

RECYCLING MATTERS

At the moment, the majority of Liverpool's waste is sent to a landfill site in Warrington. Unfortunately, there are only 3 years of use left at this site, with no new site yet allocated. Not only do we need to throw away less waste in an attempt to stretch out the use of this landfill site, we also need to dispose of less stuff to help conserve energy and resources and, in the long-term, the environment. If we look at how much we actually waste in today's society, the facts are quite staggering.

Each household throws away at least one tonne of waste every year. At the rate we produce waste in the UK, we could fill the Albert Hall in one hour. Five years ago, house-holders in the UK created 29 million tonnes of waste. Of this, only 9% was recycled. In Liverpool, this figure is as low as 3% for last year.

WHAT YOU CAN DO TO HELP THE ENVIRONMENT:

Steve Biko HA residents not living in sheltered schemes will have received a Black Box and a Blue Bag. These are to be used to put your things in to be collected for recycling. This is how it works:

BLACK BOX IS FOR: Glass bottles/jars/tins/
aluminium drink/food cans

BLUE BAG IS FOR: Newspapers/magazines/
junk mail (no envelopes)

Place the Blue Bag ON TOP OF the Black Box at the edge of your property (eg, on your doorstep if you live in a terraced house) on the day of your collection. One van will collect the newspapers, while a different van will pick up the glass and cans. Collections are fortnightly. A calendar marked with your collection dates has been provided with your Black Box.

If you live in one of the Steve Biko HA sheltered schemes, we are currently making arrangements for you to join in with the recycling collections. We are planning to have your homes included by the end of April.

If you have any questions please contact Liverpool Recycles on 0151 707 9797

DO YOUR BIT & RECYCLE IT!

Some interesting facts:

- Over 90% of your waste can be recycled
- Recycling one aluminium can saves enough money to run a TV for 3 hours
- Recycling one glass bottle saves enough energy to light a 100W bulb for 4 hours
- The average dustbin, over one year, contains enough energy for 500 baths or 3500 showers or 5000 TV hours
- 20 recycled aluminium cans can be manufactured with the same energy it takes to produce a new one
- The amount of waste paper buried in landfill every year could fill 103,448 double-decker buses. If nose-to-tail, they would go all the way from London to Milan
- Recycling 1 tonne of paper saves:
 - the equivalent of 12 wheelie bins of landfill space
 - 7000 gallons of water
 - 64 gallons of oil
 - 42 gallons of fuel

SOUTH END GREEN TEAM

The South End Green Team have been up and running for approximately 3 years and covers the Lodge Lane, Granby and Picton areas of Liverpool. The team is made up of eight local people employed by Cosmopolitan Housing Association on behalf of Liverpool City Council, Riverside HA and Liverpool Housing Trust who all contribute financially to support the project.

The team provide complementary environmental services to those offered by the mainstream providers and carry out activities such as:

- Reporting/removal of fly tipped waste
- Provision of a free regular gardening service to elderly/vulnerable residents living alone
- Treatment and maintenance of vacant sites
- Community clean up events
- Identification of abandoned properties

The team work closely with Liverpool City Council and Enterprise so if you have a problem you can contact the South End Green Team at the Cosmopolitan offices 362 Lodge Lane or phone on 0151 708 8108.

STEVE BIKO NEWS

ISSUE 1



CONTACT STEVE BIKO HOUSING ASSOCIATION:
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Inside this issue:

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WELCOME

Welcome to the 1st edition of Steve Biko HA's Tenants Newsletter. The newsletter is our opportunity to update you on our work, I hope you find it informative.

It is our intention to publish a tenants newsletter twice a year and in order to ensure that the newsletter is meaningful to you I would like you to write in and make contributions to future editions of the newsletter, are there any burning issues which you would like to see covered? Write in and give us your views and comments and we will try to publish them in our next edition which will come out in September 2005.

