

AUTUMN
2018

the newsletter from saha - **transforming lives**

Welcome to The Croal



full story **on page 4**

MAKE SURE YOU'RE IN

THE LOOP

Call us on 0800 970 6363
Email us on info@saha.org.uk

 **saha**
Salvation Army Housing Association



Kitty Wheeldon Gardens receives charitable donation

The Salvation Army were contacted by a Charitable Trust to offer a potential final gift as the Trust is winding down.

The Trust informed The Salvation Army they would like to hear about projects that require funding in Cheshire as per the founder's wishes.

They were asking for further information on Kitty Wheeldon Gardens (a project that they helped establish and also funded a minibus for back in the year 2000).

The General Needs team for the North were asked to look at funding options for Kitty Wheeldon Gardens up to approximately £30,000.

Kitty Wheeldon Gardens has 23 one bedroom, two person flats for the age group 55 plus. The scheme was opened on 21st July 1993, by Dame Vera Lynn. The scheme was dedicated in the memory of Kitty Wheeldon, who was the wife of Leslie Wheeldon, who donated to The Salvation Army for the scheme to be built.

The North Team consulted with a number of residents. They were informed of the possibility of funding for their scheme through a charitable donation and they identified the communal gardens and conservatory as two areas they would like to see investment in.

The brickwork in the communal garden is completely perished and needs replacing. The residents on the scheme play an active part in the upkeep of the gardens and have won awards over the years. They feel this would be a great benefit to the community and will ensure residents are involved in making the scheme a beautiful place to visit.

The conservatory was built over 20 years ago. The residents use this as a place to meet, however, there are some foundation problems and they wanted to extend the current conservatory to the gable end and have a proper extension roof on the existing one.

They would like to have full central heating installed inside as residents gather for events on a regular basis and it can become very cold with the existing electric heating.

saha achieves CSE accreditation



saha's Customer Services Centre (CSE) recently underwent their annual Customer Services Excellence Accreditation assessment. We are delighted to announce that we have been confirmed once again as being fully compliant with the Customer Services Excellence Accreditation by the Assessor.

The Assessor, was extremely impressed with our customer ownership approach, that staff are empowered and the effort customer services staff make to resolve issues at first point of contact. The Assessor was also pleased to acknowledge the commitment and enthusiasm the CSC team showed in helping our residents, customers and staff in other departments.

A big congratulations to all of the CSC team on a fantastic achievement.



GetInvolved!

The Get Involved team have launched their new "saha Rewards Pilot".

After consultation with residents on our Get Involved roadshows and at our scrutiny meeting, we have created the new saha rewards programme that gives you points every time you get involved with a Get Involved activity.

Points will be awarded for activities like taking part in a scrutiny meeting, getting involved in a scheme inspection or filling in a survey. Points can then be redeemed for vouchers.

You must sign up to be part of the pilot to enable you to start earning your points.

Please visit the saha website saha.org.uk for more information and to sign up.

The Croal



Welcome home!

Housing Officer Joanne Ashton and Mark Barrett saha's Capital Projects Manager welcome Godfrey to The Croal.



“Stay and Save” - for a positive future

Work is now completed on the site of the former saha homeless hostel. The key objective of this project was to boost the supply of homes available for affordable rent in partnership with Bolton Council. saha will be trialling a new type of approach at Back Church St, ‘Stay and save’, which helps residents save by keeping their home in a good condition.

The development was based on a strong set of objectives and aspirations including to redevelop a brown-field site, contribute to the local regeneration of the area, to provide high-quality standards of housing, and to use a palette of materials that reflects the local character while providing robustness and longevity.



The three-storey development consists of three separate blocks comprising 24 one-bedroom and six two-bedroom apartments. The development was designed by Bauman Lyons Architects, with the site arranged in a horseshoe shape around a communal courtyard, and all apartments are accessed by decks. The layout creates a welcoming heart to the scheme, encourages natural surveillance and provides for double aspects to all apartments to maximise views, natural light and ventilation. It has been designed sensitively to fit in with the surrounding urban fabric using red brick and pitched roofs, whilst coloured doors add character and individual charm to the properties.



New Home Improvement!

“We wanted to move somewhere where we could raise our son, the previous house that we lived in was privately rented and our landlord did not fix a lot of the repairs we reported. We love it here, it’s a nice home for our son.”

