



Your views matter: Left to right: Clara Sycamore, Tim Golden and Marlene Carter, from Colne with Neil Coughlan, Antony Jones and Jean Sullivan, from Greenfields

Residents have their say in Colne's future

A new group has been set up for residents to shape our future homes, services and communities.

In the summer we let you know we are considering joining another local housing association – Braintree-based Greenfields Community Housing.

We want to know if joining together would mean we can invest more in homes, services and communities. This discussion is progressing well.

In November three Colne residents, three from Greenfields and staff from both organisations formed a group which will influence our Boards to understand what is important to all residents.

They will be involved at key decision points and help shape our future. If you would like to get involved at any stage please do contact Sarah Cawley at sarah.cawley@colnehousing.co.uk or 01206 244758.

Residents' questions answered

Is Colne being taken over?

No, it was Colne's decision to explore joining together with Greenfields to create a brand new organisation.

Has Colne got enough money?

Yes we are in a really strong position. We would not be considering changing if it did not mean we could use the money to improve what matters to you.

Are we going to move out of our homes?

Absolutely not. Your homes, rights and rent/service charge policy are not affected.

When will we know more?

Our Boards are set to make a decision in spring 2020 and we will update you soon afterwards.

New 24-hour service gives peace of mind

Residents who live in our affordable Housing for Older People can now receive two tailored 'safe and well calls' every week via personal intercoms.

This new personalised service, which launched on December 2, supports health and wellbeing and is provided by your Careline provider, Centra or Tendring District Careline.

If anyone has issues your Careline provider will alert other agencies to help.

We have also introduced new assessment criteria to ensure vulnerable people get more hands-on support if needed.

Think your needs have changed or you have experienced a significant change in your circumstances? Get in touch with our Contact Centre Team on 01206 244700 to discuss a referral to our Tenancy Sustainment Team.



Your questions answered

Can I be called by the Careline at a time that suits me?

Yes. You can change the time to whenever suits you.

What will happen if I am not in when the Careline calls me and I have forgotten to tell them I am out?

Careline will go through a standard process before considering taking emergency action. They will keep trying to make contact with you and your next of kin until they get a response. Shared areas of the scheme will be checked.

Helping you feel safer in your own homes

A ground-breaking training scheme on fire safety and first aid training is helping residents feel more secure and confident.

Together with Colchester Borough Council, Colne has been providing free first aid skills workshops at all our Housing for Older People schemes - including how to use a lifesaving defibrillator.

One resident said: "It's been very useful and helpful to get this information for free. It's made me feel safer not only in my home but everywhere."

Essex Fire Service Community Safety Officers organised coffee mornings in the shared lounges where they

shared fire safety advice. Colne's Amanda Clare, who works closely with residents needing more hands-on help, said: "Educating residents can save lives. Everyone came away feeling more equipped to keep their home safe."



Colne takes the safety of you, your home and our staff very seriously.
If you ever have a fire safety concern you feel is not being dealt with ring our free hotline on 0800 038 5776.



Learning from Grenfell Tower fire enquiry

The first part of the report from the Grenfell Tower Inquiry has been published. Although Colne has no high rise homes, we have been responding to key findings to ensure all of your homes are fire safe.

The report said	What has Colne done?
The cause of the spread of the fire was due to panels on the outside of the building.	We carried out Fire Risk Assessments on all our blocks of flats, with no risks identified. Additional fire protection (fire breaks) have been added to one of our low rise blocks of flats in Chelmsford, where similar panels were identified.
Evidence suggests the external wall was not compliant with building regulations.	Our development partner, Iceni Homes, build in line with recommendations from the Independent Review of Building Regulations and Fire Safety.
Housing providers are recommended to: <ul style="list-style-type: none"> • carry out building safety checks • provide information to residents and the fire services • review and maintain fire safety and evacuation procedures • check fire doors are safe 	We have reviewed in detail our fire safety and evacuation procedures. Fire Risk Assessment actions are displayed in our blocks of flats. We work closely with Essex Fire Services to provide them with thorough information about all of our properties and fire safety workshops for residents.

Generous book donation boosts residents' library

Book lovers living in our Housing for Older People have welcomed a new set of reads to their shared library.

Penguin Random House Publishing donated a set of new books for our residents in Ironside Walk, Manningtree.

With titles spanning from fiction to

non-fiction, the books catered for every taste and interest, with residents taking several books back to their apartments to start reading.

Thanks to Penguin Random House Publishing and to our residents – happy reading!



Colne's Stacey Wagner with (from left) residents Sue Townley, Molly Richards and Margaret Wilson

How satisfied are you with Colne?

The results of our customer satisfaction survey are in. Almost 1,000 residents of different ages and locations living in different types of Colne homes took part. Thank you!

