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## Calling all good neighbours!



South Anglia Housing is calling all on good neighbours again. We want you to nominate local people that have gone the extra mile in your communities for our 5th annual Community Spirit Awards.

**T**aking place on Thursday 22nd October at Boreham House, Chelmsford, the shortlisted residents and those that nominated them will be invited to a three course sit down meal.

South Anglia's Resident Involvement Officer and organiser of the awards,

Carla Wood, said, "Last year we had a record number of nominations. It just goes to show that there are lots of neighbourly, community minded people out there.

"This year's event is going to be biggest and best yet so we really need to hear from residents. Most of us know someone that deserves

a pat on the back for the good work they do for their neighbourhood. Now's the time to show them that they are appreciated!"

Nominations for this year's Community Spirit Awards must be in by Friday 4th September. ■

## 2nd Annual Tenant Conference

**T**his year's Annual Tenant Conference is taking place on Friday 21st August at The Latton Bush Centre, Harlow, between 10am and 4pm. Residents will be able to find out more about housing and community services and meet with other residents.

Chris Ellison, Managing Director of South Anglia, said, "We want this year's Conference to be as useful as possible. This year residents will also be able to get money and advice from the Citizens Advice Bureau, help on health matters from the local Primary Care Trust and tips on getting a job from a local recruitment agency."

There will be a buffet and a prize draw for all those that come along. ■



For more information about the Community Spirit Awards and the Tenants Conference contact:

Carla Wood

Tel: 01376 559401

Email: [carla.wood@circleanglia.org](mailto:carla.wood@circleanglia.org)

Visit our website: [www.southanglia.org](http://www.southanglia.org)

This magazine is printed on paper which is obtained from sustainable sources. Please recycle after use.



## Apply for your **free** eaga ShowerSmart - today

### Save water and money on your household energy bill

As part of the Government's commitment to reduce the amount of energy we use, eaga have been working with energy suppliers and are able to offer every Home Matters reader a free eaga ShowerSmart.

Quick facts on eaga ShowerSmart...

- ShowerSmart regulates the water flow, saving water and money on your household energy bill.
- Save up to £600 over the product's lifetime
- Save up to £20 on your energy bills per year\*
- Save up to £20 on your water meter, per year\*
- 15 Year manufacturer's guarantee
- Easy self-installation
- Suitable for use with non-electric mixer showers or bath/shower mixer taps, provided they run off the mains water pressure

\*Based on a 2-person household.



Let me have one  
See back page for details



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## Essex Extravaganza!

The Essex Housing Extravaganza is taking place on Thursday 6th August at Hylands House in Chelmsford. Estuary Housing has invited South Anglia and other housing providers from in Essex to provide residents with a fun focused and informative day out for all the family.

Activities on offer during the day include bouncy castles, face painting and

circus skills. Our teenage residents can also enjoy virtual racing computer games, Wii games and dance machines. For our older residents there will be a Tea Dance with a traditional cream tea and Wartime entertainer. ■



## Welcome from Chris Ellison



We are delighted that more than one in four South Anglia residents took the opportunity to 'Have Your Say'. Thank you for taking the time to let us know your thoughts. The services we offer will always be better if residents have helped to

shape them. We're working through your responses at the moment and will be able to let you know how your comments will shape our actions over the next couple of months. The Tenants Conference is another opportunity to get involved and make your views heard. Come along to talk face to face with South Anglia staff and learn about what's coming up.

We know that these are difficult times financially across the board. In this edition you'll see some of the various ways we're trying to make life a little easier, offering advice on

budgeting and benefits, loans, insurance and savings and how to make your money go further.

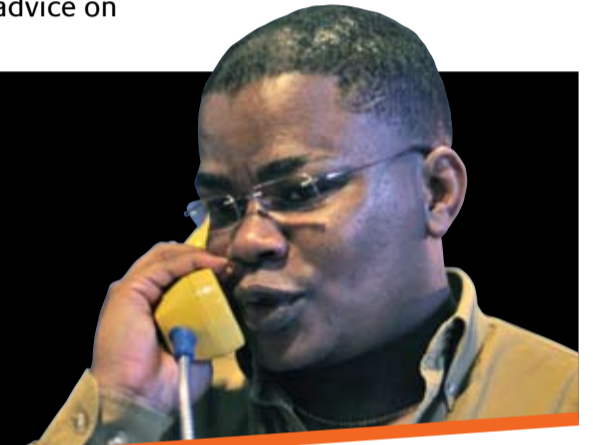
Don't forget to nominate your local heroes in the Community Spirit awards. What better way to let someone know that you appreciate what they do for their community? See the front page for more information.

