

## We have **vacancies** at our care home. *A safe caring, homely environment.*

When looking for a care home, you need to feel that the care and services provided meet or exceed your expectations. At Forder Lane House we focus on the individual, their needs, preferences and aspirations. Driven by an individual care plan, our team aims to balance care and support to maintain independence, along with encouragement to lead an active lifestyle wherever possible. Our friendly, homely atmosphere allows each resident to continue their daily life in a dignified way, with a high level of privacy, knowing that care and support is always available.



Please call us for more information 01803 863532



**SOUTH DEVON RURAL**  
HOUSING ASSOCIATION LIMITED

South Devon Rural Housing Association Limited  
Registered England and Wales  
South Devon House, Babbage Road, Totnes TQ9 5JA

T. 01803 863550 F. 01803 863685 E-mail: [Info@southdevonrural.com](mailto:Info@southdevonrural.com)  
Website: [www.southdevonrural.com](http://www.southdevonrural.com)

We are open from 9.00 am to 5.00pm Monday – Friday

An Exempt Charity. South Devon Rural Housing Association Limited is a registered society under the Cooperative and Community Benefit Societies Act 2014 and The Homes and Communities Agency No. LH0920.



Totnes work hub – a South Devon Rural Housing enterprise

[www.totnesworkhub.co.uk](http://www.totnesworkhub.co.uk)



**SOUTH DEVON RURAL**  
HOUSING ASSOCIATION LIMITED

# Spring Newsletter

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April 2017



Large print  
copies available  
on request.  
Please call 01803  
863550





## Prime Time, Message from the Chief Executive

**I recently visited a number of our housing schemes accompanied by Francis. Thank you to those I met on the day, it was really good to see you. I was extremely pleased to see the schemes are being well maintained, and very pleased you mentioned how happy you were with the overall services provided by SDR. There were some issues we took away from the schemes which we will ensure get resolved for you, Francis will be monitoring these actions. Part of the reasons for my visits are to see for myself, where possible, the result of our investments in repairs and renewals.**

We are moving into an era where technological and other improvements allow us to give more options and opportunities, particularly when replacing heating systems.

Where you have a choice (and we have the resources) in what type of improvements are available, it is important that we help you to make an informed decision. A good example is our replacement heating programme which can offer a range of different heating systems. Whilst most will not save you money, what some allow is the better use of energy and more flexible delivery of heat when you need it. As with all things, make certain when you make the choice, it is right for you and the energy costs are affordable for you. If you have any questions regarding heating systems, please do not hesitate to speak to Francis.

As a small rural landlord, we take pride in perhaps knowing our tenants a little better than most and likewise we hope you know us a little better also. However, we do ask ourselves if we are delivering what our tenants want and need and of course we ask you to complete a satisfaction survey about every three years or so, so please complete these surveys if you get one.

I expect to be back out in the coming months with Francis, so if you would particularly like me to visit where you live, contact Francis who will schedule something in later this year.

We are always looking to improve our services where possible, and your feedback is very important to us.

As always, any comments, suggestions or ideas to [info@southdevonrural.com](mailto:info@southdevonrural.com)

Best Wishes  
Steve Prime (Chief Executive)



## Getting Involved

**Do you want to make a difference?**

**Get more involved in SDR's decision making?**

**Become an ambassador for SDR?**

**Well, if the answer is yes to these questions, why not be part of a tenant panel.**

You can be involved by becoming a member on our tenant panel, where you will have the opportunity to influence and question what we do.

Meet directly with the senior management team and board members.

This could be an opportunity to work as a consumer group, where you can give first hand experience of what we do well, and maybe not so well.

**What are the benefits of being on a Tenant Panel:**

- Enables you to be involved and have a say in what we do.
- You can contribute your direct experience to the development of services
- Learn new skills, meet new people
- Improve career prospects

For further information, please contact Francis Bourke – Operations Director 01803 863550.

**Consultation – Your views are important to us:**

SDR have a number of policies, to support management of the organisation practices and gives all staff and tenants guidelines on how we do things. A number of policies include legislation which SDR must adhere to as an organisation.

