

Summer

Newsletter

2023

Westfield Housing Association

Minto Centre

Nilsson Drive

Westfield

Workington

CA14 5DB

Phone: 01900 602906

Email: enquiries@westfieldha.org.uk

Web: www.westfieldha.org.uk

Welcome to our latest newsletter. We hope you find it useful and informative.

We welcome feedback on any of the content as well as any suggestions for future content.

OFFICE UPDATE

Office Opening Hours

The office is now open Monday to Friday 9.00am to 5.00pm.

We can also be contacted/services accessed as follows:

- By telephone: **01900 602906**
- Via the tenant portal, accessed through the website www.westfieldha.org.uk
- The general enquires email enquiries@westfieldha.org.uk

For any out of hours emergencies

*(after 5pm and before 9am Monday to Friday and all day Saturday and Sunday) Call **0151 3432762***

Please ensure your repair is classed as an emergency before calling the out of hours number. You can find a list of emergency repairs below.

REPAIRS AND MAINTENANCE

Emergency Repairs

Analysis of our repairs is showing that we currently order a high number of emergency repairs which do not fit the emergency criteria. An emergency is something that puts your health and safety at risk. The following is a list of the type of repairs which qualify as an emergency:

- Property entrance door won't open / lock
- Loss of power (no lights, no power)
- Property not secure
- Uncontrollable leak from pipe / radiator / wastes / tank
- Blocked WC (where only 1 exists in the property)
- Complete breakdown of heating system (October-April or if a particular vulnerability)
- Fire/Flood Damage

It is important that if you report one of the above repairs you stay at home until the Contractor has attended. Failed access will result in a recharges for the cost of the call out.

This also applies to Out of Hours emergencies.

REPAIRS AND MAINTENANCE CONTINUED

New out of hours (OOH) service delivery



Our emergency out of hours service is now being delivered by CCS, part of Castles and Coasts Housing Association (not including gas repairs).

Out of hours emergencies are still reported through the OOH number

0151 3432762

This number will continue to connect to a call centre managed by Orbis. Orbis will assess the need for a repair and if an emergency will instruct CCS to attend (or AFM if a gas emergency).

Planned Programmes / Property Surveys

During 2021 and 2022 we completed Stock Condition Surveys on 560 properties with the remaining surveys being completed by the end of June 2023.

The surveys confirm age, condition and replacement year for the main components in your home e.g. kitchens, bathrooms, windows, doors, heating system, roof, render etc. This information will allow us to draw up Planned Maintenance Programmes for the future.

We are currently finalising the 2023/2024 Planned programmes and tenants included will be informed accordingly.

Energy Efficiency

Part of the recent stock condition surveys included a new/revised Energy Performance Certificate (EPC) being completed for each property. This information is needed to help us meet the government requirement that all social housing properties achieve an EPC C rating or above by 2030.

Prioritising the least energy efficient homes, we will be improving any properties rated D, E or F over the next few years. A key benefit of the works should be savings on energy bills and improved warmth.

To help fund the works we have accessed various government schemes (e.g. Social Housing De-Carbonisation Funding, ECO 4). This year we are planning to improve 19 homes via the SHDF scheme and a further 15-20 homes via ECO 4. Discussions with tenants whose homes have been identified for works this year are ongoing.

We have instructed a company called EVERWARM to visit and identify energy efficiency works at 60 of our properties and we will work through these, with affected tenants, once we have the full reports back.



Gas Servicing and Maintenance

Following a tender process AFM Gas Services Ltd have been appointed as our new Gas Servicing and Maintenance contractor.

The new contract commenced on Monday 27th March 2023.

Under the contract AFM will carry out all annual gas and solid fuel servicing, gas responsive repairs (both in and out of hours) and some heating system replacement/ installation works.

We are confident that AFM will provide an excellent service and ensure homes are safe. If you have any queries, please do not hesitate to contact us.

Since AFM became our gas contractor they have fed back that access is a real issue both with Gas Servicing and Repair appointments.

The Service is carried out to ensure your safety and that the systems are kept in good condition and are running efficiently .

During April 2023, 35 out of the 57 Gas Service appointments were missed – this is over 60% of appointments .

