



2020

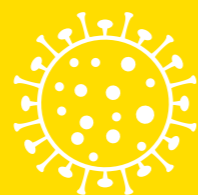
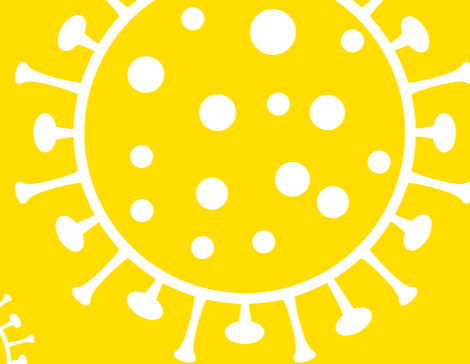
MAINTENANCE MAIL

Railway Housing Association



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Coronavirus

We are providing our usual repairs service. When you report a repair we will ask you about your current health in relation to the coronavirus so we can provide services in the safest possible way.

To keep you and themselves safe, our repairs contractors will:

- Telephone you to make an appointment
- Wash their hands or apply anti-bacterial hand gel before entering your home
- Wear any necessary protective clothing
- Ask you to be in a different room from the one they are working in
- Wipe down any surfaces in the area that they are working.

If you have any of the following symptoms:

- a high temperature
- a new continuous cough
- a loss or change to your sense of smell or taste

Stay at home and get a coronavirus test

The wellbeing and safety of residents, staff and contractors is still our highest priority and we will continue to work and deliver services in a way that avoids, wherever possible, people's exposure to the coronavirus.

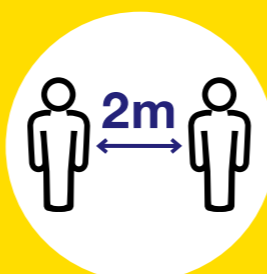
To stay safe and protect others:



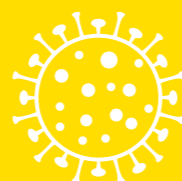
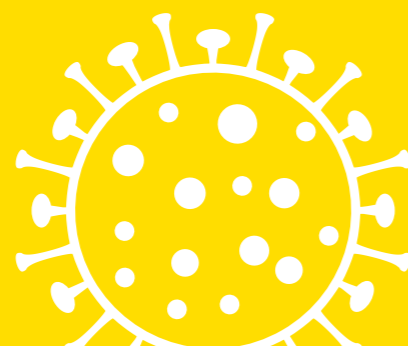
Hands
Keep washing your hands regularly



Face
Wear a face covering in enclosed spaces



Space
Keep 2 metres (6 feet 6 inches) away from anyone who does not live in your home

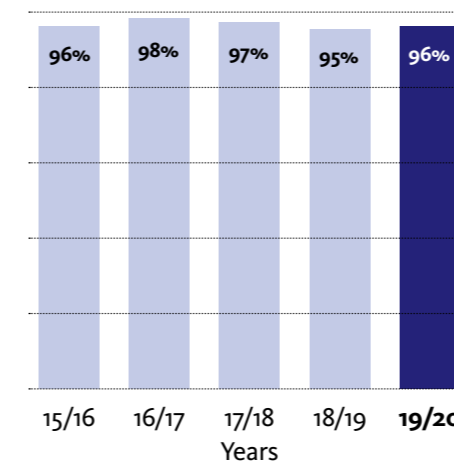


Over £1.7m spent
on **4,271 repairs** in 2019/20

Repairs Service

Customer satisfaction with the repairs service

96% of residents were satisfied with the repairs service



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 put this right.

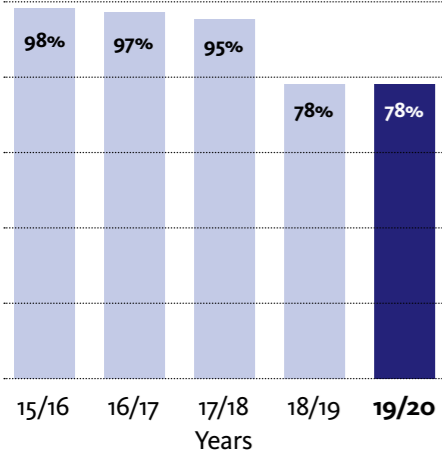
Negative comments were received from residents about 52 (1.22%) of the 4,271 repairs completed in 2019/20, compared to 21 in 2017/18 and 35 in 2016/17 (the figures are not available for 2018/19). A common problem (16 of the negative comments) was contractors not making appointments.

