

TENANT MATTERS


MHA
Monmouthshire Housing
Tai Sir Fynwy

Summer 2019



INSIDE THIS ISSUE:

CHERYL'S WELCOME

MEET THE TEAMS

HELPING YOU STAY INDEPENDENT

PITCH FOR YOUR PROJECT

DADS CAN CYMRU

AND MUCH MORE

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If you would like this Newsletter in a different format (e.g. large print or electronically) or in Welsh please contact **Louise Davies** on **01495 761104** or email **louise.davies@monmouthshirehousing.co.uk**

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Scan the QR code to access the MHA website.

A woman with brown hair, wearing glasses and a black top, is smiling and looking towards the camera. She is standing outdoors with trees in the background. The word 'Welcome' is written in a large, white, cursive font over the right side of the image.

Welcome

Welcome to the summer edition of Tenant Matters, which is jam-packed with what's been happening in the last few months.

A bit about me...

I'm Cheryl and I started my housing career with Monmouthshire Housing Association nine years ago as a Trainee. During my nine years I have been fortunate to manage and lead different teams, gain new experiences and meet lots of tenants and people living within our communities, all of which I've thoroughly enjoyed.

I have recently moved into a new role as Business Evolution Lead for 18 months, where I will be working closely with colleagues, tenants and communities to ensure we continue to evolve and adapt for the future. As part of this role, I will be talking to tenants about the services they receive and how they would like to access them, as well as making sure the services we provide meet your needs and expectations.

I'm really looking forward to this new challenge and I hope to meet and speak with some of you soon.



HomeSwapper

The easy way to mutually exchange!

There are 500,000 homes already registered across the UK. Check out some of the current MHA tenants looking to swap with you and register your interest to mutually exchange your tenancy now at www.homeswapper.co.uk



**Grove Avenue,
Llanfoist /
Abergavenny**

Property: 2 Bed
Apartment

Tenancy type: Assured

Rent per week: £93.36



**Blethyn Close,
Shirenewton/
Chepstow**

Property: 3 Bed House

Tenancy type: Assured

Rent per week: £102.05



**Ternata Drive,
Monmouth**

Property: 2 Bed House

Tenancy type: Assured

Rent per week: £113.29



**Gwent Road,
Mardy/
Abergavenny**

Property: 3 Bed House

Tenancy type: Assured

Rent per week: £106.00



**Wellfield Close,
Abergavenny**

Property: 1 Bed
Apartment

Tenancy type: Assured

Rent per week: £90.13



**Carbonne Close,
Monmouth**

Property: 2 Bed House

Tenancy type: Assured

Rent per week: £93.37



**Western Avenue,
Bulwark/Chepstow**

Property: 2 Bed House

Tenancy type: Assured

Rent per week: £96.00



**Rother Avenue,
Abergavenny**

Property: 1 Bed
Apartment

Tenancy type: Secure

Rent per week: £91.75

The above property details were correct at time of print.

Meet your Estate Officers

We are the Estate Officers at MHA, we are based at our older person schemes and are the first point of contact for all our residents. We do a lot of work keeping the schemes safe, tidy and making them great places for you to live. We are able to answer all of the questions you may have about the scheme and the community you live in.

Our job is different from day to day, but you will see us walking around the schemes carrying out the following duties:

- Health and safety inspections to protect the building and our residents
- Programming personal alarms and key fobs
- Water hygiene testing
- Emergency light testing
- Reporting repairs and liaising with relevant departments/contractors at MHA
- Monitoring the standard of cleaning
- Consultations with residents to inform improvements at the schemes
- Litter picking
- Monitoring bin areas and refuse collections
- Supporting other officers who work for MHA
- General checks and monitoring of external and internal areas

As well as all of the practical jobs we carry out, we are more than happy to answer any questions or discuss any concerns you may have.

Say hello...



Gerald Weaver

Schemes: Radstock Court, Old Hereford Road, Llys Y Brenin, Cae Pen y Dre, Wellfield Close, Ty Coleg, Llys Llewellyn

Contact number: 07891 686361

Working days: Monday, Tuesday, Wednesday

Favourite part of the job: Working closely with all other staff members at MHA to successfully resolve day to day issues that arise.



Paul Thomas

Schemes: Cwrt Severn, The Lawns, Davis Court, Chestnut Close, The Reddings, Albion House

Contact number: 07771 946904

Working days: Wednesday, Thursday, Friday

Favourite part of the job: Interacting with tenants and hopefully helping to provide a safe environment which both sustains their quality of life and allows them to carry on the quiet enjoyment of their home.



Alan Webber

Schemes: Trevor Bowen, Plas Mawr, Clare Court

Contact number: 07919 211914

Working days: Wednesday, Thursday

Favourite part of the job: Interaction with tenants. My work involves contact with some of our more senior tenants, it's always interesting to hear about some of the varied adventures that they've been through. It's rewarding to play a part which enables tenants to enjoy their homes.

Getting to know your

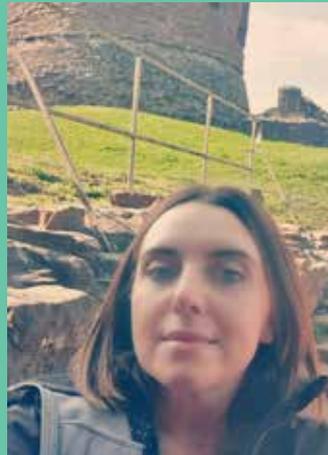
Neighbours

Say hello...

There have been some recent changes to our Neighbourhood Team, so we wanted to make sure you know who it is you need to speak to. Our team work with MHA residents who have been living in their property for longer than a year, we can help you with any tenancy management and estate management issues.

The types of things we can help you with are:

- Help with tenancy changes
- Moving to another property
- Tenancy breaches
- Understanding your responsibilities as an MHA tenant
- Monitoring grounds maintenance standards
- Fire Risk Assessments to keep you safe
- Keeping communities tidy
- Tenancy Health Checks- Making sure you have all of the help and support you need



Lauren Francis

Areas: Mardy, Llanelly Hill, The Bryn, Clydach, Cwmyoy, Grosmont & Cross Ash

Favourite part of the job: Making a difference to people's lives. In some instances our relationships with the community are the only positive relationships some tenants have in their lives.



Anthony O'Connell

Areas: Abergavenny, Govilon, Gilwern, Llanfoist, Llanellen, Little Mill, Usk

Favourite part of the job: The variety of people I meet from different backgrounds, with different issues and having a positive influence on their lives.

hood Team

Job Share



Joanna Pembridge

Areas: Chepstow, Bulwark, St Arvans, Devauden, Portskewett, Caerwent, Mathern, Llandogo & Tintern

Favourite part of the job: I love the variety and that no two days are the same. You never know what you will be dealing with from day to day.



Nicola Pocock

Areas: Chepstow, Bulwark, St Arvans, Devauden, Portkewett, Caerwent, Mathern, Llandogo & Tintern

Favourite part of the job: Even on a rainy day the views are stunning!



Jacob Richards

Areas: Monmouth, Wyesham & Raglan

Favourite part of the job: What I enjoy most about my role is being a part of a supportive, reliable team.