This amounts to approximately £1500 in engineers time. These costs need to be recovered and will be recharged back to tenants who:-

- Do not allow access on the appointment arranged
- Do not re-arrange a suitable appointment with AFM
- Do not have gas or electric on their meters to enable the Gas Service to be completed.

Please provide the necessary access so that servicing can be completed and your safety ensured.

It is very important that you ensure access is available. Failed access will result in recharges being added to tenant accounts and could lead to legal action.

*60% of arranged appointments missed.
Amounting to £1500.00
in engineers time!*

Health and Safety Works/checks

The most important part of our repairs and maintenance service is carrying out regular checks and services to ensure that your home is safe. Aside from the annual gas servicing's these include:

- Electrical safety. Foxcroft Electrical carry out 5 yearly EICR checks on our behalf. We will write to notify you when your property is due and Foxcroft's will contact you directly to make an appointment that is suitable for you.
- Carrying out asbestos surveys, maintaining an asbestos register and checking asbestos risks, as necessary.
- Carrying out fire safety checks of all communal areas including weekly checks of alarms and any potential fire risks, and an annual fire risk assessment carried out by a suitably qualified Fire Officer.

Communal Area checks

Fire Safety Inspections in communal blocks are carried out every 6 months . We check that all fire exits are clear, there are no combustible materials stored in communal areas and that there is no damage that could cause an obstruction in the entrance, landings or stairs. We also check that all signage is clearly displayed. Any issues will be dealt with as a priority.

Prior to the communal inspections we will send information to all tenants in the block Including three leaflets

- Fire Safety in the Home Leaflet
- Fire Safety Advice for Tenants who live in Flats with Communal Entrances
- Most recent Fire Risk Assessment

Please take the time to read the leaflets so that you understand what is required of you If you have any questions, please do not hesitate to contact your Housing Services Officer.

Fire Safety information is available in a range of different languages on the government website <https://www.gov.uk/government/publications/make-your-home-safe-from-fire>.

If this is something that you require, please ask a member of staff.

Fire safety is everyone's responsibility and we want to reiterate the importance of allowing access to enable us to carry out any servicing and repairs to our properties. Please ensure that you allow access and keep any appointments made. A failure to allow access is a breach of the tenancy agreement.

Fire Safety is Everyones Responsibility

Do you know what to do in the case of a fire? The signs should be displayed in your communal entrance ? If you feel there are any signs missing please let us know ASAP?

If you need a Personal Centred Fire Risk Assessment (PCFRA) please contact Julie or Susan on 01900602906.

Fire action
if you discover a fire

- Operate nearest fire alarm point
- Call the Fire brigade by telephoning 999
- Leave the building by the nearest exit
- Report to your assembly point at []
- Do not stop to collect personal belongings

REPAIRS AND MAINTENANCE CONT..

Damp and Mould

Since our update in the Christmas newsletter we have created a new Damp and Condensation Policy that sets out our approach to dealing with this problem. The policy includes our commitment to dealing with issues quickly with the following response times set:

- To inspect the problem within 3 working days of reporting
- To complete repairs to rectify the problem within 20 working days of reporting.

If the matter is an emergency with a serious and immediate risk to your health and safety, the issue will be attended as quickly as possible, and a repair effected to deal with the immediate problem/make safe within a maximum of 24 hours. If further work is required a full repair will be completed within 20 working days.

All damp and mould problems reported from this point should be dealt with within these timescales. If there is an exception e.g., because of the large scale of works/complexity of the problem this will be explained, and an appropriate timescale agreed.

There are currently 52 ongoing damp and mould inspections and repairs jobs in progress. These include:

- 5 Inspections to be completed .
- 32 Envirovent Jobs – install new fans (currently experiencing a delay with manufacturers)
- 15 Jobs in progress

The number of issues reported/identified has meant that not all repairs have been completed within the above timescales.

We have set a deadline of the end of July for completing all currently outstanding damp and mould surveys and repairs. Jobs are being prioritised and the worst problems being dealt with first.

