



Golden Gates
Housing Trust

News and Views

Issue 30 Summer 2011

New build bungalows!



First kitchens
completed – page 8



Investment programme
update – centre pull out



Apprenticeship
recruitment – page 8



www.gght.org.uk
Free phone 0800 25 26 27

Editorial

In this issue you can find out about how we are delivering our promises to you. Including home improvements, apprentice recruitment and free training...



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Annual Report - your chance to have your say!



Would you like to be involved in developing the 2011 Annual Report to tenants?

Each year **GGHT** has to produce a report about how we are performing against the promises we made to you. If you would like to get involved in developing the report, contact Adam Timothy free on **0800 25 26 27**, or alternatively email **adam.timothy@gght.org.uk**, by Friday 29 July.

GGHT Contact details

Telephone: 0800 25 26 27 (free) (Mon to Fri, 8am – 6.30pm)

Mobile phone users: 01925 452452 (standard rate)

Textphone: 18001 0800 25 26 27 (standard rate)

Emergency out of hour's service: Free: 0800 25 26 27

Website: www.gght.org.uk

Email: info@gght.org.uk

Post: GGHT, PO Box 1181, Warrington, WA1 9FB

Word from the Chair



Welcome to the summer edition of News and Views. There have been some changes to the Board membership recently that I'd like to tell you about.

Sadly Sheila Barber (pictured right), tenant Board member, passed away in March. Sheila had been a Board Member since July 2006 and had been actively involved in working with her local community for over 40 years. She was the first chair of the Tenants Federation, was the first Chairperson on the Estate management Board in Blackbrook and was the GGHT Board Champion for Equality & Diversity. Sheila was always a really busy woman, who loved life and was committed to improving services and encouraging inclusion for all. She will be sadly missed by staff, Board members and tenants.



John Kerr Brown has stood down from the Board as he has been appointed Chair of a scrutiny committee with Warrington Borough Council. John had also been a Board member for a number of years and Chairman since 2009. He was dedicated to the role and made a significant contribution to the company. John was keen to pass on his best wishes to staff and tenants and for every success in the future.

Cllr Jeff Richards has been nominated by WBC to replace John on the Board. I have taken over the role of Chair and Phil Pemberton as Deputy Chair until the Annual General Meeting (AGM) in September.

Two new tenant Board members have been appointed, Sylvia Barcock and Sue Jones and we will be recruiting for an Independent Board member during the next few months. Look out for an update in the next edition.

The improvement programme is underway and I am pleased to report that we are working towards meeting the Top 10 promises that have been made. You may have seen some of our operatives and contractors in your area. Information on the investment works are in the pull out centre spread.

Enjoy the summer months and I look forward to introducing the new Chair of the company in the next edition.

Best Wishes

Fran Murray

New build bungalows...

Pictured is tenant Mrs O'Neill, the Mayor and officers from WBC at the opening of the new bungalows in Westy. The development consists of three two bed bungalows and is the first of seven sites to be completed across Warrington, which will eventually provide 32 two bed bungalows for rent. **GGHT** will manage the new homes on behalf of the council and will eventually own the properties

when all the new bungalows have been built, retaining them as affordable homes in the future.



Mrs O'Neill is the first resident in the new build bungalows. By moving into the bungalow she has freed up a three bedroom family home.

Gas servicing – help us to help you be safe!

Let us in on the first visit and you could win £100...

We are legally responsible for making sure your gas appliances, gas piping and flues in your home are well maintained and safe. This is why we do a gas safety check, service and smoke alarm check **every 12 months**.

You will receive a letter from PH Jones or Sure AMS to let you know that your service is due and appointments can be made in a variety of ways at a time to suit you.

Even if you **do not** have a gas supply or any appliances we still have to visit your property to check your home is safe.



Did you know?

As part of the gas service, we have arranged for the Gas Contractors to also check the operation of your smoke alarms. These details are logged, and any defects or failures found are then reported back to **GGHT** for a repair or replacement.

The prize draw takes place every 4 months, so to be in with a chance of winning £100 make sure you allow us access on our first visit!

Recent winners of the £100 1st time access prize draw have been:



❖ **Sure Maintenance prize draw:**
Mrs Amanda Willis,
Lymm – being presented
by Ste Taylor from Sure



❖ **PH Jones prize draw:**
Mrs Dorothy McCarron,
Orford

**International Day
Against
HOMOPHOBIA**

IDAHO DAY!

International Day against Homophobia and Transphobia

Tuesday 17 May 2011 was International Day Against Homophobia and Transphobia (IDAHO). This date was chosen because it marks the day in 1990 when the World Health Organisation (WHO) removed homosexuality from its list of mental health disorders.

If only homophobia & transphobia could be removed in the same way. Unfortunately, despite some fantastic steps in UK legislation to oppose homophobia & transphobia (such as hate crimes and discrimination on the basis of sexual orientation or gender reassignment), prejudice and discrimination still exists both in this country and in Warrington.

Homophobic hate crime is the second most reported Hate crime in Warrington – but Cheshire Police still feel that it is still vastly under-reported.

GGHT are taking various steps to ensure that our

customers can see our commitment to communities free of homophobia and transphobia such as our partnership with Cheshire Police to become a third party hate crime reporting centre; offering free hate crime reporting training to our tenants and residents groups; and also by working to set up an LGB Tenants group in Partnership with some other local housing organisations.

If you are interested in finding out how you can become a member of your local LGB Tenants group; or would like to book some free Hate crime training for your tenant/residents group...

Please contact Cam Kinsella free on **0800 25 26 27**

If you would like to report a hate incident or crime, please either call **0800 25 26 27**, email hate.crime@gght.org.uk or come to one of our offices in person.

News in brief...

Bewsey Park arts project:

Bewsey Park has benefited from a lovely new arts feature; flags have been installed with the logos of all the partners involved in the project painted on them by local children.



Falls prevention:



Have you recently fallen in or around your home? Have you recently had a stay in hospital because you have fallen at home? Is your property clear of clutter? Can Golden Gates Housing Trust do anything to help?

