

SUTTON SCOOP

Winter 2024

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We are delighted that Sutton Housing Society has been included in the Sunday Times best places to work (2024).

This prestigious award recognises those organisations who have consistently attained a high level of employee engagement and feedback on factors such as reward and recognition, information sharing, empowerment, wellbeing, pride and enjoying their work. The accolade comes as Sutton Housing Society celebrates its 60th anniversary and follows on from our recent Investors in People gold accreditation.

Whilst on people, we would like to wish Michael Kilkelly, our Asset Manager, well as he semi-retires next month to spend more time travelling. We welcome Peter Toulson, who joined us in early November 2024 to take over the role, with the new job title of Property Services Manager.

We have once again been shortlisted for the national Inside Housing affordable housing awards for best older people's landlord, a category that we were highly commended last year. The awards ceremony takes place in late November 2024.

Ronald House is complete – it has taken longer than we had hoped, but the scheme has been transformed. The Board approved the amended scheme approval for Trickett House, which will create 19 additional new flats as well as wider scheme improvements including additional parking. To meet the funding

requirements, all the new flats will be net zero carbon and we hope to start these works in May/June 2025.

At the recent AGM, where we celebrated 60 years, we shared a brief history of Sutton Housing Society since 1964. Of the founding Board Members, there are several names you may recognise, for example, Norman Price (Norman House), Trickett House (Harry Trickett) and James Robertson (Robertson House) plus many, many more. We also welcomed Adrian Simpson to the Board who brings financial and treasury experience.

One of our key objectives this year is to review the older people's age qualifying category. At the May 2024 meeting, the Board committed to retaining the over age 55 limit for our older people's housing, with an annual review of whether to increase the 55+ age limit.

If you are affected by the plan to reduce the pensioner's winter fuel allowance, please do take advice from Age UK or Citizens Advice – or speak to your Housing Manager (previously known as Housing Officers).

Next year we will be undertaking our next TSM (tenant satisfaction measures) survey; please do help us by completing this survey when it arrives. There will be more information in our Spring edition regarding this.



RONALD HOUSE

Development update

We continue to create opportunities to provide new homes and improve existing homes.

Ronald House

The project has taken longer than we had hoped, but is now complete. The works included the construction of a new third-floor extension to provide five additional self-contained flats, as well as a new

lift tower. By replanning the ground floor flat, we have created a new communal lounge and a new flat. The whole scheme has benefitted from other improvements including new windows, complete redecoration, new carpets, fire alarm, low energy lighting and new door entry/telecare system. Externally, we have undertaken landscaping works and created additional parking, including designated electric vehicle spaces.

Although the project experienced a setback when our contractor ceased trading, our new contractors have done an amazing job and the finished scheme reflects the same quality of our Norman House development.

Bridges Court bungalow

Our second development at Bridges Court has also been completed. The project involved the construction of a single-storey side extension to create a new self-contained bungalow with a small garden, for an older person.

Wandle Valley opportunities

We are exploring new development opportunities to expand our general needs housing portfolio. We plan to submit planning applications in the coming months.

14 Griffiths Close flat conversion

With Board support, we hope to start the works in November 2024. The project will convert a very large existing flat into two self-contained flats for older people. This project aims to be completed next year and will help us meet the growing demand for quality housing for older residents.

Trickett House development

Our Trickett House project is moving forward; we plan to tender these works in the coming months and hope to start in spring 2025. Once completed, the project will create 19 new self-contained one-bedroom flats for older people, together with wider scheme improvements including additional parking.



ABOVE:
RONALD HOUSE

Property news

I would like to start with a personal note of thanks to my colleagues, contractors and finally you the residents who have made the last six years at Sutton Housing Society so enjoyable.

We have had another busy and successful year so far, summarised below:

- 727 repairs works orders raised and completed;
- 40 boilers serviced;
- 38 flat doors replaced to comply with fire regulations;
- 70 electrical tests carried out;
- 20 empty homes had works carried out to our lettable standard and were quickly re-let;
- 7 kitchens and wet rooms have been replaced;
- 24 boilers were replaced to more efficient models;
- 2 upgrades of communal heating systems have been completed;
- the communal areas at Margaret House have been refurbished;
- a new security entrance door has been installed at Margaret House;
- 14 pre-existing flats at Ronald House have been refurbished, in conjunction with the new development.

Health & safety remains a key priority for us. We recently welcomed our (new) Compliance Officer, Martin Sinclair, who has a wealth of experience and will enhance and reinforce our commitment to health & safety.

