



# Tenant Newsletter

Welcome to our tenant quarterly newsletter where you can read up to date information that might be useful for your tenancy and home.

## Complaints



In the last quarter we presented our new Customer Charter and Customer Service Standards. These explain what you can expect from us whilst living in a Papworth Trust home.

Whilst we will be working to ensure we meet these standards when working with you, we have also been reviewing what happens when things do go wrong.

As a member of the Housing Ombudsman Service, we must comply with their Complaint Handling Code. The heartbeat of the code is enabling a positive complaints culture across the social housing sector. This positive culture matters regardless of size or type of landlord and supports strong resident-landlord relationships. The code helps us to put things right and encourages us to continually develop and improve our services.

We have reviewed our complaints policy and process in line with the code, here are a few of the changes we have made:

- There is now a two-stage complaints process replacing the old-three stage process to ensure that complaints are dealt with quickly.
- Recognising that there is a difference between a 'service request' and a complaint and setting this out in the policy clearly for tenants.
- A new Reasonable Adjustments Policy that sets out what changes can be made to ensure our complaint process is accessible for tenants.
- A new Unacceptable Behaviour Policy that sets out what behaviour we expect when investigating complaints and the circumstances that we will not take forward complaints.

- Creating a positive complaint handling culture through continuous learning and improvement – with training for all staff involved in complaints to be delivered in 2024.
- We will demonstrate how we have used complaints to improve services in our annual complaint performance report.

You can read our new complaints policy, self-assessment against the code and our annual complaints performance report on our website:

[www.papworthtrust.org.uk/housing/customer-feedback/](http://www.papworthtrust.org.uk/housing/customer-feedback/)

If you wish to make a complaint you do not have to do this in writing. You can complain:

- In person to any member of staff
- By telephone on **0330 678 0008 option 1 or option 2**
- By letter to the Complaint Officer, 1 Saxongate, Bradbury Place, Huntingdon, PE29 3RR
- By email to either [housing@papworthtrust.org.uk](mailto:housing@papworthtrust.org.uk) or [repairsandmaintenance@papworthtrust.org.uk](mailto:repairsandmaintenance@papworthtrust.org.uk)
- By completing our online form Contact Us ([www.papworthtrust.org.uk](http://www.papworthtrust.org.uk))
- Via any of our social media channels where we have them

## Repairs phonline



Below is the performance of our repairs and maintenance phonline: **April – June 2024**



Average number of calls per month  
(excluding out of hours)

**340**

(last quarter 388)



Average waiting time for your  
call to be answered

**54 seconds**

(last quarter 53 seconds)

We will be using this information to plan how we use our staff to ensure your calls are answered quickly.

In this quarter nearly 1 in 10 calls we received were ended within a minute of the caller waiting for it to be answered.

We understand that everyone is busy and would like calls to be answered quickly and on average calls are being answered in under a minute, so this is another request for tenants to please hold on and the team will answer your call as quickly as possible.

If you are not able to wait, please leave a voicemail and the team will call you back.

## Tenant Satisfaction Survey



In September we will be conducting our annual tenant satisfaction survey to get feedback from every tenant on how satisfied you are with your housing service.

We have listened to feedback and will be doing the survey slightly different this year. We will be contacting tenants by telephone initially to avoid using as much paper and to make the survey as accessible as possible for all tenants.

We look forward to hearing your views!

## Tenant Information Leaflets



You have been sent information on **Legionella and Legionnaires' Disease**. Please read this information carefully and if you require any further information, please contact us by:

- emailing: [repairsandmaintenance@papworthtrust.org.uk](mailto:repairsandmaintenance@papworthtrust.org.uk)
- calling: **0330 678 0008, option 1.**

In our last newsletter you were sent information on **cracks**. We hope you found this informative and useful. Please remember you can access this at any time on our website: <https://www.papworthtrust.org.uk/housing/tenants-policies/>

If you do not have internet access or require documents in a different format, please contact us on **0330 678 0008, option 2.**

### Appointments:

Papworth Trust uses contractors to carry out some of its safety checks and assessments. These checks and assessments are important and often are a regulatory requirement. Please can tenants ensure they are in their homes and provide access to these contractors to enable them to carry out the work. This may mean taking time off work or changing the routine for that day. If you have an appointment scheduled, please stay in and keep the appointment. If an emergency arises and you cannot be there try and have another adult present in your place. If this is not possible call and let us know as soon as possible before the visit.

## Handyperson services in Cambridgeshire



Age UK operates a Handyperson Service supporting disabled and older people in their own homes to live independently and safely for longer. It also completes minor DIY tasks, the jobs you maybe did in the past but feel unsafe to do so now.

The Handyperson Service supports people living in Cambridge City, East Cambridgeshire, South Cambridgeshire, Huntingdon and Fenland.

