



Chevin views

edition 16

Winter 2007



See inside for



Havercroft children's
fun day



100 years young

Hallowe'en Happenings

Page 6

Chevin Views – النشرة الإخبارية لـ

خبرنامه دیدگاه های شوین [Chevin]

சீவின் விஞ்ஞ நிஞ்ஞல்

Chevin (চেভিন) মতামতের সংবাদপত্রিকা

Biuletyn informacyjny Chevin Views

چيون (Chevin) ويوز نيوزليئر

Jariidadda Aragtiyada Chevin

Lettre d'information Chevin Views

Translation and format service - see back cover for details



Smoke free legislation

The law and Chevin's policy 3

Know your housing officer

Meet the Sheffield team 4

Wedding Bells

Surprise party for newly wed warden 5

Hallowe'en Happenings

Fun Day at Wellgate 6

Tackling anti-social behaviour

A case study 7

Stop Hate helpline

Seeking volunteer operators 8

100 years young

Birth day celebration 9

Havercroft children's fun day

An afternoon of activities and fun 10

Comments, Compliments & Complaints

New policy for your feedback 11

Chevin's DLO

Who does what 12

Chevin Green

More green ideas 13

Recipe Time

Festive dessert recipe 14

Adult Learning Grant

Help getting back into education 14

Cleaning update

Details from the cleaning company 15

Over the past couple of months staff have been finalising bids for funding for new development on behalf of the Synergy Group which Chevin leads.

The last bidding round in 2006 resulted in a £38m grant allocation, which the Synergy members are using to complete around 1,000 homes for rent and shared ownership across Yorkshire and the Humber. This year we are bidding for around the same level of grant to provide much needed new affordable housing across the Yorkshire and Humber region.

You will have read about our service reviews and some of you will have been involved in them in one way or another. Last year we reviewed our repairs service to make it more efficient and effective. We are pleased with the results so far with many tenants reporting increased levels of satisfaction, however we are continuing to monitor the service to ensure that further improvements are made.

The next area of work we are reviewing is the allocation of homes. We have a large waiting list and a commitment to allow Councils to nominate some applicants to us when properties become empty. Consequently a lot of staff time is spent on reviewing applicants and ensuring homes are let on a fair basis. The review will look at how effective our current processes are and whether we can improve the service without increasing costs and ensuring we retain the fair basis of all the allocations.

Finally I wish you all a happy Christmas and a peaceful New Year for 2008.

This newsletter is developed
by our editorial panel

CHEVIN VIEWS is published by CHEVIN HOUSING ASSOCIATION LTD.

With thanks to Natalie Atkins of Bridlington, Benny Wilkinson of Conisbrough, Granville Grey of Castleford and Fred Pease of Methley, Leeds. If you want to contribute to the next issue, please contact Helen Wood on 01924 831725, h.wood@chevinha.co.uk

HC Reg No. L4160, I and PS act no. 28687R. A charitable housing association.

Smoke free legislation



You are no doubt aware that on 1 July 2007 new smoke-free legislation came into force in England.

The legislation bans smoking in workplaces and public places which are enclosed or substantially enclosed, and is intended to offer protection against the health risks associated with second hand smoke. People who wish to smoke in their own homes will be unaffected by the legislation, unless their home is also a place of work for two or more people.

Smoking in communal areas

If a communal area is enclosed or substantially enclosed, that communal area must be smoke-free. For example, the following areas must be smokefree from 1 July 2007:

- Communal indoor stairwells and corridors
- Communal porches, entrances and reception areas
- Communal lounge, kitchen and dining areas
- Communal laundries

Chevin's policy

Obviously, outside the controls on communal areas, it is a

personal choice whether a tenant decides to smoke and we cannot stop people smoking in their own home. However what we do ask is that tenants do not smoke when staff are visiting.

We have also advised staff they should ask tenants to open a window if they are concerned that smoke is around in the room even though the tenant may not be smoking during the visit.

Finally we have advised staff that as a last resort it is reasonable for them to refuse to enter the home if a tenant refuses to stop smoking.

I hope you find these measures acceptable, as the employer of Chevin staff we have a responsibility to ensure their wellbeing.

