

Spring 2019

CHATTERBOX

Development Update

Housing need remains acute and so we are delighted to let you know that during 2018 we completed 8 new homes:

- Two new flats were built in Alton.
- Two flats and four houses were built in Petersfield

In addition, we created a two bedroom flat from two bedsits in the centre of Petersfield.

We hope to start the development of twelve new units in Stroud shortly. Four will be houses for shared ownership.

HIGHLIGHTS

2018 Planned Maintenance

2018 was a very busy year for PHA Homes property maintenance section ...

Gas Servicing

We are aware that there have been multiple issues ...

Smoke Detector Maintenance

All PHA Homes should have a mains powered smoke alarm installed in it and should be tested regularly ...

Food Banks

Foodbanks are places that provide emergency food packages ...

Merger Update

In May 2018 we wrote to all our tenants to let you know that the Boards of PHA Homes and Havant Housing Association were announcing the start of formal discussions to form a partnership and to 'merge' the two organisations.

This has been a long and very detailed process, but both Boards have now determined not to proceed with the proposed merger.

As such we are now focusing on our business plan moving forward and how best to strengthen our commitment and services to our tenants. We have much work to do and this involves much internal restructuring and reviewing our internal process to make them more efficient and cost effective for the benefit of our tenants.



2018 Planned Maintenance Works Update

2018 was a very busy year for PHA Homes property maintenance section.

The planned works programme that we carried out in the year consisted of the following works:

- 10 new bathroom installations
- 4 new kitchen installations
- 5 new boiler installations

Other works included:

- New front doors & window installations
- Fascia's, soffits, guttering & downpipes
- Communal area refurbishments
- Large programme of Fire door installations.
- Internal & External communal decorations
- External paving works

This was along with another large increase in the number of empty properties during the year.

As we move into 2019 the planned works programme (kitchens & bathrooms) that we aim to carry out will be at similar levels as in 2018. If there are planned works due to be carried out on your property during 2019 then you will be notified in due course and the work will need to be surveyed before any work is commissioned.

Create a Credit Buffer

PHA Homes strongly recommend that tenants who have low level credit or a NIL balance on their rent account should make regular small payments to create a credit balance on their rent account.

This is to allow for any future changes in your personal circumstances, Housing Benefit or to help a smooth transition period to Universal Credit.

If you choose to not do this, and arrears of rent begin to accrue on your rent account, then PHA Homes will start its arrears procedure, as arrears are a breach of your tenancy agreement. Whereas if there is a 'credit buffer' on your account it gives you some time in which to contact the office to explain your change of circumstances or submit the necessary

documentation to Housing Benefit or Universal Credit so they can assess your claim, without worrying that you are in arrears of rent.

Please be aware that it is part of your tenancy agreement that your rent payments must be made 'in advance'.

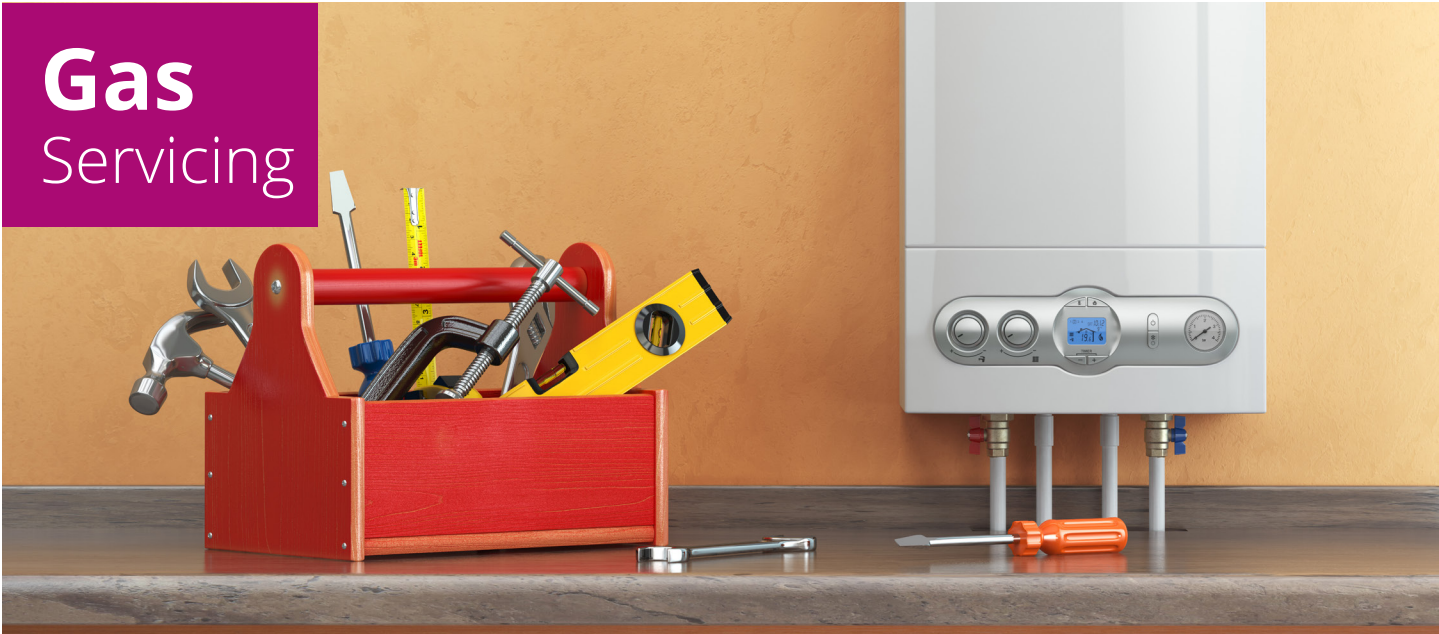
Payments can be made via your Allpay card, cash, cheque or debit card in the office, debit card over the telephone, Direct Debit, Standing Order or bank transfer using the details below:

