

Warwickshire
Rural
Life

The residents' newsletter for
Warwickshire Rural Housing Association
SUMMER 2014
www.warwickshirerha.org.uk



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registered for
myhomeonline?
Call us!**

Home sweet home

Residents in Snitterfield are all set for Summer in their brand new homes in Shaw Close.

Lisa Riches, who's moved into a two bedroom home on the new development with her young family, says: "I love our new home. I especially like the kitchen with the view into the garden."

• To find out more, visit www.warwickshirerha.org.uk

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Don't get court out!



Did you know that the court charges for issuing a summons have more than doubled?

If we have to take you to court due to rent arrears, you will be charged £250 court costs. And if we take you to court for anti-social behaviour, you will be charged £280 court costs. Plus you risk losing your home.

Worry free rent payments



You can easily set up a direct debit to pay your rent weekly or monthly in advance on any day of the week or date of the month that suits you.

Paying by direct debit makes sure you never miss a payment.

To set up a direct debit please call **01530 278080**.

Food for thought

Remember, if you're struggling to feed yourself or your family, local foodbanks can provide a minimum of three days' emergency food.

Talk to your Housing Officer about gaining a foodbank voucher or visit www.trusselltrust.org



What a pest!

It's that time of year when ants, wasps, flies and other creatures can become pests. All tenants are responsible for sorting out any pest issues they have.

Contact your local council for details of preferred contractors or visit www.pestcontrol.co.uk to find out about free pest control inspections



HERE TO ASSIST

Welcome to Theresa Winder who has become our tenancy services assistant.



This new post will ensure even better communication with residents.

Theresa's already busy supporting the housing officers and encouraging residents to get more involved by sending out surveys and gaining your views on our policies.

She's also working on our new website. Watch this space!

Water works

During the Summer and Autumn months we will respond to total loss of heating or hot water problems within 5 working days. From 31st October until 31st April, we will respond within 24 hours.

Your views matter

When you've reported a repair, don't forget to return the customer satisfaction survey attached to your repair confirmation letter.



All your feedback is passed to our contractors so we can improve the repairs service for you.

Fun in the sun

Enjoy the Summer – but please let your neighbours enjoy theirs too!

- Remember any noise you make in your garden will be heard by your neighbours.
- If you're planning a party, tell your neighbours – or why not invite them?
- Don't play your music too loud in the garden.
- It's great for kids to be outdoors but try not to let the noise get out of hand.
- Keep your gardens tidy and free from rubbish.
- Park and drive your vehicles considerately.



WARM FRONT

A new electric heating system is being trialled in two properties.

The old night storage heaters are being replaced with a more efficient electric heating system. If they prove successful, the programme may be extended in 2015/16.



Noticeboard

Age UK Handyman Service

For help with minor repairs or gardening call **01926 458125** or email housing@ageukworks.org.uk

If you run your own business and would like to be featured on the Noticeboard, email Sue.Haywood@midlandsrh.org.uk

Please note that WRHA cannot endorse any services featured.

www.warwickshirerha.org.uk

Our performance

Our aim is to continuously improve the service we provide for you. So, how have we done during the past financial year?



Complaints

5 formal complaints were received.



Calls

94% of calls were answered within 20 seconds (target 90%).



Repairs

Overall repairs satisfaction was 97% (target 90%).



Out of Hours Repairs

95% of out of hours calls were answered within 25 seconds (target 95%).

Here's an easy tasty recipe from one of our residents which is a great way to get kids to eat lots of veggies.

SIZZLING COMFORT SAUSAGE CASSEROLE WITH CHEESY MASH *(serves 4 adults)*



Ingredients

Pack of sausages
Tin of baked beans
Tin of chopped tomatoes
Carrots
Mushrooms
Onions
Frozen peas
Parsnips
Potatoes
Grated Cheese

Method

1. Grill the sausages until they are brown. Put them in a casserole dish or a slow cooker. Cover with the baked beans and tomatoes.
 2. Chop the carrots, mushrooms, onions and parsnips and put them in the dish.
 3. Season with salt and pepper.
 4. Pour in the frozen peas.
 5. Mix together and put in the oven for approx 1 hour on 180°C or in the slow cooker for 4 hours on high or 8 hours on low.
 6. Peel the potatoes and boil until soft. Mash with butter and a dash of milk and stir in the grated cheese.
- You can add any vegetables you like. Try adding tinned sweet corn or kidney beans.

Do you have any family favourites that we can share? Please send in your recipes to Sue.Haywood@midlandsrh.org.uk

Need a translation?

If you need a copy of Rural Life newsletter in another language we will happily provide a translation for you. All you have to do is call the office on **01530 278080** with your request.



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Policies updated

We have recently reviewed our policy statements on Anti-social Behaviour and Allocations and these have now been approved by our Resident Involvement Board and Board of Management.

If you would like a copy of the revised and updated policy statements, call **01530 278080** or visit www.warwickshirerha.org.uk

