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Rent statements – we hope to mail out your rent statements and Home Matters together next year – watch this space...

£80 million regeneration starts at Orchard Village



Village is the start of a new beginning for the area. We want to create a place that people choose to live in, rather than leave behind, and we are working with our tenants to develop a long-term sustainable community that enhances the Life Chances of residents.”

Mick Fury, one of Mardyke’s longest standing residents, said: “When I moved here it had quite a bad name. Since Old Ford took over, the whole place has started to become a community again; the tough action on Anti-Social Behaviour means that we have our homes and lives back and the renovations have already made a huge difference to people living here. The Community Centre here on the estate has also played a huge part in getting us this far. Soon people will be queuing up to live here.”

For more pictures and information about the Orchard Village event, see page three. We also have a video clip about the Mardyke regeneration on our website:
www.circleanglia.org. ■



demolish the first 12 storey tower block and 500 balloons bearing the name of the new community that will be built on the site – Orchard Village – were released into the skies.

Orchard Village was the name chosen by residents, who were keen to bring about a fresh start to the community. It reflects the area to the North of the estate, which used to be an orchard that provided fruit for the Tiptree jam company.

June Morton, Managing Director of Old Ford Housing Association said: “Mardyke residents are at the heart of this exciting regeneration programme. The renaming of the estate to Orchard

More than 100 people joined together to celebrate the start of an £80m regeneration programme last month, led by Old Ford Housing Association, part of Circle Anglia – one of the UK’s leading providers of affordable housing.

The crowd cheered as a monster digger started to

Stop press - Christmas closing times

The Old Ford Housing Association offices opening times during the festive season will be as follows:

Christmas Eve	Open 8.30am – 3pm
Christmas Day	Closed
We are closed between Christmas and new year	
Monday 28 December	Closed
Tuesday 29 December	Closed
Wednesday 30 December	Closed
Thursday 31 December	Closed
Friday 1 January	Closed
Monday 4 January	Open as usual: 8:30am - 5pm

During the times when our offices are closed, please call 0800 073 0427 if you have an emergency.



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Contents Insurance – are your valuables protected?

Peace of mind at affordable cost



- Did you know that your landlord is not responsible for insuring the belongings in your home?
- Could you afford to replace your possessions if the worst was to happen?
- Did you know that you can protect the valuables in your home from just £3.69 per month for £9,000 cover and that if you are 60 or over you may qualify for an even lower monthly amount?

Circle Anglia offers low cost contents insurance to its residents through Aviva.

The policy includes;

- protection for your clothes, furniture and electrical goods
- covers insurance for carpets and decorations
- accidental damage
- theft of your keys and lock changes
- contents in your freezer

- the contents of outbuildings
- contents whilst household members are at university
- documents insurance

Against damage caused by:

- fire
- water
- theft
- vandalism

For more information on Circle Anglia’s Home Contents Insurance, please call Wessex Administration Services on 01962 844454 or email resident.communications@circleanglia.org. A full guide to our low cost insurance policy and application form is also available at www.circleanglia.org/insurance.html



Old Ford awards

Double Whammy Award win for Old Ford's Construction Training Centre

Bow teenager George, 16, has been awarded Young Builder of the Year after completing Old Ford's Construction Training Initiative (CTI) in Bow.

The CTI was also given a special award for its excellent work helping young people to learn and train in construction at the Youthbuild UK awards ceremony held at the House of Commons.

George was awarded Young Builder of the Year in the 14 to 16 year



old category. He is now working as an apprentice for Old Ford's repairs and maintenance provider, Mears.

George said: "It's fantastic. Doing the Construction Training Initiative has given me so many opportunities I wouldn't have had otherwise and I have gained experience and learnt new skills". ■

Welcome from June Morton, MD of Old Ford Housing Association



Welcome to the last Home Matters of 2009.

And what a year it's been! The demolition work at Mardyke has begun (see front page) marking a fresh start for residents – who

have been instrumental in shaping the development. The estate's new name, Orchard Village, was chosen by residents and reflects the history of the area which will help establish a strong and revitalised identity for this new community.

Another achievement has been our recent STATUS survey results (see page four). We are delighted that changes we have made to our repairs service in response to resident feedback have resulted in such an increase in customer satisfaction. We are committed to listening to

you to ensure these figures continue to go up.

There are various ways to feedback to us on how we are doing and how we could possibly improve things here at Old Ford. We will continue to adapt services in response to your feedback into 2010 and beyond, so if you have something to say, please do get in touch.

Warmest wishes to you all for the festive season and all the best for the New Year.