And above all, I hope you enjoy the summer – fingers crossed it's a good one!

**Chris Ellison**

MD South Anglia Housing

## Beat 'freephone' charges



Did you know that if you call an 0800, 0808, or 0500 number from a landline it's free, but if you call from a mobile it can cost up to 40p per minute? On top of that, calls to these numbers are very rarely included in mobile phone 'free' minutes packages.

There is now a way around this – simply call 0800Buster which connects you to the

freephone number and only costs the same as a local call. Plus the call is included in your 'free' minutes if you have them. Here's what you need to do;

- Go to [0800Buster.co.uk](http://0800Buster.co.uk) and follow the instructions in the top left hand corner
- Save the number on your mobile, so you can bring it up every time you need to phone a freephone number

0800Buster is totally free for you to use, it receives a small amount of money for handling toll free calls.

0800Buster only works for freephone, rather than paid-for numbers so won't work for 0870/0845 numbers. However, it's usually possible to find geographical alternative numbers for 0870/0845 too.

Visit [www.saynoto0870.com](http://www.saynoto0870.com) for more info. ■

## Dear Home Matters Editor

Welcome to your Summer issue of Home Matters.

We have had lots of positive feedback to the new format and name of your new resident newspaper. We value all your comments, so do let us know your thoughts using the contact details below.

One of the main reasons we have changed to the new 'newspaper' style is so we can deliver news to you in a more cost effective way.

I am delighted to report that because of all the changes we have made, this newspaper costs less than 50p to write, design, print and post to you.

But we aren't stopping there, to save even more money and in a bid to reduce our carbon footprint, we are asking you to let us know if you would prefer to receive Home Matters by email instead of by traditional post. If you do want to receive paperless Home Matter, simply email you request to;

[Resident.Communications@circleanglia.org](mailto:Resident.Communications@circleanglia.org)

**The Editor  
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Norwich  
NR7 0HR**

Remember, Home Matters is made from sustainable paper and can be recycled so do put it in your recycling bin when you have finished with it. ■



# Helping you beat the credit crunch



## What is financial inclusion?

We all have difficulty managing our money from time to time – how do we make it stretch and last? In credit crunch times this is even more difficult. To help residents, Circle Anglia and

its partners have decided to increase the support and advice we offer to help make your money go further. That's what financial inclusion means – it means everybody having access to the same type of advice and support that makes managing your money easier.

## What are we doing to help?

**W**hen Circle Anglia saw the recession coming we had to think about what we should be doing to help our residents and service users

through the tough times ahead. We thought about how we could improve your life chances – to give you the opportunity to make a better life for yourself, your

family and your community. We will concentrate on helping people find work and make sure that you have access to five different financial services.

### 1

Firstly we want all of you to be able to get advice about how to manage your money. How to budget? How to heat your home for less? What benefits am I entitled to?

### 2

Secondly we want you all to have home insurance. If you're burgled are you insured? Circle Anglia has an insurance offer. For more information, please call **0845 600 1543** (Low-cost local number), **0800 694 0159** or **01279 714714**.

### 3

Thirdly we want to help you save. Get in touch with Hertsavers, visit [www.hertsavers.co.uk](http://www.hertsavers.co.uk), email [info@hertsavers.co.uk](mailto:info@hertsavers.co.uk) or ring **01920 487888**.

### 4

Fourthly, if you need a loan, we want to make sure that you get the best interest rates available to you. We also want to help get rid of loan sharks. If you know of any call this confidential national hotline; **0300 555 2222**. You can also text "loan shark" and your message to **60003**. There is also a website that provides information on managing finances and how to borrow money safely, visit [www.campaigns.direct.gov.uk/stoploansharks/](http://www.campaigns.direct.gov.uk/stoploansharks/)

### 5

Finally, if you don't have a bank account you have to pay more to manage your money. If you would like advice about basic bank accounts call **0845 600 1543** (Low-cost local number), **0800 694 0159** or **01279 714714**.