Please contact **Alison Young** on **0800 252627** for help or advice. We can work together to keep you safe in your home.

positivefutures >>

Positive Futures is the national community-based inclusion programme for young people aged 10 to 19. Funded by the Home Office, the programme gives young people the chance to develop the skills needed to get on a positive career path and take on roles as active and responsible citizens. In Warrington we run 13 weekly activities in areas including: Oakwood, Fairfield, Bewsey, Whitecross, Orford & Westy

The age range is wider than the national one it encompasses ages 5-17 and provides lots of opportunities for volunteers to become involved. We also run courses to help people to become accredited and to help their further development. All activities are free of charge and accessible to anyone in the correct age range. For more information contact **Paul Flannery** on **07740 075798**

Extended repairs appointments!

As promised in the 'Offer Document' we are now offering:

- ❖ Appointments up to 6.30pm, Monday to Friday for electricians, joiners and plumbers
- ❖ A full appointment diary from 8.30am-4pm on Saturdays for electrics, joinery, plumbing, plastering and roofing.



iCAN is a consumer alert network run by Warrington and Halton Trading Standards. The scheme was created

to alert its members to the current scams and consumer rip offs that are circulating around Warrington and Halton. Membership is **FREE** and members can choose to receive messages by telephone, text message or email, or by any combination of these three options. If you would like to join **iCAN** ring **Linda Cookson** at Trading Standards on **01925 443319** or email **lcookson@warrington.gov.uk** alternatively you can complete a form or find out further information on-line at **www.tswarrington.co.uk/ican**



Pictured singing is Rebecca Houghton, proud winner of the Most Talented award 2011 at the Wire FM Kid's Choice Awards. The award was sponsored by **GGHT**.

Getting new tenants into empty properties...

Across the year 946 of our general needs homes became empty (void) and were re-let in an average of 18 days, a reduction from the 19 days we achieved in 2009/10 and the 35 days it took us in November 2008. This performance puts GGHT in the top quarter of local housing providers and is important in reducing the loss of rental income for **GGHT**.

PH Jones & British Gas



On 16 May 2011 it was announced that P H Jones (one of our Gas Servicing and Maintenance Contractors) has been bought by Centrica Plc the parent company of British Gas. We would like to assure customers that this change in ownership will not affect the services provided to **GGHT**. The brand name, staffing, vehicles and existing repairs and maintenance service are to remain the same.



Tenants scrutinising our services – Scrutiny Panel update

Since the last edition the scrutiny panel have held four meetings. The key areas that they will be

focusing on this year are gas safety, empty property management, complaints and the capital improvement programme. They will also be looking at **GGHT**'s overall performance and

progress against the offer document promises. Panel members have been on training courses to ensure that they have the skills and knowledge to fulfil the role.

If you would like to see what the panel have been examining, the minutes from the previous meetings are available on the **GGHT** website. If you would like to know more about the role of the panel or have suggestions on what they should be scrutinising please contact **Alison Foy** free on **0800 25 26 27** or email alison.foy@gght.org.uk

Goodbye Miles

A sad goodbye to Miles Crozier from Bewsey who passed away earlier this year. Miles was a great asset to both his own and other communities in Warrington and was involved in a wide variety of community work including Bewsey luncheon club. He will be sadly missed.



Maintenance of sewers & pipes



Please note that you will be receiving a letter from United Utilities informing you that water and sewerage companies in England & Wales are taking ownership and maintenance of pipes that connect your property to the public sewer from October 2011. As a **GGHT** tenant nothing will change for you except the maintenance is changing from **GGHT** to United Utilities. You can visit www.unitedutilities.com/privatesewers for more information or call **0845 000 000** (Monday – Saturday, 8am-8pm)

News in brief... continued



Literacy & Numeracy tests with GGHT

GGHT have been accredited as a City and Guilds centre to offer the National Tests in Literacy and Numeracy. The tests are used to assess adult competence and capability. Each test lasts about 60 minutes and the results are instant. GGHT are offering our tenants the opportunity to achieve a level 1 or 2 qualifications in Maths and English. For more information contact **Vikki Jones** free on **0800 25 26 27** or email tenant.participation@gght.org.uk

Your suggestions can win you £50

GGHT has a 'Customer Suggestion Scheme' and you could win £50 if you make a suggestion that we then implement. Ideas can be around; service improvements, saving money or anything you think we should be doing. You can let us know your idea in a number of ways: email info@gght.org.uk, by post to GGHT, PO Box 1181, Warrington, WA1 9FB, drop in at a GGHT housing office or call us free on **0800 25 26 27**.

For more information contact **Gareth Riley** free on **0800 25 26 27** or email info@gght.org.uk. More information on the scheme is on www.gght.org.uk under the 'Giving Your Views' section.

Having your say... complaints

Complaints January – March 2011

Number of complaints responded to within 10 working days	108
Number of complaints responded to outside of 10 working days	29
Monetary award (compensation and loss damage cover)	£165 (6 incidents)

Annual Complaints performance 2010-11

- ❖ Number of complaints responded to within 10 working days 414
- ❖ Number of complaints responded to outside of 10 working days 80
- ❖ Compensation paid £555 (27 incidents)

Was the 90% target of responding to complaints achieved?

No, 84% of complaints were responded to in time

What did we find?

Most of our complaints related to Programmed Repairs with 113 and Gas Heating with 105.

The highest nature of complaints were outstanding work with 105 and poor communication with 96.

Here are some of the lessons we have learnt.

- ❖ To remind contractors, due to noise issues, not to start work before 8am.

- ❖ To ensure customers receive a call back at the time requested.
- ❖ To provide tenants with more notice prior to programmed work being completed.
- ❖ To carry out further system checks required, prior to a Notice To Quit (NTQ) being issued.
- ❖ To ensure the Response Repairs work in progress report is accurate so that it can be used as a tool to measure outstanding work.
- ❖ To introduce a more thorough process to ensure needles are removed by contractors from void properties.

GGHT will be monitored by customers on the Scrutiny Panel to ensure that these lessons become service improvements for **YOU!**

Out & About – dates for your diary

Below are some local events that you may be interested in attending...

