

**If you have an idea for the news-
letter or would like to contribute
please contact us TODAY!**

NEW WORLD NEWS

NOVEMBER 2018

New World Housing Association



THE RESULTS ARE IN! - 2018 Resident Satisfaction Survey

Earlier this year in March and April New World conducted an independent resident satisfaction survey through Acuity. We are pleased to say that overall the satisfaction with New World has improved by 5% since the last survey in 2014! Your satisfaction with value for money provided by the rent and service charge have improved by 2% and the satisfaction with repairs and maintenance is up a substantial 10% since 2014!

There are some areas of improvement as the overall satisfaction with the quality of your home is down 3% and the satisfaction with your neighbourhood as a place to live is 1% lower than in 2014. As a Housing Association we can now work on these areas to ensure these results improve before the next survey!

What is really encouraging is 31% of those residents who responded are interested in finding out more about getting involved. We will be holding events in the near future to discuss the findings of the survey and provide our residents with information about how to get involved (please see the bottom of this page). In the meantime if you would like to get involved please contact New World on **020 8675 0320** and we can provide further information on opportunities for residents.

Rest assured that although we were pleased to see that 84% of respondents were satisfied with overall customer experience and 47% of residents who responded would recommend New World to a friend or family we will work to improve our services offered to residents. Our respondents told us that you would like further assistance to ensure you are receiving the correct benefits and help with moving or swapping home. Over the next few months New World will be looking at opportunities to engage with our residents on these matters and help ensure our results in 4 years time are even stronger!

One thing we hope to continue from the survey is the high level of trust our residents have in New World and the view that our staff are friendly and approachable!



BE SAFE AND SECURE!

Contractors and New World staff should always carry a form of identification when visiting your property!

Be vigilant and always ask to see ID before allowing someone to enter your house!

If in doubt, give New World a shout on 020 867 50320!



Inside this issue:

Home Contents Insurance

Dealing with Pests!

Resident Quiz!

Independent Living Schemes

Planned Maintenance

Find out if you are a winner!

Information on BACs payments

So What Next?.....

Sandra and her team are currently in the process of organising events for 2019 to move forward with the survey results and encourage our residents to take a lead in helping us as an organisation improve. Look out for these dates when they are published in the new year!

Back to this year though we will be holding an event at Grange Walk on **Tuesday 18th December**. This will be an opportunity to discuss the survey results and how to get involved plus find out more about housing options, of course being December it will also be an opportunity to celebrate the upcoming festivities. Members of the New World scrutiny panel will be invited to the event however, if you are interested in attending please contact New World on **020 8675 0320** as soon as possible to register your interest!



Charity Coffee Morning— Make sure you get involved next year!



On the 12th and 18th October New World held charity coffee mornings at our independent living schemes in aid of Macmillan Cancer care. We have raised a grand total of £350! Thanks to all the residents, family, friends and visitors that have taken part increasing the £188 raised last year to this fabulous figure. Both events were thoroughly enjoyed by our residents and all we can say is thank you for your kind generosity.



This is the second year that this event has been held and we would like to encourage more of our residents to come along or to hold their own charity coffee mornings in their neighbourhoods. New World are happy to offer any assistance in organising these events so if you are interested please call **020 8675 0320!**

REPAIR SURVEYS AND FEEDBACK!

Your feedback following a repair in your home is very important to us. It allows us to monitor the performance of our contractors and respond if our maintenance service does not meet your expectations. We send surveys by post and by text as well as regularly contacting tenants by phone at random to discuss their latest repairs. If you are unsatisfied with any repair, please complete a survey or get in contact so that we can address any issues at the earliest opportunity. Positive feedback is also welcome so that we know what we are doing well.

We do gather together all feedback from our surveys months to ensure that our repairs service is performing against set targets in New World's annual report. The terms of our tenants' perception of how we respond to prove the maintenance service that we offer.



and report the findings to our Management Board every 3 at the level expected. We also publish our performance findings of the recent Star Survey was very encouraging in repairs and the intention is to look at further ways to im-

New World responds as quickly as possible to repairs however leaks for example can rapidly cause extensive damage to personal belongings as well as the property itself. New World's responsibilities and insurance cover apply to the building structure and fittings only so we are unable to replace personal possessions, furniture, coverings and decoration. You are strongly advised therefore to ensure you arrange your own home contents insurance to cover eventualities such as floods, fires, accidents or theft.

