

Gas safety checks and access to Properties

It is very important for us to carry out Gas Safety checks. These will be made on your fire, boiler, pipework and flues to prevent the build up and leakage of carbon monoxide fumes, which have no smell or taste, but are highly poisonous.



We will notify you by letter of a gas service appointment in your home. Please let us know if you can't make this appointment and we will re-arrange it at a suitable time for you. If you do not allow the engineer to gain access, we will follow a legal process to gain entry.

Remember your annual gas service is FREE. It is important for us that you live in a safe home.

Over to U

Universal Credit

What you need to know

What is it and how does it work?

Universal Credit is a new benefit for people of working age. It will replace the six benefits/tax credits listed in the box below.

If you receive any of these benefits now, it is not yet known when you will move onto Universal Credit.

However, you need to be prepared now. When you move onto Universal Credit, you will only be able to claim it online and you will also need a bank account or credit union account.

Which benefits will Universal Credit replace?

- Housing Benefit
- Income based Job Seeker's Allowance
- Income related Employment & Support Allowance
- Income Support
- Child Tax Credit
- Working Tax Credit

Talk to us and find out more:

0151 734 4933

admin@stevebiko.org

#overtouc

Steve Biko Housing Association Office Address:
3 Yanwath Street, Liverpool L8 0XP

Tel: 0151 734 4933

Email: admin@stevebiko.org

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Newsletter

ISSUE NO 17 Spring 2015

Welcome to Steve Biko Housing Association Spring 2015 Newsletter



We have begun our Star survey with all Tenants. The survey is to find out what you think about your home and services and how they might be improved in the future.

The feedback you give us will let us know which areas Steve Biko Housing Association need to take action on in order to provide the best possible service for you as a tenant.

Your survey has been sent by post with a pre-paid envelope for you to return it. Some tenants will receive face to face support. There is a prize draw for completing the survey with 3 tenants having a chance of winning £50 in vouchers.

You can also complete your survey online, you will be given a unique reference number to do this. Our IT room at 3 Yanwath Street, L8 is available for you to use.

Steve Biko are not able to identify the answers from any individual person or address.

If you wish to discuss anything about the survey please contact Beverley Williams – Community Regeneration Manager on **0151 734 4933**.

Steve Biko Housing Association Welcomes New Board Members

In line with Steve Biko Housing Association Governing rules and regulations, it is necessary from time to time for longer standing Board members to step down. To ensure full membership, diversity and a range of skills. New members are recruited to replace the ones that leave. Steve Biko Housing welcome the following new members. Our next edition will introduce other new members.



Jerry McGrath - Tenant Board Member

Jerry lives in one of our sheltered schemes. Before showing interest in becoming a Board member Jerry was and is, an active member of our tenant community. He regularly attended Meetings, joined in focus groups, responded to questionnaires, and participated in neighbourhood clean up activities taking pride in his involvement and participation.

Jerry attended Regional conferences and seminars as an individual getting to grips with New Welfare Reforms, Tenant Involvement and meeting other tenants from small housing Associations across the country. It was a natural progression when he expressed interest in joining the Board and following application and shadowing the Board for 3 months the Board were happy to appoint him as a fully fledged member.



Howard Cover BA (Hons) CIHCM —Board Member

Howard has worked in social housing for over 30 years for a range of organisations including Housing Associations and Local Authorities, with 20 years being at a senior manager level.

Howard currently works for Your Housing Group, as Head of Merseyside South, and is responsible for leading a team to deliver housing service activity across Liverpool, Halton and the Wirral.

A member of the Chartered Institute of Housing, Howard has a broad experience of customer focussed housing management, neighbourhood regeneration and resident engagement, as well as specialist areas of health and safety, diversity, risk management and service improvement.

Howard lives in south Liverpool and is passionate about improving the lives of residents through high quality service provision. Steve Biko Housing welcomes Howard to the Board.

Michelle Cox — Board Member

Michelle is employed by NHS England as Head of Patient Experience and Quality across Cheshire, Warrington, Wirral and Merseyside. Her role ensures that patients, carers and their families are listened to, either through complaints or their experiences. Michelle has previously held roles as Head of Equality and Diversity where she listened to patients and ensured that services were compliant and were sensitive to the diverse needs of local populations.

Michelle has a keen interest in analysing information, reporting on findings, and identifying themes and trends to make recommendations. Just as patients help to make changes to health services, Michelle believes she will ensure that the voice of the tenant is included at board level.

REPORTING A REPAIR - PLEASE TEL: 0151 726 2222

Steve Biko Housing Response times for our repairs:

When a repair is reported, Steve Biko tries to provide an efficient service which reflects the fact that some repairs are more urgent than others. To do this, repairs are categorised into three main groups with different response times.

Emergency repairs (including Out of Hours) Tel: 0151 726 2222

Response: within 24 hours (including weekends and bank holidays)

Examples:

Total loss of electrics

No sockets working downstairs

Faulty electric cooker point

Water leak from storage tank

No central heating or hot water

The completion date of an emergency repair is when the source of danger has been removed. Wherever possible, completion of any further works will be within 3 working Days.

Urgent repairs - Response: within 3 working days.

Examples:

Faulty heating system (back up heating and hot water available)

Roof leak: where no danger re Health & Safety (falling objects) etc. is present.

Minor plumbing leaks.

Insecure internal doors

Reglazing

Routine repairs - Response: within 21 working days.

Examples:

Re-fixing loose tiling, wall and floor. Defective kitchen unit door/drawer Repairs to plasterwork. Repairs to kitchen units, easing and adjusting doors, Gutter leaks.

