

# TRUST talks

The Wrekin  
Housing Trust

and listens

DECEMBER 2008

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## We're ten next year – are you?



As you'll see from the Annual Report Calendar, it is the Trust's 10th Anniversary next year, and we will be holding various events in 2009 to celebrate.

We'd like to invite any tenants' children (and Mum or Dad) who were born in 1999, the same year that the Trust was established, to help us celebrate and mark the milestone. We'll be providing a special gift and depending on numbers, even have a party!

So, if you have a son or daughter who is ten in 2009, please phone Colette on **01952 217038**, or email:

**trust.talks@wrekinhousingtrust.org.uk** by Friday 16 January. We look forward to hearing from you.

## TRUST SHOPS CHRISTMAS CLOSING HOURS

All Wrekin Housing Trust shops and estate offices will close for the Christmas holidays at 5pm on Christmas Eve, Wednesday 24 December and will reopen on Monday 05 January 2009.

Our Customer Contact Centre will be open between 8.00am and 4.30pm between Monday 29 December and New Year's Eve (Wednesday 31 December) to offer an emergency repairs service.

Outside of these times you can still report **emergency repairs** by calling **01952 217217** (you will be directed to our 24-hour emergency line). We wish you a Merry Christmas and a Happy New Year!

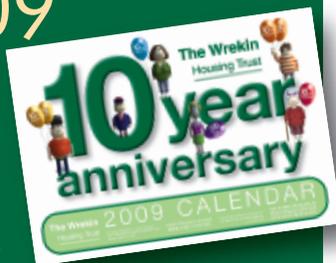
## Tenants' Annual Report Calendar 2009

We're pleased to include next year's Annual Report Calendar with this edition of Trust Talks. The theme is 'events where the Trust has homes'.

We'd like to know what you think about the new calendar, so please let us have your comments and suggestions by filling in the FREEPOST feedback form (no stamp required) included in your calendar. All completed feedback forms will be entered into a prize draw to win £25 of shopping vouchers.

The feedback you gave us from the 2008 calendar told us that it was the best one yet! Hopefully you'll find the 2009 just as good.

If you would like to receive a large print or audio version of the information contained in the annual report, please call Andrew on **01952 217040**.



## GARDEN PROJECT

The Wrekin Housing Trust is working with Queenswood School and the residents of Ketley Bank to create a community garden. The aim is to transform a derelict piece of land into an area that all of the community can enjoy. Children from Queenswood School had identified the patch of land opposite the shops in Fourth Avenue as being an eyesore, and asked the Trust if there was anything that could be done.

Following a community consultation event in August, Trust officers visited Queenswood School recently to work with the children to design the garden. Children in Years 3,4,5 and 6 worked very hard, alongside students from Wrockwardine Wood Arts College, to give their ideas as to what they would like to see in the garden. The Trust is now looking for willing volunteers to work as part of a community group to put the children's plans into action.

We are looking for local residents to volunteer to be a part of this group. Working with Trust officers, teachers, children and governors from Queenswood School, the group will see the garden project



through from start to finish. The project is the first of its kind in the East area and we're hoping it'll be a great success.

If any resident would like to be involved in this, please contact Sarah Woolley on **217382**, Ben Murphy on **217321** or Jo Rowley on **217194**.

• DONNINGTON • DONNINGTON WOOD • TRENCH • KETLEY • WOMBRIDGE • NEWPORT • LILLESALL • OAKENGATES • WOM

ने त्रुमीं दिव अवरुणा पंगणी दिव लिखिआ लेटा चरुदि वे ता 01952 217100 'उ देलीडेन वतले सतुं दंग दिव ना आपडे लिसे भिउर/सरोली ना लिउडेदार नुं वेन वरुन लडी वरो नं अवेली दिव कॉल कर सरो। W razie problemów z przeczytaniem tego dokumentu prosimy zadzwonić pod numer 01952 217100. اگر آپ کو پڑھنے میں مشکل آ رہی ہے تو براہ کرم 01952 217100 پر کال کریں۔ 如果你不明白這份文件的內容，請致電 01952 217100 求助。

# MONEY MATTERS

## IMPORTANT RENT PAYMENT INFORMATION

**This year's rent free fortnight falls on the 29 December 2008.**

If your rent account is in arrears, you must continue to make your regular rent payment on or before the 29 December 2008.

There are lots of ways to make a payment including.....