Comment	Action taken by RHA
No phone call , no visit	Form returned before the target date for the completion of the repair was due. No further action, this work is now complete.
Absolute shambles!!! Still waiting for all sealing around floor to be done. Had to put 2 doors back on myself as well as toilet that they left sat outside! I will be complaining to higher people/persons.	Contractor recalled and work completed to RHA's specification.
Did not make appointment. Just turned up.	Contractor has been made aware they must make appointments.
Reported leak 14th march without water and heating for 4 days.	No further action - parts were required that had to be ordered.
I had no hot water which I logged on Wednesday 1st May. I had to chase this up Friday 3/5 and was told someone would attend between 4-6pm which never happened. I suspect I was being pacified with no intent to come out until after bank holiday weekend which is what happened. Disgusting service. 6 days without hot water.	Contacted the contractor to find out why they had not kept the appointment. Contractor apologised to resident .
I think if the quality of the items they are replacing were good quality they wouldn't have to come back a year later to refix it.	No further action, RHA now specify the products that are to be used.
The gutter above my bathroom still leaks a lot and the water floods surface of the ground.	Re-called contractor, works now complete.
I am not satisfied with the repair because to rectify the problem he reduced the pressure of the hot water. He said the boiler is old and needs replacing.	Boiler replaced.
Took about a month to get someone out to repair after kept ringing but done now.	No further action – target timescale for the repair was 31 days and it is now complete.



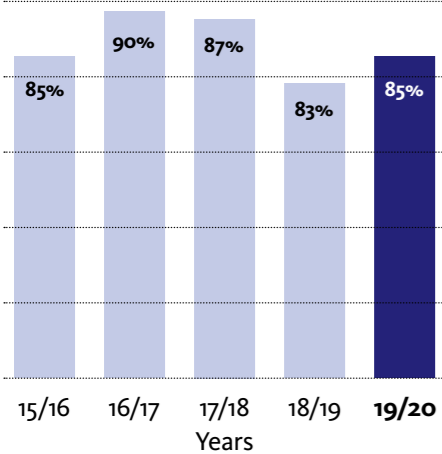
Completion of repairs within target

78% of repairs were completed within the target timescale

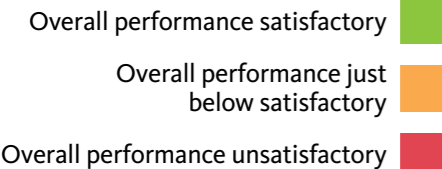


First time fix

85% of repairs were completed during the first visit



Those contractors that are highlighted in red have not met the performance targets that we set for them. We set the targets so that a high quality repairs service is provided to residents. Any contractors that are not performing to our expectations will be held accountable and we will speak to them about how they can improve on their performance.



Reason for late completion

	NUMBER OF REPAIRS			
	2016/17	2017/18	2018/19	2019/20
Parts on order	28	75	n/a	1
Poor performance	-	-	n/a	3
Repairs carried out on date to suit residents	26	49	n/a	46
Further works required	-	-	n/a	54
Administrative delay	-	-	n/a	103
No reason given	10	7	n/a	1174
Contractor's workload	7	38	n/a	-
Late inspection	-	1	n/a	-
Wrong timescale on the order	-	2	n/a	-
No access	40	22	n/a	-
Bad weather	2	4	n/a	-
Further advice needed	1	2	n/a	-
Delayed by contractor but RHA informed	4	-	n/a	-
Total	118	200		1381

The information on the reasons for late completions was not available for 2018/19 due to difficulties with a new IT system. The new IT system also measures the completion time differently and this explains the increase in the number of repairs that were not completed by the target date in 2019/20. We are working to make sure that the information is accurate and improve our performance but this work has been held up by having to deal with the impact of the coronavirus pandemic.

The performance of our repairs contractors is measured by residents' satisfaction with their work, the number of jobs completed on time, the number of repairs completed at the first visit, and the average time taken to complete repairs.

This gives an overall performance rating, which is displayed in the following table.

Contractor name and overall rating

Contractor name and overall rating	Completion of responsive repairs performance %	Resident satisfaction %	1st time fix %	Average number of days to complete a repair
A Scott Builder	76%	96%	91%	9.97
C&DW Electrical	75%	97%	85%	6.07
Derek Shaw Joinery	79%	92%	86%	8.04
DFP Services	76%	50%	75%	3.00
FSH Group	80%	87%	71%	6.94
GT Joinery	74%	94%	85%	10.19
John Kistorz & Son	80%	100%	100%	12.64
Kingstown Works Ltd	76%	86%	72%	49.76
PF Burridge	64%	89%	77%	10.53
PJD Electrical	73%	93%	75%	13.32

