

Surveys

Please find enclosed with this edition of our newsletter, two annual surveys we send out to our customers.

Our **“what do you want survey”** where you highlight what you feel are the maintenance or upgrade priorities in your home. This information is reviewed and where possible included in our annual planned maintenance programme, whereupon we replace items such as kitchens, bathrooms and heating systems.

Grounds Maintenance Survey: This gives you the opportunity to let us know, how you feel on our grounds maintenance services, and if you feel we are providing Value for Money.

Please take time to complete these surveys and return back to us, in the freepost envelopes.

We look forward to hearing from you.

Francis Bourke
Operations Director



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
Website: www.southdevonrural.com

We are open from 8.45 am to 4.45pm 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

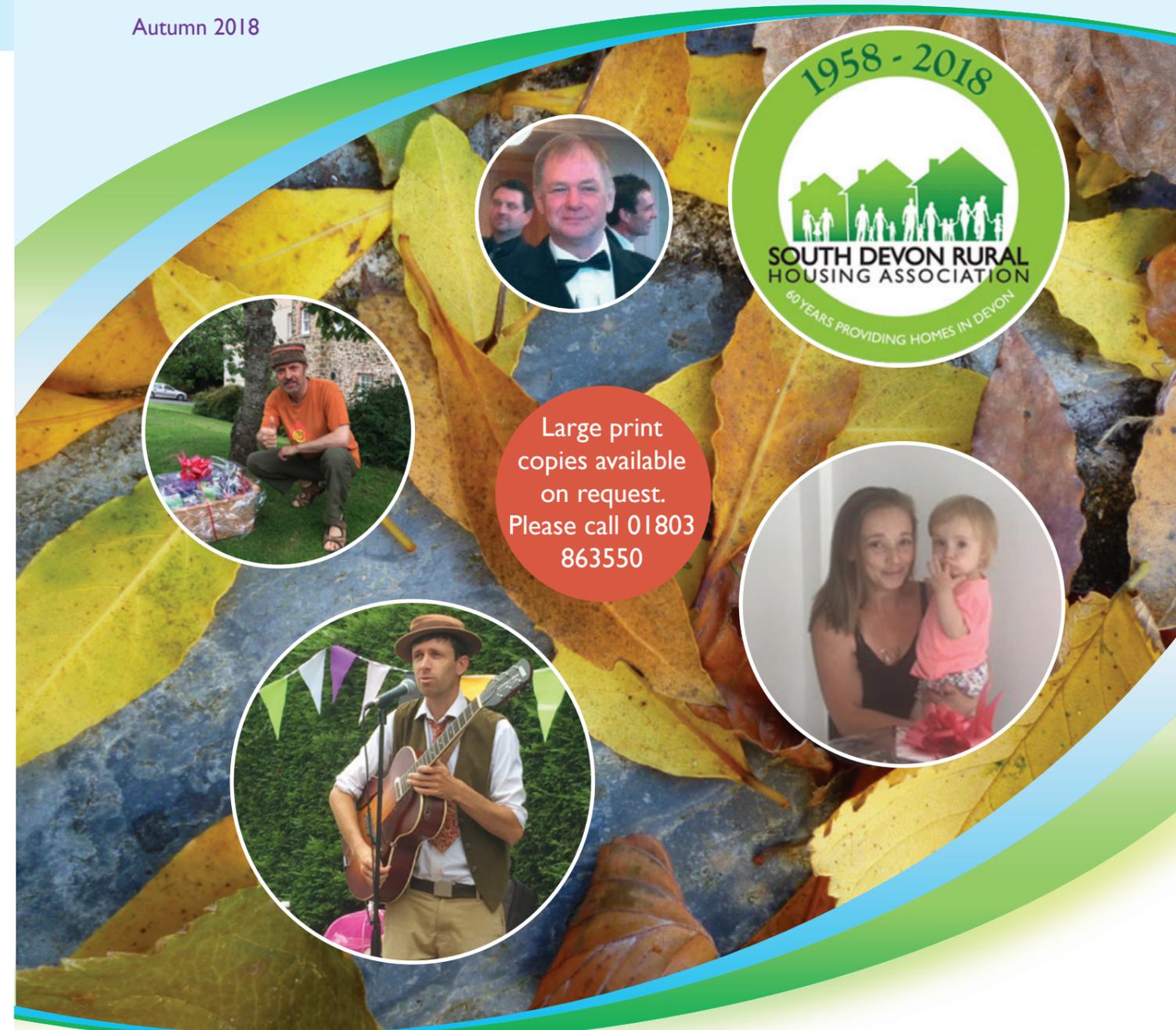
www.totnesworkhub.co.uk

Autumn Newsletter

Inside this issue:

