

EMPOWER'S TENANT NEWSLETTER



From all at Empower we would like to wish you all a very Merry Christmas and a Happy New Year in 2024!

Service over the festive period

Empower will be closed over Christmas and New Year from 3pm on Friday 22nd December until 8.45am on Tuesday 2nd January 2024. During these times if you have an **EMERGENCY** repair please call the numbers listed on this page.

PLEASE ONLY CALL EHA DURING THE FESTIVE PERIOD SHOULD YOUR REPAIR BE AN EMERGENCY



Gas & Carbon Monoxide

If you smell gas or your CO2 detector starts to sound, you must call the 24-hour Gas Emergency Hotline immediately on 0800 111 999 or via textphone (minicom) on 0800 371 787. If you're a British Sign Language (BSL) user, you can use SignLive to contact the National Gas Emergency Service free of charge. You will also need to contact us on 01257 260712 or 07791763570 to report a suspected gas leak.

EMERGENCY REPAIRS

Should you have an EMERGENCY repair whilst our offices are closed during the Christmas period, please contact our emergency on-call number 01257 260712. If this number is unavailable please dial 077917 63570.

EHA class the following as emergencies:

- No heating or hot water,
- Plumbing faults,
- Electrical issues or,
- Broken windows

Tenant Satisfaction



Between April and September 2023, 136 tenants received a survey for completion, with a total of 46 returned during this period.

As we are now halfway through the data collection year, we thought you would like to have a look at how we are performing so far against the Regulator of Social Housing's Tenant Perception Measures.

Thanks to everyone that has returned their survey, if you haven't completed your survey please fill it in as we would love to hear your views.

We have also included sector benchmarking figures from Housemark where available. Empower are performing well vs our peers but we always strive to improve.



April 23 to September 23

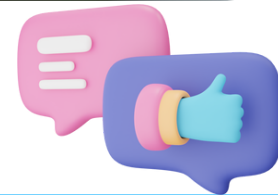
TSM ref	Tenant perception measures	House-mark Rating	23/24 Target	23/24 Actual
TP01	Overall Satisfaction	*72.3%	95%	95%
TP02	Satisfaction with Repairs	**74.5%	95%	78%
TP03	Satisfaction with time taken to complete most recent repair		95%	72%
TP04	Satisfaction that the home is well maintained		95%	82%
TP05	Satisfaction that the home is safe		95%	85%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	61%	80%	74%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them		90%	78%
TP08	Agreement that the landlord treats tenants fairly and with respect		95%	83%

*Overall satisfaction smaller providers - 77.5%

**Transaction Surveys - 89% Empower - 100%

Tenant Satisfaction

WE WANT YOUR FEEDBACK



April 23 to September 23

TSM ref	Tenant perception measures	House-mark Rating	23/24 Target	23/24 Actual
TP09	Satisfaction with the landlord's approach to handling complaints	34%	95%	50%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained		95%	74%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods		95%	46%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour		95%	35%

We have received some good feedback from our tenants as part of the surveys and are using this to improve how we work and deliver our services.

We will update on the changes we have made in our next newsletter.



TIME TO ENGAGE



Hearing your views & experiences is essential so we can ensure we understand your needs and that you are involved in how we set our service standards and how we actually perform against these.

Tenant Profile Surveys

In February 2024 the Housing Management Team will be issuing **All About You** data collection forms.

These forms will allow us to understand your individual needs and how you would like us to communicate with you and help us to improve how we deliver our services. The forms include questions such as:

- Ethnicity
- Gender
- Mobility needs
- How you communicate i.e. Makaton, communication aids
- How you would like information to be presented i.e. easy read
- The best way to contact you.

We take your privacy very seriously and have strict rules about who can see your information and how it can be used.



Your Voice, Your Choice

In October 2023 the Housing Management Team introduced **Your Voice, Your Choice** discussions within our Performance Review Checks (PRCs). This will allow us to hear your views about our services and how you can be involved and influence the decisions we make.

How we conduct the **Your Voice, Your Choice** element of the PRC will continually be reviewed to ensure it remains effective, consistent and an efficient way to communicate with you, gain your views and input into how we work.

