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Housing Operations Committee & Tenant Board Members

In 2007 we appointed 6 tenants as members of the Housing Operations Committee; these include tenants from sheltered housing and general needs.

In May 2008, we appointed our first tenant board member.

This is an important step forward for SHS, as this demonstrates our commitment to engagement with and involvement of our tenants in the decision making process of SHS.

We will continue to develop these processes, and look forward to more expressions of interest from tenants to engage with us as we roll out our consultation plans.

Congratulations to Len Ross, in becoming the first tenant board member for SHS.

Lift Maintenance and Breakdown Procedures (sheltered schemes)

Serv-Lift currently provide a 24 hour service agreement to look after all the lifts on SHS Schemes.

Residents should contact either the Scheme Manager or Mole Valley (01372 376533) if the Scheme Manager is not available and **not the Fire Brigade.**

The Fire Brigade on the whole are primarily concerned in rescuing people trapped in the lift. They achieve this by manually over-riding the operating system connected to the lift, which in doing so, makes it very difficult for the engineer from Serv-Lift to identify what was the cause of the breakdown.

Noel Manchee Maintenance Officer

European Neighbours Day



Sutton Housing Society put on its first European neighbours day on the 27th May 2008, this was the first to be held within our local borough and will now become an annual event for all to enjoy.

The day was a great success enabling residents to experience different types of cultures and their food and drink. Age Concern, Safer Neighbourhood Team and the local paper attended, and music was supplied by two of our residents who set the tempo for the day.

We had several food tables containing a wide variety of European food and drink and also a hot table for food being cooked on the day, offering such delights as paella, goulash, Russian soup (Borsch), Welsh cakes, Moussaka, mixed cheeses, and an assortment of wine.

Later in the day we enjoyed games of French boules, chess and a European quiz.

The event was well attended by residents from sheltered and supported schemes around the borough.

Gardening Competition reminder

For all those green-fingered residents who have nominated themselves or been nominated by others, a panel including staff and residents will be coming round to judge the garden displays on **Thursday 10th July 2008 at 11am.**

Pat Shaw Memorial Award

What is the Pat Shaw Memorial 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 memorial 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 memorial 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 Management Committee 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.

How do I nominate?

Fill in the slip attached to this newsletter and send in your nomination to the office by **August 8th 2008**.

Please write on the envelope 'nomination for PSMA' and we will store it, unopened, until the panel meet in August 2008.

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 2008 newsletter to let all residents know who the winner was.

The award will be presented at the Annual AGM in September 2008.

PLEASE GET NOMINATING NOW ON THE ATTACHED SHEET!!!



Anti Social Behaviour

Every newsletter we will be introducing a policy or procedure for you to look at - this time we have chosen Anti Social Behaviour in Sheltered Accommodation.

Did you know that one third of all Anti Social Behaviours Orders (ASBO's) in Great Britain have been served on residents in Sheltered Accommodation?

The appearance of binge drinking, 'hoody' senior citizens has not yet reached Sutton Housing Society, but ASBO's can be given for any type of anti social behaviour, and are apparently being given out by the courts on a regular basis throughout the country.

Whilst Sutton Housing Society would be reluctant to join in the trend, any behaviour which could cause nuisance or annoyance to a neighbour is classed as anti social behaviour, and if not resolved following discussion or mediation, then could result in an ASBO being issued.

Residents are also responsible for the behaviour and conduct of their families and visitors, the Society recently commenced injunction proceedings against the son of one of our residents, whose own anti social behaviour was making the lives of residents who came in to contact with him a misery.

Fortunately, the Society were able to enlist the help of the local Safer Neighbourhood Team, and the injunction was not proceeded with, when the Police undertook a successful prosecution for harassment.

Some residents were still put through the trauma of giving evidence, but by telling the truth and being steadfast in ensuring that they would not be intimidated, they won the day.

As part of the sons bail condition, he is banned from visiting the sheltered scheme, and from contacting any resident or employee of the Society. His mother is now supported by services who care for her wellbeing, and offer her the care and support she needs.

Seasonal Photography Display



Let it snow!

This lovely picture was taken by Tony Sheridan of Griffiths Close on the 6th April at his Caravan Park near Bognor Regis.

He said " It just started snowing in the morning and within 20 minutes there was about 2 inches of snow."

But by 3pm the sun was out and the only reminder of the morning was the snowmen!

Resident Involvement

Over the last few weeks Senior Managers have been holding consultation meetings with some of our older tenants in sheltered housing, we want to extend the same opportunity to our tenants in supported and general needs properties.

We need your views and feedback about our services and invite all tenants to let us know how you think our services can be improved; we can then incorporate your views into our service improvement plans.

We know that you care as much as we do about the homes and neighbourhoods that you live in. But we need you, our residents to help improve services too.

If you miss this opportunity to tell us what you think then it will be even harder for us to change and improve things for you.

Disability Equality Statement and Action plan

In accordance with the requirement of the Disability Discrimination Act 2005, SHS has a responsibility to consider the needs of people with disabilities in everything that we do.

We have just produced a Disability Equality statement and Action plan and seek to consult with people with a disability in the final stages of approving this document.

If you have a disability as defined under the Disability Discrimination Act and would like to be involved in this consultation process, which can be through reading the document and sending us your comments, or attending a discussion group please let us know, and we will make the necessary arrangements. Contact Rosie Ley Housing Services Manager on 0208 642 1500.

Over 60's Art Awards

The EAC (Elderly Accommodation Counsel) has announced its national art competition to encourage and celebrate the talents of older people.

If you are over 60, and a budding artist, and would like to enter the competition, please contact either your scheme manager or Rosie Ley Housing Services Manager on 0208 642 1500, for further details.