**C**ircle Anglia has a financial inclusion strategy that sets out how we will support activities in all of these areas. It will make sure that we offer a decent service in all these areas to you.

For instance we can give advice to people who are in arrears with their rent. The earliest you tell us that you may be in difficulty with your rent the better. This can often help us talk through options for you and help you clear debts and enable you to stay in your own home.

We can offer financial advice and support to new residents who may not have had to manage their own finances before. How do we budget? It is difficult especially if you also need to buy new furniture or a fridge. Quite often there is a local furniture recycling organisation that has good quality goods.

The worse thing any of us can do is stick our head in the sand and pretend we aren't having financial difficulties. We can help you find the advice and support you need. ■

## National money and debt advice

The Financial Services Authority has lots of leaflets that offer useful advice, visit [www.moneymadeclear.fsa.gov.uk/publications](http://www.moneymadeclear.fsa.gov.uk/publications) or call the Moneymadeclear helpline on **0300 500 5000**.

The National Debt Helpline is a free service to help find the best solution to debts, visit [www.clearstart.org](http://www.clearstart.org) or call **0800 915 9592**.

For information on how to access financial help from the government if you are on low incomes, visit [www.direct.gov.uk](http://www.direct.gov.uk) and click on the money, tax and benefits section.

New independent charity, Turn2us helps people access the money available to them, through welfare benefits, grants and other help, visit [www.turn2us.org.uk](http://www.turn2us.org.uk) or call free on **0808 802 2000**. ■

## Further financial help from South Anglia

**S**outh Anglia is working in partnership with East Herts Citizens Advice Bureau (CAB), and funds a debt counselling service for all residents who are facing money troubles. It has also recently secured financial advice for all new tenants. This will also be made available to existing residents (usually via staff referral) if required.

We have a dedicated money advisor who can provide money and benefit advice to residents in their own homes. We also operate an advice referral service as part of our outreach doorstep challenges and we can also text money advice to residents. Residents can self-refer for these services at any time, regardless of whether or not they owe South Anglia money.

All our frontline staff are trained in benefits, budgeting and debt advice. They are able to provide advice to customers about money and benefits. A telephone based benefit awareness programme is available, where South Anglia can contact residents and offer them a free check to help maximise their income.

A large percentage of South Anglia tenants also have access to Credit Union facilities, with funding provided by the Circle Anglia Charitable Foundation for a credit union in Hertfordshire. We support credit unions in Basildon, Braintree and Hertfordshire (Woodhall).

Finally, our Fresh Start programme helps people get back into work by finding suitable placements.

For more information about any of the services, schemes or initiatives mentioned above, please call **0845 600 1543** (Low-cost local number), **0800 694 0159** or **01279 714714**. ■



**HertSavers**  
Credit Union always in your interest

# Meet the team - Neighbourhood Team, Essex



**Mark Grimwood**  
Neighbourhood Manager  
for Essex

Mark Grimwood has been a Neighbourhood Manager for Essex for nearly three years. Mark is responsible for the neighbourhood teams in Braintree, Harlow and Vange.

"I manage a team of five Neighbourhood Officers, two Neighbourhood Wardens and a Neighbourhood Assistant. I act as the primary

contact for tenants and leaseholders providing a complete housing management service. My job ranges from dealing with anti-social behaviour (ASB) cases to presenting rent arrears cases in court. I also work with the maintenance team and contractors and our Community

Development team to promote tenant involvement in the area.

"The Neighbourhood Officers are responsible for day to day management of the estates and tenancies and carry out activities such as lettings, ASB, resident involvement, estate inspections and tenancy audits. They are

supported by two wardens and one Neighbourhood Assistant. Our wardens are Barry Charles and Colin Harlow and have both worked for South Anglia since 2002. Their job is to make sure grounds are looked after, ensuring ASB is managed and that customers feel safe.



**Claire-Louise Turnham**  
Neighbourhood Officer

Claire-Louise started as a Neighbourhood Officer at Braintree in January 2009 after working for Home Group. She is responsible for Braintree, Ashen, Beckers Green, Berden, Black Notley, Bulmer, Chelmsford and surrounding area, Cressing, Great Dunmow, Foxearth, Great Sampford, Great Saling, Kelvedon, Stansted and surrounding area, Panfield, Saffron Walden, Shalford, Silver end, White Notley and Witham. Claire-Louise can be contacted on **01376 559404**.