Steve Biko Housing Association Tenant Board Members

Steve Biko Housing Association promote involvement of tenants and advertise when there are vacancies on the Board to invite expressions of interest from Tenants. The Board consider the qualities, skills and diverse needs of the Association when appointing new members.

A tenant Board member role is to ensure there is a tenant perspective involved at Governance level. Being a Tenant Board member involves, commitment and responsibility. The work can be very rewarding through gaining new skills and experience. Tenant Board members contribute to the management of the business and the development of services. All Potential Board members undertake a 3 month trial period before a decision is made by the Board to formally appoint them. This is followed by an induction period and training.

The Board of Steve Biko Housing Association deal with reports and information and make unbiased decisions on sometimes complex issues. The responsibilities of a Tenant Board member includes;

- Being part of a collective decision making body with processes that are transparent.
- Being a Steve Biko Housing Association tenant with good tenancy conduct.
- Being enthusiastic, reliable, and motivated.
- Preparing for and attending meetings, training sessions and other events. Meetings are sometimes held in the evening, at weekends, or in different locations, and can involve additional specially arranged meetings.
- Board members are not paid a fee or salary, they are volunteers.

If you are interested in becoming a Tenant Board member please let us know. We can provide training and support to help you understand the role fully. You are welcome to come along to the Tenant Services Improvement Group meetings where you will gain a better insight into the work and services we provide.

Please call: Beverley Williams on 0151 734 4933 for an informal chat.



A big congratulations to Mrs Nowell, a Steve Biko Housing Tenant who celebrated her 100th Birthday on 22nd April 2015! Mrs Nowell marked the occasion with a Birthday party attended by her family and friends.

Tenant Projects

Steve Biko have worked in partnership with the new Everyman and Playhouse Theatres who provided sessions on awareness of Everyman services, play readings and a group visit to see



a play starring actress Cathy Tyson. Tenants enjoyed tea and refreshments and a discussion with the actress herself. Everyone was impressed by the newly revamped Everyman Theatre on Hope Street and we look forward to future opportunities.

STEVE BIKO HOUSING AND PINE COURT HOUSING ELDERS JOIN FORCES FOR SUMMER FUN WITH A 'BIG LUNCH' FOR TENANTS

Steve Biko Housing and Pine Court Housing organised a Cross Cultural Big Lunch with a range of Chinese and Caribbean dishes to bring our older tenants together for a fun filled day

The Event included Music, Raffle and Prizes, Health Awareness provided by the NHS Cancer Awareness team, Dental Services and Ping Pong for health. Entertainment was provided by a Pine Court Housing Tenant, with Thai Chi in the Garden, African dance and movement, music, and an impressive array of culinary dishes prepared by the Afro Caribbean and Friends lunch club volunteers, and Chinese Caterers.

Management and Staff and volunteers from both Associations supported guests with a warm welcome and assistance to join in the fun. Interpreters were available to help with communication at the event.



WANTED - Active Tenants

As a Steve Biko Housing Tenant, you do not have to be on our Board to influence change and have a voice. There are other ways you can be involved that are equally as important and you can learn new skills along the way to include on your C.V. as experience.

The Homes and Communities Agency, the landlord regulator, want landlords to co-regulate their services with tenants, and ensure you have opportunities to be actively involved. Joining is easy, just let us know you are interested and come along. We also provide rewards, refreshments, travel and training related expenses for tenants taking part in the Tenant Improvement Group, focus groups and training.

What's On

The Tenants Service Improvement Group

You will gain better understanding of SBHA policies and services, carry out reviews of services to a high standard to enable improvements. Training will be provided for personal development and skills building.

Meet the Staff on Visits to the following Schemes and Bungalows:

Wednesday	3rd June	Rashid Mufti Court	10.30am
Monday	8th June	Steve Biko Close	11.00am
Monday	8th June	Windsor View	12.30pm

Coffee Mornings and Afternoons

Venue: Hector Peterson Court, Danube Street, Liverpool 8.
(off Smithdown Road)

Friday 5th June 10.30 am to 12.30pm

Why not drop in and raise any issues, give your feedback about services or just come and have a chat over a cuppa and meet other tenants.



General Tenants meetings - on Wednesdays on the following dates and times:

3rd June	5.30pm to 6.30pm	- Hector Peterson Court
7th October	5.00 pm to 6.30pm	- To be confirmed
2nd December	5.00 pm to 6.30pm	- Hector Peterson Court

What's On

Tenant Inspector Training

After completing two short training sessions you will be ready to join the staff out and about carrying out real inspections of our properties to ensure they meet the required standards for new tenants. You will also have opportunities to meet tenants from other associations to share experiences. Being a tenant inspector means you agree to carry out 4 inspections a year with us these are arranged at times to suit the group.

Inspector Training Dates:

Tuesday 19th and Wednesday 20th May 2pm to 3.30pm

Thursday 11th June, 11am to 1pm and Friday 12th June
11am to 3pm

at Hector Peterson Court

FREE: TENANTS Computer Resource Room

This facility offers FREE computer use including internet access at our office in 3 Yanwath Street, Liverpool 8.



Steve Biko Housing Association want to help you get on line and be digitally active. You can set up an email address, join Facebook where can see lots of Information as a friend of Steve Biko. It is great for connecting with family and friends, pay bills, shop on line, find out about health and community services, and things to do.

You can look for a course, training, or apply for jobs. Why not create or refresh a CV or refresh an old one to send with applications. The New Welfare Reforms have now introduced the new Universal Credit system for new benefit claimants: this involves using a computer.

Times available:

Monday 1.30pm to 4.30pm

Wednesdays 9.30am to 12pm and 1.30pm to 4.30pm

Friday's 9.30am to 12pm and 1.30pm to 4.30pm

Please call to book your slots. Printing charges apply.