If you do have a problem with damp and mould, or another disrepair issue that you have not reported, please report the matter as soon as possible so we can arrange an inspection. If you are unhappy about the response that you have received to a problem you have reported please contact:

Duncan Tilbe -CEO (Duncan.tilbe@westfieldha.org.uk)

Debbie Fox- Operations Manager (Debbie.fox@westfieldha.org.uk)

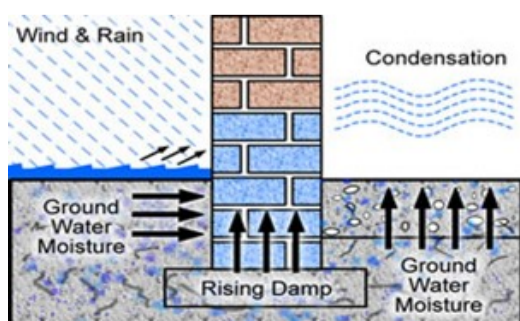
Both Duncan and Debbie can be contacted by telephone on the main office number (01900 602906).

A Damp and Mould information leaflet and the full Damp and Condensation Policy can be viewed on our website

www.westfieldha.org.uk



Damp & Condensation

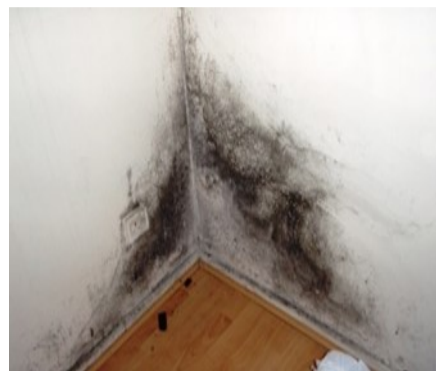


Types of dampness commonly found in the home

What is Condensation?

Condensation is the moisture caused by everyday living. Moisture is absorbed into the warm atmosphere of your house and when the house cools down the moisture condenses on cool surfaces like external walls, around window and door reveals and uninsulated areas of ceilings. The result is condensation.

Condensation Diagnosis



- Is there black mould towards external cold corners on walls and ceilings or on skirting boards?
- Do you have to wipe the windows of moisture nearly every morning?
- Is there mould on shoes, jackets or any other leather items?
- Has the backs of any furniture been effected with mould growth, especially if the furniture has been against an external wall?



Some initial advice given to Control Condensation is to keep the property well ventilated by:

- Opening windows, trickle vents on windows etc.
- Using extractor fans when cooking and bathing at all times.
- Drying washing outside the property.
- Keeping furniture away from walls where possible, especially external walls to ensure air circulation

Water Penetration

Water can enter a property through missing or loose roof coverings, cracked render coatings, defective masonry, doors and windows.



Internal signs of water penetration through any of the above reasons include staining to:

- Plaster
- Paintwork
- Wallpaper

Rising dampness in buildings occurs when water from the ground rises up through the bricks and mortar of a building by capillary action.



Signs of rising damp include:

- Damp patches and staining about 1 metre up a wall from the ground
- Paintwork

It is also important to note that rising damp only occurs on the ground floor. **If you have any of the above problems, or have a query relating to dampness, please contact us as soon as possible.**

DEVELOPMENT UPDATE

We are now on site with phase one of the building of bungalows on the Westfield estate; four bungalows on Fell View Walk, seven bungalows on the Windsor Road garage site and six bungalows on the site of the old welfare on Westfield Drive. Sixteen bungalows will be two bedroom and one, one bedroom.

The new development on the Windsor Road garage site will be called Crown Close and the new development on the former welfare site will be called Balmoral Close. These names were chosen by our Customer Panel.

The bungalows on Fell View Walk and Balmoral Close are due to be completed at the end of October 2023, with the bungalows on Crown Close for completion November 2023.

Windsor Road Garage Site

Now work has started on the Windsor Road garage site, the 'cut through' that has been used by many to the old railway line should not be used. This 'cut through' is not an authorised right of way and there will be no further access to the railway line via this land.

The site is a building site and therefore dangerous for anyone trespassing. As the new development is a scheme of bungalows, Westfield has decided it is better for the future residents if people are not walking through the scheme using it as a public right of way.