Summer Mela – free summer event for all:

Warrington Ethnic Communities Association (WECA), GGHT and WBC are organising a 'Summer Mela' on Sunday 24 July 2011, 11am-5pm at Parr Hall Warrington & Queens Gardens in Palmyra square, WA1 1TA.

A Mela is a celebration of the different cultures and communities in a local area coming together and this event promises to be both fun and exciting for all that come along! It includes; showcases of cultural dance performances, fantastic music, a DJ and delicious food to try. It is a great way to meet people who live in your community and to try new things.

For more information or to book a stall, please either contact **Cam Kinsella** for free on **0800 25 26 27** or **Mr PS Tatla** on **01925 638 863**.



Disability Awareness Day (DAD) 2011:

This years event is on Sunday 10 July at Walton Gardens. The event boasts something for everyone, with over 300 exhibition stands promoting independent living, with areas

dedicated to Arts, Sports and family entertainments. For more information visit www.disabilityawarenessday.org.uk or contact the **DAD Admin Team** on **01925 240064**.



Bewsey Park – Drop in for a Brew & Chat:

Every Wednesday, 10am-12noon at Bewsey Community Park Centre, Troutbeck Avenue. Just drop in and get help with job hunting, wellbeing and chat to your community wardens. Contact **Fe Ashbrook** at Stronger Together in Warrington on **01925 638863** for more information.

The award winning VPX returns to Victoria Park this summer with a range of free activities for all the family to take part in including; Football and Rugby Coaching, Rampworx, Tennis, Golf, Face Painting and much more. Plus bike marking and fire safety demonstrations.

Tuesday's 2nd, 9th, 16th and 23rd August 10am – 3pm. For further details please contact Police Community Support Officer (PCSO) **Tom Reid** or **Tony Spruce** at Stockton Heath Police Station on **01244 61 2630**.



Royal Wedding Lunch at Whitecross

On Thursday 28 April, 100 older people were invited to attend a royal wedding themed lunch at Whitecross community centre.

This annual lunch event has been going for 10 years and is organised by Cllr Pat Wright and members of the community. Older people from Whitecross, Bewsey, Dallam, Sankey Bridges and Town Hill enjoyed a three course lunch with a good old fashioned sing along, raffle and bingo with prizes donated by Warrington Market.

The event was funded by **GGHT**, Mike & Martha's and Stronger Together West Team.

We are already planning next years event to tie into the Easter holidays.



Apprentice jobs at GGHT!

Did you know that this summer we are recruiting for apprentice jobs?



As part of our commitment made to you as tenants when we transferred ownership to become a housing trust, we promised that we would create

local employment opportunities for unemployed residents. As such, we are now offering unemployed residents of Warrington the opportunity to join us at an important time in our history, and be able to gain practical experience of a real working environment whilst also gaining a recognised national qualification.

We are looking for apprentices to work in:

- ❖ trades roles, where you will be involved in repairing our properties

- ❖ housing management, handling tenancy related issues
- ❖ business administration, offering a business support service to the entire organisation.

At **GGHT** we are keen to support local unemployed people in gaining skills for their future, so we want to hear from you if you want a new challenge in life, like helping people, want to work in your local community and are hardworking. Furthermore, **GGHT** is committed to supporting women gain careers in construction and trade roles, so if you think you have got what it takes and want to make a difference then we want to hear from you and you will receive a fully supported training programme.

For further information about our roles and how to apply, please visit our Jobs Page on our website www.gght-jobs.org.uk or find us on Facebook. Alternatively, you can contact our recruitment hotline on **01925 452666!**

First completed kitchens – work is off to a flying start

Delighted tenants from Valiant Close in Padgate have become the first to benefit from the kitchen improvements we promised our customers. Pictured are some of the first **GGHT** tenants to receive their finished kitchens with Peter Mercer, Chief Executive.

Tenants who have had works done have commented:

“I was surprised how fast the work was done. The workmen were fantastic. I could not have wished for a nicer kitchen and I am really happy.”

“The workmen were great; it was really quick which surprised me as I was nearly put off having the work done as I did not want the mess. They were really tidy and I am very happy with my beautiful kitchen.”

“The work was done very quickly – they were in and out, with hardly any mess. I could not be happier.”



New GGHT Tenancy Agreement

If you were a Secure Tenant of Warrington Borough Council before the transfer of homes to **GGHT**, you will shortly be receiving a new **GGHT** Assured Tenancy Agreement (with Protected Rights) from us. It is important that you complete and return it as soon as possible. The letter you will receive with your Tenancy Agreement will explain what you need to do in more detail.



Investment Programme Update

Following our successful transfer and 'Go-Live' on the 29 November 2010, many of you are no doubt asking "when will I be getting my improvements and what will be involved?" We have put together the following information to help answer some of the questions you may have.



Q. When will I be getting the work done on my home?

A. As part of the transfer to **GGHT** we consulted and

agreed a 5 year investment programme with customer groups and tenant representatives. This programme is based on Council Wards and spreads the work out over the whole town - it makes sure that no one area has to wait too long before benefiting from the planned investment work.

We will be sticking to this agreed programme. You can check what ward your home is in and see the programme on our website.

Q. What items will be replaced?

A. We will only be replacing items such as bathrooms, kitchens and central heating that are classed as 'failing' – which means they have to be older than their expected useable life and in a poor condition.

Q. I think my kitchen/bathroom/central heating system is older or in a worse condition than my neighbours and they are getting the improvement work. Why

can't mine be replaced?

A. Our asset database holds a 'date' when each component is due to be replaced. This is based upon validated survey information collected over many years. We are not in a position to carry out improvement work outside of our planned programme; therefore, we will only be able to repair your components until their replacement 'due date'.

Q. What if my address is not on the programme?

A. Everyone will be getting new windows by December 2015. You will also get new external doors if they are not composite 'Secure by Design' ones and security lighting if you don't already have some.

However, it is important to understand that if your address is not on the 'list' for other improvement works such as kitchens, bathrooms and heating, then you are NOT due to have this improvement work carried out in the first 5 years.