**Maureen Lodge**  
Neighbourhood Officer

Maureen joined the team last year and has over 20 years housing experience having previously worked for Braintree District Council. Maureen is responsible for Harlow and Chigwell and can be contacted on **01279 453931** on Wednesdays and **01376 559405** on Thursday and Fridays.



**Jane Amott**  
Neighbourhood Officer

Jane has been a Neighbourhood Officer at Braintree since 2002. She covers the areas Halstead and surrounding villages, Gosfield, Great Yeldham, Great Notley, Brightlingsea, Bures, Burnham, Clacton, Coggeshall, Colchester, Dovercourt, Finchingfield, Haverhill, Latchingdon, Maldon, Walton-on-Naze and Wethersfield and can be contacted on **01376 559405** Monday to Wednesday.



**Sara Bartleman**  
Neighbourhood Officer

Sara joined the team this year. Previous to this Sara was the Neighbourhood Assistant for the Essex team in a role she carried out from June 2008. Sara is responsible for the following roads in Vange North, South and Middle Crockerford, Polsteds, Swanstead and Gambleside, as well as Southend, Thundersley, Canvey Island and Brentwood. Ring Sara on **01268 220837**.



**Eva McIlwaine**  
Neighbourhood Officer

Eva has been a Neighbourhood Officer with South Anglia since September 2006 and works from the Vange office. Eva is responsible for managing all roads in Vange with the exception of North, South and Middle Crockerford, Polsteds, Swanstead and Gambleside. Eva can be called on **01268 220834**.



**Josie Bartlett**  
Neighbourhood Assistant

Josie is also a new member of the team having started her role in April 2009. Josie supports all of the Neighbourhood Officers with their paperwork and also manages the gas spreadsheet. In addition Josie covers the Vange office reception four days a week.

## Doorstep Challenge Update

In the last issue of Home Matters we unveiled our new Doorstep Challenge bus, which has since been out and about visiting our homes and estates. So far, we have visited Braintree, Harlow and Luton. It has proved to be a big success and residents are giving us positive feedback to the facilities on board the bus and its high visibility!

The five and a half tonne mobile vehicle is kitted out with a flat screen TV, a consultation booth, IT with internet connection, a refreshment area and children's activities – in fact all the necessary equipment to enable us and our partner agencies to

deliver our services on our customers doorsteps.

Caroline, Kaldani, Head of Community Development, said, "The idea of the bus is to make it easier for residents to report any problems they may have and to gain information about our services. Residents can raise repairs immediately or

check on an existing issue. Refreshments are available and we now have a Wii games console on board so there is something for all the family."

The schedule below details where and when the bus will be out and about, so you can see when we'll be in your area.

### Doorstep Challenge Schedule for 2009/2010

**July 29th 2009**  
Vange Estate, Basildon

**August 26th 2009**  
Little Hadham/ Much Hadham and surround

**September 30th 2009**  
Eddington Crescent/Essendon Gardens, Welwyn Garden City

**October 28th 2009**  
Lockside Marina/ Upper Chase/ Hunts Drive, Chelmsford/Writtle

**November 25th 2009**  
Bullfields/Crofters Estates, Sawbridgeworth

**December 16th 2009**  
Sawyers Grove/Rollason Way, Brentwood

**January 27th 2010** – Buntingford/ Cotted and surround

**February 24th 2010** – Woodhall Farm, Hemel Hempstead

**March 31st 2010** – Parkhouse Court/Middlefield, Hatfield



# Focus On... Sutcliffe Close, Stevenage



## Fit and Fab in Vange



Vange residents wanting to get in shape for summer have been taking advantage of a free weight management course called Fit and Fab. Organised by South Anglia Housing in conjunction with VITALITY, the local health and well-being service run by NHS South Essex Community Services, Fit and Fab ran for nine weeks. The two hour sessions included information from a team of nutritionists on healthy eating and cooking, followed by a demonstration of some basic exercises and a group workout session. A team of health and well-being experts were also on hand throughout the session for personal consultations, and to answer any questions. The sessions were designed to help improve the quality of life for Vange residents as part of South Anglia's £14.5 million Vision for Vange regeneration project. Bryony Pallett, Project Officer for South Anglia Housing, said: "The Fit and Fab courses have been of great benefit to the community and have had a positive response." For further details on weight management and well-being, please contact VITALITY on 0800 077 8000 or online on [www.lovevitality.org](http://www.lovevitality.org).

