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## Tenants' conference to launch a new Tenant Engagement and Scrutiny Panel

Our plans to launch a new tenant panel and hold our two-yearly conference were delayed by the pandemic. We're now inviting you to an event combining both.

We warmly invite you to join us at Ripley Arts Centre (pictured) on Friday 10 June. We will provide transport and lunch.

We will be launching our new Tenant Engagement and Scrutiny Panel (TESP), which

will include any tenant who wants to be involved.

The Panel's role will be to:

- make sure we listen to tenants' views
- check we're performing well, doing what we promise and meeting targets, and
- involve tenants in looking at our policies and ways of working.

Nearer the time, your Sheltered Housing Manager will ask if you would like to attend this event.



## You said, we did

**You said:** You were unhappy with the communal gardening service. So, we replaced our gardening contractor and feedback has noticeably improved.

**You said:** A grit bin at Lingwood was unsightly. We consulted before moving it elsewhere.

**You said:** At Bushell Way, you wanted better communication about scheme events. The Sheltered Housing Manager now sends a regular newsletter to all tenants.

**You said:** The proposed new charges for communal lounge hire might be unaffordable. We reviewed our costs to make the charges competitive but affordable.

**You said:** You were really happy with the cleaner at Lingwood, who is thorough and cheerful.

We sent a compliment card to the cleaning company.

**You said:** There were problems with the permit parking at Bertha Hollamby Court and Lingwood. We are reissuing permits, with a new design. Each household will have one permit. We will now be able to ensure that use is fair and spaces are only used by the right people.

**You said:** There were not enough washing machines at Ursula Lodges. We replaced an old, small-capacity machine with a new, larger one.



# Saving energy at our schemes

We're making changes to keep charges low and improve our energy efficiency.



## Keeping down costs

Recently, we've seen huge increases in the price of energy.

This has particularly affected the rents we charge at schemes with shared heating and hot water systems – because the cost is shared between tenants and added to your rent as a personal (heating and hot water) charge. This charge is not covered by Housing Benefit or Universal Credit.

We have decided to take the same approach at all schemes from now on. We will turn our heating systems off during the summer months, rather than leaving them on 24/7. This will help control costs for tenants and also give our systems a well-needed break.

The ideal room temperature for someone sitting indoors and wearing suitable clothes lies between 18-21°C (around 64-70°F). With this in mind,

and depending on the weather, our Sheltered Housing Managers will decide when to switch off the heating for the summer and when to switch it back on in the autumn.

We recommend that you buy your own heater too. You will be able to use it if you're someone who feels the cold. But it would also be useful if the scheme's heating broke down at any time.

## Going green

We regularly find ways to run our schemes and offices in a way that is greener and more energy efficient.

For example, we replace incandescent or halogen bulbs in communal areas with LED bulbs or fittings. We also install sensor lights to replace lighting that is on all the time.

Our forward planning includes keeping our eye on any

developments in technology. For example, we are keen to see what is on offer when we are ready to update your communal boilers.

## What you can do

Do you have any feedback on how we could improve? Or perhaps you have some energy saving tips. Please let us know!

You are welcome to make your own energy efficiency improvements to your home. However, bear in mind that if you want to update your own light fittings, the work needs to be carried out by a qualified electrician.

To find out more about steps you could take, speak to a member of staff at your scheme, or call the office on 020 8467 9146.

