

Leaseholder Edition

New Board Members



New board members John Smailes, Alistair Brown and Michael Tasker with (standing) Anne Rowlanda, Railway Housing Chief Executive and Chair Barrie Ward.

Railway Housing Association has welcomed three new board members, including two of our residents.

John Smailes, Michael Tasker and Alistair Brown have all joined our Board of Trustees, bringing the Board up to full strength.

John and Michael are both residents of Railway Housing Association. John lives in Doncaster while Michael is from Leeds. They were elected after a thorough recruitment process that involved a written application, formal interview and an election, which all Association residents had a chance to vote in.

John, a retired teacher and health and safety manager, says he is looking forward to becoming involved in the work of the Association.

“It will be a big learning curve for me, but it is something I am really looking forward to making a real contribution to,” he said.

Michael, who worked on the railways before being employed by Leeds Metropolitan University, said: “I am looking forward to giving input from a resident’s perspective and playing my part in the running of Railway Housing Association.”

Alistair, who works as an Accountant for the Department of Work and Pensions, is also looking forward to his new role.

“I am hoping to use my financial experience to support the work of the Association and to ensure it continues to be a well run and respected organisation.”

Barrie Ward, Chair of Railway Housing Association, said: “With these new appointments the Board of Trustees is now at full strength and we have a very strong range of skills that will prove helpful in the day-to-day running of the Association.”

It's a gas

Thank you to all Leaseholders who took the time to complete the satisfaction questionnaire sent to monitor satisfaction with the contract the Association has with British Gas to service and repair the heating systems in leasehold properties. A total of 54 Leaseholders completed the questionnaire and of those, 50 said they were either satisfied or very satisfied with the over all service; 3 Leaseholders said they were neither satisfied or dissatisfied and only one said they were dissatisfied with the service. The results of all questions asked are shown below.



1. How satisfied are you with the call out service you receive from British Gas?

	Response	No.
Satisfied	85.2%	46
Neither satisfied or dissatisfied	14.8%	8
Dissatisfied	0%	0%

2. How satisfied are you with the annual service visit you receive from British Gas?

	Response	No.
Satisfied	87%	47
Neither satisfied or dissatisfied	13%	7
Dissatisfied	0%	0%

3. Overall how satisfied are you with the service you receive from British Gas?

	Response	No.
Very Satisfied	44.4%	24
Satisfied	48.1%	26
Neither satisfied or dissatisfied	5.6%	3
Dissatisfied	1.9%	1
Very dissatisfied	0	0

Leaseholder involvement

The Leaseholder Forum meets twice a year to discuss matters which affect all Leaseholders. We have sufficient members from Hull, Horsforth and South Shields, but still need more members to represent Stephenson House at Hexham. If you are interested please contact Julie Clark on 01325 373055.

Three of the four leasehold schemes now have residents' associations which meet regularly to discuss matters relating to the schemes and also the

surrounding areas. The Association will help people to set up a residents' association and if you are interested please contact Julie Clark for more information.

Complaints

We always try to provide the best possible service to our customers but sometimes things go wrong and when this happens we need to know about it. We welcome complaints from customers because they help us to improve our services.

We have a robust complaints procedure, details of which are in your Leaseholder Handbook. Or you can view the full policy on our web site at www.railwayha.co.uk. Alternatively, a copy of the complaints policy and a complaint form can be requested from our head office on 0800 0287428.

Turn2us

Residents who would like to find out what financial benefits they are entitled to can now do so through the Railway Housing Association website.

If you go to the 'Paying your rent section' (listed under Housing Services) of our website – www.railwayha.co.uk – there is a link to the Turn2us website.

Turn2us exists to help people access the money available to them – through benefits, grants and other financial help. Its free, accessible website – www.turn2us.org.uk – has been

designed to help people find appropriate sources of financial support, quickly and easily, based on their particular needs and circumstances. Features include:

- A benefits checker that helps people ensure that they are receiving all the welfare benefits they are entitled to
- A grants search section containing the details of hundreds of grant-giving charities (national, regional and local) that may be able to provide financial support and other services



- A confidential 'My Turn2us' account that can be used to make online enquiries and applications to grant-giving charities
- Information and interactive tools covering a wide range of subjects on welfare benefits, grants and managing money.

The Turn2us service is comprehensive, reliable, free, confidential and secure.

Fair to all

Railway Housing Association has a responsibility to eliminate all forms of discrimination and harassment, and to promote tolerance, fairness and equality.

We try to ensure that no individual or group is treated less favourably on the grounds of race, gender, gender reassignment, disability, sexual orientation, religion or belief, age, marriage and civil partnership and pregnancy and maternity. We aim to recognise the needs of individuals and treat each person with dignity and respect.

We have a written policy that complies with the Equality Act 2010. In it we detail how we will meet our responsibilities in relation to recruiting and employing staff; providing services to customers; involving residents; dealing with harassment, hate crime and domestic

violence; buying goods and services; governance; dealing with customer complaints; and building and maintaining homes.

The Association will ensure that no individual or group is disadvantaged in terms of selection for housing, quality of housing or the subsequent service they receive. All tenancies will be let in an open and accountable way that prevents discrimination and gives equal access to all groups of applicants.

We offer a range of consultation and involvement activities to ensure that all residents have the opportunity to participate in the management of their homes.

The Association's Board aims to have members with a diverse range of backgrounds, skills and experience that is broadly reflective of the communities we serve.

In 2011/12 we will be making several improvements to make sure that we treat everyone fairly. These include finding out the most effective ways to help residents who have hearing difficulties, for example, by providing text phones, video phones, or hearing loops for meeting rooms and communal lounges; and contacting key agencies and support groups for disabled and other minority groups to make them aware of the Association.

For further details, please see our website or ask a member of staff.

Our performance

Railway Housing Association constantly measures and monitors its performance to gauge how good the service we provide is and to make sure we are keeping our promise to offer Leaseholders the highest possible level of service.

How we performed 1st April 2011 to 30th June 2011

Response to letters

Percentage of letters responded to within 10 working days = **100%** (target is 95%)



Response to telephone calls

Percentage of telephone calls answered within 7 seconds = **58.1%** (target is 65%)
Performance has improved since June and this will be shown in the next report.



Scheme meetings

Percentage of Leasehold schemes which have had a scheme meeting in the last 6 months = **100%**



Visits

Percentage of leaseholders who received a 6 monthly visit, where requested = **100%**



New Leaseholder visits

Percentage of new Leaseholders who have received a visit during the first 6 weeks of moving in = **100%**



English

Information can be made available in other languages, or other formats such as Braille, large format or audio tape, on request.

Arabic:

يمكن توفير المعلومات بلغات أخرى و صيغ أخرى مثل طريقة بريل أو شرائط سمعية ، حسب الطلب

Bengali:

আপনি অনুরোধ করলে এই তথ্যগুলি অন্য ভাষাতে, অথবা অন্য কোনো মাধ্যমে যেমন ব্রেইল-এ বা অডিও টেপে, পাওয়া যেতে পারে।

Somali:

Faahfaahinta waxa kale oo aad ku heli kartaa luuqadaha kale, ama siyaabo kale, sida Farta waaweyn ama canjal maqal ah, waana in aad soo codsato.

Turkish:

Talep üzerine bu bilgi diğer dillerde veya görme engelliler için kabartma alfabesi ve ses bandı formatında da temin edilebilir.

Urdu:

یہ معلومات دیگر زبانوں اور دوسری صورتوں جیسا کہ بریل (نمائندہ افراد کے لیے خصوصی عبارت) یا آڈیو ٹیپ پر بھی فراہم کی جاسکتی

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