Christmas opening times



Monday 24 December 2007	Close at 12.30pm
Tuesday 25 December 2007	Holiday day - Christmas Day CLOSED
Wednesday 26 December 2007	Holiday day - Boxing Day CLOSED
Thursday 27 December 2007	Open all day
Friday 28 December 2007	Open all day
Monday 31 December 2007	Close at 3.00pm
Tuesday 1st January 2008	Holiday day - New Year's Day CLOSED
Wednesday 2nd January 2008 onwards	OPEN as usual

Christmas around the world

- 'Merry Christmas' or
Idah Saidan Wa Sanah Jadidah
Arabic
- Boas Festas e Feliz Ano Novo
Brazilian
- Sretan Bozic
Croatian
- Joyeux Noel
French
- Shub Naya Baras
Hindi
- Gledileg Jol
Icelandic
- Meri Kirihimete
Maori
- Wesolych Swiat Bozego Narodzenia
Polish
- Nollaig chridheil huibh
Scottish Gaelic
- Sawadee Pee Mai
Thai
- Nadolig Llawen
Welsh

contact us

Our contact details are:

For general telephone enquires:
0845 2701088 Monday - Friday
9:00am - 5:00pm

For our repairs team:
0800 5877189

For emergency repairs before
8:30am & after 4:30pm, please
use our 0800 number and you
will be automatically transferred
to our 'out of hours' service.

To e-mail us, please use the
following addresses:

enquiries@chevinha.co.uk
repairs@chevinha.co.uk
rents@chevinha.co.uk

To write to us, please use the
following address:

Chevin Housing Association
Harrison Street
Wakefield WF1 1PS

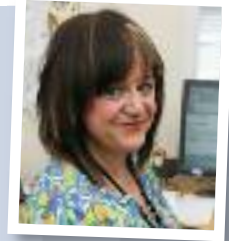
Know your housing officer

the Sheffield team

In the last edition of Chevin Views we provided you with details about our Selby & Bridlington area teams. Below you will find details of the Sheffield team. We have listed the schemes managed by this team and the name of the housing officer responsible.



Suzanne McLoughlin, Area Manager



CAROL LAKSEVICS

- Argosy Close, Bawtry
- Wadworth, Doncaster
- Heeley, Sheffield
- Harvey Clough Road, Sheffield
- Woodland Road, Sheffield
- Bland Lane, Sheffield
- Bolsover Road, Sheffield
- Broomgrove Road, Ecclesall, Sheffield
- Catherine Road, Burngreave, Sheffield
- Cranworth Road, Burngreave, Sheffield
- Fox Street, Burngreave, Sheffield
- Halifax Road, Sheffield
- Malton Street, Pitsmoor, Sheffield
- Newmarch Road, Tinsley, Sheffield
- Nidd Road, Darnall, Sheffield
- Nottingham Street, Burngreave, Sheffield
- Raby Road, Tinsley, Sheffield
- Ribston Road, Darnall, Sheffield
- Rock Street, Burngreave, Sheffield
- Cat Lane, Sheffield
- Conisbrough, Doncaster

MARY WARD

- Oaklea, Thurnscoe, Barnsley
- Cross Street, Goldthorpe
- Hallam Court, Bolton on Dearne
- West Melton, Wath
- King and Queen Street, Thurnscoe, Barnsley
- Windsor Gardens, Thurnscoe, Barnsley
- York Mews, Thurnscoe, Barnsley
- Silverdale Close, Retford
- Brookhouse Court, Nether Langwith, North Nottinghamshire

RICHARD HARRISON

- Brimington, Chesterfield
- Old Whittington, Chesterfield
- Pottery Lane East, Chesterfield
- Twigg Court, Rotherham
- Broom Court, Rotherham
- Hallam Dale Court, Rotherham
- Willow Court, Rotherham
- High Trees, Rotherham
- Northfield Court, Rotherham
- Midland Court, Rotherham
- Gray Close and Jennings Close, Rotherham
- Bethel Road, Rotherham
- Fleming Way and Delmar Way, Rotherham



CLAIRE FLANAGAN

- Bowman Drive, Sheffield
- Carlton Mews, Sheffield
- East Glade, Sheffield
- Eastern Drive, Sheffield
- Hazelbarrow Court, Sheffield
- Main Street, Sheffield
- Manvers Road, Beighton, Sheffield
- Albert Road, Sheffield
- Living Over the Shop - London Road, Abbeydale Road, Sheffield
- Oakdale Road, Sheffield
- Rotherham Road, Killamarsh, Sheffield
- Abbey Grange, Beauchief, Sheffield
- Britnall Street, Titterton Street, Attercliffe, Sheffield
- Shirland Lane, Shirland Place, Wilfred Road, Sheffield
- Crookesmoor Road, Sheffield
- Burngreave Road, Burngreave, Sheffield