Resident involvement may be a relatively new idea in some areas covered by South Anglia Housing Association. But for the residents of Sutcliffe Close, Stevenage, being actively involved in decisions about the neighbourhood is nothing new. In fact, Sutcliffe Close has an unusually strong history of co-operation and community spirit.

Before transferring to South Anglia Housing, the properties at Sutcliffe Close were managed by a co-operative – for the residents, by the residents.

Carol Alderton was a member of the Sishes Housing Co-operative committee prior to the transfer. For her, moving to Sutcliffe Close was both a practical and an ideological decision.

"After I graduated I travelled for about a year before deciding to settle down permanently," Carol explained. "Sutcliffe Close had more affordable rents than the privately-rented flats. But, as well as that, I'm a member of the Labour Party and a strong believer in the co-operative movement. I liked the idea that Sutcliffe Close was managed by the community that lived there.

"It has been a fantastic place to live. I love the fact that I know my neighbours and that we all look out for one another. There is a strong community spirit, and it's a

great place to socialise."

Since Carol moved in, there have been huge changes, particularly over the last two to three years.

The co-operative experienced some financial problems brought about by non-payment by some tenants. This affected the committee's ability to invest in upgrading to bring the properties in line with Government standards. After extensive discussions, over a period of years, Sutcliffe Close transferred across, in January 2006, to South Anglia Housing Association. Then began a massive programme of rebuilding. The shared accommodation blocks were replaced with self-contained flats, and whereas previously the properties only accommodated single people, now there is a mix of single people and families.

For residents who have continued living at Sutcliffe Close throughout the redevelopment, it has been heavy going at times.

"There was no point doing housework," said Carol. "As soon as you'd polished, someone would start up an angle-grinder and everything would get covered with dust again."

The work is now complete though and the residents are looking forward to getting back to normal.

"The one constant throughout has been Adrian Green," said Carol. "He's

been there since the very first discussions, and he's still there now. He needs bigging up for everything he's done."

The works have made a big difference to the lives of residents.

"The old shared accommodation blocks really didn't work," commented Carol. "Eight people trying to share one space requires special skills from everyone involved. The self-contained accommodation is much better. It's easier to share the communal spaces outside if you're not having to share communal spaces inside."

Carol didn't want Sutcliffe Close to change too much though.

"The community spirit is returning now that the work is over," she said, relieved. "We've started having

communal bring and share lunches again. A lot of the new residents are beginning to join in and be part of things. And some of the ex-residents, who moved away to family accommodation, come back to the lunches."

Carol can probably rest assured that the happy times she remembers from the co-operative days will bounce back at Sutcliffe Close. After all, community spirit is created by a desire to make the world a better place. And that's something that Sutcliffe Close has in abundance. And those ex-residents who flock back to the communal lunches are living proof that you never forget a place where you've been made to feel that you truly belong. ■

## DID YOU KNOW THAT YOU ARE TWICE AS LIKELY TO DIE IN A HOUSE FIRE IF YOU DON'T HAVE A WORKING SMOKE ALARM?

The harsh reality is that 400 people die in accidental house fires each year in the UK caused by smoking materials, candles, unattended cooking utensils and factors such as faulty electrics.

The good news is that you can reduce the risk of fire by taking a small number of fire safety steps, and communicating with your landlord organisation if you have questions or concerns.

Social Housing landlords have a responsibility to you and your home and must ensure that gas and electrical appliances they supply are safe and in good working order. Your landlord may also fit smoke alarms in shared accommodation and communal areas.

Your landlord is there to help. However, you have responsibilities too for ensuring your home remains safe from fire. For example, you should always ensure that your upholstered furniture has the fire-resistant permanent label.