Would you like to win £20.00 cash? We are looking for a name for our Newsletter. Send in your suggestions for the name of the newsletter by 31st May 2005 and the winning entry will receive £20.00 cash.

Tracey Gore
Director



A TENANTS STORY: CHIEF OKUBOH

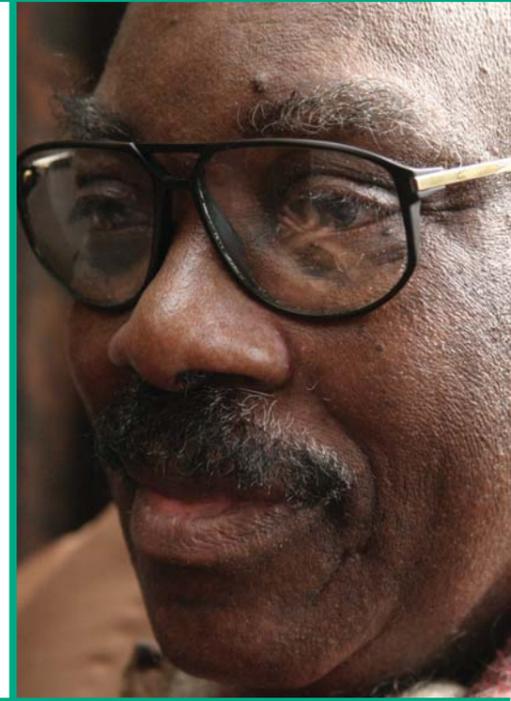
Chief Martin Okuboh (pictured) and his wife Ercil have been a tenants of SBHA since 1994. Chief Okuboh and his wife are retired but keep themselves very busy volunteering in a number of community initiatives.

Chief Okuboh's talent knows no bounds he took to the stage quite literally last October, in the highly successful Black History Month Community production of 'By The Rivers' performed in the Liverpool Playhouse.

Chief Okuboh also conducted a libation at both the opening and closing ceremonies of Black History Month. Chief Okuboh explains what the meaning and reason for the libation ceremony.

"A libation is the ceremonial pouring of wine or gin in honour of some deity for good purpose, not for evil. This is the paramount belief of Africans and it works!"

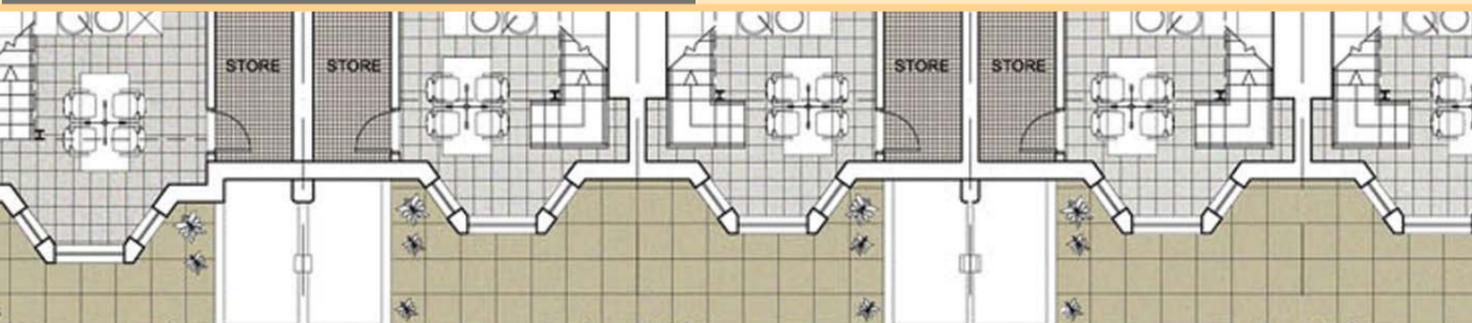
I am sure we have more tenants who are involved in community activities, tell us your stories and we will publish them in our next newsletter.



