

Celebrating Jamaican Independence Day

Jamaican Independence Day was a great reason to celebrate for tenants at Blackmore House. They held their event on 9 August – to remember that, in 1962, Jamaica became independent on 6 August.

The tenants put up black, green and yellow flags and, to a background of reggae and ska music, celebrated with a feast of curried goat, mac 'n' cheese, rice 'n' peas, jerk chicken, spicy wings and Jamaican patties – all with a traditional rum punch.

Everyone had an enjoyable time.



Our Christmas and New Year arrangements

What to do if you have an urgent repair or health emergency:

- Contact your Sheltered Housing Manager, or covering staff member, when they are onsite.
- When they are not onsite, for repairs only, contact Head Office on 020 8467 9146 during the opening hours listed.
- At all other times, contact your telecare provider by pulling a red cord, or pressing a pendant if you have one.

Please give your Sheltered Housing Manager any dates when you will be away overnight. If you aren't sure, you can pull a cord/press a red button when you go, and again when you return. This is important, in case there is an emergency at the scheme.



Examples of emergency repairs

- Total loss of heating or hot water
- Gas leak
- Burst pipe/major leak
- Lift breakdown (with someone in it)
- Security risk due to a broken window or door lock

Date	Opening hours*
Monday 22 December 2025	As normal
Tuesday 23 December 2025	As normal
Wednesday 24 December 2025	Morning only
Thursday 25 December 2025	Closed
Friday 26 December 2025	Closed
Monday 29 December 2025	As normal
Tuesday 30 December 2025	As normal
Wednesday 31 December 2025	Morning only
Thursday 1 January 2026	Closed
Friday 2 January 2026	As normal

* Sheltered Housing Managers will also share details for your scheme – such as cover, if they are taking leave.

Keep your details up to date

Please tell the relevant people as soon as possible if your details change.

- Make sure we have up-to-date contact information, in case we need to get in touch with you urgently.
- Let us know if you are away from your sheltered housing overnight – we need to know in case of a fire or other emergency.
- In line with your tenancy conditions, let us know in writing if you will be away from your home for 28 days or more.
- If you get Housing Benefit or Universal Credit, remember that you must inform your benefits agency if your circumstances change – for example: if a joint tenant has moved out; your income, savings or working status have changed; or you are away for more than 13 weeks in the UK or four weeks abroad (see also the bullet point above.)
- If your Housing Benefit or Universal Credit are paid direct to CSHA, remember that you need to tell us too.
- Let us know if any faults or repairs need sorting out in your home, or any communal areas. We can tell you who is responsible and arrange for any repairs.



How we support you



As one of our sheltered housing tenants, you pay a support charge which covers the cost of us providing a sheltered housing manager and telecare service. We will also offer to draw up a plan to cover any support needs you have.

Support plans

Our support plans are person-centred – which means that they depend on the needs and wishes of each tenant.

However, we will ask you to consider having a full support plan if you are struggling with any day-to-day activities, or if you are approaching your Sheltered Housing Manager for regular or in-depth support.

Information needed

Whether or not you have a support plan, we will ask you to provide us with some key information, so that we can offer you support when needed. This will include:

- Your up-to-date contact details
- Your health details, such as: any serious conditions you have; medications you take; religious or cultural beliefs that affect your medical treatment if you need assistance in an emergency (this would be organised by the telecare service when your

Sheltered Housing Manager is not on site)

- Basic details if someone holds a legal Power of Attorney for you, or if you have a will – we would only ever use this in connection with your tenancy or the services we provide.

Your privacy

Your privacy and the security of your information is very important to us. There are lots of rules around what information we can collect and store, and who we can share this with. In practice, we share information with others on a 'need-to-know' basis – unless you give your consent.

For more details, see our:

- Needs Assessment, Risk Assessment and Support Plan Policy and Procedure
- Data Protection Policy
- Fair Processing Notice for Tenants

Lively times with Lingwood

Tenants at Lingwood had a very busy summer.