To help, the Fire Kills campaign has the following advice:

- Top tip** Fix smoke alarms ...on each level of the property
- Top tip** Plan an escape route ...and make sure everyone knows it and where door and window keys are kept
- Top tip** Test it ...weekly. Never remove the batteries
- Top tip** Close all inside doors at night ...to stop fire from spreading
- Top tip** Put them out. Right out! ...extinguish all smoking materials properly and never smoke in bed
- Top tip** Take care with hot oil ...never leave cooking unattended or throw water on cooking oil if it catches alight!
- Top tip** Don't overload ...keep to one plug per socket
- Top tip** Be careful with candles ...avoid placing them on top or near materials that could catch fire
- Top tip** Get out, stay out and call 999 ...don't try to tackle fires yourself



Your local fire and rescue service offers free Home Fire Risk Checks and may be able to fit free smoke alarms in your home. To get details on how to request one or for more information on fire safety, visit

[www.direct.gov.uk/firekills](http://www.direct.gov.uk/firekills)



# Get out in your garden

**W**ith summer on our doorsteps we are all looking forward to spending more time outdoors. Whether you have a large garden or a balcony with room for only a few pots, there is plenty you can do to cheer up your view from your window. Here is our guide to making whatever outside space you have as nice as possible.

- Terracotta plant pots are fairly cheap; you can pick up various sizes starting from around £1 for a good sized pot. They look great as they are but you can brighten them up by giving them a lick of any left over paint you have hanging around. Or you could try raiding your kitchen cupboards for old bowls and pots or browsing your local charity shops, second hand shops or even reclamation yards for interesting potential planters.
- It has become something of a national trend so why not join in and have a go



at growing your own fruit and veg? You don't need much space and home grown food really does taste better! Tomatoes, chillies, potatoes, courgettes, strawberries and spring onions can all be grown with minimal space and effort.

- Plants from garden centres can be expensive so always try to grow from seed. This way you will get far more for your money but you will need to invest more time in nurturing them. At this time of year though, plants may be your best option.
- You don't need to invest in lots of expensive gardening equipment, all you really need is a trowel and fork.
- If you have the space, a compost bin is a great way to recycle household waste and generate nutritious compost for your plants.
- Don't use tap water on your plants as this can be costly if you have a big garden and you are on a meter. Simply recycle rain water and waste water from you kitchen. ■



## For further useful gardening information:

Useful tips on growing your own produce with handy video guides

[www.bbc.co.uk/digin](http://www.bbc.co.uk/digin)

Site full of offers and discounts on gardening products, plants and seeds

[www.gardenfreebies.co.uk](http://www.gardenfreebies.co.uk)

Swap your left over seeds with other gardeners to make the most out of your money

[swapseeds-subscribe@yahoo.com](mailto:swapseeds-subscribe@yahoo.com)

Plenty of saving to be made on plants and seeds

[www.thompson-morgan.com/latest-offers](http://www.thompson-morgan.com/latest-offers)

Use promotional code 'WGA5APR' to get 5% off all purchases

[www.gardencentre.co.uk](http://www.gardencentre.co.uk)



For more hints, tips and video guides to making the most of your outside space, visit our website [www.southanglia.org](http://www.southanglia.org)

## Free salad seeds for all readers!

Here's your chance to grow your own salad. Simply sign up to our paperless Home Matters by emailing us on [resident.communications@circleanglia.org](mailto:resident.communications@circleanglia.org) by 28th August 2009 and we will post you a free pack of salad seeds to grow for yourself.



## Don't suffer in silence



**D**omestic Abuse is a crime that affects millions of people in the UK. Men, women and children can be victims of domestic abuse; whether it is psychological, physical, sexual, financial or emotional. Domestic abuse may include forced marriages, stalking by an ex-partner, and 'honour'-based violence. These are just a few examples among many and South Anglia Housing will act against all its forms to enable the victim's safety.

All of our responses to domestic abuse are overseen by Steve Kensington, anti-social behaviour co-ordinator. Steve works with a variety of other agencies to find the best methods of tackling abuse and there are a number of tools available

to him. Domestic violence is the most quoted reason given for a person becoming homeless but there are a number of resources available to keep victims safe in their own homes; including injunctions, better security and sanctuary rooms. Domestic abuse is never the fault of the victim and we will not impose a further financial burden for taking out injunctions or installing a sanctuary room. Such costs will be met by South Anglia Housing and its partners (subject to certain conditions being met).

There is always something that can be done.

If you are suffering domestic abuse, please contact the police. If you don't wish to contact the police, please contact your

Neighbourhood Officer or Steve Kensington via the details given below. There are a number of other groups, such as Women's Aid, Victim Support and The National Centre for Domestic Violence that are there to help victims of domestic abuse. Please be aware that all calls will be treated as confidential.

