

IN TOUCH

The Newsletter from Chislehurst & Sidcup Housing Association

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Tenant panel up to full strength

CSHA's Tenant Panel is running at full strength, with the recruitment of two new representatives for Bushell Way. The eight-strong panel champions the views and interests of all tenants and plays an important part in maintaining high standards of service by the association.

Ray Clark and Eddie Tong, the new representatives for Bushell Way, are pictured here with other panel members. The panel has elected Linda James as their Chair and Ada James as the elected member to CSHA's Board of Management.

They will all get together at the next meeting on 16 March. If you have any burning issues concerning your scheme that you would like them to look at, please speak to your representative.

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- Dates for meeting with you
- News from around the schemes
- Tips for keeping warm & safe



ADA JAMES AND JUNE SMITH, BERTHA HOLLAMBY COURT



LINDA WARD AND TED DYER, EVELYN ROGERS COURT



KATH HOWARD AND ROSE DOWLEY, URSULA LODGES



RAY CLARK AND EDDIE TONG, BUSHELL WAY

NEW SCHEME COMPLETED

Town & Country Housing Group's newest development of eight family homes was completed in November last year and residents are settling in. The Group also built some shared ownership flats as part of the same development and these have all been sold and occupied. These flats will be managed by TCHG direct.

This latest scheme brings the number of homes managed by CSHA in Bromley on behalf of TCHG up to 72.

TCHG is also negotiating the purchase of another 20 properties in Bromley, to be ready for occupation in April – these will also be managed by CSHA.

IN TOUCH *with* **TOWN & COUNTRY** **TENANTS**

TCHG SERVICE CHARGES FOR 2010/11

TCHG are changing from fixed service charges to variable service charges from April this year. As part of this change they will be giving a 30% discount on all the new estimated charges from April.

For Headingley Drive tenants who

have not received the services they pay for each week, there will be a review of the overcharge during 2009/10 and this will be deducted from the estimated charges from April 2011, following the auditing of the 2009/10 accounts in September this year.

If you have any questions about service charges, please contact Rob Hughes, the Housing Manager, on 0208 467 9146.

WELCOME HOME

A warm welcome to our new tenants at Headingley Drive:

Mr & Mrs Ingham
Mr & Mrs Pope
Ms Forster

Recruiting now ... new Resident Manager for Bertha Hollamby Court.

The search is on for a new manager for Bertha Hollamby Court. Tenant Panel representatives have taken part in the process and interviews will take place in February.

We hope to have the new Manager in post by April.

LOCAL SERVICE PLANS

The Association produces Service Plans for each sheltered housing scheme in April of each year. These plans give details of the services provided at the schemes and any improvements are planned for the year ahead.

Meeting with you – dates for your diary



Rob Hughes, your Housing Manager, will be coming to schemes during the next year on the following days to meet with you. These meetings are to keep you informed on what is happening within the Association and discuss any matters you wish.

Month	Evelyn Rogers Court All at 3pm	Bushell Way scheme All at 10.30am	Ursula Lodges All at 10.30am	Bertha Hollamby Court All at 3pm
March 2010	15th	18th	16th	24th
April	None	22nd	None	28th
May	3rd	20th	4th	26th
June	7th	17th	1st	23rd
July	5th	15th	6th	28th
August	2nd	19th	3rd	25th
September	6th	16th	7th	22nd
October	4th	21st	5th	27th
November	1st	18th	2nd	24th
December	6th	16th	7th	22nd
January 2011	3rd	20th	4th	26th
February	7th	17th	1st	23rd
March	7th	17th	1st	23rd

News from around the schemes

Ursula Lodges

There was a full house at the lively Christmas party and raffle, with live entertainment. Many thanks to Brenda, Olive and Kath for all their hard work in organising the event.

The Alzheimer's Society is using the scheme lounge for 8 weeks



KATH HOWARD AND CHRIS WITH CHRISTMAS TEDDY MADE BY ROSE DOWLEY.

starting 13 January, on every Wednesday, as their usual venue is being redecorated. The society will be making a donation to the scheme social fund for the use of the lounge.

Stanley Glynn Court

A great time was had by all at the Christmas party, with Just Jan (and Ray!) providing the entertainment. This was followed by the New Year party, where we were joined by guests from the other schemes and entertained by the versatile Adrian.

Sheltered Housing Network (SHN), an organisation providing training for Resident Managers and Wardens, will be using the lounge once a month. Staff from local sheltered housing schemes will be attending these courses. SHN will be making a donation to the scheme social fund for the use of the lounge.

Ramps have recently been fitted to various doors and paving re-laid outside.

Evelyn Rogers Court

Tenants enjoyed the Christmas party held at Stanley Glynn Court plus a Harry Ramsdens' lunch at Bluewater.