- Paying at the Post Office
- By PayPoint or PAYzone
- Direct Debit or Standing Order through your bank
- By calling the Trust's payment line on 217111



If you are finding it difficult to pay your rent, please speak to one of our Welfare Benefit Advisors at your local housing shop, who will be able to offer you some advice and support.

For more information, call **Kerry on 01952 217240.**

## Are you feeling the squeeze?

Anyone who lives or works in Telford & Wrekin area can save with FAIRshare and apply for a low cost loan – at a rate of 1-2% interest a month on the reducing balance. So for example £1,000 borrowed over 12 months could cost you as little as £100.15 in interest.

Open a FAIRshare account now and save just £10 a week and you could have over £500 in time for Christmas 2009 – plus you can use your FAIRshare account to spread the cost of everything from your TV licence to a special celebration.



Savers can take advantage of having a secure place for their savings - plus access to affordable loans at exceptionally low interest rates with FREE life insurance.

There are no costly set up fees, no penalties for clearing loans early and FREE life insurance on savings and loans as well as access to affordable no-nonsense insurance cover for everything from travel to motoring.

To find out more call **01952 282528** or visit FAIRshare's offices at Southwater Square, in Telford Town Centre.

## 2-for-1 entry to Telford Tigers Ice Hockey

**Trust tenants can now claim 2-for-1 entry to Telford Tigers home ice hockey matches, as a thank you from the team for our support.**

Our new scheme called Inreach has stepped in to support the team when they faced financial difficulties after their main sponsor pulled out. As a result, Inreach is now one of the team's shirt sponsors, and also has an advert in the match programme.



To thank us for our support, Telford Tigers are offering a two for one deal to all Trust tenants. That means if you buy one adult ticket, you can have another for free! They are also offering entry for children under 16 for just £1!

**To benefit from these brilliant savings, just cut out this coupon and take it along with you to a home match at Telford Ice Rink. This coupon is valid for the rest of the season.**

## energyextra

As you may have seen in previous Trust Talks, the Trust has joined forces with Energyextra to help you to reduce your energy bills, and make your home more energy efficient.

One of the main benefits of our membership of Energyextra is the free energy advice home visits that they offer to Trust tenants. You can arrange for an energy advisor to visit you at home. They will give you advice, ideas and guidance on how to become more energy efficient at home and ultimately, save money on energy bills.

Deb Morrison, Financial Inclusion Manager at the Trust, said: "Often, it's the families who can least afford high fuel bills that end up paying the most for their gas and electricity, through expensive pre-pay cards or meters. The Trust is committed to working with Energyextra to minimise tenants' energy bills and make their homes as energy efficient as possible."

If you are interested in arranging a home visit, call Energyextra on **0121 561 1969**, or pop in to your local Trust shop or estate office, who will be happy to arrange a convenient appointment for you.

## Get involved – Donnington Wood Estate Agreement

2009 represents a great opportunity for residents of Donnington Wood to involve themselves in some resident involvement work.

The Trust's Donnington housing team and the partner agencies that they work with, including the police and Telford and Wrekin Council, are proposing to launch an Estate Agreement on Donnington Wood.

Estate Agreements can be seen as a unique combination of formal and informal arrangements for tenant participation. They represent a charter agreement between partner agencies and residents of a particular area covering the standards of service to be provided and mutually agreed priorities for action for the coming year. The agreement itself is a formal written document with specified performance targets and commitments.

If you live in Donnington Wood and want to have a say in possible improvements then please contact us. We want to hear from everyone who has a view or a contribution or even has the desire to lead on the project. Please contact Shandy Price or Ben Murphy on **01952 217152**.

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# DEVELOPMENT UPDATE

Since the last Trust Talks in September this year, we've been working hard on a number of new developments across the area:

## Old Hall School, Wellington ▼

At the Old Hall School site in Wellington, a mixture of six three- and four-bedroom houses have been completed and handed over to the Trust, for general rent.



## Aston Court, Newport ▲

Aston Court in Newport was recently handed over to the Trust after work was completed on six two-bedroom apartments and seven three-bedroom houses for rent and shared ownership. Tenants' Panel member Margo Brotherton went along to collect the keys from the developers and Mayor of Newport Adam Stanton.



## Monarch Fields, Donnington ▼

The remainder of the homes at Monarch Fields in Donnington, our largest development so far, have now been completed. 13 homes were handed over to the Trust earlier in the year, and we've now received the final 39 at this site.



