

SUTTON SCOOP

Winter 2021

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Welcome to the latest winter edition of Sutton Scoop...

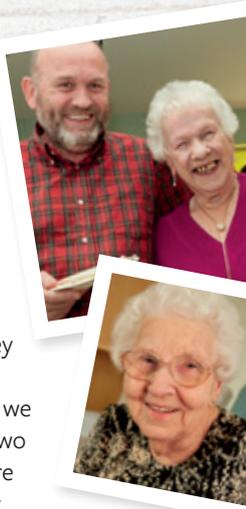
It was a pleasure to see those of you who were able to attend our AGM and recent awards and launch of the new residents' charter in September. Our congratulations go to all the garden competition winners as well as to the worthy winner of this year's Pat Shaw award – well done all. At the same event, we also said goodbye to our long-standing chair, Andrew Jepp, who stepped down from the Board. Andrew has been a huge part of Sutton Housing Society's success and was truly passionate about what we do.

To replace Andrew, we were very lucky to have recruited Alistair Auty, who was elected as Chair of the Board. Alistair has a passion for affordable housing and brings a wealth of experience, but most importantly he understands how a 'small' landlord operates – he is keen to build upon Andrew's legacy, to create more homes and improve our current schemes.

Our staff have continued to do all they can to support our most vulnerable residents over the last 18 months, so we were delighted to be shortlisted for two national housing awards, where we are probably the 'smallest' landlord by far. As well as these awards, we have also been shortlisted for the national Investors in People silver employer of the year.

As you may have seen, we have been very busy with our development projects, completing two infill projects at Bridges Court and Lancelot House, to provide three new affordable homes in Sutton. However, with the support of the Board, we have also been converting bedsits into new self-contained one-bedroom flats, with more identified, as these become empty. Our first airspace development at Norman House is on site and we plan to continue building more homes and improving our assets over the next few years.

We all look forward to hosting more resident engagement events including the up and coming Christmas party...



Andrew [Jepp] has been a huge part of Sutton Housing Society's success.



Development update



OFF-SITE BUILT MODULES BEING LOWERED ONTO NORMAN HOUSE.



Norman House

13 additional flats plus new communal lounge, office, salon and passenger lift

After a delay due to weather and asbestos, the off-site built modules have now been lifted into place, forming the new top floor at Norman House. This has enabled work to get underway to complete internal renovations of the communal areas and the other new flats. The new passenger lift is in place and the scheme is due for completion late January 2022.

Lancelot House

Two new flats

The works to construct two new self-contained flats to the end of the existing block started in the Spring and are now due for completion at the end of November 2021. There have been some challenges on site, as well as the weather, however the new homes will be very nice.

Kent Court

One new flat

Planning permission is in place and whilst it was hoped to start the works in September 2021, the defect rectification works to the existing steels in the original building were delayed and therefore, mindful of the disruption to the residents that the rectification works caused, the new build work has been pushed back with this work likely to start in the Spring 2022.

Ronald House

Five additional flats plus new communal lounge/lift

Various surveys, investigations and inspections have started in preparation for a proposed January 2022 start. Staff are in touch with residents and will be in close contact in the coming months.

Refurbished flats

Planning consent has been granted to enable us to create two flats from a large/oversized one bedroom flat at Griffiths Close. Work on this conversion will not start until 2022/2023 when the other refurbishment work is planned at Griffiths Close. Work to convert studio flats, as they become empty, to (small) one bedroom flats continues, with flats at Trickett House and Dorothy Pettingell House completed.

Trickett House

One refurbished studio into a one bedroom self-contained flat

Stripping out works has been completed. The conversion is the same as the successful conversions outlined above and also to 28 Trickett House.

Future schemes

The other major schemes at Trickett House (18), Griffiths Close (16) and Cloverdale Court (21) will, subject to Board approval, follow on from Ronald House.

Property news

Thank you to all our residents for their continued support and co-operation over the past six months. We have continued to work with our contractors to ensure that the services you receive, and our landlord obligations, continue to be met. Particular thanks to the residents of Thomas House who unfortunately were without one of their lifts for a couple of months.

Steve Smith is now working three days a week and will be ensuring that our homes remain compliant and that service contracts, such as cleaning and grounds maintenance, are delivered to an excellent standard.

