

Railway Housing Association

NOVEMBER 2017

# MAINTENANCE MAIL



Over  
**£7 million**  
to be spent over next 5 years



[www.railwayha.co.uk](http://www.railwayha.co.uk)



# Fire Safety

After the tragic fire at Grenfell Tower in London, we understand that residents may be concerned about fire safety. There has been a lot of speculation about the rapid spread of the fire and many residents, especially those who live in flats, may be worried.

We do not have any high rise buildings or tower blocks but we would like to offer some reassurances about the fire safety of our homes. We are committed to protecting the health and safety of residents and we take all reasonable steps to prevent and control the risk from fire.

All of our homes meet building regulations and fire safety requirements.

We work with the fire brigade to make sure that the right fire detection systems and safety procedures are in place.

All fire safety measures are designed, installed and maintained by competent people and all equipment and works fully comply with all relevant British Standards.

We routinely carry out inspections of all homes that have a shared entrance or communal areas. Annual fire risk assessments of our sheltered schemes are carried out by an independent specialist fire safety company to the Local Government Association's 'Fire safety in purpose built blocks of flats' standards and we respond to all of their recommendations. The same fire risk assessments of all other blocks of flats with communal staircases are carried out every two years.

We prioritise any works that are recommended by fire risk assessments.

In our sheltered schemes the fire alarms are tested and a check is made of all of the communal areas and emergency exits every week.

Emergency lighting and fire detection equipment is tested and serviced regularly to make sure that these are in full working order.

The stay put policy in the event of a fire in our blocks of flats is best practice. Unless you are in a communal area when the fire alarm sounds or the fire is in your home, you should stay in your flat until you are told to leave by the fire brigade. Staying in your flat will protect you for at least 30 minutes by which time the fire brigade will be on site assessing the situation and will evacuate residents if necessary. If the fire is in your home you should leave as quickly as possible, shut the door behind you, activate the fire alarm if it isn't already



sounding and leave the building by the quickest and safest route. If you are in a communal area when the fire alarm sounds, leave the building by the quickest and safest route.

Please make sure that you do not leave anything in communal areas or near fire exits that could cause an obstruction or fire hazard. Please think of others who may not be steady on their feet or have to use a wheelchair.

We had already planned to replace the fire doors to some flats and also to fit smoke detectors in over 800 homes this year. This work will be done as quickly as possible.

If you live in a newly built home or one of our sheltered schemes you will have a hard wired smoke detector in your home. We test these annually and replace whenever necessary.

We fit a battery operated smoke alarm before we re-let all other homes. These are sealed units and the batteries should last for 10 years.

You must test it regularly and replace it when the batteries run out. Do not remove the batteries for any reason.

If we have fitted external insulation to your home it is classified as low risk and all of the insulation materials that have been used are non-combustible. This means that the insulation materials do not burn if exposed to fire.

It is a good idea to check your home before you go to bed each night and -

- Close all inside doors (this will prevent a fire from spreading)
- Turn off and unplug electrical appliances that do not need to be left on
- Make sure your cooker is turned off
- Do not leave your washing machine, dishwasher or tumble drier on
- Extinguish any candles and cigarettes carefully
- Make sure all exits are clear of obstructions
- Keep your door and window keys handy
- If you have a mobile telephone take it to bed with you
- Make an escape plan so that you are prepared if there is a fire in your home - the best route is the way you would normally leave your home but think of another route just in case this is blocked by the fire.

In the event of a fire, call 999. Never assume that someone else has reported it.

Free fire safety checks are offered by your local fire brigade.

We will respond appropriately to any recommendations that may be made following the investigations and inquiry into the Grenfell Tower fire, to ensure the continued safety of our residents and their homes.

**If you have any concerns about the fire safety of your home please contact us on Freephone 0800 0287428**



# Meet the team



**Andrea Abbott**  
Director of Customer Services

...has overall responsibility for the repairs and maintenance service and the building of new homes; together with overall responsibility for all housing management services.

**Norman Clark**  
Project Manager



...has day to day responsibility for the building of new homes and some of the major planned maintenance works.



**Bob Turnbull**  
Maintenance Surveyor

... is responsible for some major planned maintenance works, assessing repairs and checking the quality of repair works.

**Keith Abbott**  
Gas Engineer



...is responsible for checking and servicing all of the domestic gas heating appliances in our properties.



**Simon Walker**  
Maintenance Surveyor

...is responsible for some major planned maintenance works, assessing repairs and checking the quality of repair works.

**Charlotte Wallace**  
Maintenance Assistant



...receives reports of repairs from residents and liaises with our contractors to ensure that these are done within specified timescales.



**Tracey Langley**  
Maintenance Contracts Co-ordinator

...is responsible for the administration of all contracts including planned maintenance works, garden maintenance, painting, and servicing of lifts and other communal facilities.

**Lynda Brown**  
Senior Maintenance Assistant



...receives reports of repairs from residents and liaises with our contractors to ensure that these are done within specified timescales.



**Shaun Brennan**  
Asset Manager

...manages the maintenance team and is responsible for the repairs and maintenance service, including major planned works.



# Improving Homes

Last year we spent **£1.1 million** on improving our homes.

**50**



New kitchens

Repairs to car parking & footpaths to 46 homes



**65**

Replacement fire doors

External insulation **11**



**26**

Roof repairs



New heating

**121**

**103**

New bathrooms

**£125,944** was saved by changing the way we appointed the contractor to replace kitchens, bathrooms and central heating boilers

## Improving Homes

# What you said

89% of residents were satisfied with the improvement works to their home

| 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17    |
|---------|---------|---------|---------|------------|
| 88%     | 93%     | 87%     | 81%     | <b>89%</b> |

“A few problems eventually put right but had to keep asking”  
Mrs Grainger, Connaught Court, Middlesbrough

“No problems, very satisfied. A good job done”

Mr Hemsley  
Martin Cheeseman Court, York



“Great improvement, well admired”  
Mrs Hunt, Groves Court, York

“Very organised and at times worked very hard in wet conditions; remained polite and cheerful”  
Mrs Robinson, Sayers Close, Leeds

“I am very satisfied with all the work carried out. Workmen were helpful and polite”

Mrs Chester  
Hackworth Court, Stockton on Tees





## Home Contents Insurance

Please remember that the Association isn't responsible for your personal possessions or any damage done to your belongings or home decoration as a result of risks such as theft, vandalism or burst pipes. It is essential that you insure the contents of your home, including your carpets.

