



SUMMER
2017

the newsletter from saha and chapter 1 - **transforming lives one by one**

Heart warming 'Storie'

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



First meeting of Together 4 Residents!

T4R the new, combined scrutiny panel from saha and Chapter 1 met towards the end of May to discuss surveys used across both saha and Chapter 1. T4R looked at examples of the surveys used, how the feedback is used and how this is communicated to residents and what improvements could be made.

In total the group made 19 recommendations to the Board. Examples included using the STAR survey across both organisations, creating clearer rating systems on surveys and the introduction of a survey calendar to stop survey exhaustion.

The reports can be found on the T4R page on the saha website or on our new Get Involved Facebook page.

www.facebook.com/groups/together4residents/

If you would like to know more about how you can Get Involved with T4R please contact Louise or Mary on **0800 970 6363**.

Get Involved Roadshows

The Get Involved team will be visiting a scheme near you very soon!

The team will be completing roadshows up and down the country to let you have your say! We are looking for feedback on ways you can Get Involved, your services, T4R and much more. Keep an eye on the saha Facebook page and the website for the dates!



Saha wins gas safety award

At the recent AGSM (Association of Gas Safety Managers) National Gas Safety Awards which were held at Hinckley Island Hotel in Leicester, saha were shortlisted for the Gas Safety Staff Training & Development Award. We were up against nine other nominees, among which were large organisations such as Keepmoat, Lakehouse, SGN and Worcester Bosch.

The award was to recognise that a crucial part of managing gas safety is to ensure that the gas team and any front line staff who need to be aware of gas safety issues are well trained and up to date in their knowledge and skill set.

Saha were nominated for this award due to their commitment in ensuring front line staff (Asset Management Team, Housing Management Team and CSC staff) met and exceeded the above requirements.

This was demonstrated by the above mentioned staff attending an intensive training course and undertaking a written exam in Gas Safety Awareness, with all passing and being awarded a NVQ Level 1 (Housing Management Team and CSC staff) or Level 2 (Asset Management Team) in Gas Safety Awareness.



WWW.REGISTERMYAPPLIANCE.ORG.UK

We have around 93 million large appliances in use in our homes, helping us to handle the daily chores. We try to keep our fridges, freezers and washing machines for as long as we can, but it's vital that we use these indispensable machines safely.

Register now

Supported by Government, The Association of Manufacturers of Domestic Appliances (AMDEA) has created Register My Appliance - a web portal designed to make the task of registering both new and older appliances quick and easy. By simply clicking on one of the 60 brand logos, the user reaches a registration form linked directly to the relevant manufacturer, where most accept details of products up to 12 years old.

It is all too easy to take these machines for granted and forget we have them, but in case there is a recall or a safety repair is ever needed it is essential that manufacturers can get in touch with users quickly.

Take a look around your kitchen and visit www.registermyappliance.org.uk today to carry out this simple task. You can even register from a smart phone. Help your friends and family to do the same.

Be appliance safe

These handy hints and checks should be carried out in every home:

- ***Read and follow the instructions in the user booklet, particularly regarding installation.***
- ***Don't use extension leads to plug in major appliances.***
- ***Check that plugs and power leads are in good condition; these critical items should only be replaced by qualified manufacturer-approved service technicians.***
- ***Don't store newspapers or carrier bags at the side or back of your fridge freezer.***
- ***Fit a smoke alarm near your kitchen and test it regularly.***
- ***Don't forget those machines you've had for many years.***
Register them now at www.registermyappliance.org.uk

Register my appliance Safer in Seconds

Heart warming Storie!

We know what you are thinking, they have spelt 'story' wrong. Well this 'Storie' relates to one of our residents, Sarah of Brewers Yard in Southminster and all will become clear...

As part of our on-going Energy Efficiency Planned Works programme, where we are working to replace expensive to run heating and hot water systems with more efficient heating systems, the properties at Brewers Yard and Edward Bright Close in Maldon had their electric panel and storage heaters replaced with Air Source Heat Pump systems.

Air Source Heat Pumps, in simple terms, are like fridges that work in reverse i.e. they pull air from the outside, compress it and use the heat it forms to heat water to provide hot water to heat up water filled radiators and provide hot water via a hot water cylinder. Because the heat units are so efficient, they are cheaper to run than electric panel heaters, storage heaters and traditional hot water cylinders.