## Station Road, Donnington ▶

At Station Road in Donnington, developers have finished work on two two-bedroom terraced homes for shared ownership. These have now been handed over to the Trust.



## Great opportunity for Trust tenants, or your friends and family!

**Want to buy a Trust home, but not the one your rent at the moment?**

**Have you got friends or relatives who want to buy a home but just can't afford to get on the housing ladder?**

Well, we now have a new scheme called **Inreach** that may provide you with an ideal opportunity. Inreach homes are all brand-new homes in Telford and in other parts of Shropshire that are available to 'rent first and buy later'. The rents are set at affordable rates, so they are comparable to what you will be paying already, and there are no fees or deposits to be paid in advance.

This means you can move into a brand new home on a new development, and

because the rents are way below market rents, you can use the period of renting to save towards a deposit so that when you decide to buy, your mortgage will be lower.

You do need to be able to demonstrate that you have the capacity to obtain a mortgage that is equivalent to at least 50% of the property's value, but you do not need to actually buy it until you are ready to do so. We will get a Financial Advisor to work this out for you, free of charge, and without any obligation. So if you have an income, or combined income that would get you into this bracket, and if you don't have an adverse credit history that would prevent you from getting a mortgage in the future, then this scheme could be for you.

To find out more about the scheme, or

where the properties are located, why not visit our website at **www.inreach-homes.co.uk** or contact our Sales Advisors on **01952 278173** and they will be pleased to discuss it further.

The scheme is not just for Trust tenants, so if you know anyone who may be looking for something like this to help them get started on the housing ladder, then please pass the information on.

  
the 'in' way to buy your new home



# Spotlight on Supported Housing

## CHURCHWAY RESIDENTS SUPPORT LOCAL SCHOOL

Residents at Churchway sheltered housing scheme in Stirchley have been raising money to support their local primary school.

To mark National Book Week, residents decided to hold a coffee morning to raise money for new books for Three Oaks Primary School. After speaking to the school's literacy teacher, residents decided to put the money towards a set of reference books for the school library, which would benefit all pupils.

Residents invited children from the school to come along to a coffee morning, where they presented them with their new books. Everyone was especially pleased to see that each book carries a sticker to say that they were donated by residents of Churchway sheltered housing scheme.



## Lawndale residents raise money for charity

Residents at Lawndale sheltered housing scheme in Donnington recently held an afternoon of musical entertainment to raise money for Breast Cancer Awareness.

The event had a 'Strawberries and Cream' theme and included live music from local singer and X-Factor 'hopeful' Ally Raye. Ally, who has auditioned on X-Factor several times, is the daughter of one of the Lawndale residents. She sang lots of different songs, and favorite requests.

In total, residents raised £40 for Breast Cancer Awareness.



Scheme Manager Margaret Phillips gets the Strawberries and Cream ready.

## Schemes celebrate anniversaries

Several sheltered housing schemes have been celebrating their anniversaries over the last couple of months. The events were marked with presentations to the residents who had lived at the schemes for the longest, as well as a get together and a buffet.

Morton Court sheltered housing scheme in Dawley celebrated their 20th anniversary, Carvers Close in Wellington celebrated their 25th anniversary and Oliver Court, also in Wellington, celebrated their 30th anniversary.



Wayne Gethings presents Joan Turner and Joan Massie with flowers at Morton Court.



The cake that was specially decorated to mark the moment at Carvers Close.



Residents at Oliver Court celebrated with a VE Day themed afternoon.

## HAYBRIDGE HALL GETS GO-AHEAD

We're pleased to announce that planning permission has been granted for five new bungalows and a new communal facility at Haybridge Hall sheltered housing scheme in Hadley.

The approved plans will see the Trust sell Haybridge Hall, and use the income to build the five new two-bedroom bungalows and a purpose-built communal facility in the grounds of the hall.

Currently, sheltered housing residents live in existing bungalows within the grounds of the hall. At the moment, the hall is only being used as a communal room for tenants and as an office for the scheme manager. This is due to the age of the building and it not meeting residents' needs.

We have been inviting contractors to tender for the work.



An artist's impression of the new communal facilities.

## IS RICHARD THE OLDEST PAPERBOY?

Richard Hughes, a resident at Hallcroft Gardens sheltered housing scheme in Newport, recently featured in the Shropshire Star as the area's oldest paperboy!

