

## Railway Housing Association

### Welcome to Railway Housing Association's first-ever newsletter dedicated solely to our leaseholders.

We are introducing the newsletter in response to your requests for a separate newsletter dealing with issues that are particular relevant to you as a leaseholder.

Railway Housing Association manages 73 leasehold properties on four schemes, in Hull, Horsforth, near Leeds, Hexham and South Shields.

We are planning to produce this newsletter twice a year and use it to pass on any information the Association has that is relevant to leaseholders, as well as any general items of interest.

Leaseholders are also invited to make contributions and we hope to feature

each of the schemes in future issues.

We would welcome your comments on this newsletter and any suggestions or ideas you have for items/issues you would like to see covered in future editions.

I hope you enjoy the newsletter.

*Anne Rowlands*

Railway Housing Association  
Chief Executive



## Leaseholder Survey

We are constantly looking at ways to improve the service we provide to our residents.

At the last round of leaseholder meetings we asked the following questions and received 45 responses. The responses were as follows:

### (1) Are you satisfied with the written information provided by the Association relating to your property?

Satisfied	28
Neither satisfied or dissatisfied:	14
Dissatisfied:	3

### (2) If you are dissatisfied what information do you think the Association should be giving to residents?

- Notice a little too short at times
- Some information is not in easy, simple written language

- We don't receive any information on new contracts at all
- Need more interactive communication and speedier response
- Receive leaseholder-specific information only.

### (3) Are you satisfied with the written information provided by the Association before repair work is carried out?

Satisfied:	27
Neither satisfied or dissatisfied:	11
Dissatisfied:	7

### (4) If you are dissatisfied what information do you think the Association should be giving to residents?

- Honest information as early as possible
- Requirements should be discussed with residents before decisions are confirmed with contractors. Final decisions should not be made by Darlington staff
- More information needed and co-ordinated.

### (5) Are you satisfied with the written service charge information provided by the Association relating to your property?

Satisfied:	31
Neither satisfied or dissatisfied	11
Dissatisfied:	3

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**(6) If you dissatisfied what information do you think the Association should be giving to residents?**

- As much detail as possible should be in this information
- We receive only basic end of year figures - no details or explanations
- The figures are quite pointless really
- Details of the sinking fund with expenditure details and income details should be available at year end
- There is too much information.

**(7) How would you prefer to receive the information from the Association? (more than one option could be selected here)**

In writing:	36
Face to face:	16
Other	0

- In writing and/or face to face (6 responses)
- Face to face individually or follow up with telephone calls on what goes on if can't make LSE meetings
- Regular newsletter.

**(8) Would you rather receive a separate newsletter specifically for leaseholders rather than the general RHA newsletter?**

Yes:	38
No:	1
No preference:	4
Not answered:	2
Both:	1

**(9) How often would you like to meet with RHA staff?**

Once a year:	11
Twice a year:	23
Not answered:	1
Other:	10

- Don't want to meet
- Quarterly (7 responses)
- Three times a year (i.e. every 4 months).

**(10) How would you like to meet with RHA Staff?**

Scheme meeting:	37
Individual visits:	2
Not answered:	3
Other:	3

- All meet at LSE's venue

- Individual visits as least twice per year with dates with as much advance notice as possible
- Don't want to meet
- Group discussions are most helpful.

**(11) Overall are you satisfied with the service you receive from the Association?**

Satisfied:	20
Neither satisfied or dissatisfied:	21
Dissatisfied:	1
Not answered:	3

**As a result of this survey:**

- A Leaseholder newsletter will be produced twice a year
- We are reviewing the service charge information so residents receive more information
- All future meetings will be held as group meetings with individual meetings afterwards for those unable to attend.

Your comments will be used to improve our services.

## Contents Insurance

**No cover is provided for contents within individual properties under the buildings insurance policy and residents are strongly advised to arrange suitable cover.**

There are specialist schemes available for elderly people from Saga and Age Concern. The Association can also supply you with details of 'My Home' contents insurance scheme, administered on behalf of The National Housing Federation, or you can contact them direct on 0845 3372463.

## Buildings Insurance

**The Association organise the buildings insurance for all leasehold properties, and the premium is collected as part of your service charge.**

The procedures for making a claim under the buildings insurance policy for your property have been simplified, and are as follows:

Residents should contact Zurich Municipal direct on 0870 2418050 during office hours or 0800 0280336 for emergency out of hours repairs, such as fire, which cannot wait until the next working day.

