

Chatterbox

Autumn 2018

Christmas & New Year

Opening Times 2018/2019

This year the office will be closed from Friday 21st December at 4pm and will open again on Wednesday 2nd January 2019 at 9am.

Monday 24th December 2018	Closed
Tuesday 25th December 2018	Closed
Wednesday 26th December 2018	Closed
Thursday 27th December 2018	Closed
Friday 28th December 2018	Closed
Monday 31st December 2018	Closed
Tuesday 1st January 2019	Closed

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Summer Competition Winner

The Summer Word search prize went to Mrs Clark from Rogate who won a £25 Marks and Spencer's voucher.

Rechargeable Repairs Work

Please be aware that if any repair work undertaken by PHA Homes is deemed to be the fault and/or responsibility of the tenant(s), a recharge invoice will be raised for the full amount charged by the contractor. In addition to this, PHA will also add a £15 administration fee to cover the office costs incurred.

If you have any doubts as to whether the work is your responsibility or not, we do urge you to contact the office and ask a member of staff.



Home Contents Insurance

PHA Homes do not insure your furniture, your belongings or internal decorations. It is therefore important for each resident to arrange independent insurance cover in the unlikely event of fire, burst pipes, theft or vandalism to your property.

We can help you get home contents insurance easily and at a price that is affordable. With a special scheme called 'My Home' arranged in conjunction with the National Housing Federation, you can protect your belongings and

gain peace of mind, knowing that if the unexpected happens you are covered.

Visit our website www.phahomes.co.uk and click on the home contents insurance tab to find out more.

Alternatively, please contact **Lauren Parrett, Housing Officer, on 01730 263589 or by email at info@phahomes.co.uk** to request a booklet, which contains all the relevant information, including an application form.



On average **2** women are killed by their partner or ex-partner every week in England and Wales.

On average the police receive an emergency call relating to domestic abuse every **30** seconds.

REMEMBER

You are not alone, and it is not your fault. There are organisations that can help you, such as Victim Support (call for free 0808 16 89 111)

Are you experiencing Domestic Abuse?

THE DEFINITION OF DOMESTIC VIOLENCE AND ABUSE IS:

Any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality.

The abuse can encompass, but is not limited to:

PSYCHOLOGICAL

PHYSICAL

SEXUAL

FINANCIAL

EMOTIONAL

DOMESTIC ABUSE RELATED CRIME IS

8%

OF TOTAL CRIME

Domestic abuse will affect 1 in 4 women and 1 in 6 men in their lifetime.

Domestic cases now account for **14.1%** of all court prosecutions. **92.4%** of defendants were male and **7.6%** were women.

84% of victims were female and **16%** were male.

CONTROLLING BEHAVIOUR

Such as isolating someone from sources of support, depriving someone of their independence, not allowing someone the freedom to go out and regulating their everyday behaviour.

COERCIVE BEHAVIOUR

Such as acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten.

Planned Maintenance



During 2018 we have been very busy carrying out many different programmes of planned works including kitchen & bathroom renewals, new paving, replacement windows, fascia's, soffits, guttering & downpipes and a few boiler replacements. All of this is carried out on top of the usual day to day responsive repairs service that is provided. We have also had another record year for the number of empty properties & mutual exchange moves to facilitate; so all in all another very busy year for PHA Homes asset management department as we continue to invest in our stock.



OUR PERFORMANCE IN 2018



- During 2018 we have developed **4** new flats for local people
- As at the end of September we have had **18** properties vacated during 2018. The average time a property was empty before it was re-let was 12.83 calendar days or 1.83 weeks
- As at the end of September we have responded to **417** reported repairs.
- Responsive repairs are surveyed at a rate of a minimum of 40 surveys or 20% of the works orders raised. The Administrative Assistant contacts tenants by telephone to complete the questionnaire. Satisfaction with the responsive repairs service as at the end of September was **97.9%**
- Planned repairs are surveyed at a rate of 100% of the works orders raised. The Administrative Assistant contacts tenants and completes the questionnaire by telephone. Satisfaction with the planned repairs service as at the end of September was **91.3%**
- PHA Homes is **100%** compliant with the annual Gas Servicing legislation
- PHA Homes is **100%** compliant with the 5-year Electrical Certificates legislation
- Total arrears of rent, net of housing benefit is **0.56%**



HEATING

As we are now into the heating season it is likely to be a very busy time for our Gas contractors (Robert Heath Heating) If you have a heating / boiler issue then it is best for you to contact them direct to arrange a mutually convenient appointment.

