

Summer 2019

# CHATTERBOX



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## Development Update and Shared Ownership homes

We are currently working with Cala Homes to develop a site of 30 new homes in the lovely village of Stroud.

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# Book & Recipe

Recommendation

by a PHA Homes tenant

**'TIN, CAN, COOK' - 75 Store  
Cupboard Recipes by Jack Monroe**

*2019, £6.99 per copy Published by Bluebird  
Books for Life (ISBN 978-1-5290-1528-7)*

**160 Pages in paperback. Available at  
One Tree Books or Waterstones in  
Petersfield or online.**

Our tenant says 'I have recently discovered this newly published basic cookbook and found it both interesting and highly useful. We all possess cupboards in our kitchen that are stocked with tins and packets, and this book helps us use them.

It is ideal for students or people on a limited budget, or those who lack kitchen skills or have limited space in their kitchen.

The cookbook is written with straight forward basic English without any fancy catering terms and without a celebrity chef anywhere near it! It says what it is on the tin!

I look forward to cooking with it and 'Dog in the hole', page 126 is most appealing! Find the book and try a recipe to see what you think.'

**We have included the favourite, the  
'Dog in the hole' recipe opposite.**

# Recipe: Dog in the hole

## Ingredients:

30g butter or 2tbsp of cooking oil  
1 x 400g tin of hot dog sausages (drained)  
100g plain flour  
pinch of salt  
1 egg  
300ml milk

## Method:

Preheat oven to 200 degrees Celsius  
(fan 180 DC/gas mark 6)

Pop butter or oil in a roasting dish (or cake tin) approx. 25 x 30cm and cook for 5 minutes, turning them halfway.

Add the flour, egg, milk and salt to a mixing bowl and beat them to form a smooth batter. Pour the rest of the milk in and continue to beat until very smooth.

Remove the roasting tin from the oven and pour the batter in making sure the sausages are evenly distributed. Bake for 40 minutes until the batter is risen and golden.

**TIP – Do not open your oven door until the 40 minutes are over or your batter will deflate! Serve immediately.**



## Gas Servicing



We are aware that there have been some issues with our gas contractor, Robert Heath Heating, including missed service appointments and engineers arriving for appointments that have already been changed.

PHA Homes take these issues seriously and are working hard with the contractor to improve customer service by regular liaison and closely monitoring each gas service that is due to be done. Our contract with them has several years to run which is why it is important that we are aware of problems encountered and will continue to work closely with the contractor to ensure that issues are kept to a minimum.

**If you experience any issues with Robert Heath Heating, please report these to the Maintenance Manager, Pauline Carter on 01730 263589 to enable any problems to be dealt with as soon as possible.**

### **Regular smoke detector and CO detector checks**

Smoke alarm testing: Please remember to test your smoke alarm on a regular basis to ensure that they are working correctly. If you have any concerns regarding your smoke alarms, please report them to us as soon as possible.

### **CO detector testing**

If you have a CO detector installed in your home, please remember that it needs to be tested regularly in the same way as your smoke alarms. If you have any concerns about your CO detector, please let us know as soon as possible.





# Estate Walkabouts 2019

## 'You Said, We Did'

This year the CEO, Director of Operations, Housing Manager and Maintenance Manager at PHA Homes visited some of our estates to view these sites and ensure that any problems found would be dealt with e.g. issues with paving, grounds maintenance, graffiti, abandoned vehicles, parking, overhanging trees or untidy properties.

All tenants on the estate are invited to join us and given the opportunity to voice any concerns they may have and share new ideas with us. Overall, we were extremely impressed with the high standard of our estates and the very few issues that were found.

Tenants are also provided with a feedback form in case they would like to have some input but were not able to join us on the walkabout. We would like to take this opportunity to share with you what actions have been taken as a result of this year's walkabout. This includes what was reported by our residents and what we noticed ourselves:

### Paddock Way

- A repair order has been raised for some fencing between numbers 1 and 5
- Some residents have been asked to tidy / clear their gardens and/or driveways
- A repair order has been raised for the porches on 14a and 14b to be repaired as they are peeling
- The BT manhole cover between numbers 5 and 7 has been reported to BT Openreach to be repaired

### Fern Close

- A repair has been raised for the damaged pathway by numbers 8 and 9 to be repaired
- Some residents have been asked to tidy communal gardens
- A repair order has been raised for some knee rail fencing to be replaced
- Parking numbers had faded so a repair order has been raised to repaint all of these

### Deans Dell

- Some residents have been asked to tidy / clear their gardens and/or driveways
- Some residents have been asked to cut back any overhanging trees
- Pavements around the estate are in poor condition – this has been reported to the Highways Department.
- A repair has been raised for our gardener to spray the weeds in the car park



