



Welcome to this Summer edition of PCHA News. Included with this newsletter you should have

- a rent statement for the last quarter
- a copy of our new Tenants Handbook-please keep this for reference

We hope that you find this newsletter informative and interesting. Please let me know if you have ideas on how we can improve the newsletter.

Gill Rose, Chief Executive

A big thank you.....

To all of you that have given access to our surveyors so that we can assess the condition of our homes so that we can plan for future works.

And thank you to all tenants that took part in our telephone survey to find out how satisfied tenants are with the services we provide. If you would like to hear the results of the survey from the company that did the work for us, we are having a presentation on **Wednesday 28th July at 6pm at Penge Congregational Church - entrance in Kenilworth Road, SE20.**

As we have limited space please let us know if you will be attending.

We will publicise the results of the survey in our next newsletter and on our website.

Rent Reward

Mrs K of BR1 won £50 of vouchers in June because they had a clear rent account. Don't forget that all tenants with clear rent accounts are entered into a draw every 6 months (June and December) and get £50 in vouchers of their choice.

We introduced Rent Reward after a suggestion was made by one of our tenants. If you have other ideas of ways we can improve our services please let us know.

www.pengechurchesha.org.uk

Have you visited our website yet? The website provides information about us as well as giving you a email link to contact us through. We would welcome your feedback on the website-there is a link to use for this.

If you have any ideas about what else we should include, please let us know.

Reporting to you on our performance

Our new regulator, the Tenant Services Authority, has set new standards that we must comply with. We will be reporting to you on how we meet the standards and how we will be working with you to agree standards that meet your priorities. The results of the tenant satisfaction survey will help us in this work

We would really like to work with a group of tenants to agree what information you would like from us. This group would then also monitor our performance and work with us on ideas to improve performance. If you are interested in joining this group please contact Gill Rose, Chief Executive (gill.rose@pengechurchesha.org.uk)

Our annual report this year will be extended to include more performance information for you.

BRITISH GAS

APPLY FOR A FREE SURVEY ON ENERGY EFFICIENCY

You do not need to be a British Gas customer.

To qualify for this free service you have to be in receipt of benefits e.g. income support, housing benefit, council tax benefit, incapacity benefit etc. or you or your partner have to be over 70.

Telephone **0800 068 0032**

They will then make an appointment with you for one of their advisors to come and carry out a survey of your property.

They will advise you on energy efficiency and how it can be improved by installation of things like loft insulation, energy efficiency monitors/attachments to shower heads etc.

They will also advise you about what funding is available to cover other works that may recommend. **Remember, this is a free service.**

When the advisor comes you should have the following documentation to hand:

- a) Proof of receipt of benefit i.e. letter from housing benefit or council tax
- b) Proof of age to show you or your partner are over 70 i.e. birth certificate
- c) A letter from PCHA to say that they are in agreement for energy efficiency works to go ahead

British Gas have to meet carbon reduction targets so this service should be in place for quite some time.

Team PCHA jogging for the British Heart Foundation

Kate, Patsy, Sheila and Gill took part in the BHF jog around the Tower of London moat on May 5th. We raised over £450 in sponsorship from contractors, friends and family. "It was a challenge but we all enjoyed it. There was a great atmosphere" said Sheila.



Investing in our homes

We have now written to all tenants who will be getting works done to their homes this year. We will be spending over £300,000 to make sure that all homes are kept in good condition. We aim to give you as much choice as possible when we are doing works.

The telephone numbers for our repairs contractors are:

General repairs: **020 8659 3055**

Gas heating breakdowns and boiler repairs only: Parker Bromley on **0800 644 4666**