The contact details you will need are:

Tel: 03330 141 000

Email: pha@robertheath.co.uk

Web: www.robertheath.co.uk



It will be the same contact details for the day time service or out of hours service.

As this is now the Autumn and Winter season there may well be a delay in attending to your call when you phone in.

Please also remember that if the issue is an emergency then the contractor does have 24hrs to attend to it.

Electrical Safety with Christmas Lights

Soon Christmas will be upon us and so it is an opportune time to remind everybody about the potential hazards of Christmas lights!! Please find below the recognised guidance that we would give to our residents.

ARE YOUR CHRISTMAS TREE LIGHTS SAFE?

After 12 months packed away in the loft, Christmas lights can easily become electrically unsafe. To help prevent the most common electrical problems with Christmas lights, and to enjoy a safe and happy festive season, we recommend the following simple precautions and checks.



✓ ALWAYS

- Read and follow the manufacturers' instructions
- Check your Christmas lights are not damaged or broken before use and look out for loose wires
- Use only replacement bulbs of the same type and rating as those originally supplied with the lights
- Ensure all outdoor lights are connected via a 30mA RCD protected socket
- Replace failed lamps immediately to prevent overheating
- Ensure plugs and transformers are plugged in indoors, even if the lighting is suitable for outdoor use
- Switch your lights off and unplug them before you go to bed or go out
- Keep lights away from flammable decorations and materials that can burn easily

✗ NEVER

- Use lights outdoors unless they are specially designed for such use
- Connect different lighting sets together
- Connect lights to the supply whilst still in the packaging
- Remove or insert lamps while the chain is connected to the supply
- Overload sockets - try to avoid the use of extension leads or adaptors
- Attempt to repair faulty lights - replace them
- Use lights that are damaged or faulty
- We would recommend the use of LED over traditional filament Christmas lighting because:
 - They operate at extra-low voltage which significantly reduces the risk of electric shock.
 - They use much less power, generating little heat and so reducing the risk of fire and burns. This makes them safer to use.
 - They are estimated to use 80-90% less electricity than filament lamps, so they are less expensive to run and typically last up to 60 times longer.
 - They are more durable. Because LED lights are made of a special plastic with no filament, there are no glass lamps to break.
 - They are a great deal more efficient to run and good at saving energy so are more environmentally friendly.

Electrical Safety *(cont.)*



We would also like to take this opportunity to remind you all to make sure you check, clean & test the smoke alarms within your properties and if they are not working correctly to let us know. All properties should now have mains powered smoke detectors on the main exit route of your property, usually in the hallways (and on landings in houses) and in most cases they will have a small green light on to show they are mains powered and are charging correctly. These smoke detectors usually have lithium batteries installed which last for 10 years and will still work even during a power cut. If you have any stand-alone battery-operated smoke detectors in your property then it is likely to be your own smoke detector, they should be checked in the same way, but it is likely that you would be responsible for changing the batteries on those particular smoke detectors.

Rent Payments

December is a time when PHA Homes see people's budgeting priorities change, with people keen to spend money on gifts for family and friends. Christmas is an expensive time of year and many people feel pressured to spend money they simply don't have.

In some instances, this leads to an inability to meet their rental obligations and puts tenants in an unenviable position of facing arrears in the New Year. PHA Homes urges tenants to budget carefully for Christmas and to not risk their homes by slipping into arrears.

