



# Autumn Newsletter 2011

Welcome to this Autumn edition of PCHA News. Your rent statement for the last 3 months is included with this newsletter along with your personal invitation to our AGM-we hope to see you there..

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

## **Annual General meeting on Thursday 22nd September**

We are very pleased to announce that the Right Reverend James Longstaff, the Bishop of Rochester will be our guest speaker at our Annual General meeting on Thursday 22nd September. We hope that you will come along to the AGM where we will also have a small exhibition about the work of the Association and refreshments.

**The meeting is at Christ Church Anerley and starts at 7pm.**

## **Don't suffer in silence**

If you are the victim of any racial, homophobic or other harassment including domestic violence please contact our office and speak to our Housing Manager, Dominic Norwell. We work with a number of other agencies including the police and the local authority and together we can offer support, advice and action aimed at bringing any harassment to an end.

If we do not know that it is happening we can't help you.

## **Tenants' panel**

We are keen to have more tenant involvement in our work and are interested to hear from any tenants (or a member of their household aged over 16) who would like to give us their views on new policies, procedures and leaflets that we want to publish.

One tenant has volunteered to join the panel and we now need more of you!

We would email or send out copies of draft documents and ask you what you think of them and whether they are clear. Once we have feedback from all members of the tenants' panel we would review the documents and make any agreed changes. If suggestions were made that couldn't be agreed we would let you know why.

We expect that we would be asking you for your views twice a year. We wouldn't be able to pay you for this work but would give you a £10 Marks and Spencer voucher once a year as a small thank you.

If you are interested in working with us please contact Gill Rose, on 020 8659 3055 or [gill.rose@pengechurchesha.org.uk](mailto:gill.rose@pengechurchesha.org.uk)

## **Don't forget to return your repairs satisfaction questionnaire!**

We need your feedback to know how we and our contractors are performing. A questionnaire is sent out every time we order a repair. If you return your questionnaire you will be put into a prize draw for a £10 M+S voucher every 2 months.

Don't forget to return your repairs satisfaction questionnaire! We need your feedback to know how we and our contractors are performing. A questionnaire is sent out every time we order a repair. If you return your questionnaire you will be put into a prize draw for a £10 M+S voucher every 2 months.