



Tenant Newsletter

Papworth Trust recognise that 2022 was a challenging year for many of our tenants and that many people are continuing to struggle with the Cost of Living crisis. We are here to help and if you need any help or advice with paying your rent or if you are worried about your finances then please get in contact with us. You can do this by:

- Calling your Housing Officer on 0330 678 0008, Option 2
- Emailing - housing@papworthtrust.org.uk

It is important that you contact us if you are experiencing any problems with paying your rent or other household bills. We can arrange to speak to you in a way and at a time that suits you.

Cost of living Support

The government has recently announced when further Cost of Living Payments will be made between spring 2023 and spring 2024. These payments are:

- up to £900 for people on an eligible low income benefit
- £300 for pensioner households
- £150 for people on an eligible disability benefit

The Help for Households website has been developed by government as one place to find out all the information about what support is available along with tips and advice for saving money– details have been provided below. Please keep checking this to find out the latest announcements.

We have provided further links below to organisations that can offer advice and support.

Government Help for Households	https://helpforhouseholds.campaign.gov.uk/
Energy Advice for Households	www.ofgem.gov.uk/information-consumers/energy-advice-households
Register for Priority Services with your Energy Supplier. This is a free support service to help people in vulnerable situations.	www.ofgem.gov.uk/information-consumers/energy-advice-households/getting-extra-help-priority-services-register
Your Local Authority You can find your local council using this link	www.gov.uk/find-local-council
Citizens Advice The UK's largest advice provider equipped to deal with any issue, spanning debt & employment to consumer & housing plus everything in between. Advice is available online or at a local Centre.	Website: www.citizensadvice.org.uk Find your local Advice Centre: www.citizensadvice.org.uk/about-us/contact-us/contact-us/ Telephone: 0800 144 8848
Money Helper (formally Money Advice Service) Provides help & advice with benefits, budgeting, debt, work & much more Money Helper can provide advice online, over the telephone or face to face.	Website: www.moneyhelper.org.uk Telephone: 0800 138 7777
Age UK Provides advice, support & companionship for older people, their families, friends, carers & professionals.	Website: www.ageuk.org.uk Telephone: 0800 678 1602
Step Change Debt Charity Provides free debt help & advice.	Website: www.stepchange.org Telephone: 0800 138 1111
National Debt Line Provides free & independent debt advice over the telephone or online.	Website: www.nationaldebtline.org Telephone: 0808 808 4000

Tenant Satisfaction Survey

Over the last couple of months, we have been contacting you to request you complete a Tenant Satisfaction Survey. The feedback you give us from this survey will help us to plan future improvements and make sure we are delivering the best services we can. The survey will **close on Monday 16 January 2023**. If you haven't completed the survey and are able to online please access it on our website here:

<https://www.papworthtrust.org.uk/tenant-involvement/> or to request a paper copy contact Tracey Croucher by email at tenantengagement@papworthtrust.org.uk or by telephone on 0330 678 0008 option 2.

All completed surveys will be entered into a free prize draw for a £50 shopping voucher.

Tenant Involvement

We want you to share your experiences & work with us to help improve services for all tenants

We want to hear about your experiences of the housing service you receive and how you can use these experiences to work with us to improve the service for all tenants that live in our properties. We have volunteer roles available to join our formal panels where you will be able to work with other tenants and us to contribute and influence the strategic direction of the service.

Why should you join us?

- You will be able to improve Housing Services & leave a legacy for future Papworth Trust housing tenants
- You will grow in confidence & meet new people
- You will receive training from both internal & external sources
- You will be able to make a real difference!

If you would like more information about the volunteer roles available or have any questions please contact Tracey Croucher, Tenant Engagement Officer at tenantengagement@papworthtrust.org.uk or 0330 678 0008 option 2.

Scrutiny Panel

The Scrutiny Panel are an independent team of tenants who work closely with the Trust to review the housing and maintenance service and the policies and performance in these areas. The Scrutiny Panel play a key role in ensuring that the Trust offers a service that represents good value for money. There are currently 4 tenants that sit on the panel including the chair and they attend meetings on a quarterly basis.

Earlier this year the Scrutiny Panel received training by TPAS (a tenant participation organisation) to develop their skills to undertake scrutiny reviews. A scrutiny review is where the panel explore, examine and test a specific area of service delivery. They investigate what is currently in place and make recommendations based on the evidence gathered during the scrutiny period.

The panel have recently undertaken their first scrutiny review. They looked at the area of "reporting a repair" as the Trust have received a number of complaints from tenants who have been dissatisfied with this particular area of service. The review was conducted over a 6 month period and the panel have now made a number of recommendations to the Manager responsible for repairs and maintenance to improve this area. The panel have produced an action plan which will be reviewed and monitored through the regular Scrutiny Panel meetings.

The panel also found that tenants could play their part in improving this service by following the information below. Some minor repairs are down to the tenant so please check before contacting us.

When you contact the Repairs and Maintenance Team by telephone or email please be ready to provide the following information:

- Your name, first line of your address and contact telephone number
- Give as much information about the nature and extent of the repair as possible, send photos if you can
- Let them know if the issue has caused any other damage to your home

When you call or email you will be given a repair category and the timescale for completion. The Trust will try to carry out repairs within the timescales quoted to you. If this is not possible they will contact you to let you know and explain why the repair has been delayed. We recommend that you only call them again if your given timescale has expired and you have not been contacted.

The Scrutiny Panel have a dedicated area on the website where you can find out more about their work, who the current members are, agendas and minutes for panel meetings and the report and action plan from their first Scrutiny Review. You can view this here:

<https://www.papworthtrust.org.uk/Scrutiny%20Panel/>

If you would like to find out more about the Scrutiny Panel or are interested in applying to sit on the panel contact Tracey Croucher, Tenant Engagement Officer by email at tenantengagement@papworthtrust.org.uk or by calling 0330 678 0008 option 2.

Social media

Did you know you can follow Papworth Trust on social media? We use Facebook and Twitter to keep our customers updated with the latest information.

Follow us here:



@papworthtrust

@papworth_trust

Rent statement

Please find your quarterly rent statement for the period 3 October 2022 to 1 January 2023 enclosed.

A reminder that you can find our video on how to read your rent statement that was created for tenants by tenants on our website here:

<https://www.papworthtrust.org.uk/housing/>

We have also provided the frequently asked questions below to assist you in reading and understanding your statement.

How do I read my rent statement?

Your rent statement shows your weekly rental charge and any payments that have been made on your account between the two dates:

first column - date

second column - details of the payment or charge, e.g. the payment type and for any Housing Benefit/direct Universal Credit any period that the payment covers

third column - if it is a payment the amount will be shown here

fourth column - if it is a charge the amount will be shown here

fifth column - the balance, a credit will have 'pre' after the amount, an arrears will have an 'arr' after the amount.

Question:

Do I have to do anything?

Answer:

NO, the statement is for your records only. If any further action is required on your account you will be contacted by a member of the housing team. If you do have any queries please either contact the housing team by email at housing@papworthtrust.org.uk or by telephone on 0330 678 0008 (option 2).

Question:

Why does the final balance of my statement show an arrear?

Answer:

This may be due to when you pay your rent. Under the terms of your tenancy agreement you are responsible for ensuring that your rent is paid in advance so that there is never an arrear on your account. A member of the housing team will contact you, in due course, if any further action is required on your account.

Question:

My account is showing a credit, can I have a refund?

Answer:

There may be a credit on the account depending on when you pay your rent. You are required to pay your rent in advance so you are not automatically entitled to a refund even if there is a credit showing on your account. If you are due a refund you will be contacted by a member of the housing team.