In this edition of Sutton Scoop, we recap the importance of being aware of fire hazards in and around our buildings – and where appropriate, we have included a flyer to remind you what to do in the event of a fire in your flat or within communal areas.



Please contact **Michael Kilkelly, Asset Manager** on 020 8661 5895 or email michael.kilkelly@shsoc.org.uk if you would like to discuss aspects of your repair service.



Take a look at our 2023/2024 annual report



Following our 60th anniversary AGM held at Norman House on 19 September 2024, the 2023/2024 annual report was made available to residents and the public via our website: suttonhousingsociety.org.uk

If you would like to receive a hard copy of the annual report, please contact hello@shsoc.org.uk, speak to any member of our team or call 020 8642 1500 to make your request. Happy reading!

Helping Hands fund

Our Sutton Housing Society *Helping Hands* fund is open to residents of Sutton Housing Society.

This is a discretionary grant available to provide some additional help from financial hardship. If successful, the grant is paid directly to a third party for residents, who are struggling to pay their bills due to the cost-of-living challenges.

The *Helping Hands* fund can be used to assist with paying utility bills, white goods, flooring, school uniforms etc. There is a maximum £500 grant per tenancy (single or joint). Residents need to meet the criteria, and this can be discussed with your Housing Manager, Kelly or Lise.



Pets policy and survey results so far... Housing for older people flats

Since our last update, we have surveyed residents at the following schemes: **Dorothy Pettingell House; Norman House; Peppermint Court; Robertson House; Thomas House and Lancelot House.**

Lancelot House is the only scheme so far where most residents voted in favour of a change to the current pet policy. Residents at Lancelot House can now request permission to keep a pet such as a dog or a cat. We will be surveying residents at Griffiths Close during the winter period.

Our pet surveys at our housing for older people schemes have been undertaken on a block by block basis rather than consulting all schemes at the same time.

Surveys at Ronald House and Trickett House are currently deferred whilst development work is in progress or where a defects period is in place.

If you would like to view the policy, you can do this at www.suttonhousingsociety.org.uk. If you would prefer to read a paper copy, please ask a member of the Sutton Housing Society team, email hello@shsoc.org.uk or telephone 020 8642 1500.

We have a new repairs policy!

The new repairs policy was reviewed and agreed by the Housing Operations Committee (HOC) at its October 2024 meeting.

The policy includes recommendations made by the residents' charter group and residents that sit on the HOC.

If you would like to view the policy you can do this at www.suttonhousingsociety.org.uk. If you would prefer to read a paper copy, please ask a member of the Sutton Housing Society team, email hello@shsoc.org.uk or telephone 020 8642 1500.

All things digital

155

RESIDENTS
NOW USING THE
SUTTON HOUSING
SOCIETY APP

Monthly Wi-Fi cafés

Our monthly Wi-Fi cafés are now held on Wednesdays at Dorothy Pettingell House, Griffiths Close, Peppermint Court and Trickett House and are hosted by Stacey. Keep a look out for the dates and times, which are posted on our digital notice boards, Resident App, and the events calendar ‘What’s on’ on our website.

These sessions are to provide basic IT support, such as connecting to the Sutton Housing Society Wi-Fi, browsing the internet, downloading apps, or creating an email address to contact friends and relatives.

If you do not have a device, we have a ‘tablet’ loan scheme available where our residents can loan a tablet device from Sutton Housing Society free of charge. If you join us at a Wi-Fi café, we can provide you with all the help you need to get you set up and started.

Transport can be arranged to the Wi-Fi cafés if there is not a café held at your scheme.

Inter-scheme virtual quizzes

Throughout August and September, Stacey and Angie held three Kahoot quizzes. They are always lots of fun! Congratulations to Dorothy Pettingell House, Cloverdale Court and Peppermint Court who came out on top this time!

Kahoot quiz questions are multiple choice and there is a short time limit on answering each of the questions so that the faster you answer the question, the more points you can get!

If you are interested in joining in with the quizzes, please look out for the posters on the digital noticeboards and resident app.

Resident app

155 residents are now signed up to our app! The app is a quick 24/7 way to view your rent balance, report repairs, and receive messages on what is going on at schemes.

If you are interested in signing up, you can download the app via:



We can help with signing up to the app during the monthly Wi-Fi cafés, however we also have some useful guides on our website – www.suttonhousingsociety.org.uk

If you would like access the residents gallery on our website, just ask a member of staff for the password and they will be happy to provide this. The gallery includes albums of photos taken at our community events which you can download for your personal use.