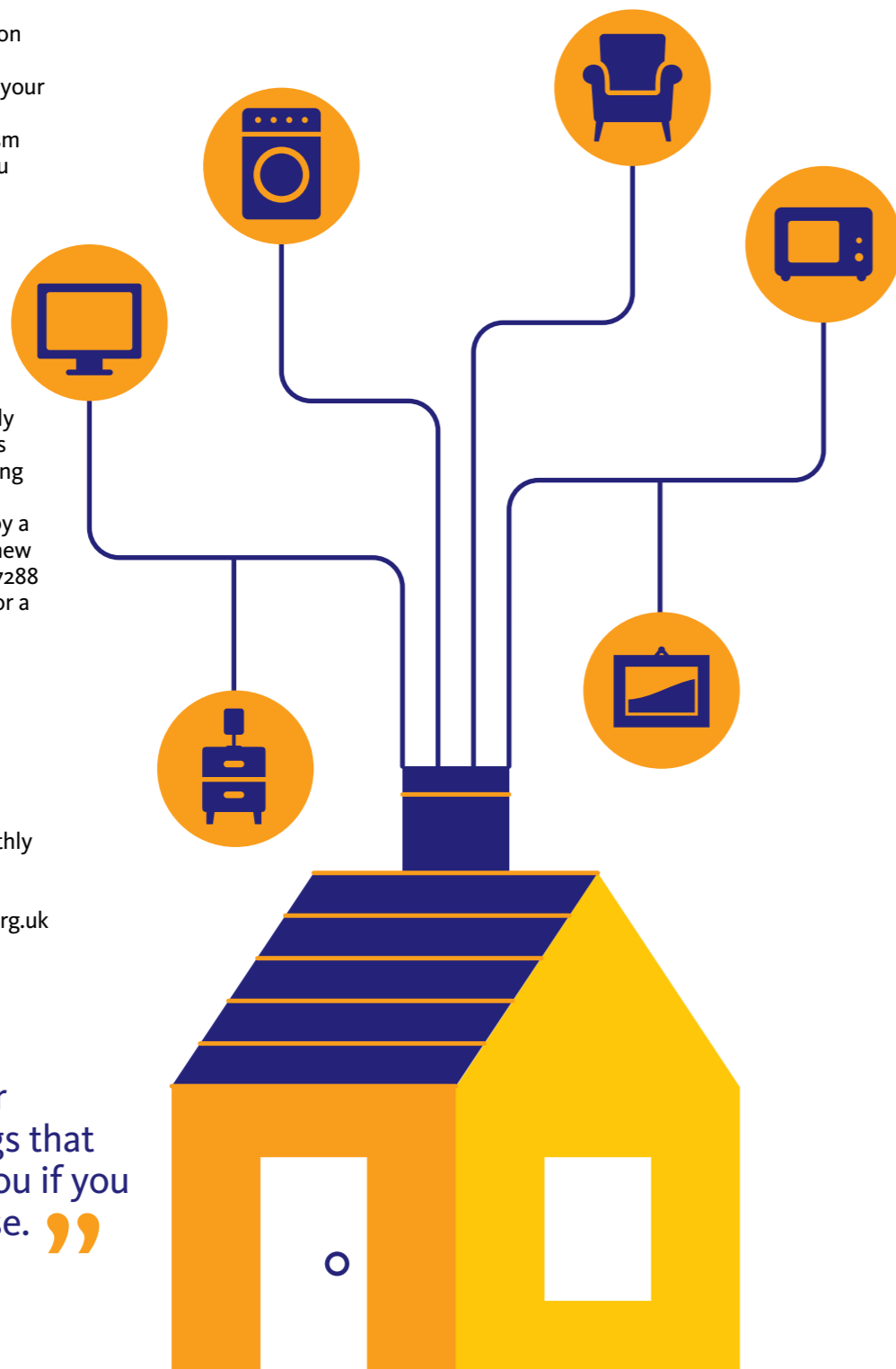


Home contents insurance specifically for residents of housing associations is available from the National Housing Federation - My Home contents insurance offers flexible payments by a variety of methods, no excess, and new for old replacements. Call 0345 4507288 or visit [www.thistlemyhome.co.uk](http://www.thistlemyhome.co.uk) for a free quote.



AGE UK offer contents insurance designed for over 50s. It offers monthly payments by a variety of payment methods and new for old cover. Call 0800 0304863 or visit [www.ageuk.org.uk](http://www.ageuk.org.uk) for a free quote.

“As a general rule, your contents are the things that could be taken with you if you decided to move house.”



## Improvement works planned for 2017 - 2018

We use the age, condition and energy efficiency of homes to decide on the work needed and the timescale.

### External insulation

In the past we received money from energy suppliers to pay for the external insulation of homes that do not have cavity walls or where the cavity is too narrow to fill. However, since 2014 the government has cut the grant funding to only £200 per property. We are still planning on externally insulating the remaining homes that need this work but it will now take longer to complete. In 2017/18, two properties in Market Weighton will be externally insulated. This should save the residents up to £350 per year on heating bills.

### Alterations and Improvements

You have the legal right to make certain improvements to your home but you must ask our permission before starting any work.

We will only refuse permission if the alteration will affect the safety of your home, cause additional expense to the Association or reduce the value of the property.

We may give permission for decorative improvements such as garden decking or fire surrounds but ask that you remove it when you move.