Improvements to the repairs service

Thanks to those residents who are members of the Residents' Scrutiny Panel and to the residents who came to the annual away day in 2019, the following improvements have been made to the repairs service –

- Contractors will now telephone you to make appointments, agreeing the date and an idea of the time of day
- Contractors will also tell you the date and an idea of the time of day of an external repair; and if you are not at home, leave a note to let you know that the work has been completed
- Contractors will not take or make mobile telephone calls whilst working at your home, unless it is about the job in hand or an emergency
- We will offer to connect new residents' gas cookers and recharge them for the cost

- The notification you receive to confirm that a repair is due to be carried out, will include advice that you can contact us at any time during the repair if you think that it is unacceptable or inadequate
- We will check residents' satisfaction with completed repairs more quickly
- We will reply to all residents who return a repair satisfaction slip telling us that they are dissatisfied with the repair or the service received, including those where we can't take any other action and explain why
- We will involve residents in the design of new homes
- We will involve residents in the design of replacement kitchens and bathrooms.

Residents who are members of our Residents' Scrutiny Panel would like to remind you to use the repairs handbook to help diagnose a repair when you report it to the association. The handbook shows pictures of most parts of your home from taps to doors to heating systems, and easy to follow guides to help you to explain to us what is wrong and help us to carry out the repair at the first visit.

Please contact us if you would like a copy of the repairs handbook – call Freephone: 0800 0287428 or email: info@railwayha.co.uk



How to report repairs

A new online portal just for residents enables you to report repairs securely online.

My RHA means you can access our services 24/7. It is designed for mobile use, giving you easier ways to contact us at a time that suits you.

- Report a non-urgent repair
- Upload photographs of non-urgent repairs
- Check the progress of a repair and the repairs history of your home
- Check the balance of your rent account
- Download rent account statements
- Pay your rent and other charges
- Update your contact details
- Complete request forms

A step by step guide to using the portal was sent to you recently, along with the annual report calendar, and can also be viewed on our website - www.railwayha.co.uk/downloads/residents-online-portal-guide-277.pdf

Other ways to report repairs

Report repairs online and submit a photograph www.railwayha.co.uk/do-it-online/report-a-repair Providing a photograph of the repair you want to report could mean that our Maintenance Surveyor doesn't need to visit your home to look at the problem before it is repaired. This will speed up the repair, and cause less inconvenience to you.

Ring our free telephone number 0800 0287428 during office hours and press 1 for repairs. You will be able to speak to a member of our maintenance team who will try to identify the repair work needed from your description without a Maintenance Surveyor needing to visit your home, meaning a quicker repair.

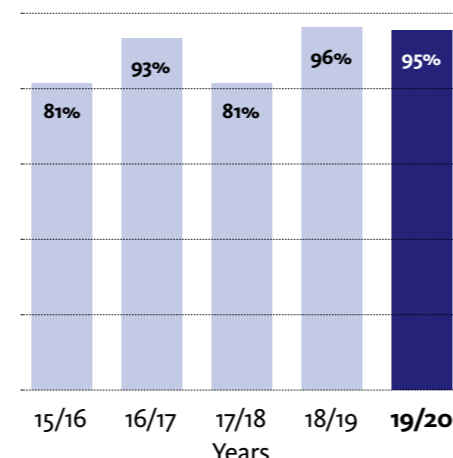
If you are unable to report a repair online or by telephoning our free telephone number than you may speak to a member of staff on site but this may take slightly longer and need a visit from one of our Maintenance Surveyors to identify the work that needs doing.



Home Improvements

Last year we
we spent
over £1 million
on improving homes

95% of residents were satisfied
with the improvement works to
their home



New heating in
216
homes

External insulation to **4** homes should save the
residents up to £350 a year on heating bills

New kitchens in **13** homes



“Residents say...”

“Job well done, could not
be better.”

Mr & Mrs Lillie
Gateshead

“Installation of the boiler
was fine but the follow
up of replacing the radiator
valves was not. 2 rooms
left as though a “bomb”
had hit them”

Miss Emmerson,
Darlington

“We had a wet room replaced
with a full bathroom suite
and it's great, thank you.
The workmen were also
brilliant”

Mr Potter
Stockton on Tees

“The work on our new boiler
was carried out without a
problem.”

Mr and Mrs Cavander

“I am very happy with my new
boiler; it's made my house
much warmer. However, I do
not like the plastic pipe that
now runs across the back
door step into the drain. Its
unsightly and a trip hazard.”

Ms Gray (below),
Darlington



Home improvement works planned for 2020-21

Home improvements planned for 2020
have been affected by the coronavirus
pandemic and it will not be possible
to complete all of the works that were
planned for this year.