June Morton

Managing Director,
Old Ford Housing Association

▶▶▶ Helping you to keep warm this winter ▶

The price of energy continues to go up. Circle Anglia and its partners are dedicated to offering residents advice on keeping energy costs down and are investing millions of pounds in making homes more energy efficient.



If you have any further questions, speak to your neighbourhood officer or when you call us, ask if we can help. Visit our website www.oldford.org/resident-info/energy-advice for useful videos and links to other further information.

Answering your questions

What is fuel poverty?

If you spend more than 10% of your income on energy you are in fuel poverty. It is estimated that 4.6 million UK households are in fuel poverty.



- How can I save money on my energy bills?**
- Don't leave TVs and monitors on standby. **SAVE** up to £40 a year
 - Buy smaller LCD TV screens rather than large plasma screens. **SAVE** up to £25 a year



- Put silver foil behind your radiators to reflect heat back into the room. **SAVE** up to £20 a year
- Turn your thermostat down by one degree. **SAVE** up to £60 a year
- Have shower instead of a bath. **SAVE** up to £40 a year
- Buy energy efficient appliances. **SAVE** up to £30 a year
- Wash your clothes at 40 degrees. **SAVE** up to £10. Dry them outside instead of in a tumble. **SAVE** up to £25
- Use energy efficient bulbs. **SAVE** up to £40 a year
- Switch off lights when you leave a room. **SAVE** up to £10
- Making a cup of tea? Only use the water you need. **SAVE** up to £10

That's a saving of up to **£360**. It all adds up!!

Getting the best deal on energy

What are social energy tariffs?

Energy deals for people that are classed as fuel poor. Many companies offer these tariffs:

EDF Energy – Energy Assist

Call the EDF Energy Priority Services Team on 0800 269 450

npower – Spreading Warmth Tariff

Call 0800 9751373

E.ON – Staywarm

Go to www.eonenergy.com/At-Home/Going-Green/Energy-Saving-Advice/Guidance-And-Caring-Energy.htm

Scottish Power – Carefree Plus

Call 0845 2700 700

Scottish and Southern Energy – Energyplus Care

Call Careline on 0800 622 838

British Gas – Essentials

Call Essentials Tariff on 0845 850 2207

For free, impartial advice on energy bills, contact any of the following:

- Home Heat Helpline on 0800 33 66 99 (freephone)
- Energy Saving Trust advice centre on 0800 512 012 (freephone)
- Age Concern on 0800 00 99 66 (freephone)

If you are struggling to pay your bills, don't ignore it. Get advice. Call us on 01306 505 555 or;

- Consumer Credit Counselling Service 0800 138 1111 (freephone)
- National Debtline 0808 808 4000 (freephone)



Orchard Village*

– a great place to grow

Continued from front page



The event at the Mardyke Community Centre marked the beginning of a six year regeneration programme that will see most of the existing properties demolished and replaced with modern low-rise blocks. Circle Anglia plans to build up to 555 new homes which will be a mixture of rented homes, shared ownership and private sale properties. Phase One will deliver 121 new homes to existing tenants, and residents will be able to move into their new, bigger homes from the end of 2010 to mid 2011.

The old 1960's estate was originally built to house workers at the Ford Motor Company Factory in Dagenham. However, when the factory laid off workers, the estate slowly became dilapidated and had a notorious reputation for

its crime levels. It became known as one of the most disadvantaged estates in Greater London. Old Ford took over the estate in March 2008, after residents voted for a stock transfer from the London Borough of Havering.

Since the transfer the fortunes of the estate have already changed; extensive works have been carried out to existing properties, the estate has been cleaned up. The community joined together to address Anti-Social Behaviour and laid the foundation for building a new community that has a sense of pride and enhances the Life Chances of residents. Now the regeneration is really gaining momentum with the demolition of the first of the tower blocks and along with it the last signs of decades of deprivation. ■



How do I deal with condensation in my home?



Every home gets condensation from time to time – it's caused by water in the air collecting on cold surfaces. You can reduce it by doing a few simple things;

- Cover pans when cooking and hang washing outside to dry
- Avoid using paraffin or portable gas heaters – one of the main causes of condensation
- Keep bathroom and kitchen doors shut when you are using them
- Don't completely draught-proof rooms with condensation as this could make it worse
- If rooms are cold and are not being used, keep the doors shut
- Keep a small window ajar or a trickle ventilator open in each occupied room *Don't forget – if you open windows; make sure you shut them when you go out*
- Heating can help but only if it's used in addition to the other suggestions
- It needs to be 'dry heat' like central heating or gas fires, not paraffin or portable gas heaters
- It's best to heat your home at a low level for a long time instead of an hour here and there

Dealing with mildew

Mildew may first appear in corners or behind cupboards, but it can spread across entire walls and on to furnishings.