Wi-Fi

Social Telecoms provide support for our communal Wi-Fi. If you experience any problems with the communal Wi-Fi, please give them a call on 01743 730 100, they will be happy to help.

If you would like more information about anything digital, please get in touch...



Stacey Smither-Moore,
ICT Coordinator

T: 07936 957 585

E: stacey.smither-moore@shsoc.org.uk

Follow us on social media...



X: @SuttonHSociety



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

Community engagement

The warm days are a distant memory but we can look back over an incredible summer of events.

Ra Ra Theatre Company

In June and July, the extremely talented Rah Rah Theatre Company performed for us. Firstly, we had *Top Hat Tales*, a romance set against a backdrop of 1940's Hollywood followed by their *Summer Frolics* show, inspired by the old-style holiday camps. Both shows were bursting with songs and wacky humour.

Darts tournament

In July we started a darts tournament and held matches at Trickett House, Thomas House and Griffiths Close.

Mini-Olympics

We held our Mini-Olympics in July in the garden of Griffiths Close. It may not have been Paris, but we were blessed with a hot sunny day and the competition was tense and fierce! Gold medals abounded and the morning was rounded off with a delicious light lunch.

Day out

August saw our first 'big' outing when we hired a midi-coach to take residents down to Worthing. The weather was glorious; everyone thoroughly enjoyed themselves and wanted to stay longer!

Mitcham Reptile Zoo

Mitcham Reptile Zoo made a visit to Cloverdale Court at the end of August, which was a treat for residents and staff alike, as they petted and held snakes, bearded dragons, a tortoise and an armadillo!

Creative Minds

Our usual activities continue with our Creative Minds sessions at Trickett House, Dorothy Pettingell House and Cloverdale Court every month.

Men's Club

Men's Club reached their second anniversary in August and continues to do well with a mix of quizzes, outings and tea and cake!

Exercise classes

There is a variety of exercise classes available: chair-based exercise; Tai Chi; Music and movement and our twice-monthly line dancing.

Christmas

As we go to print, there are various events in the pipeline, heading up to Christmas (see below).

All our events are advertised on the digital notice boards and on the Sutton Housing Society App. Further information is also available from Angie on 07791 754624 or angie.holland@shsoc.org.uk



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.



X: @SuttonHSociety



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

Alternatively, you can contact Angie on 07791 754 624 or email angie.holland@shsoc.org.uk

Christmas events

Christmas tree decorating

Ronald House Monday 2 December, 11am	Peppermint Court Tuesday 3 December, 11am	Dorothy Pettingell House Wednesday 4 December, 11am	Griffiths Close Thursday 5 December, 11am
Thomas House Monday 2 December, 2pm	Old Brewery House Tuesday 3 December, 12.30pm	Norman House Wednesday 4 December, 11am	

Rah Rah Theatre Company Little Red Riding Hood panto

Griffith Close Thursday 5 December 1.30pm	Cloverdale Court Tuesday 10 December 1.30pm
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Rah Rah Theatre Company Jingle Bell Singers

Cloverdale Court Wednesday 11 December 1.30pm	Trickett House Wednesday 11 December 3.30pm
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Christmas office hours

Wednesday 25 December	Closed
Thursday 26 December	Closed
Friday 27 December	Closed
Monday 30 December	Closed
Tuesday 31 December	Closed
Wednesday 1 January	Closed
Thursday 2 January	9am – 5pm

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



Be safe, get a key safe

At the majority of our housing for older people schemes most of our residents have a key safe fitted outside their front door located within the secured area of the communal hall.

If you live in accommodation for older people and would like to request a key safe,

please contact us and we will be happy to fit one free of charge.

A key safe is a small combination lock safe which is fitted to the outside of your property. A number is programmed into the safe to keep your key secure. It can be a life saver should quick access be necessary in the event of a medical incident where a resident cannot get to their front door.

Please note: the above image is an illustration – it is not the exact key safe model.

Our selected telecare partners have up to date information of Sutton Housing Society supplied key safes.

In the event of becoming locked out it's also reassuring to know you won't have to wait for friends or family or any other keyholder to come to let you back in. You also won't have to worry about expensive locksmith charges to open your door.

If you have a key safe please remember to make sure your spare key is kept inside it and the combination code is not left in the unlock mode.