PRCs continue to be a key part of our Tenant Engagement Strategy and remain at the forefront of tenant inclusion and engagement.



TELL US YOUR GOOD NEWS!



We are always on the lookout for contributions to our Newsletters. Perhaps you have lived in the same EHA property for many years or you may have just recently moved into your new home. We want to hear from **YOU** to tell us your stories.

If you have any good news stories or achievements, please let us know so we can include them in future newsletters and on our website.

Colleague Spotlight

Housing Management



We sat down with Richard - one of our Housing Tenant Support Officers & asked him a few questions about his role at Empower.



How did you come to work in social housing?

Having a background in Hospitality Management has allowed me to develop skills in communication & empathy. Motivating & encouraging large teams of staff in striving to meet/manage all of our customer expectations gave me the drive to really make a difference where (in my opinion) it matters the most. So, when the opportunity came along to join the team at EHA I jumped at the chance and here I am!



What are your biggest challenges at the moment?

Despite much progress over recent years in reducing the stigma around Disability, Mental Health in Social Housing, unfortunately there is still much work to do in educating local communities & neighbourhoods to be more understanding & accepting of the "Care in the Community" & Specialist Supported Housing concepts. However, a challenge to me is the opportunity to further grow and develop in the best interests of our tenants, contributing to the overall improvement of the Social Housing sector as a whole.



What does your role in Empower entail?

Within the Empower Team I am responsible for all housing related matters & tenancy management. This involves helping our tenants, their appointees & Care Providers to understand the tenancy terms & providing support with this. I have the great pleasure of visiting all of our tenants on a regular basis throughout the year to ensure that they are safe, happy & content in their homes & offer a general counselling & support service which extends to their families, appointees & supporting staff. I liaise closely with other teams in EHA (such as our Maintenance & Rents departments) on our tenants behalf to assist in ensuring that queries are actioned in good time – highlighting/collating communications from our tenants where our services could be improved. I also work continually to maintain neighbourly relations & provide a first point of contact for any concerns or complaints that we may receive.



What is the most meaningful part of your job?

This is an easy one for me – it is giving a voice to those who have previously been "unheard" within the Social Housing sector, & working closely with the Care Providers to ensure our tenants needs are met fully. Their independence, peace & comfort within their own homes is extremely important to me.



www.empowerhousing.org.uk



01257 260712 - option 3



HM@empowerhousing.org.uk

Keeping your home safe during Winter



Preventing Damp, Mould & Condensation

Many people have experienced issues with damp and mould in their property at some point. Even in warm, well looked after properties mould growth can occur in parts of the home, especially in the colder months. Most mould growth people will experience is likely to be the result of condensation.

How can I reduce condensation

Doors - Keep kitchen and bathroom doors closed, particularly if you are cooking, washing or bathing - otherwise water vapour will spread throughout your home and condensation is then likely to occur on walls and ceilings in colder rooms.

Windows - The more moisture you produce in your home, the greater your chances of getting condensation and mould - unless you have adequate ventilation. Your house does not need to be draughty, but open your windows for 5-10 minutes when you get up (if possible).

Extractor fans - If you have extractor fans in your kitchen or bathroom please use them when you are cooking or having a bath or shower.

Saucepans & kettles - Try not to allow saucepans and kettles to boil any longer than is necessary, and always put the lid on your saucepan.

Heating - If your heating is off for long periods the temperature will drop and condensation will form. Leaving your heating on at a lower level will reduce condensation and damp and the likelihood of mould forming.

Drying clothes indoors - If you are drying clothes indoors, open a window nearby to allow air to circulate, otherwise condensation will increase. If you are using a tumble dryer, it is important that it vents to the outside.

Wardrobes & furniture - Allow free air circulation by not placing wardrobes and furniture too close to the walls. Try not to overfill your cupboards and wardrobes to ensure air can circulate freely within them.

What can I do about it?

If you spot damp or mould in your home it is important you act fast. Mould is a health hazard and needs to be treated before it causes harm to you or others in your home. **If you have mould or you have any signs of dampness, you must report it to our Maintenance Team immediately on: 01257 260712 - option 1.**

It is important you allow EHA access to your home to inspect/treat damp, mould or condensation.