RACHEL BROWN

- Bell View Mews, Thorne
- St Nicholas Mews, Thorne
- Bryson Close, Thorne
- Ellison Street, Thorne
- Clifton Court, Thorne
- Danesthorpe Close, Doncaster
- Hallam Close, West Bessacarr, Doncaster
- Newmarket Road, Cantley, Doncaster
- Sarrius Court, Cantley, Doncaster
- Church Cottage Mews, Barlby, Doncaster
- Oaktree Road, Branton
- Longold Drive, Norton

HELEN SMITH

- Roy Kilner Road, Wombwell, Barnsley
- Grimethorpe, Barnsley
- Cundy Cross, Barnsley
- Aldham House Lane, Wombwell, Barnsley
- St. Martin's Road, Barnsley
- William Street, Barnsley
- Moss Haven, Moss, Doncaster
- Skellow, Doncaster
- Adwick-Le-Street, Doncaster

Wedding Bells



Margaret Jarvill, the Warden at Hallam Court in Bolton on Dearne, near Rotherham recently got married.

Residents at the scheme decided to surprise Margaret and her new husband Richard. Residents created an 'emergency' in the common room that needed urgent attendance. When Margaret and Richard walked in the residents surprised them by throwing confetti and presenting them with gifts and a buffet lunch that they had prepared themselves. Margaret and Richard are going to organise a thank you party in return for residents' kindness in the next few weeks.



ANDREW MANNION

Allendale Road, Barnsley

Ardsley, Barnsley

Brinsworth Court, Rotherham

Chatham Court, Rotherham

Darfield, Barnsley

Deightonby Street, Thurnscoe

Devonshire Drive, Barnsley

Elliott Court, Rotherham

Erskine Road, Eastwood,
Rotherham

Fairway Avenue, Staincross,
Barnsley

Gable Mews, Barnsley

Great Houghton, Barnsley

Greenfoot Lane, Barnsley

Huddersfield Road, Barnsley

Hanbury Close, Barnsley

High Street, Darton, Barnsley

High Street, Goldthorpe

Inkerman Road, Barnsley

Kendray, Barnsley

Knoll Drift, Lidgett Lane,
Barnsley

Lane Head Close, Barnsley

Links View, Barnsley

Little Houghton, Barnsley

Lord Street, Rotherham

Lundwood, Barnsley

Melvinia Crescent, Barnsley

Milano Rise, Barnsley

Minster Way, Barnsley

Moorland Avenue, Barnsley

Moorside, Rotherham

Monk Bretton, Barnsley

New Road, Barnsley

Oldfield Close, Hoyland,
Barnsley

Orchard Close, Barnsley

Padua Rise, Barnsley

Park Mount, Rotherham

Pennine Way, Barnsley

Redbrook Court, Barnsley

Rotherham Road, Barnsley

Sheffield Road, Birdwell,
Barnsley

Stanley Road, Stocksbridge

Station Road, Barnsley

Wentworth Road, Wheatley,
Doncaster

Whiston, Rotherham

Willow Crescent, Braithwell,
Doncaster

Wilson Grove, Barnsley

Wilthorpe Road, Barnsley

Woodstock Road, Barnsley

Worsborough Road, Birdwell,
Barnsley

Hallowe'en Happenings!

A Halloween fun day was held for Chevin tenants at Wellgate and Castlewell in Conisbrough. A magician and balloon artist provided some of the entertainment and almost everyone (including Chevin staff!) had their face painted. A bouncy castle and colouring and apple-bobbing competitions kept the children happy.

Mr Wilkinson, a Chevin resident from the scheme commented

".....I found the Hallowe'en fun day a very refreshing effort on behalf of Chevin Housing. It was very well received by residents and of course children and a credit to the wonderful work of Chevin staff, who did their utmost to please and make it a special day, also cementing the good will of tenants and Chevin. I do hope it has laid the foundation for future events. A special day made more special by special people and my special thanks to Chevin and staff."

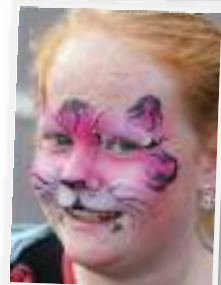
Interested in organising something or raising funds in your area?

Chevin can help any tenants to set up their own group to organise community events and represent the interests of your area. If you would like to set up your own tenants' and residents' association, please contact Gill Welch who will provide support and advice on setting up your own committee, fundraising and running your own meetings and events:

Tel: 0114 2417714

Mobile (call or text): 0773 991 9161

Email: g.welch@chevinha.co.uk



Joint Chevin and Police action tackles anti-social behaviour in Sheffield

In an interview for Chevin Views, Carol Laksevics, Housing Officer based at the Sheffield office detailed how a case of serious anti-social behaviour was resolved.

