

ANDREW HOUSE

Works have now been completed at Andrew House. These will considerably improve the security of the area.



Tenants had reported instances of unauthorised visitors using the block as a short cut to nearby garages and shops, with associated problems with parking for residents.

Palisade fencing and security entrance doors, with barrier screening have now been installed and planting has been used to enhance safety. The car park has marked bays for each flat with an allocation of visitor parking. Further improvements will be carried out in the near future.

FAULTY BEKO FRIDGES

The London Fire Brigade say a recent fire in London was caused by a Beko appliance. The company are contacting customers to fix the problem for free.



If you own a model manufactured between January 2000 and October 2006 please check the trading standards website to see if your appliance is one of the ones affected.

If you have any concerns please contact Beko on their free phone number on 0800 009 4837 or visit www.beko.co.uk

Compass Support Service 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 Neighbourhood Officer can refer you to this service or you can access the service yourself by calling 01992 765939

MARBLE DRIVE

Planned maintenance works have recently been completed at Marble Drive and Topaz Walk. These included kitchen and bathroom refurbishments.



New doors and door entry systems have also been installed together with communal internal and external decorations. We have received very positive feedback from Marble Drive tenants.

TENANT CONFERENCE



This conference was our best attendance yet by tenants - 57 in total, with the larger proportion, 51% from Enfield, 12% from Barnet, 15% Haringey and 23% from Waltham Forest.

Everyone who attended had the opportunity to enter a free prize draw on completion of a satisfaction survey, with three prizes of £125, £75 and £50.

This was made up of 49% from general needs housing; 39% retirement housing and 12% from supported housing. Chair of the Board of Management, Ziggy Crawford, opened the Conference which was also attended by Leslie Morson, a CAHA Board Member.

Results of the satisfaction survey were positive with 89% finding our staff helpful; 80% said it was easy to get hold of the right person when contacting the office and 85% said staff were able to deal with their problem.

The Conference theme was our *Local Offer* and Chief Executive, Mark Hayes, gave a presentation on Christian Action's service offer. There were presentations from DebtSmart Adviser, Lorraine Eisen, regarding the changes in welfare benefits; Safewatch, our neighbourhood warden service and an update on our stock condition and asset management programme. Tenants had an opportunity to speak to staff from different CAHA departments. Ian Martin, Director of Housing & Neighbourhood Services advised tenants of the different ways in which they can get involved.

Residents found it helpful to meet staff face to face and were particularly interested in the information provided by DebtSmart regarding the changes to welfare and housing benefits.

There were a number of queries brought to the repairs and housing help desks which were dealt with by staff. These included outstanding repairs, enquiries about cyclical and planned works and housing management issues such as estate services and tenancy management and the patrols carried out by the Safewatch wardens.

Many tenants told us that they had enjoyed the day and we look forward to our next Conference in 2013. If anyone has any ideas they would like to put forward for consideration, please contact a member of the housing team on 01992 765946.

NEW CAHA WEBSITE

The new CAHA website has just launched at www.christianaction.org.uk

You should find the new website much more informative, it gives details of all our services including general needs, retirement and supported housing. You will be able to access a rent statement, report a repair, pay your rent on line and much more. If you have comments or ideas regarding the new website, please contact Andy Chamberlain on 01992 765980.

REPORT A REPAIR

The repairs team can be contacted between 8.00 am and 5.00 pm Monday to Friday by phone on 01992 765990 or email: repairs@christianaction.org.uk

For out of hours emergency repairs please call the same number, your call will be transferred to the emergency call centre.

KIDS CORNER

Pet Rocks

Age: 3 and up
Parental supervision is recommended.

Pet rocks are a fun way to express your creativity, whether it's a cute animal or a creepy creature.

What you'll need:

Rock, acrylic craft paint, white craft glue and any other decorations or scraps you have ie: wiggle eyes, markers, glitter, sequins, beads, bits of wool or ribbon, etc

Start by washing your rock with warm soapy water. If your rock is jagged or has nooks and crannies, use a brush to get all the dirt out.



Decorate your rocks however you like using just about anything. If it will stick, use it! When the rocks are completely dry, spray with acrylic sealer spray.

Use your imagination; match your pet rock colors to your room colours.

Cut ears out of felt to make a floppy eared puppy dog!

Pet rocks are great for paperweights.

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...

Christian Action (Enfield) Housing Association Ltd, Benedict House, 61 Island Centre Way, Enfield EN3 6GS
Telephone: 01992 765900 Maintenance Repairs: 01992 765990 Facsimile: 01992 765999 Email info@christianaction.org.uk
A charity incorporated as an Industrial & Provident Society, reference 23577R. Registered Office as above.
Registered with the Housing Corporation (LH0676). A member of the National Housing Federation.

ESTATE SERVICES

CAHA wants to make sure that the environment that our tenants live in is clean, safe and well maintained and that tenants are involved in monitoring the general standards of their estate and help us identify any improvements.