Periodically SDR will review existing policies, and may introduce new policies. SDR currently have a consultation matrix, which includes a list of people who have requested involvement when we revise or implement policies.

Once a policy has been revised or drafted it will be sent out to the people on the consultation matrix, where they may comment or make recommendations on the policy. SDR welcomes this feedback as this supports shaping policies that are relevant and fit for purpose.

If you would like to be involved in policy development, or if you are interested in being involved in any other way on how SDR manages the business, please contact, Francis Bourke, Operations Director on 01803 863550.

# What is condensation ?



## What is condensation?

Condensation is just water, pure and simple! Water can be solid, liquid or gas and can go from one to the other just adding or taking away heat. If you boil a kettle, the water quickly turns to vapour whereas if you leave water out for a long time it will slowly vaporize. This is what causes humidity. The more water vapour there is in the air, the higher the humidity.

Air can only hold a certain amount of vapour and when the air is warm, it can hold more than if it were cold. If warm air which is holding a lot of vapour is cooled down, it can no longer hold the same amount of vapour and some of the vapour turns back into liquid water;

This is condensation.

## Stopping Condensation

### Put less water into the air:

- Put lids on pans once they are boiling and turn the heat down
- Dry clothes outside if possible
- If you use a tumble dryer, always vent it to the outside air
- Don't run the shower for longer than is needed
- Don't use portable gas or paraffin heaters
- Dry the air by using a dehumidifier

### Stop water vapour spreading:

- Shut kitchen and bathroom doors and doors where washing is drying

### Let vapour out:

- Open the windows a little (in wet rooms)
- Use extractor fans but ensure that there is enough fresh air getting into the house for any fires or boilers to burn safely

### Use some heating:

- Apply more heat
- Heat more evenly throughout your property
- Experiment to see what works best
- Ask for heating advice

### Other Tips

- Keep furniture away from outside walls
- Mop up condensation
- Wipe off and treat mould growth

## Do you have a mould problem?

Are you seeing black mould on walls, soft furnishings, furniture or belongings? If so then you are seeing the result of condensation in your home.

Mould can damage your home, your possessions and even your health so it is important to keep it to a minimum and remove it as soon as it appears. Please see the list below of some ways that you can control condensation:

### Less moisture:

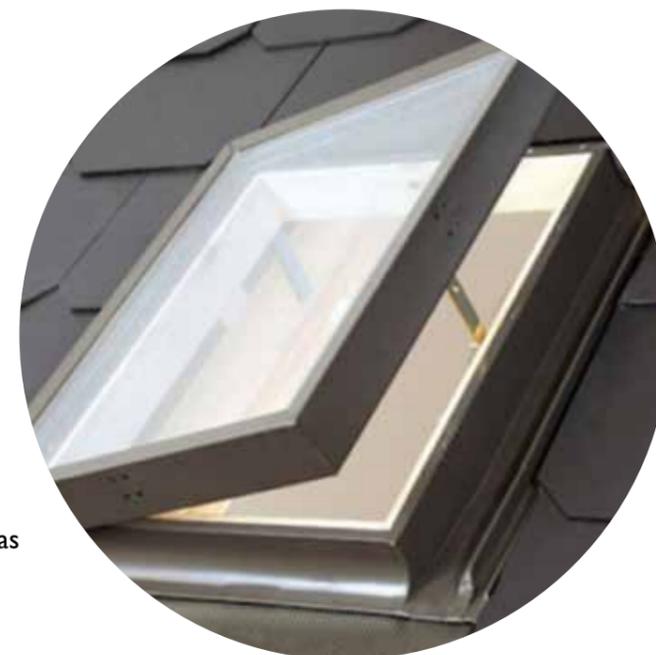
- Put lids on saucepans
- Don't dry clothes in front of your fire or radiators
- When running a bath, try putting in cold water first as this reduces steam which can cause condensation
- Vent your tumble dryer to the outside
- Don't use portable gas and paraffin heaters

### Better ventilation:

- After bathing or showering, open the window to let the steam out
- Use extractor fans
- Keep doors shut when cooking
- Don't block air vents in walls or floors
- Open a window when cooking or washing

### Better heating:

- Ensure your gas appliances are serviced regularly
- Keep a constant temperature throughout your home



Use extractor fans



Further to this article in our last newsletter, up to now uptake has been slow. In view of this we have extended the competition date to 23rd June 2017.