Carol said "I received complaints from some of my tenants in a low rise block of flats in Sheffield. They were complaining about the behaviour of one of their neighbours and his visitors. I issued the tenants with nuisance diary sheets and they recorded incidents as well as contacting the Police. The incidents recorded suggested that drug dealing and drug use was happening at the property. We had interviewed the tenant who had been reportedly causing the problems and he had denied any involvement in drug dealing and causing any nuisance behaviour. With the assistance of our own anti-social behaviour team we met with Sheffield Division of South Yorkshire Police. The Crime and Disorder act 1998 and Anti-Social Behaviour Act 2004 allows both agencies to share information relating to prevention and detection of crime. This information can be used by us to put together and support possession claims, injunction applications and anti-social behaviour orders. Utilising the evidence from the witnesses and from the Police we served a Notice of Seeking Possession on the tenant and applied to the County Court for a possession order. The Police were also able to utilise the information provided by the tenants and issue a Closure Notice on the property. This effectively evicted the tenant from his home at short notice and secured the property until a court hearing which could close the property for three months. Shortly after the Police had served the Notice on the property, the tenant decided that it was not in his

interest to try and defend his actions to the Courts and surrendered his tenancy back to the Association".

Carol went on to say that her remaining tenants are all very relieved that the problem is now solved and that they were very pleased that they contacted both the Police and Chevin to report their concerns. Carol said "I would like to say a big 'thank you' to all the tenants involved, some of whom are elderly and vulnerable. They have been extremely vigilant and without their continued help and support we would not have achieved such a successful outcome to this case".

One of the tenants said "Now we have been through this process, I know how important it is to keep a written diary record of the incidents as in our case this was a key part of evidence both for the Police and Association."

Inspector Gary West of the Local Safer Neighbourhood Area said: *"The Police welcome every opportunity to work with partners helping to improve the quality of life for residents. If we receive information that indicates illegal drug dealing is taking place within our local community, then the residents can be reassured that together with other agencies the police will use every means at their disposal to tackle the problem."*

STOP HATE Line

Are you a good listener?

Can you keep information confidential?

Can you commit a few hours a week to supporting victims of hate crime?

Then the Stop Hate Line needs you!

A hate crime is any offence that is perceived by the victim or any other person as motivated by hatred of sexual orientation, race, religion or disability. Following a successful pilot stage, the Stop Hate Line 24-hour helpline, which offers support to victims of hate crime, is recruiting more volunteer operators.

Anyone who is committed to helping victims can become an operator – current volunteers include students, people with full-time jobs, parents of young children, and retired people. Some operators have decided to volunteer because they have experienced hate crime themselves. Others are refugees, who escaped persecution in their home countries, only to be faced with it in the UK. Others just want to help people who are victimised. You will

be trained in answering calls, taking reports and giving information to callers. You do not need to have any previous experience, just an ability to communicate well in English.



Stop Hate UK is a charity which works to challenge harassment and encourage the reporting of all types of hate crime. It supports adults and young people who are affected by hate crime, works to support community cohesion in Leeds, and coordinates over 80 Hate Incident Reporting Centres (HIRC) in Leeds. For further information, and to find your nearest HIRC, visit www.lrhq.org.uk.

Hate crimes are unacceptable – and illegal. They can take many forms including verbal or physical abuse, damage to property, graffiti, arson, and even murder. All instances of hate crime should always be reported to the Police. However Home Office statistics suggest that over 80% of hate crimes go unreported.

For more information and a volunteer application form, visit www.lrhq.org.uk

For enquiries, call Stop Hate UK on 0113 293 5100 or email info@lrhq.org.uk

To report a hate crime, call the Stop Hate Line on 0800 138 1625

STOP HATE CRIME
0800 138 1625
24 HOUR HELP LINE

STOP HATE UK

It's a small world

Chair of the Wakefield residents' panel, Granville Grey was recently involved in some site visits with the reinvestment working group. As part of their day the group visited St. Edmund's Close in Airedale, Castleford. As you may remember from previous editions of the newsletter, Granville already has a fellow panel member and friend in Reg Lavine who lives at St. Edmund's Close. Part of the site visits involved looking around some of the properties there and Granville got talking to one of the residents there, Joan Gibson. After discussing their backgrounds and where they grew up Joan mentioned North Street at Fryston. Granville asked her if she knew Stanley Grey. Joan said 'he was my uncle'. Granville's reply was 'he was my uncle too' and as the conversation progressed the two realised they were related. Both Granville and Joan were amazed at their connection and intend to stay in touch.

100 years young



Mr Fred Pease celebrated his 100th birthday with family and friends on Saturday 6th October 2007.

A surprise party was organised at Methley Cricket Club, Leeds.