Some of the highlights from the last six months:

- We installed new fire doors to the flats at Wandle Valley.
- We repointed the patio area at Cloverdale Court to ensure residents are safe from trip hazards.
- We extended the scooter store at Thomas House to enable users easier access.
- We negotiated a new five-year gas contract with Carshalton Boiler Service.
- We modernised five kitchens and bathrooms using the (new) development performance specification.
- We received an excellent report from Campbell Tickell, who carried out an independent review of our health & safety compliance procedures, offering additional assurance.
- We completed 736 day-to-day orders at the end of October 2021, with a 99% resident satisfaction rate.
- We returned 16 homes to Sutton Housing Society's lettable standard.
- We held two contract review meetings with our resident panel to ensure that our service delivery was achieved and improved upon.



**Michael Kilkelly,
Asset Manager**

michael.kilkelly@shsoc.org.uk
020 8661 5895

Gardening competition 2021

Our 2021 gardening competition took place in late July, with the winners announced at the AGM at Trickett House in September. A big well done to everyone who took part!



**BEST POTS,
PLANTERS AND
HANGING
BASKETS**

GOLD JOHN CATTERMOLLE
PEPPERMINT HOUSE
SILVER TONY SHERIDAN
GRIFFITHS CLOSE



**BEST
COMMUNAL
GARDEN**

GOLD TRICKETT HOUSE
SILVER DOROTHY
PETTINGELL HOUSE



**BEST
VEGETABLE
GARDEN**

GOLD TONY ROSENBERG
TRICKETT HOUSE
SILVER DOROTHY
PETTINGELL HOUSE



**BEST
INDIVIDUAL
GARDEN**

GOLD JAMEELA LONE
ROBERTSON HOUSE
SILVER ALAN STELTNER
MARGARET HOUSE



BEST GARDENER

JOHN VINE
TRICKETT HOUSE



Pat Shaw Award 2021

We received a recording breaking number of entries this year, with 21 nominations.

Announced at the AGM in September, Joan Byrne from Norman House was the winner of this year's award.

A big thank you to all those who nominated their neighbour and to the nominees – we really appreciate all that you do, especially during difficult times.

Joan won this year's award due to her caring and helpfulness to neighbours and staff. She always remains positive and gets involved with engagement at Norman House both throughout the pandemic and development work. Despite her age, she never stops helping her neighbours with chores such as shopping and kept them company during the lockdown that was much appreciated.





Let's get digital...



The resident app makes it easy to deal with Sutton Housing Society.

NIGEL COO, RESIDENT

Our monthly Wi-Fi cafés and Skype quizzes are now back on! We are looking forward to seeing you again. Please make sure you check the digital noticeboards for these and other upcoming events, so that you don't miss out!



Resident app

Our app went live on 1 June 2021. 88 residents are already using the app and are benefitting from 24/7 access to many of our services and information specific to them.

If you are interested in managing your rent account, reporting repairs and getting notifications about your scheme direct to your phone or tablet – why not sign up?

If you're interested but haven't got a device, we have a tablet loan scheme available. All you need to do is commit to attending our Wi-Fi cafés held across our schemes. Contact Xavier on 020 8661 5899 if you would like to find out more about the app or the tablet loan scheme.

Our resident Nigel Coo recently won a £250 prize draw just for signing up to and using the app, so watch out for other incentives coming soon!

Get online week (18–24 October)

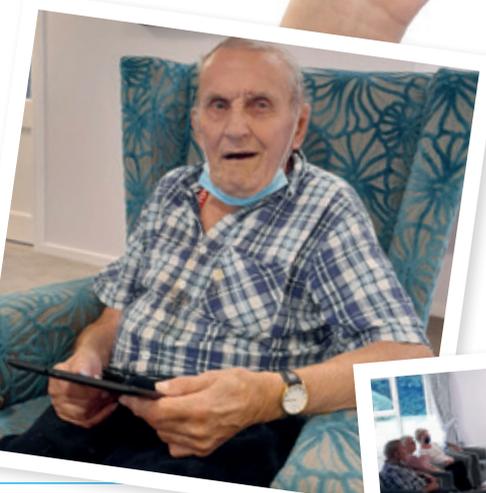
Residents and staff joined together and had lots of fun at two virtual quizzes involving three schemes competing against each other and a virtual chair-based exercise class. We also held a riddle competition during the week, via our resident app.

Social media

Don't forget you can follow us on Twitter 'SuttonHSociety' and Instagram 'suttonhousingsociety' to see what's going on at SHS.



Stacey Smither,
ICT Coordinator
07936 957 585



A RESIDENT LEARNING HOW TO USE HIS TABLET.



SKYPE QUIZ AT THOMAS HOUSE.

Summer jamboree fun!

Our summer jamboree was a huge success – the sun shone and residents from across the older people schemes came to Griffiths Close to enjoy simply being together.

Residents and staff also enjoyed a BBQ, live music, a wacky photo booth, exercise taster sessions, the appearance by Sutton United Football Club and so much more...