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Autumn 2018



Large print
copies available
on request.
Please call 01803
863550


SOUTH DEVON RURAL
HOUSING ASSOCIATION LIMITED



Prime Time, Message from the Chief Executive

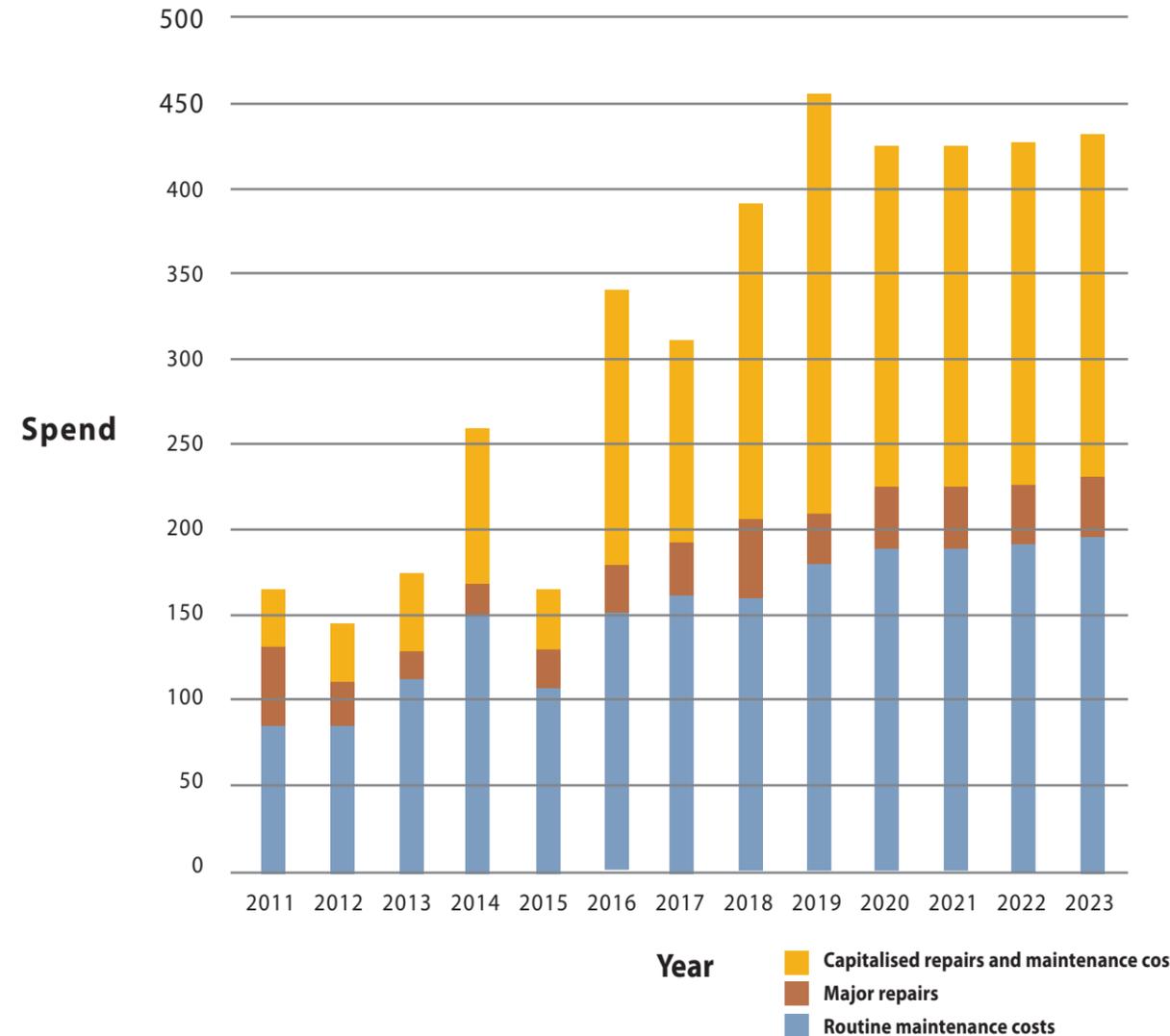
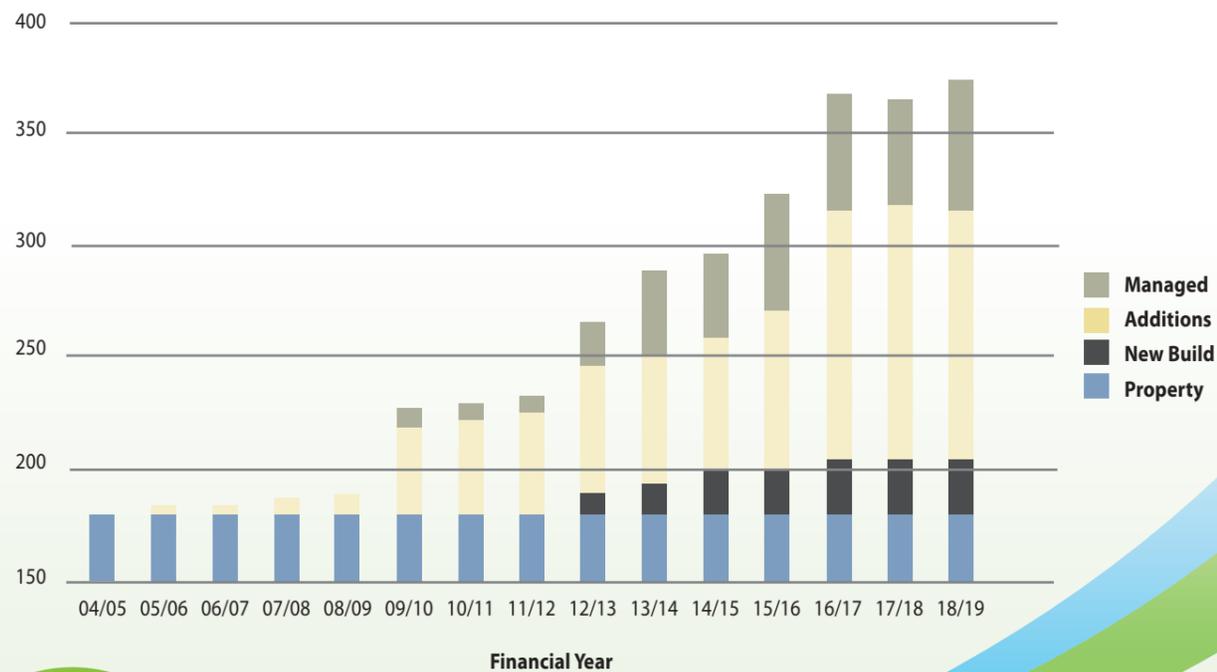
At the AGM this year I announced my intended retirement. I had notified the Chairman, Jim Davis before the AGM in order that the Board had plenty of time to source my replacement. Although I do not actually retire until 31 March 2019 (I am required to give no less than 6 months notice) I took the decision to make the announcement at the AGM.

I have been with the organisation since 2005 and there have been many and varied changes during that time. A lot of change has been driven by our regulators, swinging government emphasis of

supporting and not supporting the supply of new housing and regulating rents. Rents firstly went up quite considerably and then down equally as quickly. This of course has made delivering quality services difficult. However, the association has maintained its spend on repairs and replacing things like kitchens, windows and doors, when many associations had pulled back considerably. The association has also continued to grow and provide more homes for people who can not access housing on the open market.