FLATS TO BE CONVERTED BACK INTO FAMILY HOUSES

We have been successful in getting funding from the Housing Corporation to convert a block of flats on Mulgrave Street back in to 5, 6 bed family houses. The houses have been designed by a Black and Racial Minority Architect practice called A-Cube. We are hoping for work to start in April 2005 the houses should be ready for occupation in November 2005.

We are also building a new development at the back of Mulgrave Street. 20 New houses will be built, the designs for the houses have not yet been agreed, we will feature them in our next edition newsletter.



THE LUNCH CLUB

Many of you are aware that Herbie Higgins OBE, Tenant Board Member of Steve Biko HA is involved in a wide range of voluntary activities, including a lay visitor to prisons (to assess the treatment of prisoners) and running the lunch club for elders at our Sheltered Scheme Hector Peterson Court.

As well as providing a nice meal twice a week Herbie organises a number of special functions through out the year. Herbie brings us up to date with the lunch club.

Last year the Annual Easter Party ran from 12.00 noon to 9.00pm with music, buffet, hot food and West Indian Easter buns.

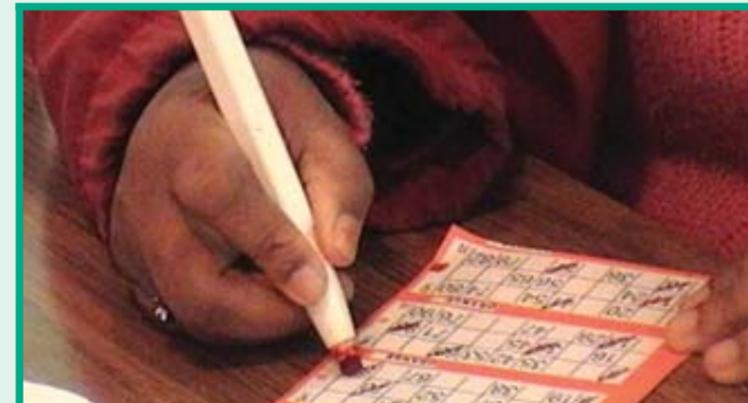
The Annual Summer outing took lunch club members to Rhyl the numbers were so great that as well as the 53 seater coach we loaned Cosmopolitan HA's minibus to ensure that 65 people could enjoy a fish and chip lunch, great weather and a brilliant day out by all.

Steve Biko HA and Cosmopolitan HA funded a trip to Blackpool to see the lights including a chicken supper. Stacia Joel and Ahmed Elmi Cosmopolitan HA staff working at the Lodge Lane Neighbourhood Centre volunteered and help organise the trip and did a great job too. Steve Biko HA and all the lunch club

members extend their thanks. We appreciate their hard work.

The years' activities were rounded off with a great Christmas party for lunch club members and friends. Over 150 guests attended throughout the day including the Liverpool Lord Mayor Cllr Frank Roderick and the Lady Mayoress, the Divisional Chief Inspector and a local community police officer. Hot food was served throughout the day with great music and entertainment and to top it off some lunch club members received hampers.

The lunch club runs on a Tuesday and Thursday each week 12- 3.00pm a nutritious meal is followed by a great game of bingo. The lunch will cost you £1.50. If you are a pensioner and would like to attend - you will be welcome but you must phone first so that we can ensure there is enough food for all. Call Beverley Thompson Scheme Manager on 0151 735 0113.



Please send your ideas for newsletter names or contributions to future newsletters to Steve Biko Housing Association, 19 Devonshire Road, Liverpool L8 3TX.

To join the lunch club which runs every Tuesday and Thursday from 12-3.00pm call Beverley Thompson on 0151 735 0113. A nutritious meal is followed by a great game of Bingo... come and join us!

REPAIRS

More information on repairs to your homes...

It is important to both you as tenant and us as landlord that you report repairs so that we are able to keep our property in excellent condition.

You can report repairs on 0151 726 2222 at any time, day or night, where your call will be answered by trained staff.