Phase two

We have just received planning permission to build two detached bungalows on the Garth Road garage site but we do not have a start date for this development yet. We have also just applied for planning permission to build 5 two bedroom bungalows on the land behind Garth Road and Ghyll Road. We are also in the process of buying another piece of land off the estate to provide some family homes. These three sites will be phase two. We will keep you updated on these sites in future newsletters.

Applying for a bungalow

We will be starting to allocate bungalows soon. If you would like to be considered, please make an application (the housing form is available on our website or can be obtained from our office).

If you have already made an application for a bungalow or level access home, then you will not need to make another application, However, please keep us updated if there are any changes to your circumstances during the process.

Please contact us if you have any queries about making an application, or require any assistance .

We aim to start shortlisting for the first phase of bungalows towards the end of August 2023 ready for the completion in October 2023.

Following application assessments decisions on tenancy offers will be made by a Lettings Panel and successful applicants contacted accordingly.

Our Lettings and Allocations Policy can be viewed in full on the website.



DEVELOPMENT UPDATE CONTINUED

Other Developments

Westfield is also taking ownership of four three-bedroom houses in High Harrington from Story Homes. These should be complete in July 2023.

A further four two-bedroom properties will be available in Spring 2024.

Vandalism

Unfortunately we are still experiencing vandalism on some of our development sites. Please, if you see anything untoward happening on any of the sites report this to us as soon as possible.

Reports can be made by speaking to us on

01900 602906 or email enquiries@westfieldha.org.uk or via your tenants portal.

It is also very important that you report vandalism to the police.

You can ring the police on 101 or email 101@cumbria.police.co.uk

The story so far



Car Parking

The development site at Fell View Walk had no allocated car parking which belonged to us prior to the development and therefore the building work should not affect car parking on school drop offs/pick ups.

The primary school do not allow their parents to pull onto their site due to safety issues and we cannot pick up the overspill for exactly the same reason.

The school has informed us that several text messages have been sent out to parents advising them not to use the Minto Centre car park.

Due to these safety concerns we are unable to allow parents dropping off at Westfield Primary school to park in The Minto Centre car park.

This is to ensure the safety of both adults, children and vehicles, several which have been damaged as people struggle to manoeuvre their cars during busy times.

As a further precaution we have asked Thomas Armstrong to avoid where possible moving plant and machinery on and off the site during school drop off/pick up times.

Thankyou for you understanding and cooperation.

OUR PERFORMANCE

We have a number of performance targets that are set and reviewed annually. The chart below shows performance for a selection of services from April 2022 to March 2023 and compares with the previous year.



Although targets were met in very few areas it does show improved performance that we will continue to build on over the coming months.


PERFORMANCE INFORMATION (KPI'S)


	2021/22	2022/23	Trend	TARGET
VOID RENT LOSS	1.4%	0.91%	↑	0.30%
RENT ARREARS %	3.25%	3.61%	↓	3.5%
AVE NO OF DAYS TO RE-LET A PROPERTY	13	13	↔	7 days
OVERALL SATISFACTION WITH REPAIRS %	91%	95%	↑	97%


REPAIRS COMPLETED ON TIME

	2021/22	2022/23	Trend	TARGET
EMERGENCY	94%	97%	↑	100%
URGENT	92%	92%	↔	97%
ROUTINE	76%	90%	↑	95%

KEY: ON TARGET  MISSED TARGET 

IMPROVED PERFORMANCE 

WEAKER PERFORMANCE 

UNCHANGED PERFORMANCE 

Of note:
 Whilst performance on repairs improved we did not achieve our targets and we continue to work to improve performance. We have regular contractor meetings where performance is discussed, we chase outstanding jobs weekly and have provided repairs diagnostic training to front line staff.
 Performance is routinely reported and scrutinised by our Customer Panel, Executive team and Board.
 100% of emergency repairs complete on time was not achieved due to our previous gas engineer being unable to fulfil the contract. The gas contract has since been retendered and the new contractor is attending emergency repairs on time. Although repairs satisfaction levels are high, feedback we receive tells us that on occasion some tenants have to chase up repairs, report them several times or are unhappy with the response time to have repairs complete. To address this, we are introducing a contractor portal which allows contractors to provide updates and complete repairs as they leave a property.