Aids and adaptations to your home

If you need some assistance or support to continue to live independently and safely in your home, it may be that you would benefit from a chat with Lynn or Sally, our two 'trusted assessors'.

Lynn and Sally are both trained to carry out assessments for minor adaptations in your home – or to refer your situation on to a more appropriate organisation (such as the local authority) if you need a major change to your home due to disability. They can help to identify what is needed to help your individual circumstances and enable you to remain living safely in your home for longer.



If you think you might benefit from a home visit by Sally or Lynn, please contact them via email at hello@shsoc.org.uk or by calling 020 8642 1500.



You said

Part of our Be the body... initiative

We did (or are doing...)

You wanted a day trip

We arranged a coach trip to Worthing.

You would like raised bed planters to grow herbs or tomatoes

A new planter is now in situ at Old Brewery House.

Gardening competition 2024

This year, the awards were judged slightly differently; co-ordinated by Angie Holland, the whole staff team collectively reviewed the submissions and voted for the winners. As with previous years, we had a gold and silver winner for several of the categories. Here are the six categories and the winners:

BEST COMMUNAL GARDEN

GOLD TRICKETT HOUSE
SILVER ROBERTSON HOUSE

BEST HANGING BASKETS/POTS

GOLD JOHN CATTERMOLLE
PEPPERMINT COURT
SILVER JENNIFER ROUSE
PEPPERMINT COURT

BEST VEGETABLE GARDEN

GOLD ANNETTE DUNNINGHAM
AND ANN PRIESTLEY
PEPPERMINT COURT
SILVER JAMEELA LONE
ROBERTSON HOUSE

BEST GARDENER

JOHN VINE
TRICKETT HOUSE

BEST SUSTAINABLE GARDEN

GOLD PEPPERMINT COURT
WILD POND
SILVER ROBERTSON HOUSE
COMPOSTING SYSTEM

BEST INDIVIDUAL GARDEN

GOLD JOYCE SMITH
PEPPERMINT COURT
SILVER GEORGINA MALLET
OLD BREWERY HOUSE



Congratulations to all who entered; everyone benefits due to your hard work as the communal gardens look great!



Pat Shaw Award 2024

Every year Sutton Housing Society hands out this award, which is voted for by both residents and staff.

This year, we also received votes from outside of this person's scheme in recognition of this person's continued support. Many people nominated her for being such a helpful and kind person.

This might give it away; this is the second year running that this person has won – congratulations to Maureen Chapman from Dorothy Pettingell House or being voted this year's Pat Shaw Award winner! Well done, Maureen!



Clverdale Corner

Events

Clverdale Court residents have enjoyed a range of activities from chair-based exercises, games afternoon, art and crafts to prize bingo with clients from the on-site day centre, managed by Friends of The Elderly.

In July, whilst the sun was shining, residents attended a BBQ where the food was plentiful and music was supplied by DJ Tony (a resident at Clverdale Court), who really got the party going!

Residents helped to choose new garden furniture for the communal gardens and have been enjoying sitting out in the garden when the sun shone. Let's hope we have an amazing summer next year to make good use of this area!

Volunteer Tony Pattison has recently started showing films at Clverdale Court, which is proving popular with the residents – and as the nights draw in, we will no doubt have a full house.

Clverdale Court hosted Mitcham Reptile Zoo in August 2024. Residents met Vlad the blood python, Precious the bearded dragon, Ghost & Buttercup both royal pythons, Timmy the sulcata tortoise and, the star of the show, Arlo the armadillo. This was an amazing experience for everyone and residents are asking for more.

The monthly fish and chip supper continues to be popular and goes down well with everyone.

Working jointly with the Friends of the Elderly day centre, we have seasonal arts and crafts sessions, carol singing around the Christmas tree and the big Christmas Party planned.

Benefit checks

Winter is approaching, which means the heating is going on – whilst at the same time, the winter fuel allowance has been stopped for many residents.

If you are struggling to meet your utility costs, please call your utility provider, as soon as possible. You can also contact Age UK to see if you are in receipt of the correct benefits – or if you qualify for other benefits.

Too many people do not claim the correct benefits – Age UK can help you to complete any forms and take the stress out of the situation. Your Housing Manager Kelly or Lise (and Lynn at Clverdale Court), can assist you in contacting Age UK.

Storage heaters

Now the heating is being turned on, those residents who have storage heaters please remember not to put items on top of them or in front of them as this is a fire hazard.