If you have already altered or improved your home, please let us know so that we can offer you appropriate advice.

|                                | Number of homes   | Work                                       |
|--------------------------------|-------------------|--|
| <b>Darlington</b>              |                   |  |
| Bank Top Mews flats            | 33                | Renew kitchens                             |
| Bank Top Mews bungalows        | 17                | Renew kitchens                             |
| Tempest Anderson House         | 32                | Refurbishment of quiet lounge & guest room |
| Tempest Anderson House         | 32                | Renew corridor doors                       |
| <b>Doncaster</b>               |                   |  |
| Patrick Stirling Court Phase 1 | 36                | Renew communal carpets                     |
| <b>Hull / East Riding</b>      |                   |  |
| Forster House                  | 21                | Renew bathrooms                            |
| Paterson House                 | 38                | Renew bathrooms                            |
| Snuff Mill Lane                | 17                | Renew kitchens                             |
| Southwood Avenue               | 19                | Renew kitchens                             |
| Stephenson Court               | 36                | Renew bathrooms                            |
| Station Road                   | 2                 | External insulation                        |
| <b>Teesside</b>                |                   |  |
| Connaught Court                | 12                | Renew heating                              |
| Hackworth Court                | 41                | Fire prevention works                      |
| Mallard Court                  | 5                 | Renew bathrooms                            |
| <b>York</b>                    |                   |  |
| Springfield Court              | 17                | Renew corridor doors                       |
| Tang Hall Lane                 | 8                 | Renew kitchens                             |
| Vulcan House No 4              | 1                 | Renew entrance door                        |
| <b>Yorkshire</b>               |                   |  |
| Kirkstall Lane                 | 4                 | Renew kitchens                             |
| Sayers Close flats             | 8                 | Renew entrance doors                       |
| The Green                      | 6                 | Renew kitchens                             |
| Valley Road                    | 4                 | Renew kitchens                             |
| <b>Investment</b>              | <b>£1,344,931</b> |  |



## Improvement works planned for 2018 - 2023

We use the age, condition and energy efficiency of homes to decide on the work needed and the timescale. The proposed dates may change if any unforeseen work needs to be done first, but we will let you know if there are any changes.

|                                | Number of homes | Work                          | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 |
|--------------------------------|-----------------|-------------------------------|---------|---------|---------|---------|---------|
| <b>Darlington</b>              |                 |                               |         |         |         |         |         |
| Auckland Avenue                | 83              | Renew central heating boilers |         | ◆       |         |         |         |
| Auckland Avenue (bungalows)    | 5               | Renew kitchens                |         |         |         | ◆       |         |
| Auckland Oval                  | 47              | Renew central heating boilers |         | ◆       |         |         |         |
| Bank Top Mews                  | 54              | Renew heating                 |         | ◆       |         |         |         |
| Bob Harrison Court             | 8               | Renew kitchens                |         |         | ◆       |         |         |
| Bourne Avenue                  | 6               | Renew kitchens                |         |         |         | ◆       |         |
| Brinkburn Road                 | 10              | Renew central heating boilers |         | ◆       |         |         |         |
| Geneva Drive                   | 8               | Renew kitchens                |         |         | ◆       |         |         |
| Harris Street                  | 8               | Renew kitchens                |         |         | ◆       |         |         |
| Meadowfield Road               | 14              | Renew kitchens                |         |         | ◆       |         |         |
| Middleham Road                 | 4               | Renew kitchens                |         |         | ◆       |         |         |
| Neasham Road                   | 6               | Renew windows                 |         |         |         |         | ◆       |
| Poplar Grove                   | 10              | Renew kitchens                |         |         |         | ◆       |         |
| Tempest Anderson House         | 33              | Renew communal kitchen        |         |         | ◆       |         |         |
| West Auckland Road             | 53              | Renew kitchens                | ◆       |         |         |         |         |
| West Auckland Road             | 52              | Renew central heating boilers |         | ◆       |         |         |         |
| Yellowley Court                | 25              | Renew kitchens                |         |         |         | ◆       |         |
| <b>Doncaster</b>               |                 |                               |         |         |         |         |         |
| Patrick Stirling Court Phase 1 | 36              | Renew windows                 |         |         | ◆       |         |         |
| Patrick Stirling Court Phase 2 | 24              | Renew windows                 |         |         | ◆       |         |         |
| Patrick Stirling Court Phase 1 | 36              | Renew bathrooms               |         |         |         |         | ◆       |
| Patrick Stirling Court Phase 2 | 24              | Renew bathrooms               |         |         |         |         | ◆       |
| The Woodlands                  | 55              | Renew windows                 | ◆       |         |         |         |         |
| The Woodlands                  | 55              | Renew external doors          | ◆       |         |         |         |         |
| The Woodlands                  | 55              | Renew bathrooms               |         |         |         |         | ◆       |