## Ramshill

- *Private residents between 7 and 17 Dickins Lane have been written to, to ask that they refrain from parking in the PHA parking spaces opposite*
- *Parking numbers at Dickins Lane had faded so a repair order has been raised to repaint all of these*
- *A repair order has been raised for external redecoration on our general needs properties where the paint is flaking*
- *Some residents have been asked to tidy / clear their gardens and/or driveways*
- *A repair order has been raised for any missing or loose slabs on pathways or by parking spaces*
- *Some leaseholders have been reminded of their responsibilities and been given permission to carry out requested works to maintain their properties*

## Duncombe Road

- *Some residents have been asked to tidy / clear their gardens and/or driveways*



## Our future plans for the estate walkabouts in 2020 will include Rushes Farm and Tanners Reach.

We would like to thank all residents that completed the feedback forms to help us manage our estates and keep our residents happy in their home environment. A total of 10% of all properties included sent a feedback form back. We would encourage more of you to complete these forms in the future.

As you will understand there are some things that are out of our control as an Association, which need to be directly

reported to other agencies such as Petersfield Town Council, Hampshire Highways, East Hampshire District Council, the Police or the utility provider.

We do contact other agencies on your behalf to report any problems, but you should also contact these agencies directly yourself to report any issues that you notice.

We would like to thank all residents for your continued support in keeping our estates clean and tidy and ensuring the environment in which you live is a pleasant one.

# Tenant Engagement



In the Spring newsletter we asked for any of our tenants to come forward who would like to be involved in helping us monitor our services to you. However, we didn't have many responses so we would like to offer the opportunity again.

You will be invited to attend three informal meetings a year to help PHA Homes determine and improve the services we provide to all our tenants and communities. This could include such things as our rent arrears procedure, our allocations and lettings

procedure, our void processes, our tenancy management policies, and much more.

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

For more information please contact Lauren Parrett, Housing Manager on **01730 263589** or email **[admin@phahomes.co.uk](mailto:admin@phahomes.co.uk)**.



## Office Closure

Please note that the office will be closed on **Thursday 5th September 2019** for the annual staff business planning day.



# Introducing

## Pauline Carter

### Maintenance Manager



I joined PHA Homes at the end of March 2019 and it's fair to say that I am learning fast and enjoying being out and about meeting some of our tenants.

I have worked in social housing for over 20 years mainly on the repairs and maintenance work for a large housing association. Moving to PHA Homes has been a refreshing change as I feel much more able to help our tenants to live in a well maintained home.

I look after all aspects of property maintenance including day to day repairs, planned works, cyclical and servicing works such as the annual gas servicing and empty properties.

Please don't hesitate to come and say hello if you see me out in the area and to let me know if you have any issues with your home.

## Planned Works Programme 2019

So far in 2019 we have replaced two bathrooms, a third bathroom and separate WC are currently being replaced. Two patio doors have also been replaced.

Recently we completed an unplanned major roof upgrade at Lythe Lane.

Other planned works for 2019 include:

- 8 kitchens
- Various fencing works
- 10 electrical consumer unit replacements
- External decoration to Rushes Farm and three properties in Dickins Lane.

Towards the end of the Summer we will be replacing a large number of windows at East Lodge in Rogate. This has been a lengthy project to achieve due to the planning conditions set down by the South Downs National Park authority.

We are still waiting for quotes on some work and once these have been received, we will be able to make a decision on which work can be completed within this financial year subject to the budget available.



# Summer Neighbour Etiquette

With the summer months now upon us, I would take this opportunity to remind all our tenants the importance of being a polite and courteous neighbour. Please see our top tips below:



## Turn down the music

Be considerate of neighbours who may not be well, may need to be up early for work or may have children sleeping in the property.

## Don't smoke out your neighbours

Whether its BBQ, bonfires or smoking cigarettes – be considerate of washing on the line or windows/doors being open.

## Park considerately

Think 'would an emergency vehicle be able to get through?'

## Drive considerately

There may be children playing in the area.

## Control your pets

Minimise barking with bark collars, keep your dogs on leads and clear up faeces.

## Get to know your neighbours

Introduce yourself, be polite!

## Let kids be GOOD kids

Let the kids play outside during daylight hours and introduce them to the neighbours, both for courtesy and safety. Don't let them play in neighbours gardens without permission and advise them that yelling is generally inappropriate.

## Avoid shouting / screaming / swearing

Avoid using unnecessary bad language, screaming, shouting or slamming doors – your neighbours don't want to hear it!

## Mow your lawn / use power tools at sensible times

Avoid using your noisy garden tools early in the morning and late at night.