Prior to the works starting, we held a pre-start meeting with residents of both schemes and it was fair to say that a number of residents were sceptical as to how the new heating systems would look and work and questioned if they would be more efficient and cheaper to run than their existing systems. At both meetings, there was one resident present who knew a friend who had had this type of heating system fitted to another one of our properties in Maldon and they continued to tell the other residents who had attended the meetings, of how happy their friend was with the system and commented on how much their friend had saved on their energy bill since it had been fitted.

At the time of the meeting, Sarah was expecting a baby. The dates for the heating installation were arranged with Sarah so that she had plenty of time to get the works done before the baby was due and was looking forward to having the new heating installed so that she could bring the little one back to a nice warm home.



Sarah with new baby Storie is presented with a welcome hamper by Dean Sitton on behalf of everyone at saha.

Unfortunately, things didn't go as planned and her baby was born ten weeks prematurely and had to go into the baby care unit, which coincided with the dates for the new heating being fitted. Sarah had to spend her time travelling between hospital to visit her new-born daughter, Storie, as well as caring for her two sons, Radley and Frazer.

The last thing Sarah wanted was to worry about the new heating being fitted, but at the same time, she wanted a nice warm home to bring the little one back to. Our contractor, TSG fully understood what Sarah was going through and worked with her to ensure the works were completed in time with as little disruption as possible.

When Storie was eventually able to come home, Sarah contacted saha and asked us to pass her thanks on to TSG for doing such a great job and commented how quickly they had done the works and had left her home clean and tidy at the end of each day.

Sarah also added that her home was now lovely and warm throughout rather than just the odd few rooms that were heated before due to the high cost of her energy bills and also added that it was nice to have a warm bathroom. Sarah also commented that she was already seeing savings on her energy bills which was most welcome as well.

As a thank you from saha and all involved in the project, we asked Sarah if we could give Storie a little something and arranged to visit the family, along with representatives from TSG, who undertook the works, Pellings, our consultant surveyors who oversaw the works and Mitsubishi, whose ASHP units were specified and installed.

Saha presented Sarah with a baby hamper, which was full of goodies, for little Storie and not to leave Sarah, Radley and Frazer out and being that Easter was a few days away, we also gave them a little gift of an Easter Egg each.

The contractor, TSG, fully understood what Sarah was going through and worked with her to ensure the works were completed in time with as little disruption as possible

Members of TSG and saha teams who worked tirelessly to create a warm welcome home to Mum Sarah, new baby Storie and big brothers Radley and Frazer - not forgetting Bailey the dog!



Cladding Panel Tests



We would like to reassure all our residents and partners that we have a robust and comprehensive Fire Safety and Health & Safety Compliance management regime in place.

Saha and Chapter 1 would like to express that our thoughts and prayers go out to anyone who has been affected by the tragic events at Grenfell Tower.

We would like to reassure all our residents and partners that we have a robust and comprehensive Fire Safety and Health & Safety Compliance management regime in place. All staff work closely with our contractors, consultants and agencies to ensure that these systems are appropriately and effectively managed.

We have reviewed the buildings in our portfolio, including those operated by Chapter 1, and can confirm that we do not own or manage any buildings that have been clad with Aluminium Composite Materials (ACMs), as were found to have been used at Grenfell Tower.

Following the recent tragedy at Grenfell Tower, the Department for Communities and Local Government (DCLG) instructed all Local Authorities and Housing Associations to check all buildings over 18m high that had been clad in similar cladding panels that had been used on Grenfell i.e. ACM (Aluminium Composite Material) and to send a sample of such panels to the BRE (Building Research Establishment) for combustibility testing.

Following receipt of this instruction, saha immediately checked its Stock Condition Database, EstatePro, to identify such buildings and found that there were two blocks that were over 18m high. One of these blocks had

stairwells that had been clad two years ago, but we had documentary evidence to show that the panels specified and used were not ACM panels and are panels that are non-combustible.

The other block is of masonry construction and has not been overclad. Chapter 1 had a further block that although less than 18m high, was clad and therefore, decided to have the building checked, and were able to verify that the cladding material is a fibre cement based panel, and not ACM.

Saha also instructed Fire Risk Assessors to carry out a combustibility test to a panel from the block, as at that time, there were not any details on the make up of it, although it was clear from a visual inspection that it was not an ACM panel. The test came back confirming that the panel was not combustible.