Holly Doughton

Areas: Caldicot, Magor, Undy & Rogiet

Favourite part of the job: I get to work in a fun hard working team, deal with interesting cases, and help to improve areas where people live.



Helping you stay

Did you know that MHA is able to help tenants who are struggling to manage because of mobility issues, to stay in their home? We do this by installing minor adaptations to your home, such as grab rails and in some circumstances we can complete major adaptations, including stair lifts, too.

What is a minor adaptation?

Minor adaptations or 'safety at home' adaptations can cost up to £500 to install. This includes grab rails, small ramps or additional steps, door entry systems, lever taps, and additional electric sockets. It does not include portable equipment (such as walking aids), which are available through your health or social services.

What is a major adaptation?

A major adaptation meets more complex needs and can cost thousands of pounds. This can include stair lifts, easy access showers, specialist baths and toilets, as well as adapted kitchens and occasionally structural alterations to the home.

How do I apply for adaptations?

All requests to MHA for adaptations must come from an Occupational Therapist (OT). You can ask for an OT assessment via your GP or from Monmouthshire County Council's Assessment and Re-ablement Team on **01633 644644**. An

Occupational Therapist will visit to assess your needs and home. If they believe that you will benefit from adaptations, they will send MHA a referral, telling us what is required. MHA will use this assessment to make a decision.

How will MHA make their decision?

MHA will send out a specialist officer to assess the works requested by the Occupational Therapist. This officer will consider if the work is possible and whether it is value for money. We may refuse because the garden does not have the room for a ramp to be fitted safely or if the costs of the adaptation are too high and cannot be justified. We may also turn down the request if another suitable property is available locally. If this were the case we would talk to you about the possibility of moving home, so that your needs could be met. If the adaptations would require you to be re-housed somewhere temporarily to complete the work, then MHA would generally not agree to the adaptation.



independent!

What happens if MHA says yes to the adaptation?

If MHA agrees to make the adaptations then we will tell you when the works will be done and how long they will take. Sometimes there is a waiting list for the works to be completed that can take several months. We will always prioritise adaptations based on the household situation.

What happens if MHA say no to the adaptation?

Sometimes MHA cannot approve the adaptations due to the reasons above. If this is the case then you can talk to us about moving home and registering on the Homesearch website. This might result in an offer of a move to a property that is not adapted, such as a sheltered housing apartment that has a lift or level access, or it might be an offer of an available home that is already adapted.

What if my household no longer needs the adaptations?

Occasionally MHA may require occupants to be re-housed where a property has been adapted for disabled use and the adaptations are no longer used by anybody living in the property. MHA would only do this in very exceptional cases (for example,

if the property is needed by another household). Vacating occupants would be moved to another suitable home, according to our Allocations Policy and Procedure.

Here's what some of our tenants have said about the service...

"Everybody involved with this job were very pleasant & helpful. They had our interests at heart. We are very happy and would like to thank all involved."

"I can now have a shower on my own and without needing my wife to help me in & out of the bath. I have a grab rail & seat so if I feel wobbly I can sit down and / or hold on to the rail."

"Having these adaptations has improved my independence & safety."



At the beginning of the year, a group of tenants who are passionate about the area that they live in, came along to a Neighbourhood Planning Meeting with the Engagement Team and an exciting new chapter began...

Friends of MHA Caldicot are taking the lead in how we can work alongside each other and to ensure that the views of all of the community are taken into consideration by organising a consultation event within Dewstow School. This was a fabulous fun day that was well attended and lots of views were gained through questionnaires, walk through community exercises and face to face discussions.

Following this day the group met again and evaluated the feedback that was received and

worked with MHA to devise a neighbourhood plan that is packed with fun activities and workshops for all of the community, drop in sessions with Neighbourhood Officers, Work & Skills Wise, local PCSOs and the Engagement Team.

One of the issues that came up was litter within the area so Friends of MHA organised a Easter Litter Pick tied in with an egg hunt. This was an 'eggsellent' success with a very special visit from the Easter Bunny!

Friends of MHA are a welcoming group of tenants that are always looking for more members of the community to join them. You can be as involved as little or as much as you like! Why not come along to the next meeting and decide from there.

If you have any questions then please don't hesitate to get in touch with Clare Evans Engagement Officer on **07855 019933** or email clare.evans@monmouthshirehousing.co.uk

 MHACommunityBuzz

 @Clare_MHA

Future events...

- Every Wednesday morning in July and August community walks – call **07855 019933** or keep an eye on our Community Buzz Facebook page for meeting points
- Every Wednesday 3:30-5pm in July - Oakley Way Park fun activities for the family
- 31st July, 3:30-5pm - Fill a bag for the holiday table - Come and have some fun with the family and fill a bag with food essentials for the summer holidays.
- 14th August - Teddy Bears and Wildlife Picnic at Caldicot Castle 12noon
- 21st August - It's a small world food event – 12noon- 3pm - Oakley Way Park will be like walking through different countries with lots of different food to try.
- 28th August - End of Summer fancy dress party – Oakley way 12noon-3pm - Come and join us for a fun afternoon with loads of activities and Pizza.

Keep your eye on **Community Buzz** for other events.



The sisters next door

Finding a home in rural locations can be difficult at the best of times, even more so if you are looking for an affordable home which doesn't break the bank. This was the case for sisters Sarah and Sally Ball and their two young children, who faced having to move away in order to find affordable housing, which met their family's needs.

Born and bred in Tintern, Sarah and Sally were both determined not to move from the area they had grown up in, but worried they would have to because of increasing house prices in the area.

"We were upset by the thought of leaving. We did not want to have to move away, our friends and family all live in Tintern and we would have been isolated if we had to move to somewhere like Chepstow or Abergavenny. Its small things like wanting our children – who are more like sisters than cousins – to be able to continue to grow up together and go to the schools that we went to."

"People want to stay in the area. It is such a luxury to grow up here, that's why have done everything we could to stay in the area. Ever since we heard that affordable houses were going to be built we have been really involved in the process, attending the Homesearch events and making sure we completed the registration process."

"Before we were living with our parents, so there was six of us in a three bedroom house. It was a bit cramped; especially with each of us sharing a room with our daughters. Our parents now have their homes and lives back and Evie and Erin love their new home especially now they have their own rooms."

"I can't believe it's happened and we get to live here, I just feel so lucky. Everyone has said how big they are and I'm so impressed with the attention; and that the walls are not plain magnolia. It definitely feels like we have hit the jackpot, these homes from MHA have completely changed our lives for the better."

"Being able to live next door to each other is the cherry on top. It is great knowing that someone is next door and the girls can play together all the time. These really are homes they can grow up in."

"We can't thank everyone who helped us through the process enough, from everyone at MHA and Homesearch we really appreciated all the help they gave us. It can be a scary thought moving into a new home on your own for the first time. But the support from MHA has been amazing and made us feel so much more at ease."

"We especially appreciate the support of the local community for supporting the building of our new homes. Without their support we would not be here."

"Hopefully by the time our children are grown up there will be much more housing available."





The Service Testing Team are here for you!