The homes were built by Northern based construction company Strategic Team Group who also recently completed the 54 new homes at Broad Lane, Leeds. saha also utilised the service of cost consultants Gleeds and principal designers Spectra whom saha had also worked successfully with on previous new build ventures. The homes were completed at a total project cost of £3 million to saha of which 30% of the construction only costs were funded by Homes For England.

Gas Safety Awareness Week

saha carries out annual servicing and safety checks to all of its properties with a gas supply.

As a responsible landlord saha will:

ENSURE that all gas appliances, flues and pipe work installed by saha are maintained and operate in a safe condition

ENSURE that an annual gas service is carried out within one year of the previous service date.

ENSURE that a record is kept of each annual gas service

ENSURE that you receive a copy of the current CORGI gas service record within 28 days. If you are a new resident a copy will be provided within 7 days of your tenancy start date.

Your Help...

The majority of our residents co-operate with access, allowing the inspection to be undertaken quickly and efficiently.

FAILURE TO GIVE OUR CONTRACTORS REASONABLE ACCESS TO YOUR HOME IS A BREACH OF YOUR TENANCY AGREEMENT AND COULD RESULT IN LEGAL ACTION TO ENFORCE ACCESS.

Safety tips

- **You must ensure that a CORGI registered contractor connects any gas appliance you plan to have installed, i.e. a gas cooker.**
- **NEVER try DIY on any gas appliance**
- **NEVER block sources of ventilation such as air bricks, window vents and flue terminals**
- **ALWAYS follow the user instructions provided to you**

To discuss any aspect of the gas safety policy or if you have any concerns you can contact saha customer services on **0800 970 6363** or e-mail info@saha.org.uk

Safety First - if you smell gas...

**TURN OFF THE GAS
AT THE METER**

OPEN ANY WINDOWS

EXTINGUISH ALL NAKED FLAMES

DON'T USE ELECTRICAL SWITCHES

**CALL THE GAS EMERGENCY
SERVICES ON FREEPHONE**

0800 111 999

Football Story



On April 26th 2018, saha Warwickshire Support services, in conjunction with '2nd Chance Nuneaton' attended the national 'Street 2 Feet' 5-a-side. The tournament was hosted by Street Games at The Powerleague 5-a-side facility in Manchester. Street 2 Feet is a project that focuses on using football inclusively to target disadvantaged and young people who are directly affected by homelessness.

Our attendance followed a consultation process with residents; football kit requirements, food for the day, meeting times on the day and the setting of their own boundary lines for the event were all agreed by the group.

No fewer than 40 teams competed in eight group stage games. Teams from across the country attended, Warwickshire, Humber, Liverpool, Burnley and Everton Community FC to name but a few. Winners and runners up of each group advancing to create the semi-finals and then the final, in what is one of the largest events in the country working with young people affected by homelessness.

The day started off with an early 6am start for the team from Binswood Lodge in Leamington Spa, to everyone's credit, all up and ready to go. A stop off in Nuneaton to pick up the team from 2nd Chance then off to Manchester. A long day's travelling, but everyone being supportive and getting on together made for an enjoyable trip. The tournament was by its nature competitive and had a very high level of football skill on display.

Our team held their own and competed all day even if the scores weren't in their favour. The team played on a rotation basis ensuring everyone played the same amount of games, it was left to players to organise themselves and their playing formation. It was a pleasure to be a part of a coming together of supportive, appreciative and non-judgmental young people,



support staff and volunteers. It was empowering to see our residents, following every game to shake hands with opponents and the match referee, seemingly a small thing, but it said a lot in the appreciation of being involved.

The eventual winners were Equality FC from Manchester, in what turned out to be a very competitive game and again with a very high standard of football on display. The return trip saw a drop off at 2nd Chance, Nuneaton and some tired legs at Binswood Lodge approx. 7:40pm, made for long a day, but an enjoyable experience for everyone.



"I have never seen so many teams in one place! And everyone willing to speak to you, asking how you are and really getting on, no rubbish stuff happening. It didn't matter about us not getting through to the final stages, we really enjoyed it."

TJ - Binswood, Lodge Captain for the day

Privacy Notice

HOW ARE WE USING YOUR INFORMATION?

If your household has entered a new social housing tenancy after 1989, social housing providers would have shared your personal information with the Government for research and statistical purposes.

HOW IS THIS INFORMATION PROVIDED?