Fred grew up in Methley and worked in the coal industry most of his life working across the mines in the region including the Prince of Wales colliery in Pontefract and Allerton Bywater.

Married to Mary for 68 years (who sadly passed away in 2005), his hobbies over the years have been his love for gardening and playing bingo up to three times a week. Fred also enjoyed playing cricket in his younger days and was a member of the Methley Cricket Club. He and his wife were presented by the Queen with Maundy money at Wakefield Cathedral during the Queen's Jubilee in 2005.

Liz Kellett – Housing Officer for the area said: *"Fred has been a tenant with Chevin Housing Association for over 30 years and throughout those years has always been very friendly and welcoming with a great sense of humour. We are so pleased that Fred is celebrating his big day with family and friends and that we have been invited to be part of it"*.



Are you interested in a career in construction?

Access 2 Construction 



Are you claiming Incapacity Benefit or Income Support and over 18?

Would you like training in:

- Bricklaying
- Joinery
- Plumbing
- Painting and Decorating
- Tiling
- CSCS Health and Safety

If the answer is yes, this course could be for you!

You will receive ongoing information, advice and guidance support from experienced members of staff along with training from fully qualified tradesmen and tutors

For more information please contact a member of the Homebuilder Team on: **01924 306111**




© Wakefield Housing Association 2007. All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or by any information storage and retrieval system.

DELIVERING SKILLS BUILDING PROSPERITY

Havercroft Children's Fun Day

Chevin, together with Fundamental (who are a Wakefield based charity providing activities, learning programmes, support and accreditation for young people within the Wakefield District) organised an afternoon of activities at Havercroft Sports Centre for youngsters aged between 8-16 who live in Chevin's properties.

The purpose of the day was to give youngsters the chance to experience maintenance skills like tiling and plastering, to join in some fun activities and for us to find out what they think about where they live including their home, activities in the community and the environment.



Staff from Chevin and Fundamental were on hand throughout the day taking part in the activities and team leading, with around 30 children joining in the fun.

Steve Close, Group Chief Executive presented the prizes at the end of the day and thanked everyone for attending and said,

"It was a really well planned day full of learning activities and fun. It was great to see so many youngsters enjoying the day and getting something out of it. It also helps us in our future plans to get their views on their estates and homes and what we can do to improve them. We will certainly hold similar events in the future".



Model children!

Nostell Close in Bridlington is home to two very busy children! Brother and sister, Lewis and Elland are registered with a modelling agency and have been very busy over the last couple of years. Together with their mum, Natalie Atkins and their younger sister Isabelle, Lewis and Elland have recently been in TV, catalogue and magazine advertisements for DFS, Vauxhall cars, Baxi boilers and Argos.

Natalie said "Lewis and Elland have been travelling all over. It's really fun for them and any money that they earn goes into their own bank accounts."

Lewis started off the family modelling trend by appearing in a Mamas and Papas catalogue when he was a baby. Elland did her first modelling job last year and little sister Isabelle is waiting in the wings!

Comments, Compliments & Complaints



We now have a new policy for receiving, recording and learning from our customers' comments, compliments and complaints. The bulk of the revised policy outlines how we will handle complaints but we've also adapted the policy to include the recording of general comments you may have about Chevin's services. It can also be used to record compliments - for those occasions when customers want us to know that a member of staff has done a really good job - which does happen from time to time and is great boost for staff!



The complaints procedure has been revised with the help of staff, residents and external consultants, and takes into account best practice guidance. The main suggestions from this consultation were that we should:

- *Make the procedure simple to use and understand*
- *Make the process as short as possible*
- *Demonstrate and publicise how we learn and improve from complaints*

We believe the new policy and supporting computer system will ensure we achieve this.



In addition, all staff have recently attended Customer Excellence training sessions which outlined the art of handling complaints effectively and reinforced our belief and ethos that complaints should be embraced and used as a tool to improve the way we work.

The new policy will be available soon if you would like a copy or if you have any queries please contact Housing Services Manager – Karen Cruise on 0845 2701088.

Do you know how easy it is to submit an article to the newsletter?

It's really easy... just contact Helen Wood and let her know what your idea is or simply send her the article. We are always on the lookout for local events or good news stories to promote.

Email Helen Wood at chevinha.co.uk and direct line: 01924 831725



STATUS survey –

We recently sent you a tenant satisfaction survey to complete.

The survey gives you a chance to say what you think of us as your landlord and the services we provide. Due to the postal strike, many of you may have received the survey late. However there is still time to complete and return it and we would encourage you to take the opportunity to give your opinion.