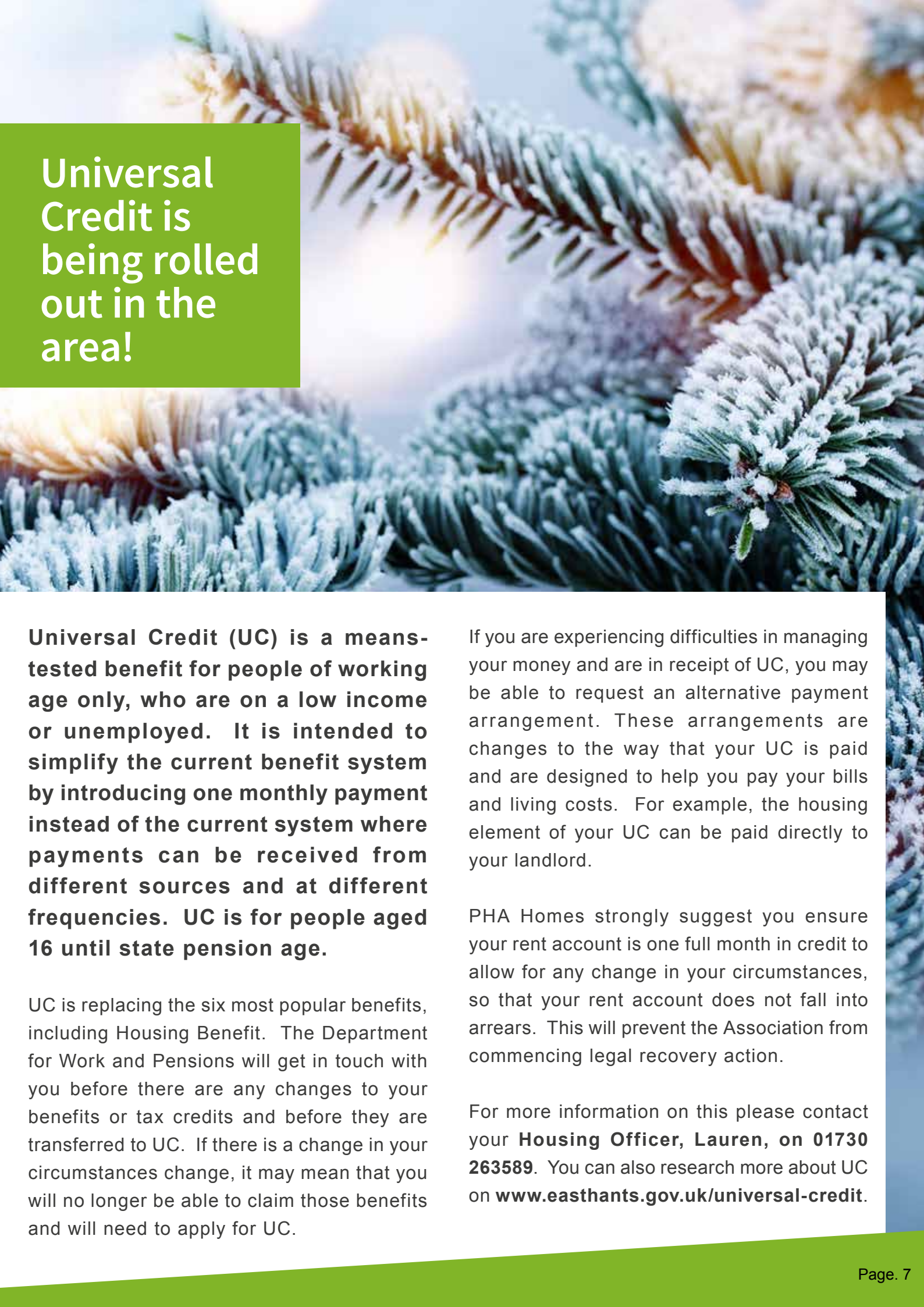
We would remind you that your rent is your main priority bill and is charged every Monday. In accordance with your tenancy agreement, the rent is always due in advance. There are many ways in which you can pay your rent which

include Direct Debit, Bank Transfer, Allpay, cash or cheque in the office, or by debit card over the telephone.

Whilst we understand most people experience financial difficulty at some point in their life, we would expect our tenants to contact us immediately to notify us of such difficulty, so we can work with them and help them.