"We have made MHA change the way they deal with people" - Sylvia

At MHA we are always talking about continuous improvement and as an organisation, we are incredibly lucky to have tenants who are willing to pitch in and help us out. So, if you saw a group of people walking around with clipboards recently, it's likely you saw the Service Testing Team (SST) in action.

Since June 2010 the Service Testing Team have been helping improve MHA services. The team is a great resource for MHA and gives us a lot of brilliant feedback. The STT members measure what they see against a specific set of criteria, ensuring that the existing service standards are met. The team also highlights any success and good points about the services they find along the way.

"We pull things apart and put them back together again." - Sylvia

So far, STT have carried out a mystery shopper exercise for their check on our customer service, had a day out inspecting the cyclical painting works and internal cleaning, and become computer

whizzes testing out the new online applications for Homesearch.

"What we feel is probably what a lot of other people feel as well." - Anne

To have tenants who are willing to give up their own time and help MHA improve is invaluable to us, and for our tenants to see what goes on behind the scenes of MHA is even better.

"There is a lot of work that goes on behind the scenes. I'm just a little part of it." - Rita

We are always looking for new members to join the team. So if you have some free time, an eye for detail and wish to help MHA improve please let us know.

You can get more information by emailing corporateservices@monmouthshirehousing.co.uk with the subject heading 'Service Testing Team' or you can call Lorna Selmer on **01495 761142** or Marianne Bowen on **01495 745776**.




PITCH FOR YOUR PROJECT

Pitch for your Project is an MHA grant scheme where local community groups can apply for funding from a pot of £12,000 to support the projects and enhance the lives of people within Monmouthshire. The aim being to deliver a range of benefits to the community including economic, social, health and wellbeing, environmental, educational and cultural benefits.

This year we were amazed at the amount of people applying and seeing all the fabulous community groups that are out there, often giving up their own time to ensure their group succeeds and has a positive effect on the local people.

Unfortunately as much as we would have liked to, we couldn't give money to everyone, so we had a shortlisting panel made up of tenants and staff and then a Pitch For You Day. This year we had 8

Awards £12,000 to community groups across Monmouthshire

successful applicants and as you can see they were all extremely grateful for this input.

We would like to thank all of the community groups for their dedication and hard work.

If you would like to know more about the successful Pitch For Your Project groups or applying to pitch, please contact the Engagement Team at engagement.team@monmouthshirehousing.co.uk

What the Pitchers said...

Alberts Owls - The money has meant that we can expand the project enabling us to tackle isolation and loneliness across a wider area of Monmouthshire and improve the quality of life for many more residents.



Growing Space - The money has enabled us to be more democratic, inclusive and accessible to people with mobility issues.

Abergavenny Pride - Thank you MHA we can now work towards building a network of LGBT people who can feel supported and build on having an increased sense of being part of the wider community. We are really looking forward to our first PRIDE event on 6th July 12noon-4pm.

Velha Samba band - The money that we have been fortunate to get has made it possible to buy new instruments and boost the morale of our group. We have already had lots more new members from Monmouthshire join our band and we are looking forward to bringing more music and smiles to the community.

St Josephs Boxing - We are very grateful to MHA for the grant to be able to carry out work necessary at the club. This is going to benefit the community by improving the space that we have to train and being able to increase the number of participants. "Quote from a dad - " Alfie joining the boxing club has been a blessing. His behaviour has changed dramatically, he's no longer messing around on the streets as he is in the gym every night.

Well Being Lifeboat - From a member of the group - I cannot say how grateful I am, as a participant of the group, that MHA gave The Well Being Lifeboat a grant. Without this group I really

do not know where I would be. It's great that due to the monies given many other people will benefit from the Wellbeing Lifeboat as much as I have.

Homemakers - Thank you MHA for the grant it has helped us develop our yard and allow us to take on more volunteers. As a result this is improving their confidence and they are gaining skills that can help them get back into the work force.

Green Shots - Having this grant has enabled me to have more volunteers.





The Scrutiny Panel

The Scrutiny Panel's role is to act as a critical friend on your behalf, working with MHA colleagues to improve the services delivered around the county. The Panel is made up of 12 members from all walks of life, together with two officers from the Corporate Services Team. We all meet every 6/8 weeks delving into customer expectations, accessibility, communication, responsiveness, quality of feedback, satisfaction and performance and value for money.

All are dedicated and committed to making life easier and together have achieved some fantastic improvements.

Over the last 12 months we have reviewed...

- Communication
- External Works
- ASB Mini Review

Our next exciting challenge is to look into the Leasehold Service and we are very lucky to have a number of leaseholders joining the group to help us do this.

If you would like to know more about the Panel's work or would like to become a Panel Member either give us a call on **01495 745776** or visit our website.



Environmental Improvements

MHA has an environmental improvement programme which invests in the green and communal spaces within our communities.

Previous work that has been undertaken within this programme includes:

- Improvements to communal gardens within blocks of flats, including; improved washing facilities, green space, paving and sheds
- Planting areas and raised beds
- Communal seating spaces and child friendly play areas

This year we will be visiting the following communities, to hear about how you would like to see the area in which you live improved:

- The Lawns, Magor
- The Views, Caldicot
- St Davids Road (Blocks 68 to 98), Abergavenny
- Newland Way, Monmouth

If you live in these areas, your Neighbourhood team will be coming out to speak to you in the next few weeks, so please keep an eye out for dates.



FEELING Free

Michael originally resided in a first floor flat and really started to struggle with his mobility due to his disability, causing him difficulty in leaving his flat and he became isolated and lonely and withdrawn from the local community.

Fortunately Michael had support from his friend Natalie who he met when he used to frequent her café in Magor town before his mobility issues became more prominent. Natalie started visiting Michael in his nearby home when he could no longer visit the café, taking him meals, hot drinks and generally looking after his wellbeing.

Michael was referred to the support team at MHA via his social worker from the integrated team at Chepstow Community Hospital.

Michael was allocated a support worker from the Support Team, Dean, whose role was to support Michael with trying to move him into more suitable and appropriate accommodation. Following an Occupational Therapist assessment, that Dean arranged, it was found that Michael's flat was no longer suitable for him.

Dean liaised with Homesearch and Michael's banding was increased to reflect his situation. There were concerns that Michael would have to move out of the area and away from his friends

and familiarity. However the stars really did line up for Michael, as within a matter of weeks he was able to bid for and offered a ground floor flat in one of our sheltered schemes, The Lawns in Magor. The accommodation was fully carpeted and with a wet room with a sit down shower; which really enhanced his quality of life.

Michael is extremely happy in his new flat and everyone involved working with Michael has noticed a huge and positive change in his mood. Michael classes his home as "like a Palace."

Michael feels that this was the best outcome possible for him and he is grateful for the genuine friendship he has made along the way with Natalie and all the appropriate support from the health professionals and Dean.

This is a great example of how a caring community member, a support worker and health professionals all came together to improve Michael's life and set him up with an appropriate tenancy.



The Support Team

Tenancy Coaching

The team have achieved fantastic outcomes in partnership with other departments to prevent homelessness. Following a recent evaluation the feedback the team received from our tenants was the impact the support had made to them as individuals through increasing their self-esteem and self-confidence to better manage their own home, the key to the positive differences made to our tenants is the relationship built with their Tenancy Coaches and the approach taken to understand the story behind how they came to find themselves in their situation.