|                           | Number of homes | Work                                       | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 |
|---------------------------|-----------------|--|---------|---------|---------|---------|---------|
| <b>Durham</b>             |                 |  |         |         |         |         |         |
| Escomb Road               | 2               | Renew kitchens                             |         |         | ◆       |         |         |
| Central Parade            | 4               | Renew kitchens                             |         |         | ◆       |         |         |
| Harmire Road              | 2               | Renew kitchens                             |         |         | ◆       |         |         |
| Mainsforth Road no 4 only | 1               | Renew kitchen                              |         |         | ◆       |         |         |
| Redworth Road             | 4               | Renew kitchens                             |         |         | ◆       |         |         |
| <b>Hereford</b>           |                 |  |         |         |         |         |         |
| Great Western Court       | 31              | Renew central warden call system           | ◆       |         |         |         |         |
| Great Western Court       | 31              | Renew bathrooms                            | ◆       |         |         |         |         |
| Great Western Court       | 32              | Renew communal kitchen                     |         | ◆       |         |         |         |
| <b>Hull / East Riding</b> |                 |  |         |         |         |         |         |
| Alliance Avenue           | 6               | Renew kitchens                             | ◆       |         |         |         |         |
| Ella Street               | 16              | Renew kitchens                             | ◆       |         |         |         |         |
| Ella Street               | 16              | Renew doors                                |         |         |         |         | ◆       |
| Ella Street               | 16              | Renew windows                              |         |         |         |         | ◆       |
| Forster House             | 21              | Renew communal lighting                    |         |         | ◆       |         |         |
| Forster House             | 21              | Renew kitchens, including communal kitchen |         |         |         | ◆       |         |
| Kingston Road             | 8               | Renew kitchens                             | ◆       |         |         |         |         |
| Kingston Road             | 8               | Renew doors                                |         |         |         |         | ◆       |
| Kirby House               | 10              | Renew kitchens                             |         |         |         | ◆       |         |
| Orchard Road              | 2               | Renew kitchens                             | ◆       |         |         |         |         |
| Paterson House            | 38              | Renew central heating boiler               | ◆       |         |         |         |         |
| Paterson House            | 38              | Renew door entry system                    | ◆       |         |         |         |         |
| Paterson House            | 38              | Renew kitchens                             |         |         |         | ◆       |         |
| Snuff Mill Lane           | 18              | Renew windows                              |         |         |         |         | ◆       |
| Southwood Avenue          | 22              | Renew windows                              |         |         |         |         | ◆       |
| Stephenson Court          | 36              | Renew kitchens                             |         |         |         | ◆       |         |
| The Roundway              | 8               | Renew kitchens                             | ◆       |         |         |         |         |
| Warneford Gardens         | 2               | Renew kitchens                             | ◆       |         |         |         |         |



|                          | Number of homes | Work                          | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 |
|--------------------------|-----------------|-------------------------------|---------|---------|---------|---------|---------|
| <b>Northumberland</b>    |                 |                               |         |         |         |         |         |
| Allen Drive              | 3               | Renew kitchens                |         |         |         | ◆       |         |
| NER Cottages Great Corby | 2               | Renew kitchens                |         |         | ◆       |         |         |
| NER Cottages Great Corby | 2               | Renew windows                 |         |         |         |         | ◆       |
| Newlands Road            | 8               | Renew central heating boilers | ◆       |         |         |         |         |
| Prince Edward Road       | 4               | Renew kitchens                | ◆       |         |         |         |         |
| Prince Edward Road       | 4               | Renew windows                 |         |         |         |         | ◆       |
| Prince Edward Road       | 4               | Renew doors                   |         |         |         |         | ◆       |
| Sea View Terrace         | 2               | Renew kitchens                |         |         |         | ◆       |         |
| Station Approach         | 2               | Renew kitchens                |         |         |         | ◆       |         |
| Station Approach         | 2               | Renew windows                 |         |         |         |         | ◆       |
| Station Approach         | 2               | Renew doors                   |         |         |         |         | ◆       |
| <b>Teesside</b>          |                 |                               |         |         |         |         |         |
| Cambridge Road           | 4               | Renew kitchens                |         |         | ◆       |         |         |
| Connaught Court          | 12              | Renew door entry system       |         |         |         | ◆       |         |
| Crook Street             | 4               | Renew kitchens                |         |         | ◆       |         |         |
| Earl Street              | 2               | Renew kitchens                |         |         | ◆       |         |         |
| Earl Street              | 2               | Renew windows                 |         |         |         |         | ◆       |
| Eastgate Road            | 4               | Renew kitchens                |         |         | ◆       |         |         |
| Elmwood Road             | 4               | Renew kitchens                |         |         | ◆       |         |         |
| Elmwood Road             | 4               | Renew windows                 |         |         |         |         | ◆       |
| Hackworth Court          | 41              | Renew communal kitchen        | ◆       |         |         |         |         |
| Hackworth Court          | 41              | Quiet lounge refurbishment    |         | ◆       |         |         |         |
| Hackworth Court          | 41              | Renew heating                 |         | ◆       |         |         |         |
| Hackworth Court          | 41              | Renew windows                 |         |         | ◆       |         |         |
| Hackworth Court          | 41              | Renew communal carpets        |         |         |         | ◆       |         |
| Lanehouse Road           | 2               | Renew kitchens                |         |         | ◆       |         |         |
| Lawson Road              | 5               | Renew windows                 |         |         |         |         | ◆       |
| Lilac Grove              | 4               | Renew bathrooms               |         |         | ◆       |         |         |
| Pine Road                | 2               | Renew windows                 |         |         |         |         | ◆       |
| Queen Street             | 6               | Renew kitchens                |         |         | ◆       |         |         |

