



Tenant Newsletter

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

Tenant Satisfaction Survey



Complete for your chance to win £50

From Monday 21 October we will be starting the annual Tenant Satisfaction Survey. This will remain open until December. Every completed survey will be entered into a prize draw and three randomly selected tenants will receive £50 in shopping vouchers.

We are pleased to announce that Acuity Research & Practice (Acuity) will be carrying this out on behalf of the Trust. They have been providing consultancy services to the social housing sector for over 26 years and have conducted previous surveys for the Trust.

The Tenant Satisfaction Survey is a general perception survey. Acuity will be asking tenants what they think about their home and the services provided by Papworth Trust. The questions are based on the new Tenant Satisfaction Measures (TSMs) introduced by the Regulator of Social Housing in April 2023.

Acuity will start contacting tenants by telephone (unless you have asked us not to contact you this way). The telephone number used will be the local number 01480 276341. If Acuity are not able to reach you by telephone, they will follow up with email and postal surveys.

You have been provided with some frequently asked questions about the survey, if you have any other queries regarding the tenant satisfaction survey please contact the Trust on **0330 678 0008 option 2** or email housing@papworthtrust.org.uk

Repairs Phoneline



Here is the performance of our repairs and maintenance phoneline **July – September 2024**



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

394

(last quarter 340)



Average waiting time for your
call to be answered

71 seconds

(last quarter 54 seconds)

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

Tenant Information Leaflets



With much colder weather on the way you have been provided with information on **Condensation and Mould**. It contains practical information for managing condensation in your home and what we can do to help if the problem persists. We have also provided some guidance on keeping safe if you have Asbestos in your home.

Please do read this information carefully and if you require any further information please contact us by:

- emailing: repairsandmaintenance@papworthtrust.org.uk or
- calling **0330 678 0008, option 1**.

In our last newsletter you were sent information on **Legionella**. 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**.



Electrical Safety Checks



We periodically need to access your home to ensure all the wiring and electrical installations are safe.

We work in partnership with our electrical contractor Riggall and Hawksford to carry out this work.

If you are contacted by them to access your home, please ensure you book a visit at a convenient time for you.

Boiler Advice



As we approach much colder temperatures and tenants start using their heating again, it becomes the busiest time of year for our heating contractor Aaron Services. If your boiler stops working, here are some quick checks and fixes tenants may want to try before contacting us.

If tenants are able to do this and restore their heating, they can avoid unnecessary call outs and waits with no heating.

1

Do you have a prepayment meter? If you do, check that you've got enough credit. Are your other gas appliances, such as your cooker hob, working? Have the switches in your fuse box tripped?

2

Have you had a power cut recently?

If you have, the timer on your boiler may have reset. Re-programming it could solve the issue. Have a look at your instruction manual, or visit the manufacturer's website, for instructions on how to do this.

3

Check the pressure

If your boiler's pressure gauge is at one bar or less, low pressure could be the issue. Your boiler's manual will tell you how to top up the pressure.

4

Turn your thermostat up

Turn your thermostat to 21 degrees or higher to see if your boiler starts working.

5

Reset your boiler

If your boiler was installed before 2004 it will probably have a pilot light. Check that this hasn't gone out. If it has, refer to the boiler's manual to see if you can relight it. For newer boilers, check the instructions for resetting it.

We understand that many tenants will not be able to do this and they should continue to report boiler issues in the usual way.

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 or call the Age UK Advice Line on **0800 678 1602**.

Cost of Living Support



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 contact 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.

<p>Household Energy Support</p> <p>https://www.ofgem.gov.uk/get-help-if-you-cannot-afford-your-energy-bills</p> <p>As of 1 October, the cost of the energy price cap has increased by 10%</p>	<p>Join your energy provider's Priority Services Register. By doing this you will get a range of extra help when you need it.</p> <p>Contact your supplier straight away if you are worried about paying your energy bills. Ofgem's rules mean they must work with you to agree a payment plan you can afford.</p> <p>Contact one of the organisations below who can provide you with advice and guidance.</p>
<p>Household Support Fund</p> <p>You may be able to get some help with essential costs from your local council.</p>	<p>Check with your local council to find out what funding is available in your area:</p> <p>https://www.gov.uk/find-local-council</p>
<p>Food Bank</p> <p>The Trussell Trust provide foodbanks across the region.</p> <p>Your Housing Officer can support you to get a foodbank voucher.</p>	<p>Check where your nearest foodbank is here:</p> <p>https://www.trussell.org.uk/emergency-food</p> <p>Contact your Housing Officer for a voucher.</p>
<p>Citizens Advice</p> <p>https://www.citizensadvice.org.uk/debt-and-money/cost-of-living/get-help-with-the-cost-of-living/</p> <p>A network of independent charities offering confidential advice online, over the telephone and in person for free.</p>	<p>Cost of living support information can be found on the website.</p> <p>National phone line 0800 144 8848</p> <p>9am to 5pm Monday to Friday</p> <p>Calls are free</p> <p>Find your local Citizens Advice:</p> <p>https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/</p>
<p>Scope</p> <p>https://www.scope.org.uk/helpline</p> <p>The helpline advisors can answer questions and talk you through a wide range of topics connected with disability, including:</p> <ul style="list-style-type: none"> • Benefits • Finance • Social care • Work • Equipment and assistive technology • Housing and home adaptations 	<p>Telephone helpline 0808 800 3333</p> <p>9am to 6pm Monday to Friday</p> <p>10am to 6pm Saturday</p> <p>Email helpline helpline@scope.org.uk</p> <p>Textphone dial 18001 then 0808 800 3333</p> <p>Calls are free from UK landlines and mobiles</p>

Age UK

<https://www.ageuk.org.uk/information-advice/money-legal/cost-of-living/>

Free, confidential advice line for older people, families, friends, carers and professionals.

Telephone helpline 0800 678 1602

Lines open 8am to 7pm 365 days a year

Calls are free

Papworth Trust card competition

We would like Papworth Trust customers to enter our competition and design us the following cards (you don't need to design both if you don't want to):

- A Christmas card
- A thank you card (must include the words 'thank you')

To enter email us your name, which service you use and your design to:

Aisling.davenport@papworthtrust.org.uk
by Friday 25 October.

Join our new tenant sounding board!



The Sounding Board will give you the opportunity to give us feedback when it suits you. Whether you have a lot of time or a little, we will offer different ways for you to tell us what you think and have your voice heard.

Through the Sounding Board you will be able to take part in focus groups, complete surveys or questionnaire, give us feedback on draft information leaflets or use voting polls to give us your feedback and ideas.

The number of activities may change during the year, but we will keep in touch with you to let you know when these take place.

If you are interested in joining the Sounding Board or would like more information, contact us by email at tenantengagement@papworthtrust.org.uk or by calling:

0330 678 0008 option 2

If you have any other 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.

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 or by calling: **0330 678 0008 option 2.**

Housing Focus Group



On Wednesday 9 October we held a focus group in Papworth Everard where we were able to speak with our tenants about their views on what a quality home and housing service should look like.

The 2-hour session was very interactive, and we received some great feedback about the standard of the service that we currently deliver and how we can improve this going forward.

The next steps will involve using the feedback from this session to develop a new property standard, create a new communal standard, and review and enhance our service offering. These initiatives will contribute to the Housing Strategy for 2025 to 2030.

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 July to 29 September 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 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



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