Contractors have been reminded of the need to make appointments with tenants in advance of their visit, as well as continuing to have those regular performance discussions with contractors. Our front line staff will also advise which priority a repair will be given at the time of reporting.

If you have any comments or feedback, please contact us, including any information you would like for other areas of the service.

You can also see more in-depth information about other areas of performance in our Annual Report n our website under our performance. More current performance information for 2023/24 can be found in the Current Performance section on our website www.westfieldha.org.uk

YOUR WELFARE

If you are struggling with any aspect of the current cost of living situation please let us know. We can provide advice and help with things like foodbank vouchers and funding from government projects to help with financial hardship.

Our Income Officer, Andrea Sharp, is only a phone call away and is always happy to give advice and help address any difficulties you may be having. So please, if you are experiencing problems with rent or other payments give Andrea a call during office hours on:

01900 602906

There is a vast range of support available and depending on your issue we will either be able to assist you directly or put you in touch with the appropriate support group or agency. If you would prefer to contact a support group/agency directly useful contact numbers include:

Financial Help Allerdale Citizens Advice:

www.citizensadvice.org.uk or call 01900 604735.

Community Food Projects:

Moorclose Community Centre -Needham Drive, Workington, CA14 3SE
Contact: Facebook 'Moorclose Community Centre'

The North Lakes Foodbank:

The foodbank operate across Allerdale at a number of locations, please contact the food bank to find a service near you on **07502311452**.



Did you know as a tenant you may be entitled to 50% discount for childcare at Footsteps nursery? For further details call 01900 602906

Childcare Support

As part of the Government's biggest ever expansion to child care provision, lower income families will be able to access increased childcare support from 28th June 2023.

The amount that parents can claim back monthly for their childcare costs on Universal Credit will be raised to up to £951 for one child and up to £1,630 for two or more children.

Free childcare for working parents in England will be expanded to cover all children under five by September 2025.

The new help for parents will be introduced in stages.

Eligible working parents of two-year-olds will get 15 hours of free childcare per week from April 2024.

Children between nine months and two years old will get 15 hours of free childcare from September 2024.

All eligible under-5s will get 30 hours of free childcare from September 2025.



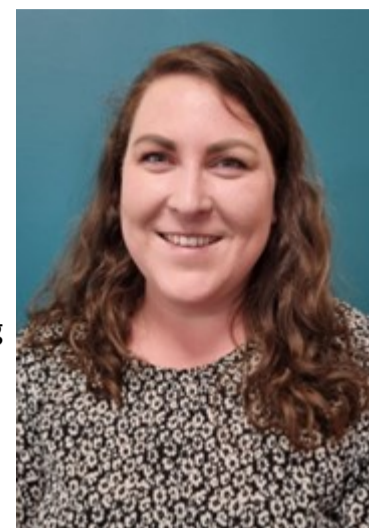
NEW MEMBERS OF STAFF

New Member of the Housing Team

We are happy to welcome two new members of staff to the Westfield Housing team.

Clare Leisk as our new Customer Services/Admin Officer who joined us in late March ..

Clare is a Westfield local, having lived in the area for over 20 years. Clare is currently a parent Governor at Westfield Nursery and Primary School as well as being treasurer of the PTA. Her role as parent Governor involves attending regular Governor meeting to monitor and support the running of the school, along with other members of the PTA works with the school to create family friendly events and fund raising activities.



Claire's main role as Customer Services/Admin Officer is to be the first point of contact for customers answering customer queries and includes taking repairs, taking rent payments and providing advice.

New Member of Maintenance Team

Michael Winthrop is our new Technical Services Officer and joined us in March.

Michael has worked for other local housing associations for the past 6 years as well as previously working for local contractors as a Maintenance/Voids Supervisor.

Michael's main role is to carry out repairs inspections including damp and mould surveys, void properties, planned maintenance works and energy efficiency works. Michael will also be involved in the development programme.



CUSTOMER PROFILING

Over the past few months we have been carrying out a customer profiling survey to ensure we have the correct details for you and any other members of your household.