|                               | Number of homes | Work                          | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 |
|-------------------------------|-----------------|-------------------------------|---------|---------|---------|---------|---------|
| <b>Teesside (Continued)</b>   |                 |                               |         |         |         |         |         |
| Ryehill Gardens               | 4               | Renew windows                 |         |         |         |         | ◆       |
| Thorntree Road                | 2               | Renew kitchens                |         |         | ◆       |         |         |
| Topping Close                 | 4               | Renew kitchens                |         |         | ◆       |         |         |
| Topping Close                 | 4               | Renew windows                 |         |         |         |         | ◆       |
| <b>Tyneside</b>               |                 |                               |         |         |         |         |         |
| Breckenbeds Road              | 6               | Renew kitchens                | ◆       |         |         |         |         |
| Breckenbeds Road              | 6               | Renew doors                   |         |         |         |         | ◆       |
| Breckenbeds Road              | 6               | Renew windows                 |         |         |         |         | ◆       |
| Cowans House                  | 33              | Renew windows                 | ◆       |         |         |         |         |
| Cowans House                  | 33              | Replace communal flooring     | ◆       |         |         |         |         |
| Davidson Cottages             | 18              | Renew kitchens                | ◆       |         |         |         |         |
| Davidson Cottages             | 18              | Renew windows                 |         |         |         |         | ◆       |
| Davidson Cottages nos 19 - 22 | 4               | Renew bathrooms               |         |         | ◆       |         |         |
| Derwent Way                   | 12              | Renew kitchens                | ◆       |         |         |         |         |
| Derwent Way                   | 12              | Renew doors                   |         |         |         |         | ◆       |
| Derwent Way                   | 12              | Renew windows                 |         |         |         |         | ◆       |
| Haddricks Mill Road           | 11              | Renew kitchens                |         |         | ◆       |         |         |
| Lyndhurst Road                | 8               | Renew kitchens                |         |         | ◆       |         |         |
| Mead Crescent                 | 4               | Renew kitchens                | ◆       |         |         |         |         |
| Mead Crescent                 | 4               | Renew central heating boilers | ◆       |         |         |         |         |
| Newton Grove                  | 2               | Renew kitchens                | ◆       |         |         |         |         |
| North Eastern Court           | 32              | Replace communal flooring     | ◆       |         |         |         |         |
| North Eastern Court           | 32              | Renew bathrooms               | ◆       |         |         |         |         |
| North Eastern Court           | 32              | Renew communal kitchen        |         |         | ◆       |         |         |
| North Eastern Court           | 32              | Renew door entry system       |         |         |         | ◆       |         |
| Toward Road                   | 6               | Renew kitchens                | ◆       |         |         |         |         |
| Toward Road                   | 6               | Renew windows                 |         |         |         |         | ◆       |
| Victory Street                | 8               | Renew kitchens                | ◆       |         |         |         |         |
| Victory Street                | 8               | Renew windows                 |         |         |         |         | ◆       |
| Wenlock Road                  | 8               | Renew kitchens                | ◆       |         |         |         |         |



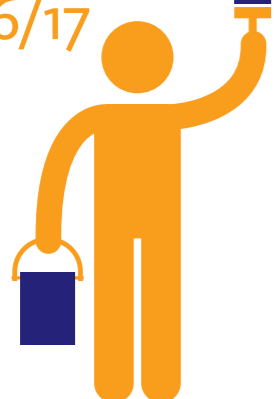
|  | Number of homes | Work                             | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 |
|--|-----------------|----------------------------------|---------|---------|---------|---------|---------|
| <b>York</b>                                |                 |                                  |         |         |         |         |         |
| Ashton House                               | 4               | Renew communal lighting          |         | ◆       |         |         |         |
| Ashton House                               | 4               | Renew door entry system          |         |         | ◆       |         |         |
| Ashton House                               | 4               | Renew kitchens                   |         |         |         | ◆       |         |
| Granger Avenue                             | 9               | Renew kitchens                   |         |         | ◆       |         |         |
| Groves Court                               | 12              | Renew central heating boilers    |         |         | ◆       |         |         |
| Groves Court                               | 12              | Central warden call/ door entry  |         |         |         |         | ◆       |
| Martin Cheeseman Court                     | 42              | Renew kitchen including communal |         |         |         | ◆       |         |
| Martin Cheeseman Court                     | 42              | Renew door entry system          |         |         |         | ◆       |         |
| Murrough Wilson Place                      | 14              | Renew kitchens                   |         |         | ◆       |         |         |
| Murrough Wilson Place                      | 14              | Renew windows                    |         |         |         |         | ◆       |
| Priory Court                               | 7               | Central warden call/ door entry  |         |         |         |         | ◆       |
| Robinson Drive                             | 9               | Renew kitchens                   |         | ◆       |         |         |         |
| Saturn House                               | 12              | Renew fire detection equipment   |         |         | ◆       |         |         |
| Saturn House                               | 12              | Renew central heating boilers    |         |         | ◆       |         |         |
| Severn Green                               | 20              | Renew kitchens                   |         |         | ◆       |         |         |
| Snowden Close                              | 2               | Renew kitchens                   |         |         |         | ◆       |         |
| Springfield Court                          | 17              | Renew communal shower            |         |         |         |         | ◆       |
| Springfield Court                          | 17              | Renew door entry system          |         | ◆       |         |         |         |
| Springfield Court                          | 17              | Renew kitchens                   |         |         |         | ◆       |         |
| Viking Road                                | 7               | Renew kitchens                   |         |         |         | ◆       |         |
| Viking Road                                | 7               | Renew fencing                    |         |         |         |         | ◆       |
| Vulcan House                               | 12              | Renew fire detection equipment   |         |         | ◆       |         |         |
| Vulcan House                               | 12              | Renew central heating boilers    |         |         | ◆       |         |         |
| Woodlea Avenue excluding nos 11, 15 and 21 | 9               | Renew kitchens                   |         |         | ◆       |         |         |