As a precautionary measure, saha decided that, in addition to the usual standard Fire Risk Assessments, to also instruct further Type 4 Fire Risk Assessments (FRA) to be carried out to twenty identified buildings that have 5 or 6 storeys in them and are either older type buildings or have vulnerable residents housed in them to make sure that the buildings are fully compliant from a fire risk point of view.

These Type 4 FRA's go beyond the standard type and involve destructive testing and opening up of materials to ensure the buildings are fully compliant. These FRA's have commenced and are currently in process.

Saha has also conducted a thorough review of its fire safety and has checked every action point on every fire risk assessment, past and present, to ensure these are completed and fully compliant.

Similarly, where it was recommended that corridors are kept clear or staff carry out more regular testing of fire alarms, saha has ensured these are implemented immediately. Fire safety has always been of the highest priority at saha and Chapter 1, but a tragedy like this will likely bring out lessons to be learnt and better ways to ensure our residents and staff are safe.

Saha and Chapter 1 would like to express that our thoughts and prayers go out to anyone who has been affected by the tragic events at Grenfell Tower.

SAY "HELLO"

TO ADAM

Adam has lived in a saha Foyer for nearly two years. Adam started his time at the Foyer on an apprenticeship at a local pet supplies store and through hard work and determination Adam managed to gain full time employment there. For over a year Adam held down two jobs while remaining a model resident at The Foyer.

Adam has taken part in cooking sessions, art sessions, bike rides and is a well-respected member of the community.

Unfortunately, things didn't work out in his full time job, but Adam being ambitious and determined, spoke to his project worker about finding another job. Adam was referred to a Crisis work and learning coach and worked on his CV, interview skills and started applying for other jobs. Adam found the knockbacks hard and this affected his confidence.

Adam took part in Doncaster Discovery College 'Make Me Employable' and continued to apply for jobs with his Crisis work and learning coach. Adam had an interview for a job at B&Q, something he always wanted to do. Adam got the job!!! He is thoroughly enjoying his new challenge, meeting new people and learning new things.

Adam is now ready to move on from the Foyer and is now just waiting for the right property to come up and he will have achieved two of his main Flourish goals.

Adam's project worker and all Foyer staff are extremely proud of how Adam has shown pure determination and has never given up. He has been a pleasure to work with and we wish him all the best in his venture.

**Real
Life
Story!**

SuPORT - TIM'S STORY

In October 2015 we recruited a new participant who had been referred through the Lifeline support network, working with those who were dependent on alcohol.

Tim explained; "before coming to the community football sessions I was a fork lift driver but I had serious depression and was just getting bored with life. I had tried to kill myself a number of times by lying in the middle of the road, which was caused by drinking 20 cans of cider a day. It became an addiction that took over my life. Every time I drank it helped with my panic attacks and anxiety and I was probably in denial I had a drink problem for 15 years.

When I came to Lifeline I went down to play football which was an hour where I didn't drink, whilst building a routine. I applied for rehab which I was knocked back for but for some reason this spurred me on to want to get help rather than get even more depressed. Sport enabled me to keep on track and build my confidence and was something to look forward to within the week. I met similar people who were in the same situation and this helped with my addiction. I soon got accepted for a rehab programme in the summer and I have never looked back since, I have completed sport leaders qualifications, I volunteer with the football team and I have been off the drink for 6 months.

For the future I want to showcase how sport can change lives for people in similar situations to mine and I am keen to coach people through this phase. I am also helping Dean run a homeless football league and I am running in a 10k to raise funds for a homeless charity".

SAY "HELLO"

TO ANN MARIE

**Moving
forward
my
journey**

My name is Anne Marie, I wanted to share with you all my journey and success. Following a very chaotic lifestyle and a very personal struggle I have had for years. I have been in and out of services for mental health for years and had some struggles with alcohol, low self-esteem and lack of assertiveness and confidence. I have a diagnosis of personality disorder and a history of self-harm.

In 2013 I was living in a supported housing service that offered low level support to tenants, and I was not coping with living there and my independent living skills and motivation were very poor. My social worker and the team around me were concerned that I was not managing and they were considering residential care for me. I was 43 years old and this worried me because I was still very young and I didn't want to be in a residential home. They agreed to place me in Roseberry, a 24 hour supported service to see if a more intensive way of working would help me improve my skills and independence.

