



christian action housing



TALKING POINTS

ISSUE 22 - APRIL 2011

BUDGET CONSULTATION FOR 2011/2012

Thanks to everyone who replied to our consultation regarding the priorities we should set for Christian Action's future spending.

The three top priorities identified were:

- ▲ Improvements to the repairs service;
- ▲ Major improvements to our properties;
- ▲ Tackling anti-social behaviour.

These will continue to be priorities for expenditure over the next few years.

In the consultation questionnaire we also asked if you had used our Safe Watch, Compass or DebtSmart services:

- ▲ 20% said that they had used our Safe Watch Neighbourhood Warden Service;
- ▲ 11% said that they had used our Compass Floating Support Service;
- ▲ 17% said that they had used our DebtSmart financial advice service.

80% said that Christian Action should continue to provide these services.

The prize draw winners were:

- 1st Prize £250 to Mrs D, Enfield**
- 2nd Prize £100 to Mrs M, Leyton**
- 3rd Prize £50 to Miss L, Waltham Forest**

REAL COMMUNITY SPIRIT

Sharon James wants to extend her appreciation and admiration for the young ladies at one of our YPF projects.



Sharon has been impressed at how these young ladies have created a lovely warm community within their home, as soon as you walk in the door you can feel the community spirit.

When she asked them how they make it work so well they replied: 'We look out for each other as a family and respect each other and our guests'.

It's the little things that make this community thrive; for instance when one of them goes shopping they ask the others if they need anything; when cooking they make sure everyone has a meal and sometimes they eat together which enables them to talk as a group and this helps them recognise if someone is having an off day and they can offer support.

They each take responsibility to clean the communal areas without complaint because they equally love and respect their home.

Over Christmas they bought a tree and planned to pool their money to buy decorations and cook a big meal for Christmas Day. Unfortunately, due to financial restraints this did not happen, but they still they shared what money they had and made the most of Christmas. It is so heartwarming to see their unselfish spirit.

Sharon couldn't wish for better clients or a cleaner house, it is a pleasure to work alongside these conscientious young ladies. Well done!

*Sharon James
YPF Supported Housing Officer
Young People First*

PRIZE WINNER



The winner of the £250 Prize Draw for tenants with a clear rent account at the end of March 2011 is Ms M of E11.

Please note your new rent which is effective from 4th April - please make arrangements to increase your standing order or direct debit or inform housing benefit if you are currently claiming housing benefit.

TENANT CONFERENCE

The tenant conference will be held on Saturday 21st May, at CAHA Community Hall, 1 Foxglove Close, Bounces Road, Edmonton N9 8LW



We look forward to meeting you and your family, so please make some time to come and meet Association staff to discuss your views. *All attendees will receive a goodie bag.* Further details will be sent to you nearer the time



RECENT DEVELOPMENTS

The recent completion of seven new homes at Sebastopol Road, marked the final phase of Enfield Borough's Comprehensive Development Initiative (CDI).

Under-used and surplus Council owned land was developed to provide new affordable homes for local people nominated by the Borough of Enfield.

Also during 2010, 25 new homes on four other previously council owned sites were completed by Christian Action Housing.

Ramney Drive and St. Josephs Road are just two of these sites from which we have been able to create beautiful new homes for the community.

Sebastopol Road



Ramney Drive



St Josephs Road

CONGRATULATIONS TO LEE

Congratulations go to Lee Ross a trainee carpenter with the Construction Training Initiative at CAHA's site in Durants Road.



Lee has recently completed his NVQ with Richmond College and is on his final placement with CTI. He has been placed on CAHA's Durants Road site in Enfield. This has provided him with an excellent opportunity to broaden his experience as it involves the construction of a complicated mansard roof.

Under the supervision of Terry Call of Kind & Co, Lee has shown himself to have the potential to become a capable carpenter. As well as developing his hand skills, Lee has demonstrated his commitment with an exemplary punctuality and attendance record. Lee will soon be joined by another young trainee carpenter from Enfield who we hope will learn from the example set by Lee.

CAHA is proud to be involved in this Construction Training Initiative - if any tenants would like to know more about how to get involved in this training please contact Caroline Walker, Training & Employment Administrator at CTI on 020 8357 4678.

KIDS CORNER

Easter Word Search

M	K	D	E	C	C	U	D	G	C	P	G	P	G	B
K	V	H	H	T	V	U	N	Y	A	K	N	V	N	U
K	C	I	H	C	A	I	D	S	E	T	I	E	I	N
B	A	S	K	E	T	L	T	D	G	D	K	A	R	N
E	D	W	A	N	Q	E	O	X	L	C	C	S	P	Y
G	Z	U	I	H	L	N	I	C	Y	Y	A	T	S	K
G	F	A	T	I	B	B	A	R	O	K	R	E	Y	C
S	P	T	R	E	A	T	S	Y	F	H	C	R	Q	A
S	R	C	A	W	S	Y	U	M	M	Y	C	U	Q	U
W	O	L	L	A	M	H	S	R	A	M	N	U	D	Q

BASKET
BUNNY
CHICK
CHOCOLATE
CRACKING
CUDDLY
DUCKY
DYED
EASTER



EGGS
MARSHMALLOW
PAINTING
PASTEL
QUACK
RABBIT
SPRING
TREATS
YUMMY



What do you get when you pour hot water down a rabbit hole? A hot cross bunny.

How does the Easter Bunny stay fit?
EGG-xercise and HARE-robics!

RESIDENT INVOLVEMENT

We are looking for tenants who want to be involved in our resident involvement programme.