The following work is going ahead –

- External works such as fencing
- External insulation to homes that
do not have cavity walls
- Replacement of gas and electric
central heating
- Replacement of communal warden
call and door entry systems because
this is essential for residents' safety
- Replacement of communal kitchens
in two sheltered schemes because
these are currently not in use.

Residents who were expecting
improvements to their homes were
consulted about whether or not to go
ahead with the replacement of heating,
kitchens and bathrooms –

- 100% of residents agreed that heating
systems should be replaced so that
they are not left with inefficient older
systems that could break down over
the winter months.
- 72% of residents agreed that
the replacement of kitchens and
bathrooms should be postponed
until 2021-22.

Home improvement works planned for 2021-2026

Details of the home improvements
planned for the next 5 years are usually
published in this newsletter but because
of the delay to works caused by the
coronavirus pandemic, these plans
are under review.

If you were expecting improvements
to your home in 2020 or 2021, we will
contact you by April 2021 to let you
know when the improvement work will
be carried out. We are hoping to catch
up with as much work as possible in 2021
but this will depend on funding and also
on the pandemic.

Planned
work for
2020-21
includes
new fencing



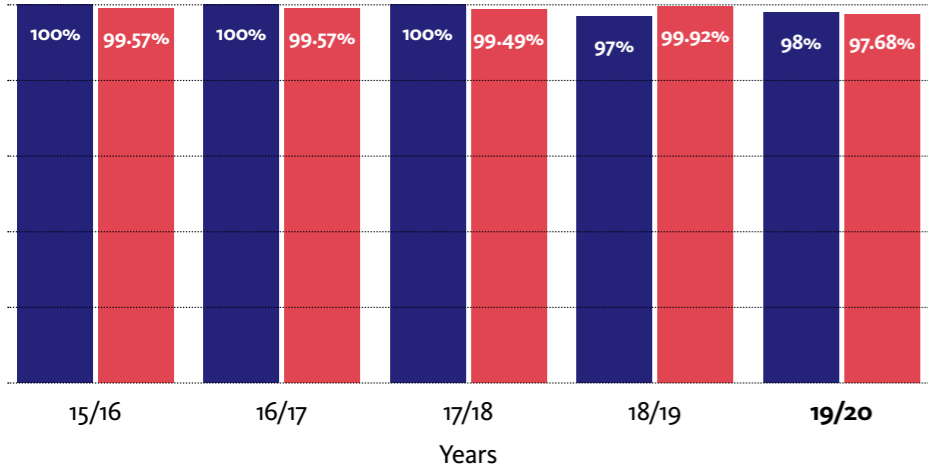
Gas Servicing

Most residents know that once a year we aim to check all of the gas heating appliances that we provide and maintain in individual homes – a total of 990. We start to arrange appointments up to 3 months before the anniversary dates in case residents need to rearrange the appointment due to other commitments such as work or hospital appointments, but last year there were still a small number that were not completed within the 12 months target date.

	Number	Percentage of all services due in 2019/20
Gas services completed within the 12 months anniversary date	967	97.68%
Gas services completed beyond the 12 months anniversary date because of missed or cancelled appointments	20	2.02%
Gas services not completed in 2019/20*	3	0.30%

*1 resident was shielding due to the pandemic; 2 services due in late March 2020 were not completed due to appointments cancelled by the residents

98% of residents were satisfied with their gas servicing



■ Residents' satisfaction with gas servicing
■ Gas services completed within the 12 months anniversary date

Don't take the risk!
Allow our engineer access to your home to carry out the annual gas service. It could save your life.

Residents say...

"A very polite and friendly young man, also very helpful."

Mr Robert Jacklin & Ms C O'Loughlin Hull

"Very polite. Explained everything he did and why he did it. Excellent!"

Mrs Sykes Darlington

"When you are away on holiday you do not have access to the post. Engineer very polite. You have our telephone details which would have been a better way to book an appointment."

Mr Parker Darlington

"Responded promptly to my text re time of service visit. Apologised for arriving slightly earlier than scheduled. Polite and courteous. Explained why boiler was losing pressure."