River cruise

Jackie and Bill told us about their Hidden Hertfordshire river cruise, which included lunch.

They started the day with a visit to the Van Hage garden centre near Ware in Hertfordshire, before heading to Ware Quay, where they boarded their barge.

The three-hour cruise started and finished in the historic town of Ware.

Whilst on board they journeyed through two historic towns, viewing the beautiful flood plains and a working lock, as well as the beautiful gazebos built in the 18th century, and amazing wildlife. "We were also served a delicious fish and chip lunch with drinks. What a great day out!"



Herne Bay and Whitstable

The Lingwood tenants took a trip to the seaside – and were lucky with the weather.

The visit started at Herne Bay, with a leisurely walk along the sea front. Then, after stopping for coffee, they went on to the pier to watch families crabbing and listen to a history of the pier, given by tenant Dave.

Bill told us, "We went on to Whitstable, where we had a lovely fish and chip lunch.

"We then took a walk to the harbour to see the boats and to look over the stalls selling all sorts of lovely stuff, from paintings to oyster-shell fridge magnets. We all had a fantastic day out!"





Getting better at bowling in Bexleyheath

Lingwood Scheme Manager, Linda, managed to secure two bowling games at Bexleyhealth Bowling Alley for a bargain price of £7.50 per person.

Dave told us that everyone got to test their skills and, after getting off to a poor start, they all improved and got in many strikes.

He said, “We then headed to the local Weatherspoon’s for a well-deserved lunch and drinks!”

Theresa said, “It was really enjoyable and a great day out – all for under £20 each!”



Erith Playhouse: highly recommended



Tenants at Lingwood would highly recommend the Erith Playhouse for a good night out – with tickets available for £15 or less.

Jackie says she had a great time watching Annie, as the kids in the show were fantastic.

Our service standards

Tenants who attended our conference in July carried out the latest five-yearly review of our service standards and said they were happy to keep them as they are.

We sent out our annual service standards survey to all tenants in August.

What you told us

- This year, you were more satisfied in all areas except one. Your satisfaction dropped very slightly with our attempts to resolve queries first time, or put you in touch with the right person.
- Over half of our tenants (55.84%) responded to the survey – a rise of 15.74%.
- Every tenant at Evelyn Rogers Court responded – thank you!
- We will take written comments and scheme-specific results to our next tenant meetings.

Service standard	2024-25	2023-24
Satisfaction with the way we responded to letters and emails within three working days	100%	98.21%
Satisfaction with the way that we attempted to resolve a query first time, or at least put the tenant in contact with the right person	95.79%	96.87%
Satisfaction that staff carried identification when they visited a tenant’s home and are checked with the Disclosure and Barring Service	98.99%	98.57%
Satisfaction that we use plain English in our written communications	99.07%	97.36%
Satisfaction that we consult with tenants about the services we offer.	97.96%	92.53%
Satisfaction that we sought feedback from tenants to ensure our services meet their needs	95.05%	90.90%
Satisfaction that we consult tenants about changes to services that directly affect them	98.09%	92.75%
Satisfaction that communal areas are safe, clean and well maintained	97.03%	96.05%
Satisfaction that our complaints, compliments and query policy is made available to tenants	100%	93.38%

Managing condensation

Condensation happens when humid air hits colder surfaces. The air cools quickly and forms droplets on surfaces such as walls, windows and tiles.

Tell-tale signs of condensation are drops of water collecting on your windows and walls, damp or wet window frames, peeling wallpaper, mould and a damp smell.

These signs do not necessarily mean there are problems with the structure of your home. However, these conditions are poor for our health, so it is important to take action.

How to reduce any condensation in your home

There are a number of steps you can take to tackle a problem with condensation.

Create less moisture

- Avoid drying clothes indoors. In our sheltered schemes, we have communal dryers and, at some schemes, when the weather is good, you can opt to use outdoor airers – which also save energy.
- Avoid boiling kettles and pans for longer than you have to and keep lids on.
- To reduce steam, part-fill your sink/bath with cold water first, before topping it up with hot water.
- When cooking or bathing, keep the door to the room closed and open a window. Always use an extractor fan if you have one. Let us know if yours isn't working properly, or if you need advice.

