

Winter 2021

WeCare

Your newsletter from Care Housing Association



Christmas message from your Tenants' Group!

Happy Christmas from your Tenants' Group. We hope you have a lovely Christmas and a very Happy New Year!

We're looking for new members and we need your help! We're a friendly bunch and we're having fun making new friends. We have a catch up with each other and discuss things about Care.

We meet on the first Thursday of each month via video call and we'd love for you to join us!

Things we're talking about at the moment:

- Some tenants aren't getting a message to say when their Housing Officer is coming to see them.
- Does Care give enough notice of Housing Officer visits?
- Housing Officers are going to be leaving new calling cards, which also have a competition on them!

We will help you to set up and use online video call meetings and will support you to attend.

If you are interested in joining us, ring Doreen on 07494 874128 for a friendly chat.

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New Housing Officer calling cards and tenant competition!

Care's Housing Officers aim to inspect your homes at least four times a year so that we can identify any issues and take the correct action to keep your home safe, in good repair, and offer you peace of mind.

Sometimes our tenants aren't at home when we visit but still allow the inspection to go ahead in their absence (e.g., a support worker giving access). We realised that we missed vital interaction and feedback opportunities with our tenants in these cases, so we decided to introduce a calling card system and a prize draw for 2022.

Our Housing Officers will leave you a calling card whether you are at home or out of the house for your inspection. The card will tell you if the inspection went well or if there are things that, as a tenant, you should improve. Then at the end of the year, all tenants who have had four good inspections will get placed into a prize draw as a reward!

What makes a good inspection?

- The inspection takes place at the first appointment, i.e. the Housing Officer doesn't have to rebook because the tenant was not in or didn't allow access.
- All rooms are clean and tidy.
- There is no damage to the property, such as holes in the walls or doors or damage to the windows and furniture.
- There are no reports of antisocial behaviour or other tenancy breaches.

The competition will run throughout the year from January to December 2022. Prize details will be announced towards the end of the year. Good luck!

Hello to Claire and Chris

Claire (our third Claire!) and Chris joined our team in September and November, respectively.

Claire is our New Homes Officer and works within our new business team to help people find high-quality properties to meet their needs and aspirations.

Chris is our Contracts Manager. He will be familiar to many of our tenants as he previously worked for our contractor who managed our repairs service in the North West and Yorkshire. We were so impressed with Chris and the feedback he received from tenants that we decided to ask him to join the team when we reviewed and restructured our repairs service.



Chris' top tips to stay warm and safe in your home over the cold winter months

1. Air each room out by opening the trickle vents or your windows for an hour or so each day, especially bedroom windows in the morning when you get up. This will help to keep condensation to a minimum.
2. Keep your room thermostats set to an ambient 21 degrees throughout the day but remember to ventilate the rooms too. Put more layers of clothing on rather than setting your heating too high.
3. Turn extractor fans on when cooking, bathing or showering, and wipe down your surfaces once you have finished showering or cooking. Don't let the water sit on the floor or surfaces, as this will end up as condensation in the air, which will gather on your windows and end up as a puddle on your windowsill.
4. Most importantly, look after yourself! Make sure you have at least one hot meal a day and wear several thin layers of clothing rather than one thick chunky jumper - this allows air between the layers of clothing and will keep you warm instead of overly hot.

Our Christmas working hours

Housing Management - Care's office will be closed from 5pm on Thursday 23rd December to 9am on Tuesday 4th January. There will not be any property visits during this period, but emails will be monitored on weekdays and you can contact the operations team on **0345 437 7367** in an emergency.

Repairs - Only emergency repairs will be attended to from 4pm on Thursday 23rd December to 9am on Tuesday 4th January. Urgent repairs issues only should be reported during this time on **0800 014 9442**. Any non-urgent repairs can be reported via email to repairs@careha.org.uk.

Our white goods repairs service will operate during the following times:

24th – 9th December 9am – 1pm

25th – 28th December CLOSED

29th – 30th December 9am – 5pm

31st December 9am – 1pm

1st – 3rd January CLOSED

Back to normal 9am – 5pm weekday service from Tuesday 4th January.







We wish all our tenants, friends and colleagues a very Merry Christmas!



Fire safety at Christmas

'Tis the season to be jolly and ensure festive fire safety. Christmas is a time when everything can get a little hectic at home, and the number of fire hazards increases as a result. Sadly, Christmas trees, decorations, candles and wrapping paper increase the risk of a fire starting or accelerating. To minimise the risks, you should always be vigilant and take precautions, such as never leaving a lit candle unattended.

Here are a few top tips to remain as safe as possible and enjoy your Christmas:

-  If you have lights outside, make sure that they are suitable for outdoor use. Only ever use indoor lights indoors.
-  Make sure that the wiring and lights are not positioned near sources of heat or naked flames.
-  Always switch Christmas lights off and unplug them before you go to bed or leave the house.
-  Don't overload electrical sockets; only ever use one extension lead per socket outlet and never connect one extension to another extension lead.
-  Never place candles near your Christmas tree or furnishings and don't leave them burning unattended.
-  Don't place the Christmas tree or other objects in a position that will block or restrict an escape route in case of emergency or fire.

Repairs

In November, we restructured our repairs contracts so that all our tenants can report repairs directly through our 24-hour repairs line on **0800 014 9442**. For non-urgent repairs, tenants can report via email to repairs@careha.org.uk.

We work with several different contractors to ensure we have access to the best value and best quality repairs service possible across the many regions we operate. When reviewing this crucial and valued part of our service, we wanted to provide tenants with a

consistent, friendly, high-quality, and responsive solution, which we hope we have achieved!

If you have any feedback, good or bad, please let us know by calling us on **0345 437 7367** or speaking to your Housing Officer.

We will be seeking feedback on our services from all schemes in the new year.



Our addresses

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BB4 6HH

Call us

0345 437 7367
calls are usually free from mobile phones, but please check your mobile contract to confirm.

Email us

enquiries@careha.org.uk

Website

www.careha.org.uk

Follow us on social media