Social Inclusion

There is huge recognition for people needing to have a wider sense of belonging and to have something meaningful to do. We are achieving this through providing support that is tailored to individuals needs through understanding their interests, mapping people with other community activities and social opportunities. We also then provide support to accompany a person to a particular group to enable them to widen their social network and build relationships with an aim to enable the person to increase their resilience.

The team have worked pro actively with individuals and other partner organisations to achieve fantastic outcomes which have really made a difference to people's lives.

Housing Support & Wellbeing

The service is funded through Supporting People and the team are place based. They cover Abergavenny, Caldicot, Usk and surrounding areas and not specific to MHA tenants. The team provide a prevention and intervention service which focuses on people aged 16 plus coming through the homelessness department or whom are identified at risk of losing their tenancy or need support to manage their tenancy.

The support offered is tailored to individuals to enhance their quality of life. This is achieved through the team providing advice and help with welfare benefits, debt and managing money, this year alone the team have maximised income in the excess of £50k - £60K for the people we support. We enable people to have a voice and be able to manage their own affairs; to manage their tenancy, to set up utilities; to liaise with their landlord and to feel safe in their own home and to feel a part of the



wider community.

At all times the team are looking to provide support to prevent homelessness and ensuring that the people we support are living in accommodation appropriate to their needs. **91% of people** we supported in the last year were managing their own home 6 months on.

We provide a holistic approach to support people to maintain their homes and achieve a sense of wellbeing, this is achieved through providing timely support, acknowledging people will find themselves in different and potentially difficult situations at any given time.

If you feel you would benefit from our support and services, please contact the Support Team or Jayne Painter on **0345 677 2277** or email **jayne.painter@monmouthshirehousing.co.uk**

For Housing Support and Wellbeing and Social Inclusion, a referral form needs to be completed and emailed to Gateway at **housingssupportservice2@monmouthshire.gov.uk** - we can support you with this.



The Rise 2 Inspire project is funded through Comic Relief for people aged 55+. In our first year we have engaged with over 80 people, focussing on the north of the county.

We work with people individually and collectively to take the steps to engage with local groups and the wider community.

The project has provided key learning on the issues facing older people and how we can engage more effectively. One of our key aims is to enhance individual's wellbeing, through reducing isolation and loneliness. We are keen to enable the older generation to share their skills and knowledge with each other and with our younger generations.

We are looking to roll out our learning and approach for the second year into the south of the county.

Contact Tracy Breadmore-Lammas – **0345 677 2277** or email **tracy.breadmore-lammas@monmouthshirehousing.co.uk**

GOOD AS GOLD

MHA's Good as Gold draw is a quarterly free prize draw giving five MHA tenants the chance to win £50. The draw is open to ALL tenants who keep up to date with their rent payments and are not in arrears.

Congratulations to our latest Good as Gold winners:



- Ms Day** from Monmouth (pictured)
- Mrs Hamer** from Chepstow
- Mr Berry** from Caldicot
- Mr Jones** from Chepstow
- Mrs Lines** from Caldicot

The Good as Gold Scheme prize draw is held every quarter for ALL tenants who keep their rent accounts up to date whichever method you use to pay your rent. To be in with a chance of winning simply keep your rent account up to date and clear of debt.

The next draw will take place on **1st July 2019.**

Full details, terms and conditions are available on our website: www.monmouthshirehousing.co.uk

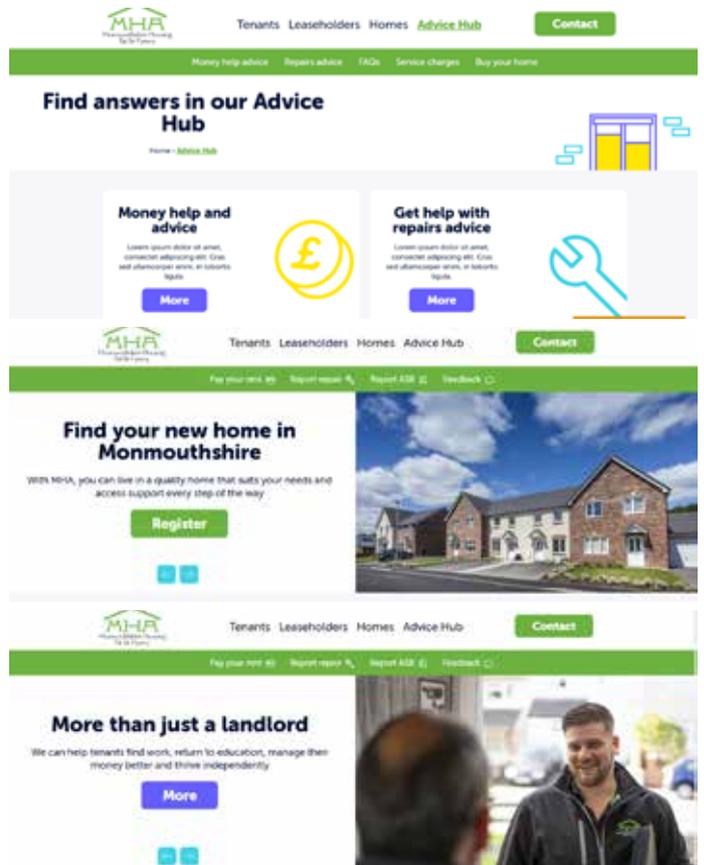
Have you seen our brilliant new website?

We launched a fresh, new website in May. On it you'll find dedicated areas to help you quickly get the answers you need, whether you're a tenant or leaseholder.

Each area is packed with all the information you want to know – there are useful tools for tenants and quick, easy links to pay your rent and report repairs.

The new Advice Hub is where you can get money help and advice and get answers from the FAQ section.

You'll also be able to find out all the latest about our new homes too.



Forward Together Group

As reported in the last edition of Tenant Matters, the Forward Together Group is a group of tenants and one leaseholder who have come together to help MHA with its strategic decision making. Tenants have been involved in the operational side of MHA's business for some time and groups such as the Scrutiny Panel, Service Testing Team and specific one off consultations held within themed focus groups. Now MHA has a brand new group of tenants/leaseholders who are not just looking back at how the organisation is performing but they are also looking forward to helping MHA's Board and Senior Management Team plan ahead in the ever changing world of social housing. So far the group has helped shape the new Corporate Business Plan and they have worked on MHA's reporting mechanisms to Welsh Government. One tenant, Teri Probert said: "it is exciting times as we embark on this new type of tenant engagement, we are not looking back on service delivery, we

are looking to the future to the way services will be delivered and how MHA grows in line with its corporate objectives." If you would like to join the Forward Together Group and be part of MHA's future please email engagement.team@monmouthshirehousing.co.uk or telephone Rob Carey **01495 767179**.



What the **New Renting Homes Act** means for MHA tenants

The new law was introduced on 18th January 2016 and designed to make it simpler to rent a home in Wales. It has brought with it a number of changes that will strengthen tenants' rights.

