

Health and Safety Tips

The biggest problems can be avoided by the smallest solutions.
Here are our simple Health and Safety tips:

Gas Checks

If you are due gas or electric checks it is important that you let our engineers have access to your home. We will write to you to let you know we are coming in advance! Failure to allow us access will result in legal steps being taken, and you will also be liable for payment of any costs if we have to do this.

Windows and Doors

Check that your windows and doors are closed when you leave home or at night.

Kitchen Units

If they're getting a bit loose or insecure, please tell us and we can fix the problem.

Avoid a fall

Look out for things that can cause a trip or a fall – anything from ripped carpets to broken laminate or hardwood flooring.

No shocks

Avoid getting a shock by letting us know of any exposed wiring, loose sockets or light switches.

Condensation

Black spotted mould growth is caused by condensation. To stop this remember to keep your property well ventilated, particularly in kitchens and bathrooms.

Clear up the clutter

One of the easiest ways of reducing the risk of an accident in your home is to keep it clean and tidy. Clearing away the clutter and making sure there are no unnecessary items on the floor or in your garden/yard will reduce the risk of tripping and falling over.



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Newsletter

ISSUE NO 18

Summer 2015

SA to UK: Arts in Activism project saw two groups perform for the first time as part of LIMF in August 2015. The project has been supported financially by SA- UK Seasons 2014-2015 British Council and The Department of Arts & Culture South Africa, Liverpool International Music Festival, Your Housing Group.

The project brought together young people from Liverpool and South Africa, creating an exciting realm of inspiration, motivation & creativity. This harnessed and enabled the young people's talents to be visible at live Music Events in both South Africa and the UK. The group delivered finale performances on Sunday 30th August 2015 at Sefton Park and District Venues.



SA-UK GROUP IN KINGSWILLIAMS TOWN SOUTH AFRICA



steve biko
foundation



Star Tenant Satisfaction Survey

The Results are in!



We want to thank all our tenants who took the time to complete the recent Star satisfaction survey. Your feedback is most appreciated and will be using the information provided in our business and service planning for the future.

Out of 256 tenants 78 Questionnaires were completed. Tenants for whom English was a second language received support from translators and interpreters.



Congratulations to the 3 lucky Tenants who won £50 worth of Asda Gift Vouchers each after completing their survey and being entered into our free prize draw.

Paying your rent the easy way

Need to talk to us about payment of your rent?

Call us on : 0151 734 4933

How do you pay your rent? If the answer is not direct debit, then maybe it is time to change.

Direct debit is the easiest way to pay. Money is taken directly from your bank account without you having to lift a finger. We can help you arrange this.

You can also pay your rent using your rent card, at any outlet that displays the *Allpay* sign.

This includes: shops, garages and post offices using your rent card.

Or you can pay your rent at our office **using a debit card**

We are based at: 3 Yanwath Street, Liverpool 8

Opening times: Monday to Friday 9am to 5pm

We are closed on Thursday mornings & re-open at 1pm to 5pm

It is important if you are having problems with rent payments to contact your Housing Officer as early as possible.

LOVING LODGE LANE SUMMER EVENT 2015



This summer the Team were out and about again at the '**Loving Lodge Lane Event**' on the old baths site on Lodge Lane L8. A number of local organisations attended including Liverpool City Council and local services. We provided lots of activities and goodies on the day for the children, including face painting, badge making and arts, and free plants for the adults visiting our stall.

The event is a great opportunity for diverse communities to meet each other and find out about local services including our own services.



TENANT INVOLVEMENT

'Lets do it Together'

Tenant Improvement Group

Wednesday 21st October, 12pm to 2.30pm
at 3 Yanwath Street

Come along and find out more about the key messages from our recent Tenant Satisfaction Star Survey and help us plan improvements.

Please telephone 0151 734 4933 and leave your contact details if you are coming along or you can email your confirmation to admin@stevebikoha.org.

As a Tenant you are an important part of helping shape our services.

By getting involved you can;

- Develop new skills and abilities
- Make your voice heard
- Meet new people
- Help improve Steve Biko Housing services for everyone
- Free trips to conferences and training
- Learn more about how your landlord works

Being part of the improvement group Involves attending one session a month. We provide lunch and refreshments. We offer rewards for being involved.

