

Building fitness at Bertha Hollamby Court

Age UK have visited Bertha Hollamby Court twice in the last six months, to check on tenants' health and fitness.

Age UK have been offering Functional Fitness MOT Assessments as part of their wellbeing programme – and Bertha Hollamby tenants have been taking part.

A group of tenants were first assessed back in November, then checked again in May to see if their health and fitness had improved over the six-month period. All the



tenants had improved and they can now touch their toes!

The tenants have kept up with weekly chair exercises – which they are self-funding, since the ending of funds from Age UK.

Silver surfers at Ursula Lodges

Olivia, Tasha, Wendy and Richard from Bexley Volunteer Service Council have been running a programme of digital support at Ursula Lodges.

The two-hour sessions ran for six weeks and eight tenants took part. The volunteers gave talks, as well as one-to-one and group sessions, responding to tenant requests.

One talk explained the NHS app, with tenants supported to download it. They are now freely checking their appointments and letters, and ordering prescriptions.

Another talk covered scams and how to stay safe online. Tenants downloaded apps that check for scams and Ursula Lodges is now signed up to a website that promotes accessibility.

The tenants can now follow links, write and respond to emails. They have also learnt more about their phones, including using the accessibility feature which offers extras for people with sight or hearing problems.

The biggest achievement has been seeing tenants happier to give things a go and less worried about getting things wrong on their phone.



Summer Bank Holiday

This year's August Bank Holiday falls on Monday 25 August 2025.

Please note that all of our offices will be closed, so we will make no wellbeing calls on that day. You can report emergency repairs only, using your pull cord or home hub.

We will be back to normal on Tuesday 26 August.

Getting involved with the work of CSHA

By Jean Alexander, Chair of the TESP

“Hi to the community of Chislehurst and Sidcup Housing Association tenants.

“I am Jean Alexander and I was recently voted to the Chair of the TESP (Tenant Engagement Scrutiny Panel).

“The TESP is a group of tenants who meet regularly to scrutinise issues that affect us, living in the various communities under the umbrella of CSHA. Whilst each community has its own identity, they are all bound by the principles of legal legislation and compliance that CSHA has to work within.

“Minutes of our quarterly meetings are placed on scheme communal



noticeboards for all to read. Any comments can be addressed to myself or any one of the TESP group: each community has at least one representative.

“I look forward to hearing from you with your input to contribute to future meetings.”

About the Tenant Engagement Scrutiny Panel

The Tenant Engagement Scrutiny Panel (TESP) brings tenants together to scrutinise our work.

The TESP checks our key performance indicators, such as how long it takes us to complete repairs, and looks at the results of our Tenant Satisfaction Measure surveys.

The Panel gave us feedback as we updated our policies on Complaints, Compliments and Queries, and on Domestic Abuse. Members also looked at our Fire Safety Action Plan, which is managed by our Building Maintenance Surveyor.

Panel members plan to visit all our schemes this year.

The next TESP meeting will be held at the beginning of September.

You said, we did

Here is how we have followed up on some of your recent comments about our work.

“Could we pay by Direct Debit?”

With bank branches closing and not everyone banking online, tenants have been asking whether we could introduce payment by direct debit,



instead of by standing order. Direct debits are convenient because they get updated when rents and charges change, without you having to contact your bank. We have agreed to check how this could work and what it would cost CSHA. We will report back by the end of the financial year.

“We need help to clean high extractor fans.”

While cleaning bathroom and kitchen extractor fans is still your responsibility, we have agreed to arrange for a one-off clean of fans in your flats.

Fans at Ursula Lodges and Bertha Hollamby Court will be cleaned first, then the fans at the other schemes.

“Could you make communal entrances more welcoming?”

We have to weigh up safety against comfort. We have to keep exits clear in case of fire. However, we’ve agreed that your scheme managers can buy plants for these areas.

“Tenant Wi-Fi could be better at Bertha Hollamby Court and Lingwood.”

We are now working with your phone provider to introduce faster lines.

“I’m finding six-monthly rent statements hard to understand.”

Our rent statements can be confusing for some. Before your next October statement, we will provide updated information for your communal areas.

While we cannot change your six-monthly statements, you can request a simplified, one-off statement.

Victory in Europe Day

Tenants at three of our schemes celebrated the 80th anniversary of Victory in Europe (VE) Day on Thursday 8 May.

