



A Clean Start

Following feedback from tenants and leaseholders in Autumn 2022 MHA made the decision to bring the Cleaning Service in house and create our own cleaning team.

The team will be working to a similar schedule as before but have built in time to undertake a programme of deep cleans for all blocks of flats. This change was made to increase the standard of cleans whilst providing the service for the best value for money.

Please can we take this opportunity to thank those who took the time to feedback as part of the service review. You can provide feedback on our new cleaning service at cleaning@monmouthshirehousing.co.uk

Update on our fire door replacement project

Our fire door replacement project is well underway with replacements already installed in some of our leasehold properties. For those who are waiting for the replacement, our Asset Team wanted to reach out to you to update you on the programme.

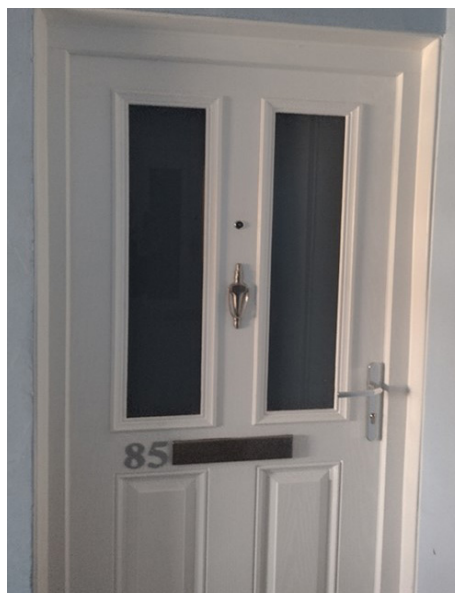
New Fire Door Programme

Following the Grenfell Disaster in June 2017, MHA have carried out extensive Fire Risk Assessment surveys to all our blocks of flats and have deemed it necessary to replace many of the existing entrance doors to both rented and leasehold flats. This work is required to prevent the possible spread of fire within blocks of flats and communal areas. If you live in a flat with direct access to outside your door will probably not need changing unless it opens onto a communal walkway.

Changes in the testing and certification of fire doors have significantly increased their cost and therefore MHA has taken the decision to only charge leaseholders the maximum sum of £250 allowed within the Section 20 legislation.

The door we are installing is white, with twin vertical glazed panels as shown. We hope you like the door, and we look forward to working with you if your door needs changing.

**Many thanks
- The Asset Team**



"I had the fire door changed today which was arranged by MHA. Really happy with the standard of work and the new door that now complies with regulations."

- MHA Leaseholder



Cost of Living **Support**

Did you know?

MHA can offer a range of services to those who may be struggling because of sudden price increases.

If you are a leaseholder who is resident in your leasehold property, you can access the following services which may be able to help you during this difficult time.

The Money Wise service is there to provide free, confidential, impartial advice ranging from benefit checks, disability benefit applications, grants and debt advice.

Financial wellbeing which provides support to improve financial wellbeing, this includes, employability, budgeting, information awareness of cost saving projects in the community.

Specialist energy advice

Please do not hesitate to contact MHA with any questions regarding these services.

For Leaseholders who are not resident in their leasehold property, the Government has also created a useful Money Helper Website to give FREE guidance on everything money related, including budgeting, debt advice and pension choices.

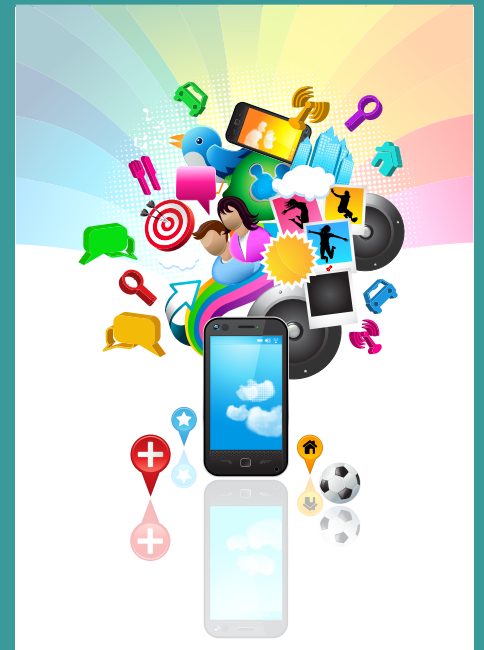
www.moneyhelper.org.uk

Emergency **Repairs**

Emergency repairs are problems that are an immediate risk to your safety, for example no electricity (unless power cut in area), gas leak, fire alarm beeping or loss of heating in the winter months.

Our emergency repairs service operates 24 hours a day, 365 days a year.

To report an emergency repair please call us on **0800 980 7751**.



How to contact us:

Live chat on our website:

www.monmouthshirehousing.co.uk/contact

Email: liz.davies@monmouthshirehousing.co.uk

monmouthshirehousing.co.uk

Telephone: 0345 677 2277

Don't forget: You can also interact with MHA using our social media platforms:



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[@Monhousing](https://www.instagram.com/Monhousing)



Monmouthshire Housing Association



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If you have any suggestions for what you might like to see in our future newsletters please contact us with your ideas.