



Branching Out

NEW SCHEME OFFERS AFFORDABLE VILLAGE HOMES

JULIE Siddles has been able to move into her own home in the village where she has spent most of her life thanks to a new development of affordable homes. Julie has lived in Swannington for all but seven years of her life and most recently had been living with her mum.

She has now moved into one of five affordable homes built in Foan Hill, Swannington.

"It's absolutely fantastic," says Julie, whose family have lived in the village since 1912, "I love my new home." Julie's sister also lives in Swannington and they both help care for their mum.



Ask Tracey



Q I have received my rent increase notification, what do I need to do now?

A If you currently pay by standing order you need to get in touch with your bank to amend the monthly/weekly amount.

If you receive full or partial Housing Benefit payments you need to inform the Housing Benefit department at your local council of the increase so that they can amend your payments.

Please note you need to do this as soon as possible because if you do not inform them they may not backdate the payment and you would be responsible for paying the shortfall.

If you pay by Direct Debit there is nothing you need to do as we will automatically collect the increased amount from your bank. You do, however, need to ensure that there are sufficient funds in your account to cover the increased payment.

If you currently have an agreement with your housing officer to clear arrears you need to increase your payments, if you require clarification on this please contact your housing officer.

Scalding water – beware!

Customers may have heard about a national news story involving the tragic death of a 10-month-old child who suffered horrific injuries after being scalded by water from a faulty immersion heater.

Although described at the time by the Health and Safety Executive as an extremely rare occurrence caused through a combination of faults on the system, Leicestershire Rural Housing has been developing a strategy to minimise the risk of a similar occurrence within its own properties.

One part of this strategy is to provide customers with information on the danger signs and advise them to ring us on **01530 278080** immediately if they notice:

- Excessively hot water coming out of the hot water taps;
- Excessive noise or 'bubbling' from the hot water cylinder;
- Hot water coming through cold water taps;
- A very hot cylinder or airing cupboard, and
- Steam/moisture in airing cupboard and/or roof space

If you notice any of these symptoms or are concerned about the operation of your hot water system, please:

- Turn off the immersion heater switch and/or the central heating boiler switch;
- Run off all stored hot water **BUT** be careful of how hot the water could be;
- Contact us – or our contractors out of hours – to report the incident.

LRHA BOARD MEMBERS SCHEME VISITS



Board Members recently visited two newly completed LRHA managed schemes in rural Leicestershire. The developments in Quorn and Swannington have provided a total of 21 homes for rent and shared ownership for people with a local connection to each Parish.

LRHA worked in partnership with East Midlands Housing, the Parish Councils, the District and Borough Councils and the local communities to investigate and meet the need for affordable housing for local people. The Associations' development fieldwork and consultation was instrumental in bringing the homes into being.

Board Members are always keen to remain up to date with the properties and communities that the Association manages, and the visit provided an ideal opportunity for this. The tour included a visit to a house and a flat in Quorn and a bungalow in Swannington. Members were delighted with the excellent standard of the design and build of the properties, and were touched by the stories that residents told about being able to live in homes in their local community. "Meeting people and their young children, and hearing their experiences of being able to remain in their village and live in a high quality affordable home is something that will remain with LRHA Board Members forever" said Richard Blunt, Chairman of LRHA, "it is precisely what the Association is all about".

MORE PAYMENT OPTIONS

Residents can now pay their rent using their All-pay swipe cards at Woolworths stores across the UK. Residents can also pay their rent by Direct Debit. Just call our Customer Care Team on **01530 278080** if you want to find out more about payment options or visit our website.

Register on our website You can now report repairs, request a rent statement, find out emergency contact numbers and access our publications by visiting our website at:-

www.leicestershirerha.org.uk

All you have to do is register using the first eight digits of your LRHA reference number which appears on your rent statement.

SATISFACTION WITH OUR GAS SERVICING

Every year about 30 people die from carbon monoxide poisoning caused by gas appliances and flues which have not been properly installed or maintained. LRHA have an ongoing obligation under the gas safety (installation and use) regulations 1988 to ensure that the gas appliances provided by the Association are checked on an annual basis. The Association constantly looks for ways to improve the services we provide and as part of this review LRHA recently sent out a questionnaire to all of its customers asking them to supply feedback on gas servicing.

We asked five key questions, which were:

1. Was an appointment made with you to complete the service?
2. Were you satisfied with the service completed?
3. Did the contractor tidy up to your satisfaction?
4. Was the contractor helpful & polite?
5. Were you happy with the overall service of your gas appliance?



The results were:

87.5% stated that an appointment had been made

100% stated that they were satisfied with the service completed

100% stated that the contractor tidied up to a satisfactory standard

100% thought the contractor was polite and helpful

100% were happy with the overall service of their gas appliance

Overall this shows that the service provided by our contractors is very good, and we will continue to monitor our contractor's performance .

We welcome any comments and suggestions that may help us to improve our service.

NEED A TRANSLATION OR LARGE PRINT

- If you need a copy of Branching Out in another language or in large print please call the office on 01530 278080 with your request.