Q. Will anybody get their work done who isn't on the list?

A. Only if for example the kitchen or bathroom has completely failed

and can no longer be repaired, or in some instances when the property becomes empty. For example if a door can no longer be made safe and secure or if a central heating system cannot be repaired. Furthermore if there is a health and safety issue then we will look to carry out the work to remove the risk.

Q. What if I am not happy with the work that has been completed at my home, what should I do?

A. On each of the programmes of work there is a team of TLO's (Tenant Liaison Officers). Their role is to make sure that any complaints or issues with your work are dealt with. If you have an issue you can ring GGDirect free on **0800 25 26 27** and they will make sure that your concern is passed onto the right team.

Q. What happens if something has gone wrong with the work, e.g. there is a leak in the kitchen after the workmen have left?

A. **GGHT** has made an arrangement with each of its partners to carry out any out of hours recalls to works; so that your inconvenience is kept to a minimum.

IMPORTANT!

Q. What if I don't let you into my home or I forget to tell you when I'm not in?

A. If you don't respond to any letters or calls that you receive in connection with the improvement programme or we can't get into your property to do the work, we will **NOT** carry out the improvements.

It is important that you keep in touch and let us know when you are in. You can ring GGDirect on **0800 25 26 27** if you have any access problems.

Q. What if I am in arrears or having difficulty with my rent?

A. We will be checking all customers rent accounts prior to starting any work. It is important that you make sure that your rent account is kept clear or that you make and keep to any payment agreement so as not to run the risk of being removed from the investment programme. If you have any concerns about paying your rent you can ring us free on 0800 25 26 27 and ask to speak to our Income Management team.

With the help of tenants, we have significantly extended the range of choice of units, worktops and tiles etc for kitchen and bathroom improvements. You can check these out on our website, together with external front and rear door choices.

Notice

Security package (Windows, Doors & Security Lighting)

We are currently in Latchford and will then be moving onto Bewsey & Whitecross. As of the end of April we have completed 813 properties in Latchford.

“The windows are brilliant and the lads were great” - Mrs B, Latchford

The work comprises the replacement of existing windows and doors with new ‘A’ rated windows which will help reduce fuel bills. The new replacement doors meet the Secure by Design (SBD) standard. The SBD standard focuses on crime prevention at the design, layout and construction stages making your home safer.

“the windows and outdoor lights were absolutely fantastic” Mr C, Latchford

If you live in Latchford, Bewsey or Whitecross then a surveyor from Total Glass will contact you to survey your property and to help you choose your door style and colour choice.

Aids & adaptations

GGHT have been delivering a programme of adaptations to help customers continue to live independently in their homes. As a newly formed Housing Trust we have re-tendered the work via the Fusion21 Framework and have appointed Bramall Construction (contractor) and Pro-Care (aids and adaptations equipment) as the main partners. **GGHT** are on target to complete the backlog by December 2011

Most of the adaptations have been level access showers or minor items such as grab rails, although we also install stair lifts, and can provide vertical lifts or extensions.

Occupational Therapists carry out assessments to identify which adaptation can help if you are finding it difficult to manage in your home. If you would like some advice about how **GGHT** could help you then please contact us free on **0800 24 25 26**.

Central heating

We will be installing new energy efficient central heating systems to help reduce fuel bills.

The first area to receive the works will be Great Sankey North. We will also be working in the wards of Great Sankey South and Poplars & Hulme over the next 12 months. As part of our promises we are tackling the most inefficient systems first.

As part of the ‘Green Agenda’, **GGHT** are looking to complete a pilot scheme which will consist of approximately 300 Photo Voltaic (PV) installations – generating free electricity using solar power.

Bathrooms

GGHT have gone through a process to choose a contractor to install the new bathrooms, with tenants helping the selection process. The new contractor is Bramall Construction and they were selected from the Fusion21 Framework.

The range of products that will be installed in your home as part of the bathroom refurbishment have been selected by a group of tenants and **GGHT** technical staff. The new range includes an increased choice of flooring colours, tiles options and colour choice for the repainting of the walls in the bathroom. The work will be commencing in Fairfield & Howley in Summer.

We will be on site in Appleton, Grappenhall & Thelwall, Poulton North & South, Rixton & Woolston, Stockton Heath, Hatton, Stretton & Walton replacing old bathrooms.

Board 2011/12



Kitchen

A group of **GGHT** tenants and staff met to choose the product range for the Kitchen programme. They assessed kitchen units, floor styles, tile choices and worktops. The tenants commented, "it was a really good day with very good options and we are pleased with the outcome". The new kitchen product range will provide more choice of styles and colours for tenants to choose from. Go to our website www.gght.org.uk and have a look at the product ranges available.

The Kitchen replacements will be taking place in the wards of Lymm, Poulton North and South. We will be replacing kitchens that meet the criteria in these wards between April 2011 and March 2012. **GGHT's** in house team will be undertaking the work.

Fencing

The fencing project has started and a pilot scheme has just been completed in Penketh. **GGHT's** own maintenance team are completing the work. During the summer we will be in Birchwood carrying out the fencing work.

The following wards will also be included in the fencing programme – Burtonwood, Winwick, Culcheth, Glazebury & Croft, Orford, Cuedley & Whittle Hall.

Attention

Access - Don't miss out on the fantastic refurbishment works that are happening.

As the investment programme gathers pace it is important that we get access to your homes to enable us to complete the refurbishment work. Please make sure you keep **GGHT** updated with your contact details.

Updates

Coming Soon – **GGHT** are developing a system where you will be able to log onto our website and receive an update of when any refurbishment work will be completed in your home. We hope to have this in place by the end of summer.

Castle walls

We are replacing and upgrading the castle walls in Longford and Orford. The designers have been appointed and work is due to start in Summer 2011.

