

Help is here if you need it
Out of Hours Repairs contact details



	Plumbing Emergencies	Gas, Central Heating, Hot Water Emergencies	Electrical Emergencies
All sites	Relative Group 0800 023 5996	AJS Heating 07446 122 034	Lightside 07866 557 537

Please report all repairs to us as soon as possible. All sheltered scheme residents should report maintenance issues via the Scheme Manager during working hours or via the Emergency Call System out of working hours.

What is an emergency repair?
We define emergency works as follows:

- Dangerous structures
- Gas Leaks
- Blocked/overflowing external drains
- Serious flooding or leaks
- Loss of water supply
- Complete failure of electricity supply
- Blocked WC (if there is only one WC)
- Total loss of space and water heating

Please note that if you call out an emergency contractor for non-emergency work you may be charged by THA.

Times are hard right now. Need support?

Rent Arrears: Please contact your Housing Managers Sophia Greenberg and Ian Morrison at enquiries@teachershousing.org.uk or on 0207 440 9440.



Mental Health Support: 0330 123 3393



Accommodation:
<https://www.homeswapper.co.uk/>



Your feedback matters! We want to hear from you whether a compliment, complaint or suggestion please contact enquiries@teachershousing.org.uk and look out for our Tenant Satisfaction Surveys in partnership with Acuity

If you have reported an out of hours repairs emergency, please don't forget tell us about that repairs too. You can report any repairs to us on 0207 440 9440 (during office hours) or repairs@teachershousing.org.uk

Please retain this information sheet for future reference.

THA Sudoku

			4		9	3		7
7	5							
				8	1	2		
						6	7	
	8						2	
	7	4						
		8	6	9				
							5	9
1		9	5		4			

Designed & Produced by
Double 7 Design Ltd.
T: 01945 440 758
www.d7d.co.uk



THA NEWS

Issue No. 59

teachers' housing association

“Our mission is to deliver local affordable good quality housing for key workers, especially people in education”



Welcome to our 2023 Newsletter

Inside page: Photos of Sheltered Schemes celebrations of the Coronation of the His Majesty King Charles III. All of our schemes received celebration boxes - bunting and coronation themed decorations.



Gardens bloom

The good weather has seen residents out enjoying the gardens. The Anchorage (above). PKC Garden Project (below).



Happy 100 for Biddy

Along with family and friends, Cllr Botting from the London Borough of Bromley, a long term friend of Biddy, paid a special visit to Peter Kennedy Court (PKC) to wish Biddy happy birthday. Biddy is an inspiration to many tenants known for her Monday “Knit and Nat” group she holds weekly in the lounge and tasty sausage rolls she bakes. Hip hip hooray Biddy – from all at THA.

Have your say...Tenants Satisfaction Measures (TSM) Survey



THA has appointed Acuity to collect the TSM Survey Data for collecting TSM on how we are performing. Areas assessed include how well we keep properties in good repair, maintain building safety, respond to complaints, respect, help, and engage tenants, and responsibly manage neighbourhoods. From now on, we will have to publish our performance on tenant satisfaction measures each year. Please get involved and tell us what you think about our service to you.

If you like to find out more, please call 0207 440 9440, email enquiries@teachershousing.org.uk or simply scan the QR code.

Tenant compliments

Thank you Patrick: “I just wanted to take a moment to give praise to Maintenance Officer, Patrick McGuinness. I have had a few issues or queries about the property. Patrick replied quickly and offered helpful problem-solving advice. He is always friendly while remaining professional and arrives at the property when he says he will. I really appreciate this.”

With kind regards, CS (Haringey)

Welcome to our 3 new Board members

We are delighted welcome 3 new members to our Management Board. Neil Fuller joined us earlier in the year. Neil is a qualified housing professional with extensive experience working in senior positions in Local Government. More recently he has been working as a Teacher in the Further Education sector.

Maggie McCann joins THA with a long career history in housing for more than 35 years. Maggie's most recent assignment was with Orbit as the Director of Regeneration & Partnerships.