Mrs Flynn (below) Darlington



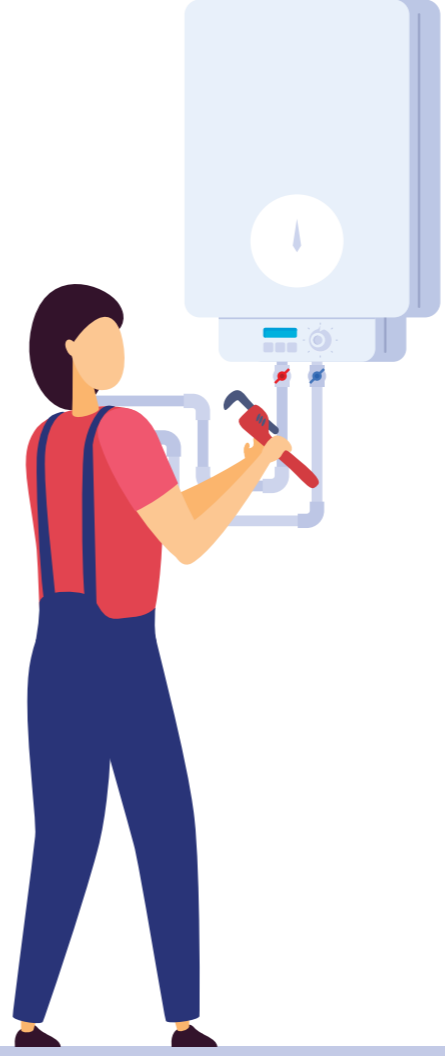
Don't take the risk!

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, even during the coronavirus pandemic. 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 are self-isolating or shielding we will rearrange the gas safety check to take place after your isolation or shielding ends.

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.

It is essential that your gas heating is checked annually. Every year in the UK, people die and are seriously injured by poorly maintained gas appliances.



If you suspect a gas leak
call 0800 111 999

Gas leaks

If you suspect a gas leak you need to act quickly:

- Contact the national emergency gas telephone service 0800 111 999
- Open all doors and windows to ventilate the area
- If it is safe to do so, turn off the gas supply at the emergency control valve on the meter
- Do not turn the gas supply back on again until it has been checked by a Gas Safe registered engineer
- Do not use any electrical switches
- Extinguish any naked flames
- Do not smoke
- If you are feeling unwell visit your GP or local hospital immediately and tell them that you may have been exposed to carbon monoxide
- If the gas engineer finds a problem with any gas appliances, follow their advice about using the appliances.

Carbon monoxide detectors

In 2017/18 we made it a priority to fit 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.

If you don't have a carbon monoxide detector in your home and you would like one, please contact us.

Top Tips!

Central heating boiler not working?

If you are able, please check the following before reporting it to us:

- Is the boiler making any noise?
- Is the gauge reading between 1 and 2?
- Is the electricity turned on?
- Is the gas turned on?
- Is the water turned on?
- Is the room thermostat set to continuous?
- Is the red light on?

Central heating boiler is heating the water but not the radiators?

If you are able, please check the following before reporting it to us:

- Are the radiator valves fully turned up?
- If there is a room thermostat, is it set to continuous?

Central heating boiler is heating the radiators but not the water?

If you are able, please check the following before reporting it to us:

- Is there a good flow of water out of the tap?
- Is the water hot when the heating is switched on?

Fire Safety

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 monthly and replace it when the batteries run out. Do not remove the batteries for any reason as this could put you, your family and neighbours at risk.

Please do not leave anything in the communal areas of apartments (corridors, entrance halls, staircases) that could start a fire, block a fire exit or obstruct someone trying to leave the building if there is a fire. This includes shopping trolleys, plants and door mats, which could be a tripping hazard.

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
- Switch off your washing machine, dishwasher and tumble drier
- 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.

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

What is a fire risk assessment?

A trained specialist checks the communal areas in our apartment blocks to look for anything that could cause a fire to start, anything that could burn once a fire has started, and the people who could be at risk if there was a fire.

They will then tell us of any action we need to take to minimise the risks to an appropriate level.

Fire risk assessments of the communal areas is a legal requirement.

If you live in an apartment block that has communal areas such as staircases, corridors, lounge and kitchen and would like to see the fire risk assessment, please contact us by calling Freephone 08000287428 or email info@railwayha.co.uk

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

Other Safety Checks

Did you know that we also...