Facts & figures

- 96.9%** – Tenant Satisfaction
- 820** – Properties received windows & doors
- 680** – Properties received security lights
- 11** – Training opportunities created

Wards	Year 1 (Nov 2010 to March 2012)	Year 2 April 2012 to March 2013	Year 3 April 2013 to March 2014	Year 4 April 2014 to March 2015	Year 5 April 2015 to December 2015
Appleton	Bathroom & Showers (Bungalows)	Kitchen	Fencing (houses)		Security Package Central Heating
Bewsey and Whitecross	Security Package	Fencing (houses)	Kitchen	Central Heating	Bathroom & Showers (Bungalows)
Birchwood	Fencing (houses)	Bathroom & Showers (Bungalows)	Central Heating	Security Package	Kitchen
Burtonwood & Winwick	Fencing (houses)	Bathroom & Showers (Bungalows)		Security Package	Kitchen
Culcheth, Glazebury & Croft	Fencing (houses)	Bathroom & Showers (Bungalows)	Central Heating	Security Package	Kitchen
Fairfield & Howley	Bathroom & Showers (Bungalows)	Central Heating	Security Package	Fencing (houses) Kitchen (Bungalows)	
Grappenhall & Thelwall	Bathroom & Showers (Bungalows)	Kitchen	Fencing (houses)		Security Package Central Heating
Great Sankey North	Central Heating	Bathroom & Showers (Bungalows)	Fencing (houses)	Security Package	Kitchen
Great Sankley South	Central Heating	Bathroom & Showers (Bungalows)	Fencing (houses)	Security Package	Kitchen
Latchford East	Security Package	Kitchen	Central Heating	Fencing (houses) Bathroom & Showers (Bungalow)	
Latchford West	Security Package	Kitchen	Central Heating	Fencing (houses) Bathroom & Showers (Bungalow)	
Lymm	Kitchen	Bathroom & Showers (Bungalows)	Fencing (houses)		Security Package Central Heating
Orford	Fencing & Castle Walls	Central Heating	Security Package		Bathroom & Showers (Bungalows) Kitchen
Penketh & Cuerdley	Fencing (houses)		Bathroom & Showers (Bungalows) Central Heating	Security Package	Kitchen
Poplars & Hulme	Castle Walls Central Heating	Security Package	Bathroom & Showers (Bungalows)	Kitchen	Fencing (houses)
Poulton North	Kitchen	Security Package	Fencing (houses)	Bathroom & Showers (Bungalows)	Central Heating
Pouton South	Kitchen	Security Package	Fencing (houses)	Bathroom & Showers (Bungalows)	Central Heating
Rixton & Woolston	Bathroom & Showers (Bungalows)	Fencing (houses)	Kitchen	Security Package	Central Heating
Stockton Heath	Bathroom & Showers (Bungalows)	Kitchen	Fencing (houses)		Security Package Central Heating
Westbook		Bathroom & Showers (Bungalows)	Central Heating	Security Package	
Whittle Hall	Fencing (houses)	Bathroom & Showers (Bungalows)	Central Heating	Security Package	Kitchen
Hatton, Stretton & Walton	Bathroom & Showers (Bungalows)	Kitchen	Fencing (houses)		Security Package Central Heating

Please note this does not include Kingsway and Peninsula House (which will be carried out as a one off project in years 4 & 5 to do the roof, cladding, windows. If additional grant funding is available this may make it possible to do the internal works as well). In addition flat roofs in Orford and Culcheth (216 properties) are to be replaced in years 3 & 4 when the double glazing works are carried out.

If you are not sure which ward you are in – please check out the postcode listing on our website or call us free on **0800 25 26 27**.

Warrington's Got Talent

Competition 2011



Final - tickets

The final is at **7pm on Saturday 17 September at the Parr Hall (doors open at 6.30pm)**. So come along and see your local young talent. Tickets are £2 and can be bought on the night or in advance by contacting **Alison Young (alison.young@gght.org.uk)** or **Vikki Jones (vikki.jones@gght.org.uk)** at **GGHT** free on **0800 25 26 27**.

Sankey Manor computer success

Since January 2011, tenants from Sankey Manor have been taking part in computer training from Get Digital. On Tuesday 22 March 2011 the tenants came to the end of their training, and the tenants held a celebration of their achievements and were presented with their certificates.



Competition winners...

Colouring Competition

GGHT held a February Half Term Kids Colouring Competition. All the entries were excellent and members of GGHT's Communication panel found it hard to decide on the winners. After much thought the winners were:

- ❖ 0 – 7 years old category: Naqeeb & Adil
- ❖ 8 – 11 years old category: Joseph
- ❖ 12 – 15 years old category: Beth

The winners of each category received £20 of Toys R Us Vouchers.



Spring News & Views competition

Congratulations to Lewis Cotterill, aged 7 from Appleton who won a lego set. Answers were:

- ❖ 31 days in March ❖ April's fools day is on the 1 April
- ❖ The Daffodil is associated with Wales



Neighbourhood

Estate Inspection & clean up days schedules – Come and join in - everybody welcome...

Come along and help us maintain a high standard on our estates.