## Maintain your garden and driveways

Mow the lawn, trim the hedges, weed where necessary and clear any rubbish to keep your property tidy.

Should you have any concerns regarding this, or your neighbours are being anti-social then please contact the Housing Manager on 01730 263589 who will issue you with diary sheets to provide evidence so we can act upon this.

Without sufficient evidence there is very little the Association is able to do. You can also contact the Police on 101 or Environmental Health for neighbour nuisance.



## Winner

### Spring Newsletter

Congratulations to our Spring newsletter winner Lucy from Petersfield who chose a £25 Robert Dyas voucher



## Good News Story

A family in one of our flats in Alton has managed to purchase their own home, which is excellent news.

We wish them all the very best in their new home and congratulate them for all their hard work to achieve their aim – well done!

## Our Performance Results in 2018



The Board carefully monitors performance to ensure that we can meet our commitments in the business plan and that we are demonstrating a culture of continuous performance improvement.

PHA Homes performance against peers is good and overall satisfaction levels remain high.

### RESULTS AGAINST PEERS:

Void Loss % (PHA was abnormally affected by homeless accommodation in 2018)

**PHA Homes**

**Benchmarking Group Median**

**National Median**

**1.25**

0.65

0.58

Lettings as % of stock

**7**

7

8

Average re-let times (calendar days)

**12.72**

19

20

Rent collected as % of rent owed

**101.33**

99.89

100.03

Current tenant arrears %

**0.85**

3.25

2.88

Overhead cost as % of turnover

**12.47**

13.45

15.01

## The Sector Scorecard

**The scorecard, which was developed by a working group of associations in 2016, provides benchmarking figures for areas which are seen as key to association business performance. PHA Homes was part of the sector scorecard pilot.**

Some of the metrics are used by our regulator to assess 'the value for money' performance of housing associations.

Last year the scorecard was piloted with 315 housing associations submitting data with this year's report taken from data provided by 329 associations, owning 2.3 million homes and representing 80% of the stock.

The report has revealed that the average operating margin had fallen more than two percentage points to 27.89% from 30.3% last year. In a commentary report published by the National Housing Federation (NHF) this fall was explained as "a result of the ongoing rent reduction and greater pressure on costs".

Costs per unit has risen at above inflation across the years. While there has been a slight change in methodology, the report said this was likely due to landlords "putting more resources into operating services to deal with external factors such as welfare reform and fire prevention".

### RESULTS FROM THE SECTOR SCORECARD:

	Sector Results	PHA Results
Operating margin (overall)	27.89%	43.27%
EBITDA (major repairs included)	213.61%	346.09%
New supply (as % of stock)	1%	0.32%
Gearing ratio (ratio of debt to assets)	87.5%	17.78%
Return on capital employed	3.72%	3.8%
Occupancy	99.4%	96.96%
Rent collected	99.9%	101.33%
Customer satisfaction	87.5%	97.4%

## Development Growth

<b>2009 - Units in Ownership &amp; Management</b> .....	<b>274 units</b>
<b>Total Disposals 2009 - 2018</b> .....	<b>41 units or 15% of stock</b>
<b>New Units 2009 - 2018</b> .....	<b>4 units - Havant 5 units - Petersfield 51 units - Alton 24 units - Rogate 4 units - Steep</b>
<b>Total New Build/Management</b> .....	<b>88 units</b>
<b>2018 - Units in Ownership &amp; Management</b> .....	<b>321 units</b>

**Therefore, we have seen a 32% growth due to new development and a net growth of 17% despite a disposal programme of 41 units since 2009.**

Building work to develop 12 new homes at Stroud, will bring the stock total to 333 units bringing growth to 36.5% and a net growth of 21.54% since 2009.

## Development Update and Shared Ownership homes



**We are currently working with Cala Homes to develop a site of 30 new homes in the lovely village of Stroud.**

Of the 30 new homes, 8 homes for rent and 4 homes for shared ownership within this lovely development, which includes a brand new village hall!

We expect the homes to be available at the end of the year to early 2020. People with a local connection will be given priority when the new homes are allocated.

If anyone is keen to know more about the shared ownership homes please contact Lauren Parrett, the Housing Manager on 01730 263589



# Summer 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](mailto:admin@phahomes.co.uk) by Friday 23rd August 2019.

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

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

BEACH  
READ  
MUSEUM  
VACATION  
BICYCLE  
CAMPING  
NATIONAL PARK  
SUNSCREEN  
LIBRARY  
SWIMMING  
BASKETBALL  
SMORES  
ICE CREAM  
TELESCOPE  
FRIENDS  
SLEEPOVER  
PICNIC  
JUMP ROPE

Name .....

Address .....