Tenants can help us with this by joining their Neighbourhood Officer on estate inspections, these take place on a monthly basis, or you could become an estate champion. Please see below dates for inspections over the summer period:

Neighbourhood Officer - Rowena Ferro direct line 01992 765997

- ❖ Thursday 25th August - All estates in N9, Liberty Close and Star Close
- ❖ Friday 26th August - Barnabas Court, Dalrymple Close, 68-70 The Limes
- ❖ Friday 9th September - All estates in N9, Liberty Close, Star Close
- ❖ Friday 16th September - Dalrymple Close, 68-70 The Limes & Barnabas Court



Neighbourhood Officer - Eva Coldwell direct line 01992 765931

- ❖ Friday 29th July - Marble Drive / Topaz Walk
- ❖ Tuesday 9th August - Brunswick Park Gardens, Gilmore Court, Leadbeaters Close, Pinetree Court, St Michaels Court, Davis Court, Stapylton Road, Manor Rd
- ❖ Wednesday 7th September - Brunswick Park Gardens, Gilmore Court, Leadbeaters Close, Pinetree Court, St Michaels Court, Davis Court
- ❖ Wednesday 14th September - Deyncourt Road, Advent Court, Woodpecker House, Lynn Road, Southwell Grove Road, Twist House, Cannon Court, Milestone Court, Allen Pamphilon House, Francis Road
- ❖ 28th September - Marble Drive/Topaz Walk

CARBON MONOXIDE DETECTORS

As part of Christian Action Housing's commitment to service improvement and safety, we have commissioned a programme of works to install carbon monoxide detectors in all our properties that have a gas supply. This will be carried out by our main gas contractor, Pargas.

This is a safety device to detect any Carbon Monoxide levels in your home and our aim is to complete the full programme by September 2012.

The installation of these units will be fitted when your annual gas servicing takes place.

Full information and instructions will be given to you at the time of the engineer's visit and more information will be available on our website.

ANTI SOCIAL BEHAVIOUR UPDATE

Do you have any problems with anti social behaviour or nuisance, if so please contact our Anti-Social Behaviour (ASB) Officer, David Woodcock on 01992 765942 to discuss your concerns.

David is responsible for investigating complaints of nuisance and anti-social behaviour. He works closely with other agencies such as the Police and Social Services to get issues resolved. David also works with the repairs team when we cannot get access for gas servicing. David attends the Safe Action for Enfield and Community Action Partnership Enfield meetings and liaises with each of the Boroughs where we operate.

SAFEWATCH

You can contact our Safewatch wardens who operate an out of hours service from 4.00 pm to midnight every day except Sundays and Wednesdays. You may have seen the wardens on their patrols on your estate. They can be contacted direct after 5.00 pm on 01992 765942 or 07908 220929 to report any incidents. The wardens aim to respond to calls with a visit within 20-30 minutes depending on their location and availability. If you have any comments regarding this service or want the wardens to patrol your estate on a regular basis, please contact David Woodcock.

SATISFACTION SURVEYS

Once all ASB cases are investigated and completed, the cases are closed and the complainant is sent a satisfaction survey form to complete. One lucky tenant has received a cheque for £25, for completing and returning the satisfaction survey sent following the investigation into an allegation of Anti-Social Behaviour made by her. This draw is made on a quarterly basis and all received satisfaction forms are entered into the draw.

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 while maintaining a focus on reducing priority crime such as burglary; vehicle crime, anti-social behaviour, tackling gangs, reducing weapon enabled crimes and preventing 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.



WORRIED ABOUT A CHILD?

You may be their only hope!



Call the NSPCC Helpline now on 0808 800 5000. They are available 24/7, 365 days a year, it's free and you don't have to say who you are. You can also text 88858 or email help@nspcc.org.uk

Are you a child?

Do you need to talk? Call ChildLine on 0800 1111 or visit online www.nspcc.org.uk



ARE YOU LOOKING FOR A MUTUAL EXCHANGE?



We have a two bedroom, four person, first floor flat in Foxglove Close, Edmonton N9.

Within close vicinity to Edmonton Green shopping centre and with good access to public transport. If you are interested please contact Rowena Ferro, Neighbourhood Officer on 01992 765997 for further information.

Are you registered on Homeswapper? This service is available to all our general needs tenants who wish to register their home and match with potential swaps. It also gives advice and tips on finding an exchange. If you wish to register, log on to www.HomeSwapper.co.uk to find out more.



This is a new column suggested by the Tenant Audit Panel, where you can share your knowledge to help others.

Summer central heating check

Central heating systems have many moving parts, which if not used over the long summer period, may seize up. To give your pumps and radiators a mid-summer workout, you are advised to crank up the thermostat for just a 10 minute session, this should do the trick. This tip was given by Mr M of Barnet.

To contribute to this column

Please email your tips to: janetsmith@christianaction.org.uk
All suggestions will be put into a draw and the suggestions drawn will win a prize and be published in the next newsletter.

My Home
Energy Switch

Switch NOW

SAVE UP TO £530 on your energy bills*

Don't pay over the odds for your gas and electricity

My Home Energy Switch lets you compare all energy suppliers simply and quickly to make sure you're getting the best price for your gas and electricity. The National Housing Federation in partnership with uSwitch is proud to launch My Home Energy Switch for tenants - designed to save you money on your energy bills. The process is simple, fast and effective and can be easily completed in a few minutes via a dedicated webpage or our free customer helpline. Visit www.myhomesenergyswitch.org.uk or call 0800 951 5344 today and compare prices from all UK energy suppliers today!

NATIONAL HOUSING FEDERATION
business for neighbourhoods

DIGITAL SWITCHOVER

TV is going digital! The existing analogue TV signal will be switched off and replaced with a new, stronger digital TV signal.



It will mean that almost everyone will be able to receive digital TV through an aerial (Freeview). Digital TV also uses less broadcast space which means that after switchover, there will be more room for new services such as wireless broadband, local TV and High Definition Television (HDTV). To keep your TV service, you will need to convert your television to digital before your area's switchover date.

If you have questions relating to digital switchover please don't hesitate to call Digital UK on 08456 50 50 50.

All London boroughs are set for:
4th April 2012