Well it is now July 2017 and after working hard to address all my support needs I am moving into my own tenancy with floating support coming in 5 hours a week. I am very nervous about this move as I feel safe and secure at Roseberry, but I am much more independent, confident and alcohol is no longer a problem. I am sure that my future will be positive and also with new challenges, I am embracing my new hobbies.

I wanted to share my journey with people who may have given up hope or feel worried about their futures. If I can do it so can you! The place I will call home will be filled with independence, and possibilities and the care home placement will remain for those who need care and looking after. What I needed was support, reassurance and a helping hand which is what saha and Roseberry staff gave me.

Welcome to our first combined Residents' Awards!

As we reported in the spring edition we have now combined saha and Chapter 1 awards to celebrate our amazing residents and volunteers.

We had a fantastic response on the nominations for this round of awards and would like to say a special thank you to the following residents who were nominated for the awards:

- **John Arnott** who was nominated for his willingness to always help others including helping members of the public who were in a car accident and one who had a fall whilst shopping.
- **Susan Anderson** who was nominated for helping another resident move home. When the other resident became ill she continued to move his possessions and clean his home ready for when he came home.



Residents' Awards

willingness to help out with odd jobs at the scheme; he has redecorated the communal lounge for all of the other residents to enjoy.

- **Janet Langley** aka 'The knitting lady' was nominated for her work within the local community. Janet, along with her a group of dedicated volunteers, has raised over £140,000 for St Clare's Hospice.

- **Gary Cooper** was nominated for his personal journey. Gary has overcome some very personal struggles and is now a service resident representative and is now ready to move into his own property.

- **James Bayley** was nominated for going above and beyond as a volunteer. He undertakes all of his tasks diligently and has also won a number of prizes for his floral arrangements and James has used these skills to enhance the appearance of 2nd Chance.

As you can see T4R had a hard time choosing two winners, but we would like to congratulate:

Dave Simmons (pictured below) is the first recipient of the combined saha and Chapter 1 volunteer award.



charity shop in Nuneaton from the first week that it opened. He started off in customer sales. From the onset Dave has been willing and able to assume more responsibility, eventually becoming a key holder. Dave helps to provide cover for the shop in the manager's absence which also includes supervising the other volunteers.

Dave has fully embraced the ethos of the organisation and acts as a mentor for other volunteers. He has shown great empathy for the other volunteers, this has in turn allowed them to become more confident and flourish!

The award was presented to Dave by Louise Coulson from the Get Involved team in front of family and friends at a celebratory breakfast held at the Abbeygate shop.

James Field (pictured right) is the first recipient of the combined saha and Chapter 1 residents' award. He was nominated for his strength and determination in the face of adversity.

James wants to enter into a career in the building trade, but to do this he had to undertake the CSCS card exam.

Having previously been diagnosed as dyslexic, James found some of the courses that he had to pass in order to complete the CSCS card difficult and some of these exams he failed, but he never let that get the better of him and continued to repeat them until he achieved the desired outcome.

Two months ago he received his CSCS card and is now actively seeking work in the building trade.



CMT (his training centre) were so impressed with his motivation they have offered to put him through his SIA exam so that he can also work site security.

James was presented with his award by Mary Firth from the Get Involved team at an awards ceremony on his scheme, also attended by his very proud mum and grandma.

**Huge
congratulations
to both of
our winners
on their very
well-deserved
awards**

Volunteer Week Award Ceremony

As part of volunteer week, Chapter 1 held an event in Nuneaton to celebrate the work of their fantastic volunteers. The teams from the



2nd Chance United

Abbeygate Shop, the Judkins Re-Use Shop and 2nd Chance were invited to a special evening where each volunteer was rewarded with a certificate for all their support. Afterwards, a buffet was provided so that all could enjoy the evening and let their hair down.

VOLUNTEER WEEK



Stuart and Rob from 2nd Chance

Volunteers that took part in the Street to Feet football tournament, organised as part of Chapter 1's SuPORT programme were the first to be recognised. This was followed by individuals specialising in certain fields and lastly, a special set of awards voted for by volunteers, was presented to those that they felt had gone above and beyond in their work for the charity. These were given to Stuart, Richard & Rob at



Dave from Abbeygate

2nd Chance (a 3 way split in the voting!) and to Richard & Ken at Judkins.