Unwanted aids/equipment

Aids and other equipment that is no longer needed, should be returned to Croydon Solutions. Contact them on **0208 664 8860** or via email at cesadmin@croymail.gov.uk Croydon Solutions can pick up unwanted aids or equipment.

Unwanted items

There has been an increase in items being left or dumped in the internal communal areas or in the communal refuse areas. Sometimes, they are left by a residents' family member who is unsure what to do with them or when they are clearing a property.

Residents should ensure that any unwanted items are disposed of correctly. You can contact the London Borough of Sutton on 020 8770 5000 or go to the council's website and arrange a collection of items.

Fire safety in blocks of flats



Risk assessments

We now carry out Fire Risk Assessments (FRAs) to all our blocks of flats annually. If you would like to view the full version of the FRA for your home, please ask a member of the team and this will be sent to you.

However, for an easier

read, we have uploaded, to our website, a shorter summary of any work required. You can find the summary here:

www.suttonhousingsociety.org.uk/your-home/maintenance-and-improvements/property-compliance. These are our 'resident friendly FRAs'.

Please keep communal entrances, walkways, corridors and lobbies clear

Within blocks of flats, common area hallways and landings are the main escape route from the property in the event of a fire. It is essential that these areas are kept clear and free from any obstructions. Nothing should be stored in these areas, eg bikes, prams, shoes, toys, mobility scooters, bins.

The Housing Managers and the Property Compliance Officer regularly visit your homes/blocks of flats; they will take action if they find anything that could hinder an escape route in the event of a fire. This is for the safety of you, your family, your neighbours and any visitors.

Fire doors

All of our flats have been fitted with suitable fire doors as their front door. This ensures that, in the event of a fire (that is not within your home), you can remain safely within

your home until the fire brigade arrives. We need to ensure that these doors are well maintained. It is important that:

- fire doors are shut when not in use;
- residents and visitors do not tamper with self-closing devices on any fire doors;
- residents report any fault with, or damage to, fire doors immediately to us on 0208 642 1500 or email hello@shsoc.org.uk

Stay put policy

Whilst Sutton Housing Society has a 'stay put' policy in place for its blocks of flats, if the fire is within your home, you must evacuate. Similarly, if any resident is in any doubt, they should evacuate from the premises if it is safe to do so.

If you live in a flat, please refer to the insert with this newsletter, outlining what to do in the event of a fire. If you have any queries, please speak with a member of the Sutton Housing Society team.

Complaints and compliments (grumbles and praises!)

In the first six months of the 2024/2025 financial year, there have been two complaints, 10 service requests (pre-complaint) and 54 compliments received. These are all outlined in the tables below.

Grumbles – service requests

A service request is when a resident requires action to put something right.

LOCATION	ISSUE	ACTION
Wandle Valley	Concern raised about an SHS employees' attitude towards them	Issue was investigated; however, due to individual's behaviour and lack of engagement, this matter was not upheld.
Norman House	Delay with direct debit changes	Addressed immediately when brought to our attention, with genuine apologies for the delay
Peppermint Court	Lack of privacy at the property	Solutions have been offered and reviewed; decision to be made on best way forward
Nairn Court	Black mould spots in bathroom and other property concerns	Independent surveyor employed to carry out inspection of the home and to make recommendations, which SHS carried out
Norman House	Outstanding works to communal gardens	Information provided regarding the outstanding work to areas of concern. These have now been completed
Old Brewery House	Performance of the cleaning contractor and the attitude of their staff member	Issue was addressed directly with the contractor; inspections made and reassurances given
Kent Court	Lack of communication relating to planned works	Residents were updated regarding the work to be carried out and contractor was on site from late August
Norman House	Poor performance reported relating to the cleaning contractor	Issue was addressed and rectified
Kent Court	Behaviour of the cleaning contractor towards an individual resident	Issue was addressed directly with the contractor; the individual has been removed from working at all SHS sites
Norman House	Concern about flies at the residents' home	Issue was investigated and no issues were found in relation to SHS' grounds maintenance as alleged

Grumbles – complaints

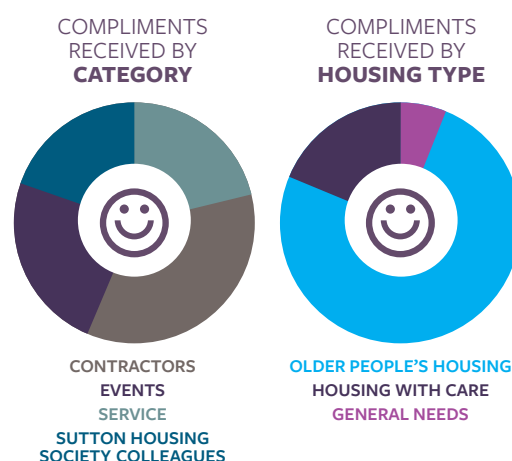
A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its staff, or those acting on its behalf, affecting an individual resident or group of residents.