Closing date for submissions is 11th August 2008.

We want your feedback

We have been trying to improve our newsletter to:-

* Keep you better informed * Make it more visually appealing * Printing in larger print
* Having more articles to interest you * Keep you up to date with policy and procedure that may affect you.

Let me know what you think, or any suggestions for improvement on content or colour etc
- Call Judith on 0208 661 5894 or drop me a line to the office at Trickett House.

Recharge policy

SHS has a policy to make reasonable recharges to tenants for repairs which the society deems the tenant to be responsible.

The aim of this policy is to promote a responsible attitude by tenants toward their property by ensuring that costs are pursued from those who are negligent or deliberately cause damage.

This includes:

- Call out to 'no' power to flat.
- Call out to reset an electrical fuse box.
- Call out to replace battery in smoke alarms.
- Request to replace light bulb.
- Request for a lock change through keys lost.
- Cracked glass in window.
- Request for new padlock on individual tenants gates.
- Request to repair individual's entrance door/lock
- Costs of repairs that are due to wilful damage, abuse and /or neglect.
- Costs of removing rubbish, including abandoned cars
- Costs of storing, removing and disposing of household contents including furniture.
- Costs incurred to gain entry and /or to change the lock.
- The cost of providing replacement keys.
- Costs to remove graffiti and rectifying wilful damage
- Court costs, injunctions and legal fees incurred by Sutton Housing Society Ltd.
- Unauthorised alterations /DIY
- Dealing with household pests (except when we are legally responsible, for example if your home has rats or cockroaches). Any other costs, or tenant responsible items as defined under the terms of the Tenancy Agreement.

This list is not exhaustive.

The amount to be recharged will be decided when all relevant information has been considered. The decision may be influenced by an individuals circumstances.

Win a Marks & Spencer Voucher worth £25

Winners of the returned tenant satisfaction slip for repairs, and receiving a voucher for £25 are:- **Mr and Mrs J Taylor of Furlong Close.** Congratulations!

Allpay payments – latest news.....

You can now pay your rent using your Allpay card at

WOOLWORTHS

You can also continue to pay your rent from the comfort of your home via the internet

www.allpayments.net or by telephoning the call centre on 0870 770 0472 if you have a debit card.

You can also pay your rent at The Post Office by cash, cheque and debit card and at retail outlets displaying the Pay Point sign by cash.



IVR Call Centre

Sutton Housing Society

Phone: 0208 642 1500

Fax: 0208 770 1661

Email: info@shsoc.org.uk

www.suttonhousingsociety.org.uk

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

Future Sheltered Housing Events

Our 3rd Darts Match - see notice boards for July 24th meeting.

Carpet Bowls - Check your notice boards for a July/August match

Older Persons Wellbeing day – September 2008 - see article below for details.

Older Persons Wellbeing Day

I'm sure that many of you remember our last successful Wellbeing day held at Dorothy Pettingell House in September 2006. For those of you who couldn't make it, it was a day to promote Health and Wellbeing for older people.

We had aromatherapy, Indian Head massage, skin care, armchair keep fit, music quiz, Bingo, Pension advice, aids and adaptations, Westcroft, healthy eating advice, tombola, Scola for education, some handsome firemen, ambulance services, the mayor of Sutton etc etc!

Well, we did promise you another one, planning has started for this years event, and the first meeting of the working party comprising staff and residents took place on the 6th June 2008.

We would welcome any suggestions on what type of activity or type of information you would like to see there. **We also need some line dancers to help teach basic steps on the day for about an hour in the afternoon.**

The date for the event is **Tuesday 23rd September 2008** and the venue is **Dorothy Pettingell House, 6 Vermont Road, Sutton, Surrey, SM1 3EQ.**

Posters will be going up shortly in all schemes, and invites will go to our supported and general needs older persons. **We look forward to seeing you all there.**

If you have a comment, suggestion, can help before or during the event, or can line dance, please call :- Judith D'Arville Resident Participation Coordinator on 0208 661 5894.

WANTED!

If you can spare an hour every couple of months, or even four times a year to help us improve your lives at your estate or scheme, please speak now! We will supply transport, tea and lovely biscuits.

I'm sure you speak to other residents on your estate or scheme about certain issues that come up, or listen to the odd moan or gripe about how things could be better, or different. Well this is your golden opportunity to get on your soap box and tell us.

The old adage of 'If you don't ask you don't get' is partly true as, whilst we hope we are getting things mostly right, we are not mind readers, so really do need your help.

So please get ticking the box/boxes below and post to the address on return slip.

Yes, I am interested in coming to meetings occasionally, to help improve my estate or scheme, my main interests would be-

- | | |
|--|---|
| <input type="checkbox"/> Focus Groups – occasionally meet regarding a specific thing i.e. planned maintenance, use of communal lounges etc | <input type="checkbox"/> Member of the Board of Management |
| <input type="checkbox"/> Housing Operations Committee | <input type="checkbox"/> Responding to questionnaires and surveys |
| <input type="checkbox"/> Sheltered Housing Forum (service delivery) | <input type="checkbox"/> Newsletter Editorial Group |
| <input type="checkbox"/> Service Improvement Group | <input type="checkbox"/> Accompany staff on estate/scheme inspections |
| <input type="checkbox"/> Sheltered Schemes Interactivity social planning Group | |

Name..... Address.....

Tel no..... Email Address.....

Return to: Judith D'Arville 1a Trickett House 125 Brighton Road, Sutton, Surrey, SM2 5SN, or call me on 0208 661 5894 or email judith.darville@shsoc.org.uk