Keep updated

To keep updated on our events and activities please check the monthly calendars on the digital noticeboards as well as following us on our social media platforms.



Twitter:
[@SuttonHSociety](https://twitter.com/SuttonHSociety)



Instagram:
[suttonhousingsociety](https://www.instagram.com/suttonhousingsociety)

Alternatively, you can contact Sophie on 07791 754 624 or email sophie.huggins@shsoc.org.uk

You wanted sensor lighting in the refuse store at Margaret House

This was installed.

You wanted aerosols installed in the refuse store at Margaret House

This is in place.

You wanted the new Residents Charter to be reflective of Sutton Housing Society and residents

This is in place and was put together with a group of volunteer residents. This will also be monitored by residents.

You wanted more music events

Sixteen music events took place in the communal gardens at older people schemes in the summer.

You said

We did

You wanted a taxi waiting area at the front of Dorothy Pettingell House

This is in place.

You wanted more Big Bingo! sessions

Watch out for the Christmas themed Big Bingo! session taking place soon!

You wanted the digital quizzes to re-start

These re-started in September.

You wanted the guest rooms to re-open

The three guest rooms – at Dorothy Pettingell House, Thomas House and Trickett House – all reopened in November.

You wanted a big residents Christmas party

This is booked to take place on 13 December 2021 at Sutton Bowling Club.

Residents' Charter launched!

You may have seen on our website or on the digital noticeboards that we have introduced our new Sutton Housing Society Residents' Charter. This is part of our *Together with Tenants* work which is a National Housing Federation initiative (and part of our governance obligations) focused on strengthening the relationship between residents and housing association landlords.

A small group of residents formed a working group to:

- Consider the expectations of the National Housing Federation (NHF) and the Regulator for Social Housing for all landlords to adopt and introduce a local (and relevant) *Tenants Charter*, reflective and meaningful to SHS residents.
- Discuss and agree the mechanism for monitoring the Residents' Charter and holding SHS to account.
- Review the current SHS customer service standards and incorporate these into the Residents' Charter (as they preferred one document).
- Review the (then) current repairs feedback survey and agree an updated survey, which incorporates questions relevant to the Residents' Charter.

The working group agreed to monitor compliance with the Residents' Charter using resident feedback from the survey included in the annual birthday cards and the repairs survey. They will meet quarterly from January 2022 to review compliance with the Residents' Charter. The group will consider any reoccurring comments or areas of concern and look to the Society to address these. A report will then be presented to the next Housing Operations Committee summarising the outcomes and discussions of these meetings, which in turn will be escalated to all Board Members.

If you would be interested in joining the Residents' Charter monitoring group, please contact Glynis on 020 8661 5898 or email glynis.gatenby@shsoc.org.uk



Sutton Housing Society

Residents' charter Our commitment to you

Relationships

- Sutton Housing Society (staff and representatives) will treat all residents with respect, responding promptly and professionally to all contacts.
- Relationships between residents and the Society will be based on respect, openness, honesty, transparency and genuine resident involvement where residents views are listened to, valued and respected.
- Staff will be kind and personal and go the extra mile for residents
- Contractors will show their ID, be clean and tidy – in themselves and your home.

Communication

- Residents will receive clear, jargon free, accessible and timely information from the Society on the issues that matter to them. This will be in a variety of ways eg by letter, personal contact, through newsletters etc. This includes important information about their homes and local community, legal matters, how the organisation is working to address problems, how it is run, and information about performance on key issues.
- Residents will have access to report repairs and other emergencies 24/7.
- Residents will have access to meet staff in their homes, from our offices or via virtual means. Staff are also occasionally available outside of our normal 9-5 working.

Voice and influence

- Views from residents will be sought and valued with information being used to inform decisions in respect of their homes and services. The Society will do this via a variety of means such as from resident groups (eg the Disability Focus contracts monitoring group and Housing Operations Committees – HOC), from Focus groups, surveys, via the resident app etc.
- Every individual resident will feel listened to and can speak without fear.
- Residents are welcome to become members of the Housing Operations Committee via this, the Board.
- The Society will continue to use traditional methods of feedback such as surveys and telephone together with embracing more digital methods for feedback across the whole resident