The results are being analysed independently by the National Housing Federation and will be sent to us in the New Year. We will publish the findings in the Spring edition of Chevin Views.



business for neighbourhoods

Disability Equality Day

In November we held a Disability Equality day in Wakefield inviting staff, Board members, supported housing managing agents and residents, to look at how we can improve our services for disabled customers. By December 2007, housing associations must produce a Disability Action Plan setting out what we need to improve, how we are going to improve and how we ensure that the changes happen and that they do benefit disabled customers. We spent the day in small groups discussing specific services like repairs, aids and adaptations, our customer service and recruitment practices. Residents were able to tell us about their experiences and give us some good ideas to consider. We are now writing up the findings from the day and drafting a plan to discuss with our Equalities and Diversity steering group. If you would like to find out more about this area of work or to contribute in any way, please contact Debbie Colclough on 0114 2417728 or d.colclough@chevinha.co.uk.

Chevin Direct Labour Organisation

Chevin's Direct Labour Organisation (DLO) is a team of professional tradespersons who are employed directly by Chevin to undertake day-to-day repairs for us.

Our DLO is managed by Gary Ward. Gary is an apprentice trained painter and decorator. Gary has been employed by Chevin (in one guise or another) for a total of 18 years. Gary's primary role is to deliver a professional, courteous and reliable maintenance service to homes that are managed by Chevin.

Gary achieves this with the help of his DLO Team. At present, this team is made up of the following personnel:

- *Multi-skilled maintenance officers. These officers (Phil Wray, Alan Pamment, Steve Lumb, Geoff Foster, Steven Higgins, Les Cullen, Mick Parfitt, Norman Burns, Andrew Barraclough and Lee Scott) are employed to adopt ownership of a number of estates and to carry out day-to-day maintenance repairs that occur. These officers operate in the West, North and South districts of Yorkshire.*

- *Painting and Decorating Team. Four members of staff (John Little, Gary Smith, Raymond Simpson and Andrew Moran) primarily work in teams of two and provide a service to all dwellings.*



- *Modern Apprentices. These two members of staff (Phil Layzell and Tom Gundhill) assist the multi-skilled maintenance officers with undertaking repairs and also attend college on day release to obtain professional qualifications.*



Chevin is very proud of its DLO Team and the reputation that it has developed and maintained. Chevin are committed to promoting this service. This commitment can be demonstrated by Chevin's

plans to extend the numbers of staff that are employed together with expanding the types of work that are undertaken.

If you are interested to learn more about the work that is undertaken by the DLO Team and would like to attend an open day (to be arranged in January/February 2008) please telephone Linda Ellis in the Property Services team on 0800 5877189. Alternatively you can email Linda on l.ellis@chevinha.co.uk



Improvements to repairs service

If you live on an estate that enjoys communal services (such as lighting, door entry, lifts, TV distribution systems... to name but a few), you will now be able to report any repairs associated with these features directly with the Property Services Team. Historically any communal service repairs had to be referred to housing staff; this approach resulted in delays. It is hoped that this revised procedure will reduce the frequency of delays that occur.

This change has been heavily influenced by comments that have been made by tenants and is another example of how your feedback and experience is used to help improve the service delivery. *Thank you for your help.*

Please report any repairs via one of the following means:

- Telephone 0800 5877189 between 8.30am and 4.30pm
- E-mail: repairs@chevinha.co.uk
- Fax: 01924 831798
- Letter addressed to:
The Repairs Team, Chevin Housing Association Ltd.,
Harrison Street, Wakefield, West Yorkshire, WF1 1PS
- Face-to-face (with any of the Association's representatives)



'Chevin Green'



Thanks to those people who responded to the article in the last newsletter but we'd be pleased to have more responses, expressions of interest and ideas – particularly any suggestions for actions or initiatives that could take place in your neighbourhood.

We are working on the overall Chevin action plan with its six 'themes' and some of the ideas for the existing properties theme include:

Improving energy efficiency – we measure this using an index called the Standard Assessment Procedure (SAP) and we are aiming to get the properties with the lowest rating up to a reasonable one, whilst improving the SAP of all properties during reinvestment work. This can include more efficient heating systems, additional insulation and more efficient ventilation systems. We are working with other agencies to upgrade insulation and get contributions from them.

Install water saving equipment – water is getting more scarce (believe it or not!) and costly so we are looking at installing showers, low-flush WAs and water saving taps during reinvestment work and during day to day maintenance.

Working with contractors to reduce waste and to use sustainable materials and reduce the amount of chemicals used.