Judkins Volunteer Team



Richard Judkins Volunteer of the Year 2017

Abbeygate's nomination went to Dave who completed a clean sweep by also winning the Manager's Award For Outstanding Contribution. Service Manager Nat Kidd said "It was heart warming to be able to bring so many of our volunteers together in this way. Day in and day out they are here answering our phones, sorting out bric-a-brac, steaming clothes, helping clients, testing electricals, delivering furniture and much more... This was our small way of saying thank you, thank you, thank you!"

2nd Chance has been operating for 10 years in and around Nuneaton & Bedworth and North Warwickshire. They are an FRN Approved Re-use Centre (ARC) and were the winners of the 2016 Let's Recycle Community Recycling Initiative of the Year.



2nd Chance Volunteer Team



Abbeygate Volunteer Team

CELEBRATIONS 2017

Copper Beech Avenue & Broad Lane Bus Passes

As part of the planning agreement with Leeds City Council for the Copper Beech site, it included a travel plan which stated that residents would be provided with a free taster ticket to try public transport.

Currently there has been a budget agreed that will provide each home with one free 3 month First Bus ticket. Any tickets that are not taken up are then offered on a first-come basis.

Take up of the passes has been well received and to date 25 passes have been issued to residents which equates to around 27-28% of the scheme. The monthly bus passes cost around £15 - £25 a week (depending on which type of pass). Over a 12 week period the issuing of such passes has saved in the region of £180 - £300 per resident.

Letters have been sent to all the residents at Copper Beech Ave and Broad Lane outlining how they can take up this offer.

If you have any more questions please contact **Andy Bargewell, Housing Officer 0800 970 6363**



Summer is here and so is Joan!



Our newest resident at Hazelwood Court– Joan helped Margaret, the Scheme Manager, with the planting of the bedding plants and hanging baskets this year. Joan is our oldest resident at 94 and is settling into her new home and joining in the various activities and outings at the scheme.



Joan has many happy memories of helping her grandfather on their allotment in her youth. Joan says "I lived in London for over 40 years and was bombed three times during the war. It's been lovely moving nearer to my daughter and I'm enjoying the peace and quiet here and finding everyone very helpful."

Catherine Baird Court - Garden Revamp

The residents of Catherine Baird Court came together, to discuss ways to make continuous changes, that would enhance the Scheme. The first of these was to be a revamp of the Scheme's gardens. This was to be a full scale re-designing and the, re-landscaping of all the Schemes gardens: which included a new lawn, new plants, shrubs, bushes and tree surgery on all the trees at the Scheme.

Specific plants were chosen, those that attract bees, butterflies and other beneficial insects into the Scheme's gardens. Additional planting will be carried out later in the year, when winter/spring flowers and bulbs will be planted. The residents led this project from start to finish. Their involvement covered: several meetings with saha, also a meeting with the contract manager, of the Scheme's maintenance gardeners who, they invited to their Residents Association meeting, to discuss various types of planting to attract bees, butterflies and other beneficial insects into the Scheme's gardens.

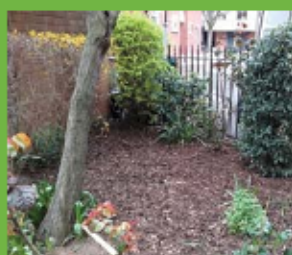
Quotes were obtained for the revamp of the Scheme's gardens. Funding for this work came out of the Residents' Legacy Fund and work was planned in stages, the first stage began in mid March this year. The work consisted of hard pruning of the plant stock that was to remain, followed by the clearing out of the old plant stock, bushes, and the old lawn that was to be removed from the Scheme's gardens. Along with this, there was the rotavating and feeding of the lawn and planting areas.

The next stage was to clean and treat all the hard surface areas in the gardens, then to lay out the new garden design followed by the laying of the new lawn. The final stage of the re-landscaping was to be the new planting of the gardens. As this was being done, watched regularly by some of the residents, a suggestion was made by a few of the residents to build two purpose made planters for the use of residents in wheelchairs or who aren't able to bend.

The residents met with saha and the garden landscapers to look at how this could be incorporated into the new landscaped garden. The planting stage was completed and work then began on building the planters which were to be built out of new railway sleepers.