We are delighted that we have now captured 70% of this information and are in the process of contacting the remaining 30% of tenants over the next few weeks. We would like to take the opportunity to say thank you to all those who have responded to our requests so far.

TENANCY VARIATION AGREEMENTS

We would like to say a huge thank you to all those who have signed their tenancy variation letter, allowing us to use fixed service charges. We started circulating these letters in November 2022 and are delighted with the response. Over 300 variation letters were sent out and there are now only 9 outstanding.

If you are one of these 9 can we please ask you to sign and return the letter to us ASAP. If you have misplaced the letter and require a new one please let us know and we can arrange for a new one to be sent out or we will be happy to visit you and bring a new one along.

TENANT AND RESIDENT ENGAGEMENT

Updates from our Customer Panel and Resident Group

The Customer Panel last met on 27th March 2023. Two new members joined the Panel and the following was covered:

- New Service Standards were finalised and approved they will be launched in June and will be publicised to tenants.
- Revised Terms of Reference for the group were approved.
- An annual plan for the Panel was drafted and will be published soon.
- Received and discussed Q3 performance information.
- Discussed tenants' feedback, satisfaction and complaints for Q3.
- Panel members were asked to take part in joint policy reviews and joint scrutiny work with tenants of the Community Housing North West (CHANW) group. Two members have agreed to be part of this group.
- The panel reviewed a Good Neighbour Agreement used by some members of CHANW. This agreement is now being used in particular areas where there have been issues with antisocial behaviour.
- Reviewed a calendar of events for 2023 developed by Residents Group. The calendar of events was circulated to all tenants and residents in March this year and is available to view on our website and Facebook page.

Members were asked to be involved in a future repairs and maintenance process review, annual review of the business plan and the group were asked for expressions of interest in being part of the Lettings Panel for allocation of new development.

Andrew Hardcastle (Chair) attended the board meeting to review our business plan and gave feedback on the priorities set out in the plan.

The Panel have agreed to meet every other month rather than quarterly to reduce the number of agenda items at each meeting ensuring the meetings are productive.

The Panel welcomes feedback on the service standards, the annual plan and any other matters.

If there is anything you would like to raise or provide feedback about please contact a member of staff on 01900 602906. If you would like to speak to the Chair of the panel please let us know and we can ask him to make contact with you directly.

Update from Residents Group

The Residents Group met on 16th March where 7 members attended, and the following was discussed:

- Review and feedback on events held during 2022.
- Developed calendar of events for 2023.
- Discussed partnership working with Zebras RUFC for community events.
- Agreed dates for Estate Walkabout.
- Discussed the following estate issues:
 - Dog fouling
 - Seagulls
 - Weed spraying
 - Tree pruning
 - Speeding
 - Childrens play area

Minutes from both meetings are available on request and can be viewed on our website. www.westfieldha.org.uk

If you are interested in becoming part of these groups please contact Susan on 01900 602906 or email enquiries @westfieldha.org.uk

Westfield is part of a Community Housing Associations North West group (CHANW). This is a group of small housing associations that come together to share best practice.

CHANW are currently looking at developing a joint tenant scrutiny group of representative from each of the member associations. The focus will be to share best practice as part of ongoing service improvements.

Projects that are currently being discussed are:

- Development of a Damp & Mould self help guide
- Response to the energy crisis
- Tenant Welfare Funds/communications
- The annual Tenant Conference.

If this is something you would like to be involved with please contact Julie or Susan on 01900 602906. We currently have one tenant who has joined the CHANW tenant group, but would ideally like 2-3 tenants willing to take part.

The first meeting will take place in Warrington. The travel and any costs incurred would be covered by Westfield Housing Association with staff also attending.

Star Survey

Tenants have a central role in shaping our services.

One of the ways we do this is by asking for feedback through our Survey of Tenants and Residents (STAR). This is a survey used nationally by many housing organisations to understand the thoughts, feelings and opinions of residents.

The results from the survey are used to find out what we are doing right and identify where we could improve . It is also another way for Westfield to obtain views from our tenants . We use the information to compare with other providers , to make regular improvements and to achieve best practice.

The responses are confidential but by providing your details allows us to follow up on any areas of dissatisfaction . Your feedback is vital in helping us make business decisions and shape future services.

