



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.

Business Plan 2023-26



We are incredibly pleased to share our 2023– 2026 Business Plan with you, which builds on our existing organisational strategy to deliver good quality homes, jobs and services that enable our customers to achieve their aspirations. To read it in full, please head to the news and blogs section of our website or click this link:

www.papworthtrust.org.uk/news-and-blogs/businessplan-2023-26/



If you would like to have a hard copy of our business plan, please let us know by emailing:

tenantengagement@papworthtrust.org.uk

or calling 0330 678 0008 option 2

Report a Repair via the Website

Report a Repair - Form

We have listened to the feedback from tenants and have launched a new way for you to report repairs through the housing section of our website at:

www.papworthtrust.org.uk/housing/

You can just click on the tile 'Report a Repair' and fill out the form with as much information as you can about the problem in your home.

Report a Repair - Form

* Required

1. What is your name?
*

Enter your answer

2. What is your address?
*

Enter your answer

3. What is your postcode?
*

Enter your answer

4. Please provide telephone number or email address in order to contact you about the repair
*

Enter your answer

Next

Never give out your password. [Report abuse](#)

Please continue to report emergency repairs by telephoning 0330 678 0008 and choosing option 1.



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

Across the four sessions in Papworth Everard and in Chigwell, Essex we met with tenants to discuss housing issues that are important to them including:

- Feedback on how we inform tenants of large capital works resulting in us developing question and answer events for tenants to attend ahead of works taking place
- Discussion around communal areas resulting in us reviewing the standard that tenants should expect communal areas to be maintained and updated
- We have listened to tenants about areas to improve on and have provided our action plan to show how we will do this

Time for Tenants sessions are your opportunity to speak to a member of Executive Team about absolutely anything. You can also see further dates and venues on our website here <https://www.papworthtrust.org.uk/tenant-involvement/>

Tenant Involvement

We want you to share your experiences and 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 your home to help improve the services you receive?

We have exciting volunteer roles 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. You will receive full training and support to help you in the role.

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

About the Scrutiny Panel



The Scrutiny Panel is 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 plays a key role in ensuring that the Trust offers a service that represents good value for money.

The Scrutiny Panel has dedicated an 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.

Cost of living

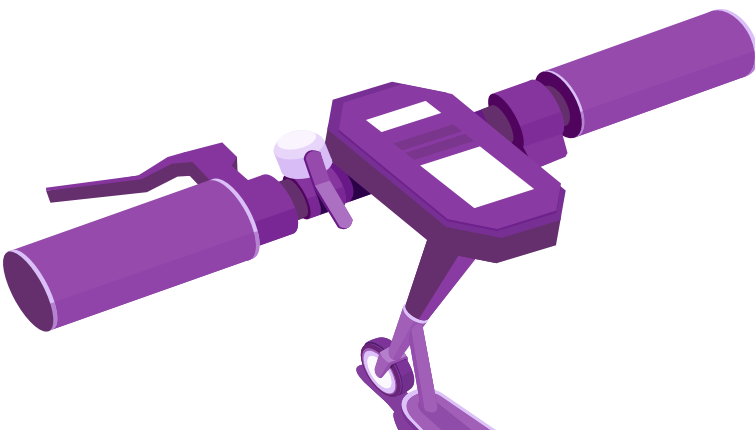


We are here to help and if you need advice about paying your rent or if you are worried about your finances then please get in contact with us. You can do this by:

- 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.

Electric Scooter Charging Advice



The number of fires caused by e-bike and e-scooter batteries is on the rise. The batteries for these items pack a lot of energy into a small space and they are also lithium-ion batteries, which cause unusually intense fires if they overheat.

The advice to tenants who may have these items is as follows:

- Never charge electric bikes / e-scooters while you are sleeping or not at home
- Unplug the charger once it has finished charging
- Never block your fire escape route with an e-bike or e-scooter and no e-bikes or e-scooters should be stored in communal areas
- Never tamper with the battery and always follow the manufacturer's instructions
- Ensure the battery and charger meet UK safety standards and always use the correct charger
- Never cover the charger as this could lead to it overheating or setting on fire
- Be wary of DIY kits bought online to convert a standard bike into an e-bike

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 April 3 to July 2 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.

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

Registered charity number 211234