Everyday, whatever the weather, Richard, who is 95, collects the papers from his local shop and delivers them to his fellow residents, even on Sundays! Richard also even takes his neighbours wheelie bins in and out each week.

Richard says his secret to a long life is not smoking, staying active and enjoying the occasional tot of brandy!



Picture courtesy of the Shropshire Star

## Bridle Court supports local youth club

Residents at Bridle Court sheltered housing scheme in Madeley held a bring and buy sale recently, to raise money to help set up a new local youth club.

Local youngsters approached their Community Support Office Ben Bates to complain that they had nothing to do in the area and needed a regular meeting point.

CSO Bates contacted local organisations to ask for their help in raising money to fund a youth club, so residents at Bridle Court decided to hold a bring and buy sale.

The event raised almost £200, which was donated to the youth club.

CSO Bates thanked residents of Bridle Court for their efforts in helping to support activities for young people.

## External decorating prizes



◀ Mrs Wright receives her vouchers from KRM Director Colin Rumbles and the Trust's Dale Heaton.

Miss Wilson is ▶ presented her vouchers by the Trust's Dale Heaton and Chris Griffiths, supervisor for Seddon.



Our contractors who are working with us on external painting and repairs jobs recently handed out £50 worth of Tesco's vouchers to two lucky tenants whose completed Customer Feedback forms were drawn out of a hat.

It is important that we are able to monitor feedback from customers regarding the quality of contractor and the work done. Often these feedback forms are discarded before they are returned to us.

To encourage people to return the forms, and to say thank you for completing them, our painting contractors KRM Ltd and J & S Seddon are each donating £50 of Tesco's vouchers for a prize draw three times per year.

# Have you got a cute pet?

In the last edition of Trust Talks, we launched a competition to find the cutest Trust pet. We've had lots of good entries, but there's still time to send yours in!

Send your cute pet pictures to our FREEPOST address, or email them to [trust.talks@wrekinhousingtrust.org.uk](mailto:trust.talks@wrekinhousingtrust.org.uk). Don't forget to tell us why your pet is special.



## ADULTS COMPETITION

**Make sure you're covered, and win £25 high street vouchers!**

Home contents insurance is something that many people take for granted, but what would happen if you had a fire, or were burgled and didn't have insurance? Could you afford to replace your home contents out of your own pocket?

We offer an improved Tenants' Contents Insurance scheme, through Norwich Union Insurance. For just a few pounds a month, you can insure your home against theft, fire or accidental damage. The scheme offers an easy payment method, no excess to pay if you claim, and no minimum security requirements.

For your chance to win £25 in high street shopping vouchers, simply find the ten hidden words in our Wordsearch, fill in your details below, and return this section to us at our FREEPOST address (no stamp required) at The Wrekin Housing Trust, Communications & Marketing, FREEPOST (SY1 095), Colliers Way, Old Park, Telford, TF3 4ZA, by Friday 09 January.

**Find these 10 words:**

**Lightning**

**Water**

**Accident**

**Gas**

**Flood**

**Leak**

**Fire**

**Breakage**

**Burglary**

**Damage**

W	K	M	D	O	I	F	S	M	A
L	I	G	H	T	N	I	N	G	C
E	L	W	A	T	E	R	B	C	C
A	O	D	P	F	N	E	Q	J	I
K	H	U	A	T	F	L	O	O	D
E	N	S	A	M	O	R	K	D	E
B	U	R	G	L	A	R	Y	C	N
D	H	O	R	W	T	G	A	S	T
B	R	E	A	K	A	G	E	J	G
Y	K	P	E	R	L	S	T	N	B

Name: .....

Address: .....

Tel No: .....

Please send me details of The Wrekin Housing Trust Tenants' Contents Insurance scheme

## Trust gets RSPCA's PAWS Award



In recognition of our pet-friendly policies and procedures, we're pleased to announce that we've been awarded the RSPCA's Bronze Housing Footprint.

This award rewards good practice and celebrates housing providers that have gone above and beyond the call of duty in protecting animal welfare. The Trust is the first housing association in Shropshire to receive this award.

Morag Bailey, Continuous Improvement Manager, said: "The award recognises the Trust's 'Keeping of Pets' policy, which was drawn up in consultation with our tenants, as good practice in tackling animal welfare issues."

## GAS SERVICE RECOGNISED AS ONE OF THE BEST

Our Gas Servicing team has been recognised as one of the best in the country at the 2008 CORGI awards.