VE Day marks the date in 1945 when Germany officially surrendered, ending the Second World War in Europe.

Evelyn Rogers Court

Evelyn Rogers Court took great pride in organising their commemoration of VE Day. The day-long event was planned well in advance, with tenants each receiving a personal invitation.

As well as celebrating, tenants laid a poppy wreath in the grounds, bought from the Royal British Legion, in remembrance of the fallen.

Place settings for breakfast included carefully researched information giving the answers to a special quiz. There was time to reflect on the meaning of VE Day and a two-minute silence at noon.

Tenants enjoyed a cod lunch, to



Commemorating VE Day at Evelyn Rogers Court. Above: Laying the wreath. Right: Dancing. Far right: Laying out the breakfast treats.

reflect the fact that fish wasn't rationed either during or after the war.

An entertainer sang war songs that tenants had song sheets for and the day ended with a raffle, with prizes donated by Marks & Spencer, then an enjoyable afternoon tea.



Lingwood

At Lingwood, tenants held a party in the garden to celebrate VE Day.

Manager Linda would like to say a big thank you to all who helped make the day a success. David and Bill set everything up, while Alan organised the music, and tenants supplied the fantastic food.

It was a fun day for everyone to remember.

Pictured on the right: Different generations celebrate and remember. Tenant Michael Banks is pictured with Jacob – both standing proudly in their uniforms. Michael was in the Royal Navy and, as a member of the Royal Naval Association, helps to sell poppies every year in Bexleyheath. He also attends the annual Remembrance Parade to the Cenotaph in London.

Left: Michael Banks is pictured with Doreen, who dressed as a Land Girl for the occasion.



Volunteering at a Trussell Trust Foodbank

Pat shares her experience

“My name is Pat and I am a new resident at Blackmore House and already feeling very much at home.”



“Although I retired many years ago, I am always out and about keeping myself busy with various activities such as craft and crochets groups, and spending time with my grandchildren who live locally.

“Since I retired, I have experienced different volunteering roles, but I was looking for something more interesting and rewarding. So, two and half years ago, I walked into a Trussell Trust foodbank session at Perry Rise in Forest Hill and asked if they needed any volunteers.

“A few weeks later I started volunteering for them in a ‘Meet & Greet’ role, which, if I’m being honest, I didn’t find very exciting!

“After about two months, I was asked if I wanted to transfer to the Catford foodbank and became a Signposter. As a volunteer Signposter, I work at a desk meeting with the people who come in with their voucher to collect their food parcel. But I also use the opportunity to ask if they might need any additional help, so that I can direct them to the other services available during the session, or to other, local, external agencies and services. For example, they may be looking for work, need

help with benefits or housing, or be looking for help with energy costs.

“I find it really interesting meeting and chatting to different people, who come from all walks of life, all ages and backgrounds, who need help and who are finding life challenging for various reasons during these difficult and expensive times.

“This has definitely been my most rewarding volunteering role to date and I love being a part of a friendly supportive team. I know that I will definitely continue to volunteer for foodbank as long as I am needed and able to help.”

Share your story

Do you have a volunteering story you would like to share? If you do, please speak to your Sheltered Housing Manager, or contact the CSHA Head Office.

Your local foodbank

To get in touch with a local foodbank, either to volunteer, or for an emergency food pack if you are struggling, go to:

- <https://bexley.foodbank.org.uk/locations/>
- <https://bromleyborough.foodbank.org.uk/>
- <https://lewisham.foodbank.org.uk/>
- <https://www.trussell.org.uk/emergency-food/find-a-foodbank>



Bertha Hollamby Court

Tenants at Bertha Hollamby Court celebrated VE day by having a lunch brought in from the local fish & chip shop, followed by an afternoon quiz about the Second World War.

Pictured below: Getting ready to celebrate at Bertha Hollamby Court.



Complaints and compliments: 2024-25

In the year to March 2025, we received nine complaints (compared with eight, the previous year). We also received two compliments.

None of last year's complaints resulted from us not keeping to our policies and none were referred to the Housing Ombudsman Service.

Repair recharges

A tenant was unhappy about being recharged for a repair said to be their responsibility. We agreed it was unfair and took back the charge.

End of tenancy

A next-of-kin complained about the details given about ending the tenancy. They also said the shower at the property was too high. We did not uphold these complaints. We had supplied the right information and the tenant had not mentioned the shower during support planning.

