

GAS SERVICING

We have made some changes for residents reporting gas repairs or making enquiries about gas servicing. Residents' phone calls will be dealt with directly by our contractor Pargas's staff.

The phone number for contacting repairs will remain the same i.e 01992 765 990, the only difference will be that when you call the repairs desk you will be requested to choose option 2 for Repairs and from the following - options (1) for gas heating and hot water issues (2) for general repairs and electrical heating issues.

When you choose option (1) the call will be transferred directly to our contractor, Pargas so that their Call Centre can deal with your repair/query. The cost of the calls will be not be affected.

The service Pargas provides has been significantly enhanced and residents can now phone up about gas heating breakdowns, repairs & servicing between 8.00am and 10:00pm.

Please note Pargas do not deal with electric storage heaters/immersion heaters and you will need to press 2 to report these types of repairs.

ESTATE CHAMPIONS

Do you live on a 'gold' estate?

We are currently re-launching the Estate Champions initiative and have some new recruits who will join our long established champions as they grade all our estates using gold, silver or bronze standards. Estate champions will be carrying out estate inspections either on their own, or accompanied by a member of the housing team, to grade the quality of the estate services provided by the cleaning, grounds maintenance and window cleaning contractors. Other areas that will be inspected will include improvements to and re-planting of shrubs and flower beds, tree works, fencing, paving, car parking etc.

Action plans will be agreed with tenants for future improvement works and a timescale for completion.

On completion of six monthly inspections, Estate Champions receive a £25 high street voucher.

If you are interested in taking part in this initiative, please contact your Neighbourhood Officer, or Kamran Mahmood, Business Manager, Neighbourhood Estate Solutions on 01992 765900.



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

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.



TERESA HOUSE OPENS

Christian Action has opened a brand new service for homeless 16 and 17 years olds in Enfield.

Teresa House provides accommodation and support for 14 young people who are estranged from their families and vulnerable to abuse and exploitation. The project was officially opened by Councillor Ayfer Orhan, Enfield Council's Cabinet Member for Children & Young People.

The opening ceremony was catered for by young people from Christian Action Housing's Supported Housing Service. These young people are all studying for an NVQ in Hospitality and Catering, which is supported by the Big Lottery, the Youth Opportunities Fund Enfield and the Foyer Federation.

The aim of the Teresa House service is to help young people return to their family or help them to access longer term services if a return to the family home isn't possible or appropriate. From a safe and supportive environment young people will be helped to come to terms with their situation and make positive choices about their futures.

The service is operated by Christian Action Housing in partnership with Enfield Council. Christian Action's Chief Executive, Mark Hayes, said: "We are pleased to be able to work with our Council partners to deliver this project which makes a vital contribution to keeping Enfield's young people safe. We have been very fortunate in securing a significant capital grant from the Homes & Communities agency to develop the new building that houses this service"

CHRISTMAS OPENING HOURS

Please note that our offices are closed over the Festive Season on the following dates:

Sunday	25th December 2011 - Christmas Day
Monday	26th December 2011 - Closed Bank Holiday
Tuesday	27th December 2011 - Closed Bank Holiday
Wednesday	28th December 2011 - Closed
Monday	2nd January 2012 - Closed

We will re-open on Thursday 29th December at 9.00 am and Friday 30th December 2011.

If you require our emergency service for repairs, please phone 01992 765999 and you will be directed to our out-of-hours emergency repair service. Please note only emergency repairs will be dealt with during this period.

We wish you a Merry Christmas & Happy New Year!



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.



Local Needs, Local Solutions, Local Services

Retirement Housing: Is it for you?

Retirement Housing is often assumed to be a care home for older people but this could not be further from the truth. It is your own home with your own front door within a supportive community where you can enjoy independence, security and quality of life.

Our Retirement Housing Service aims to help residents live the life they choose. Where possible, we try to adapt our services to resident's needs and wishes, acknowledging that all individual residents and retirement schemes differ in their requirements.

Christian Action Housing provides 266 one bedroom or studio flats across our 13 retirement housing schemes.

Our schemes are located in Barnet, Haringey, Enfield and Waltham Forest and are well placed for shops and local amenities. We accept direct applications and currently have properties available for rent.