The information is provided via CORE (Continuous REcording). CORE was set up in 1989 and initially only recorded data from private registered providers but from 2004 local authority lettings are also recorded. It collects information on the tenants/buyers, tenancy/sale and dwelling itself. The Ministry of Housing Communities and Local Government (MHCLG) has been responsible for the management of CORE since October 2015.

WHY ARE WE SHARING THIS INFORMATION?

Information collected via CORE may be shared with other Government Departments and Agencies, for example the Greater London Authority or the Homes and Communities Agency. CORE data providers can also access data for their organisations via the CORE system. Data is only shared for research and statistical purposes.

HOW DOES THIS AFFECT YOU?

It will not affect your benefits, services or treatments that you get. The information shared is anonymous and handled with care in accordance with the law. We are collecting and sharing your information to help us understand better the social housing market and inform social housing policy.

CORE

COntinuous REcording of
Social Housing lettings
and Sales (CORE)

Information for all social
housing tenants



Ministry of Housing, Communities & Local Government

IF YOU WANT TO KNOW MORE

CORE Data is collected on behalf of the Ministry of Housing, Communities and Local Government (MHCLG) for research and statistical purposes only. Data providers do not require the consent of tenants to provide the information but tenants have the right to know how and for what purpose your data is being collected, held and use. The processing must have a lawful basis which, in this case, is that the processing is necessary for the performance of a task carried out in the public interest to meet a function of the Crown, a Minister of the Crown or a government department.

You have the right to object and you have the right to obtain confirmation that your data is being processed, and to access your personal data. You also have the right to have any incorrect personal data corrected.

The information collected via CORE relates to your tenancy, the dwelling you are living in or buying, and your household. Some of the information may have been provided by you as a tenant when signing the new tenancy or buying your property; other has been gathered from the housing management systems of social housing providers. Data collected will be held for as long as necessary for research and statistical purposes. When no longer needed, data will be destroyed in a safe manner.

We are aware that some of the data collected is particularly sensitive: ethnic group; previous tenure in hospital or prison/approved probation hostel support; if household left last settled home because discharged from prison/ long stay hospital/ other institution; or if source of referral is probation/ prison, youth offending team, community mental health team or health service. Please rest assured that all the information collected via CORE is treated in accordance with Data Protection requirements and guidelines.

Data is published by MHCLG in aggregate form on an annual basis as part of a report and complementary tables. To access the annual publications on lettings please visit <https://www.gov.uk/government/collections/rents-lettings-and-tenancies>; To see the publications on sales please visit <https://www.gov.uk/government/collections/social-housing-sales-including-right-to-buy-and-transfers>

CORE data is shared with other public sector bodies for research and statistical purposes only. For example, data is shared with Homes and Communities Agency and the Greater London Authority to allow them to exercise their role in providing adequate social housing. The detail level data is anonymised and protected to minimise the risk of identification and deposited with the UK Data Archive for research purposes.

If you are unhappy with how any aspect of this privacy notice, or how your personal information is being processed, please contact Department Data Protection Officer at: dataprotection@communities.gsi.gov.uk and if you are still not happy, you have the right to lodge a complaint with the Information Commissioner's Office (ICO): <https://ico.org.uk/concerns/>

Resident's Awards

The Get Involved Team had the pleasure of presenting the resident award to the very deserving Ronni.

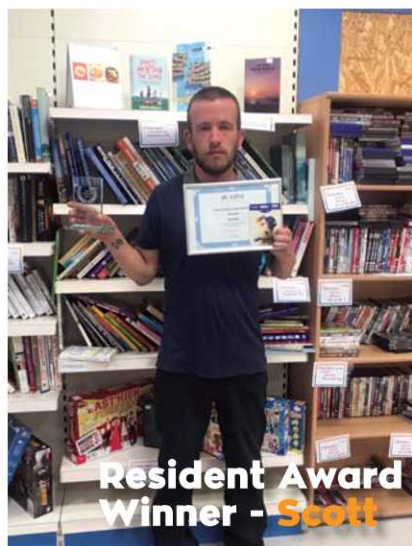
He was joined by fellow residents and staff in celebrating his award who were all very proud of his achievements.

Ronni was nominated for his selfless work in and out of the hostel. Each week Ronni volunteers with two separate charities: Whitechapel Homeless Service, where he helps to distribute clothing donations to the homeless and Care for the Paw, the outreach veterinary service who provide treatment for those homeless with dogs. Ronni is also part of the 'Choir with no name'.

