

Date: June 2009

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LONDON E1 6SW
TEL: 0207 392 5400
FAX 0207 392 5401
WWW.SPITALFIELDSHA.
CO.UK

for *better homes*, the *better choice*

is



Spitalfields

Housing Association Ltd

স্পিটালফিল্ডস্ হাউজিং এসোসিয়েশন লি:

Don't forget to complete your tenant profile, we will call residents who haven't returned the form

Repairs Hotline Freephone launched

We have set up a new way of reporting repairs to your property as part of our drive to improve services

At the tenants conference residents highlighted the difficulty in reporting repairs to staff and suggested we installed a repairs hotline.

The new number for reporting repairs is: 0800 644 6441. This replaces our local number 0207 392 5409.

This number will be manned by a customer services officer or other member of the maintenance team between 9.30 and 5.30 each day. The freephone repairs reporting system involves:

- a freephone number **(0800 644 6441)** - all calls made to the repairs service on this number are free, regardless of the time spent on the phone
- the phone is answered automatically - callers will hear a message advising them that they have reached the repairs help-

desk.

- the call is then transferred to a repairs administrator if there are no staff available to answer, the call is placed in a queue and transferred as soon as possible.

Please note that this number is for reporting or enquiring about repairs or repair appointments only. We cannot transfer your calls elsewhere or deal with other issues. If you have another problem you wish to discuss please call the main switch board number 0207 392 5400.

You can now report your repair online by completing our online repair reporting form. Our online repairs report forms are checked twice a day. Your enquiry will be dealt with immediately after we have checked the website by a member of our maintenance team. (www.spitalfieldsha.co.uk)

For further information please contact **(Ahsanul Haque on 0207 392 5404)**.

Inside:-

- Reorganising the Repairs Service
- Message from the police
- Vacancy at SHA

0800 644 6441 (freephone number)

If you call this number from a landline you will not be charged for the call. Other networks may charge- please check with your supplier.

Staff Leaving

On June 26th we said a sad goodbye to Graeme Seely who has left the organisation after 6 years with us. He played a key role in managing decent homes works, improving the value for money of the repair service and refurbishment of the Dinmont estate which was transferred to us through the housing choice programme.

We wish him every success in the future and he will be sorely missed by staff and residents alike.



We have reviewed our repair service in the light of resident feedback in the status survey, tenant's conference and on our board.

We believe the changes highlighted below will have a positive impact on the service that you receive.

Staff Changes

We have been looking at how we can improve the delivery of our repairs service and have reorganized the Maintenance department to achieve this. This reflects the fact that nationally residents say that the repairs service is the most important service to get right.



All future development work will be overseen by the Chief Exec. We believe that there will be fewer development opportunities in the foreseeable future. This has allowed us to focus more of our resources on the Maintenance service and in particular place more staff on the front-line. We believe this will make it easier for residents to speak to an officer when they have a repair problem, and with more staff looking after our customers we think that our residents will receive a better service when they call for advice or assistance.

There will be 2 staff whose main responsibilities will be customer care. One officer will specialise in gas appliance and gas safety matters, an employee of Robert Heath our gas contractor, and one for all other repair problems. We are creating a new post for an officer whose main responsibility will be pre and post repair inspections, which should speed the process of booking a repair or resolving problems when a repair has been completed by one of our contractors.

Improved Monitoring

We plan to improve our monitoring of the work completed by our contractors. Currently when work is completed the contractor asks you to complete a form that indicates that you are satisfied with the work that has been done and the fault has been repaired. Our contractor will not be paid for the job unless we receive this form. In addition we have introduced a new system that will automatically send a short questionnaire for every 5th repair completed. It is important that if you receive this you answer the questions and return the form - it will be prepaid. This will be the best way for us to make sure that the work we are commissioning on your behalf meets the standards we expect.



It is important that the standards and priorities we set for the maintenance service meet resident expectations and aspirations within our budget and legal obligations. We would like to create a repairs focus group that will play a role in monitoring the repairs service, setting targets for the department and reviewing and developing services we provide. If you are interested in getting involved in improving the repairs service you and others receive please call **Ahsanul Haque on 0207 392 5404.**

**Repairs
Hotline
Freephone**

**0800
644 6441**

Rent Increase Guideline

Each year we increase the rent for assured tenants. How much we raise rents is controlled and limited by Tenant Services Authority.