	% completed in 2019/20	Notes
Service 9 communal gas heating boilers annually that provide heating to 242 homes	100%	-
Service 14 lifts quarterly that benefit up to 359 homes	100%	-
Check asbestos* annually in the communal areas of 15 apartment blocks that include 327 homes	73.33%	The checks at 4 schemes were carried out in April 2020. *Asbestos is safe if it is in good condition and not disturbed. If it deteriorates it will be treated to make it safe, or removed
Check 138 carbon monoxide alarms annually	85%	21 checks were outstanding at the end of March 2020 and were prioritised for completion early in 2020/21
Check the electrics in the communal areas in 42 apartment blocks every 5 years	100%	-
Check the electrics in 1,501 homes every 5 years	67%	We only started this work in November 2019 and it was suspended temporarily due to the pandemic but has now resumed and we are aiming to complete the checks to all homes by March 2021
Check the emergency lighting in the communal areas of 30 apartment blocks of 598 homes, twice yearly	95%	One check was missed at 3 schemes because the contractor could not get access. This has now been resolved
Test fire detection systems annually in 735 home	92%	The contractor had problems accessing 61 homes in March 2020 so these were prioritised for 2020/21
Inspect the firefighting equipment annually in apartment blocks of 459 homes	100%	-
Carry out annual fire risk assessments for 355 homes that have shared communal facilities	100%	See 'What is a fire risk assessment' (opposite page)
Carry out fire risk assessments every two years for 312 homes that have shared entrances and staircases	100%	-
Complete actions recommended by the fire risk assessor	96%	One action recommended by the fire risk assessor wasn't completed until 06.04.20; another action has been delayed due to the coronavirus but is now due to be completed by January 2021
Check the oil central heating boilers in two homes annually	100%	-
Check portable electrical appliances annually in communal areas of 16 apartment blocks of 398 homes	100%	-
Carry out water hygiene risk assessments every two years in 15 apartment blocks with a communal water system	100%	-
Clean the showerheads 4 times every year in 354 homes that have a communal water system	93.29%	A letter has been sent to residents reminding them of the importance of letting the contractor in to clean the showerhead in their home

Communal Cleaning

We provide a cleaning service at 19 apartment blocks that have areas that are shared by all the residents, including entrance halls, corridors, staircases, communal lounges and kitchens.

84% of residents are satisfied with the cleaning service

Address	Percentage of residents who replied to the satisfaction survey	Resident satisfaction	Comments
Andrews House	41%	86%	Window cleaning is very poor, but the stairways and hallways are 100%. We haven't had a cleaner for over a month now. The cleaner takes too much time gossiping about other people, wants to know the ins and outs of people. This is why I keep myself to myself, you still get talked about. Too much time on their hands, Hallways and stairways are filthy if they are supposed to do it regularly - I would give it 7/10.
Connaught Court	36%	100%	Man from Kingdom was good, unfortunately we have not seen him for 5 weeks. Reported to RHA after 2 weeks but as usual they have not contacted me to explain why. I cleaned the stairs myself last week which I should not have to do as this service is included in our rent.
Cowans House	33%	91%	The cleaner is very pleasant and does a good job. The cleaners are always cheerful, carrying out a useful service rather than just doing a chore. The cleaner has a few breaks while cleaning. She does not clean whites on stairs. Doesn't clean laundry that often. Window ledges and glass on doors not cleaned. Marks on walls and doors not cleaned.
Forster House	48%	90%	More attention to the communal kitchen. When the regular cleaner was on holiday the cleaner from Paterson House, (who also sees to the bins) cleaned the toilets and nothing else was done whilst she was off. Fluff accumulates in the dryers, which needs vacuuming out with a nozzle, could this be done on a regular basis? Lovely friendly cleaning lady who always speaks.
Great Western Court	73%	95%	Does a very good job thumbs up. Always smells clean and fresh. Cleaning routine has stepped up since covid19 this is much appreciated to keep us safe. The carpet in reception and hallways needs to be deep cleaned or replaced, I feel it gives a bad first impression to visitors and residents
Hackworth Court	34%	93%	No issues. No comment as our cleaners are smashing. Work during the day, don't see anyone cleaning.
Hillingdon House	40%	100%	Don't know if it's the cleaner's job but glass panels in doors don't get cleaned very often. The man who does the cleaning is always friendly and in my opinion does a very good job.
Kirby House	40%	100%	Very good
Martin Cheeseman Court	30%	0%	Very disappointed over stairs, never really get cleaned properly. Been cleaning communal areas myself as don't see cleaner very often. Sometimes the cleaner comes every 3 weeks, the stairs would be dirty if it wasn't for some resident doing them.