Home Contents Insurance!

Insurance providers such as Endsleigh offer low cost insurance cover for contents cover only and for your peace of mind, we recommend that you have a policy in place especially as it forms part of your tenancy agreement with New World!



PEST INFESTATIONS!

Living in London exposes most households to the risk of vermin such as mice and foxes. Storing foods in glass or metal containers with tight lids, maintaining hygiene and reducing clutter in the home, and disposing of all food waste as soon as possible are the best ways to reduce the risk of an infestation. If rodents have easy access to food then they will have a good reason to visit you! Keeping gardens, bin areas or communal bin stores free of litter and loose rubbish is also very important in preventing vermin. New World does not treat pest infestations by ants, wasps, bees, fleas and mice except in communal areas. We will however attend to seal cracks or openings where it is reasonable to do so to prevent mice entering however please be aware that mice can squeeze through tiny gaps so it is not always feasible to totally proof the property.



NEW WORLD TOP TIP!

When calling Out of Hours please ensure you leave your full name, address and contact details so we are able to get back to you promptly!



You can make improvements, alterations and additions to your home, however you **must** get New World's permission before you start. Recently we have encountered problems where tenants have erected an extension or lean-to that the council has objected to and issued an official notice insisting that it is removed. Some tenants have also inadvertently created potentially fatal conditions by building structures on to the back of houses which have prevented boiler gases escaping. We will not refuse any reasonable requests as long as you provide details of what you are intend to alter and you make an application (and pay the costs) for planning permission where required.



Notifying of improvements includes any alterations to the electrics in the home such as running supplies to an outside shed or installing downlights in the home. There are strict electricity safety regulations governing these improvements and changes must be certified by a qualified electrician.

If in any doubt of what you need permission for, please contact New World and we will be happy to advise.

Home Alterations!



New World is continually investing in our properties by refurbishing bathrooms, replacing kitchen-
ens, up- dating heating systems and modernising windows. Last year, we replaced 15 kitchen-
ens and 21 cen- tral heating systems. Since March 2018, we have modernised the lift at our sheltered
scheme in Greenwich, replaced 6 kitchens (with another 4 in progress), fitted 4 new boilers, refur-
bished 2 new bath- rooms (with another 2 in progress) and built a new porch. Window replacements, cyclical works
and further new kitchen- ens, bathrooms and boilers are in the pipeline and will start shortly.

Periodically we employ surveyors to undertake a comprehensive stock condition survey of all our properties to provide an accurate and independent overview of our maintenance requirements now and in the future. This allows us to budget and plan ahead in order to deliver timely upgrades of kitchens, bathrooms or heating systems for instance. We aim to publish further in advance our home improvement plans so that residents can be reassured that forthcoming works to the home will be imminent with an approximate timescale.



New World Unveil Updated Website!

Have you visited New World's website recently? It has been updated to be more user friendly and provide up to date information and assistance for our residents. We would love to hear your feedback and are offering you the chance to win a £10 voucher if you contact New World on 020 8675 0320 with your reaction! Let Us Know!
Visit www.newha.co.uk



Resident Quiz!

Can you answer the following two questions? Hint: find the answers by visiting our new website! The correct answers will be entered into a draw and the winning tenant stands to win a tablet! Now that's gotta be worth the pad it's being read on!!
Good luck!
New world is offering tenants "in house" training free training on the website.
What does this mean?
A) computer training in tenants individual house
B) computer Training within New World office
C) computer training within a particular scheme.

If tenants are interested in this training how are they expected to register their interest?
A) contact New World by phone
B) contact New World by email
C) contact New World by visiting the office

All entries should be sent to info@newha.co.uk and the closing date is 5pm on Friday 14th December!