The Trust was named as one of the top three landlords in the country after we were shortlisted for the Consumer Gas Safety Award, in recognition of the work we have been doing to promote gas safety, and raise awareness of the dangers of carbon monoxide poisoning.

Fleur Whittingham, manager of the Gas team, said: "It is very pleasing that the Trust's efforts to promote gas safety have been recognised for our hard work. We will continue to work with tenants to make them aware of gas safety."



The Gas team and tenant representatives receive their certificate at the Consumer Gas Safety Awards.

## COMPETITION WINNERS

Congratulations to Shafia Bi of Malinslee, who won the **STATUS competition** in the last edition of Trust Talks. Ms Bi won £25 in high street shopping vouchers.

The winner of the **children's competition** was Logan Campbell from Woodside. Logan correctly unscrambled the back to school words, and won a goody bag.

## KIDS COMPETITION

**Spot the difference and win, win, win!**

Have a look at the snowman pictured here. Can you spot the eight differences? If so, you could win a goody bag!

All you have to do is mark the differences on the bottom picture and post this form back to us at our FREEPOST address (no stamp required) at The Wrekin Housing Trust, Communications & Marketing, FREEPOST (SY1 095), Colliers Way, Old Park, Telford, TF3 4ZA.



Name: ..... Age: .....

Address: .....

Tel No: .....

## Talk to us...

We've set up a new email address so that you can tell us what you think of Trust Talks. Email your feedback to [trust.talks@wrekinhousingtrust.org.uk](mailto:trust.talks@wrekinhousingtrust.org.uk)

# Welcome to the Tenants' Panel section of Trust Talks

Here you can find out more information about the Tenants' Panel. We'll use this section to tell you more about us, who we are, what we do and how you can contact us.



## Energy Consumption meters

Recently I was given one of these new meters to check my electricity consumption. Would I understand it? Would it make a difference?

With a little apprehension I fitted the box to the meter and everything came on, as it should. After a short time switching on and off various appliances, I began to notice a difference.

The main culprit seemed to be the microwave (no more TV dinners?) and leaving everything on standby. Walking around in the dark isn't sensible, and after stubbing my toe a few times and apologising to the Hoover after falling over it in the dark, I realised that you do need to put lights on, but should turn them off when you don't need them.

I have only had the meter for a couple of weeks, but it certainly seems to be making a difference. Will it save the planet? I don't know, but it will certainly help to cut my electricity bills. Watch this space for more information...

If you would be interested in trying one of these Electricity Consumption Meters, and seeing if you could cut your electricity bills, call us on **01952 217259**.



Len Harley



## Shropshire Tenants' Community Show

The Shropshire Tenants' Community Show was held recently at Hadley Learning Centre, and several Tenants' Panel members went along to represent the Trust, including Margo Brotherton.

The event was open to tenants of all social landlords in Shropshire, giving them the opportunity to have a look at how other housing associations are doing things, and share experiences.

There were a number of different workshops throughout the day including sessions on Adult Learning, and Crimestoppers.

Entertainment at the event was provided by Telford West Indian Association Senior Sunshine Steel Band and Telford dance troupe DNA. There were also several martial arts demonstrations.

If you would be interested in come along to the next one of these events, contact Margo from the Tenants' Panel on **01952 217201**, or Janice Diss on **01952 217248**.



Margo Brotherton

## The National Tenants Voice

You may have seen in the media that the Government is making some changes to social housing. Their aim is to increase the opportunities for social tenants to have a stronger influence over the policies that affect us, the attitudes and practices of social landlords that manage our homes, and the services we receive from them in return for rent.

They propose to establish a professional organisation for tenants called the National Tenant Voice (NTV). The NTV represents a genuinely new approach to the social housing sector and has the potential to be a new, vibrant and inspirational initiative that challenges the traditional management of our homes.

We will be watching closely to see how these changes benefit us, and will let you know in future Trust Talks.



Sandra Smith

## World's Biggest Coffee Morning

Tenants and staff did their bit to raise money for Macmillan Cancer Support recently, by taking part in the World's Biggest Coffee Morning.

A number of events were held in Trust local shops, as well as at sheltered housing schemes. Scheme residents baked cakes and biscuits, organised raffles and tombolas and joined in with quizzes and competitions to raise money for the charity.

At our Wellington shop and at our Old Park offices, we held coffee and cake mornings, and asked staff to donate money to this worthwhile cause.