Here are a few statistics during my tenure as CEO:

Property Number



This is just a snapshot of the growth of the organisation over that time. Whilst I am around for a few months yet, I will still be working hard with the staff and board team to deliver some of the projects that we are involved with, not least of which are the 32 properties at Brimhay.

As always, any comments, ideas or suggestions, please telephone or e-mail us at:
01803 863550
info@southdevonrural.com
feedback@southdevonrural.com

Best Wishes
Steve Prime (Chief Executive)



Annual Garden Party at Forder Lane Care Home

On the 21st July 2018 we held our annual garden party.

Several board members attended as well as friends and family members.

We had entertainment throughout the day including a magician and a jazz singer.

The chef put on a lovely spread of party food and canapes as well as a barbecue.

The day was enjoyed by all.

Bonnie Van Beek
Care Manager
Forder Lane House
Dartington



Do you want to save money on your water bill?



Do you have a water meter?

Each year 20,000 people in Devon and Cornwall save on average £300-£400 per household just by having a water meter fitted.

At South West Water, advisors will help you to find out if a meter could save you money and help you with the necessary forms if you want to switch.

The **WaterSure tariff** may help you to reduce your bill if you have a water meter and receive certain benefits, and if someone in your home has a medical condition that means extra water has to be used, or if you have three or more children living with you.

The **WaterCare tariff** may help you to reduce your bill if you have a water meter or on an Assessed Charge and are on a very low income.

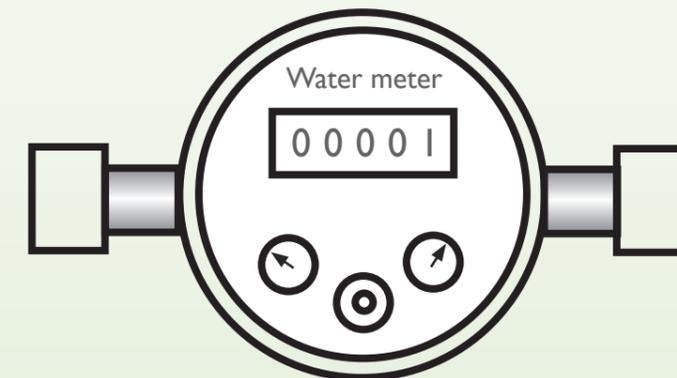
To qualify, you must be receiving one of the following means tested benefits:

- Housing Benefit
- Income based Job Seekers Allowance
- Income based Employment Support Allowance
- Income Support
- Guaranteed Credit element of Pension Credit
- Universal Credit (Housing element or standard allowance element)

For more information or to receive an application form for one of the above tariffs, call the South West Water Accounts helpline on

0344 346 1010 or visit

www.southwestwater.co.uk/bills/struggling-to-pay



Further to this article in our previous newsletter, up to now uptake has been slow. In view of this we have extended the competition date to 7th December 2018

MyTenancy (www.mytenancy.co.uk)

MyTenancy 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.

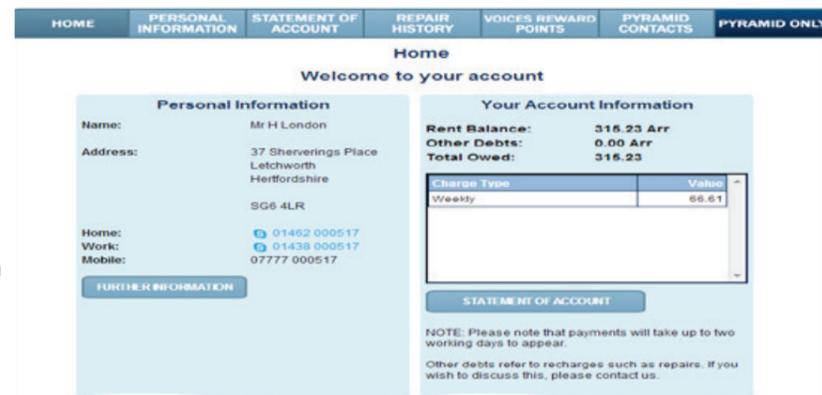
Key Features

- 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

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.