Christmas events

1 December
FESTIVE LIGHTS AND CANDLE CRAFTS
 Cloverdale Court
 2pm

1 December
JINGLE BELL SINGERS
 Peppermint Court
 11.00am

1 December
JINGLE BELL SINGERS
 Norman House
 1.30pm

1 December
JINGLE BELL SINGERS
 Griffiths Close
 3.30pm

6 December
RAH RAH THEATRE COMPANY – DICK WHITTINGTON SHOW
 Trickett House
 1.30pm

6 December
RAH RAH THEATRE COMPANY – DICK WHITTINGTON SHOW
 Dorothy Pettingell House, 3.15pm

8 December
FESTIVE LIGHTS AND CANDLE CRAFTS
 Peppermint Court
 10am

8 December
RAH RAH THEATRE COMPANY – DICK WHITTINGTON SHOW
 Cloverdale Court
 1.30pm



13 December
RESIDENTS' CHRISTMAS PARTY
 Sutton Bowling Club
 1.30 – 4.30pm

10 December
RAH RAH THEATRE COMPANY – DICK WHITTINGTON SHOW
 Griffiths Close
 2.30pm

10 December
FESTIVE LIGHTS AND CANDLE CRAFTS
 Thomas House
 11.30am

15 December
FESTIVE LIGHTS AND CANDLE CRAFTS
 Trickett House
 3pm

20 December
FESTIVE LIGHTS AND CANDLE CRAFTS
 Dorothy Pettingell House, 10.30am

Sutton Housing Society Christmas office hours

Friday 24 December (Christmas Eve)	9am – 3pm	Thursday 30 December	Closed
Monday 27 December	Closed	Friday 31 December	Closed
Tuesday 28 December	Closed	Monday 3 January	Closed
Wednesday 29 December	Closed	Tuesday 4 January	9am – 5pm

When the office is closed, please ring **0300 369 0586** to report an emergency repair.

Praises and grumbles



You may recall that we are part of the Housing Ombudsman Service and as such comply with the Complaints Handling Code.

Praises (compliments)

We received 92 compliments up to the end of October 2021. This is the equivalent to 19% of our residents, or nearly one in five.

Praises received by topic up to the end of October 2021:

- 32 for staff and service;
- 28 for contractors and repairs;
- 27 for events;
- 3 for other topics.

Praises have come from across our housing stock and is split by:

- 7 from residents living in our general needs homes;
- 83 from residents in our older people homes;
- 2 from applicants to our housing waiting list.



Grumbles (complaints)

We split complaints in to two categories – service requests pre-complaint (these were previously known as expressions of dissatisfaction) and formal complaints.

A service request pre-complaint is a record of reports by residents who are advising us, for the first time, of an issue/service they are unhappy with. Once received, we have an opportunity to put this right (if we can/ if necessary). Should this not be addressed, or if the same issue reoccurs within six months, this is treated as a complaint.

Up to the end of October 2021, we received eight service requests pre-complaint:

- one relating to the digital noticeboards (Margaret House);
- two relating to window cleaning (Dorothy Pettingell House and Nairn Court);
- one relating to noise (Dorothy Pettingell House);
- one relating to the lift breakdown (Thomas House);
- one relating to a washing machine being out of order (Margaret House);
- one relating to grounds maintenance work (Margaret House);
- one relating to waste bins/smells (Margaret House).

One of the service requests pre-complaint escalated to a complaint, reaching stage 2 of our complaints policy before being resolved.



Cloverdale Corner

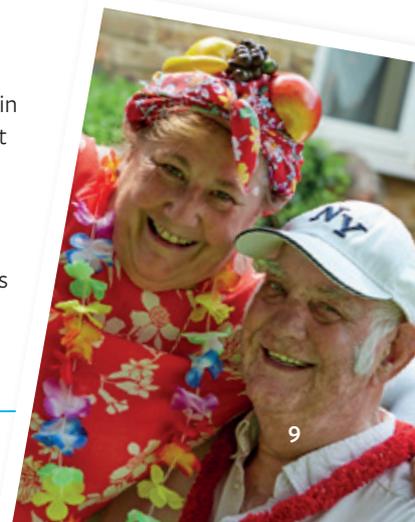
As winter approaches and the nights draw in, the afternoons can feel long, so it's the time to get out the board games and puzzles to while away the time!

Cloverdale Court residents have been enjoying chair-based exercises, creative arts and crafts and lots of quizzes! There are a lot of events/activities going on around the older people schemes, just check the digital noticeboards to find out what's happening when and where!

Cloverdale Court residents are looking forward to seeing the new wildflower garden, that was planted in October 2021, start to bloom in the Spring; we can't wait to welcome bees, butterflies and other wildlife into the garden.

Help with aides and adaptations

Remember if you are struggling with daily living tasks contact your Housing Officer and Lynn will be happy to assess you for aids or signpost you to the Occupational Therapy team for an assessment.



Energy is expensive!