In total, almost £2,400 was raised for the charity, which provides practical, emotional and financial support to people living with cancer.

Ciarán Devane, Chief Executive of Macmillan Cancer Support, said: "I'd like to say a massive thank you to staff and residents from The Wrekin Housing Trust for taking part in the World's Biggest Coffee Morning for Macmillan Cancer Support. By simply having a cup of coffee and making a donation you've helped us to improve the lives of more people affected by cancer."



# Estate Walkabouts

The Trust is committed to working closely with our partners and our tenants to improve your local community.

One way we do this is by holding regular walkabout sessions – where we walk with you around our estates looking at the issues that affect you, and identifying improvements that can be made.

These walkabouts are held every three months, and are open to any Trust tenants and leaseholders that would like to get involved.

After each walkabout, we draw up action plans to make sure any issues or concerns are addressed. These action plans can be found in your local Trust shop or office, and are sent to everyone who takes part in the walkabout.

For your chance to join us on a walk around your estate, please take a look at when we are next in your area:

AREA	DATE, TIME AND MEETING POINT
<b>Ketley</b>	Monday 12 January 1pm outside 1 Sandbrook
<b>Overdale</b>	Monday 19 January 1pm outside 52 Ercall View
<b>Oakengates</b>	Monday 26 January 1pm outside 1 Charlton Street
<b>Donnington West</b>	Tuesday 27 January 1.30pm at Junction of Winifreds Drive and Leonard Close
<b>Newport (Meadow Road, Broadway)</b>	Tuesday 03 February 10am at Junction of Meadow Road and Broadway
<b>Donnington East</b>	Thursday 05 February 1.30pm at Junction of Hayward Avenue and New Road
<b>Donnington Wood (Barn Close, Waxhill Close, Penistone Close and Ash Lea Drive)</b>	Thursday 12 February 2pm at the front of the Lifelong Learning Centre
<b>Donnington Wood (St Matthews Road, The Common, The Glebelands)</b>	Thursday 19 February 2pm at the front of the Community House
<b>Ketley Bank</b>	Monday 23 February 1pm outside 1 First Avenue
<b>St Georges</b>	Monday 02 March 1pm outside 46 Priorslee Road

For more information about these walkabouts, please contact Ben Murphy on **01952 217406**.

## STATUS SURVEY... RESULTS JUST IN... STATUS SURVEY... RESULTS JUST IN...

### What did you tell us about our services in the recent satisfaction survey?

In September over half of you received a questionnaire in the post. Thank you to those of you who took the time to complete it and send it back. You could be the lucky winner of some high street vouchers to help towards the cost of Christmas.

Almost 3,000 of you took the opportunity to tell us what you think about the services that the Trust provides and here are some of those results:

- 83% of you are satisfied with the services we provide – the figures below show the improvement over time
- 84% of you are satisfied with the overall quality of your home
- 79% of you are satisfied with your area as a place to live
- 75% of you told us when contacting us you found it easy to get hold of the right person
- 84% of you found our staff helpful
- 78% of you are satisfied with the way the Trust deals with repairs and maintenance
- 75% consider the Trust is good at keeping you informed of things that might affect you as a tenant.



All of the information you gave is currently being looked at in more detail. A summary of the findings and plans for improvement will be included in the next edition of Trust Talks in the spring.

## DIGITAL SWITCHOVER

Digital switchover describes the process of switching all TV services delivered through an aerial from analogue format to digital format. This will involve a phased process of switching off the current analogue terrestrial transmissions.

The Government, broadcasters, manufacturers and retailers are working together to make this happen by 2012.

Here in the central region switchover is due to happen in 2011. The Trust has an obligation to install an appropriate system

capable of receiving this new digital format to all its communal flatted accommodation, for example, blocks of flats and Supported Housing Schemes connected to a central aerial point.

If you live in a Trust house or flat that is not linked to a communal aerial then it is your own responsibility to ensure you can receive these new digital services when switch over happens.

If you have any queries regarding digital switchover or what you need to receive digital television please call the Building Services team on **01952 217120**.



## TRUST WEBSITE REMAINS POPULAR

Our new website, which we launched almost twelve months ago, in January 2008, is proving to be very popular.

On average, almost 350 people are visiting it each day, to find out about the Trust, how to find a home, what jobs we currently have, and lots of other information.



There are also lots of useful guides and leaflets that can be downloaded from our website. The most popular have been our Guide to Asbestos in the home, job application forms, the Tenants' Handbook and application forms for garages.