August – October 2011

Estate	Date / Time	Lead Officer	Meeting Place
Howley	2 August, 10am	Melissa Jackson	Community Centre – St Elphins
Longford A1	3 August, 10am	Karen Mannion	Marriot Cafe
Orange & Avery	4 August, 11am	Selena Leeming	Capesthorpe Community Centre
Stockton Heath	9 August, 10am	Natalie Gillbanks	1st car park off Ackers Lane
Alder Lane A	10 August, 11am	Anne Marie Walsh	Alder Lane flats block 2 - 6
Culcheth B	11 August, 11am	Selena Leeming	Jct. Broadhurst Avenue & Newchurch Lane
St Peters area	16 August, 11am	Anne Marie Walsh	Cyril St – outside bungalows
Bottom Poplars	17 August, 11am	Mike Claffey	East Orford – Darwen Gardens
Winwick	18 August, 11am	Claire Caulfield	Jct. Ilex Ave & Myddleton Ln
Lymm B	19 August, 10am	Dave Kay	The Crescent, Lymm
Longford A2	24 August, 10am	Karen Mannion	Longford Housing Office
Vulcan & Valiant	25 August, 10am	Selena Leeming	Community Centre – Fearnhead Shopping Parade
Outrington	31 August, 10am	Dave Kay	Woodbine Road
Woolston	1 Sept, 11am	Selena Leeming	Jct. Hilltop Rd & Hillock Ln
Grasmere A	6 Sept, 10am	Melissa Jackson	Grasmere Housing Office
Bewsey A	7 Sept, 10am	Karen Mannion	Bewsey Lodge, Lodge Lane
Culcheth A	8 Sept, 11am	Selena Leeming	Crofton Gardens – car park
Whitecross Road	9 Sept, 11am	Claire Caulfield	Jct. Delamere St & Lovely Lane
Grasmere B	13 Sept, 10am	Melissa Jackson	Grasmere Housing Office
Bewsey B	14 Sept, 10am	Karen Mannion	Bewsey Housing Office
Appleton A	15 Sept, 11am	Natalie Gillbanks	Broomfield's
Greenwood	20 Sept, 10am	Melissa Jackson	Grasmere Housing Office
Rixton / Hollins Green	21 Sept, 10am	Selena Leeming	Jct. Birch Road / Orchard Brow
Leicester St	22 Sept, 11am	Claire Caulfield	Jct. Collin St – Lovely Lane
Longford B	27 Sept, 10am	Mike Claffey	Marriot Café – Longford
Culcheth C	28 Sept, 11am	Selena Leeming	Churchill Avenue - entrance
Top Poplars B	29 Sept, 11am	Dave Kay	Cleveland Rd, outside flats
Manchester Road	4 Oct, 10am	Melissa Jackson	Entrance Salisbury St
Appleton B	5 Oct, 10am	Natalie Gillbanks	Broomfields
Bewsey C	12 Oct, 10am	Karen Mannion	Allotment Site, Lilford Ave
Top Poplars A	13 Oct, 11am	Dave Kay	St Andrews Church
Cabul & Quebec	18 Oct, 11am	Claire Caulfield	Former Community House
Longford C	19 Oct, 10am	Mike Claffey	Marriot Café - Longford

News

Estate	Date / Time	Lead Officer	Meeting Place
Mid Poplars C	25 Oct, 11am	Mike Claffey	Howson Rd Shops
Mid Poplars A	1 June, 10am	Mike Claffey	Capesthorpe Road shops
Mid Poplars B	8 June, 10am	Mike Claffey	Buttermere Avenue - corner
New Road	14 June, 10am	Melissa Jackson	Community House – New Rd
St Peters Way	15 June, 11am	Anne Marie Walsh	Jct. St Peters & Battersby Ln
Alder Lane B	21 June, 11am	Anne Marie Walsh	North Ave – corner, facing flats
Bewsey C	6 July, 10am	Karen Mannion	Allotment Site, Lilford Ave
Latchford A	7 July, 10am	Natalie Gillbanks	Paddington Bank
Cabul & Quebec	12 July, 11am	Claire Caulfield	Peninsula House - front
Burtonwood A	13 July, 10am	Dave Kay	Kinnock Park
Longford B	15 July, 10am	Mike Claffey	Marriot Café – Longford
Westy C	19 July, 10am	Natalie Gillbanks	Reynolds Street shops
Town	20 July, 11am	Anne Marie Walsh	Opposite Making Space
Burtonwood B	21 July, 10am	Dave Kay	St Michael's Church – car park
Longford C	26 July, 10am	Mike Claffey	Marriot Café - Longford
Latchford B	28 July, 10am	Natalie Gillbanks	Archer Ave – garage site

For more information or to confirm details contact the Neighbourhood Service Team free on **0800 25 26 27** or email info@gght.org.uk

Reports on previous estate inspections can now be viewed on www.gght.org.uk

Clean up days August – October 2011

Estate	No. Skips	Date
Longford	5	3 August
Bewsey C	5	10 August
Bewsey A	5	17 August
Burtonwood	3	24 August
Lymm	1	31 August
St Peter's Way	5	7 Sept
Dallam	5	14 Sept
St Katherines Way/ St Elphins Close/ Howley	6	21 Sept
Meebrow	2	5 Oct
Whitecross Rd & Leicester St	8	12 Oct
Poplars	12	19 Oct
Great Sankey		26 Oct

For skip locations call us free on **0800 25 26 27** or email info@gght.org.uk

Neighbourhood News

Eviction of tenant

We have been successful in securing the eviction of one of our tenants, a 21 year old male from the Bewsey area of Warrington.

A possession order to evict the tenant was granted by the County Courts in January after **GGHT** presented a catalogue of evidence of tenancy breaches. These included damage to the property, significant rent arrears, failing to comply with the Trust's policy on keeping pets in a flat and aggressive behaviour towards staff.

GGHT Neighbourhood Services Manager said, "Nobody wants to evict tenants but we will not tolerate tenants who make serious breaches of their tenancy agreement. We have tried extremely hard over the last 12 months to work with this tenant to deal with the issues but unfortunately he chose to continue making

the lives of his neighbours a misery and his actions caused extensive damage to the property".

Peter Mercer, **GGHT** Chief Executive added, "We will not stand for any of our tenants showing aggression to our staff or damaging our properties. This case shows our commitment to acting in a firm but fair way to protect the majority of our tenants who act responsibly. Over the next five years we are undertaking our biggest ever investment programme to improve homes and neighbourhoods in Warrington. We are determined to improve the lives of our tenants but in return we expect that they will look after their property, comply with their tenancy agreement and show respect to our staff and other tenants and residents".

Leaseholders update



New leaseholder manager:

Pauline Cuddy is our new Leasehold Manager and will be your main point of contact for all leaseholder issues. With over 20 years experience in leasehold management, Pauline is

hoping she can work together with you to improve the services we offer. Since starting at **GGHT** she has:

- ❖ Simplified the invoicing process so leaseholders will now receive one annual invoice for service charges and one annual invoice for the ground rent (if you have joined **GGHT**'s gas serving plan leaseholders will be invoiced separately).
- ❖ Started to put measures in place to ensure all leaseholders pay their service charges on time.
- ❖ Appointed a new insurance company to insure all the leasehold properties, following a tendering exercise.

Leaseholder's questionnaire:

Over the next couple of months leaseholders will receive a questionnaire, it is important you complete and return this. **GGHT** needs your help to improve the service.