Klara Buzas joined THA's Board as the co-optee. She currently works as the Director of Property Services for Haig Housing Trust. Soon, Klara will be assuming her new role as a Deputy Director of Estates Asset at the Department for Work and Pensions.

Peter Kennedy Court News

Ebony Simms-Rhoden - Scheme Manager

We are proud of the local community support network at PKC. The local southern cooperative store has always supported us with their donations. Now they volunteer staff time to support our events. Croydon's Citizen Advice team and Age UK provide cost-of-living advice through drop-in sessions, and one to one casework support those who need it. We thank you all for your continues support to our residents.



... Residents Notice Board ...

For further information on your local events and activities please contact your Scheme Manager or Housing Manager.

Queen Mother Court

Local key support for residents

Scheme staff have supported residents by providing a leaflet from Help in Brum. Useful websites: www.gov.uk/check-benefits-financial-support www.birmingham.gov.uk/debtadvice and www.birmingham.gov.uk/helpinbrum. Other Energy Efficiency schemes to support residents via www.birmingham.gov.uk/energyhelp

Food Support www.birmingham.gov.uk/foodhelp

Help is hand to claim your Pension Credit. Please ask your Scheme Manager if you need help to submit your online claims for Pension Credit.

The Kitchen Refurb Approximately 30 kitchens have been programmed in for the kitchen refurb at QMC. Work commenced in February 2023.



Dates for your diary.....

Fish and Chips Club meet monthly. Coffee Mornings and Awareness Sessions with beverages, cakes or biscuits on Wednesdays. In our last event local community police spoke to residents about safety in the community and avoiding scams. Bingo Club held every Friday afternoon at 3pm in the communal lounge.



To find out more please speak to *Beverley Ramhi* - Scheme Manager

The Anchorage *Steph Chester* - Scheme Manager

Anchorage residents enjoyed a coronation party and also joined in with baking. Our residents look out for local library reach out sessions which takes place each month. Michelle's weekly exercise class is popular as ever and keep our residents active. The poetry appreciation group meets once a week. The Anchorage has a variety of meal providers and Wiltshire Farm Food completed a taster session in June. The weekly coffee mornings are still a firm favourite. Please tell us, how we can further improve our service to you.

Dunham Gardens *Emma Pickering* - Scheme Manager

The Coronation Party was great and enjoyed by all who attended. Cost of living crisis and how we can continue to support our residents is firmly fixated in our minds. Useful list of local services:

Age Concern Hull – 01482 324644 Citizen Advice – 0800 144 8848
Home Library Service – 01482 331254 library.link@hcandl.co.uk
Designer Hair & Beauti Ltd – 01482 823588 Designer Gentz Ltd – 01482 821839

The Dene *Kim Bennett* - Scheme Manager

Thanks to Kathy, Gina and Bob the garden is looking amazing, the best it's ever looked. Thanks to Alanna McIntyre for her voluntary work with our tenants doing a weekly writing group, which they love. She has also organised for an entertainer to come in and sing along with a prize raffle. She gives out soothing hand massages to those how want them. We all appreciate everything she does.

We gave Christine a great send-off in July, after many years of working at The Dene. The quality of her food and amazing cake making has been so much appreciated of all us.

Useful numbers:

Age Concern - 0800 019 1310. Brighton & Hove City Council - 01273 290 000.
Citizen's Advice Brighton & Hove - 0808 278 7815.

Haringey Area

Citizen Advice Line
0808 278 7966 (FREE)
Universal Credit Help to Claim
0800 144 8 444 (FREE)
Food Bank Support: 07845 013956
(Text or Whatsapp ONLY)
Haringey Council: www.haringey.gov.uk
What's on: www.haringey.gov.uk/whatson

Verona Drive

Citizens Advise Bureau Kingston:
www.citizensadvicekingston.org.uk
0203 166 0953. Email or request call
back as phone line may be busy.
Kingston Council - www.kingston.gov.uk
0208 547 5000
www.staywellservices.org.uk
0208 942 8256

Romaleyn Gardens

Photos of Coronation celebrations.