PHA HOMES
Sort Code:
60 16 26

Account number:
05429692

For more information regarding this please contact Lauren Parrett, Housing Manager on 01730 263589.

Gas Servicing



We are aware that there have been multiple issues over the last few months with our gas servicing contractor, Robert Heath Heating (RHH) whereby they have been cancelling booked appointments late in the day.

This is mainly due to emergency works coming in and having to take priority over gas servicing appointments and sickness amongst the engineers who work in our region.

We have asked RHH to make sure that they give PHA residents as much notice as possible when there is likely to be a cancellation to the booked appointment. We understand that it is very frustrating to be waiting for an engineer to turn up and then find out late in the day that the appointment has been cancelled.

We appreciate that emergencies do happen and need to be dealt with quickly, but we also expect effective communication with our residents to keep you updated and to let you know as early as possible if an appointment cannot be kept.

PHA Homes would like to apologise on behalf of RHH if you have been suffering problems when trying to arrange your annual gas service and we will continue to monitor and work closely with RHH to ensure there are improvements to the service.

Currently RHH send out appointment letters giving a date that they would like to attend your property to carry out the annual gas service. They give a phone number in the letter for you to ring to confirm if the appointment is convenient or not. They have asked us to remind our residents to call this number to confirm if the appointment date is convenient or not. At this point you can choose an a.m. or p.m. appointment so that you don't have to wait in all day.

The contact number is Robert Heath Heating (RHH) on 03330 141 000 or you can email them on our dedicated email address pha@robertheath.co.uk



Gas Safety

We have recently had an increase in the number of phone calls relating to residents' Carbon Monoxide alarms sounding.



We thought it would be useful to give some guidance as to what the process should be if your CO detector alarm starts sounding in one of our properties that has a gas supply.

All PHA Homes with a gas supply will have a Carbon Monoxide alarm fitted. These are usually battery devices but in some of our properties we do have mains powered CO alarms with battery backup, which are similar to the mains powered smoke alarms (they will usually have a green light on to confirm that they are healthy & charging).

PHA Homes will replace the alarms as and when they are due to expire, and these are monitored and checked during the annual gas service.

If your carbon monoxide alarm goes into alarm mode, there are key steps to take to make your home safe, and to protect yourself and your family. It may well be that it is simply the batteries that have run low in the alarm, however, unless you are sure that is the case then the following procedure must be followed to ensure your safety.



The Annual General Meeting 2019

The Annual General Meeting will be held on:
Wednesday 12th June at 6.30 p.m.

This year the AGM will be held at:
The Causeway Business Centre,
158 The Causeway, Petersfield GU31 4LW



Open all doors and windows

The first task is to open all the doors and windows in the house to try to clear some of the deadly gas.



Turn off all fuel-burning appliances and leave the house.

Once you've done what you can to ventilate your home, turn off all your fuel-burning appliances, such as boilers and fires, then leave the house.

Regardless of whether you feel ill or well, remain outside until you have contacted Robert Heath Heating (RHH) on 03330 141 000.

Robert Heath will raise this as a "Carbon Monoxide alarm case" so that it is recorded on the system and they will in turn contact Southern Gas Networks (SGN) who will attend and check the property is safe and isolate the gas supply if necessary.



Don't switch on the lights, smoke or strike a match

Once the alarm has sounded, if there are gas appliances in your home you should avoid switching on the lights, smoking or striking a match (to light a candle for example).



Seek medical advice

If you should feel ill or exhibit any of the symptoms of carbon monoxide poisoning after your alarm goes off, contact your doctor immediately or call 999 for an ambulance.



RHH will attend once SGN have given the all clear and carry out any necessary works.

A similar process to the above would need to be followed if you are in one of our properties that is supplied via Oil. Instead of calling RHH you would phone the PHA office number first for further guidance & advice.

If you have a wood burning stove that has been installed by yourselves then you should also have had a CO alarm fitted in the property when the stove was installed for your safety. This CO alarm is your responsibility to get replaced as & when necessary.

Often it is batteries in the CO alarm that have run low and your alarm starts beeping intermittently. But unless you are sure that it is just due to the batteries running low you should follow the above process for your own safety.

Please also ensure you test your CO alarm on a regular basis by pressing the test button. This will also let you know what noise the alarm makes when in full alarm mode.