Gas servicing & maintenance scheme:

As a home owner you are responsible for the safety of your home and the appliances within it. This is extremely important if you live in a flat where there are other residents sharing the block; you may be liable in the event if something goes wrong. If you rent your property from a private landlord, your landlord has a duty to ensure this gas safety check is carried out and to issue you a copy of the latest safety check record within 28 days of it being completed. If you are a new tenant you must receive this before you move in. **GGHT** are offering leaseholders the opportunity to join the gas servicing/maintenance scheme at a very competitive price. For more details on how to join the scheme please telephone Jayne Davies free on **0800 25 26 27** or email info@ggdirect.org.uk

Take advantage...GGHT Handyerson Scheme

We now have 2 handyersons Karl & Neil who are helping GGHT tenants with minor home repairs and small jobs.

The handyersons scheme is a free service available for:

- ❖ All new tenants within the first 12 weeks of their tenancy
- ❖ Customers who are registered and receive tenancy support through GGHT
- ❖ Customers with a disability
- ❖ Customers who are aged over 65.

The scheme is aimed at small jobs that take less than 2 hours and can be completed by one person safely.

Jobs include:

- ❖ Put together a small garden shed
- ❖ Tidy the garden
- ❖ Jet wash path
- ❖ Install a washing line
- ❖ Clear a room of furniture, carpets or rubbish
- ❖ Connect a washing machine
- ❖ Fit a shower rail and shower curtain
- ❖ Plumb an outside tap
- ❖ Bleeding radiators
- ❖ Fit your own taps
- ❖ Fitting curtain poles, shelves of wall hangings
- ❖ Put up lampshades
- ❖ Install a wireless or battery doorbell
- ❖ Changing light bulbs, strip light bulbs
- ❖ Changing fuses or plugs

- ❖ Strip and prepare one room ready for decoration
- ❖ Emulsion one fully prepared room
- ❖ Paint or treat a shed or outbuilding
- ❖ Paint 2 internal doors
- ❖ Fit ceiling coving to 1 room
- ❖ Plane and re-hang internal doors after carpets have been fitted
- ❖ Box in pipework in bathroom or kitchen
- ❖ Fit your own internal door
- ❖ Put together an item of pre packed furniture

You can utilise the list above for tasks you may need help with; no reasonable request will be refused as long as it is in line with the two hour appointment and does not include any gas or electrical work.

GGHT will not provide the materials but we will provide the handyerson and tools to carry out the job. This service may only be used once in a 12 month period.

Work carried out between 8am and 6.30pm Monday to Saturday. You can apply by:

- ❖ Telephoning us on **0800 25 26 27**
- ❖ E-mailing us at **info@gght.org.uk**
- ❖ Calling into any housing office

At the point of sign up of your tenancy agreement

When your request is received we will make you an appointment within the next 10 working days.

Details on the handyerson Scheme are available on **www.gght.org.uk**



Questions about adult social care? Not sure which way to go?

The 'My Life, My Way' website is easy to use and includes information about what is available in Warrington to support people when they need it most.

Find answers to your questions about:

- ❖ Living at home – including support at home and equipment
- ❖ Getting out and about – including day activities and transport
- ❖ Care homes and housing options – including 24 hour care and supported housing
- ❖ Disabilities and sensory loss – including transition and services for people with learning disabilities
- ❖ Support for carers – including support groups and short breaks
- ❖ Health and wellbeing - including mental health and recovery from illness

- ❖ Keeping people safe – including advice on how to stay safe and where to go for help

You can also contact us through the 'My Life, My Way' website by completing a simple form. We can then look at your situation and contact you with details of the different options available.

Remember you can still contact us by telephone Monday to Friday, 8.30am to 5.00pm, on **01925 444239**. In an emergency outside these hours telephone **01925 444400**.



Tenant promises – where are we up to...

As part of the Stock Transfer we made 100 promises to you in addition to the investment in your homes. Below is the progress made so far with the Top 10 service promises.

We promised you...	Progress made so far...
1. We would aim to improve repair times.	GGHT now : <ul style="list-style-type: none"> ❖ Attends emergency repairs within 2 hours and completes within 24 hours. ❖ Attends urgent repairs within 5 calendar days. ❖ Attends non-urgent repairs within 20 calendar days. ❖ Completes programmed works within 8 weeks, offering a specific day appointment.
2. We would provide a handyperson scheme.	<ul style="list-style-type: none"> ❖ Recruited 2 handy people. ❖ Completed 38 jobs (as of May) <p>Currently the scheme is only available to tenants over 65, tenants with a disability, vulnerable tenants and any new tenant that has moved into a GGHT property – the scheme may be expanded for all tenants in 2012.</p>
3. We would plan to expand the Money Advice service for our tenants	<ul style="list-style-type: none"> ❖ Recruited 2 temporary Money Advice workers to target customers likely to be affected by the welfare reforms. ❖ 1,219 customers have been contacted on a range of benefit and debt issues. ❖ Tackling customer debt by helping to reduce water bills for customers living in flats – encouraging them to fit water meters. ❖ 77 requests for water meters have been made. This should lead to an estimated total saving of £10,970 for customers. ❖ Recruited 1 temporary specialised Pre-tenancy Worker with the aim of interviewing all 18-24 year olds registered with CHOOSEaHOME - so far 131 interviews have been completed and there has been a £17,310 (22%) reduction in arrears for all new tenancies (up to 3 months). ❖ Currently recruiting for a permanent Money Advice worker.
4. We would use the increased level of improvement work to help create more employment and apprenticeships within the inner wards, covering technical and office roles.	<ul style="list-style-type: none"> ❖ Recruited 23 posts since October 2010 with plans for more. ❖ Planning to recruit 10 new apprentices this year.
5. We would have a dedicated budget to improve the management of estates, open spaces and communal garden areas.	<ul style="list-style-type: none"> ❖ From 2012-2013, we will be working with tenants to improve estates and the environment with a dedicated budget of £300,000 per year.
6. We would consult tenants on the design and layout of improvements to their home.	<ul style="list-style-type: none"> ❖ Recruited 4 Tenant Liaison Officers (TLOs). ❖ TLOs have spoken with 43 households who are having new fencing fitted and 35 households having new kitchens fitted.
7. We would employ extra front line staff to give a faster response to complaints about anti-social behaviour.	<ul style="list-style-type: none"> ❖ Recruited an additional Neighbourhood Housing Officer ❖ Recruited two Anti-Social Behaviour (ASB) Officers – to increase ASB response time, spend more time with complainants and target ASB hotspots.
8. We would spend more time reassuring victims of anti-social behaviour about how we are dealing with their complaint.	<ul style="list-style-type: none"> ❖ Additional staffing has allowed us to reduce the large area sizes – reducing caseloads and allowing officers to spend more time with complainants. ❖ Introduced ASB case action plans so that ASB complainants will know exactly how GGHT will manage and attempt to resolve their case.