You will need to quote: Railway Housing Policy number: JHA-22So43-0013

Zurich will ask you to complete a claim form which you should send to Property Claims Unit, PO Box 108, Farnborough, GU14 0XQ.

They will then arrange for the repair to be carried out directly by one of their own approved contractors. This new system should significantly speed up the process for insurance related repairs.

There is an excess of £100 for each and every claim and residents will be responsible for paying this for any claim which is a result of damage within their flat such as washing machine flood or damage to wash basin caused by an item being dropped.

If damage is the result of criminal damage or vandalism then the excess will be paid from the scheme fund.

# Customer Service Standards

The Association is committed to delivering high quality services at all times, providing value for money to our customers. We have consulted with residents and staff to set standards for our services. These standards are about meeting the needs and expectations of our customers and creating a service of which we can all be proud.

If we fall below these standards we will apologise and try to put things right. A leaflet that gives details of the main service standards is available on request, but brief examples of the key standards are as follows:

## 1. Equality & Diversity

All customers will be treated fairly and equally irrespective of race, nationality, ethnic origin, gender, disability, age, religious beliefs or sexual orientation.

## 2. Customer Care

We will treat all our customers with courtesy and respect at all times and aim to respond quickly and efficiently to all enquiries.

## 3. Contact with Residents

We will endeavour to keep residents informed at all times through a range of different mediums.

## 4. Complaints

We will try to resolve complaints effectively and as quickly as possible.

## 5. Anti-social Behaviour

We aim to ensure that all residents enjoy their right to peace, quiet and security in their homes.

## 6. Harassment, Hate Crime & Domestic Violence

The Association will not tolerate any form of harassment or hate crime, and will take prompt and effective action

following any complaints made.

## 7. Repairs & Maintenance

We are committed to providing safe, comfortable homes that are well maintained.

## 8. Access to Information

We aim to respond to requests for access to personal information within 40 days

## 9. Resident Involvement

We are committed to the rights of residents to be involved in the management of their homes and opportunities will be promoted to encourage involvement in all aspects of service delivery.

## Who is responsible for what?

Below is a table showing who is responsible for organising the repair of various items. Where Railway Housing Association is responsible we will arrange the repair and the cost will be taken from the scheme fund. These are examples only and leaseholders should contact the Association for advice

RHA
Roof
Foundations
External Walls
Communal Doors
Windows and frames
Door entry systems
Fences & boundary walls
All communal areas
Cold water tanks situated in roof space
Central Heating Boiler

Leaseholder
Individual front doors
Door furniture/locks
All interior doors within property
All electrical wiring within property
All water pipes within property
Kitchen units
Bathroom suite

## 3-Star British Gas Contract

All heating systems in leasehold properties are covered by a 3\* (star) contract with British Gas.

Under the terms of the contract repairs will be carried out within 24 hours of the fault being reported. If the engineer is unable to repair the fault due to parts being required temporary portable heating will be supplied by British Gas.

The contract also includes an annual service of the boiler and safety check.

Any fault with your heating system should be reported directly to British Gas on 0845 9500400, giving your name and address. If you are asked for an agreement number please quote "Bulk Contract B388".

# Leaseholder Group

The Association wishes to create a leaseholder group made up of approximately 12 members (ideally 3 to 4 from each scheme), who would get together with staff to look at ways of improving the services we provide.

It is envisaged that the group would meet approximately 1-2 times a year (with other contact by phone or letter) in a central location and look at a range of issues that affect the service we provide.

If you are interested in becoming part of this group please complete the proforma below and return it to Bank Top House as soon as possible.

Alternatively contact Julie Clark on 01325 373055 to express your interest or an informal chat about what will be involved.

I am interested in becoming part of the leaseholder group please contact me with further details.

Name

Address

Contact telephone number

## 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 (نابینا افراد کے لیے خصوصی عبارت) یا آڈیو ٹیپ پر بھی فراہم کی جاسکتی ہیں۔

# Railway Housing Association

Bank Top House, Garbutt Square, Neasham Road, Darlington DL1 4DR  
Tel: 01325 482125 Fax: 01325 384641 [www.railwayha.co.uk](http://www.railwayha.co.uk)

Registered Social Landlord: A1855 Registered Charity: 216825

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