If you would like more information, please contact:

**Steve Kensington**  
Anti-social Behaviour  
Co-ordinator

Call: 01279 714706

Email:  
[steven.kensington@circleanglia.org](mailto:steven.kensington@circleanglia.org) ■

## Have Your Say – the results



**S**outh Anglia has been speaking to residents about our services and what you feel we need to do differently. Over 1,300 questionnaires have been returned to us – a fantastic response.

We are now looking at all of the information you have sent back to us. There is a lot of useful feedback to consider and we hope to publish the feedback in a future edition of Home Matters. Later this year, we will produce a document showing you what we will do in response to this feedback. We will then keep you informed on our progress through Home Matters.

We'd like to thank everyone that sent back their survey. We would also like to reassure everyone that as soon as we have uploaded all of the questionnaires we will be sending out the thank you vouchers. Your patience at this time would be greatly appreciated. ■

## Launch of STATUS Customer Satisfaction Survey Project – Your views count!

**W**e are asking a number of companies to help us find out what you think of the services we deliver by carrying out a customer satisfaction survey known as STATUS. During July August and September, some of you will be selected at random and contacted via the telephone or a pre arranged personal visit.

If you are contacted, we would appreciate it if you could take a few minutes to answer some questions about the services that we provide. This is a fantastic opportunity for you to tell us what you think and help us to focus on what's important to you. The last STATUS survey was carried out in early 2008, we have made a lot of changes to the way we deliver our services since then and we want to see if you think

the services we provide has improved.

You do not need to worry about confidentiality as nobody at South Anglia or Circle Anglia will see your completed survey – we will just receive the overall results.

**Everyone who takes part in the survey will be entered into a prize draw to win High Street Vouchers (1st prize - £50, 2nd - £25 and 3rd - £15), but most importantly, they will have an opportunity to have their views heard in relation to what we are doing well and where we need to do things differently.**

If you have any questions about the survey please speak to **Lesley Woods**, Customer Insight Manager, at Circle Anglia, on **01603 703560**. ■

## How are we doing?

Measure	Performance Figure	Traffic Light	Period Trend
Rent and service charge collection	91.2%	😊	↔️
Current tenant arrears	5%	😞	↗️
Average number of days to re-let properties	45 days	😊	↔️
Vacant dwellings as a % of stock	0.8%	😊	↗️
Emergency repairs completed on target	91.5%	😊	↗️
Routine repairs completed on target	99.9%	😊	↗️
Complaints resolved at first stage	91.3%	😐	↗️

## You said, and we did!

**You said that you wanted greater flexibility for repair appointments.**

As from 22nd June we are pleased to be able to offer through Anglia Maintenance Services an early evening and Saturday morning appointment slot. Hours are now extended to 7pm Monday to Friday and 8am

to 12pm Saturday morning.

**You said that you wanted more information regarding your repair appointment.**

Through Anglia Maintenance Services we can now offer a texting service to customers (only mobiles currently) confirming arrival times of maintenance staff for

day to day repairs.

**You said you wanted more estate visits from your local Neighbourhood Officer.**

We have recently published a full year's programme of estate visits so that you have the opportunity to be part if the estate walkabout in your area.

## Get a smoke alarm and be able to get out!



Did you know that a smoke alarm is the easiest way to alert you to the danger of fire?

### Top tips:

- Fit a smoke alarm on each level of the property and test weekly. In the UK 90 people die each year because the battery in their smoke alarm is flat or missing.
- Don't overload electrical sockets, only have one plug in each socket. Faulty electrics (appliances, wiring and overloaded sockets) cause around 7,000 house fires across the country every year.
- Make sure everyone who lives in your house knows the quickest route out of the property in

the event of a fire. Make sure everyone knows where you keep door and window keys.

- You are more at risk from a fire when asleep so it's a good idea to check your home before you go to bed.
- Don't leave cooking unattended. Over half of home fires are caused by cooking accidents.
- If you smoke, take extra care when smoking inside. Every three days someone dies from a fire caused by a cigarette.
- Never leave candles unattended. Keep them away from flammable surfaces or textiles such as curtains, TV sets or baths – More than five fires a day are started by candles.