Ronni is the resident representative at the service and takes his role very seriously by supporting other residents, both practically, but also with signposting to other services and activities.



Resident Award Winner - Ronni



Resident Award Winner - Scott

Scott is the winner of the saha volunteer award Spring 2018. He was nominated due to his tenacity, behaviour and all round positive attitude he adopts when volunteering with us.

Scott was presented with his award by the Get Involved Team in front of an audience that included family, friends and fellow volunteers.

He told us: 'I've become more confident since volunteering, I used to prefer to just hide in the back but now I'm out front. I'm learning new things everyday'

Scott's mum told us: 'He is just such a sweet lad, he is always there whenever anyone needs help, I'm so pleased about this award, he never asks for anything and he's won this just being himself'

Louise from saha's Get Involved team was helped to present the award to Scott by his seven year old nephew who said: 'Uncle Scott is my favorite, he's fun and is my role model!'

Margaret House gets a makeover

saha service Margaret House was opened in 2003 and helps to home young mothers aged 16-25 and their babies.

Residents at the service had been feeding back to the support staff that their homes were becoming increasingly more expensive to heat with the electrical heating and that the kitchens were quite dated.

saha have installed gas central heating and replacement windows and have refitted the kitchens. One resident described it as 'luxury' and that 'I didn't expect this'.



Graham House gets a makeover

Graham House was opened in 1995 and helps to home young (16-25) homeless, vulnerable careleavers. The service was refurbished in 2007 but since then there have been no improvements made.

saha have installed new heating and windows to the service that have been heartily welcomed and have helped to increase the use of the communal room by residents!

Resident's Repair Responsibilities

There are some repairs that are your responsibility for which you will have to carry out and pay. If you request saha to carry out these repairs on your behalf, you will have to pay saha the costs of completing the works.

These include:

Clearing the waste to a blocked sink, bath, toilet or basin

Blocked drains - if you caused the blockage

Bleeding of radiator

Replacing lost or damaged keys

Replacing keys and locks to internal doors

Mortice locks (unless supplied by the Association)

Mending fuses/replacing batteries for door bells etc

Broken window panes resulting from resident damage

Repair of any damage caused by you, your family or visitors

Repair of any fittings and fixtures that you provided yourself

Repairs to TV aerials (except communal TV aerials, which are saha's responsibility)

Eradication of certain types of vermin and insects, such as wasps - your local authority may perform certain services free of charge

Removal of garden rubbish

Hairline cracks to plaster

Plumbing to washing machines (unless supplied by the Association)

Tap Washers

W.C. seats

Residents' own improvements

When you notice that something needs to be repaired which saha is responsible for, contact our Customer Service Centre on **0800 970 6363**. The centre is open from 8:30am – 5:30pm Monday to Friday



Together 4 Residents

The T4R scrutiny panel have been busy in the last couple of months. The group have been looking at Repairs right first time and Voids and allocations – key to key.

The reports will be available for residents to view on the saha website under the Get Involved section.

We will be commencing phase two of the Get Involved roadshows and will be visiting a number of schemes up and down the country, so keep an eye out on the saha website and Facebook page for dates and locations – come along and have your say.

If you would like to know more about the scrutiny panel please contact the Get Involved team on **0800 970 6363**.



Charles Court residents have been making the most of our heatwave summer!

From coffee mornings in the garden, tea parties in the lounge and a visit to the llama park which the residents enjoyed so much that they all wanted to go back again!

A very fun summer indeed!

Charles Court Gets Involved





Amber Rudd visits saha Turner House

Amber Rudd MP visited saha's Turner House on Friday 25 May, and met with Malia Tenyue, Service Manager, the staff and some of the young mothers with their babies.

Turner House works in partnership with East Sussex County Council amongst others and provides accommodation and support services to single young women and lone parents from the age of 16, accommodating babies and their mothers for up to two years. Turner House has 11 fully furnished bedrooms on four floors and a communal sitting room and large kitchen/dining room. It provides 24 hour staff cover through a staff team comprising a project manager and a number of project workers.