We raise our rents because our costs increase year on year.

The Tenant Services Authority has two objectives in its rent policy for tenants of all social landlords.

- Ensure that no tenant faces large increases in rent from one year to the next
- Adjust the rents for tenants of social landlords so that the differences in the amount paid by all tenants of social landlords is based on common factors like the size of your property rather than historical reasons like who is your landlord. This is called target rent.

The guide allows us to raise rents by a maximum of the retail price index in the September before the April rise + ½ a %

In addition to applying the guideline limit, housing associations and other TSA registered providers can increase rents by up to an additional £2 per week in order to converge actual rents to the target rents.

We are obliged by law to ensure that our rents reach the target rent level. Once this has happened we will no longer apply this additional increase.

Most of our properties are on target rent, and the rest will be on target rent by March 2012.

When we achieve target rent, rents will increase by the RPI only.

Report your gas boiler or annual gas Service to 0207 247 6744

REPORTING YOUR FAULTY GAS BOILER OR ANNUAL GAS SERVICE.

Robert Heath our 3 star heating contractor has made good a promise to recruit a Resident Liaison Officer (RLO), to work from our offices in Quaker Street. The position was advertised in East London Life and others, over sixty applications came in from local residents.




After a recruitment process which involved Spitalfields Housing Association, Saleh-Ahmed Ali was recruited on 4 May and, after a few weeks induction training at Robert Heath's offices, is now the main point of contact for Spitalfields residents if you have any issues with your heating (gas).

He is now based at our offices. From **13/07/09** if you would like to report a problem with your gas appliance or gas powered heating or hot water or request your annual gas boiler inspection then please call on the following number.

0207 247 6744

The RLO will only deal your gas related repair jobs. You can speak to him by calling on above number or by visiting our office. He is not able to deal with other repairs calls and is unable to transfer your call to other departments.

How well are we Doing?

Measure	Performance 08/09	Target	
How long it takes to let a property	2.3 weeks	4 weeks	
Lets to BME residents	69.5%	50%	
Rent Arrears	3%	5%	

TEAM NEWS

TENANTS' NEWS

**Saturday 25th
July 2009—
Day trip to
Eastbourne**

**Play Days
2009:**

**Ford Sq
Thursday 30th
July**

**Fakruddin St
Wednesday
5th August**

**Dinmont
Estate
Saturday 8th
August**

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**We would like
to save this
space for you
to let us and
other
residents know
what's
happening
in your
neighbour-
hood.**

Please send your
story to
murselin
@spitalfieldsha.
co.uk

CUSTOMER SERVICE OFFICER ABDUS SOBUR UDDIN

Abdus is our customer service officer, he is the first person you will see when you come to or phone the office to report a repair. He is responsible for making the formal request for a repair. Abdus will be able to help with any maintenance enquiries whether you are reporting a new job or chasing up old ones or just simply getting updates on any other maintenance issues.
His direct number is 020 7392 5409



SALEH AHMED ALI RESIDENT LIASION OFFICER.

Saleh – Ahmed Ali is your new Resident Liaison Officer working for Robert Heath Heating in partnership with Spitalfields HA. Saleh is your first point of contact for issues relating to gas safety and gas heating and hot water systems. He acts as the liaison officer between residents and Robert Heath engineers. He is based at the Spitalfields HA office. His direct dial number is: 020 7247 6744.



AHSANUL HAQUE SENIOR MAINTENANCE OFFICER.

Ahsanul is Senior Maintenance Officer. He is lead member of the maintenance team. Ahsanul's very happy to discuss your repair problems, if these can't be solved by other members of the maintenance team. Ahsanul is willing to listen your suggestions to improve the maintenance service. You can reach him on: 020 7392 5404.



New Post Currently Vacant ASSISTANT MAINTENANCE OFFICER

The Assistant Maintenance Officer will carry out pre works inspections if we need to find out more about the problem before we can book a repair order. He will do post works inspections, if there is any issue outstanding at the end of the works or as part of our routine mechanism for monitoring the performance of our contractors and estate inspection. The AMO will also deal with repairs complaints.