If you've not visited the site yet, why not go to **www.wrekinhousingtrust.org.uk** and have a look around – you might be surprised at what you find!

# ESTATE IMPROVEMENTS

Estate walkabouts aren't just an opportunity for you to discuss any issues you may have in your neighbourhood. They are also a chance for you to discuss with Trust officers what changes could benefit the area where you live. During recent walkabouts and Block Inspections at Leonards Close in Donnington, residents mentioned that the lack of fencing was having an effect on the feeling of security at the flats. New fencing was installed after consultation with residents about what they wanted to see.

Although not all suggestions are possible to put in place, the Trust will always listen to your opinions and take notice of what you say. We will do our best to help any situation and to do this we need your feedback. Why not join us on our next estate walkabout and discuss the issues that matter to you. See page 7 for the dates for the next set of walkabouts.

# Tenants and colleagues celebrate customer service excellence

National Customer Service Week, (6th - 12th October), saw a flurry of activity in the East team, with members of the East Panel



helping Trust officers to recognise and reward those colleagues who 'go the extra mile', providing fantastic customer service.

Several tenants also visited each of the Trust shops within the East during the week to conduct some mystery shopping and make sure that we keep the promises we make to customers in our 'You, the Customer' service standards.

Both colleagues and East Panel members were given the opportunity to nominate someone who they felt deserved recognition. These colleagues were then awarded their certificates by Sandra Smith, (Central Panel and East Panel representative) and Laura Hilditch, (East Panel representative), during a special team brief at the end of the week. This was a great opportunity for us to involve both our East Panel members and our colleagues in identifying examples of excellent customer service. The week was hugely enjoyable and a great success!

# Customer Feedback Boards: 'You said... we did!!!'



Have you noticed these boards in your local shops? The Trust is thoroughly committed to learning from customers' feedback, and we want to make sure that we let you know what we have done as a result of your comments, complaints and suggestions. Take a look at the boards next time you visit one of our shops.... Likewise, if there is anything that you would like to tell us about, please contact us via the website [www.wrekinhousingtrust.org.uk](http://www.wrekinhousingtrust.org.uk), or by phone on **01952 217100**.

Perhaps you have a suggestion for how

we could improve our services to you? Please let us know via our Customer Suggestion Scheme, by visiting your local Trust shop or by emailing [morag.bailey@wrekinhousingtrust.org.uk](mailto:morag.bailey@wrekinhousingtrust.org.uk)

# OVERDALE CLEAN SWEEP

The Wrekin Housing Trust



Telford & Wrekin COUNCIL

WEST MERCIA CONSTABULARY  
TOGETHER - WORKING FOR SAFETY AND JUSTICE

Operation Clean Sweep is coming to Overdale in the New Year. Clean Sweep operations focus on the principle of three 'E's - Environment, Education and Enforcement and are a multi-agency initiative that will see a week of intense work on Overdale estate with the aim of making improvements to the community. The Clean Sweep in Overdale will take place between the 14th and 21st of January 2009 and will involve West Mercia Police, Shropshire Fire and Rescue Service, Telford & Wrekin Council as well as the Trust. If you would like to know more about the initiative or get involved please contact Ben Murphy on **01952 217406**.

# Advice for preventing condensation

At this time of year, condensation can begin to form in homes, as the outside temperature falls and warm, damp air builds up.

Cooking, bathing, and washing and drying clothes are all common causes of condensation, which happens when there is too much moisture in the air. If condensation occurs regularly, it can cause damp and mould.

You can prevent condensation by keeping your home heated and well ventilated and by closing the kitchen or bathroom door when you're cooking, washing or bathing. Also, try to dry clothes outside; if you must use radiators, open a window.

Traditionally, most homes had high levels of ventilation, which prevented condensation forming. More recently, as homes have become better insulated, houses have become more effectively sealed, keeping any moisture inside and encouraging condensation to form.

It is unlikely that a British home can be completely condensation free, however by keeping your property properly maintained and thinking about your lifestyle and decoration, you should be able to live with condensation without it causing major problems.

- DONNINGTON • DONNINGTON WOOD • TRENCH • OAKENGATES • KETLEY • WOMBRIDGE • NEWPORT • LILLESALL • OAKENGATES • KETLEY • WOMBRIDGE • NEWPORT • LILLESALL • DONNINGTON • DONNINGTON WOOD • TRENCH