We try to provide an efficient service and in order to do this we prioritise repairs into three categories with different response times. This reflects the fact that some repairs are more urgent than others.

1 EMERGENCY REPAIRS

No electrics, faulty electric cooker point, water leak from storage tank, no central heating or hot water.

WITHIN 24 HOURS - The contractor will remove the immediate source of danger. Wherever possible completion of any further works will be within three working days.

2 URGENT REPAIRS

Faulty heating system, roof leak, minor plumbing leaks, insecure internal doors.

WITHIN 3 WORKING DAYS

3 ROUTINE REPAIRS

Re-fixing loose tiling (wall & floor), defective kitchen units, repairs to plaster work, gutter leaks.

RESPONSE WITHIN 28 WORKING DAYS

Repairs which are due to tenant damage or replacement locks due to the loss of keys will be recharged back to the tenant.

Gas Servicing

Faulty gas appliances can be killers. As landlords we are bound by law to carry out an annual gas safety check on your gas appliances.

As tenant you must allow us access to your home to carry out maintenance or safety checks on appliances such as gas fires and boilers. Even if you do not have gas appliances we are obliged to check to satisfy our legal requirements. Failure to give Steve Biko HA access is a breach of your tenancy conditions and will resort to legal action to gain access to conduct gas fire safety checks.

If you have any doubt about the safety of a gas appliance in your home, turn it off and contact us immediately.

If you have any suspicion of a gas leak, call Transco on 0800 111 999 immediately, then call our repair line on 0151 726 2222.

Investment Works

We want to ensure that our property is well managed and maintained, and are aware that in some of our properties some of the fixtures and fittings are coming towards the end of their useful life. To address this we have put in place a rolling planned maintenance programme which will start in Summer 2005. Over a 5 year period, we will start to replace kitchens, bathrooms etc where they need to be replaced. You do not need to contact us. We will write to you informing you if your property is due to have work carried out under the planned maintenance programme during 2005/06.

Cyclical Painting

Most of you are aware that we aim to carry out external works to our properties once every 5 years. External works include replacing doors and window frames where they need replacing, and painting the exterior of your homes. In April 2005 we will be in to year 4 of our programme. By 2006/07 all of our properties will have had cyclical works carried out.

RENT ARREARS

Keeping up with your rent payments and further information on Housing Benefit...

Steve Biko HA's ability to provide quality services including repairs to tenants and to continue to develop and grow to provide more quality homes is very much tied up with collecting our rent.

Many of our tenants due to low incomes receive Housing Benefit paid by Liverpool City Council to cover all or part of their rent. Ultimately it is still the tenants responsibility to ensure that rent, even if paid in the form of Housing Benefit, is paid to Steve Biko HA. If you currently do not receive Housing Benefit and think you might qualify, please contact your Housing Officer Grantley Springer who can offer advice.

If you receive Housing Benefit, you should be aware that you will periodically be asked to renew your claim. Liverpool City Council will write to you to tell you when you have to do this. Unfortunately, if this is not done right away, a late claim will result in arrears which the tenant will be responsible for.

It is vital that you put your renewal claim in on time and let us know that you have done this. Always ask for a receipt and keep this safe.

If you do experience difficulties our policy is to make early contact and encourage tenants to make an agreement to clear the debt. If agreements are not kept to then the following actions are taken:

RENT OWED FOR 1-2 WEEKS

ACTIONS THAT WILL BE TAKEN

Letter or personal contact.

RENT OWED FOR 3-4 WEEKS

ACTIONS THAT WILL BE TAKEN

Letter giving appointment to see Housing Officer.

RENT OWED FOR 5-6 WEEKS

ACTIONS THAT WILL BE TAKEN

Letter informing of intention to issue notice to Seek Possession.

RENT OWED FOR 6-8 WEEKS

ACTIONS THAT WILL BE TAKEN

Notice of Seeking Possession served.