The Welsh Government has taken longer to roll out the new legislation than was originally planned. At the moment they are not able to provide a date when the new changes will take effect. As soon as we know any more MHA will update all of our tenants.

One of the biggest changes is the introduction of two new tenancy agreements. The new agreements will be called 'occupation contracts' and will automatically replace all of our current tenancies.

Other new rights include:

- Following the death of a tenant there will be a new second succession right. So if the person

who inherited a tenancy passes away, another eligible person will be given the right to inherit the tenancy. Carers will also be given this right

- When one joint tenant ends their tenancy it will no longer automatically end it for the other joint tenant
- It will become easier for MHA to target perpetrators of domestic abuse for eviction

The new legislation means you will have more rights set out in law. We'll make sure you are clear on the changes before they happen.

If you would like more information on the new law please contact Chris York, our Policy and New Initiatives Officer on **01495 761154** or email chris.york@monmouthshirehousing.co.uk

Community Benefits

We at MHA are committed to supporting our local communities and we have incorporated terms and conditions into all of our major contracts in line with Welsh Government procurement policy. This includes all our new build development contracts.

Contractors can commit to providing targeted recruitment and training by working closely with our Work and Skills Wise team to provide employment opportunities to tenants and residents who are living in development areas. Last year MHA was able to give three tenants a workplace experience.

Developers and contractors provided a pot of money for local community projects and saw a number of initiatives undertaken including

sheltered scheme bus trips, the reshaping and landscaping of Cwrt Severn and the internal painting of Bethany Baptist Church in Caldicot.

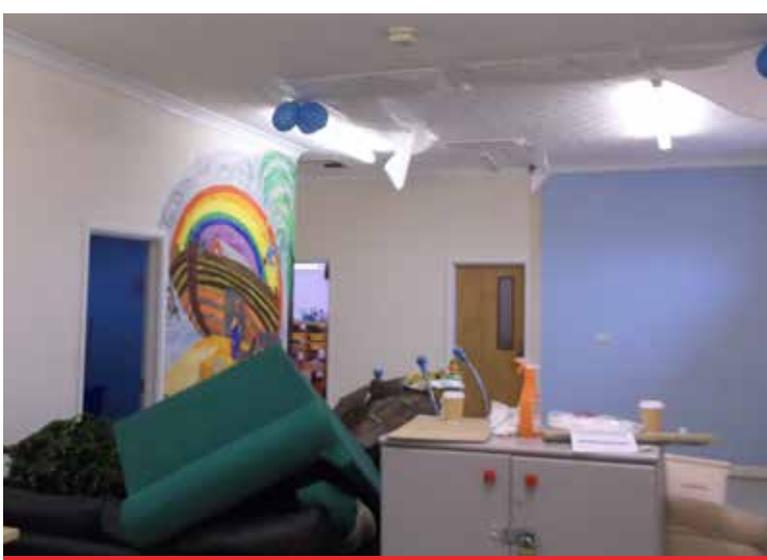
If you are a local group operating in close proximity to an MHA new build development project and you are looking for additional resources to help with a local project then please email MHA's Engagement Team on **engagement.team@monmouthshirehousing.co.uk** or call **01495 767179**.



Before



After



Before



After



Do you have a spare room and want to provide a home for vulnerable people in Wales?

Llamau, in partnership with Monmouthshire Council, are looking for supported lodgings host providers in Monmouthshire to provide a home for young people, who require support to develop the skills needed to live independently and older people who may be socially isolated and do not wish to live alone.

Supported Lodgings provides a way to support people one-to-one in a home environment, ensuring they have the best chance to thrive in an environment that suits them.

You do not need any special qualifications to be a host provider and it does not matter whether you are married or single, working or unemployed. All you need is a spare room and to be willing and open to helping young people and adults develop the skills and confidence they need to live independently.

Llamau will provide you with ongoing training and guidance, as well as financial and practical support, on how to best support the person living with you. Each person is different. It is up to you and them to decide together which kind of support they need. This could include supporting the person with tasks such as cooking, budgeting, sorting out bills, encouraging them to go to college or providing them with emotional support.

"I have been a supported lodgings provider for over a year and have provided a home for a diverse range of young people. I have been very impressed with the support from Llamau. They are available 24/7 and always provide good advice and support. I can discuss anything with them and always feel my problems and worries are dealt with positively."

Please call Llamau on **01633 244134** during office hours for an informal chat or **email enquiries@llamau.org.uk**



Do you have a spare room and want to provide a home for vulnerable people in Wales?

We are looking for Supported Lodgings host providers in Monmouthshire to provide a home for young people aged 16-25, and older people who may be socially isolated and do not wish to live alone.

You don't need any special qualifications to be a host provider, and it doesn't matter whether you are married or single, working or unemployed. All you need is a spare room and be willing and open to helping young people and adults develop the skills and confidence they need to live independently.

In return, you will receive a regular weekly payment of up to £120 to cover your costs, as well as £20 per week from the person being accommodated, and ongoing training and support from Llamau.

Please call us on **01633 244134** during office hours for an informal chat or email enquiries@llamau.org.uk



Llamau, 23 Cathedral Road, Cardiff, CF11 9HA | Registered Charity 701772
www.llamau.org.uk/become-a-supported-lodgings-provider



MHA help out Dewstow Primary School, Caldicot

As part of our commitment to voluntary assistance with local projects in our communities, members of the Building Services team recently fitted out a container at Dewstow Primary School in Caldicot to assist the PTFA in organising their fundraising activities. The materials were supplied free of charge by Robert Price Builders Merchants and the work was undertaken by Nigel Jenkins and Kevin Meredith. Chair of the PTFA, Maxine Mitchell, commented:

“We are delighted with the work on our container at Dewstow School. Nigel and Kevin were brilliant. They were polite, helpful and their work is fantastic. They cleaned up after and even helped us move our things in! Thank you so much for making this happen, it has made a huge difference to our PTFA. We work hard to raise funds for our school and this has made our storage so much easier and encouraged us all. I have attached some photos which I hope are useful.

A big THANK YOU to Nigel and Kevin.”



Keeping you and your family safe

Monmouthshire Housing Association want to keep you and your families safe. It is therefore important to keep all communal areas, including hallways, stairwells, landings and corridors clear of all objects. It is also important to keep communal doors shut at all times and not wedged open.

To help us keep you safe Monmouthshire Housing Association is rolling out legal Torte Notices in May and this could result in the removal of objects in communal areas if requests by your Neighbourhood Officer are not adhered to.

Please help Monmouthshire Housing Association keep our residents safe by ensuring all communal areas are kept clear and fire doors are shut at all times. If you have any concerns or questions please call the Neighbourhood Team **01495 761100** or email **group-neighbourhoodteam@monmouthshirehousing.co.uk**



Counselling

Our service offers a safe, free, private and confidential place so you can work with one of our counsellors on the problems and difficulties you are facing.

For example, counselling may help you cope with:

- Depression
- Anxiety
- Relationship breakdown
- Bereavement



Wellbeing Courses

Informal courses to gain a greater understanding of the causes and effects of mental health issues. Opportunities are provided to learn relaxation and other coping techniques.