Thank you to those who have taken the time to complete the survey. If you haven't completed a survey yet and would like to, paper copies can be requested by contacting the office or you can follow the link on our website and Facebook page.

Everyone that completes the survey will be entered into a prize draw to win £100 love to shop vouchers.

Board Members

As well as the Residents Group and Customer Panel, WHA are also looking for Tenant Board members.

The Board's role is to ensure that the Association is working effectively, safely and compliantly. This includes making sure that tenant views are being considered and that the Association maintains its strong community and tenant focus.

For an informal chat about becoming a member please contact :

Debbie Fox 01900 602906 or emailing: enquiries@westfieldha.org.uk

CUSTOMER ENGAGEMENT CONTINUED

Estate Walkabout

We carried out a Westfield estate walkabout with tenants and local councillors on Tuesday 16th May 2023

Our findings were :

What we found	What we did	Outcome
Overgrown gardens and rubbish accumulation	Sent 15 letter out to those tenants	We will monitor these gardens following our garden procedure and take further action if required.
Overgrown weeds around the estate	We have reported this to Cumberland Council	The council have acknowledged our report and we will monitor the situation.
Broken paving slab on Windsor Road	Reported to Cumberland Council	This has now been replaced.
Faded Road sign on Sarsfield Road	Reported to Cumberland Council	Council have acknowledged our report and we will monitor the upgrade of the road sign.



There is no better opportunity than a walkabout for tenants and residents to work in partnership with us and help identify any areas for improvement.

If you would like to be involved please let Susan Duxbury know on 01900 602906 enquiries@westfieldha.org.uk

The next walk about will be on **6th November 2023**. Please let us know if you are available to join us.

Family trips and events 2023

At the request of tenants and residents we developed a Calendar of Events which was sent out to everyone in March. We hope you find the calendar useful and agree we have tried to incorporate something for everyone in our fun packed year ahead.

There are still some seats available on the following trips

- **24/06/2023 Over 55s trip to Durham followed by fish and chip supper at Johns place Carlisle.**
- **05/08/2023 Blackpool family trip**
- **02/12/2023 Christmas market trip to Glasgow (Adults only)**

If you are interested in any of the events and have not already done so, be sure to register ASAP as places are limited. If you have any suggestions for future trips please let Susan know on 01900 602906.



Garden competition

During the walk about on 16th May 2023 we identified several gardens that were well cared for . These tenants received a certificate their names were entered into a prize draw. To win a £50 B&Q voucher. We are delighted to announce the winner of this year's garden competition are

Mr and Mrs Bousfield from Windsor Road.

Thank you to everyone who has taken pride in their garden and we look forward to seeing all your beautiful gardens over the summer.

HOUSING MATTERS

Annual Tenancy Visit

We have recently started a programme of tenancy visits. It is our aim to visit every tenant at least once within a 3-year period.

The purpose of the visit is to:

- Discuss any problems that you may be experiencing and how we may be able to assist.
- Check that the property is in good and safe condition and the need for any repairs.
- Get feedback on your experience of our service.
- Check the tenancy details we hold for you.
- Discuss our tenant and customer engagement to see if you are interested in being involved.

You will be notified of the visit in advance. The visit should take no more than 15 minutes and can be arranged at a time to suit you.

Tenancy Fraud

Westfield Housing takes a zero tolerance approach to all forms of tenancy fraud, including:

- Obtaining a tenancy through false statement.
- Unauthorised assignment (passing a tenancy on to another party without our permission).
- Unlawful subletting or subletting without our permission of the whole or part of a tenant's home.

Where tenancy fraud is discovered, Westfield, will take prompt action, usually to recover the tenancy.

Our tenancy fraud policy is available to view on our website www.westfieldha.org.uk

If you or someone you know has difficulty reading this newsletter and would like this information

in large print, on CD or in Braille then please contact Julie on (01900) 602906

Thank you for taking the time to read our newsletter. We welcome feedback on the contents, please let us know if there is anything you think should be included in our next edition which will published in December 2023.

Also let us know how you would like to receive your Newsletter. They can be posted to your door or accessed via our website and facebook page.