Like checking that your Carbon Monoxide alarm is working correctly & safe for continued use it is also very important to check that your smoke detectors are working correctly:

Smoke Detectors Maintenance



All PHA Homes should have a mains powered smoke alarm installed in it and should be tested regularly by the resident of the property. The detectors are usually located in the hallways (flats, bungalows etc) and also on the upstairs landing if in a house.

You may also have a heat detector located in your kitchen, these are the smoke detectors that PHA Homes is likely to have installed and will be replaced as and when they are due to be replaced. They generally have a life expectancy of 10 years.

Type of systems in PHA individual properties - Grade D:

A system of one or more mains-powered smoke (or heat) alarms each with integral battery standby supply. These are designed to operate even in the event of mains failure and therefore could be connected to the local lighting circuit or an independent circuit from the dwelling's main distribution board. There is no control panel for these systems.

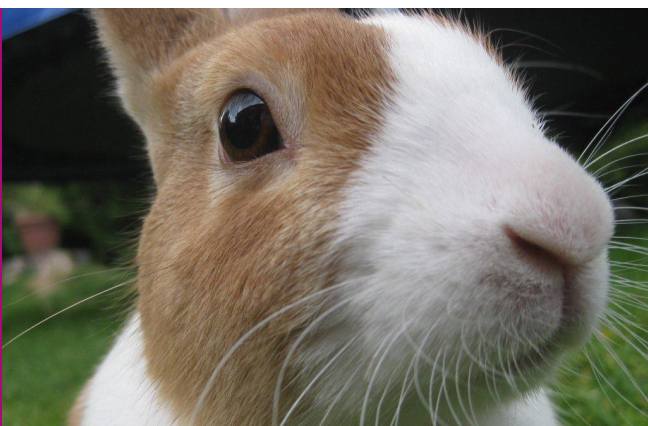
Routine testing and maintenance of smoke detectors:

Routine testing – In the case of smoke alarms and any heat alarms, the weekly test by a resident would be carried out by use of a test button on each of the smoke alarms and heat alarms installed in the dwelling. By pressing a button on one smoke detector it is likely to also set any other smoke alarm in the property sounding as well as they are usually linked together.

Smoke alarms should be kept clean in accordance with the manufacturer's instructions, this is especially important if you smoke within your property.

If any of your mains powered smoke alarms are not working correctly then please let us know straight away so that a repair can be arranged.

Please note that any additional battery powered smoke alarms in the property are the tenants' responsibility to maintain. However, if needed, we can arrange for our electrician to attend and check these for you. But this cost would be recharged to the tenant)



Food Banks

Foodbanks are places that provide emergency food packages for local people in urgent need. These can include tinned and packaged foods or fresh fruit, vegetables, bread, cheese and milk.

In order to access the food packages, you will need to obtain a voucher which could be provided to you if you contact your GP, Citizens Advice, local school or social services.

However, you can also contact Lauren Parrett, Housing Manager on 01730 263589, who can also refer you direct.

Food packs can be issued from the following places:

- The Salvation Army, Swan Street, Petersfield - Tuesdays and Fridays - 9:30am & 11:30am.
- Alton food bank, 15 Market Square, Alton - Wednesdays 12:30pm-2pm & Saturdays 10:30am-12pm.

There are also food banks available in Bordon, Horndean, Waterlooville, Liss and Havant. You can also donate to the food banks if you are able to do so.



Do you want to be involved?

PHA Homes are committed to improving our service and encouraging our residents to get involved and help determine and improve the services we provide to all our residents and communities.

We currently support a residents' Scrutiny Panel and are seeking new members to join this team.

No experience is required, we just want your views on what we do and how we do it.

If you feel you would like to get involved with this or would like more information or have any other ideas how resident can be more involved in our work, then please contact **Lauren Parrett, Housing Manager, on 01730 263589 or email admin@phahomes.co.uk**.

Annual Estate Walkabouts 2019

**Wednesday
22nd May 2019**

Paddock Way	10.00am
Ramshill	10.30am
Fern Close	11.00am
Deans Dell	11.45am
Duncombe Road	12.15pm

This year the Annual Estate Walkabouts will all be held on Wednesday 22nd May 2019. We will be visiting some of your estates at the following times and it is hoped that many residents will be able to join us. **If you are not able to join us but would like to make a comment regarding your estate then please contact Lauren Parrett, Housing Manager, on 01730 263589. ***Please note that Ramshill includes Charlton Drive, Collingwood Way, Small Close and Dickins Lane*****

Spring Wordsearch Competition

For your chance to win a £25 voucher of your choice complete the word search and return it to us at 32 Lavant Street, Petersfield or by email to admin@phahomes.co.uk by Friday 19th April 2018.

Instructions: Try to find all the hidden Spring words in the word search puzzle below.
(Words can be spelled forwards, backwards, diagonally, up, or down.)



- BIRD
- BLOOM
- BUDS
- GRASS
- GROW
- LEAVES
- NEST
- OUTSIDE
- STEM
- SUN
- TULIP
- WARM

Name

Address