|                                      | Number of homes | Work                          | 2018/19           | 2019/20    | 2020/21    | 2021/22    | 2022/23    |
|--------------------------------------|-----------------|-------------------------------|-------------------|------------|------------|------------|------------|
| <b>Yorkshire</b>                     |                 |                               |                   |            |            |            |            |
| Farm Road                            | 4               | Renew central heating boilers |                   |            | ◆          |            |            |
| Farm Road                            | 5               | Renew windows                 |                   |            |            |            | ◆          |
| Kirkstall Lane                       | 5               | Renew doors                   |                   |            |            |            | ◆          |
| Kirkstall Lane                       | 5               | Renew windows                 |                   |            |            |            | ◆          |
| NER Cottages Common Lane             | 2               | Renew windows                 |                   |            |            |            | ◆          |
| NER Cottages Common Lane             | 2               | Renew doors                   |                   |            |            |            | ◆          |
| Park Parade                          | 4               | Renew kitchens                |                   |            | ◆          |            |            |
| Park Parade                          | 4               | Renew central heating boilers |                   |            | ◆          |            |            |
| Parliament Street                    | 2               | Renew kitchens                |                   |            | ◆          |            |            |
| Sayers Close                         | 24              | Renew kitchens                |                   |            |            | ◆          |            |
| Station Road                         | 2               | Renew kitchens                | ◆                 |            |            |            |            |
| Stevenson Place                      | 5               | Renew kitchens                |                   |            | ◆          |            |            |
| Stevenson Place                      | 5               | Renew bathrooms               |                   |            | ◆          |            |            |
| Stevenson Place                      | 5               | Renew windows                 |                   |            |            |            | ◆          |
| Sussex Avenue                        | 4               | Renew kitchens                |                   |            | ◆          |            |            |
| The Green                            | 6               | Renew bathrooms               |                   |            | ◆          |            |            |
| Valley Road                          | 4               | Renew doors                   |                   |            | ◆          |            |            |
| Westbourne Road                      | 6               | Renew windows                 |                   |            |            |            | ◆          |
| <b>All areas</b>                     |                 |                               |                   |            |            |            |            |
| External wall insulation             |                 |                               | ◆                 | ◆          | ◆          | ◆          |            |
| Laundry equipment                    |                 |                               | ◆                 | ◆          | ◆          | ◆          | ◆          |
| Lift works                           |                 |                               | ◆                 | ◆          | ◆          | ◆          | ◆          |
| Landscaping                          |                 |                               | ◆                 | ◆          | ◆          | ◆          | ◆          |
| Mini planned maintenance programme   |                 |                               | ◆                 | ◆          | ◆          | ◆          | ◆          |
| Health and safety                    |                 |                               | ◆                 | ◆          | ◆          | ◆          | ◆          |
| Investment by year                   |                 |                               | £1,589,744        | £1,491,850 | £1,405,748 | £1,307,700 | £1,256,316 |
| <b>Total investment over 5 years</b> |                 |                               | <b>£7,051,358</b> |            |            |            |            |



# Repairs Service

Over **£400,000** spent on 4,000 repairs in 2016/17



### Repairs Service

The performance of our repairs contractors is measured by customer satisfaction with their work, the number of jobs completed on time, and the number of repairs completed at the first visit. This gives an overall performance rating which is displayed in the following table:

|    | Contractor               | Number of repairs | Cost of the repairs | Overall % rating |
|----|--------------------------|-------------------|---------------------|------------------|
| 1  | GT Joinery               | 590               | £62,578             | 90%              |
| 2  | A Scott Builder          | 431               | £47,390             | 90%              |
| 3  | John Kostorz & Son       | 41                | £5,084              | 90%              |
| 4  | Derek Shaw Joinery       | 1108              | £125,663            | 80%              |
| 5  | Allan Fairfield Electric | 117               | £8,043              | 80%              |
| 6  | C&DW Electrical          | 448               | £39,961             | 72%              |
| 7  | Kingstown Works Ltd      | 742               | £74,611             | 70%              |
| 8  | DFP Services             | 137               | £16,213             | 54%              |
| 9  | HIS Yorkshire            | 40                | £3,936              | 54%              |
| 10 | Cornel Building Services | 25                | £5,279              | 46%              |
| 11 | PF Burrige               | 359               | £28,133             | 36%              |

| Reason for repair not being completed on time 2016/17 | Number of repairs |
|---|-------------------|
| Standard materials on order                           | 21                |
| Non-standard materials on order                       | 7                 |
| Contractor's workload                                 | 7                 |
| Repair carried out on date to suit resident           | 26                |
| Delayed by the contractor but RHA informed            | 4                 |
| Other   | 10                |
| No access   | 39                |
| Bad weather   | 2                 |
| Broken appointment                                    | 1                 |
| Further advice required from RHA                      | 1                 |
| <b>Total</b>  | <b>118</b>        |

There have been some poor results in the customer satisfaction and first time fix results compared to previous years. However, this is mainly due to the low number of customer satisfaction surveys returned by residents for some contractors. This has resulted in PF Burrige, HIS Yorkshire and DFP Services being shown as poor performing when they have performed extremely well in all other respects.

Although Derek Shaw is shown as an overall rating of 80%, performance in two areas that are measured was above this.

### Saving money

In January 2016 we introduced a schedule of rates for repairs. This means that we pay the same price for each type of repair regardless of where in the country the repair is needed, or which of our contractors does the work. In 2016/17 this saved £10,247, even though we carried out more repairs than in the previous year.

It has also enabled us to reduce the number of contractors from 64 down to 10 by the end of March 2017, saving time and money in administration.

### Completed

97% of repairs were completed within the target timescale.

| 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17    |
|---------|---------|---------|---------|------------|
| 99%     | 95%     | 99%     | 98%     | <b>97%</b> |

### First visit

90% of repairs were completed during the first visit -

| 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17    |
|---------|---------|---------|---------|------------|
| 85%     | 84%     | 84%     | 85%     | <b>90%</b> |

### Customer satisfaction surveys

Please fill in and return the customer satisfaction form you receive when you report a repair. We use the surveys to check and improve our repairs service.

We read and record every survey you return, and if you are not happy with the service you receive then we will always try our best to correct this.

### Satisfied

98% of residents were satisfied with the repairs service -

| 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17    |
|---------|---------|---------|---------|------------|
| 96%     | 96%     | 96%     | 96%     | <b>98%</b> |

224 comments were received from residents about repairs - 189 were positive and 35 (16%) were negative. These were followed up and appropriate action taken to resolve any problems -

Contractors were reminded to make appointments with residents; and to use shoe covers when working inside residents' homes; and on two occasions were asked to return to residents' homes to tidy up some mess that had been left.

# Photographing repairs

Providing a photograph of the repair you want to report could mean that our Maintenance Surveyor doesn't need to visit your home and look at the problem before it is repaired. This will speed up the repair, save money and cause less inconvenience to you.

Report repairs online and submit a photograph (see below).

OR ring our free telephone number 0800 0287428 during office hours and press 1 for repairs. You'll be able to speak to a member of our maintenance team who will try to

identify the repair work from your description and give the work to one of our contractors without a Maintenance Surveyor having to visit your home first.