From the start of the landscaping work to its completion, including the additional work of building the planters, took just under two months! The new landscaping is settling down really well and is looking wonderful. The residents are very pleased with the new design of the gardens and the outcome of the planned landscaping work.

They are also very pleased with the addition of the purpose built planters. The residents are planning an outing to a nursery to purchase together some plants for the new planters. The residents are planning a cream tea together to celebrate the new garden.



Charles Court receives grant

Charles Court were the lucky recipients of a £500 grant from the Bluebird Care Agency to enable them to get together and have an outing.

The residents were able to get together as a group and go to a local restaurant for a meal and then were able to enjoy a further tea party at the scheme from the grant!



The Team programme



Doncaster Foyer are currently working with The Prince's Trust delivering 'The Team' Programme within The Foyer building. Four of The Foyer residents are enrolled on the course and are absolutely thriving.

They have just completed the community project part of the course at Clever Clogs Nursery in Intake, Doncaster. Courtney, Sonya, Kyle and Daniel all helped transform the nursery's play area. They all worked extremely hard and produced fantastic results.

Kyle states, 'We are all proud of the work the team have done and seeing the nursery children's reaction was awesome'



business leaders and government.
Warwickshire County Council's
for Employment programme helps
employers achieve this.



Warwickshire Employability Charter

2nd Chance have provided opportunities for:

- *Young people to experience the world of work*
- *Young people to gain effective work experience in a business that gives them a real insight into occupations that they may wish to enter.*
- *Working with education establishments to inspire young people by speaking and mentoring them.*

Huge congratulations on this recognition!

Chapter 1's 2nd Chance project is proud to be able to announce that it has just been awarded the Warwickshire Employability Charter at an awards ceremony, in recognition of its work in addressing youth unemployment. Specifically, its success achieved through increased collaboration between businesses, education providers and other partners. This was presented by Council leader Cllr Izzi Seccombe at Shire Hall in Warwick.

2nd Chance believe that by engaging with younger people and providing them with the opportunity to learn, gain confidence and skills, a tangible change in their outcomes can be achieved. The type of enhanced employability skills that they enable young people to deliver include, adaptability, attention to detail, communication both written and oral, functional numeracy, interpersonal skills, meeting deadlines, negotiation skills, problem solving and much more.

Roseberry's summer fundraising activities

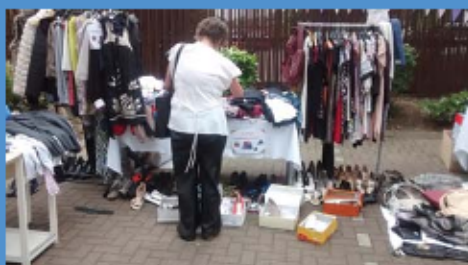
Roseberry have taken on the challenge to raise funds towards the South Africa trip that some saha residents will be embarking on in September 2017. We have never done a collective fundraising task as a team before and were a little apprehensive about how we would meet the task. We had a discussion about what our talent and skills were; we came up with a list of things that we could do that would ensure tenants were actively involved.

It was agreed we would do:

- **An afternoon tea selling tickets for admission**
- **Pie and peas selling tickets for admission**
- **A Roseberry Summer fete**
- **Sponsored silence**
- **Sponsored walk**
- **Car boot sales**
- **Car washing**
- **Making fashion jewellery to sell**
- **BBQ, selling tickets for admission**
- **Making cakes, pies and cushions to sell**
- **Introduction of an unhealthy snack tin where a donation must be made for each unhealthy item that is eaten in the office.**

We have all emptied our homes of unwanted gifts, pestered family and friends for donations and risen to the challenge. The total so far has exceeded £1000.00 and we are still raising funds

"The commitment and enthusiasm from the team and residents has been amazing" Sharon the Project manager said , who also recognises that there may be a hidden agenda to this commitment for all staff and residents (Sharon will be escorting the people going on the South Africa trip). Is this just them all wanting an 11 day break from the manager?





Contact the Elderly comes to St Helens

Contact the Elderly is a national organisation which changes the lives of people aged 75 and over who live alone and cannot get out on their own. They have small local groups all over England, Scotland and Wales, made up of guests and volunteers. Tea parties take place one Sunday a month. Groups are kept small so that everyone can get to know each other and make lasting friendships.