- If a fire starts, Get out, Stay out and Call 999.

Hertfordshire Fire and Rescue Service do not charge for any advice it gives on fire safety issues. You can arrange a home fire safety check and smoke alarms can be fitted on request.

Call Hertfordshire Fire and Rescue Service's freephone number on **0800 5873347** and arrange an appointment. Or for fire safety advice call **01438 737399** or log onto [www.hertsdirect.org/fire](http://www.hertsdirect.org/fire).

All safety checks are carried out by uniformed personnel who will show an official ID card and always use an agreed password.



## Water saving offer

Save water  
and money!



As part of the Government's commitment to reduce the amount of energy we use, eaga have been working with energy suppliers and are able to offer each household in Great Britain a free **eaga ShowerSmart**, delivered free to your home.

The Showersmart regulates the water flow, saving water and therefore saving you money;

- It can save up to £600 over the product's lifetime
- Can save you up to £20 per year on your energy bills\*
- Can save you up to £20 per year on your water meter\*
- Easy to install
- 15 year manufacturers guarantee
- Suitable for use with non electric mixer showers or bath/shower mixer taps provided they run off the mains water pressure

### How to claim your Showersmart

#### Website

Visit <http://ekmpowershop9.com/ekmps/shops/eagashop7/index.asp>

\*Based on a two-person household

## South Anglia Residents Forum meetings

All will take place at The Rhodes Centre, Bishop's Stortford from 7pm until 9pm

Thursday  
23rd July 2009

Thursday  
29th September 2009

Thursday  
26th November 2009

Thursday  
21st January 2010 ■

## Digital Switchover competition winner

Congratulations to Mr Justin Strutton of Much Hadham, the winner of our Spring Digital Switchover competition.

## Would you like to earn £10 in High Street vouchers just by paying your rent?

All you have to do is pay your rent by Direct Debit and once a year we'll send you £10 worth of vouchers.

### What is Direct Debit?

Direct Debit is where we request a regular payment from your bank or building society and your rent payment is deducted from your account.

### What are the advantages of setting up a Direct Debit?

- ✓ You will receive £10 in High Street vouchers each year
- ✓ You can pay weekly, fortnightly, 4-weekly or monthly on a date to suit you
- ✓ We can set up the Direct Debit over the phone
- ✓ You will no longer have to make a journey to pay your rent
- ✓ You will have peace of mind knowing your rent is paid on time
- ✓ It costs us less to collect, so any money we save will help us to improve the services we offer our tenants in the future
- ✓ We automatically amend your payments when your rent is increased each year
- ✓ We can include a repayment agreement if you have any rent arrears

### How easy is it to set up a Direct Debit for my rent?

Very. Just telephone us on 0207 204 1500 and we can set up your payment over the phone. You will need to have your bank or building society account details to hand. If your name is not on the bank account, you will need to arrange for the account holder to be with you when you call.

Please visit [www.southanglia.org/resident-info/rent](http://www.southanglia.org/resident-info/rent) or call us on 01279 714799 for more information.

## Shopping voucher Su-doku

We have teamed up with Tesco to give away £30 shopping vouchers. To be in with a chance of winning, simply complete the Su-doku puzzle below and send the grid back to us at the Home Matters address on page three before the 25th September 2009. Do remember to include your full name, address and email details with your entry.

6				9				1
1		7	5		4	3		9
						7		
	8		3		6		9	
				4				
	9		8		2		7	
		9				2		
5		4	2		7	9		6
3				1				8

Competition prizes are non-transferable, non-negotiable and no cash alternatives will be offered. The closing date for this competition is 25th September 2009 and the draw will take place on 28th September 2009. The winner will be notified after this date. Prize draw is open to current Circle Anglia residents only. Only one entry per person. Circle Anglia will not accept responsibility for loss of entries through technical fault, incomplete, illegible or other damaged entries. Proof of entry is not automatically proof of receipt. The promotional draw is held at St Andrews Court, Norwich NR7 0HR. Details of the winner can be obtained by sending a SAE marked Circle Anglia Supermarket Competition to the above address. These terms and conditions shall be governed by and construed in accordance with the laws of England and Wales.

If you require this publication in large print, audio, Braille or an alternative format, or you need this document translated into a different language, please call 01279 714714 and we will do our best to help.