In the meantime some 'Food for Thought' facts:

- Running cost of a 100 watt standard bulb for 6 hours per day for a year is £34.56, the equivalent energy saving bulb would cost you only £6.22!
- Recycling one aluminium can saves enough energy to power a TV for 3 hours!
- Running costs of new fridge freezers for a year can vary from £34 to £74 – so check the power consumption when you buy.
- Recycling one plastic bottle saves enough energy to power a 60 watt light bulb for 6 hours (or an energy saving bulb for 20 hours)!
- Running costs of new plasma TVs can vary from £79 to £133 per year – so check before you buy.
- Every tonne of paper recycled saves 17 trees – so recycle all your paper and buy recycled paper products! This newsletter is printed on recycled paper.
- Running costs of new washing machines can vary from £28 to £85 per year – so check before you buy!
- Glass, aluminium and steel can be recycled indefinitely. In 2005 1.2 million tons of glass were recycled – but there's no reason why all glass shouldn't be recycled. Less energy is used to melt glass down for re-use than is needed to make new glass.
- Running costs of new tumble dryers used once each day can vary from £120 to £263 per year. Try to dry clothes outside or at least check the energy consumption before you buy!

How 'green' are you?

Check your carbon footprint:

If you have a computer go to <http://actonco2.direct.gov.uk/index.html> You can set your own targets to reduce your carbon 'take' and to save money. Or go to <http://footprint.wwf.org.uk/home> to see how many 'planets' are needed to support your lifestyle and get tips on how to save power and money.

We would be interested in following the progress of up to five volunteer households willing to share the results of their carbon footprint calculation and their efforts over a period of time to reduce their carbon take. I am sure a bag of green goodies can be organised for the 'Green Famous Five' in order to help with their task! Any size of household is welcome – ideally a mix of people and places. So please get in touch if you want to volunteer. We'll hold a ballot if we're snowed under by responses. E-mail d.creaghan@chevinha.co.uk or ring Denis Creaghan 0845 2701088



recipe time

Recipe Time with Chevin's Repairs Operations Manager Lee Winterbottom.

Indulgent Chocolate Pudding

just right for the festive season!

you will need:

55g/2oz unsalted butter, softened

55g/2oz caster sugar

55g/2oz self-raising flour

1 tbsp cocoa powder

1 egg

And for the chocolate sauce:

2 tbsp double cream

2 tbsp soft brown sugar

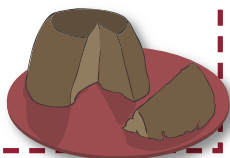
2 tbsp unsalted butter

1 tbsp cocoa

To make:

1. Cream the butter and sugar together. Add the flour and cocoa powder and stir. Add the egg and mix in.
2. Grease a small oven-proof glass bowl with butter and pour the sponge mixture in.
3. Microwave for 4-5 minutes on high or until cooked and springy to the touch.
4. To make the chocolate sauce, heat the cream, sugar, butter and cocoa together in a pan, stirring occasionally. Simmer gently for a few minutes.
5. Turn the pudding out onto a serving plate and pour the chocolate sauce over to serve.

If you have a recipe that you would like to submit, please contact Helen Wood on 01924 831725.



gas servicing

Don't forget that having your gas boiler serviced is essential. If you need to re-arrange the date or time of your service you should contact the property services team on **FREEPHONE 0800 5877189**.

ALG - Adult Learning Grant



With the new Adult Learning Grant (ALG) you can now get paid to go back into education and get the skills you need to get the job you want. If you are eligible you can receive up to £30 per week while you are studying (terms and conditions apply) to help pay for things like travel, books and materials. You can use an ALG to study a range of courses including BTECs, NVQs, GCSEs and A-Levels in a variety of subjects for example; business administration, website design, accounting, electrical, painting and decorating, carpentry, sciences, childcare, health and safety, retail, hairdressing, catering, publishing and customer service.



For further information you can contact the ALG team on 0800 100 900 or visit the website at www.direct.gov.uk



It's in the bag!

Residents will be pleased to hear that in line with Chevin's environmental work, all of the corporate plastic carrier bags that we use are now bio-degradable.

Wordsearch winners!

Winners of the Kitchen Wordsearch from Edition 15

The two winners chosen at random were:

Jane Mitchell of Old Bank Fold at Huddersfield and Claire O'Brien of Chapel Mews at Harrogate.

Both receive a £25 gift voucher of their choice.

Cleaning

UPDATE



When we appointed the cleaning contractors in January 2007 we agreed that it would be a good idea later in the year to provide some further detail regarding the company doing the work, to all our tenants. Below is some information about Cinderella Cleaning Company provided by Helen Robertshaw, their company secretary. We plan to work closely with them over the next two years of their contract to make sure we provide a high standard of cleaning to communal areas around your homes.

