



New Kitchen on Wandle Valley Estate

New Kitchens and Boilers

As part of our ongoing reinvestment and improvement of housing stock we are in the process of replacing the kitchens and boilers on the Wandle Valley Estate.

Each tenant is given a choice of colours for the worktop, floor covering and also the wall colours in advance of the works which generally are completed within a week.

The units installed are Greenwich Beech manufactured by Howdens with the high efficiency boiler provided by Worcester Bosch.

The feedback from tenants has been very positive.

'Thank you so much for my new kitchen. Your boys worked so hard. We are so proud to be part of SHS'. Mr & Mrs Scott

Noel Manchee—Maintenance Officer



Contacting SHS over the Festive break

Our office is closed for only a couple of days over the festive break.

We close at 4pm on Friday 23rd December and will be closed on:

Monday 26th December

Tuesday 27th December

In case of immediate emergency please telephone the Alarm Call

Centre on **01372 376533**

Office Updates

When you phone us

At head office you now have the option to select the department you wish to speak to and the option to leave a voice message if you wish. This should improve our customer service to you.

Our Lunch break has changed

Head Office and Scheme Managers (except Norman House and Old Brewery House) lunch hour when the offices are closed, is now 12.30 – 1.30pm.

New staff



Ray Alder
02086615894



Joy Dyer
02086615893



Frances Cooper



Diana Thurgood

Ray I have been a Housing Officer at SHS since the beginning of July 2011. I manage 3 Scheme Managers, covering Cloverdale Court, Trickett House, Lancelot House, Norman House and Old Brewery House, and a further 24 properties at Nairn Court and 45 properties around Sutton. I have worked in many roles of Housing Management since 1990 and I am looking forward to sharing knowledge and experiences with my colleagues and working with tenants to ensure you receive the best service possible.

Joy I have worked in housing for over 20 years and have seen many changes. I joined SHS in October and I manage 3 Scheme Managers covering Thomas House, Robertson House, Griffiths Close, Ronald House, Dorothy Pettingell and Margaret House and 60 properties on Wandle Valley Estate. I hope to meet all of my tenants in the future and hope to foster good working relationships with all my colleagues and tenants.

Frances I joined SHS in October as the Finance Officer, working with colleagues to ensure that SHS has an efficient Finance Department including accounting for rent and services. My background includes experience in the Voluntary and Charity sector where the focus is on service and I recognise that at SHS we put our tenants first.

Diana I am the new Maintenance Admin Assistant working with Noel Manchee. I have worked previously within the financial sector and have a background of customer service and administration. My role within Sutton Housing Society involves processing and logging of tenants works order requests and general administration tasks.

HOC and Policy Updates



Housing Operations Committee Update

The Housing Operations Committee met in June and September 2011. Both meetings had full agendas and lively debates.

The main areas of discussion included:

1. How to encourage tenants to complain or give feedback when they are dissatisfied with a service from SHS. Often tenants felt they didn't want to complain in-case someone got into 'trouble', or it seemed they were being ungrateful when in fact, complaints can be used as a means of improving services to all tenants, and most importantly we value our tenants' opinions. In total, SHS had 7 formal complaints for 2010/11 which is excellent but we do hope that tenants feel confident enough to complain when they are unhappy.
2. June's performance on our core activities was scrutinised by members and whilst there was a small dip from February's, all targets had been met. The main areas we report on, are, rent arrears, lettings, repairs and maintenance.
3. September's performance on our core activities was scrutinised by members, it was noted that the satisfaction levels for repairs by tenants was good.

Policy and Procedure Updates June – September 2011

Voids Policy

Whilst a property is empty it is referred to as a void. It's important that voids are managed and monitored in a timely manner to prevent rent loss and to avoid unnecessary delay in re-housing those in need.

The policy and its procedure has been reviewed and whilst there are no significant changes some amendments, updates and new targets were made.

Annual Tenancy Check

SHS has a policy that sets out measures to investigate possible illegal occupation of the Society's properties, and to take steps to ensure where illegal occupation is discovered that properties are returned for social housing occupation.

Repair Satisfaction Winner

Every time we carry out a repair, you receive a tenant satisfaction survey to complete asking you how satisfied you were with the experience.

We use the replies to improve the service and we will get in touch with you if you have mentioned anything on the survey that we need to respond to.

Every returned survey is entered into a quarterly prize draw.

Congratulations to Mrs Clarey of Nairn Court and Mr Butler of Grif-fiths Close our last 2 quarter winners.

You have to be in it to win it so make sure you return your survey to help us improve our services and to be in with a chance of winning the next draw!

Direct Debit Winner

Paying your rent by direct debit is the most efficient method for us to collect your rent. To encourage tenants to pay by this method, direct debit payers are entered into a quarterly prize draw.

Congratulations to Mrs May and Mrs Souch of Dorothy Pet-tingell House, our last 2 quarters winners.

PAYING YOUR RENT

You'll be skating on thin ice if you don't pay your RENT

Don't risk losing your home this Xmas



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

If you are having difficulty meeting your rent payments please contact your



Owning a pet can be a very rewarding experience. However keeping a pet without written consent is a breach of the terms of your tenancy agreement. If Sutton Housing Society finds out that you are keeping a pet without written permission, the result could mean finding a new home for your pet.

Dogs

Dog excrement is a big topic on Wandle Valley Estate. Dog owners who leave dogs excrement in the external communal areas, or in the front gardens of their neighbours are putting themselves and others at risk.

Dog excrement contains roundworm larvae which can cause blindness. If ingested by a human can migrate through the body and cause disease to the brain, lungs, kidneys, liver, heart and eyes. When people (especially children) touch soil that has been in contact with dog faeces and then touch their mouths, they can become infected.

A responsible dog owner would ensure that they cleaned up their dog excrement and disposed of it in a safe manner. Remember it is your estate and taking care of your environment will ensure that people will continue to want to live on the Wandle Valley Estate.

Joy Dyer SHS Housing Officer

We welcome any feedback on services you may have, which you can give in a number of ways

How to contact SHS

Via your Housing Officer or Head Office

Telephone 0208 6421500

Email: info@shsoc.org.uk

www.suttonhousingsociety.org.uk

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