Energy is not unlimited and is becoming more and more expensive. Together we can try to preserve as much energy as possible – to look after our planet and reduce our bills.

Here are some energy saving tips...



Turn the room thermostat down (if you have one) as far as you can, while remaining comfortable.

Turn the light off when you leave a room (unless you're coming straight back!).

Wear layers – a vest and a light pullover will trap heat better than a single thick jumper.

Shut your windows (unless you need ventilation).

Close curtains at night to stop heat escaping.

Washing your clothes at 30°C rather than 40°C can help reduce your energy usage.

When you're boiling food in a saucepan, only fill it with the amount of water needed to cover the food you're cooking...



...and put a lid on the saucepan. The water will come to the boil sooner and use less energy getting there.

Staffing news

We have had one staff change as Wayne Small, Community Housing Assistant, successfully found career progression with another organisation and left us in October. The Housing Assistant role has been reviewed and is currently being recruited to.

Following our gradual return to work from the office, staff are now combining their working week by working at the office, at the housing schemes and from home. All staff have direct dial telephone numbers and mobile phones. If they are working away from the office, their office phone is diverted to their mobile phone.

Boil only the water you need rather than filling the kettle completely.

Shut doors to keep the heat in.

Useful contact numbers

GENERAL ENQUIRIES

Celia T: 020 8642 1500 (answerphone) E: celia.dawes@shsoc.org.uk

REPAIRS

REPORTING REPAIRS

Isabel T: 020 8915 2952 M: 07874 866 344 E: isabel.farr@shsoc.org.uk

Tracey T: 020 8661 5891 M: 07874 866 342 E: tracey.currie@shsoc.org.uk

OTHER SPECIFIC ISSUES

Michael T: 020 8661 5895 M: 07710 095 887 E: michael.kilkelly@shsoc.org.uk

HOUSING

Lise T: 020 8915 2954 M: 07710 725 205 E: lise.mellors@shsoc.org.uk

Lauren T: 020 8915 2955 M: 07714 229 866 E: lauren.durand@shsoc.org.uk

Martin T: 020 8661 5894 M: 07710 725 204 E: martin.reddick@shsoc.org.uk

CLOVERDALE COURT

Lynn T: 020 8773 1734 M: 07702 349 647 E: lynn.goodman@shsoc.org.uk

IT/RESIDENT APP/WI-FI

Xavier T: 020 8661 5899 M: 07874 866 349 E: xavier.pamment@shsoc.org.uk

Stacey M: 07936 957 585 E: stacey.smither@shsoc.org.uk

COMMUNITY ENGAGEMENT

Sophie M: 07791 754 624 E: sophie.huggins@shsoc.org.uk

DEVELOPMENT

Ray M: 07525 910 255 E: ray.alder@shsoc.org.uk

PAYMENTS

Daisy T: 020 8661 5892 M: 07874 866 338 E: daisy.bushby@shsoc.org.uk

Some residents may be entitled to **winter fuel payments** – visit www.gov.uk/winter-fuel-payment/eligibility to find out, or ask a member of the team to check for you.



Easy ways to pay

If you are experiencing problems with paying your rent, please speak to Lise or Lauren, your Housing Officer, as soon as possible. They are here to help and will provide practical assistance and advice on what support may be available to you. Remember, don't miss your rent payments, or you risk losing your home.

Ways to pay your rent



Direct Debit

The easiest and most worry-free way for all residents to make regular rent payments. It is also the most efficient method for us to collect your rent.

We currently collect by Direct Debit on the following dates: 1st, 8th, 15th and 22nd of each month.

Direct Debit payers are covered by the Direct Debit Guarantee and can cancel at any time by contacting their bank.



Allpay rent payment card

This method allows you to choose when to pay. You apply to SHS for a card and can pay by:

- **Cash** – at the Post Office or anywhere displaying a PayPoint sign.
- **The Post Office** also accepts debit card and cheque payments.
- By debit card from your **bank account** – with your Allpay card, by phone, online or using the Allpay payment app; which is free to download.

T: 08445 578 320
www.allpay.net



The Allpay rent payment card has no monetary value and Allpay.net Limited has no record of account balances.

All queries should be directed to the Housing Team on 020 8915 2951.

Lise Mellors

Community Housing Officer
T: 020 8915 2954
M: 07710 725 205
E: lise.mellors@shsoc.org.uk

Lauren Durand

Community Housing Officer
T: 020 8915 2955
M: 07714 229 866
E: lauren.durand@shsoc.org.uk

Got some news you'd like to share? Please get in touch!

Sutton Housing Society

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www.suttonhousingsociety.org.uk