Neighbourhood walkabouts

Meet staff, have a chat, help resolve neighbourhood issues
We will be in the following areas on:

Tues 20th October 11am - Dove Street & Windsor at The Unity Youth Centre
Dove St., Walking around the Dove St and Windsor Street area.

(Meet us at the Unity Youth Club at 11am - we will start walking at 11.10am)

Tues 20th October 2pm - Mulgrave St./ Selborne St.

(Meet us at the Pakistan Centre we start walking at 2.10pm)

Thursday 22nd October 11am at Rashid Mufti Court - North Hill Street L8

We look forward to seeing you there.

Tenants who completed the surveys were asked to choose their top 3 aspects of the service that they considered to be important to them.

The Survey showed the priorities as follows:

1. 73% Said Repairs and Maintenance were a priority for them
2. 53% Said Keeping Tenants Informed was a priority
3. 52% said overall quality of the home was their priority

Tenants were then asked out of their 3 chosen priorities which required Steve Biko Housing Association's attention the most:

- Repairs and Maintenance = 54%
- Taking Tenants Views into Account = 51%
- Overall Quality of their home = 45%

Other areas outside the top 3 priorities for tenants included:

- Taking Tenants Views into Account
- Value for Money of rent
- Dealing with Anti-Social Behaviour
- Neighbourhood as a place to live
- Tenant Involvement

Over nine in ten (91%) of tenants are satisfied with their neighbourhood as a place to live. On the theme of anti-social behaviours, tenants are most likely to mention rubbish or litter as a problem, and this figure has increased compared to 2011 (from 37% to 48%).

80% of tenants reported they were satisfied with the advice and support received regarding their rent payments from Steve Biko Housing Association.

A small number of tenants completing the survey felt getting involved to help SBHA improve its services was important although not their chosen priority area.

A new landscape for Welfare

On Wednesday 8 July, the Chancellor, George Osborne, set out the first budget of the new Government and the first for a majority Conservative government in nearly two decades. The Chancellor promised a One Nation Budget for working people, with the focus on higher pay, lower tax and lower welfare.

Measures aimed at cutting the annual cost of welfare were announced in the Chancellor's Budget on 8 July, with further detail included in the Welfare Reform and Work Bill that followed.



Welfare Reform and Work Bill

The National Housing Federation has advised us that the Welfare Reform and Work Bill has been introduced to Parliament and the second reading took place on Tuesday 21 July. The Federation will be closely following the Bill and working with our parliamentary supporters to ensure housing associations' views are represented. The Bill covers many of the welfare reforms announced in the Budget, including:

- Reduction of rents in social housing by 1% a year for four years this will be taken forward via the Welfare Reform and Work Bill and is expected to amount to a 12% reduction in average rents by 2020-21 compared to current forecasts.
- Households earning over £30,000 (£40,000 in London) and living in affordable housing will have to pay market rent, subject to a government consultation.
- Welfare and Work The household Benefit Cap will be reduced to £20,000 (£23,000 in Greater London)
- Automatic Housing Benefit (HB) entitlement will be removed for 18-21 year olds claiming Jobseeker's Allowance (JSA). A new Youth Obligation for 18-21 year olds at the start of their benefit claim will be introduced.
- Most working age benefits will be frozen for four years from April 2016.

Continued...

- Child tax credits and working tax credit will also be frozen.
- From 2017 new claimants of Employment Support Allowance (ESA) in the work related activity group will receive the same rate of benefit as those claiming Job seekers Allowance (JSA).
- The child tax element of tax credits within Universal Credit will no longer be awarded for the third child and subsequent children born after April 2017.
- The Welfare Reform and Work Bill has received its first reading.
- A National Living Wage (NLW) of £7.20 will be introduced in April 2016. The Government's ambition is for the NLW to increase to 60% of median earnings by 2020 over £9 by 2020.
- The reforms will take place over a longer time period than previously announced with the ambition to implement all reforms by 2019/20.

Over to U

Universal Credit

What you need to know

All your benefits – including Housing Benefit – will be paid directly to you, once a month, in one lump sum.

THIS MEANS YOU NEED TO PAY YOUR RENT TO US.
IF YOU DON'T YOU RISK LOSING YOUR HOME



We're here to help you:



0151 734 4933



admin@stevebikoha.org



#overtouC