If you are unable to report a repair on-line or by telephoning our free telephone number then you may speak to a member of staff on site or text 07508 526708 (non-urgent repairs only) but this may take slightly longer and require a visit from one of our Maintenance Surveyors to identify what work needs doing.

Report repairs online and submit a photograph - [www.railwayha.co.uk/do-it-online/report-a-repair](http://www.railwayha.co.uk/do-it-online/report-a-repair)

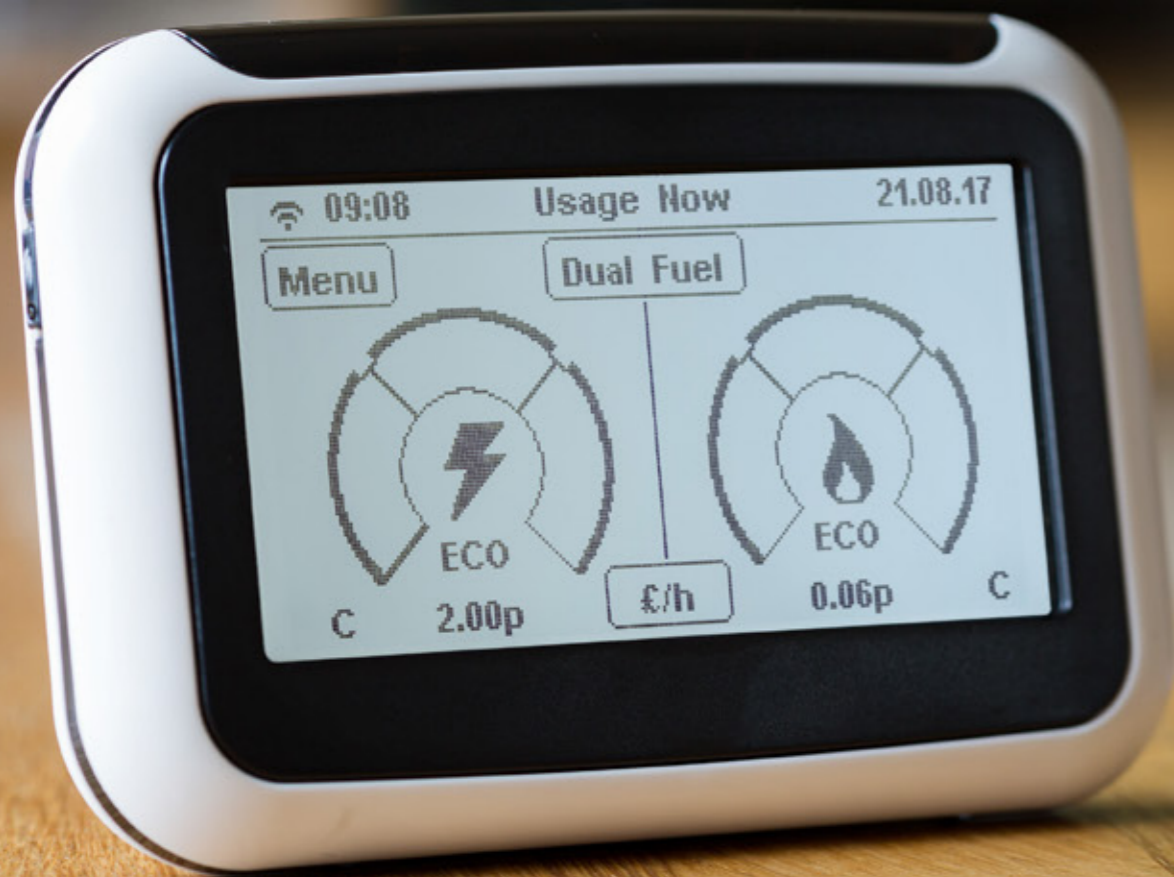






## Smart meters

A smart meter will automatically send meter readings to your energy company so that you don't have to submit meter readings or have someone come out to read the meter.



### What is a smart meter?

A smart meter comes in two parts and will be installed by the company that supplies your gas and/or electricity. Your traditional gas and electricity meters will be replaced with smart meters and you will also receive a handheld digital device.

The smart meter will automatically send meter readings to your energy company so that you don't have to submit meter readings or have someone come out to read the meter.

The handheld device will show you how much energy you're using and how much it is costing. It updates every 10 seconds for electricity use and every half hour for gas. This can help you to control your energy use and lower your bills. It may also help you to decide if you could save money by switching to a different energy company.

It takes about two hours to install a smart meter and your gas and/or electricity will be turned off for a short time during the installation. The person fitting the meter will also show you how to use the hand held device.

### What if I have a pre-payment meter?

If you prepay your gas and/or electricity you can still have smart meters fitted. The hand held device will show –

- how much credit you have left
- how much you have on your emergency credit balance
- your debt balance, if you have one
- a visual or audio alert if your credit is getting low.

You will be able to pay for your energy at your local shop, online, via an app on your mobile telephone, by telephone or via text message.

You will pay the same rates as anyone else and will no longer be charged more than other tariffs.

### How much will a smart meter cost?

Smart meters are fitted free of charge and it does not cost you any extra to have one.

### I have a gas and electricity meter, will they both be replaced?

Yes, both meters will be replaced.

If you're a dual-fuel customer, your supplier will aim to install both meters on the same visit to make things as easy as possible. You will only need one in-home display to view both your gas and electricity usage.

If your gas and electricity accounts are with different suppliers, you will have two separate smart meter installations (one from each of your suppliers).

### Do I have to have a smart meter fitted?

Gas and electricity companies are obliged by the government to offer smart meters to all homes by 2020. You will have the choice whether or not to accept one.

There have been technical problems with some of the first smart meters fitted not sending information on usage back to the energy company resulting in estimated bills followed by back dated bills for the actual usage at a later date. Also, in exceptional cases meters have given false readings. However, more than four in five people who already have a smart meter say that they would recommend it.