- Anxiety Management
- Depression Management
- Confidence Building
- New*** Wellbeing and Resilience

Please contact us: 01873 858275 or info@mindmonmouthshire.org.uk



Mind Monmouthshire Ltd, Trading as Mind Monmouthshire is a Registered Charity (1150165) and a Company Limited by Guarantee (4715435). Registered in Wales

All our services are free

www.mindmonmouthshire.org.uk

Tenant Matters

Goldies changes people's lives for the better

Jay Kidman is a fabulous lady who spends hours online every day to support the groups that she has set up on Facebook across the UK to help people feel less lonely and isolated.

She has set up the over 50s Friendship Groups so people can chat online, and meet for lunches and coffee mornings with others in their own areas, making new friends along the way. Chatting online is a great way to make friends and the activities that Jay and the groups organise is a great way to get out of the house, try new venues and meet up with online-friends.

There are many Facebook groups across the UK and there is also the 'Wales Goldies over 50s for Friendship' group, and Chepstow, & Forest of Dean Goldies over 50's for Friendship group.

If you wish to get out more, and would like to make some more friends why not join up.

f Search: Wales goldies over 50's for friendship



Who gets your vote

We are looking to recruit one tenant or leaseholder to help lead the way and join our Board.

Over the coming weeks our board member elections will be open for your vote and you will receive your voting paper by post.

Be sure to vote and make sure you have your say on who joins the Board and leads the way for you as tenants.

Bringing the wildlife back to Caldicot

One of the themes that came out of the Friends of MHA Caldicot consultations was that due to the exciting refurbishments of the flats and new homes being built in Oakley Way and other surrounding areas, tenants had noticed a decline in wildlife.

This brought about a new project that involves tenants and MHA working together to bring the wildlife back into the area.

As you can see from the photos, families have been out in force every Wednesday come rain or shine at Oakley Way Park building a community bug hotel, assembling bird boxes and planting seeds that will entice the wildlife back into the area.

The workshops have not only been successful in increasing birds, bees and butterflies within the area but it has also been a great example of what communities working together with resources from around the area can make such a difference.

Families have also been making use of the local community garden to plant pumpkin seeds ready to pick for a Halloween community event.



"I like coming to the workshops because they are fun and I get excited every Wednesday, there is not much to do around here and its boring outside, now every Wednesday is fun. I am enjoying it and so is everyone else. I would like more people to get involved not just kids, adults as well. Everyone likes to come for a nice laugh and a talk."

- Ezmee Aged 9





Are you covered?

We all hope that the unexpected never happens but unfortunately it often does.

As you know Monmouthshire Housing Association only insure the structure of your home, we do not provide cover for your own personal home effects which is often referred to as contents insurance.

So, what happens if you lose your furniture, TV, clothing, carpets because of a fire or a flood? Without your own contents insurance, you may not be able to replace those items immediately, adding to the stress and complications of the event itself.

Have you thought of arranging home contents insurance?

It may not be as complicated or as costly as you think...

Monmouthshire Housing can help our tenants and residents obtain home contents insurance easily and at a price that is affordable.

With a special scheme called My Home arranged in conjunction with the National Housing Federation and Community Housing Cymru, Monmouthshire Housing tenants and residents can protect their belongings and gain peace of mind knowing if the unexpected happens they have cover.

The My Home Contents Insurance Scheme is arranged by Thistle Insurance Services and your policy is underwritten by Allianz Plc, one of the world's biggest insurers. It offers tenants and residents of Housing Associations across the UK the chance to insure the contents of their homes in an easy and affordable way.

The My Home contents policy insures your belongings against fire, flood, theft, storm and a range of other hazards. There are several different cover and payment options and the application process is very simple.

Premiums start from as little as £3.25 a fortnight (for tenants aged under 60, for a £9,000 sum insured) or £1.94 a fortnight (for tenants aged 60 and over, for a £6,000 sum insured).

In addition, there is:

- No excess to pay in the event of a claim
- No minimum security requirements

Included as standard is cover for your freezer contents and replacement of external locks if your keys are lost or stolen.

Optional extensions are also available for an additional premium, such as extended accidental damage, personal possessions (items away from your home), cover for the structure of your green house or cover for wheelchairs, mobility scooters and hearing aids.

Visit www.thistlemyhome.co.uk to find out more.

You can call the My Home team on **0345 450 7288**.

The National Housing Federation My Home Contents Insurance Scheme is a product name arranged and administered on behalf of the National Housing Federation by Thistle Tenant Risks a trading style of Thistle Insurance Services Limited. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority FRN 310419. Lloyd's Broker. Registered in England under No. 00338645. Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW. The National Housing Federation and Community Housing Wales are Appointed Representatives of Thistle Insurance Services Limited.

Please note that we will never share your information with third parties for marketing purposes. To obtain further information on this scheme you will need to approach Thistle Insurance Services directly using the contact details above.



Are you, or somebody you know, aspiring to buy a new home in Monmouthshire?

We want you to be aware of a fantastic scheme that is helping people to get on to the property ladder across the county...

Through the **Homebuy** shared equity scheme you can buy a beautiful new £200,000 house **for as little as £100,000***

You will...

- Pay a smaller deposit
- Have more affordable monthly mortgage payments
- Have absolutely no rent to pay

Perfect for first time buyers and people looking to re-enter the property market.

"RECOMMEND the scheme to friends and family, if they proceed to buy a home from us we will give you £50 as a THANK YOU."

We have stunning new 2 and 3 bedroom homes coming soon in Monmouth and Dingestow

To find out more, call our friendly team on **0333 207 9000**

All purchasers will need to register on www.monmouthshirehomesearch.co.uk

capsel @CapselLtd • www.capsel.co.uk



Capsel are the trading arm of **Monmouthshire Housing Association**, and administer the Homebuy scheme on their behalf.

*terms and conditions apply, prices used for guidance only



COFFEE & COMPUTERS

In September 2018 we started to work in partnership with Workers Educational Association / Adult Learning Wales who deliver basic computer skills to our tenants. The group have been attending on a weekly basis and have completed two accredited courses in Introduction to Computers and Digital Awareness. By attending these sessions the group have made good friends and enjoy having a coffee and chat, as well as learning. It has also given them strong confidence in using computers. We would like to congratulate the group and look forward to continuing to work with them. If you would like more information or would like to join, please contact Carol Smith on **07422 077124** or email **carol.smith@monmouthshirehousing.co.uk**

Feedback...

"I look forward to attending this group every week it has built up my confidence, I have made new friends and feel more confident in using computers. I look forward to my coffee and cake, thank you MHA you have made me feel so welcome.

We would like to say a bit thank you to the tutor Cheryl for her great support."



MONMOUTHSHIRE HOUSING'S TIME EXCHANGE

The Time Exchange Project started in January 2019 and currently has 30 people signed up. It works on a time credits model where people earn time credits for time contributed to their community or service. For every one hour you volunteer you will receive a time credit. These time credits can then be spent in Tesco, Costa Coffee, Vue Cinema, Play Kingdom and for swimming.

If you are a Monmouthshire Housing Association Tenant and would like to sign up or would like further information, contact Carol Smith on **07422 077124** or email **carol.smith@monmouthshirehousing.co.uk**

Feedback...