Condition of home

A tenant complained about the condition of their home, citing mould, poor glazing and radiation from their shower. They said we had not considered their request for a move. We did not uphold this complaint. We had already ruled out any problems with the shower and the windows had been checked in our Energy Performance Survey.

The tenant had not followed our guidance by ventilating and heating their home to avoid condensation and mould.



Although we had given them our internal transfer policy, they had failed to follow it through.

Use of lounge

A tenant complained anonymously via a Bromley Councillor about the communal kitchen being locked out of hours, their Sheltered Housing Manager not being allowed to cook in it and the secondhand book exchange being removed. We did not uphold this complaint. Tenants have their own kitchens and we have to follow food hygiene rules for communal kitchens. We removed the book exchange after a bed bug infestation, but we are replacing the books with new ones. Our governing body is our Board and their contact details are displayed at our schemes. We hold surgery meetings to explain our decisions on communal areas.

Lift out of order

A tenant said they couldn't go out when the lift broke down. We did not uphold this complaint. The repair is repaired when it breaks down and, although we could reasonably continue to repair it, we have agreed, following tenant consultation, to replace it during the current financial year.

Communal fish tank

A group of tenants sent us a petition when staff refused permission for a fish tank in their communal lounge. We refused because, for safety reasons, we can't allow donated or untested portable appliances to be kept in shared areas. However, we did agree that we could have communicated this better.

Door key

We upheld a complaint from a tenant who had asked for a duplicate door key. We agreed there had been a

In line with rules set by the Housing Ombudsman Service, we will treat what you tell us as a complaint if you are dissatisfied with our service standards, or with any actions or lack of action taken by CSHA, our staff, or others acting on our behalf.



miscommunication by staff. We reviewed our approach and will ensure we follow key procedures.

Hospital stay

A next-of-kin complained because we didn't inform them when the tenant went into hospital. This was because the tenant had asked us not to – so we didn't uphold this complaint. However, we have reviewed and changed our policy of always following tenant wishes.

Rejected application

A housing applicant complained when we rejected their application. We did not uphold this complaint, as the applicant couldn't show that they met the criteria in our lettings policy.

Compliments to Sheltered Housing Managers

A group of tenants complimented their Sheltered Housing Manager for the work they put in to planning and organising an event.

A next-of-kin thanked a Sheltered Housing Manager for their kindness and understanding towards a former tenant.

Extreme hot weather

Tips for self-care

With high temperatures expected throughout this summer, it's vital to take precautions against heat-related illnesses.

Stay safe in the heat

The NHS advises:

- **Stay hydrated** – drink plenty of cold drinks.
- **Dress appropriately** – wear light, loose-fitting clothes.
- **Avoid peak heat** – stay out of the sun between 11am–3pm. **Avoid alcohol** and strenuous activity.
- **Keep homes cool** – close curtains/windows if it's hotter outside, and turn off heat-generating devices.
- **Be extra cautious** if you have long-term conditions like diabetes or heart issues.

Recognise heat exhaustion

Symptoms include tiredness, dizziness, headaches, nausea, high temperature, cramps, excessive sweating, fast heartbeat, feeling very thirsty or weak.

If someone shows signs of heat exhaustion:

- **Move them to a cool place.**
- **Remove excess clothing.**
- **Give cool drinks.**
- **Cool their skin.**
- **Stay with them until they improve.**

Heat stroke

Call 999 if their symptoms persist after 30 minutes, or you see red, hot skin, confusion, rapid breathing, seizures, or loss of consciousness.

Home safety tips:

- **Keep windows and doors secure** when you aren't in – to prevent burglaries.
- **Keep flat front doors shut** (they're fire doors).
- **Remove glass** or reflective items from windowsills to prevent fire hazards from sun refraction.

In an emergency: For health emergencies please use your emergency telecare system, which is staffed 24/7.



Our repairs performance in April to June 2025

Day-to-day repairs

We completed:

- 89% of emergency repairs within our target time, and
- 94% of urgent and planned repairs within our target time.

100% of tenants were satisfied with the repair carried out.

Health and safety compliance

Where relevant, all of our properties are compliant when it comes to having:

- Fire Risk Assessments
- Legionella Risk Assessments
- Gas Safety Certificates
- Asbestos Management Plans, and
- Lift Safety Certificates.



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