If you are 60 years old or over and would like to know more about retirement housing please get in touch. We can arrange for you to have the opportunity to look around some of our schemes and to meet the Scheme Managers and residents.

For further information and details of your nearest retirement housing scheme, please call the Retirement Housing Team on 01992765966



Tenant Review: Mr Woodworth



Mr James Woodworth is one of our longest standing tenants and has lived in Haringey since 1975.

He was born in Manchester in 1930. His mother struggled to bring him up on her own and so he was sent to live in a Children's Home where he spent the majority of his childhood years.

When free from the grips of this regimented upbringing Mr Woodworth took every chance he could to travel the world, making the most of his new found freedom. He even emigrated to Canada for a time.

In 1970 he returned to England and started working for Christian Action in 1974 as our only maintenance man. He says that Christian Action was a very different place then, being based in a church hall in Brigadier Hill, Enfield and only operating in the local area.

After a number of years he left Christian Action and went to work for an American Oil company before retiring several years ago. Mr Woodworth has never moved from his flat in Haringey and over the years has filled it with mementos of his life; bowling trophies and pictures from his travels in the merchant Navy and various cruises.

Several years ago Mr Woodworth read a book written by an ex resident of the children's home where he once lived. This inspired him to write a book about the Home that influenced his life in the early years, ensuring that it portrayed an honest and frank account of life in a Children's home in the 1930s. This heart-warming story has been written by Mr Woodworth and follows his life from birth to his late twenties. If anyone is interested in reading this inspirational story please contact Eva Coldwell either by email evacoldwell@christianaction.org.uk or telephoning 01992 765900 for a copy of the book. Mr Woodworth has also requested that any donations should be made to a charity close to his heart, Dogs for the Deaf.



Missed Appointments

The Association is finding that a large number of tenants are not in when we call following a written appointment. This not only costs us time and money, as well as being discourteous, but is a waste of resources and every missed appointment means that another tenant misses out.

Staff spend a considerable amount of time travelling across the Boroughs to come and see tenants. If you would like to change the appointment to a more suitable time, please give us 24 hours' notice and we will be happy to accommodate your request. However, please note that staff are not able to offer weekend or evening appointments.

With regard to repairs, missed appointments by our tenants result in us being charged by our contractors. This impacts on our repairs budget and means delays in getting your repairs completed.

Digital Switch Over Update

As you will have seen on television and in the press, digital switch over has commenced in most out of London areas. The switch over in your area is due to take place in April 2012. So if you have 5 channels or fewer on any TV in your home, you will need to convert it to digital.

Tenants with individual Freeview set top box will need to follow manufacturers' instruction to retune their system. Tenants that connect to communal



aerials provided by Christian Action Housing do not need to take any action.

The BBC has launched a help scheme for everything you need in order to switch over your TV to digital if your current TV is analogue. This scheme is aimed at those that meet one or more of the following criteria: eligible disabled, aged 75 or over, registered blind or partially sighted or anyone who has lived in a care home for 6 months or more.

You can contact Digital UK on 08456 50 50 50 for further help and advice.



LOFTY MATTERS

Christian Action has just completed a part grant-funded loft insulation programme, where one hundred properties benefitted from new quilt insulation.

Thirty two of these properties were without any form of loft insulation whatsoever and in the case of Glebe Court new loft hatches were installed so that access to the lofts could be obtained.

Figures released by the Energy Savings Trust (October 2011), quote savings of between £50-150 per year (every year) and carbon savings per property of

approximately 500kg per year resulting from loft insulation.

Many compliments were received from residents for the contractor's tidy work and good manners.

Christian Action has applied for other insulation pilot grants for next year when hopefully more residents will benefit. We'll keep you posted as to the progress of these.



Car Parking

Christian Action Housing is currently reviewing our car parking enforcement arrangements in line with proposed changes in legislation which means that contractors will not be able to clamp vehicles without authority.

We will be running a pilot scheme on one of our sites. The company do not wheel clamp offending vehicles. They will proceed by means of placing fixed penalty notices to offending vehicles that are parked without authority. If the penalty fee remains unpaid then the company will proceed through the courts for payment of the penalty charge. If this proves successful then we will look at employing a similar system at our other sites.