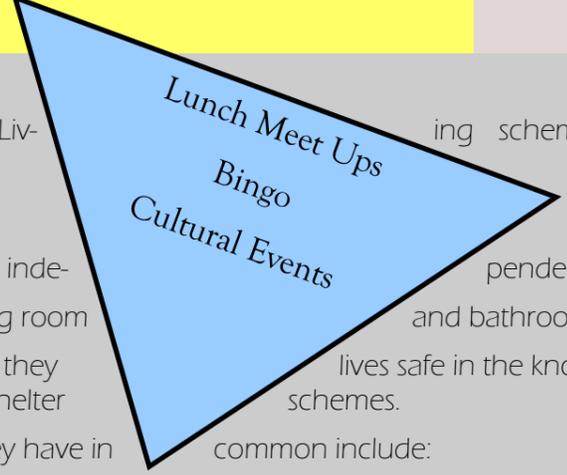
Independent Living—Could it be for you??

You may know them as Sheltered Housing but our Independent Living schemes offer our older residents the best of both worlds.....
So what is Independent Living?.....

They are homes for older people or those who have needs but still want to live their life independently. The homes are generally 1 bedroom flats or they can be studio flats with a kitchen, living room and bathroom. These scheme are created so that when people reach their elder years they can still live they lives safe in the knowledge that there is someone there if needed. Generally people over the age of 55 qualify for shelter schemes. Sheltered schemes may offer different services from each other but the features that they have in common include:

- Have a scheme manager (warden), or support staff
- 24-hour emergency help through an alarm system when staff are not available
- Communal areas such as gardens or lounges
- May have share laundry facilities
- Organise social events and activities like coffee mornings or resident meetings
- Help get support when you need it
- Call you daily to see how you are.

Although the scheme may arrange activities its up to residents if they want to join in or the number of the activities they want to take part in.. The idea is for tenants to live independently with minimum support, it's not suitable for people who needs 24 hour care.



Recent Moon Festival Event at Kenneth Lee House

FRIENDS, SUPPORT, INDEPENDENT LIVING

In Other News!



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And The Winner Is?.....



Direct Debit winners

April Lambeth
May Lewisham
June Southwark
July Lambeth
August Lewisham
September Lambeth
October Greenwich

Winners of £10 each

Mr Duoi Ly
Ms Virginia Samoskine
Ms Fredrika Gibbons
Mr G Berger
Miss Thu Le
Mr Sanh Nguyen
Mr & Mrs Gbormittah

Quarter 1 & 2—Returned Tenant Repair Satisfaction

Quarter 1 Lambeth
Quarter 2 Southwark

Winners of £10 each

Mrs Sinh Hoang
Mr & Mrs Seddick

All Pay and Direct Debit Payments..... IF YOU PAY BY BACS READ ON FOR IMPORTANT INFORMATION!

New World are no longer accepting BACs transfers from residents and are asking all our residents to move on to Allpay.

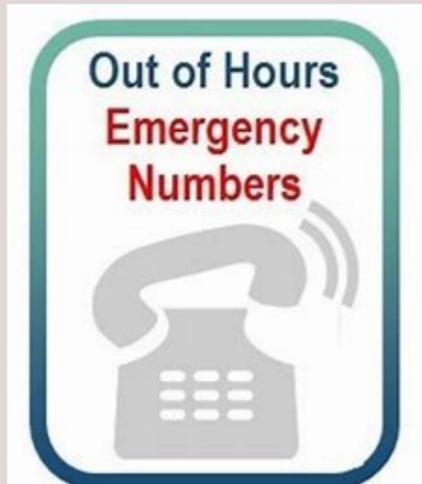
There are many advantages for tenants to pay their rent using this method:

- * rent automaticity adjusted when rent changes - making sure you're never behind or short in any rent payments.
- * many local shops and convenience stores that accept payments
- * entered into a monthly draw and stand to win a prize every month
- * fast and free access to phone or internet payments.

Make the change today, don't delay! Get in touch with us and we will do the rest!



Calling out of Office – Emergency Repairs



Please remember when you call out of office clearly state your name, address and contact details. Ensure to leave a message if not there will be no response.

Only call if the situation is an emergency and you are reminded to check the tenants' handbook before calling out of office services, also make sure that you report the repair to the office the next working day.



Lisa Rae (New World Board member) was very pleased to present our resident Mr Duc Vuong with his certificate for successfully completing a health and safety course in food hygiene. Mr Vuong works as a volunteer chef at our independent living scheme, Kenneth Lee House. Well done to Mr Vuong and we know all the residents appreciate your tasty culinary skills in the kitchen!

If you are interested in finding out about volunteering opportunities within New World then contact us today on 0208 675 0320!

