

Festive Greetings Winter 2018

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2019 Annual Rent Review - Consultation

You will now all have received the Annual Rent review survey and information on the proposed increase for 2019/20. Please return your survey **by 7th January 2019** and you will be entered into the prize draw. Thank you to those who have returned theirs already.

Prize Draw:

- 1st Prize: £75 - if returned by 7th January**
- 2nd Prize x 4 : £50 - if returned by 7th January**
- 3rd prize x 4 : £25 - if returned before 21th January**

2018 Satisfaction Survey

We received 139 completed surveys, representing 50.9% of all tenants and 11 more than the last full survey in 2016. **Thank -you!**

In brief **Overall Satisfaction** with Homes for Life is up 5.2%; **Rent as value for Money** had been decreasing but is up 5.0%; **Keeping Tenants Informed** up 6.4%. Satisfaction with **Standard of Home when moving in** shows the most increased satisfaction at 100% , up 20%.

Two areas remaining fairly static - Satisfaction with **Quality of Home** is down 0.5% and Satisfaction with **Repairs** has dropped by 0.7%

Areas showing more than 1% drop in - Satisfaction with **Management of Neighbourhood** down by 2.0% (8 tenants expressed dissatisfaction but there is no clear pattern to this) and **Opportunities to Participate** down 1.3% (though no tenants were dissatisfied).

We'll be sending full feedback in the new year.

In the meantime, here are the Prize Draw winners.

First Prize £75 Anon, Cockenzie

£50 x 3 Reilly, Gifford; Wilson, Aberlady; Holt, Elphinstone

£25 x 6 – McClung, Elphinstone; Anon, Haddington; Stewart, Elphinstone ; Blair, Gifford; Linden, Haddington; Fraser, Gullane

We gave tenants the option not to be named in the newsletter so 2 of the winners are recorded as Anon – but don't worry we know who to send the cheque to!



**Office Festive
Close Down
from**

**4pm Friday 21st
December until
9am Friday 4th January**

**See Enclosed Leaflet
for EMERGENCY
NUMBERS**

**If you can't give Novus
access on the appointed
date for the pre start
survey it is vital you
rearrange this or you
may miss out on your
new kitchen or shower**

**Please see overleaf for
3 essential tips to avoid
condensation this winter**

With the cold weather now very much upon us, we'd again like to remind you of the associated risks of condensation and mould growth.

Condensation is Preventable!

Improved standards of insulation, double glazing and draught proofing of properties all give the benefit of better heat retention and cheaper bills. However, without regular **ventilation** and **adequate heating** this can also result in **condensation** and **black mould growth**. These unhealthy living conditions can cause damage to clothing or fabrics and unpleasant smells within a property. In its severest form, a long term condensation problem can result in permanent damage to plasterwork and timbers in the home.

There are three essential steps you can take to prevent condensation :

- 1. Control Moisture**
- 2. Ventilate**
- 3. Adequately heat**

1. Moisture

There is always moisture in the air, but basic household chores can produce up to **20 pints** of water vapour each day:

- **Washing Clothes - 1-2 pints**
- **Drying Clothes - 6-7 pints**
- **Cooking - 3-7 pints**
- **Bathing and Showering - 1-2 pints**
- **Washing Dishes - 1-2 pints**

This is a lot of moisture! If left uncontrolled moisture is likely to attract mould growth. You should wipe any condensation away before it can attract mould growth or cause other damage.

Unfortunately, mould growth can start before you see any evidence of condensation collecting on surfaces.

It is important to remove moist air before it can form condensation.

2. Ventilation

You need to ensure your **bathroom and kitchen extractor fans** are used and **not switched off** and that you **open windows** and **trickle vents** to let the water vapour out. This is particularly important when you're doing the washing, cooking or after bathing or showering. If you dry clothes inside please don't put them directly onto a radiator, put them in an **enclosed room with heating** and **leave the window open**. It is also important to **make sure air can circulate** adequately by leaving a gap behind large furniture and **don't overfill cupboards or wardrobes**.

3. Heating

To prevent condensation and mould homes also need to be kept adequately heated and this is one of the conditions of your tenancy agreement. If a room remains unheated and the temperature falls below 12 degrees, you will find condensation forming on the coldest surface.

Using heating only on high settings for short periods of time can increase the likelihood of condensation and mould problems.

This is typical of damage we have had to attend to, caused by tenants not following advice on adequately ventilating and heating. As this type of damage is both preventable and expensive to remedy - Homes for Life may need to recharge tenants the cost of these necessary repairs.



Planned Maintenance



Novus have been surveying 65 properties in Cockenzie, Gifford, Haddington and North Berwick prior to first time shower installs. If they did not get access for this survey and you haven't arranged an alternative date – your property may be left out of the program and miss out on this opportunity.

Work is due to start in January and once complete, all Homes for Life homes will have showers. Please think about the arrangements you will need to make to provide access.

10 homes at Roodlands Court in Haddington will be having their kitchens upgraded in the new year and 8 will be being fitted with a new gas boiler.

A further 24 properties in Haddington and Musselburgh, which we lease to East Lothian Council, will also have shower installs in the new year.

All this work should be complete by the end of March 2019.

A large programme of external painterwork will be carried out in the summer of 2019. This will include properties carried over from this year. Further detail will be circulated in the new year.

Energy Performance Surveys

J & E Shepherd of Musselburgh will be carrying out a programme of energy surveys for us - to review the energy performance of different house types across our housing stock. These surveys are necessary to ensure compliance with the Energy Standard for Scottish Social Housing. Shepherd will identify properties for survey and contact tenants direct for access. Not all tenants will need to be contacted.



Your cooperation would be greatly appreciated!

Useful Numbers

We use **allpay.net** to collect rent. *In order to use any of the Allpay services other than Direct Debit or Callpay you need your allpay card number. Don't have one? Call us and we'll order one for you. We can take 'one off' payments by debit card over the phone or at the office counter.*



Rent

1. Our preferred method of payment is Direct Debit

All payments made by Direct Debit are guaranteed, this means that in the unlikely event a payment is made in error, you will receive a full and immediate refund. **Please contact the office and we can arrange your direct debit over the phone**

2. Telephone Payments - contact telephone payments on: **0844 557 8321**. You'll need your allpay no. to hand.

3. Telephone the office on **01620 829300** with your Debit card – we can take **one off** payments over the phone ☎️

4. Online at

<https://www.allpayments.net/allpayments>

5. By allpay Card at various outlets – for example the **Post Office** or anywhere displaying the **Paypoint** logo

6. You can also pay rent using your **Smartphone** Allpay have launched a **smartphone app**. The app is available for Apple and Android smartphones.

Repairs

1. DURING Office Hours Phone **NOVUS** on **01506 242120**



2. OUT of Office Hours Call the same number **01506 242120**

But please remember that only repairs that cannot wait until the following morning should be reported after 5pm

PLEASE NOTE - if you call out an emergency repair which is either your responsibility or which is not a genuine emergency, the cost of the call out and the repair will be charged back to you.

3. GAS CENTRAL HEATING

Your gas central heating is covered by a contract with **Kingdom Gas** and if you experience any problems with your system you should call **FREE** on **0800 389 9463** or **01334 650452**

THINK YOU SMELL GAS? If you think you can smell a gas leak, **NEVER** attempt to find a gas leak yourself. Instead contact **National Grid Gas plc immediately** on **0800 111 999**



**Anti-Social Behaviour
Hotline– 0845 6018518**

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