Improve your air flow

- Avoid putting furniture against outside walls (these are colder), or leave a gap between items and the wall to let air circulate and to avoid trapping moist air there.
- Leave window trickle flow vents open and/or open windows for a while each day.

Keep your home heated

- In really cold weather it is a good idea to leave your heating on a low temperature throughout the day.
- To keep the heat in, use draught excluders and put up heavy curtains at your windows and over your front door. You should close these at dusk to keep the heat in.

Remove any condensation

If you have taken the above steps and still have condensation, you can use a humidifier to take more water from the air. But, be aware, this isn't a cure-all. Humidifiers can be expensive to run and only work if your home is warm.

Every day, you should also wipe down any surfaces showing condensation, using water, soap and a rag. Dry off afterwards with a dry rag or cloth.



Remove mould quickly

If mould develops, buy a mould remover spray. Follow the instructions, ventilate the area and wear gloves, a suitable mask and eye protection. Throw away anything with mould on that you cannot clean.

Still need help?

Let us know as soon as possible if any condensation or mould in your home feels unmanageable. Let us know if you think it might be caused by water coming into your home from outside. We will be happy to visit to investigate the problem further, and give advice or take action where we need to.

We have a damp and mould policy and procedure. You can view a copy at your scheme in the tenant policy folder. We have recently made updates following the introduction of 'Awaab's Law'. This legislation says what landlords must do (and when) to tackle hazards like damp and mould.

If you suspect that you have damp or mould, please report this to Head Office on 020 8467 9146, by email to csinfo@csha.org.uk, or by talking to your Sheltered Housing Manager.

Our Key Performance Indicators (KPIs)

Every three months we report our KPIs to the Board and share them with the Tenant Engagement Scrutiny Panel. In the table below, we report the results for the first quarter (Q1: April to June 2025) and the second quarter (Q2: July to September 2025) and compare them to the results in 2024-25. We will give final results for the year when we report on the fourth quarter.

	2025-26		Target	2024-25	
	Q1	Q2		Q1	Q2
Keeping properties in a good state of repair					
% of homes that do not meet the Decent Homes standards	0%	0%	0%	0%	0%
% of emergency repairs completed within target time	88.89%	90.91%	97%	82.86%	81.82%
% of non-emergency repairs completed on time	95.02%	92.71%	95%	94.66%	91.14%
Maintaining building safety					
% of homes that have had the necessary gas safety checks	100%	100%	100%	100%	100%
% of homes in buildings that have had all the necessary fire risk assessments	100%	100%	100%	100%	100%
% of homes in buildings that have had all the necessary asbestos management surveys/or re-inspections	100%	100%	97%	100%	100%
% of homes in buildings that have had all the necessary legionella risk assessments	100%	100%	100%	100%	100%
% of homes in buildings where the communal passenger lifts have all the necessary safety checks	100%	100%	98%	100%	100%
Housing management					
Total number of units (198 tenanted, 1 Sheltered Housing Manager accommodation)	199	199	N/A	199	199
Number of void units	2	4	8	4	4
Number of units let	3	1	8	4	3
Average number of days void	28	21	28	26.25	37.1
Voids as % of stock	1.01%	2.01%	2%	2.01%	2.01%
Rent collection and arrears					
Rent collection rate (%)	95.96%	98.86%	98%	104.2%	96.13%
Current total arrears as % of rent debit (minus is prepayment)	-0.1%	0.2%	5%	-0.4%	0.6%
Rent loss due to voids	0.23%	0.39%	4%	0.77%	0.48%
Support plan indicators					
Number of support plans in place as % of total tenants (refusals in brackets)	49.5% (50.5%)	48.3% (51.7%)	N/A	47.6% (51.9%)	49.3% (49.9%)

Key to table

 On target or above	 Within 1% of target	 More than 1% below target
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