Address	Percentage of residents who replied to the satisfaction survey	Resident satisfaction	Comments
North Eastern Court	44%	93%	Laundry room stinks, washers never look or smell clean. Rubbish room stinks. The cleaning is too much for one person. Reception always looks a mess. Leaves all over (not cleaner's fault) Bin for batteries should be in rubbish room. Laundry room always looks a mess (not cleaner's fault) and it smells of drains and the rubbish room stinks (not cleaner's fault). It does not help because lids have to be left open, because a lot of residents cannot lift lids up. They should have a good clean once a week that's what we pay for. Window cleaning not very good. First class. Kath our cleaner does a very, very good job.
Paterson House	31%	82%	The bins (food waste, recycle and general waste have not been cleaned recently). Regards the bins, don't think these have been looked at for over a year since the last cleaner went off sick, (but could be wrong). The quiet room which is used for hairdressing is thick with dust on the chair legs and furniture, never been dusted in months.
Patrick Stirling Court Phase 1	29%	90%	The odd stain in the corridor and outside rubbish door been there several months 2 parts of the front window have been down some time, I appreciate one person has been off sick for some time. Keep up the good work. Cleaning of toilets very good, use of toilets very poor by visitors and in some cases other tenants.
Patrick Stirling Court Phase 2	43%	78%	
Plevna Mews	46%	90%	Have not lived here that long. Difficult to comment on timescales as only been here 5 weeks. Not really seen a cleaner much in my time here, but the overall standard seems to be that all areas are clean. The carpet could do with a deep clean.
Saturn and Vulcan House	18%	100%	Floor never looks clean. Window sills by front entrance never get wiped, dead flies, glass not cleaned. It would be useful if the front area directly outside the main door could be cleaned too as it is always littered with cigarette butts. For non-smokers to have to walk through, it is disgusting.
Sayers Close	30%	56%	Mark is an exceptionally quiet and very polite and pleasant person. Everything seems ok but I don't know the cleaner. Needs new carpet in the lounge and communal area. Are we supposed to clean the fridge?
Springfield Court	41%	100%	Very good
Swan House	77%	100%	Quite happy. I am a new tenant, all the cleaning areas are immaculate so, I am sure the cleaning service is very good. Laundry room - regular wiping of glass doors on washing machines would be good to keep them from limescale. Just moved in overall impression, very good.
Tempest Anderson House	54%	86%	The male person that does the cleaning is fab.
Overall	-	84%	

The negative comments have been investigated and taken up with the cleaning companies.

Window Cleaning

We also provide a window cleaning service at the following apartment blocks.

Address	Percentage of residents who replied to the satisfaction survey	Resident satisfaction	Comments
Cowans House	33%	45%	Windows left with soap marks when dried, corners are very rarely touched. The windows are not cleaned properly, marks are left on windows after cleaning, they are not rinsed off. We have never spoken to the window cleaner so cannot rate the attitude or manner of him. No solution used with water all marks on outside of the windows.
Forster House	48%	90%	Quite often cleaned when raining
Great Western Court	67%	90%	My windows are not cleaned as thoroughly as the previous window cleaner. Don't close windows by pushing them shut. New company have had to clean windows that had not been touched for several months. A very good service. There has been a break in our service but now it has resumed. If I am at home I always speak to the window cleaners. This is a fairly new service it will a few more months to see how thorough he is.
Hackworth Court	34%	33%	There is no point filling this as no one cleans my windows!! No issues. Pleased to get them cleaned at my age.
Hillingdon House	40%	50%	I don't know if the window cleaner comes every 6 weeks or not but sometimes our windows are really dirty and perhaps 6 week cycle is probably too long. This is probably because we are south facing and get the worst of the weather. The window cleaner just does one spray of water and 1 sweep with brush missing parts of the windows especially corners.
Kirby House	40%	75%	I would like them to use a window cleaning liquid instead of just water
Martin Cheeseman Court	26%	18%	Window cleaning poor. Not seen them. A mess when they clean the outside of the landing window. We pay for our windows of our flats ourselves, the other window cleaner does only the landing window outside. They are only here about 20 mins and do not speak to us. I live in a ground floor flat, my windows are never cleaned. I have my own window cleaner and I am satisfied with him. Never seen a window cleaner. They make a mess with water inside which is left very sloppy.
North Eastern Court	41%	77%	I do not see the window cleaners. Do not dry windows often. Never look as though they have been cleaned. If my windows are cleaned properly then I'll eat hay with a donkey