Improvements have been made to the scheme's gardens and paths, with paving re-laid and some re-landscaping.

Bertha Hollamby Court

Tenants celebrated Christmas with lunch at the Crook Log in Bexley and carol singing by members of a local church who visited the scheme. Thanks to Jean for organising the raffle.

Paving between the scheme's rear door and gate has been re-laid and a new gate fitted. Ramps have also been fitted to various doors to improve access.

CSHA BOARD UPDATE

The Board met in January to look at these issues:

- The budget for 2010/11 was approved.
- The management account for the previous three months was discussed.
- A revised Tenancy Agreement was discussed and approved subject to further amendments.
- The Chair of the Audit and Risk committee reported on the October and January meetings.
- The Chief Executive reported on activities over the previous three months and future possible development plans.
- The Housing Manager gave a report on the recent Disability and Mobility Survey and outcomes from Support Plans. There was also discussion on the link between rent arrears and the cycle of receiving housing benefit and supporting people funding.
- There was an update report on the Service and Accountability Plan (Tenant Involvement).
- Key Performance Indicators for the previous three months were examined.

Rent and service charges from April 2010

In April each year, the Association has to review the charges for the following 12 months.

Any rent increases are based on a formula set by the Government while service charges and heating and hot water charges are based on actual and estimated costs. The Supporting People charge is set by the Council.

The Housing Manager will attend monthly meetings to explain the charges at each scheme during January and February.

Here are some simple tips to keep your family and home warm and safer in case we have another cold snap.



KEEP LONG-LIFE, TINNED FOODS IN YOUR HOME

If you can't get to the shops in very cold weather, at least you will have food in stock.



KEEP MOVING

Any activity, even hoovering, will improve circulation. Getting regular exercise outdoors, such as walking in the park or cycling to school, can really boost your immune system.



WRAP UP WARMLY

Indoors and out, ideally with several layers of thin clothing to trap the heat. Make sure you wear plenty of clothing at night too.



KEEP YOUR HOME AT THE RIGHT TEMPERATURE

Place thermometers in the living room and bedroom, and keep temperature between 21°C and 24°C (70°F and 75°F).

TOP TIPS

... FOR KEEPING WARM AND SAFE IN THE COLD



EAT HEALTHILY

Regular hot meals and hot drinks will boost your immune system, help fight off colds and make you feel more energetic. Try to eat fruit and vegetables daily as they can make all the difference and help you get over illness more quickly.



GET A FLU JAB

The flu virus changes every year so if you are entitled to a jab, make sure you get it. Ask at your doctor's surgery for more information.



CLAIM BENEFITS AND GRANTS

Everyone over 60 can claim the Winter Fuel Payment, so if you've not received it before, you may need to claim. There are many

other benefits and grants which you may be entitled to. Visit www.benefitsadviser.direct.gov.uk or talk to the Housing Officer for advice.



WHEN IT'S ICY, SPRINKLE TABLE SALT ON PATHS & DRIVEWAYS

One tablespoon per square metre is all that is needed so that you don't slip.



CHECK YOUR CAR

Make sure your screen wash is topped up; you have a blanket, warm clothing, food, drink, a fully-charged mobile phone and a shovel in your car. If you break down you'll be able to dig yourself out, keep warm and call for help.



ARRANGE YOUR BOILER & GAS APPLIANCES SAFETY CHECK BEFORE THE COLD WEATHER

If your gas appliances haven't been checked in the past 12 months, please call 0208 467 9146 to make an appointment.

Talking to you ... CSHA consults on works at Stanley Glynn Court

Tenants living at Stanley Glynn Court are being consulted on a programme of major works and improvements, involving the refurbishment and decoration of the scheme's communal areas. This consultation must comply with legislation and will last three months.

The planned works include:

- Replacement of the existing false ceilings
- New disabled standard communal toilets
- Plaster repairs and full redecorations to all communal areas
- Additional handrails and lighting in some corridors

This work will be put out to tender with suitably qualified and experienced contractors. The Board of Management will formally approve the contract in April and work will start in May 2010.

WELCOME TO OUR NEW CSHA TENANTS

A warm welcome to all our new tenants who have moved in since the last newsletter:

Bushell Way

Mrs Mendham and Mr Gunner

Stanley Glynn Court

Mrs Dean • Mrs Osborn

Mrs Peace • Mrs Thorpe

Bertha Hollamby Court

Mrs Sullivan

IF YOU HAVE ANY DIFFICULTY READING THIS NEWSLETTER AND WOULD LIKE IT IN LARGER PRINT OR A DIFFERENT LANGUAGE, PLEASE LET US KNOW.

TENANTS' SATISFACTION SURVEY

The Tenants' Satisfaction Survey, carried out every two years, has just been completed. Look out for the results in the next newsletter.