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

Home
Welcome to your account

Personal Information		Your Account Information	
Name:	Mr H London	Rent Balance:	315.23 Arr
Address:	37 Sherverings Place Letchworth Hertfordshire SG6 4LR	Other Debts:	0.00 Arr
Home:	01462 000517	Total Owed:	315.23
Work:	01438 000517		
Mobile:	07777 000517		

Charge Type	Value
Weekly	66.61

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.

1st Prize – £250.00

2nd Prize – £100.00

The prize draw will take place
Friday 7th December 2018

Be In It To Win It
GOOD LUCK

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 CASH prizes.



Win a hamper every month for a year

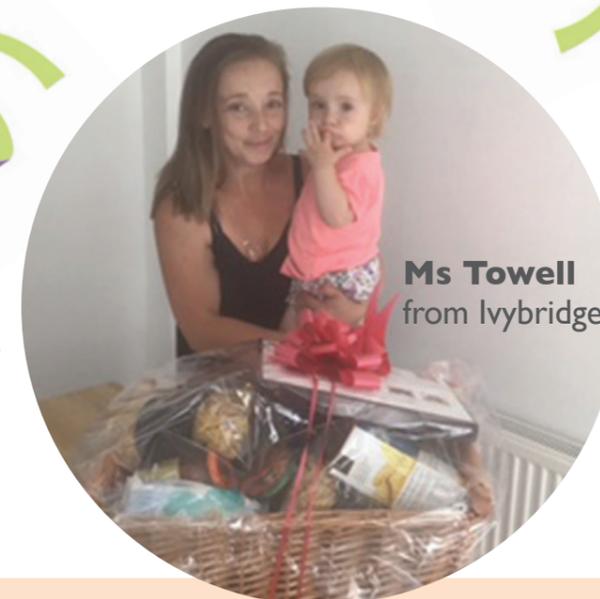
We are continuing to deliver luxury hampers to our lucky customers due to our monthly draws celebrating SDR's 60th Anniversary this year.

June's Winner was –
Ms Towell from Ivybridge

July's Winner was –
Mr Linton from Totnes

Many thanks for your letter, Mr Linton! Congratulations to all lucky winners so far & good luck to all for the future draws!

Best wishes,
Francis, Operations Director



Ms Towell
from Ivybridge



Mr Linton
from Totnes

Charlie Linton letter

An excellent local Housing Association, SDRHA have surpassed all my expectations in assuming their new role as managers of Broomborough Court, Totnes.

Therefore I am very grateful and happy to receive this wonderful SDRHA prize hamper for the resident's draw.

Since SDRHA have taken charge of the running of my local residency, I can say I'm exceptionally pleased with the all round improvements made by the competent Operation Director Francis Bourke, Housing Officer Elena Davis and Assistant Eileen Jackman. Thank you also to Julie who regularly answers the phone on reception and naturally all others involved.

Keep achieving this good input and thus allowing me to be a happy tenant.

Charlie Linton – Resident, aged 54.



Recycling... let's go to work

With ever more food and product packaging being recyclable it is getting all the more important that we all do our small part to take care of our environment.

After all there is only so much land to fill and then where will it all go? Recycling helps the environment that we all live in and there's no need for household recycling to be a huge chore with a little awareness and planning its as easy as 1, 2, 3. Our few simple hints below should be able to help you with every little step.

1. FOOD FOR THOUGHT

Any leftovers that you can't reheat (some councils even take bones) skin, vegetable peelings and food products can go in your food waste bin, as simple as scraping the dinner plates into a separate bin instead of your normal rubbish bin. Also some councils take garden waste in this bin, so if you cut your grass or do any other gardening this might be where to put it.

Card can no longer be placed in the brown bin

- Any cooked or uncooked food waste, including meat, fish and vegetable peelings.
- Garden waste - grass, hedge and plant cuttings, weeds, flowers, leaves and branches up to 10cm (4 inches) diameter.
- No cardboard.
- No plastics, soil or rubble.

You can find outlets for compostable caddy liners on our website, but remember wrapping food waste in newspaper is fine.

Don't forget for other types of recycling there is always local recycling banks and household recycling centres.