<p>9. We would look at the areas where anti-social behaviour occurs the most and focus attention on these areas.</p>	<ul style="list-style-type: none"> ❖ Later in 2011 we will be merging our ASB data into the data held by Cheshire Police. This will allow the police to map ASB cases so that GGHT & the Police can target the hot spots. ❖ Linked to the above we can then target extra resources on ASB hotspots including areas where ASB has been reported to the police and not directly to GGHT.
<p>10. We would carry out more regular estate visits and inspections with tenants, and let tenants know when these are taking place. This would help GGHT understand where and why problems occur.</p>	<ul style="list-style-type: none"> ❖ Doubled the amount of estate inspections to 70 per year. ❖ Estate inspections in new areas. ❖ List of estate inspections included in News & Views.

Easter fun with GGHT...

Earlier in the year tenants in Bewsey were asked by **GGHT** what they felt be be the key issues in their local area and what activities they would like to see. Lots of tenants asked us to provide something to occupy the children, so we provided a very successful Family Fun Day during Easter half term. There was a range of activities and information for all the family including Bodyzorbng, arts and crafts, a graffiti wall, competitions and prizes and an Easter egg hunt. Feedback from the event was excellent with the kids saying how much they appreciated it.

The event was attended by Junior Reporter, Lucy Hillman who lives in Bewsey, who reported:

“Another great day at Bewsey Park – we should do this more often. I saw children enjoying themselves on all the activities. If you did not come, then you should come next time, I guarantee you would have a great time. And there was something for the adults as well – a raffle, the **GGHT** 5 year investment programme, energy advice and other information about different stuff”.



Fire safety & escape plans

200 people die each year in accidental fires in their home caused by smoking materials, candles, and other factors such as cooking appliances.

You can reduce the risk of fire in your home by following some simple fire safety tips.

Test your smoke alarms regularly

Test the batteries in your smoke alarm every week and inform us about any problems.

Take care when cooking

Take extra care when cooking with oil and don't leave children alone in the kitchen when the oven or hob is on.

Don't overload sockets

Try to keep one plug per socket.

Put cigarettes out, right out

Always stub cigarettes out properly and dispose of them carefully.

Use candles carefully

Make sure candles are kept in a proper fireproof holder and kept away from curtains, fabrics, pets and children.

Allow us access to your property to carry out gas checks

Make sure that we have access to your property to carry out the annual gas checks on your heating appliances.

Keep areas tidy

Put all rubbish in the appropriate bins provided and make sure bulky furniture or rubbish is disposed of correctly. Make sure that bin chute lids in flats are closed at all times.

Make sure you are prepared

Plan your escape route in advance, make sure everyone knows it and where door and window keys are kept.

Remember: If there is a fire in your property

1. **Get out**
2. **Stay out**
3. **Call 999 and ask for the fire brigade**

If **999** does not work on your mobile phone you should try **112**.

For more tips on how to help prevent fires and help in preparing your fire escape plan, visit www.direct.gov.uk/firekills

Summer competition...

Win a Kids play tent!

Answer the questions below...

1. How many legs does a bee have?
2. What is BBQ short for?
3. What does SPF stand for in sun cream?
4. Apart from summer, what are the other 3 seasons called?



The picture may not represent the actual prize

Answer 1:	
Answer 2:	
Answer 3:	
Answer 4:	
Name:	Age:
Address:	
Postcode:	Contact Number:
Email:	

Please return the completed form to the Tenant Participation Team at **GGHT**, Bewsey Community Park Centre, Troutbeck Avenue, Bewsey, Warrington, WA5 0AS or email your answers and information to tenant.participation@gght.org.uk

Open to all ages and entries must be received by Friday 5 August 2011.

If you would like this newsletter in another format, we can change it into:

Any other language

Another colour / Another Colour

British Sign Language

Braille

Picture Format

Audio

A Larger font

And many more...



Please just contact a member of staff at Golden Gates Housing Trust free on 0800 25 26 27

यदि आप किसी अन्य भाषा में इस समाचार पत्र चाहते हैं, शुल्क क्विज़ 0800 25 26 27 ट्राइबेन नगर में संपर्क करें और स्टाफ क्विज़ी सदस्य सहायत करें।

(Hindi)

تنگر تهر هوشناسان به زبانکی تر دعوتد تورا تاملون بکه بز زنده 0800 25 26 27 به غورابه و فسه لنگر تهر تاملونکی دستوری فهرتاملون بکه .

(Urdu)

W celu otrzymania niniejszego biuletynu w innym języku prosimy zadzwonić pod bezpłatny numer telefonu 0800 25 26 27 i porozmawiać z pracownikiem.

(Polish)

Если вы хотите получить данный бюллетень на другом языке, позвоните по бесплатному телефону 0800 25 26 27 и обратитесь к служащему.

(Russian)

Bu haber bültenini bir başka dile arzu ediyorsanız, lütfen 0800 25 26 27 numarayı ücretsiz olarak arayıp, görevliyle konuşunuz.

(Turkish)

اگر آپ کو یہ خبر نامہ کسی دوسری زبان میں اردکار سے تو براہ کرم 0800 25 26 27 پر بلا معاوضہ فون کریں اور شعور کور کسی رنگ سیربات کریں

(Urdu)