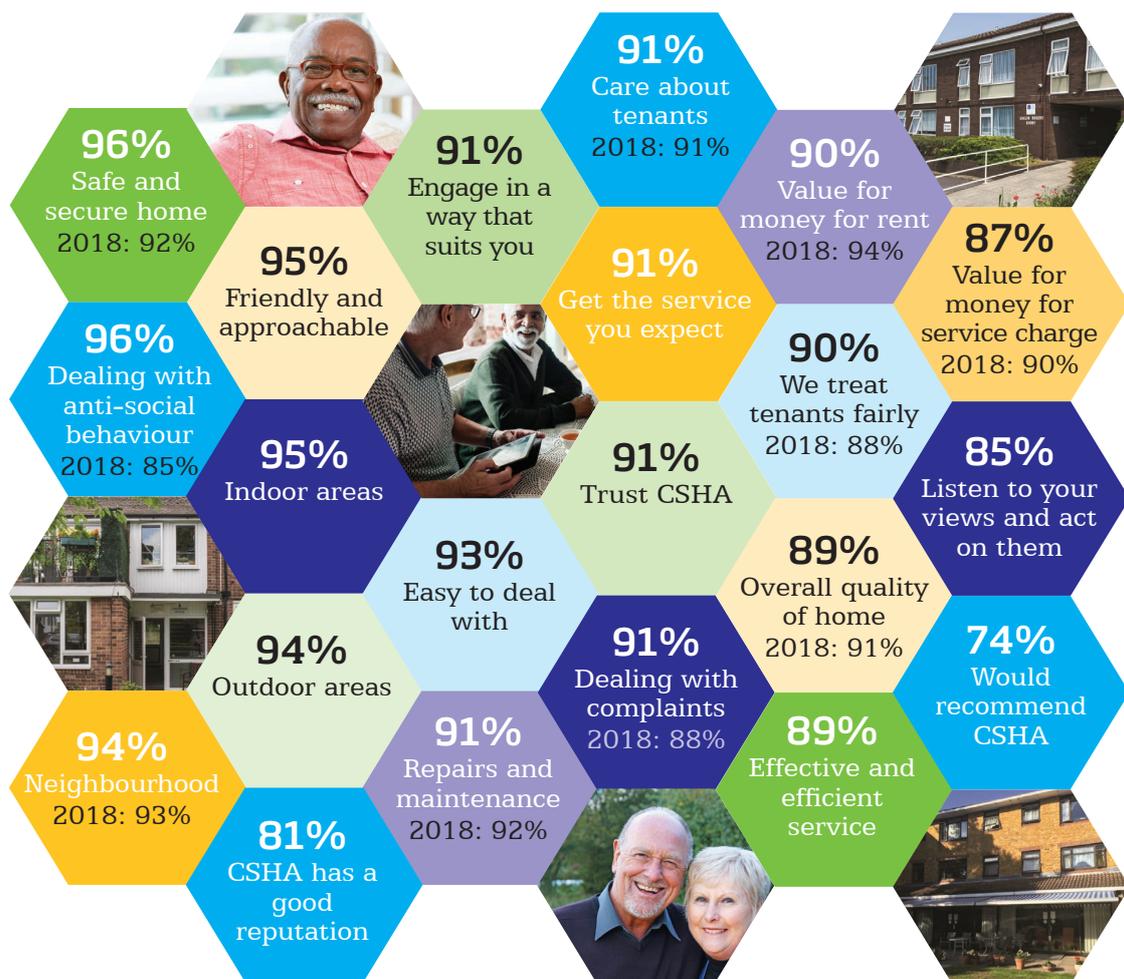
# Satisfaction survey results

With a response rate of 41% of tenants, our most recent satisfaction survey shows that 96% are satisfied with our overall service.

Our regulator normally expects us to carry out a major tenant satisfaction survey every two years, but Covid delayed our schedule by a year.

In 2021, instead of sending out paper surveys, we brought in an independent company, Acuity, to carry out the survey by phone.

Some questions had changed but, where we can compare, we provide figures for our last survey, in 2018, as well.



## What we learned: our strengths

We were pleased tenants gave us high scores for every aspect of our service.

We know you particularly value our onsite Sheltered Housing Managers. Few other providers still provide this service.

You scored us higher than in 2018 for how you view the safety and security of your home, our handling of anti-social behaviour and complaints, and treating tenants fairly.

We check and compare our performance against other similar landlords. We scored well for overall satisfaction, safety, being easy to deal with, and listening to your views and acting on them.

## What we learned: how we should improve

We got a lower response rate to this survey than in 2018 and will think again before using phone surveys next time.

Satisfaction with the condition of homes decreased. Tenants sometimes expect more than we can offer. We prioritise safety checks and planned kitchen and bathroom renewals. We are installing Wi-Fi at every scheme.

You were less satisfied with the value for money you get for your rent. We raise your rents using rules set by our regulator. They compare favourably with providers we benchmark with.

You were less satisfied with the value for money of your service charge. We have since replaced

a gardening contractor you were unhappy with.

Only 85% felt we listen to your views. We are launching a new Tenant Engagement and Scrutiny Panel, offering more face-to-face services and holding quarterly tenant meetings with the Chief Executive and the Housing Services Manager. We are planning customer care training for all staff, and our newsletter now reports on your feedback and how we responded.

Too few of you would actively recommend us to others. We need to improve our tenant relationships and will use the new Panel for feedback. We reward tenants who introduce new tenants and are working to find the best ways to reach out to others in the community.

## Special bank holiday weekend

# The Queen's Platinum Jubilee

**On 6 February this year, Her Majesty The Queen became the first British Monarch to celebrate 70 years of service.**

To celebrate this unprecedented anniversary, events and initiatives will take place throughout the year, ending with a four-day UK bank holiday weekend from Thursday 2 to Sunday 5 June.

## Events

**Thursday 2 June:** The Queen's Birthday Parade (Trooping the Colour) from Buckingham Palace to the Horse Guard's Parade.

**Friday 3 June:** A Service of Thanksgiving for The Queen's reign will be held at St Paul's Cathedral.

**Saturday 4 June:** Platinum Party at the Palace. The BBC will broadcast a special live concert from Buckingham Palace.

**Sunday 5 June:**  
The Big Jubilee Lunch. Communities are encouraged to get to know each other a little bit better, through events like picnics, afternoon tea and street parties.

The Platinum Jubilee Pageant. A procession of street art, music, theatre, circus and more.



Photo by Jacob King/PA Wire/PA Images

## CSHA office closures

All our offices will be closed on:

- Thursday 2 June 2022: Spring Bank Holiday
- Friday 3 June 2022: Platinum Jubilee Bank Holiday



## Could you refer a friend?

**Do you know anyone looking for a long-term home who might be interested in moving into one of our properties?**

As a current tenant, we will give you a £25 thank you for signposting someone who begins a tenancy with us.

To be eligible for our schemes, an applicant must:

- be aged 60+ (both applicants if a joint application)
- be able to live independently
- not have assets over £50,000 (including savings and property)
- have lived or worked in a London borough, Dartford or the Sevenoaks district continually for at least the last two years, and
- be willing to rehouse animals if they own a pet, as we do not allow pets at our properties.

For more details, or to access our application form, go to: [www.csha.org.uk/about-us](http://www.csha.org.uk/about-us), or call us on 020 8467 9146. Alternatively, ask your Sheltered Housing Manager for details.



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To include your story in the next edition, contact  
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