Age UK Paignton - 01803 555181
Citizens Advice Torbay - 0808 278 7829
Torbay Council Housing Benefit - 01803 201201
Mobile Hairdressers: Rachel - 07435 713968
Nicki - 07932 323116.
Podiatry: Sarah - 07845 523001



Thank you to our garden volunteers

The volunteer time, effort and the hard work that you all put in makes our gardens look like picture postcard.

We have included Romaleyn and Dene gardens in this Summer edition.



We say Goodbye

We thank Peter Wilkins (our Board Member) for his many years of service at THA, and wish him well with all his future endeavours. Peter stood down from the Board this year after serving a full term at THA Board. Devan Kanthasamy - CEO, Ali-Jarar Shah - Finance Director, Carmen Clarke - Interim Housing Services Director, Idiong Ekpo - Maintenance Surveyor, Rob Preedy - Senior Maintenance Surveyor, Jane Mellard and Martin Insull are all starting new roles. We said goodbye's to Verena Brennan, Molly Eliza Grey and Christine Taylor. Jane left THA to resume a new role another HA. Verena worked at THA for 28 years in different roles. In her leaving note to all staff at THA Verena said "I feel that the time is right for me to move on having enjoyed 28 years at THA during which I have worked with some great colleagues and been part of supportive and committed teams." On behalf of all the Board members and staff we thank Verena for lifelong commitment and work for THA. Molly, whom the residents will also remember for her performance at Commonwealth games last year is following her passion for music. Staff at The Dene gave Christine Taylor a surprise retirement send off – she leaves The Dene after 13 years of service.

We wish all of them well and every success.

Our refreshed values statement

We thank the residents for their compliments when things work well. We recently reviewed and refreshed our values statement. We believe a secure home and good education provides a solid foundation to help families and children succeed in the future. We will:

- Provide good quality affordable homes to support local key workers especially those in education;
- Treat our customers fairly, impartially and with empathy;
- Communicate clearly and keep our promises;
- Use our tenant rental income wisely and deliver value for money services;
- Celebrate diversity and ensure equality and inclusion in all areas of our work.
- It is also important you tell when we fall short of our values so that we can learn from our mistakes and improve our service for you in the future.

Winter Fire Safety Tips

We want all our tenants to have a wonderful Christmas - and most importantly, a safe Christmas. There are lots of extra fire hazards in the home and London Fire Brigade have issued the following top safety tips to help everyone step into Christmas safely:

- Keep candles away from Christmas trees, curtains or anything else that could catch fire and don't leave them burning unattended.
- Check your Christmas tree lights conform with safety standards and always switch them off before going to bed.
- Don't attach decorations to lights or heaters - they can overheat and catch fire.
- Make sure you have a fire escape plan and share this with everyone in your household and any guests staying over Christmas.
- Don't leave cooking unattended, it's safer to take pans off the heat and turn the hob, oven or grill off.
- Make sure new electrical appliances have a British or European safety mark when you buy them.
- Don't overload plug sockets.
- Check on elderly relatives and neighbours and make sure they are safe.
- Test your heat and smoke alarms and make sure they are working. If you smoke over the Christmas make sure you don't get distracted and ensure your smoking material is extinguished properly.

Please also help us to keep your home safe. In particular, you should contact us if you do not have a simple fastening to exit your front or back doors e.g. have to use a key. We ask you to notify us if you do not have linked fire and heat detectors in your home.

Money saving tips

In a recent survey, it was found that 1 in 5 people are struggling to meet the rising cost of living such as energy bills, petrol & food. Here are some tips, advice and tools to help you cut costs at home and save from Ben Care.

1. Even if you're feeling financially OK, it pays to start planning ahead in case money becomes an issue in the future.
2. Track your spending and set a budget.
3. Haggle where you can.
- Turn down your thermostat if you feel warm enough.
- Swap premium brands to supermarket own brands
- Switch off appliances and lights
- Get moving - where possible, cycle or walk - making small changes will help you save fuel and boost your health.
- Taking 4 minute showers could save a typical household £45 a year
- Save £20 a year on energy bills by using your washing machine using full loads and 30-degree cycle.

Check what benefits you're entitled to, what help you can get with your energy bills and what support is available for essential costs.

Scan the QR code above.

