

# Digging deep



**Win  
£50!**  
See page 3



**facebook**

Remember to like  
us on Facebook  
and see all our  
latest news.

**Pupils from Wootton Wawen CofE Primary School have been digging deep for an environmentally-friendly future at our innovative new development in the village.**

The youngsters helped to plant the first trees which will form a huge woodland area at the site. This term they're studying an environmental topic called "Who Cares?" so were keen to find out more about our new development of ultra-low energy homes on their doorstep.

Read more at [www.warwickshirerha.org.uk](http://www.warwickshirerha.org.uk)

## **BANK HOLIDAY CLOSING**

Please note that the office will be closed on the two  
May Bank Holiday Mondays – 7th May and 28th May.

### CHILDCARE SAVINGS

Two new childcare schemes are now up and running:

#### Free Childcare

Working parents are entitled to 30 hours per week of free childcare for all 3 and 4 year olds (for 38 weeks of the year). To qualify, parents must each be earning at least £120 per week. If you don't meet these conditions you are still entitled to 15 hours' free childcare per week.

#### Tax-Free Childcare

Parents earning at least £120 per week can open a new childcare account. For every £8 you pay in, the government will add an extra £2 up to a maximum of £2,000 per child per year towards their childcare costs – that's up to £500 every three months.

Visit <https://www.childcarechoices.gov.uk/> to find out which scheme is best for you.

### UNIVERSAL CREDIT LATEST



Anyone starting to claim UC no longer has to wait seven days - your claim will start on the day you apply. You will continue to receive Housing Benefit for the first two weeks of your UC claim to help prevent you falling into arrears.

You can also access up to a month's worth of universal credit within five days via an interest free advance.

### DHP APPLICATIONS

Discretionary Housing Payments ended on 1st April. If you've been claiming payments to cover the shortfall in your rent payments due to the bedroom tax, then you will need to reapply for 2018/19. Contact your local authority for more advice.

### LHA CAP

The Government has scrapped plans to cap housing benefit for social housing tenants. Housing benefit was due to be capped to a rate called the Local Housing Allowance (LHA) from April 2019, but this is no longer going to happen.

### RENT CHANGES

**You should have received a letter from us detailing the rent and service charges you have to pay from April.**

**Please adjust the amount you pay us to match the amount shown on the letter so you don't fall behind with payments. If you pay by direct debit, your payments will automatically change to the new amount.**

**You'll be pleased to hear if you rent your property we've decreased your rent by 1% again this year to try to keep it as affordable as possible, for leaseholders shared ownership adjustments have been made in line with your lease.**

### UC IS COMING!

**Universal credit is being rolled out in the Warwick District Council area in October.**

We'll be sending out our UC pocket guide with lots of useful information and don't forget to keep an eye on our Facebook page and website for more details. You can also call the helpline on **0345 600 0723**.



**Win  
£50!**

**FANCY A £50 SHOPPING VOUCHER TO ENJOY THIS SPRING?**

Enter our competition and you could be in with a chance of winning. Study the two pictures below and circle the 10 differences. Our contact details are on page 4 for you to



send in your entry, if you photograph it and email it please remember to put your name and address on the email by 31st May 2018.

**Name**

**Address**

**email**

**Phone**



**HOW TO...  
Look after  
your work  
surface**

*Here's the latest guide in our 'How to...' feature to help you keep your property looking great and running well.*

There are some simple things you can do to keep your kitchen work surface looking good. **Remember that we don't replace work surfaces which have been damaged.**

1. Prepare food using a chopping board rather than cutting directly onto the work surface.
2. Don't use harsh cleaning products or scouring powders.
3. Wipe up spills straightaway to stop them staining.
4. Put hot pans down on heat-resistant mats or stands to avoid making scorch marks.
5. Don't put electric irons directly onto the work surface.
6. Protect your work surface with a glass or plastic work top saver.

**CHEQUE IT OUT**

Please note we will only be banking cheques once a week on a Tuesday so this may cause delays in your cheque being cashed. More efficient ways of paying are by direct debit and Callpay. Call the Customer Care Team on **0300 1234 009** for more information.

**EMERGENCY CHANGES**

From 1st May until 31st October, if you experience a total loss of heating, this will not be classed as an emergency repair.

**Ask us ...**

Have you got a question about your home or the services we provide? If so, ask away! We'll be answering one of your questions in every newsletter. Simply email them to [sue.haywood@midlandsrural.org.uk](mailto:sue.haywood@midlandsrural.org.uk)



*Daniel asked: My lounge door handle has broken. Do I need to fix it myself or can you do it as a repair?*

**David Krause, Development and Maintenance Manager says:**

Last year we had to revise who is responsible for different types of repair. Internal door handles are the tenant's responsibility so you will need to repair it yourself. As a reminder, tenants are now also responsible for the following:

- **Broken or cracked glass in windows and doors (we will board up and possibly recharge)**
- **Internal doors including locks, bolts and hinges**
- **Blocked drains, toilets, sinks/wash hand basins, baths, etc**
- **Floor coverings in kitchens, bathrooms and separate WCs**
- **Letter boxes.**

**ON CAMERA**

If you're thinking of installing CCTV at your property, please remember:



- You must get permission from us first.
- Any cameras must only record your premises and cannot record any communal area or walkway.
- Don't damage the structure of the building when installing CCTV equipment.
- When you move out, you are responsible for removing any equipment.

# YOUR VIEWS

Are we getting it right? Through our perception survey you said:

We provide a service you expect

**90%** AGREE

We treat you fairly

**89%** AGREE

We keep you informed about things which might affect you

**82%** AGREE

We give you the opportunity to make your views known

**89%** AGREE

We listen to your views and, where possible, act on them **77%** AGREE

Thank you to all residents who took part. Your feedback is excellent and we'll continue working hard to keep our standards high.

## NEW HOMES PLANNED

We're looking to develop 50 more affordable homes in five Warwickshire villages.

Work is now starting on site in Great Alne where 17 homes are being built and by Summer we'll be starting to build three homes in Claverdon. Our nine new homes in Long Compton are almost complete and our development in Wootton Wawen is progressing well. We've also been carrying out a public consultation in Bearley where we're hoping to build seven homes.

## LITERACY HELP

If you struggle with literacy, The Communicate Project can help. It can offer one-to-one support with reading and writing, whatever your age. If you'd like to be signposted to the service, speak to your Housing Officer.

## Service standard

We will carry out external decoration to your home every four to five years if necessary.

## Top Marks!

Providing a first class service is a top priority and we're pleased that you think our Customer Care Team is doing a great job. In our latest survey, 92% agreed we have friendly and approachable staff. You said:

"Staff are always so helpful"

"Very pleased with your friendly staff when I phone"

"The team are very friendly on the phone"

"Lovely girls in office"

## LET US IN

It's a legal requirement for us to make sure every property has an electrical condition report less than five years old. When your property is due an electrical test, we'll write to you and our contractor will contact you to arrange a convenient appointment.

It is very important that you allow the contractor access to your property. Failure to do so is a breach of tenancy and will result in legal proceedings.

Last year we took a resident to court for continuously failing to allow access and the judge ruled that the resident had to pay £1000 of court costs.



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