## My Tenancy (www.mytenancy.co.uk) My Tenancy Is Here!

**SDR IT Upgrade:** as mentioned previously SDR are investing in upgrading a number of areas of Information Technology. Please see details below of MyTenancy.

MyTenancy is a web based system that provides tenants with secure online portal to their rent account details.

### Security

MyTenancy is hosted by OmniLedger on www.mytenancy.co.uk and tenants will require a secure logon which consists of three components to access their rent account.

MyTenancy prepares and extracts data from our Pyramid Housing System at a defined frequency so the information provided tenants is always up to date.

### Key Features

#### Tenants

- **Look at your account**
- **View recent transactions**
- **Print statement**
- **View some personal data (optional).**
- **Place repair requests**
- **View outstanding repairs**
- **Inform you of changes in circumstances**



HOME PERSONAL INFORMATION STATEMENT OF ACCOUNT REPAIR HISTORY VOICES REWARD POINTS PYRAMID CONTACTS PYRAMID ONLY

**Home**  
Welcome to your account

**Personal Information**  
Name: Mr H London  
Address: 37 Shervings Place  
Letchworth  
Hertfordshire  
SG6 4LR  
Home: 01462 000517  
Work: 01438 000517  
Mobile: 07777 000517

**Your Account Information**  
Rent Balance: 315.23 Arr  
Other Debts: 0.00 Arr  
Total Owed: 315.23

Charge Type	Value
Weekly	65.61

STATEMENT OF ACCOUNT

NOTE: Please note that payments will take up to two working days to appear.  
Other debts refer to recharges such as repairs. If you wish to discuss this, please contact us.



## My Tenancy prizes

If this will be of interest to you, please email us at info@southdevonrural.com to register your initial interest and access your logon details or contact us on 01803 863550.

There is also a link to MyTenancy on our website www.southdevonrural.co.uk

If you register your interest with us, you will automatically be entered into our prize draw to win these FANTASTIC prizes.



IPHONE 7

### FANTASTIC prizes

1st Prize – IPHONE 7

2nd Prize – SAMSUNG GALAXY S7 Edge

The prize draw will take place Friday 23rd June 2017.

Be in it to win it – GOOD LUCK!



SAMSUNG GALAXY S7 Edge

## Methods of Payment to South Devon Rural Housing Association Ltd

There are a number of ways you can pay your rent. These are currently available to you.

Further information can be found on the website [www.southdevonrural.co.uk](http://www.southdevonrural.co.uk).

**Direct Debit** – please complete a Direct debit mandate with your account details and return to South Devon House, Babbage Road, Totnes Devon, TQ9 5JA. The advantage to you is you will only need to fill this form in this year. Next year you will receive a rent change letter, but South Devon Rural will adjust your direct debit payment for you.

We will only do this after the letter has been issued so that you have plenty of notice of the change in value.

**Standing Order** – please complete a standing order mandate and take to your bank.

**Please note DO NOT complete a direct debit form AND a standing order form. Please choose 1 method only.**

**Alternatively if you do not want to set up a Direct Debit or Standing Order form you can pay by any of the following methods.**

**To use the following methods you must have an Allpay Card. This has to be requested from South Devon House and will be sent to you within 5 working days of request.**



### By Card (Callpay)

please ring our office on 01803 863550. You will need to provide your debit or credit card details.



### Cash

you can come to South Devon House and pay by cash. You will be given a receipt of payment.



### Cheque

you can send a cheque to South Devon House. Please ensure you write your name and address on the cheque so we ensure it is posted to your rent account. A receipt will be posted to you.



### Allpay Card

this will enable you to pay at the Post office or other Pay point outlets.



### Via the internet

go to [www.allpayments.net](http://www.allpayments.net) and create a login. You can then access your account at a convenient time to yourself and pay by debit or credit card.