"Earning time credits is very rewarding. What a great idea and opportunity for meeting new people in the community, it's a great opportunity to get out as it helps with my wellbeing, it has built my confidence and I enjoy doing the litter picks and helping out with community events. Thank you MHA."



NEIGHBOURHOOD PLANNING

In October 2019 tenants from Abergavenny got together and formed as a community group called Neighbours Working Together. The reason behind this was to look at how they can regenerate the area they live in and get the wider community involved. The group meet on a monthly basis to discuss what activities they would like to see taking place in their area.

The group focused on three themes, Making Your Money Last, Food Poverty and Digital Awareness. Under these three projects we will be running community events, information sessions for budgeting and workshops on how to grow your own vegetables.

So far the group have organised a FREE fun community consultation event which was very well attended and we had good feedback from our consultation questions on what people would like to see happening in their area.

The group have also completed training in Food Hygiene, First Aid and Safe Guarding.

If you would like to get involved or join the local group you can contact Carol Smith on **07422 077124** or email **carol.smith@monmouthshirehousing.co.uk**

Feedback...

"During the time with the group, we have had quite a few new members. We are working to save tenants money, by introducing a few different interest groups; Cooking on a budget, sharing recipes and eventually creating a recipe book that will teach how to cook healthy but cheap meals. We are also trying to work out what it will take to introduce a community fridge to Abergavenny, which would be similar to the food bank, but would stock donated items, such as milk, bread, and fresh items that shops and restaurants are not allowed to sell because of the sell by date, but have not yet reached their use by date. This would help tenants make their money stretch further, so as to help budget and help have less rent arrears. That can only be good for MHA too. MHA have helped guide us and introduce us to more members to make this attainable. Without their support, we probably wouldn't have the volunteers or know how."

"I am also enjoying this group because we have made friends within the community and had a lot of fun at meetings, as well as trying to improve the quality of living in Abergavenny."



Our Service Standards

Open spaces and communal gardens play an important part in our lives, contributing to how we feel about where we live and our access to green space.

We want to ensure our communal spaces are attractive and well-maintained, so you can take advantage of the green space within your community.

Below is what you can expect from your grounds maintenance service, which includes; grass-cutting, hedges, flower beds and green communal space around your home, belonging to MHA.

As part of your grounds maintenance service, we will:

- Publish our service standards on the Monmouthshire Housing Association website and make it available on request
- Consult with tenants and leaseholders on any proposed changes to the service that you receive
- Regularly inspect your open spaces and communal gardens to ensure our standards are being met
- Be open and honest regarding the costs of the service, ensuring you're aware of the cost to you
- Have a clear process for you to raise concerns regarding the service you're receiving from our contractor
- Be clear on our responsibilities as a landlord and what we expect from you as our tenant or leaseholder

Summer Programme

The grounds maintenance service you can expect to receive between April and October is as follows:

- Communal grass areas in MHA's ownership will be cut a maximum of 16 times a year, this includes; communal gardens
- A litter pick will be completed before cutting the grass and any debris will be removed. (This does not include; fly-tipping, dog mess or rubbish bags)
- Footpaths will be cleared of grass clippings to leave sites clean and tidy upon completion
- All grass areas, including edges and surrounding obstacles will be cut in order to produce a pleasing appearance with an even finish and height, with no areas being left uncut
- Tenants will be expected to keep communal areas free from dog-mess and rubbish to ensure the contractor can undertake their duties. If grass cutting is not possible due to dogs mess or fly tipping, the contractor will inform MHA why the grass has not been cut
- Flower beds will serve as an attractive addition to a community and will contain low maintenance plants and shrubs, that will be maintained by our contractor
- Hedges, shrubs and trees will be pruned as necessary to ensure they do not obstruct or cause danger to members of the public
- Weed killing will be undertaken carefully ensuring that grassed areas are not affected unnecessarily

Winter Programme

The grounds maintenance service that you will receive during November to March is as follows:

- All soil and hard surfaces shall be clear of litter debris and any weed growth will be removed or treated with chemical weed killers
- All plants shall receive appropriate pruning that prevents an increase in height and encroachment where necessary
- We will carry out necessary work to dead, dying, diseased or dangerous trees following an inspection
- Keep footpaths and roads clear of low hanging branches that may become a safety issue on land belonging to MHA
- Within our schemes, we will collect leaves once they have all fallen, ensuring paths are kept clear
- Winter flower beds will be maintained

Monitoring our Service:

We will measure the satisfaction of our grounds maintenance service, through our annual tenant satisfaction survey and adhoc tenant led site visits.

Our target is for **88% of residents to be satisfied** with their neighbourhood as a place to live

How will we know we are meeting this standard?

All work will be monitored and regular performance meetings will be held with the contractor to discuss service standards, this will include any concerns raised by tenants regarding the service they receive.

We will publish our performance against meeting this standard on our website and in Tenant Matters annually.

Contact us

Live Chat

www.monmouthshirehousing.co.uk

Telephone

0345 677 2277

Text

07538 004 004

Email

**customerservices@
monmouthshirehousing.co.uk**

Social media



twitter.com/mon_housing

facebook.com/Monmouthshire.Housing

Visit or write to us

**Monmouthshire Housing Association,
Nant Y Pia House, Mamhilad Technology
Park, Mamhilad, Monmouthshire NP4
0JJ**

If you want to visit us, please call beforehand to ensure the right officer is available to speak with you.

Website

www.monmouthshirehousing.co.uk

Did you know...

By contacting MHA you can change the way we communicate with you using your preferred method. You can also request large print or alternative language. Please get in touch to find out more.

Our Tenant Handbook is full of lots of information relating to your tenancy and your neighbourhood. Please visit the 'Tenant' section of the website (under 'Quick Links')



Dads Can Cymru

Coffee and catch up

Having spoken to a number of dads in the Abergavenny and Newport area, many of them have said it would be good to get together on a regular basis, so it was decided to start up a group and invite a couple of the dads.

Many of the dads we work with have always said that they do not want to go to group sessions as they feel anxious about being in a group, so we thought if we called it by a different name then perhaps they would attend. From this 'Coffee and Catch Up' was formed.

We decided to trial this in the Abergavenny area first and use Wellfield Hall as a venue. A couple of dads who are currently engaging with Dads Can Cymru were called and texted about the session, one dad from Newport even asked about the group and if he could come along.

The first session we brought the dads together to use as a consultation exercise to map out and

shape the Dads Can Cymru project. We wanted to know what the dads would like to get out of the project – after all it is their project.

The following topics were given to the dads. What personal development activities they would like? What activities they would like to do as a family and what volunteering opportunities they would like to take part in? The dads brainstormed the three topics and came up with a variety of different options. The group ran really well and was well attended.

All the dads in attendance came up with a number of suggestions, from paint balling to indoor adventure parks and taking part in a 10k run. From



Coffee and Catch up runs every Thursday in Wellfield Hall Abergavenny at 2pm

a volunteering perspective the dads wanted to give something back to the area they live in, so litter picks and doing something for the local schools was suggested.