Sheringham Close recently were invited to their first Contact the Elderly tea party to help create new lasting friendships. All of the residents who attended had a fantastic time.

Abbott Lodge residents share the love



Following the recent atrocities in Manchester, Abbott Lodge resident Nicola wanted to create something positive for their community.

The talented Nicola created a wonderful piece of artwork that will be displayed permanently at Abbott Lodge to help remember all those who were affected by the atrocity.

ALLPAY APP UPDATE

The Allpay payment system is now available for all residents to use. Making it easier to pay your rent and any other charges by phone, over the internet as well as at any PayPoint outlet. Allpay updated their mobile app in July, this means that to continue to use the features in the app you will need to download the latest version on your smart device. If anyone has issues accessing the app following downloading the latest version from the app store. appsupport@allpay.net.

What is a smart meter?

Smart meters are the new generation of gas and electric meters. They are being installed in homes across Great Britain at no extra cost, to replace traditional meters, including prepay key meters.

What do smart meters do?

A smart meter sends automatic readings directly and securely to the energy supplier. This means no more manual readings, no more estimates and more accurate bills. A smart meter includes a portable smart meter display which shows exactly how much energy is being used and what it's costing in pounds and pence, in near real time.

How do smart meters work?

Smart meters measure how much gas and electricity is being used and shares this directly and securely with the energy supplier and the smart meter display, using wireless technology. No one will have to take manual meter readings – the smart meter will send automatic readings to the energy supplier via the Data Communications Company (DCC), a secure national network which is solely for smart meters. This works in the same way as other wireless systems like car remote keys or TV's, using radio waves. Though it is a wireless system, there is no need for WI-FI in the home for it to work, and it won't use your WI-FI if you do have it.

Who is Smart Energy GB?

Smart Energy GB is the voice of the smart meter rollout. It's their task to help everyone in Britain understand smart meters, the national rollout and how to use their new meters to get their gas and electricity under control.

Benefits of using a smart meter

- *You will always know what you are paying for your energy- with a smart meter you get an easy-to-understand portable display that shows exactly what you are spending in near real time.*
- *An end to estimated bills – you only pay for the energy you use.*
- *Smart meters show you exactly how much gas and electricity you are using in near real time, so you can see where you are using the most energy and which appliances are most responsible. Knowing where to cut back can save both energy and money.*
- *As smart meter technology also works with prepay meters, it will make it much easier to top up credit. Depending on the supplier, they'll be able to top up directly online or through a smartphone app. There will be no more keys or inconvenient visits to the shop (although that option will still be available).*
- *It makes switching between payment modes (e.g. direct debit or prepay) much easier as an installer will no longer have to visit the house and change the meter.*
- *Smart meters will be installed by suppliers at no extra cost to consumers.*

What is a smart meter?



Photo corner

My photography

I have been into photography most of my life, but have really got into it in a big way since I was made redundant from the NHS and I became unwell. I bought my first Canon DSLR July last year. I had had a bridge camera before that - a Fujifilm.

I have mobility issues and can spend a lot of time alone in my home, my photography allows me to escape into the garden and become immersed in what is happening there.

My sister Kim and her husband came to visit me as they were moving to Ireland and she mentioned:

"It would be good to put some bird feeders in the tree opposite your flat."

Which I did a few weeks later. Last year was when we didn't receive many visitors, but this year we have had three squirrels come and visit, they give me great pleasure watching their acrobatics!

Recently we have had a number of different types of birds come into the garden for the feeder and I have enjoyed trying to identify them all.

I would be keen to see what happens near you, what do you enjoy taking photos of?

John

Brindleheath Road



Goldfinches on the bird-feeder



Greedy squirrel helps himself to the bird food!



Squirrel acrobatics!

Update on the resident consultation regarding the merger of Chapter 1 with saha

Firstly, thank you to those residents who took the time to send us their thoughts on the merger and to those resident reps that attended a meeting in London. As a reminder, a four week resident consultation exercise was launched on 18th April 2017 in accordance with the new Tenant Involvement and Engagement standard to seek Chapter 1 tenant views on the proposal to do a full merger with saha.

A letter was sent to all Chapter 1 residents along with a fact sheet that included the advantages and disadvantages as well as a set of FAQs that reflected the concerns raised in the previous consultation that was undertaken in 2016.