Improving your satisfaction with Colne is a key target for all our staff, partners and contractors. Please continue to talk to us.

Colne customers said...

76%

satisfied with the service overall

978

surveys were completed

	Proportion of tenants	2017 result	What are we doing to improve?
Satisfied overall	76%	79%	Colne-wide drive to raise performance launched.
Satisfied with quality of home	77%	81%	Involving residents in setting standards.
Feel kept informed	75%	74%	Review of Contact Centre led to 86% of queries resolved first-time in October.
Listens and acts on views	55%	58%	
Satisfied with final outcome of enquiry	66%	62%	Contractors Fosters improvement plan agreed. Colne will ensure it makes a difference.
Repairs & Maintenance overall	63%	71%	
Satisfaction with last repair	75%	75%	
Neighbourhood as a place to live	77%	83%	Specialist officers work with you to solve anti-social behaviour and estate issues.

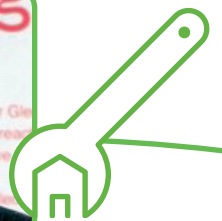


Your feedback prompts repairs boss to take action

We asked Colne residents how our repairs service should be improved. We filmed their answers and sent the video to our repairs contractor Foster

Property Maintenance. This feedback prompted Fosters to create an action plan to improve the ways residents receive repairs.

Foster's Regional Operations Manager Bob Illsley tells us how residents' views made a difference.



How did you feel when you first watched the repairs feedback video?

Embarrassed, disappointed and let down, but thankful for the feedback. It gave me the opportunity to understand Colne residents' perceptions and act to improve them.

How has the video increased your awareness of the issues customers were experiencing with the repairs service?

I always understood that the experience of the repairs service is really important for residents. The video certainly increased my awareness of how Fosters were performing against Colne's residents' expectations.

Have you made any changes as a result of the customer feedback video?

I have implemented a plan to improve the services your customers receive.



We help single people with nowhere to live

Young single homeless people will now have some home comforts when they go into lodgings.

Our Colne Community Builders grants scheme awarded £1,985 to Solo Housing, a homelessness charity, to support a vital lodging service in Colchester.

The money will go towards starter packs for new lodgers using the charity's scheme, including essentials such as bedding and toiletries

Carolyn Howell MBE, CEO of Solo Housing said: "It will help single people who are moving into lodgings, to settle into their new home straight away by having access to basic home comforts such as bedding, towels

or other basics that will help make a lodgings placement feel like home."

Our grant-making scheme is managed by Essex Community Foundation and supports grassroots charities to improve communities.

If you know of a charity that would like to apply please contact us.



Big-hearted cake-lovers support charities



Colne's Bethan Morgan bakes in aid of Macmillan

Staff at Colne have been digging deep into their wallets to support some of our biggest national charities.

In September we held a Macmillan Coffee Morning, raising £106 for Macmillan Cancer Support. Staff enjoyed different homemade goodies

to raise money and we sold our bakes to staff at our neighbouring offices.

We sold pink cakes and sweets on 'Wear it Pink' day during Breast Cancer Awareness Month to raise money for Breast Cancer Now and organised an office bake sale for Children in Need.

Want to get on the housing ladder? You may be able to buy one of our shared ownership homes in Colchester, Uttlesford, Long Melford or Capel St Mary.



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01284 333382

Keep Talking about Colne

Your voice is really important, it helps us know whether the services we provide meet your needs.

Insights are being used to shape how we involve you at all levels of Colne through different ways.

We have also been asking for feedback on a draft national Tenants' Charter. We will be in touch as we create opportunities for you.

To continue gathering insight we carried out a postal survey. As a thank you, every respondent was entered into a draw for a smartphone or tablet. We are delighted to have given the prize to our winner Beryl Harris of Heybridge.



Colne's Christmas opening hours

Friday 20 Dec	9am-5pm
Monday 23 Dec	closed
Tuesday 24 Dec Christmas Eve	closed
Wednesday 25 Dec Christmas Day .	closed
Thursday 26 Dec Boxing Day	closed
Friday 27 Dec.....	closed
Monday 30 Dec	10am-4pm
Tuesday 31 Dec New Year's Eve.....	10am-3.30pm
Wednesday 1 Jan New Year's Day ...	closed
Thursday 2 Jan...Usual hours resume	(9am-5pm)

Have an emergency repair?

Call 01206 244700

Emergency repairs include:

- Total loss of heating
- Total loss of electricity
- Gas leaks
- Fire alarm system requiring resetting
- Sewer overflow into the property

Call 999 if you experience a high level emergency such as flood or fire.

Non emergency repairs include:

- Loss of power to cooker
- Faulty electrical outlets
- Faulty TV aerial
- Containable leaks from taps

We wish you and your families a happy Christmas

enabling independent living

