



Colne

C-mail

Keeping in touch with residents
Winter 2019



enabling
independent
living

Welcome to your first resident newsletter of 2019 from your landlord Colne Housing

Getting Customer Ready

Last October, we sent you an update about our services and ways we could improve them for you.

We thanked you for being a Colne customer and said we would work harder to get right the things that matter to you.

Since then we have been reorganising our services and have launched a new Customer Contact Centre. Our Contact Centre advisors are trained to deal with your routine enquiries, solving them quickly at the first point of contact.

There are times when everyone needs extra support or has an issue that can feel really difficult. We have created specialist teams at Colne to provide a more hands on service for those times.

In this newsletter is an 'at a glance' snapshot of those services. Remember our websites provide 24/7 information and our email box info@colnehousing.co.uk is still a great choice!

Your first point of contact is
Customer Contact Centre
01206 244700
the one number you need for any query.

Need specialist help?
Our Contact Centre Team will get our experts to help.

We really need your help!

We would like to involve you in the decisions we make. Our Board are looking at different ways Colne could provide even more much-needed homes. But they really want you to play a part in shaping what we do.

Register your interest today

email sarah.cawley@colnehousing.co.uk
 or call 01206 244758.

For residents and their homes
Housing Services Team

Your Home Officers
Anti-Social Behaviour (ASB) Officer
Income Management Advisors

When you need extra support
Tenancy Sustainment Team

- Expert advice to help you stay in your home
- Individual needs' assessments
 - Welfare benefits advice
- Signposting to specialist support
- Short-term hands-on service to enable you to live independently

Helping you keep your home decent and safe
Property Compliance Officers

- Fire safety checks – blocks of flats and shared areas
 - Gas safety
 - Maintenance
 - Electric checks
- Playground checks
- Re-let standards

Residents make a difference to neighbourhood

A drugs den was closed down in January thanks to the dedication of one of our specialist ASB Officers. He worked closely with the police, neighbours and the vulnerable tenant, who had been preyed on by drug dealers. A closure order was agreed by the court within weeks of the issue being reported to us by neighbours. We support residents to log and report ASB and there are details about how to do this on our website.

We worked to rehouse the tenant – who lives in Colchester – and ensure he gets the support he needs from other organisations.

Did you know?

91%

of customers are satisfied with our repairs service.

We have agreed to extend our contract with Foster Property Maintenance until November 2020.

Teen gets job thanks to Colne



A teenager has been rewarded with a job after Colne awarded a grant to support a training organisation.

The opportunity came about after We Walk The Line at Firstite, Colchester, received a £3,000 grant from the Colne Community Builders Fund. The grant was used towards funding a mentor for Ewan Gordon, 19, and others referred to the service.

Ewan, who attended Kingswode Hoe School in Colchester before undertaking catering qualifications at Chelmsford College, now has a part-time job at Firstite. He said: "I have a smile on my face every time I come to work."

To find out more search Colne Community Builders or call us.

Leading the way on fire safety

Whilst we do not have high rise blocks, it is really important for us to know you are safe in your homes. We have put a number of measures in place to empower our residents to understand what safety measures are in place and to tell us about their concerns. Our new initiatives include:

- **A new customer health and safety hotline – direct to our CEO.**
- **Fire Risk Assessment action posters for customers living in blocks of flats.**
- **Plans to provide health and safety training for customers. If you are interested, please do let us know and we will contact you directly.**



UC Universal Credit

New to Universal Credit?

Inside this envelope you will find your rent and service charge for the year, we hope this will help you plan. If you are claiming Universal Credit, please update your online journal with the new rent and service charge by April 1 2019. We will then verify your rent on the Universal Credit Portal.

If you need money advice don't forget to contact our Income Advisors, they really know their stuff!

Did you know?

53

 Weeks in a year this year!

Between April 2019 and March 2020 there are 53 Mondays (instead of 52). That means your rent will be charged over 53 weeks. We will work out your direct debit to and ask your bank to pay the rent directly to us.

Checking your homes

We're checking a sample of homes during March and April. This will help us ensure our information is up to date. We'll check the age of the boiler, if windows need to be replaced etc and plan improvements.

Expert surveyors Rand Associates will do the work for us and each check will take 30 mins. If your home is selected you will receive an appointment letter from Rand.

They will show an ID card, if in doubt don't let callers in to your home. We appreciate your help and cooperation.

Did you know?

150

 much-needed new homes are built by Colne each year. We currently have homes available at Ipswich Road, Colchester (in Tendring district) and Tiptree for affordable rent or home ownership.

If you are interested in our affordable home ownership properties please look at the adverts on the Help to Buy website.

If you know anyone in the Woodbridge area of Suffolk who needs an affordable home, tell them we currently have 60 brand new homes available.

We have moved office to:

The University of Essex campus

Colne Housing, Block G, Parkside, Knowledge Gateway, Nesfield Road, Colchester, Essex CO4 3ZL

 www.colnehousing.co.uk

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