If you are at all concerned about paying your rent, please contact our Housing Officer, Lauren on 01730 263589 who will be happy to discuss your situation with you.

You could also seek advice from National Debt Helpline, Citizens Advice or the Money Advice Service to help with debt, budgeting and coping financially.

A close-up photograph of evergreen tree branches covered in a thick layer of white frost. The branches are dark green and have a needle-like texture. The background is a soft, out-of-focus light blue and white, suggesting a bright, sunny day. The overall mood is cold and wintry.

Universal Credit is being rolled out in the area!

Universal Credit (UC) is a means-tested benefit for people of working age only, who are on a low income or unemployed. It is intended to simplify the current benefit system by introducing one monthly payment instead of the current system where payments can be received from different sources and at different frequencies. UC is for people aged 16 until state pension age.

UC is replacing the six most popular benefits, including Housing Benefit. The Department for Work and Pensions will get in touch with you before there are any changes to your benefits or tax credits and before they are transferred to UC. If there is a change in your circumstances change, it may mean that you will no longer be able to claim those benefits and will need to apply for UC.

If you are experiencing difficulties in managing your money and are in receipt of UC, you may be able to request an alternative payment arrangement. These arrangements are changes to the way that your UC is paid and are designed to help you pay your bills and living costs. For example, the housing element of your UC can be paid directly to your landlord.

PHA Homes strongly suggest you ensure your rent account is one full month in credit to allow for any change in your circumstances, so that your rent account does not fall into arrears. This will prevent the Association from commencing legal recovery action.

For more information on this please contact your **Housing Officer, Lauren, on 01730 263589**. You can also research more about UC on www.easthants.gov.uk/universal-credit.

ANTI-SOCIAL BEHAVIOR



UNDERSTANDING ANTI-SOCIAL BEHAVIOUR

The Crime and Disorder Act 1998 defines anti-social behaviour as acting in a manner that has *“caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household”* as the perpetrator.

Anti-social behaviour is a breach of your tenancy agreement and will be dealt with robustly. Some examples of anti-social behaviour include; nuisance, rowdy or inconsiderate neighbours, vandalism/graffiti, littering, dumping of rubbish, drug or alcohol misuse, inconsiderate or inappropriate use of vehicles. For further information please refer to your tenancy agreement. If the Association has enough evidence that you are displaying anti-social behaviour then legal action will be taken against your tenancy.

If you are experiencing problems with anti-social behaviour, please contact the office on 01730 263589. You will be provided with diary sheets in the first instance to document and evidence your findings to return to your Housing Officer. It is important that if you report Anti-Social behaviour, you work with PHA Homes to resolve the matter.

Unfortunately, you are the witness to the behaviour and therefore without sufficient evidence from you, the Association is unlikely to be able to pursue the matter.

You can also contact the Police on 101 for non-emergencies or 999 in an emergency.

Winter Word Search

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 14th December 2018**.

S N K C O A T S T T N C L A
S T E K N A L B I L V L N S
L E D E F F S I W C S I L C
A S A D D W O N O N E N A W
Y O N N A I M S O O A K E F
T O I D P N I N L W L L A I
S F D L D D T N L O I P D R
O N L O O Y T I Y T T N T E
G C O O T T E O H E T T G P
K L C W T E N D A N R R L L
L E O S M O S K T Y G A G A
L S O V L A I R K L R N O C
T R N K E S N A A L O E D E
F S P I H S T D T L N I N R

WOOLLY HAT
SNOWING
SNOWMAN
FIREPLACE
ICE
WINDY
COLD

DARK
FROST
COATS
MITTENS
BLANKETS
GLOVES

Name

Address

Warming Winter Recipes



BEEF & VEGETABLE CASSEROLE

Cook: 3 hr – 3 hrs 50mins – Prep 15 mins – Serves 5

Ingredients

- 2 celery sticks, thickly sliced
- 1 onion chopped
- 2 really big carrots halved lengthways then very chunkily sliced
- 5 bay leaves
- 2 thyme sprigs, 1 whole and 1 leaves picked
- 1 tbsp vegetable oil
- 1 tbsp butter
- 2 tbsp plain flour
- 2 tbsp tomato puree
- 2 tbsp Worcestershire sauce
- 2 beef stock cubes crumbled