RENT OWED FOR 8-10 WEEKS

ACTIONS THAT WILL BE TAKEN

Letter warning of Court Action if no agreement is made.

RENT OWED FOR 10-12 WEEKS

ACTIONS THAT WILL BE TAKEN

Application to County Court made together with letter giving appointment to see Housing Officer.

Steve Biko HA views court action and eviction as a last resort. This action will only be taken if all other options have been exhausted and the tenant fails to maintain regular payments.

If you are experiencing difficulties in paying your rent, contact your Housing Officer, Grantley Springer immediately, this way we can assist and sign post you to ensure that you receive the help and support that you need. Independent advice can be gained from:

Liverpool 8 Law Centre
Local Citizens Advice Bureau (CAB)
Merseyside Welfare Rights
Age Concern

**CALL 0151 726 2222
TO REPORT ALL REPAIRS**

**Do you know you can now pay your rent by a variety of methods:
Use your rent card to pay your rent in the Post Office
Send a Cheque to our office
Arrange Standing Order payments through your bank
Arrange for Housing Benefit to be paid direct to Steve Biko HA**

SURVEY ON SERVICES DELIVERED TO OUR SHELTERED SCHEMES

SCHEME: Azania Court

NUMBER OF SURVEYS SENT: 24

NUMBER OF SURVEYS RETURNED: 10

	SATISFIED	DISSATISFIED	NEITHER
GROUNDS MAINTENANCE			
Number of Visits	4	6	0
Performance	5	5	0
CLEANING COMMON PARTS			
Number of Visits	8	1	1
Performance	9	1	0
WINDOW CLEANING			
Number of Visits	2	6	2
Performance	4	5	1

SCHEME: Hector Peterson Court

NUMBER OF SURVEYS SENT: 30

NUMBER OF SURVEYS RETURNED: 11

	SATISFIED	DISSATISFIED	NEITHER
GROUNDS MAINTENANCE			
Number of Visits	7	1	3
Performance	7	2	2
CLEANING COMMON PARTS			
Number of Visits	9	1	1
Performance	9	1	1
WINDOW CLEANING			
Number of Visits	6	1	4
Performance	6	2	3

SCHEME: Rashid Mufti Court

NUMBER OF SURVEYS SENT: 16

NUMBER OF SURVEYS RETURNED: 5

	SATISFIED	DISSATISFIED	NEITHER
GROUNDS MAINTENANCE			
Number of Visits	4	1	0
Performance	4	1	0
CLEANING COMMON PARTS			
Number of Visits	4	0	1
Performance	3	1	1
WINDOW CLEANING			
Number of Visits	4	1	0
Performance	4	0	1

SCHEME: Steve Biko Close

NUMBER OF SURVEYS SENT: 10

NUMBER OF SURVEYS RETURNED: 3

	SATISFIED	DISSATISFIED	NEITHER
GROUNDS MAINTENANCE			
Number of Visits	1	1	1
Performance	1	2	0

TENANT MEETINGS

Steve Biko HA holds tenants meetings once every two months at Hector Peterson Court, 22 Danube Street, Liverpool 8.

All of our tenants are invited, our meetings are informal and it is an opportunity for you to come and have your say, tell us what you think of our services and how we can make them better.

We invite guest speakers so if you have a burning topic that you would like more information about let us know and we will arrange for it to be discussed. Past speakers have been from the Fire Service, Age Concern and Glaxo.

The next meeting will be Wednesday 1st June 2005 at 6.00pm Hector Peterson Court - Tea and biscuits will be served put the date in your diary and come and join us!

Please send your ideas for newsletter names or contributions to future newsletters to Steve Biko Housing Association, 19 Devonshire Road, Liverpool L8 3TX.

The next tenant meeting will be Wednesday 1st June 2005 at 6.00pm. It will be held at Hector Peterson Court, 22 Danube Street, Liverpool 8. Tea and biscuits will be served so why not come and join us!