



Tenant Newsletter

We recognise that there remains a continuing struggle with the rising cost of living. We are here to help and if you need advice about 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

Please do 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/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 |

Repairs and Maintenance

We have lots of work we are planning to do to homes, including spending £5.5 million on improvements from 2023/24 – 2025/26.

This includes:



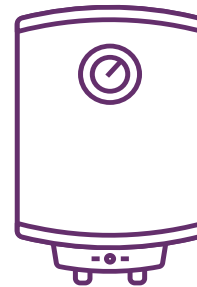
60 new bathrooms or wet rooms



71 new kitchens



52 electrical systems or re-wires



73 new heating systems or boilers



169 new windows and doors

We will be sending out further information and if your home is due to have work completed, we will be in contact with you to discuss the next steps.

Tenant Satisfaction Survey

We wanted to say a big thank you to everyone who completed our recent tenant satisfaction survey. We are pleased to say that 230 tenants responded. We will be asking how satisfied you are with your home more often and would really like to hear from more of you next time. If you have any feedback about the survey or ideas about how it could be improved we'd love to hear from you.

You can contact us by email at tenantengagement@papworthtrust.org.uk, by phone on **0330 678 0008 option 2**, or by speaking to a member of our staff either in your home or at our base at Papworth Everard - Upper Pendrill Court, Ermine Street North, Papworth Everard, CB23 3UY. You can also give your feedback directly to the Executive and Housing teams through our monthly 'Time for Tenants' drop-in sessions. The dates and venues for these are published on our website at:

www.papworthtrust.org.uk/tenant-involvement/

We will shortly be publishing the results of the survey on our website, with a plan of the actions we will be taking to improve the service you receive - based on the feedback you have given us.

The areas you responded to as positives of living in a Papworth Trust home:

The helpfulness and friendliness of staff when visiting your homes, the accessibility of our homes, and the value for money they offer.

The things you said we need to improve on:

How we deal with complaints, listening to your views and acting on them, communication and how we feedback on the status of repairs and updating you after our visits.

You also told us you would interested in accessing more housing services online. We are currently looking at how we can develop these services, working with the Tenant Scrutiny Panel. We will update you as soon as we have more information and we will be keen to get your feedback.

As a thank you for completing the survey we put all tenants' names into a prize draw for a £50 shopping voucher and we are pleased to say that Mr Thomas Jones, from Chigwell was randomly selected as the lucky winner and received a Tesco shopping voucher.

Time for Tenants

Thank you to all the tenants that attended our recent Time for Tenants sessions hosted by the Directors in our Executive Team; Mark Blake, Helena Harris, Sarah Harvey and our Chief Executive Sarah Miller.

In March, this was held at the Turnill Room in Papworth Everard, where we heard from six tenants about what it is like to live in Southbrook Field. They talked about the Turnill Room which is a communal room for residents and how it is looking very tired and unwelcoming.



We will be working with tenants to carry out works to the room to make it more inviting and usable, including decorating, new furniture and looking at how tenants can access the room securely.

In February we held a Time for Tenants session at Bradbury Court and tenants gave us feedback about their recent experience of an electrical re-wire to their home, how the communal spaces, internal and external, were looking untidy and how we could communicate better with tenants when we make changes to services. As a result of this we are reviewing how we manage major works in your homes and will provide more opportunity for you to meet our staff and ask questions before work starts so you are fully aware of what will happen.

Tenant Involvement – we want you to share your experiences & work with us to help improve services

As you live in our homes and experience the service we provide, you are in a unique position to tell us what works and what doesn't.

Have you thought about how you can use your experience of living in our homes to help improve the services that we provide?

We have volunteer roles available to join our tenant panels where you will be able to work with other tenants and us to contribute, influence and improve the services to our tenants.

Why should you join us?

- You will be able to use your experience, good and bad, 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 to help you
- 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.

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.

King's Coronation Tree Planting

We would like to invite Papworth Everard residents to join us in planting a tree in honour of His Majesty King Charles III's coronation. The tree will be planted to the front of Papworth Hall on Wednesday 26 April at 2pm.



We are grateful to the Varrier-Jones Foundation for their support on this and hope local residents will be able to join us for this wonderful occasion.

For those unable to attend we will be publishing some photographs of the day on our website and in our next newsletter.

Damp and Mould

As we enter spring and the weather continues to improve, you may find that damp and mould issues in your home are not as obvious. However, if you haven't already, please still let us know if you are experiencing issues or have had damp and mould present in your home over the colder months. You can report damp and mould in your home by telephone on **0330 678 0008 option 1** or by email to repairsandmaintenance@papworthtrust.org.uk (please put damp and mould in the subject line) giving as much information as possible including photographs of the affected areas.

We will arrange for your home to be inspected by one of our surveyors, and you will receive feedback of any actions that we will take to try and resolve the problem and advice and guidance on how to manage and reduce the issues.

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 2 January to 2 April 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.