If your energy company contacts you to change your meter because it needs replacing due to its age then you should get it replaced or it could become a safety hazard. But if you really don't want it to be replaced by a smart meter you can ask your energy company to fit a 'dumb' meter, which is a smart meter set to work in 'dumb' mode with all the communications switched off.

If you do decide to have a smart meter fitted, please let us know so that we can keep our records up to date. Call us on Freephone 0800 0287428 or email [info@railwayha.co.uk](mailto:info@railwayha.co.uk)



# Ongoing maintenance



## Gas Safety

### Safety checks

100% of gas safety checks were completed within the 12 months anniversary date.

| 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17     |
|---------|---------|---------|---------|-------------|
| 100%    | 100%    | 100%    | 100%    | <b>100%</b> |

### Satisfied

100% of residents were satisfied with the gas safety check service.

| 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17     |
|---------|---------|---------|---------|-------------|
| 99%     | 98%     | 99%     | 100%    | <b>100%</b> |



**“Very pleased that we have new radiators and they are very good.”**

Mr & Mrs Spragg, North Eastern Court, Gateshead

### Top Tip

Please check that you have turned the thermostat up before you report that your heating is not working. This may save you time and effort.

Don't take the risk – if your home has a gas boiler or fire it is essential for your safety that it has an annual gas service.

The Association is legally obliged to carry out annual safety checks in 934 of our homes. Please help us to ensure your safety by allowing our engineer access to your home to carry out this essential work. It could save your life and those of your family and neighbours.

If you don't let our engineer in to your home to check the gas appliances then as a very last resort we will take legal action and you will have to pay our legal costs.

**“Always very polite”**  
Mr Mooney, Stephenson Court, Hull

**“Keith is a gentleman - top quality.”**  
Mr Hall, Sussex Avenue, Leeds

**“Very satisfied.”**  
Mrs Bower, Stephenson Court, Hull

**“Very nice man.”**  
Mrs Edminds, Arras Close, Darlington

### Carbon monoxide detectors

We are giving priority in 2017/18 to fitting carbon monoxide detectors in all homes with gas or oil appliances. The detectors are a sealed unit, the batteries should last for 10 years and then we will replace it.

If you have a carbon monoxide detector fitted in your home please test it weekly – it could save your life.



## Painting

Re-painting of external woodwork and the clearing of rainwater guttering is carried out once every five years.

More frequent clearing of rainwater guttering is carried out if requested and found to be necessary.

### Satisfied

89% of residents were satisfied with the external painting.

| 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17    |
|---------|---------|---------|---------|------------|
| 84%     | 94%     | 87%     | 84%     | <b>89%</b> |

**“Very satisfied.”**  
Mrs Greenwell & Mr Clark, Yellowley Court, Darlington

**“Work well done.”**  
Mr & Mrs Manners, Newlands Road, Blyth

**“Just showed up and started painting, no notice given.”**  
Mrs Watkins, Poplar Grove, Darlington



## Garden Maintenance

### Satisfied

99% of residents surveyed were satisfied with the garden maintenance service

| 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17    |
|---------|---------|---------|---------|------------|
| 100%    | 100%    | 100%    | 100%    | <b>99%</b> |

The work is carried out by Landscape Solutions, except in Hereford where it is carried out by Cutting Edge

### Polite requests

- Please keep plant pots and ornaments to paved areas only so that the garden maintenance contractor can cut the grass
- Please do not plant trees in open plan gardens



**“Garden tidy, very satisfied.”**

Mr Ormston,  
North Eastern Court, Gateshead

**“The whole of the gardening crew do a great job and they are very polite. They are a very helpful bunch of lads and sometimes go over the top to be helpful.”**  
Mr Yardley, Great Western Court, Hereford

**“Very, very satisfied. Thank you.”**  
Mr & Mrs Radford, Alliance Avenue, Hull

**“Good work, once again.”**  
Mr & Mrs Dunham, Kingston Road, Hull

**“A good job done as always, very happy.”**  
Mr & Mrs Heslop, Wansford Road, Driffield



## Do you have condensation in your home?

Condensation is caused when moisture in the air meets a cold surface. It is most commonly found on window panes, wall tiles, mirrors, porcelain toilet bowls and cisterns. If left, it may cause mould growth, which for best results you should clean off using an antifungal wash.

- We all produce moisture in our homes by breathing, washing, cooking and so on. To reduce condensation we need to keep our homes warm and provide adequate ventilation -
- Cover pans when cooking
- Dry clothes outside or in a well ventilated room

- Open bathroom and kitchen windows or use extractor fans
- Opening a couple of windows to get a through draught for about an hour a day
- Maintain a low background heat
- Wipe down any condensation
- Do not use paraffin or bottled gas heaters.

If you would like any further advice, please contact us to make an appointment for one of our Maintenance Surveyors to visit you; or to request our advice leaflet on preventing condensation in your home.

## Is there anything else you would like to know about the maintenance of your home?

We have tried to provide information about all of our main repairs and maintenance services but if there is anything else you would like us to include, please let us know.

Please tell us by calling free phone 0800 0287428; writing to us at the address shown below or emailing us at [info@railwayha.co.uk](mailto:info@railwayha.co.uk)

Our office in Darlington (Bank Top House, Garbutt Square, Neasham Road DL1 4DR) is open between 8.30 am and 4.30pm Monday to Friday.

**Telephone:** Free phone 0800 0287428

**Text** (to report non urgent repairs): 07508 526708

**Email:** [info@railwayha.co.uk](mailto:info@railwayha.co.uk)

Out of office hours, residents can report emergency repairs by using their emergency pull cord or alarm if they have one; or by telephoning 0300 3034917

[www.railway.co.uk](http://www.railway.co.uk)

Registered Social Landlord: A1855 | Registered Charity: 216825  
Member of the Housing Ombudsman Service

