



# Sutton Housing Society

## General Needs Summer Newsletter 2010

### Contents

Page 1	<ul style="list-style-type: none"><li>• The Tenant Services Authority</li><li>• Contents of newsletter</li><li>• Maintenance slip winner</li></ul>
Page 2	<ul style="list-style-type: none"><li>• Important News</li><li>• Housing Operations Committee (HOC)</li><li>• Handyperson service</li></ul>
Page 3	<ul style="list-style-type: none"><li>• Pat Shaw Community Award - get voting</li></ul>
Page 4	<ul style="list-style-type: none"><li>• Wandle Valley Update</li><li>• Bulk Rubbish</li><li>• Kidstop</li></ul>

## Tenant Services Authority

The Tenant Services Authority or TSA are now the new regulators for all social housing in England.

What do they set out to do?

The TSA standards and approach to regulation are aimed at:-

- Ensuring a fair deal for Tenants
- Protecting taxpayers and other funders of Social Housing
- Being a modern and effective regulator that is efficient, accountable, proportionate and transparent in its approach.

How are they intending to do this?

The TSA has introduced some standards that landlords and tenants should agree on, to improve the overall service offered to you. These standards govern every aspect of living within your housing, such as rents, tenant involvement, your tenancy, quality of your home, repairs and maintenance, neighbourhood and community, value for money and financial viability.

How can you help?

We need interested tenants to help shape our future, help us make the right decisions about the above standards, and put forward ideas that can make that possible.

This is a real opportunity to have your say, to work in partnership with the Society, and together to make a real difference to the way we provide our service to you based on agreed principles and shared ideas.

Judith D'Arville Resident Participation Coordinator

### Competition Winner

The Resident Satisfaction repair slip winner this issue, and winning the £25 Marks and Spencer's voucher is:-  
Mrs Lorraine Dawkins  
Margaret House

## Invitation

Join us for a presentation by the Chief Executive Chris Turton, who will introduce the new regulators (TSA), tell you what these new regulatory changes could mean to you, and why we would like your valuable input.

Monday 5th July 2010

Thomas House, 20 Grange Road, Sutton, Surrey SM2

Call Judith on 0208 661 5894

# Exciting News - Join the Housing Operations Committee (HOC) Now

The HOC has been successfully up and running since 2007; its made up of Officers from SHS, Board members and most importantly, residents from across SHS housing stock. The main function of this Committee is to review, monitor and influence service delivery. Membership renewal is now due and enclosed with this newsletter are further details. Please take a moment to read them and whatever you do, don't miss out on this great opportunity.

Thank you for your time.

Zoe Macgregor  
Housing Services Manager

## Safeguarding Vulnerable Adults and Children

The Society has been briefing all residents recently regarding the Safeguarding of vulnerable adults, and Safeguarding will be taking a higher profile over the coming months.

Abuse can take many forms:

- \*Physical Abuse,
- \*Sexual Abuse,
- \*Psychological Abuse,
- \*Financial Abuse,
- \*Neglect,
- \*Discriminatory Abuse.

If you believe that you might be the victim of abuse, or suspect that another person might be being abused, then report this to your Scheme Manager in confidence, and they will offer support and advise you of the investigation process. If you would feel more comfortable making a report to Sutton (Community Services Care Team), then they can be contacted on 02088 770 5000

## The VineWorks Handyperson Service

The VineWorks is pleased to offer a handyperson service to either older persons 60+ or vulnerable adults of 18+ in Sutton.

The handyperson will carry out minor repairs and odd jobs in and around your home and garden. Their affordable hourly charge covers labour and transport.

Contact the handyperson service between 9am-5pm Monday to Friday

Tel: 0208 685 6644 with answerphone  
Email [handyperson@thevineproject.org](mailto:handyperson@thevineproject.org)  
[www.thevineproject.org](http://www.thevineproject.org)

# Pat Shaw Community Award

What is the Pat Shaw Community Award?

Pat Shaw was the Chairman of the Society for over 20 yrs.

Sadly Pat passed away in February 2005. In her memory and in recognition of her contribution to the Society the Board of Management has set up a community award.

What does this award mean for you?

Each year SHS residents will be invited to nominate a fellow SHS resident for the Pat Shaw Community Award

The criteria for nominations are simple:

1. Nominations should be individuals who are residents of the Society and who, in the view of the nominee, have made a real contribution to their community through their actions or a single gesture.
2. Nominations will go to the Housing Operations Committee (HOC), who hold

responsibility for considering the nominations and selecting the annual winners, with a residents panel which was established at the Residents Forum in April 2006.



The Award consists of three elements:-

1. A permanent plaque in our reception that displays a list of annual winners.
2. An engraved silver cup/crystal vase will be given to the person who has won the award which they then hold for that year.
3. A cash prize of £50.00.

What do you need to do now?

Basically nominate a neighbour, now. There are numerous worthy residents who deserve recognition for what they do.

How do I nominate?

Fill in the slip attached to this newsletter and send in your nomination to the office by August 6th 2010.

Please write on the envelope 'nomination for PSCA' and we will store it, unopened, until the panel meet in September 2010.

How will I know/who has been successful?

We will announce the winner and let the nominating scheme/block/house residents know by early September. There will be an article in the Autumn 2010 newsletter to let all residents know who the winner was. The award will be presented at the Annual AGM in September 2010.

**PLEASE GET NOMINATING NOW ON THE ENCLOSED SHEET!!!**

# Wandle Valley update

At the consortium meeting held on 15<sup>th</sup> June 2010, London and Quadrant the lead consortium member, presented their plans for the regeneration of the green spaces throughout the Wandle Valley Estate. L&Q have engaged Groundwork's to conduct a survey regarding what residents wish to see on the estate, and they will be working with residents to seek additional funding and establish a sustainable project, which they hope residents will take forward in the future. This is a chance for everyone to get involved for the benefit of Wandle Valley and the community. When Groundwork's interview you, tell them about your hopes and aspirations for the estate.

One of the first projects to commence will be a graffiti/mural to be created on the panelled fencings to the side of Batley Close. This will be a collaboration between Groundwork's, Axis Europe (Contractor) & the Youth Club. Axis Europe have previous experience of holding a "Paint Idol" competition, with the opportunity of gaining work with Axis for the most worthy attendee.

## Bulk Rubbish

In the last twelve months £12K has been spent on removing Bulk Refuse from Wandle Valley. This is obviously a situation that cannot continue, and at the last consortium meeting, members discussed what options were available, in order to reduce this expenditure. London and Quadrant have erected a number of CCTV cameras which can monitor the estate, and identify persistent offenders.

The Local Authority provide services for the removal of bulk refuse, and the landlords will be working with them to remind residents what is available.

## Kid Stop

Do you have a stack of children's clothes, toys and books that you would like to go to a good cause?

Then look no further!

Kid Stop is a community enterprise based in Mitcham selling affordable children's goods. We work to encourage the good old 'bring and buy' principle - you can recycle good quality items that your children no longer need and in return receive discounts to purchase items your kids do need. Or you can just pop in for a chat and find that bargain.

The shop in Mitcham is open Mondays to Fridays 10-4pm and our mobile shop travels across the area .

Tel no 0208 640 1623

email [kidstop@thevineproject.org](mailto:kidstop@thevineproject.org)

web [www.kidstop-cic.co.uk](http://www.kidstop-cic.co.uk)



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)