Further information can be found here:

<https://www.ageuk.org.uk/bp-assets/globalassets/cambridgeshire--peterborough-/original-blocks/cambridgeshire-handyperson-service.pdf>

To find out if there is a handyperson in your area, please visit the Age UK website: [www.ageuk.org.uk](http://www.ageuk.org.uk) or call the Age UK Advice Line on **0800 678 1602**.

## Time for Tenants



Papworth Trust has been delivering Time for Tenants sessions for the last 2 years and during that time we have received feedback from our housing tenants that have enabled us to make some changes to the way we deliver our services.

Earlier this year the Trust launched a new Customer Charter and Housing Customer Service Standards which gives much greater clarity on what our tenants can expect whilst living in their Papworth Trust home and how we will measure our performance against these. In addition, we have successfully recruited Chris Bull, our new Director of Housing and Property.

It therefore feels that now is an appropriate time to pause the Time for Tenants sessions in order to review this model of engagement, and for the Trust to consider other ways of engaging with our tenants. We also want to hear from you as to how we can tailor our approach to meet your needs.

We still continue to value your feedback, and if you wish to speak to a member of the Executive Team about a specific issue with your home, please do contact us. You can contact Chris directly by:

- emailing: [Chris.Bull@papworthtrust.org.uk](mailto:Chris.Bull@papworthtrust.org.uk)
- calling: **0330 678 0008 option 2** and requesting for your call to be transferred to Chris

## Menu of Engagement



We are in the process of reviewing the different ways in which housing tenants can share their feedback and get involved with us in a way that best suits their lifestyle. We want to ensure that we have a varied range of informal activities that enable us to listen to tenants' views so that we can ensure our policies and services are more responsive to changing needs and aspirations. We will tell you more about what the menu of engagement looks like in future editions of the tenant newsletter.

If you have any ideas or suggestions for ways in which you think we can interact and engage with tenants in a more effective way please let us know by email at [tenantengagement@papworthtrust.org.uk](mailto:tenantengagement@papworthtrust.org.uk) or by calling **0330 678 0008 option 2**.

## Scrutiny Panel



Our Scrutiny Panel is a group of tenants who work with us to carry out reviews of the housing service. Panel members act as critical friends, giving us a customer perspective on our policies, procedures and working practices.

There are currently 5 tenant Scrutiny Panel members, 3 of which joined in 2023. The panel have an annual programme of work which includes quarterly meetings, conducting deep dive scrutiny reviews, providing activity reports to the Board of Trustees and providing feedback on other service specific areas on an ad hoc basis. A deep dive 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 for improvements based on the evidence gathered during the scrutiny exercise.

You can find the minutes of the quarterly Scrutiny Panel meetings on our website here: <https://www.papworthtrust.org.uk/Scrutiny%20Panel/scrutiny-meeting-minutes/>

You can find the action plans for completed deep dive Scrutiny reviews here: <https://www.papworthtrust.org.uk/Scrutiny%20Panel/scrutiny-reviews/>

If you would like to find out more about the Scrutiny Panel or are interested in joining contact Tracey Croucher at [tenantengagement@papworthtrust.org.uk](mailto:tenantengagement@papworthtrust.org.uk) or by calling: **0330 678 0008 option 2.**

## Employment Support



A new Work and Health Programme called Pioneer is now being delivered in Cambridgeshire by Papworth Trust. This exciting new programme is designed to support economically inactive people into work using a method called place and train.

If you would like to discuss the support available, then please get in contact with:

- **Scott Twinn**
- **Email:** [Scott.Twinn@papworthtrust.org.uk](mailto:Scott.Twinn@papworthtrust.org.uk)
- **Telephone:** 07707 290969

## Strategy Survey



As our Trustees look to develop our 2025 – 30 Strategy, it is vital that we ask for your contribution and feedback so that our future is driven by your needs and wishes. To do this, we have drafted four simple questions which I would ask you to take a few minutes to respond to. We have developed an electronic questionnaire which can be accessed via our website:

[www.papworthtrust.org.uk/strategy-survey](http://www.papworthtrust.org.uk/strategy-survey)

Please respond by Friday 6 September. Your thoughts and feedback are very important to us, thank you in advance and myself and the Trustees look forward to hearing from you.



Scan the QR code  
to be taken to the  
Strategy survey

## Social media



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

### Follow us here:



/papworthtrust



/papworthtrust



/Papworth\_Trust



@papworthtrust



/papworthtrust

## Rent statement



Please find your quarterly rent statement for the period 1 April to 30 June 2024 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 on the next page 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.

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

**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](mailto: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.

Papworth Trust is consciously considering our impact on the environment, we will be making an active effort to reduce the amount of paper we use. If we hold a email address for you we will send you future newsletters by email, If you would prefer to receive a hard copy, or require any other adjustments, please let us know at:

[tenantengagement@papworthtrust.org.uk](mailto:tenantengagement@papworthtrust.org.uk)

**Registered charity number 211234**

