

# H.E.L.O

The H.E.L.O magazine update for Eden Leaseholders and Owners  
1st Edition - July 08



## Cut your costs – have an energy efficient home

By making a few simple changes you could save up to £200 on your annual energy bills.

Check out these Top 5 Energy Saving Tips that Won't Cost You a Penny!

- Turn your thermostat down by 1°C and you could cut your heating bills by up to 10% and save around £30 per year
- Is your water too hot? Your cylinder thermostat shouldn't need to be set higher than 60°C/140°C
- Don't leave appliances on standby and do not leave appliances on charge unnecessarily
- Use a jug kettle that has a water level gauge to ensure you only heat the amount of water you need
- Avoid drying clothes on radiators - it lowers the room temperature, and makes your boiler work harder

### Finding help in Cumbria

The Cumbria Energy Efficiency Advice Centre (CEEAC) runs a number of schemes in Cumbria to help communities become more energy efficient and save money. They have provided free, impartial advice to over 28,000 householders in Cumbria.

One programme they run is ICE (Improving Cumbria's Energy) the highly successful insulation programme launched last June. You may be able to get help or discounts, and if you are over 60, in receipt of a qualifying benefit, or your main heating fuel is electricity or solid fuel, this service is FREE.

Find out how the Cumbria Energy Efficiency Advice Centre can help by calling them on 0800 512 012 or go online at [www.energyinfo.org.uk](http://www.energyinfo.org.uk)

### Looking for places to visit for more energy saving advice?

Complete the online home energy check form and see how much energy and money you can save by visiting [www.saveyour20percent.co.uk](http://www.saveyour20percent.co.uk)

Are you an energy glutton? Take part in the energy obesity quiz and see. Visit [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

## Helo & Welcome

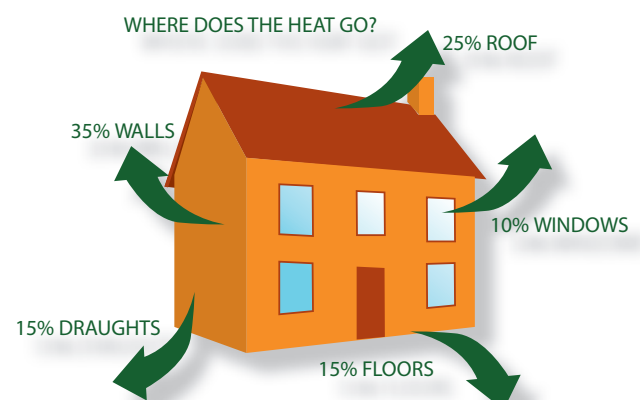
**Helo!** and welcome to the first annual update for owners in our leasehold and shared ownership properties. Helo has been created especially for you and includes key information, feedback and contact details that you may need from Eden Housing Association (EHA). And because you are a home owner, we also wanted to give you some tips and ideas to help you make your property more energy efficient.

### Communication is a two way street...

... that's why you'll find we've included a feedback form on the back page. We want your opinion about what to include in the next issue of Helo so if you have chance, please read the back page!

## Inside this issue:

- ECHO – the new way to be involved
- Survey – your response, our actions
- Health & Safety – a boiling issue
- Cope with complaints - let us know
- Mobile care - support the vulnerable
- Have your say – feedback



# Mobile support for the vulnerable in the community

As part of our ongoing service development we now provide floating support to vulnerable residents in our communities – enabling people to maintain independence in their own homes.

How do we help?

- We monitor customer's health and wellbeing and provide advice on a range of concerns from housing to health and care worries.
- We provide advocacy for those who require assistance in securing the services they need.

We work with partners to provide Careline and Telecare services to residents in need. Most of the residents we support in the community are using our community alarm service.

For more information about community alarms and the careline/telecare services please contact Liz Harrison, Community Support Officer on 01768 861 453.



## Digital TV – do you know when it's coming?

Did you know that houses in Eden will switch to Digital between April – June 2009? Will your TV still work or does it need a digital box and what will happen to your video player if you have one?

In most cases if you haven't got a digital TV you should not need to buy a new one – instead you can buy a digital box which can be fitted to your existing set. If you have more than one TV in your home, you will need a digital box for each. You will need to be ready for the switch over or you will not be able to receive any TV channels.

Will switchover mean that strangers will visit my house?



Do not be caught out by a bogus caller. Digital UK will not send anyone around to your house. When you are buying, renting or installing digital TV equipment, look for retailers, manufacturers and installers that display the digital tick logo which indicates products and services that are designed to work through switchover.

You can find out more about the switch over by visiting the website [www.digitaluk.co.uk](http://www.digitaluk.co.uk)



## Health & Safety first

A short note on back boilers. For the second time in 4 years in this country, there has been a serious accident with a redundant back boiler. A build up of pressure caused by excessive heat from an open fire seems to have caused the explosion. Do you have a back boiler that was closed off in the past? Is your current boiler serviced regularly? It makes it more efficient as well as safe. If you have a combi boiler the risk of an exploding boiler does not apply to you – but do you know someone who owns their own home and has a very old boiler? If any of the above apply we strongly urge you to seek a CORGI registered gas engineer to service and conduct a safety check of your appliances. We are not in a position to recommend engineers but the CORGI kitemark should ensure you obtain a suitably qualified engineer. You can access CORGI for advice through their website [www.trustcorgi.com](http://www.trustcorgi.com)



### Carbon monoxide can kill!

Did you know only 32% of retired people have their gas appliances checked regularly by a professional?