Address	Percentage of residents who replied to the satisfaction survey	Resident satisfaction	Comments
Paterson House	31%	64%	
Patrick Stirling Court Phase 1	28%	78%	Left very streaky and wet - had no personal contact. The windows need replacing.
Patrick Stirling Court Phase 2	48%	80%	Just splashes water on, and does not remove dirt, especially bird droppings. He is a very nice young man and does the job well.
Plevna Mews	43%	65%	The windows above the communal lounge are not always cleaned. Appears in a hurry doing job. Leaving spotting on windows. The windows are washed over very quickly and the corners are completely ignored as are bird droppings which sometimes occur. Never touches window frames. This does not apply to me as I was told that because of the apartment location (at rear) I would not have my windows cleaned.
Sayers Close	30%	67%	Never see the window cleaners. I do not have the window cleaners by your contractor. I don't know window cleaners, I clean my own. I am not happy with him bringing his dog and allowing it to roam round.
Springfield Court	41%	67%	Windows are always streaky due to being cleaned by jet spray. Cleaning ok but we don't know when they are coming. I don't know the contractual arrangement but cleaning does seem spasmodic.
Swan House	63%	70%	The glass panel is never cleaned and it is not safe to lean out and clean ourselves. If you aren't watching they miss out some of the windows.
Tempest Anderson House	51%	84%	Just moved in overall impression very good. I am unable to comment as I only moved in 18.02.2020. I am a new tenant so, I don't really know, but the windows look clean. Quite happy.
Overall	-	68%	

The negative comments have been investigated and taken up with the cleaning companies.

68% of residents
are satisfied with
the window cleaning

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**
- **Open 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.

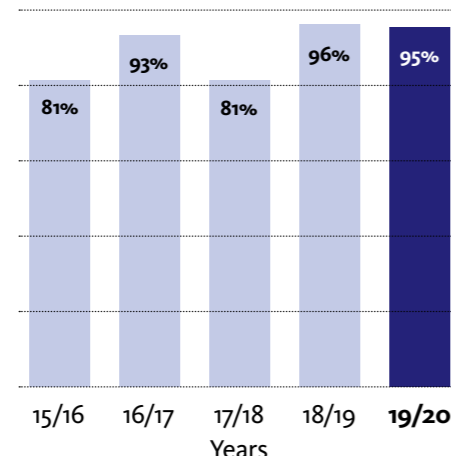
Your contact details

If you change your telephone number, please let us know as soon as possible.

If you would prefer us to contact you by email rather than letter, please let us know by emailing: info@railwayha.co.uk

Maintenance of Open Plan Gardens

95% of residents were satisfied with the maintenance of open plan gardens



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 any trees in open plan gardens
- Please remove paddling pools, swings and slides after use so that the garden maintenance contractors can cut the grass

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.



“Residents say...”

“The gardeners do a good job”

“The gardeners are polite and courteous at all times and listen to you if you have a query over anything regarding cutting of the grass”

“Grass is full of moss and needs treatment”

“Very happy with the service”

BIG SAVINGS MADE

Value for Money

Savings were made in 2019/20:

- Re-tendering the contract for checking the communal water systems **saved £1,780 each year** for the next 5 years
- Buying major improvements, such as kitchens and bathrooms, via a specialist organisation **saved £225,403**
- Changing the specification of the room thermostats fitted when new central heating boilers are installed, without affecting the quality or energy efficiency, **saved £4,090**

Security Lighting

Are you concerned about the cost of running the security lighting fitted at your home? All new security lighting that we install is LED and costs an average of £1.35 a year to run.

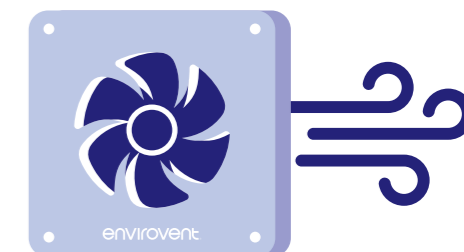
Security lighting costs an average of £1.35 a year to run.



Ventilation Fans

The cost of running an envirovent fan for 24 hours every day would cost £1.35 a year in your bathroom and £4.83 a year in your kitchen.

24 hours every day would cost £1.35 a year



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.

Some of the most common improvements are garden sheds, decking, patios, greenhouses as well as removing internal walls and installing fires.

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.



Home Contents Insurance

Please remember that the Association is not 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.

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

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 for a free quote.

AGE UK also offer contents insurance designed for over 50s. It offers monthly payments by a variety of payment methods and new for old cover. Call 0800 0556718 or visit www.ageuk.org.uk for a free quote.



Please remember that the Association is not responsible for **your personal possessions** or any damage done to your belongings



Meet the Team

Norman Clark
Project Manager

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



Andy Dye
Gas Engineer

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



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.



Sharon Worrall
Maintenance Assistant

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



Sahar Omar
Maintenance Assistant

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



Ellie Tighe
Maintenance Assistant

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



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.



Bob Turnbull
Maintenance Surveyor

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



Simon Walker
Maintenance Surveyor

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



Steve Jones
Maintenance Surveyor

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



Charlotte Wallace
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.



Shaun Brennan
Asset Manager

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





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

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

Freephone: 0800 0287428

Report repairs online: www.railwayha.co.uk/do-it-online/report-a-repair

Email: 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