2. BOX READY

All the packaging from the food leftovers that you recycle above goes in these bags, boxes or bins, along with any card and paper packaging for anything else. Any out of date catalogues, newspapers and magazines can go in here as well, some councils also take glass bottles and jars.

- Newspapers and magazines.
- NEW** Food and drink cartons
- Envelopes and cards.
- Writing, shredded paper.
- Books, Catalogues.
- Cardboard packaging
- Corrugated card.

Large cardboard can be folded and placed beside the bag.



3. YES WE CAN

Cans of all kinds, including aerosols, any empty deodorant and air freshener cans may be able to go here as well as your food tins and drink cans. Also any plastic bottles for anything from drink bottles to cleaning products; this is where to put them.

Not to forget any foil you may have used for cooking etc may be able to go in here, depending on your council, instead of your normal rubbish bin.

- Only plastic bottles (any colour).
- No other plastics, including trays, yogurt pots, plastic bags and wraps.
- Food tins and drink cans.
- Empty aerosol cans and jar lids
- Clean aluminium foil.

Empty rinsed cans, wash and squash plastic bottles.



LANDFILL RUBBISH IN THE LAST CHANCE SALOON

That's how easy recycling can be, we know not everything can be recycled and manufacturers and distributors need to play their part too. So anything not covered in steps 1, 2 and 3 are put in your normal waste bin for non-recyclable rubbish as normal, but with a bit of planning, this whole job of waste removal is a much easier task for all of us.

CHECK YOUR LOCAL COUNCIL WEBSITE

These types of bins and bags are just a few of the varieties that councils give out but all councils' bins and bags are different, so before planning your recycling routine you can check on your local council's website or give them a call to find out what the various bins are for in your area.

NOW LET'S GO TO WORK!

Tom Wickens
Housing Assistant

All other waste that you cannot recycle or compost.

Did you know... on average 23% of the grey bin is food waste. Please use your food caddy and your brown bin.

If you are one of the few properties not suitable for bins you can request seagull proof refuse sacks to store your black sacks.



Emergency Repairs



As your landlord, we have a legal duty to carry out certain repairs when they are needed, including repairs out of normal working hours, including weekends and public holidays – emergency repairs.

When reporting emergency repairs you need to make sure that they are necessary to be reported immediately and they are genuine emergency repairs.

An emergency is defined as something which **could cause danger to someone's health or safety, or cause serious damage and destruction to property.** Emergency repairs will be carried out within 24 hours.

The types of emergency work our contractor will attend include:

- Severe roof leaks
- Burst pipes/loss of water
- Blocked drains
- Blockage of your only toilet
- Total loss of electrical power or light
- Loss of gas
- Loss of heating in cold weather where there is no other form of heating available
- Loss of immersion heater if this is the only source of hot water

In case of **emergency** outside of SDR normal working hours, including weekends and public holidays, please call our contractor Westcountry Maintenance Services (WMS) on **01237 473000**, and then select option 1 (repairs department).

Emergency contractors will normally make situation safe to enable proper repairs to be undertaken during normal working hours.

Please note that if an emergency repair is requested by a resident but subsequently we are informed that it was not a genuine emergency we reserve the right to charge you for the service.

If you have any questions, please do not hesitate to contact me on the number below.

Elena Davis
Housing Officer
01803 847594
01803 863550



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 2017/18	QTR 1 (Apr - Jun)	QTR 2 (July - Sep)	QTR 3 (Oct - Dec)	QTR 4 (Jan - Mar)	Target 2018-19
ASSET MANAGEMENT						
Annual Gas Safety Checks Completed	100%	100%	100%			100%
Emergency Repairs	100%	100%	100%			100%
Urgent Repairs	100%	100%	100%			95%
Repairs/Contractor Satisfaction	98%					90%
RENT ARREARS						
GN Tenant Rent arrears as % of annual debit	0.79%	0.52%	0.54%			1.25%
ALLOCATION AND VOID MANAGEMENT						
Void loss on homes as a % of gross rent	0.34%	0.43%	0.14%			1.00%
Average relet time (excluding major works)	25	22	17			14

Performancing improving from last quarter. Still slightly out of target, due to facilitating an internal transfer, and one prospective tenant withdrawing from sign up.