

# Keeping *in* Touch



## INTRODUCING OUR NEW WEBSITE

We are delighted to let you know that we have a new website. We hope that you will agree that the site is more up to date and user-friendly and that it also contains more useful information.

Our aim is for the website to be your first port of call for information about the Association and the services we provide to you.

The site has some new features to improve the ways you can communicate with us. For example, you can now report a repair, give us feedback or make a complaint, all via the website.

The site also displays well on a range of different devices, including mobile phones.

We will continue to develop the site – in the meantime, please have a look around it, and don't hesitate to let us know if there is other information you'd like to see or if you spot any glitches.

We welcome your feedback!

You will find the new website at [www.buckshousing.co.uk](http://www.buckshousing.co.uk)

## Website Treasure Hunt – £100 in vouchers to be won!

As part of the launch of our new website, we are running a competition for residents.

To enter, you just need to answer ten questions – you'll find all of the answers somewhere on the new website. The first five correct entries picked will win £20 in Marks & Spencers vouchers.

Turn to the back page if you're up for the challenge! You have until 27 July to submit your entry.

## Hold the date

We had to move our Annual Tenants Meeting in May as it clashed with the Royal Wedding and the FA Cup Final. The new date is:

**11am – 1pm on Saturday 8 September 2018**

Do please come along if you can and meet our staff. We would like to hear your views and this is an opportunity for you to have any questions answered. Refreshments will be provided.

## WELCOMING OUR NEW TENANT BOARD MEMBER



We are delighted to welcome Ruth Samuel to our Board of Management. As well as bringing valuable perspective as a tenant of the Association, with her background in education, training and mentoring, Ruth brings a wealth of skills and experience.

Paul Ricketts, Chair of Bucks Housing, said: *'In carrying out our work, we always try to put residents at the heart of everything we do. Having a resident on our Board really helps to ensure that our discussions and decisions always take account of the residents' point of view.'*

## Staffing changes at Bucks Housing

We have a new leadership team in place:



From left to right:

Phil Green, Chief Executive, who joined us in April 2017

Ali-Jarar Shah, Director of Finance & Resources, who joined us in June 2018

Nick Brake, Director of Operations. Nick has worked for the Association for ten years and has recently been promoted from his role of Senior Housing Manager.

We are also very pleased to welcome the following members of staff:



Ian Harwood - Maintenance Manager, who joined us in November 2017

Emma Whitley - Finance Assistant, who joined us in May 2018

## Would you like to get more involved?

In the last edition of *Keeping in Touch*, we outlined several other ways in which residents can become more involved at Bucks Housing.

In particular, if you are interested in joining our new Resident's Panel, which will meet four times per year, please do let us know.

If you don't have the time, or are not able, to come to meetings, then how about joining our Virtual Panel? This is a way for you to be involved without leaving your home!

We would love to hear from you – email [info@bucksha.co.uk](mailto:info@bucksha.co.uk) or telephone 01494 480340, if you are interested to know more.

## Goodbye to...

We have also said goodbye recently to several long-standing members of staff:

Nigel Byrne – Maintenance Manager

Lynda Langfield – Finance Officer

John Nunn – Finance Manager

Colette Woodbridge – Office Manager



## Investing in our properties

We have recently completed a programme installing new composite front doors, UPVC rear doors and new windows to 24 properties in Slough. This work was carried out by Bowater Projects.

We have also recently appointed KinCraig Construction to carry out bathroom and / or kitchen refurbishments to 24 properties in High Wycombe and Slough.

We are undertaking a programme of stock condition surveys in order to identify those properties most in need of improvement works and to ensure we are targeting our resources in the most effective way.

## Beware of buying cheap

We've had reports of problems that can be caused by using poor quality items in the home. For example:

- cheap batteries in smoke detectors which can explode
- fake i-phone chargers – these can overheat when left plugged in causing damage to sockets
- cheap light bulbs – if these blow, they can damage light fittings.

## Keeping you safe

The health and safety of our residents is our highest priority. There are some simple things that you can do to help us to keep you safe.

### Gas safety

- Make sure you keep your annual gas safety check appointment, or contact us to rearrange
- If you are responsible for any gas appliances in your property, make sure they are regularly serviced
- Make sure that any vents or flues from your property are not blocked or obstructed
- Be sure to know how your carbon monoxide alarm works if you have one fitted.

### Electrical safety

- Make sure you keep your five yearly electrical check appointment, or contact us to rearrange
- Do not carry out your own electrical repairs. System faults should be reported to us straight away. Contact an electrician if you think one of your own electrical appliances is damaged
- Do not overload or clutter electrical sockets
- Only use electrical items as intended e.g. don't use a hair dryer to defrost a freezer
- Do not store flammable or hazardous materials near electrical outlets
- Do not allow water, damp or moisture near to electrical outlets
- Do not leave working electrical appliances, such as the oven or iron, unsupervised.

### Fire safety

- If you are in a block, make sure you know the fire safety plan and what action to take in case of fire
- Never leave burning candles unattended and never smoke in bed
- Chip pans are particularly dangerous - if possible use a deep fat fryer. Never put water on a chip pan or oil fire. Instead turn off the cooker and cover the pan with a damp tea towel
- Never put water on an electrical fire
- Keep fire doors closed and not wedged open
- If you have a battery operated smoke alarm, make sure the batteries are changed regularly.

## WEBSITE TREASURE HUNT - £100 in vouchers to be won!



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Email your answers to [info@bucksha.co.uk](mailto:info@bucksha.co.uk) by Friday 27 July. Remember to include your name and address and a contact phone number. The first five correct entries picked will win £20 in Marks & Spencers vouchers. Happy hunting!

### The questions:

1. In what year was Bucks Housing Association set up?
2. What is the name of our Welfare Benefits Officer?
3. In what village do we own the village shop?
4. What is the maximum value of our Tenant Welfare Grant?
5. How many ways to pay rent are listed on our website?
6. Is it Bucks Housing or the tenant who is responsible for changing the locks in the case of lost keys?
7. What is our target time for repairing pointing and brick work?
8. What is the minimum age for our Housing for Older People Scheme in Stokenchurch?
9. What is the name of the website and service where tenants can register for a mutual exchange?
10. What is our target time for investigating and responding to complaints?

## Home Contents Insurance

A reminder that Bucks Housing does not insure your furniture, belongings or decorations against such things as theft, vandalism or burst pipes, and we strongly encourage you to take out your own contents insurance.

The National Housing Federation (NHF) has set up a scheme enabling residents to insure their contents in an easily affordable way. For more information, you can contact us at [info@bucksha.co.uk](mailto:info@bucksha.co.uk) or you can contact the scheme direct on 0345 4507288.

## Protecting your privacy

You may have heard in the news lately about new data protection requirements – sometimes referred to as the General Data Protection Regulations or 'the GDPR'. At Bucks Housing, we believe the changes are a positive step forward, increasing your rights around data privacy and security.

Your trust is important to us and we are committed to keeping your personal data safe. We have updated our Privacy Notices to reflect the changes, including how we collect, store and handle your personal data. We also summarise your rights in relation to your data. You will have been sent a copy of the relevant Privacy Notice and it is also available on our website. We encourage you to read this notice.

There is nothing else for you to do right now – but please do let us know if your personal information or contact details change.

Contact us at:

The Buckinghamshire  
Housing Association Ltd  
Unit 4 Stokenchurch Business  
Park, Ibstone Road,  
Stokenchurch, Bucks,  
HP14 3FE

Telephone: 01494 480340

Email: [info@bucksha.co.uk](mailto:info@bucksha.co.uk)