## Where Communities Matter

### ECHO - a new lease of life for resident involvement

At EHA our ethos is to encourage and involve residents in their local communities as much as possible. As a homeowner we want you to be part of the community too and would welcome you as a member of this forum. Our new website [www.edenha.org.uk](http://www.edenha.org.uk) has pages dedicated to community activities and also includes a diary of events so you can see what is happening in your area. The ECHO team are busy developing plans for the coming year and working to establish themselves as an independent forum.

Heidi Ware is our Team Leader for resident involvement. If you would like to be more involved with developing your community, you will find welcome support from the ECHO team. So why not become more involved with your community and contact Heidi on 01768 861 419 or email [heidi.ware@edenha.org.uk](mailto:heidi.ware@edenha.org.uk)

Have you visited our new website yet? [www.edenha.org.uk](http://www.edenha.org.uk) includes information about ECHO, events in your area and a special page for leaseholders and shared owners. Have a look at the website and tell us what you think.



### How to complain

Our service standard leaflet entitled 'Customer complaints' provides all the information you need and is available from our office at Blain House. In summary there are three stages involved:

**Stage 1** - notify us of your complaint by phone, email, letter or by speaking to someone in person. We log your complaint and give you a number to quote for future reference and aim to resolve your complaint within 24 hours.

**Stage 2** - If you are unhappy with the decision you can appeal within 4 weeks to the relevant Director who will write to you within 7 days.

**Stage 3** - If you are unhappy with the Directors response you can appeal directly to the Chief Executive who will prepare a report for the Board to decide on action – their say is final.

### Survey feedback and action

Below you will find key issues from a leaseholder survey conducted last year

**Your feedback:** We need to be more transparent and communicate more with leaseholders

**Our response:** This newsletter is one of the ways we are providing better communication. We have also added a section on the back page so you can feed us with your comments – good and bad. You should also now be receiving more information on your service charges and you will be consulted on any changes in how we operate them. We have also just completed a much improved website which has up to date information and events for the future – we hope you find it useful so do pay a visit to [www.edenha.org.uk](http://www.edenha.org.uk)

**Your feedback:** We need to have staff more aware of your issues

**Our response:** We have taken this on board and are providing extra training for key frontline staff and have listed key contacts for you in the section on the back page. Since the questionnaire we have created a leaseholder group to ensure we are delivering a decent level of service – we would welcome leaseholder involvement in our work, so if you would like to make a difference please contact [heidi.ware@edenha.org.uk](mailto:heidi.ware@edenha.org.uk) or on 01768 861 419

**Your feedback:** You may have some antisocial behaviour issues – not necessarily from tenants – late night noise, litter and dogs

**Our response:** Problems can often build up over time. If issues are dealt with early on they can be resolved more easily. We want to support you in dealing with problems in your area when they begin and are setting in place a series of training sessions. These are being developed by our Community Development Team and will be promoted on our website. If you are interested in attending one of these sessions please contact [jenny.everingham@edenha.org.uk](mailto:jenny.everingham@edenha.org.uk) or call 01768 861 435

# Your new handbook is on its way

We have been busy preparing a handbook of information for all our Leaseholders and Shared Owners. It will include all relevant contact numbers for queries such as repairs etc. and will be with you shortly.

## At your service

Our Leaseholders Service Standard leaflet explains our service in detail and can be obtained from Blain House. We have a high expectation of our service level aiming to ensure we are fair, confidential and courteous. Phones should be answered within 5 rings and we will respond to your queries within 5 working days. Leaseholder repairs (where appropriate) will be carried out within the timescale of your agreement. We will send you with up to date costs annual costs 4 weeks prior to April 1st.



## Who to contact when you need us

We are here to help with your queries and have detailed below the various contact numbers you may need:

- For **financial enquiries**, e.g. about service charges, please contact Lesley Craig on **01768 861 449**
- For **housing queries**, e.g. anti-social behaviour reports, please contact our housing team on **FREEPHONE 0800 1833 948**
- For **housing maintenance** enquiries, e.g. reporting repairs for which we are responsible, contact our Repairs Desk on **FREEPHONE 0800 358 1401**
- For **Affordable home ownership enquiries**, please contact Helen Irwin on **01768 861 407**

## We want your feedback

Please fill in and return:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

contact number \_\_\_\_\_ email \_\_\_\_\_

Your feedback is very valuable, please tell us what you think:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Returning your feedback:

Email: [mandy.milton@edenha.org.uk](mailto:mandy.milton@edenha.org.uk) or post to Mandy Milton, Research & Info Officer,  
Eden Housing Association, Blain House, Bridge Lane, Penrith, Cumbria CA11 8QU T: 01768 861400

