive all written correspondence. That permission can be rescinded at any time.

We also recognise that quite separately residents might wish to allow a third party to make enquiries about their tenancy, but still receive their own correspondence, and this has now been made available as an option on the standard request form.

We believe this change will be clearer for residents and easier to operate for staff and produce below an extract from the standard request form

"This letter is to confirm that I give my son/daughter/ other person of my choice:
Mr/Mrs/Miss..... of
Address.....

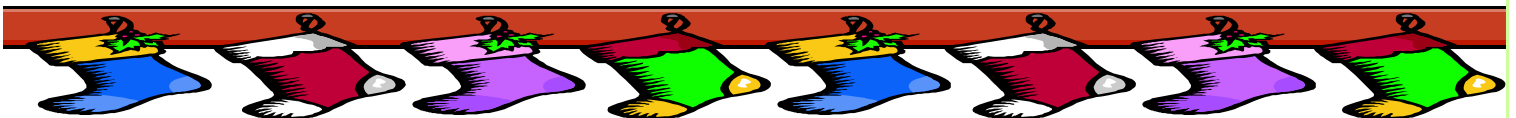
Permission to make enquiries of Sutton Housing Society on my behalf. I agree that this named representative can verbally be given any information, including details of my rent account, or any other aspect of my tenancy with Sutton Housing Society.

Yours faithfully

Signed by Resident:
Name of Resident:
Address:

I agree that this named representative and one named representative only can receive in my place a copy of all correspondence including details of my rent account, or any other aspect of my tenancy with Sutton Housing Society."

Robert Boswell Senior Housing Officer



Meet the Housing Operations Committee



Fred Allen Trickett House

I believe the HOC goes very smoothly. I am now very involved and I am given the opportunity to input into policies and procedures, if I want.



Joy Hammond Dorothy
Pettingell House

All representatives are equal in what they bring to the committee, and all are encouraged to have an input. I do feel that I am part of a participative and inclusive process.



Hine Prescott Norman House

I joined the HOC because I enjoy the challenge, and feel it expands me a bit further. I like representing all the Residents.



Val Rollason Trickett House

I really appreciate the opportunity to join the HOC as I do like a challenge. I know that there is a strong team, and hopefully, eventually my input will compare with their high standards.



Marjorie Roberts
Trickett House

I do feel I would be listened to if I raised issues. Topics raised demonstrate good management procedures in place.



Len Ross Furlong Close

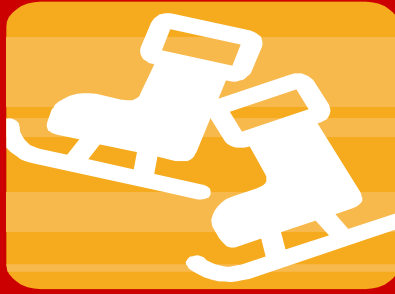
I'm very interested in the future development of SHS, as in my personal situation I feel I can contribute to the design of disabled kitchens, and helping disabled people in general.

The members of the HOC are made up of residents, staff and board members. They help the Society to decide on Policy and Procedure, help monitor our targets, and suggest ways we can improve our service to residents.

SHS would like to say a big thank you to all our HOC members for all the effort, commitment and time they have given throughout the year. Their roles are invaluable to the Society and do not go unappreciated. Well done.

Paying your Rent

Whilst its lovely to shop
money's easily spent
and before you know it
there's none left for rent



You'll be skating on thin ice
if you don't pay your rent
Don't risk losing your home
this Xmas

Winners

The Direct Debit winner this
issue, (winning a £25 Marks
and Spencer's voucher) is:-
Joy Hammond
Dorothy Pettingell House

The Resident Satisfaction re-
pair slip winner this issue,
(winning a £25 Marks and
Spencer's voucher) is:-
Mrs A Davies Thomas House

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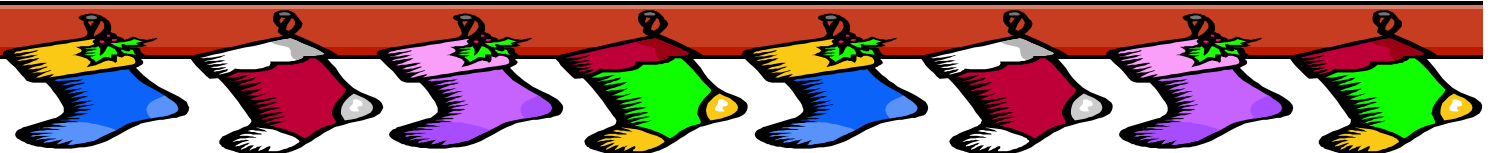
Nairn Court



developed in the 1980s.

The acquisition of Nairn Court reinforces the Society's commitment to the local area, and to the provision of high quality housing for rent to local people.

Nairn Court will be maintained as accommodation for older people. Following consultation with residents, plans will be drawn up over the coming months for long term investment in the building, and to improve the services on offer to residents.



Sutton Housing Society recently completed the purchase of Nairn Court in Wallington from Southern Housing Group. The building consists of 24 self contained flats, and was