

# Tenant Newsletter



**You said** **We did**

In our last newsletter we updated you with the results of the 2022/2023 Tenant Satisfaction Survey and introduced you to our Tenant Action Plan which details our commitment to improving where you have told us you are not satisfied. If you haven't seen it, the action plan and survey results are available on our website here:

<https://www.papworthtrust.org.uk/housing/important-updates/>

Here are some of the changes we have been working on so far this year:

**You told us you want to be proud of your home:**

- In our April newsletter we told you what improvements we were going to make to our homes this financial year.
- If you are due to have major works, such as a kitchen or bathroom, on your home this year, you were invited to meet the contractor carrying out the work and staff from the Trust and find out how it will all work. If you weren't able to attend you will have been sent details of what you missed.
- With the Tenant Scrutiny Panel we have been reviewing what work we do on empty homes before we let them to new tenants. Our new improved lettable standard will be launched shortly and better reflects the quality we want our homes to be.

## You told us our customer service needs to improve:

- To start with we want to make it much clearer what you should expect when living in a Papworth Trust home. We have been working with tenants and staff on new customer standards and these will be launched shortly along with how we will show whether we are meeting these standards.
- Our repairs and maintenance team will contact you if we are approaching the deadline for your repair being attended to and provide an update to make sure you know what is happening.
- We have launched our new annual home visit by your housing officer. This is now aimed to be personalised and engaging experience for tenants so we can better support you to sustain your tenancy, maximise your independence and discuss any aspirations you have, for example, employment or volunteering.
- We are sharing more data on compliments and complaints with the Tenant Scrutiny Panel, so that tenants are involved in what improvements we can make.

## You said you want to be able to contact us easily and quickly:

- Earlier this year we launched a new telephone system across the housing freephone number, including repairs and maintenance with an improved queuing and message leaving facility. We can also now tell you information about how we treat incoming calls from tenants.
- In June, we introduced a new simpler way of reporting repairs to your home on our website.

## You told us that you want to understand the ways you can become involved to help improve services:

- We have recruited four new Tenant Scrutiny Panel members to represent you as tenants in holding us to account for the service we deliver.
- We have reintroduced satisfaction surveys for tenants that have had a repair completed. These are being done by telephone.

We look forward to telling you about more improvements we have planned for the remainder of the year.

## Repairs Line

We introduced a new telephone system earlier this year and hope you have seen the improvement to how we handle your repairs calls. We are pleased that we can now transparently report on how we have performed in the last two quarters in relation to call handling...



Average no of calls per month (excluding out of hours)

**357**



Average waiting time your call to be answered

**57 seconds**

We will continue to monitor how our performance changes and let you know.

## Air Source Heat Pumps

We recently conducted a survey of tenants living in our new Knutsford Road development of flats to find out how tenants are finding their new air source heat pumps (ASHP) to provide space heating and hot water..

We have started installing ASHP in some of our homes to reduce carbon emissions and provide low cost heating for tenants. ASHP take heat from the outside air and transfer it to water, which heats your rooms via radiators or underfloor heating, and also heat water stored in a hot water cylinder for your hot taps, showers and baths.



Nearly 9 out of 10 tenants told us they are either very satisfied or fairly satisfied with their ASHP as a form of heating and hot water. Nearly  $\frac{3}{4}$  of tenants told us that they found them cheaper to run than other forms of heating they have used in previous homes and nearly  $\frac{3}{4}$  of tenants told us they would recommend ASHP to family or friends.

We recognise that ASHP won't suit everyone or every home, but we are pleased that they have been received so well by Knutsford Road tenants.

## Safety Information Leaflets



You have been sent information on **asbestos** in the home and **damp, mould and condensation**. Please read this information carefully and if you require any further information please contact us at [repairsandmaintenance@papworthtrust.org.uk](mailto:repairsandmaintenance@papworthtrust.org.uk) or call **0330 678 0008, option 1**.

## Cost of Living



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](mailto: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.

## Card Competition



Papworth Trust is inviting all customers to enter a card competition. The winning cards will be used by the Trust in a variety of ways during 2023 and 2024. There are 3 categories to enter (or you can enter all 3), these are:

- Design a Christmas Card
- Design a Welcome Card \*must include the word welcome
- Design a Thank You Card \*must include the words thank you

To enter, email your name, the service you use e.g. Housing and your card design/s to: [aisling.davenport@papworthtrust.org.uk](mailto:aisling.davenport@papworthtrust.org.uk) by Friday 27 October. If you are unable to email your design please contact us so that we can arrange for this to be done in a different way.



## Time for Tenants

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

In July we heard from tenants at Bradbury Court who we talked to about communal services and what improvements they would like to see, including washing lines, cycle storage and better storage.

In September a session was held at The Turnhill Room, Southbrook Field where tenants talked to us about heritage in the village, local bus services and ground maintenance issues.

These sessions are your opportunity to speak to a member of Executive Team about absolutely anything. They take place monthly at various venues in Papworth Everard and you can find out future dates on our website here:

<https://www.papworthtrust.org.uk/tenant-involvement/> or phoning 0330 678 0008 option 2



## Tenant Scrutiny Panel

The Tenant 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 Tenant Scrutiny Panel play a key role in ensuring that the Trust offers a service that represents good value for money. This year the panel have welcomed four new members.

The Tenant Scrutiny Panel have a dedicated area on the website where you can find out more about their work, who the current members are, minutes for panel meetings and scrutiny review action plans.

You can view this here: <https://www.papworthtrust.org.uk/Scrutiny%20Panel/>

If you would like to find out more about the Tenant Scrutiny Panel or are interested in applying to sit on the panel contact Tracey Croucher by email at:

[tenantengagement@papworthtrust.org.uk](mailto:tenantengagement@papworthtrust.org.uk) or by calling 0330 678 0008 option 2.

# 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 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 and leave a legacy for future Papworth Trust housing tenants
- You will grow in confidence and meet new people
- You will receive training from both internal and 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](mailto:tenantengagement@papworthtrust.org.uk) or 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:



# Rent statement

Please find your quarterly rent statement for the period 3 July to 1 October 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](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)