We are currently looking for new members for our Tenant Audit Panel and Editorial Board as well as Estate Champions, Mystery Shoppers and Board Members.

Some roles require a minimal amount of time such as completing questionnaires, whereas attending a meeting can take a couple of hours. We offer transport, childcare and translation facilities as well as light refreshments.

We are interested in hearing your views and strive to improve customer satisfaction throughout all the services we provide.

If you would like further information on the different methods of involvement, please contact a member of the Housing Services Team on 01992 765945.

LOCAL POLICING

Safer Neighbourhoods teams are dedicated to your community and are additional to other policing teams and units in London, they provide:

- ◆ A team of officers dedicated to every London neighbourhood
- ◆ A more accessible, more visible, more accountable police service

Local communities can get a real say in deciding the priorities for the area in which they live, allowing police to provide long-term solutions to local problems and improving community cohesion, while maintaining a focus on reducing priority crime such as burglary; vehicle crime, anti-social behaviour, tackling gangs and reducing weapon enabled crimes and prevent extremism.

If you have concerns about day-to-day crime and disorder issues, or if you would like to get involved, please contact your local team whose details can be found at: www.met.police.uk/saferneighbourhoods/involved.htm

Safer Neighbourhoods teams are not there to provide a 24-hour response, this is the role of response team officers who you should contact on 0300 123 1212 or in an emergency you should dial 999.



or will be visiting over the course of the year, please make them welcome and give us your views of any aspects of the service you like or dislike.

It is important that we keep the data held about you and your family up to date to ensure we meet any changing needs.

This information will be used only for monitoring, we understand that some of the information we are asking for is personal; we treat all sensitive personal information confidentially and the data will be stored in accordance with the Data Protection Act.

STOCK CONDITION SURVEY



Letters were sent out in February regarding the Stock Condition Survey.

To help us plan our improvement programme and future investment in our properties we have commissioned Cordery Castle to undertake stock condition surveys, these will provide us with up to date information about your home so we can prioritise future works such as window, kitchen and bathroom replacements, structural repairs and heating electrical renewals.

Cordery Castle surveyors will visit your home to assess and inspect the property; this will include all rooms and the roof spaces to record levels of insulation.

The Cordery Castle team will have ID cards with them. They will make appointments to visit and we would ask you to only allow anyone into your home with appropriate ID. Please contact **Rachel** or her admin team on **020 8 269 6674** if you have any concerns about identity, appointments or to amend the time or date of the surveyors visit. If you have any other queries please contact Mitchell Smith at Benedict House on 01992 765 906 or Reception on 01992 765 900.

TENANT AUDIT



We are continuing with our annual tenant audit visits.

Our aim is to visit each household to update any changes and advise tenants about the services we provide.

A member of the Housing Services Team may have already visited you at your home

Congratulations!!

CAHA tenant, Mr Kelly was the winner of the January Tenant Satisfaction



Monthly Prize Draw, seen here receiving his cheque for £25 from Maria Walker, Property Repairs Manager.

BENEFIT CHANGES

There are a number of changes to the benefits system, which will affect many people. Some of these changes have already started to happen but a number will take effect from April 2011. Others will be phased in over the next couple of years.

From April 2011:

Working Tax Credit & Child Tax Credit:

The basic and 30 hour elements will be frozen for 3 years.

Childcare element returning to 70% of actual childcare costs.

Child Benefit:

Frozen for 3 years

Housing Benefit:

Non-dependant deductions to increase.

This will affect households with adult children, or other adults living with them.

The minimum deduction will increase to £9.40 per week.



Council Tax Benefit:

Non-dependant deductions to increase as above.

The minimum deduction will increase to £2.85 per week.

Pension Credit:

Savings credit maximum amount frozen for 3 years.

There will be more changes, we will keep you informed of the changes and how they will affect you.

If you are having difficulty in paying your rent, please contact your Revenue Officer. If you are having difficulty in paying your bills and would like free advice on budgeting and managing debt, our DebtSmart service may be able to help. DebtSmart is a free service provided for Christian Action Housing tenants.

Please contact us on 01992 765900 to speak to your Revenue Officer or to book an appointment with DebtSmart.

Compass can help you with:

- Managing debts & paying bills
- Settling into your new home
- Accessing community resources
- Developing budgeting, cooking, & living skills
- Education, training & employment
- Applying for benefits
- Help with neighbour disputes
- Developing constructive relationships

Your Housing Officer can refer you to this service or you can access the service yourself by calling **01992 765939**

YOUR FIRE RESPONSIBILITY



CAHA is keen to ensure that precautionary measures are in place to prevent fire risk within our housing stock, particularly for residents in communal living.

It is important that you observe the following:

- Fire doors **must not** be propped open.
- Personal possessions must not be left in communal areas. Articles left in these areas constitute a fire hazard

and will be removed and destroyed. Offending tenants will have tenancy enforcement actions taken against them and will be recharged with the cost of removal.

- The smoke alarm in your property should be periodically tested and maintained.
- If you do not have a smoke alarm in your home, can you please let us know so that arrangements can be made for one to be fitted.

DebtSmart



Would you like someone to talk to about existing debt problems?

Do you need advice about managing your money and dealing effectively with your creditors?

Maybe you have a benefits problem which you would like to discuss?

DebtSmart is a partnership between Citizens Advice Bureau and Christian Action Housing where you can get free confidential advice on all debt and money matters. Contact the housing Services Team on **01992 765900** to book an appointment.



Keep In Touch...

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