850g stewing beef (feather blade or brisket works nicely), cut into nice large chunks



Method

1. Heat oven to 160C/140C fan/gas 3 and put the kettle on.
2. Put 2 thickly sliced celery sticks, 1 chopped onion, 2 chunkily sliced carrots, 5 bay leaves and 1 whole thyme sprig in a flameproof casserole dish with 1 tbsp vegetable oil and 1 tbsp butter.
3. Soften for 10 mins, then stir in 2 tbsp plain flour until it doesn't look dusty anymore, followed by 2 tbsp tomato puree, 2 tbsp Worcestershire sauce and 2 crumbled beef stock cubes.
4. Gradually stir in 600ml hot water, then tip in 850g stewing beef and bring to a gentle simmer.
5. Cover and put in the oven for 2hrs 30 mins, then uncover and cook for 30 mins – 1hr more until the meat is really tender and the sauce is thickened.
6. Garnish with the picked leaves of the remaining thyme sprig.

MEAT AND POTATO PIE

Cook: 50 mins – Prep 10 mins - Serves 4

Ingredients

- 400g British beef steak mince
- 2 tbsp Worcestershire sauce
- 200g or 1 medium size Maris Piper potato, peeled and finely cubed
- 320g Jus-roll puff pastry sheet
- 1 onion peeled and roughly chopped
- 1 tbsp ketchup
- 1 ½ tbsp flour
- 1 egg, beaten

Method

1. Preheat the oven to 200°C/400°F/Gas 6
2. Add the mince and onion to a frying pan and dry fry until the mince is lovely and brown and cooked through.
3. Add in the Worcestershire sauce, ketchup, flour and season with lots of lovely black pepper. Stir it all through and cook for a further minute.
4. Add the potatoes to the pan with 350ml of water and cook for a further 15 minutes.
5. Spoon everything into your pie dish
6. Unroll the pastry sheet and cut a 1-inch pastry strip to go around the edge of your pie dish.
7. Dampen the edge of the dish with a little water and fit the pastry strip so it goes all the way round, pressing down firmly to secure.
8. Brush the strip with a little bit of egg wash, then top with a pastry sheet, pressing the edges together.
9. Trim your pastry to fit the dish, pierce 2 steam holes in the top and brush with the rest of the beaten egg.
10. Cook for 25 minutes until it's lovely and golden brown.



MINCEMEAT SPONGE PUDDINGS

Ready in 1 hour 10 minutes – Makes 4

With Christmas just around the corner there will be plenty of jars of rich and fruity mincemeat in the shops – perfect for adding to mini sponge puddings.

Ingredients

115g unsalted butter softened, plus extra for greasing

6 tbsp good quality mincemeat

115g caster sugar

Zest of ½ orange or lemon

2 medium eggs, beaten

125 self-raising flour, sifted

1 tbsp milk



Method

1. Thoroughly grease 4 x 175ml pudding basins with butter. Divide the mincemeat between the basins. Preheat the oven to 190C/fan 170C/gas mark 5.
2. Place butter and sugar in a bowl and beat together until pale and creamy. Beat in the orange or lemon zest then gradually beat in the eggs, adding 1 tbsp of the flour if the mixture starts to curdle. Fold in the rest of the flour with the milk to give a soft dropping consistency.
3. Divide the mixture between the pudding basins and cover each with a square of pleated buttered foil, scrunching it tightly around the sides of each basin. Transfer to a large roasting tin and pour enough boiling water to come halfway up the sides of the basins.
4. Bake for 45-50 minutes or until risen and firm to the touch. Leave in the basins for 5 minutes then turn out onto serving plates. Serve with cream or custard, if liked.

TIP

Spice up the sponge mixture by adding 2 tsp ground cinnamon and ½ tsp ground nutmeg instead of the orange or lemon zest and replace the caster sugar with a light brown sugar, if liked.

**All the staff here at PHA Homes
would like to wish all our residents a very
Merry Christmas and a Happy New Year.**