We have recently met with some of the staff of Deri View, to discuss volunteering opportunities for the Coffee and Catch up group to improve the forest school site. Some of the dads are very keen to get involved in this so over the coming weeks we are going to start building mud kitchens and wood stores from pallets and willow weaving existing willow arches.

We have been running the Coffee and Catch Pp sessions for a number of weeks now and the dads utilising this service are keen for it to continue.

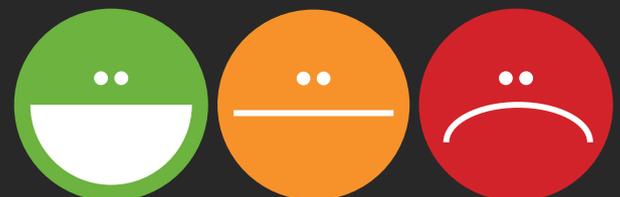
Have your say

Every 3 months, MHA records key data about its main services, but what performance is most important to you?

Visit MHA's Facebook and Twitter pages or log on to the website to vote for the performance you want to know about – you'll be able to know information about repairs, anti-social behaviour, void (empty) properties, complaints...every and any service that MHA provides! Don't miss your opportunity to have your say.

Once the votes have been counted (and verified) we will announce the New 2019/20 Tenant Top 10 Pl's on MHA's Performance Page of the website.

Alternatively, if you'd like to do this by postal return, contact the Corporate Services Team on **01495 745776**.



ABERGAVENNY PRIDE

Out to Lunch

Join us as we celebrate all things LGBTQ+ at the town's first ever Pride event

Saturday 6th July, 12pm-4pm

Abergavenny Community Centre, The Old School, Merthyr Road NP7 5BY

- Free event
 - Bring along friends and family
 - Celebrate pride
 - Bring a picnic
 - Enjoy the live entertainment
-

Follow us:

Facebook: [AbergavennyPride](#)

Twitter: [@AbergavennyPride](#)

Website: www.abergavennypride.home.blog

Other Events

Carnival Parade
Wednesday 26th June from 12pm

Open mic night in support of
Pride at the Hen & Chicks
Thursday 4th July 7:30pm-10pm



Your Cleaning Service

Last year, MHA conducted a review of the cleaning services which are provided to tenants within our apartments and sheltered schemes. This review included asking tenants about their expectations of the cleaning service and any concerns or comments they had. This feedback has been used to make changes to the way we provide cleaning services throughout the county.

What can I expect from the new service?

The new service you will receive, will depend on whether you're living within a scheme or an MHA apartment.

If you live in an apartment you will be provided with the following cleaning service:

- Low level communal areas will be cleaned on a fortnightly basis, this includes; stairs, hallways, handrails and communal doors
- High level communal areas will be cleaned on a six monthly basis, this includes; ceilings, lighting sockets and cobwebs
- Communal windows will be cleaned on a six monthly basis, however, tenant windows will remain the tenants' responsibility

If you live in an MHA scheme, then your cleaning will be provided by cleaners directly employed by MHA. Your scheme will be cleaned twice weekly and will include:

- All communal areas – including; hallways, stairs, lounge, kitchen and communal toilets
- The window cleaning will be provided by Atlas and will be undertaken on a six monthly basis. This will include all windows within the scheme

Service Standards

As part of the new cleaning service, you can expect the following service standards:

- All staff will be professionally presented, with the appropriate uniforms and ID badges so you are aware of who is working within your communal spaces
- All staff will be polite, courteous and undertake their work to the appropriate standard
- Appropriate signs will be placed in areas which are being cleaned to ensure you're aware of any potential hazards, for example; wet floors
- Once cleaned, all areas will be free from debris, dirt and grit (a full specification of the cleaning can be provided on request)

How do I provide feedback?

We welcome positive and negative feedback on the new cleaning service, to help us continue to improve the service we deliver to tenants. If you would like to provide feedback on the service please contact us on **01495 761100** or email **customerservices@monmouthshirehousing.co.uk**



Key



PI within target



PI close to target



PI at risk



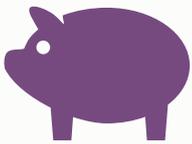
Upward trend, performance levels have improved since previous quarter



Downward trend, performance levels have declined since previous quarter



No trend, performance levels have remained the same since previous quarter



Rent



1.56% Rent owed to MHA by current tenants



1.46% Rent arrears owed to MHA by former tenants



Repairs



97.3% repairs appointments kept



7.3 calendar days - Average time taken to complete a repair



90.96% tenants satisfied with standard of work of last repair



Customer Service



Average of **31 seconds** for a call to be answered

Overall tenant satisfaction (Annual indicator, only reported once a year - taken from Tenant Satisfaction Survey)



Lettings



Average of **68.13 days** to let an MHA property after it becomes available (those that require major works only)



ASB



51 new ASB cases



98.84% ASB cases that have been resolved

***All performance indicators chosen by tenants**

PUZZLES - JUST FOR FUN!

SUDOKU

MEDIUM

3	9			1	7			
7		4						2
2				5		9	7	
	7	9			2	8	3	1
5						6		
		6	8		4			
8		2			3	7		
	1			9	8	5		
		7					8	6

HARD

					3			
2	5				4			
	8		7	2			1	4
			5					
			8			4		
		1	6			9		
		5					7	8
	6	3	2					5
8		4			1	2		

WORD SEARCH

Y	M	T	R	L	C	H	O	C	O	L	A	T	E
A	S	K	C	A	R	T	E	S	O	O	M	E	T
P	Y	V	A	N	I	L	L	A	S	N	O	T	E
M	K	D	E	T	D	E	A	C	F	A	N	A	A
C	A	T	N	L	I	N	N	A	O	C	O	O	E
O	K	P	O	A	A	G	O	D	K	E	A	E	T
E	C	U	L	N	C	A	E	F	O	P	L	R	N
D	O	T	A	E	E	N	O	R	Y	W	E	E	E
O	C	B	O	A	W	Y	O	T	T	E	O	I	E
C	O	I	E	A	A	A	R	T	S	A	O	A	R
R	N	T	T	C	R	A	L	E	T	N	I	A	G
E	E	G	D	U	F	O	S	N	I	O	V	L	T
D	A	O	R	Y	K	C	O	R	U	A	C	G	T
A	E	E	T	U	N	O	C	O	C	T	P	E	S

- COTTON CANDY
- MAPLE WALNUT
- PECAN
- BANANA
- TIGER TAIL
- MOOSE TRACKS
- COCONUT
- ROCKY ROAD
- GREEN TEA
- FUDGE
- REESES
- CHOCOLATE
- VANILLA

KIDS CORNER



TENANT
MATTERS

COLOURING COMPETITION

DEADLINE 30/09/2019 • PRIZE: £20 HIGH STREET VOUCHER



Name: Age:

Address:

Telephone:

Please return completed colouring to **Rob Carey, Monmouthshire Housing Association, Nant Y Pia House, Mamhilad Technology Park, Mamhilad, Monmouthshire, NP4 0JJ**



Congratulations to **Dougie Wallwork (aged 6)** who won our Summer edition colouring competition. Dougie wins a £20 high Street voucher.