A meeting of three of the National Client Representatives was held in London on 25th April 2017, and a flyer was included in the spring edition of "The Loop" (the residents' newsletter) reminding residents that they had the opportunity to pass their opinion and raise questions on the proposed merger. Residents were encouraged to respond via an electronic survey which was available on the Chapter 1 website or by calling the CSC. The options of sending comments by email or letter were also available.

The outcome

The consultation period closed on 16th May 2017. The response rate was disappointing with a total of 29 responses representing a response rate of 4.9%. This level of response was not sufficient to be statistically reliable, however, analysis was undertaken and the highlights are set out below:

- The majority of residents felt there were benefits to the merger and listed improved efficiency and value for money (44.83%) and more resources and experience (41.38%) as the main benefits. 2 respondents didn't know what the main benefits were and the following comments were received:

"Great meeting with saha, they seemed positive, genuine and dedicated to people, residents and the future. They seem to have expertise and experience. Supported Housing is great. I like their mission - similar to ours."

"I think the main benefits are clients will get more support from what they getting and they'll [sic] be more opportunities for example training courses. The target operating model programme is the benefit I think we will be getting as we can access our files and then we will be confirmed of what is happening on our progress of any complaint or repairs."

- 5 respondents (17%) checked the box that there were no benefits to the merger
- 93% said they had no concerns about the merger while 2 respondents (7%) said they did have concerns. The concerns were:

"That saha will sell off properties to make money. I hope they continue to keep the services and continue the services, keeping all of them, even under-performing ones there are any [sic], but try to improve them."



Worried about the people coming in and changes that might bring [sic]. Worried about losing some of our staff."

The Board Decision

The saha and Chapter 1 Boards met at the end of May and considered the business case for a full merger. This included considering the feedback from residents (as set out above).

The Board decided that the full merger would benefit the organisations and residents and approved the full merger.

Next Steps

The shareholders of Chapter 1 met in June and agreed to convert Chapter 1 to a Community Benefit Society. Once this is completed, there will be a legal process to complete a transfer of engagements from Chapter 1 to saha, which should be completed by the end of September when we will become one organisation.

Prior to the merger all Chapter 1 residents will receive a formal letter which will be the official legal notification which we are required send to inform residents that saha will become the new landlord. Residents will not be required to sign a new occupancy agreement but should read the letter very carefully to make sure that the details are understood. Residents should keep this letter safely with their existing Chapter 1 occupancy agreement.

You will start to see some re-branded leaflets and website in September, and there will be some organisational changes. Please rest assured that as per the information sent out during the consultation, **this will not affect your support, your home, your tenancy or your rent.**

Brindleheath Garden

Two residents from our Brindleheath project have been overhauling the communal garden area to make a welcoming seating area for all of the residents. Although it's not just the plants that have had an overhaul; Caroline and John have planted a small herb garden for all the residents to enjoy!




The garden area is now starting to thrive a couple of months after being planted!



Brindleheath Garden - before



Brindleheath Garden - after

Rents	Quarter 4 (Jan - Mar 2017)	Our Targets
% of rent arrears of current tenants	4.25%	5% 
Customer Survey	Quarter 4 (Jan - Mar 2017)	Our Targets
Overall satisfaction with repairs	99%	90% 
STAR Satisfaction	Quarter 4 (Jan - Mar 2017)	Our Targets
Resident overall satisfaction with saha	88%	90% 

Learning from Feedback...

From 1st January until 31st March 2017, saha received 15 service complaints from customers of the Association. 11 complaint cases were resolved and closed in the same period, with all 11 resolved at Stage One of the complaint procedures. During this period two of the complaints resolved had learning outcomes established from the cases detailed as follows:

Complaint Summary	Complaint Result	Learning Outcome	Manager Action
A complaint regarding saha contractors	Agreed in full	Contractors to cover any planting before works in future	Discuss at next Contractor meetings
An issue with policy at a Directly Managed scheme	Not agreed	The team will continue to prepare residents for transition and the on-going requirement to review our house rules/handbooks with residents on an annual basis and in-between if required	To be discussed in monthly resident meetings

Compliments

For further information, from January to March of the last financial year, saha staff and contractors received 22 service compliments that were formally logged.

The Loop - Next Edition

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