Amber said: "I was so impressed to hear direct from the young mothers their very moving stories of just how much Turner House has supported and

empowered them towards eventually becoming independent, having initially felt so overwhelmed by their circumstances at such a young age. It was also very encouraging to see how much mutual support the young women give each other. The safe and friendly environment created by Turner House helps the young mothers to regain their confidence and ultimately to thrive on their own."




Malia Tenyue, Service Manager for Turner House commented, "Turner House greatly appreciates Amber Rudd's ongoing support for the service over the years. Her visit was very important to the young women living here, because they felt they were given an opportunity to have their say... and that they were heard. Additionally, the residents found Amber Rudd to be very approachable, and she made a positive impact by opening minds and raising political awareness amongst young people."

FreshStart's Beach trip



Well, a fabulous day was had by the majority at FreshStart! We had our outing to Newquay Harbour. Starting with talk from a marine life specialist who gave us info on how long it takes to break down plastics, cigarette ends and other materials. This was very interesting and started us off with our own mini clean of the harbour. We ended up with four black sacks full of rubbish taken just from the harbour. On arrival it seemed really clean but once we all looked closely we were surprised with our finds. After a yummy BBQ and a bit of Karaoke we enjoyed some Kayaking which I can say was an experience for all who took part.

A big thankyou to Trudy, Kate & Marc from Positive People for arranging this for everyone to enjoy!

Rents	Quarter 2 (2018-19)	Our Targets
% of rent arrears of current tenants	5.53%	5% 
Customer Survey	Quarter 2 (2018-19)	Our Targets
Overall satisfaction with repairs	93.91%	90% 
STAR Satisfaction	Quarter 2 (2018-19)	Our Targets
Resident overall satisfaction with saha	89.29%	90% 

Learning from Feedback...

From 1st March until 31st July 2018 saha received 29 service complaints from customers of the Association. 29 complaint cases were also resolved and closed in the same period, with 28 resolved at stage one of the complaint procedures and one at stage 3.

During this period four of the complaints resolved had learning outcomes established from the cases. These are detailed as follows:

Complaint	Response	Learning Outcome	Implementation
An issue with repair services at a GN property	Agreed in full	saha instruction to the contractor to carry the appropriate spares for this type of heating repair and to also supply temporary heaters to have available on site in case of an emergency situation.	Contractor instructed at next review meeting held.
An issue with planned maintenance	Not Agreed	An Asset Manager will carry out a full stock condition survey to all homes in Millgreen Close, Dearden Way, Brandon Close in Skelmersdale by the end June 2018.	A stock condition survey was completed and replacement windows and doors have been scheduled into the programme of works

KPIs continue on the following page...



Complaint	Response	Learning Outcome	Implementation
<i>An issue with housing management services</i>	<i>Agreed in full</i>	<i>To implement a centralised workflow system for future requests for parking permits through our centralised customer services team.</i>	<i>A workflow process has been written by the Contact Team Leader allowing us to manage parking permit requests through the Customer Services team</i>
<i>An issue with a directly managed service</i>	<i>Agreed in full</i>	<i>Review with staff the communication that takes place when an issue is identified and the resident is not in attendance</i>	<i>The service advise they reviewed procedure immediately. They now complete room checks the same day of each week. Clients are fully aware of the room checks and are always texted the day before to remind them. The Clients can choose to be present or not</i>

Compliments

For further information, from March until July, saha staff and contractors received 13 service compliments that were formally logged. Examples of the compliments: The support of saha staff at both Directly Managed and Older Persons schemes, the service from contractors in two areas, service from the Allocations Team, proactive gas installation works and support with estate management issues from a Housing Officer.

"X asked me to thank staff for giving support to Y and would recommend the Foyer to any young person in need."

"I have been talking to residents on Kitty Wheeldon Gardens this morning and wanted to pass on positive feedback about the contractor. They said they are very courteous/polite and efficient when carrying out work on the scheme."

"He hadn't had a chance to check his e-mail when I just spoke to him on the phone and my wife tells me that he was jumping up and down in excitement, so please pass on our deepest gratitude to anyone involved in making the decision in the Allocations team. Once he's come down off the ceiling, I'm sure he will be in contact to arrange signing things."

"A resident's support workers said that the resident was doing well, which is partly due to the Scheme Manager at Hazelwood Court overseeing him. Also the scheme is the most welcoming scheme of all he visits."

The Loop - Next Edition

If you would like to feed back on the KPIs you would like to see reported please contact the **Get Involved** team on **0800 970 6363**.