

Housing Brief

Advising and supporting our tenants to enjoy their homes

Void Re-let Standards

We would like to thank tenants who responded to the relet standards, we appreciate the feedback that we receive which helps us to reassure our Board of Management that we have engaged and listened to our tenants. Those feeding back supported the standards, and we have enclosed them in the Void Policy which goes to the Board of Management for approval. You can read the standards by following this link:

<https://bit.ly/LettingStandards>

Our Housing and Technical Officers will be using these standards when managing our properties.



Social Housing Fuel Fund

Continuing in our partnership with Allenergy, our delivery partner for energy advice, we are pleased to announce that to date we have provided over £105,000 in direct payments towards fuel costs for tenants aged 65+, on Universal Credit or Housing Benefit. In addition to this, through Allenergy and by widening the criteria, we were able to offer cash support of up to £250 to assist those in work who are struggling with fuel costs or fuel debt, along with access to the Fuel Bank Foundation vouchers for payment meters.

During the Winter Campaign, Allenergy assisted with providing the following:

- 113 applications for assistance and advice
- 31 x Heated blankets
- 4 x Slow Cooker
- 12 x Airfryers
- 1 x Condensing Tumble Drier
- 6 x Thermal Curtains
- delivery of 18 Airfryers to LHA
- 27 financial awards of £12,243 towards fuel debt and costs

Tenants support by the Association were surveyed and the results will be available on our website.

Radio Teleswitching

We are republishing important information that we first circulated in February of this year about the old style Total Heat Total Control (THTC) meters which will be withdrawn from use by March 2024.

What does this mean for you?

If you have a dual meter, the Radio Teleswitch signal will be switched off and you will lose functionality, which may affect your hot water and heating supply and the meter's ability to switch between peak and off-peak times.

Your energy supplier may have already notified you, or you will be notified shortly, that they are withdrawing from the dual tariff you currently receive and that they will be replacing your existing two meters with a single smart meter. You will be required to contact your supplier to arrange a suitable date and time for this change to happen.

The supplier will not engage or discuss with anybody who is not the account owner.

Energy UK have produced a Frequently Asked Questions document regarding the Radio Teleswitching Project and can be viewed following this link: <https://bit.ly/RadioTeleswitchingFAQs>



**WELCOME
TO THE TEAM!**

We would like to welcome the following new members of our team and wish them every success in their new roles:

Jin Huang – Rent Officer
Agnieszka Adamczyk – Customer Services Assistant
Baiba Samohvalova – Customer Services Assistant



Agnieszka Adamczyk and Baiba Samohvalova

Garden Competition 2023 - Entries now open!

The competition is open to all tenants, sharing owners and owner occupiers of properties we factor. You can enter as many categories as you like!

The Association Judges will visit every address nominated during the week of **24th July 2023**

Each winner will receive a £50 voucher and runners-up will receive £25 vouchers.

Nominations must be received by **Friday 7th July 2023**

To enter you can either return the tear off slip below, email or telephone, whichever suits you!

Categories:

Best kept Garden

Best kept Tubs/Pots/Hanging Basket

Best Vegetable Patch



Name: _____

Address: _____

Categories entered

Best kept Garden

Best kept Tubs/Pots/Hanging Basket

Best Vegetable Patch