Going away from home whilst the weather is cold

If you are likely to be away for a short period please leave your heating on low.

If you are likely to be away for over 3 weeks, your house will be safer if we drain down your water pipes and switch off your heating and hot water. Please contact our Maintenance Team if you require advice about this. This is a free service provide by Empower.

The Property Compliance Team

What is Compliance?

Our Property Compliance Team ensure you are safe in your home and that your home is fit for you to live in. They ensure that the required compliance checks and any associated works are carried out in order for our properties to meet the laws and regulations.

As a social housing provider we comply with laws and regulations governing safety, maintenance, accessibility and energy performance.



Portable Appliance Testing (PAT)

- PAT testing to white goods & appliances provided by us



Lifts (internal & external)

- Arrange inspections to lifts every 6 months



Electrical Safety Certificate

- Arrange for qualified electricians to complete electrical safety certificate every 5 years
- Ensure any required remedial action is completed



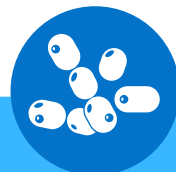
Fire Risk Assessment (FRA)

- Complete & review FRA's every 3 years
- Complete interim reviews of FRA's if a new tenant moves into a home or tenants' needs or mobility change



Landlord Gas Safety Certificate

- Arrange for British Gas to complete annual landlord gas safety inspection
- General servicing & upkeep of central heating systems



Legionella Risk Assessment

- Complete legionella risk assessments



Thermostatic Mixer Valves (TMVs)

- Supply, service, maintain & replace TMVs



Asbestos

- Asbestos surveys
- Risk Assessments
- Arrange for professionals to remove any dangerous asbestos identified



Specialist Equipment

- Servicing every 6 months to specialist baths/toilets and tracking & hoists if provided by us
- General upkeep & maintenance



Should you wish to report or discuss a compliance issue please contact our Compliance Team.

☎ 01257 260712 - option 1

✉ compliance@empowerhousing.org.uk

Competitions & Tenant Involvement



Rob Wakefield
EHA Board member

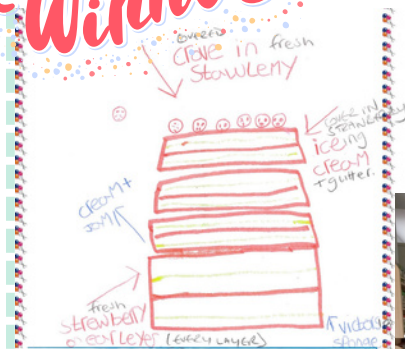
This summer Empower celebrated our 20th Anniversary. As part of this celebration, we invited you to enter a Design the Birthday Cake of your Dreams competition. The responses we received have been fantastic! Rob Wakefield Empower Board member, had the difficult job of deciding on a winner.

Rob said "there were some wonderful entries into the birthday cake competition and it was very difficult to decide on an outright winner. I spent some time over a weekend with my family, going through each entry and trying hard to decide which was our favourite, it was far from easy and I can easily say each and every single entry looks, and am sure would taste, absolutely fantastic. I now know how Paul and Pru feel on Bake Off!"

We did though get a winner - and it was entry number 15. We all loved the design and wondered how tall it may be when it was made. The description of the layers, the filling - wonderful!! It even had glitter - what more could you possibly want!

Congratulations on the overall winner and a very **WELL DONE** to all those that submitted an entry.

We Have a Winner!



Laura

More chances to **WIN** in 2024

To mark the beginning of Spring and the new planting season, we will be launching our Empower in Bloom Sunflower competition to bring sunshine into your garden space. Further details to follow in the New Year.

We would like to invite you to share your own celebration milestones, accomplishments or goals with us. This can include:

- Birthdays
- New Year's resolutions
- Awards or trophies
- Charity/project involvement.

We want to celebrate **YOU**.



If this is something you would like to be a part of please contact our Housing Management Team: HM@empowerhousing.org.uk with your story.