### Allpay App

if you have a smart phone you can download the Allpay app which will allow you to make payments using a credit or debit card.

## Make Paying your rent easier – Pay by Direct Debit, the most convenient way of paying.



You have many options available to pay your rent, but the easiest way to pay is to set up a Direct Debit. We can send you a form or you can ring us and set it up over the phone, you will just need your bank details to hand.

### Benefits Of Paying by Direct Debit

**Peace Of Mind** - knowing that your rent payments are made automatically from your bank account, giving you peace of mind your rent is paid on time.

**Safe and Reliable** - No cash transactions or lost cheques in the post

**Automatic adjustment** - when your rent charge is changed, we will give you plenty of notice in writing that we will change your direct debit to match your new rent, this will save you having to remember to change your payments each time and you will avoid going into arrears on your rent account.

Of course you are able to tell your bank to stop paying a direct debit from your bank account at any time, but you will need to ensure you continue paying your rent by another payment method.





SDR monitor performance in a number of ways, to ensure quality of customer service and value for money is achieved. One of the ways SDR monitors performance is by using Key Performance Indicators (KPI's). This performance is monitored, analysed and acted on by the management team, and also reported to SDR's board.

These indicators cover a number of operational areas, such as repairs, allocations, rent arrears and anti social behaviour.

Please see table below on how SDR are doing on some of the main KPI's. Green indicators show we are meeting or exceeding targets.

## Performance Dashboard

	Performance 2015/16	QTR 1 (Apr - Jun)	QTR 2 (July - Sep)	QTR 3 (Oct - Dec)	QTR 4 (Jan - Mar)	Target 2016-17
<b>ASSET MANAGEMENT</b>						
Annual Gas Safety Checks Completed	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
Emergency Repairs	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
Urgent Repairs	<b>98%</b>	<b>97%</b>	<b>95%</b>	<b>100%</b>	<b>100%</b>	<b>95%</b>
Repairs/Contractor Satisfaction	<b>96%</b>				<b>98%</b>	<b>85%</b>
<b>RENT ARREARS</b>						
<b>GN</b> Tenant Rent arrears as % of annual debit	<b>0.57%</b>	<b>0.99%</b>	<b>0.67%</b>	<b>0.78%</b>	<b>0.74%</b>	<b>1.50%</b>
<b>ALLOCATION AND VOID MANAGEMENT</b>						
Void loss on homes as a % of gross rent	<b>0.70%</b>	<b>0.07%</b>	<b>0.12%</b>	<b>0.10%</b>	<b>0.7%</b>	<b>1.00%</b>
Average relet time (excluding major works)	<b>15</b>	<b>7</b>	<b>19</b>	<b>10</b>	<b>16</b>	<b>14</b>

### Commentary

One property was a delayed let, due to sensitive letting, which led to going over target.

# Repairs & Maintenance

## Home Visits

One of SDR's priorities in our asset strategy is to continually improve your home with proactive maintenance programmes. We will be contacting you throughout this year to make an appointment to carry out a full home inspection. This will give us the opportunity to meet you and discuss any issues you may have. It will also help us to update our maintenance records and feed into our planned maintenance programme.

## Condensation & Mould Problems

This is a common query we receive from customers, and we have received a number recently. Please take time to review the article.

## Recharges

We would like to avoid having to recharge customers for contractors visits, however on occasions we have no alternative.

If we send a contractor out by your request, and on arrival it is clear the fault is down to you, then you will be recharged the cost of that visit. Recently we have had a number of issues where customers have reported blockages in their sinks and toilets. When contractors have gone out to repair the issue, they have found various household items have been thrown down the toilet or sink. This would then be a recharge to you.

When you log a repair our contractor will arrange a suitable appointment with you to carry out the works required. The contractor will then advise you of the agreed appointment date and time. If you fail to



provide access for the agreed appointment and have not provided us with notice 24 hours in advance, the job will be closed down, and you will be liable for the charge made to us by the contractor for attending. If you still wish for the repair to be completed then you will be required to resubmit your request with the office.