



Kemblenews



We have rung the changes

Call our Repairs Contact Centre on **0300 7906 555** to report your repair and it will be free from landlines and mobile phones where 0300 numbers are included in your contract.

For pay as you go mobiles, the 0300 number is far cheaper than the 0845 one.

Residents of, Honeysuckle Close tidy up the garden (above) and residents of Etnam Street apply a lick of paint to their stair rails (right).



Harnessing the Power of the Force!

Two schemes – Etnam Street and Honeysuckle Close – have been transformed thanks to our very own Customer Involvement and Ground Force Week!

The schemes were chosen after we asked customers to vote for those that could benefit from a makeover.

A lot of fun and hard work followed as our Housing Team, co-ordinated by Julian

Greenway, helped by our maintenance contractors, Caldicotts, our Grounds Maintenance contractor Cutting Edge, and our residents, completed the transformations.

In Etnam Street, in Leominster, the entrance to the supported housing scheme was in need of a new lick of paint. We were joined by some of the Leominster Foyer residents and one tenant, a former decorator, was even able to pass on some professional painting tips.

At Honeysuckle Close, shrubs were dug out and replaced with hardstanding to create much needed additional car parking space.

The Housing Team also found time to call at 12 other schemes to do some litter picking and finished the week off by woodstaining a summer house in the communal gardens at School Lane.

Inside this issue...

Service Standards	3
Proud to be 'at your service'	4
Leaving us? aVOID the costs	5
Trio to the rescue	6

Join your estate walkabouts

A great opportunity for you to point out issues you feel need addressing – and it's a way to get to know our Housing Officers as well:

Housing Officers, **Mandy Friday / Amy Murray** will be joining residents at:

Garden Close on 9th November (am)
Kingsleane on 13th December (pm)
Milne House on 20th January 2012 (am)
Widemarsh and Governors House on 14th February (pm)

Housing Officer, **Julian Greenway** will be joining residents at:

Buryfields on 7th November (am)
Bannercroft on 8th December (pm)
Poplar Close on 13th January 2012 (am)
Foster Crescent on 13th February (pm)

Housing Officer, **Rob Breeze** will be joining residents at:

Woodville on 2nd November (pm)
St John Kemble Court on 4th November (am)

Housing Officer, **Allan Farrington** will be joining residents at:

Oakbrook Close / Lowfield Meadow / Lower Bazley on 15th November (pm)
Tinglebrook Close / Old Thatch Close on 14th December (pm)
Penglaise House on 17th January 2012 (pm)

For more information contact your local Housing Officer on **01432 377 900**

Meet Rob Breeze

Rob started working for Kemble's award winning Supported Housing for Young People Project (SHYPP) as a Night Project Worker, at Leominster Foyer in November 2005.

In August 2011 he transferred to Kemble Housing on a 12 month secondment as a Housing Officer, covering maternity leave.

Within his new role he will be joining an established productive housing management team and looking after the care and supported housing schemes and the sheltered properties.



Down Your Way Regent Gardens

Find out about the schemes the association manages and hear from the people who live in them.

- **Where is it?** five minutes walk into Hereford city centre and close to Hereford railway station.
- **What does it consist of?** nine three bedroom houses and eight two bedroom bungalows. The properties have front and rear gardens and there are communal car parking facilities.
- **When was it built?** 1991
- **What is it like to live there?** Mrs Richens said: *"The estate is close to the town. I get on well with all my neighbours and it is a very clean and tidy place to live."*



Would you like to nominate your scheme for 'Down Your Way'? If so, please contact your Housing Officer on: **01432 377 900** or email: **kemble@wmhousing.co.uk**

Are we meeting our Service Standards?



* Except for bank holidays and office closures.

These figures are for the period April 2011 - September 2011

Responding to you

90% of letters and emails were answered within 7 calendar days*

89% of telephone calls answered within 6 rings.

Access to our services

We received **0** requests for access to customer files or computer records.

Repairs

99.6% of our emergency repairs were completed or made safe within 24 hours

99.6% of our urgent repairs were offered an appointment within 7 calendar days*

100% of our routine repairs were offered an appointment within 28 calendar days*

99% of our homes with a gas supply have received an annual gas safety check.

Managing your home

100% of anti-social behaviour reports were responded to within 14 calendar days*

100% of harassment or racial harassment reports were responded to within 3 calendar days*

100% of harassment or racial harassment cases where a physical attack has taken place, were responded to within 1 day.

Responding to complaints

83% of complaints were responded to within 14 calendar days*.

Simply Streets Ahead

Streets Youth Project has been named volunteer team of the year, following a public text vote via the Hereford Times.



The project was started by Christian Life Centre in 2009 to provide young people in Millbrook Street, Prior Street, Edgar Street and surrounding areas with activities that would prevent them from hanging around the streets on Friday nights. Activities are free and include sports, PS2 Dance mats, Wii, Xbox, pool table, table football, table tennis. There is also a small tuck shop.

Find out more at www.clch.org.uk/youth

Supporting our residents

To make sure our neighbourhoods are safe and desirable places to live, we maintain strong links and attend meetings with Multi Agency organisations specialising in Anti Social Behaviour (MATAC) and domestic abuse (MARAC).

We also help to shape and protect vital services for the homeless and other vulnerable groups by working with Herefordshire Council, Home Point Board and others.

Stop Press...

As we went to press we were evaluating the tenders for the Grounds Maintenance, Window Cleaning and Cleaning contracts. We will inform you of the winning contractors as soon as a decision has been made.

Customers from across the Association have been involved in the tender process from putting the specifications together, through to scoring the pre qualifying questionnaire and evaluating the tenders.