We are pleased to be of service to you all, and we hope you have seen an improvement in the cleanliness of your buildings! Cinderella began working in partnership with Chevin in April 2007 for the cleaning and window cleaning contract. We are based in Sheffield with premises in Leeds, and currently clean the windows and communal areas of 18,000 leasehold apartments along with 200 hotels nationwide. We have over 100 dedicated staff working for us.

Our aim is 'To make simple tasks simply happen'

- **To be easy for customers to work with**
- **Do the job that is agreed**

This is our agreed general cleaning specification on your buildings:

- To sweep or vacuum floors**
- To mop hard floors (tiled, vinyl etc) and remove spillages and stains (which are removable)**
- To lift out inset door mats and shake clean (or vacuum if electric point available)**
- To dust surfaces and remove cobwebs**
- To wipe skirting boards, radiators, window sills, handrails and banisters**
- To sweep out any internal refuse areas and to keep them litter free and disinfect them as required**
- To sweep out internal communal meter cupboards and keep them dust free**

It is however possible that in some of your developments we may carry out more or less works; this will be dependent on the specific agreement made with your individual housing officers.

So, if you feel that we are not completing work to the specification, please let us know via your local housing officer, and we can make things better for you.

A Great Big Thank You to all those residents who have let us into buildings and electric cupboards whilst we were waiting for keys to be returned from the last contractor. A thank you to all of you who have let us know about nooks and crannies of the buildings that otherwise might have been missed without your knowledge, and finally to all of you who have let us know when we are doing the job well. This means a lot to our cleaners, as in our kind of work, we don't always get a pat on the back for what we are doing well.

What Cinderella will do for residents:

We will report any damage that we find to your buildings when we see it

When we think your building needs a deep clean we will report it to your Housing Officer

You have our overwhelming support that we want to make your homes a nicer place for you to live in.

By the staff of Cinderella Cleaning Contractors Lsd

We are committed to a policy of equal access to information.

If you would like this document in another language or format, please ask us.



Cassette



Braille

Abc

Large Type



Other Format

Arabic

نحن ملتزمون بسياسة المساواة في إتاحة الوصول إلى المعلومات.
إذا أردت المعلومات بلغة أخرى أو بطريقة أخرى، نرجو أن تطلب ذلك منا.

Bengali

আমরা তথ্য সমানভাবে প্রবেশাধিকারের বা সকলকে জানানোর ব্যাপারে দৃঢ় প্রতিজ্ঞ।
যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান, তাহলে দয়া করে আমাদেরকে বলুন।

Farsi

ما متعهد هستيم به سياست دسترسي برابر به اطلاعات.
اگر اين اطلاعات را به زباني ديگر و يا در فرمتي ديگر ميخواهيد لطفاً از ما درخواست كنيد.

Punjabi

ਅਸੀਂ ਸਭਨਾਂ ਨੂੰ ਬਰਾਬਰ ਜਾਣਕਾਰੀ ਦੇਣ ਦੀ ਪਾਲਿਸੀ ਦਾ ਪਾਲਣ ਕਰਨ ਲਈ ਵਚਨ-ਬੱਧ ਹਾਂ।
ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ, ਤਾਂ ਇਹ ਸਾਥੋਂ ਮੰਗ ਲਓ।

Somali

Waxaan ballan qaadnay siyaasadda ah in si siman loo helo wararka.
Haddii aad rabtid in warar lagugu siyo hab luuqadeed o kale, fadlan na soo waydiiso.

Urdu

معلومات تک مساوی رسائی کی پالیسی پر ہم عمل پیرا ہیں۔
اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔

Polish

Wyznajemy zasadę równego dla wszystkich dostępu do informacji.

Jeżeli chciał(a)by Pan/i otrzymać ten dokument w innym języku czy postaci lub jeżeli potrzebuje Pan/i pośrednictwa tłumacza, prosimy o skontaktowanie się z nami.

French

Nous avons mis en place une politique d'égalité d'accès aux informations.

Si vous souhaitez consulter ce document dans une autre langue ou sous un autre format, ou si vous avez besoin des services d'un interprète, veuillez nous contacter.

Our contact details are:

For general telephone enquires: 0845 2701088

For our repairs team: 0800 5877189

For emergency repairs before 8:30am and after 4:30pm, please use our 0800 number and you will be automatically transferred to our 'out of hours' service.

To e-mail us, please use the following addresses:

enquiries@chevinha.co.uk

repairs@chevinha.co.uk

rents@chevinha.co.uk

To write to us, please use the following address:

Chevin Housing Association

Harrison Street, Wakefield WF1 1PS