It can be removed by wiping with detergents or mould removers. It can be washed out of fabrics, but may leave stains or spoil colours.

For more information on dealing with condensation, please visit our website area www.oldford.org/resident-info/energy-advice to see a video guide and more information. ■



Having your say

The views of residents are at the heart of everything Old Ford does. That's why we were delighted with the success of the first resident's conference that was held on Saturday 28th November. Around 40 residents joined staff at City Edge Community College to tell us what their priorities are for Old Ford in the coming year.

Suggestions for the future included doing more to raise awareness of how

residents can get involved, promoting our anti-social behaviour support service, promoting the services of our caretakers and continuing to build on the success of our community development programmes, particularly at Orchard Village and Parkside.

The day gave us an invaluable opportunity to hear your views but also to get to know residents even better. In the afternoon our partners; Mears, Apollo, Ark and Growing Concerns

held painting, gardening and general maintenance workshops which were very popular.

At the end of the day a prize draw saw John McLaughlin win a luxury hamper. Other winners included Doris Taylor and Ann Archer.

In the next edition of Home Matters we will provide a more in depth report of the conference and let you know what we are doing as a result of the views you expressed. ■

How are we doing? Performance Summary

Old Ford has an ongoing commitment to provide clear information about how we are performing to all residents.

In November residents should have received the 2008/09 Resident's Review. This illustrated how we performed on a series of measures which we

understand are the most important to you. In this edition we report on the performance for the first six months of 2009/10, to the end of October.



Measure	Performance Figure	Traffic Light against target	Period Trend since last report
% Overall satisfaction with the landlord service (October 2009)	74.6%	☹️	↓
% Calls answered within 30 seconds (June 2009)	85.9%	😊	↓
% Complaints resolved at the first stage	88.9%	☹️	↑
% Repairs completed in target by Mears (June 2009)	97.0%	😊	↓
% Income collection (week ending 4th November 2009)	101.0%	😊	↓
% Satisfaction with the outcome ASB case (July 2009)	100%	😊	↑
% Units with a Gas Safety Certificate (October 2009)	99.7%	😐	↑

We continue to monitor closely the performance of the services you receive paying particular attention to the services you have told us are most important

to you. This includes management of repairs and anti-social behaviour. This month we are delighted to report continued improvements in

performance compared with a year ago. Last year only 76% of routine repairs were completed on time. This year that has improved by 16% to 92.5% completed on time

and Mears performance is even better at 96%.

Our Decent Homes programme continues ahead of schedule; we have now brought 779 up to decency, 305 in the first five months of this year alone. Next year, as well as making more homes decent, we will be focusing on some of the external areas including common landings and green space. We are very keen to hear your views about what you hope the new

Parkside neighbourhoods will look like.

Finally, in September a new contractor took over the management of our gas service. Mears Gas has already made significant improvements in performance completing 571 safety inspections in six weeks. The result; a much improved performance: 99.9% of homes are now safety checked. ■

You said, we did – Your Opinion Counts

All housing associations are required to survey their residents once every three years. This survey, called **STATUS**, was last completed shortly after the transfer of Parkside neighbourhood and before the transfer of Orchard Village (formerly Mardyke), in 2008. In October this year we completed our last survey.

In summary, the results are encouraging with lots of improvements across most of the questions.

In particular:

- Last time 59% of you said you were satisfied overall. This has increased by 19% in 19 months, to 78% satisfaction as a result of introducing new service standards, improving our customer care

training and working with colleagues to introduce new ways of working.

- Your top priority for us last time was improving the repairs and maintenance service. In 2008 the result was 53% satisfaction. This has increased by 13% to 66% as a result of changing the contractor, introducing two hour appointments and providing a more efficient service. For those who have had Decent Homes works, 99% are satisfied with the quality of the work.
- This time you have put listening to your views as the second highest priority for us. We have introduced a range of ways for you to get

involved including mystery shopping, being part of 'Have your say' panels, getting involved in formal governance through neighbourhood boards, and having a range of open events such as European Neighbours Day consultations about you Decent Homes works on Parkside and development plans for Orchard Village. This is an area we are working hard to improve further.

There were also improvements in your views about the quality of your home, up by 6%, and neighbourhood as a place to live, up by 9%. Really positively, 19% of your said your neighbourhood has improved in the last year



We're sure you will agree these are really positive results and show that the hard work Old Ford has been doing, and will continue to do, is paying off. Thanks to everyone who took the time to take part in the survey.

We have now started to develop our improvement plans for the next year. If you want to share your thoughts with us, please let us know through your Customer Service Manager, or the Federation desk. ■

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