Boards explained

Our Editorial Panel has asked us to feature our Board of Management and how they fit in with the Group structure. We will include interviews with Kemble Board members in forthcoming issue of Kemble News.

Kemble Board: is made up of nine local volunteers, including one customer who is Vice Chair, Ros Williams. Chairman, Andy Johnson also sits on the WM Group Board. All members are appointed for a three-year term of office before needing to seek re-appointment.

They focus on local accountability:

- the operational and financial performance of Kemble and the properties it manages for WM Homes
- liaising with customers, the local authority and other stakeholders
- managing SHYPP
- providing a local input into group policies and strategies.

Group Board: 10 members including the Chairs of Kemble, Harden, Nexus and Whitefriars and independent members who have specialist skills. The Group Board has overall responsibility for managing the Group and its strategic direction. It is chaired by Roger Griffiths.

For further information go to: www.kemblehousing.co.uk/governance and www.wmhousing.co.uk and follow the 'About Us' links.



Andy Johnson, Chair of Kemble

Proud to be 'at your service'

When Kemble staff decided to take part in the National Customer Service Week this year for the very first time, they pulled out all the stops.

There were prizes to be won as staff put together fun quizzes, blew up balloons, and baked cakes to make customers extra specially welcome to the offices.

National Customer Service Week raises awareness of customer service and the vital role it plays within organisations, as well as celebrating the achievements of staff and acknowledging their everyday work in making a difference to their customers.

Assistant Director, Karen Pritchard said: *"It was a great way to celebrate Customer Service and to talk to other members of the team and to customers over a cup of tea and a cake about service issues and how they can be improved."*



Celebrating Customer Service, with homemade cakes and a chat!

(Left) One resident gets to grips with the 'who are they now?' baby picture quiz.

University joy for Jenny

Shypp's Foyers help young people who would otherwise be homeless move towards independent living. For Jenny Summers the Hereford Foyer has been a stepping stone to university.



She tells us: *"When I came to SHYPP I was in quite a bad state, but it has changed my life. The support I received from Leominster and Hereford staff and everyone else has been invaluable, and the kindness they have shown has been incredible.*

"Without them I don't know what I would have done and I probably wouldn't be going to Uni. I will really miss SHYPP and I will always remember it. I'm now about to move on to start a 'Developmental Psychology' degree at Glamorgan University."

Check-out Cheer!

SHYPP has been nominated by customers at Hereford Asda store as one of three charities being put forward to a public vote for our work helping disadvantaged people back into work.

The winning charity will receive £200.



We are also finalists in the Housing With Care category of The Great British Care Awards. We will be judged on the quality of our Supported Accommodation and service to 16 – 25 year olds.

Leaving us?... aVOID the costs

If you are leaving a Kemble property, for whatever reason, return your property to us in a good condition and avoid a hole in your budget!

Last year we spent £17,000 repairing and clearing rubbish from vacated – void - properties to return them to a lettable standard, money which could have been used on more kitchen, heating and bathroom upgrades.

If we have to clear up after you we will re-charge you:

- £257 for a skip full of rubbish
- £270 to deep clean surfaces
- £193 to replace a damaged internal door
- £125 to clear an overgrown garden

The average re-charge bill last year was £1300.



Trio to the rescue

Three young Kemble friends have been nominated for a West Mercia police Young Good Citizens Award after they went to the rescue of a pensioner.

Charlotte Barnes, Tyler Hughes and Lewis Jones were in Robinson Close Park in Credenhill when they heard 81-year-old Monica Sawyer's cries for help from a nearby garden.

Monica said: "I had fallen and could not move. I was there for about 40 minutes before I saw the children who had climbed my fence to see what was wrong. They fetched my phone so I could call for an ambulance, a pillow and a glass of water and waited until the ambulance arrived."

Community Support Officer Dean Wall said: "They are a true reflection on the younger generation in Credenhill!"

After spending months in hospital and rehabilitation, Monica is now up and about again.



West Mercia Community Support Officer, Dean Wall with Charlotte, Tyler (centre) and Lewis

By co-incidence, her daughter Ros Williams is Kemble Board Vice Chair, who said: "I cannot thank the children enough for what they did. They showed compassion and are a fantastic example to others."

Congratulations to our **Satisfaction** winners

Our latest Satisfaction Survey Winners are:

- Lettings satisfaction: Mr B. Harwood of Garden Close, Kington
- Repairs satisfaction: Ms B. English of Foster Crescent, Leominster

Both win £25 in vouchers. For your chance to be in the repairs prize draw, simply complete the short customer satisfaction survey that is sent to you when you order a repair.

If you would like this leaflet in large print or audio format, please contact the Communications Team on **024 7676 7029**.

Need help in your own language?

Russian

Требуется ли Вам помощь на Вашем языке?

French

Vous avez besoin d'aide dans votre propre langue

Lithuanian

Reikia pagalbos gimtąja kalba?

Czech

Potřebujete pomoc ve svém jazyce?

Polish

Wymagają Państwo pomocy w swoim języku?

Portuguese

Precisa de assistência na sua própria língua?

☎ 01432 377 900

Contact corner

44 Berrington Street, Hereford HR4 0BJ

We are open from 9am - 5pm every day except Thursday, when we close between 9am - 10am for staff training.

Call: **01432 377 900** Email: kemble@wmhousing.co.uk www.kemblehousing.co.uk

Kemble Christmas Opening Times: the office will close for business at 5pm on Friday 23rd December and will re-open at 9am on Tuesday 3rd January 2012

Contact Centre Christmas Opening Times: 24th - 27th December (inclusive) emergency only service, 28th - 30th December (inclusive) the contact centre will be open from 8am - 8pm as normal, 31st December - 2nd January 2012 (inclusive) emergency only service and from 3rd January 2012 normal opening hours apply