LOCATION	ISSUE	ACTION
Peppermint Court	Location of the gas meters	Investigation found that the gas meters, whilst far from ideal in their location, were installed as per relevant guidance when the homes were built in 2016/2018, therefore the complaint was not upheld. Quote received in excess of £41,000 to relocate the meters. Residents can request a smart meter; these act independently of the Wi-Fi service, although they may need some additional equipment
Peppermint Court	Unhappy with the heating system	The heating system was working as it was designed to do; therefore the complaint was not upheld. Additional work carried out to meet individual resident's need.

Praises – compliments

It is always appreciated when someone takes the time to make a compliment, or praise a member of staff, or the service received.

During the first six months of the 2024/2025 financial year, we received 54 compliments, from 44 different people, relating to our contractors, our employees, service received and to our community engagement events. These compliments are outlined below.



Survey feedback

Feedback from repairs surveys is reviewed every month. If there are negative comments, we will contact the resident to discuss these further, or provide information that addresses the issue directly.

Make a complaint or give a compliment

We provide many ways for residents to make a complaint or provide a compliment:

- Email: hello@shsoc.org.uk;
- Call: 020 8642 1500 (available for use between 9am – 5pm, Monday – Friday);
- In person by visiting the office at Pat Shaw House, 13–19 Ventnor Road, Sutton SM2 6AQ (apart from bank holidays, available weekdays 9am – 5pm);
- In writing to the office at Pat Shaw House;
- Speaking to an SHS employee on site;
- Via the resident app;
- Via Twitter, Instagram and LinkedIn (please note that for any complaints/compliments received in this way, we will not engage with you via social media and will contact you directly).

Wandle Valley news

Estate inspections and tackling fly tipping

Housing Managers

Kelly Steers (covering properties on McRae Lane and Batley Close) and **Lise Mellors** (covering properties on Tull Street and Miller Close), met with Eugene (the London & Quadrant Caretaker for the estate) and his supervisor, David, on 23 July 2024.

Estate inspections

We carried out an estate inspection and noted that an excessive amount of fly-tipping continues to be reported to us and appears to be on the increase.

Sutton Housing Society and L&Q are working more closely in partnership to resolve this ongoing issue. We would appreciate your support to try to tackle this ongoing issue. If it continues as it is, many residents could be affected through an increase in their service charges in the future. This is even more annoying where we are aware that it is not always the residents living on the estate that are causing the problem!

The caretaker, Eugene, has confirmed that he is on site Monday – Friday and he is more than happy for residents to report any estate issues to him, including the fly tipping.

Monday 9 December
10.30am – 12pm
Join Kelly and Lise for the next estate inspection. Meet on the corner of Miller Close and McRae Lane.

Contact us

If you want to discuss any estate issues, please feel free to call your Housing Managers:

Kelly

T 020 8915 2955
M 07714 229 866

Lise

T 020 8915 2954
M 07710 725 205



Employee news: goodbyes, welcomes and updates...

GOODBYE TO...



We are saying a sad goodbye to **Michael Kilkelly**, Asset Manager, in December 2024. Michael has worked at Sutton Housing Society for nearly seven years and is semi-retiring to enable him and his wife to travel and discover new adventures. We wish Michael well for the future.

WELCOME TO...



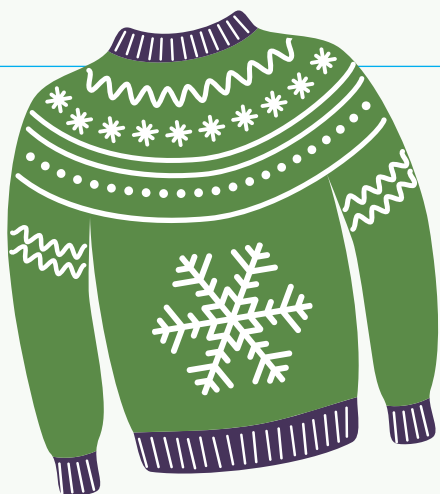
As one door closes, another opens as we welcome **Peter Toulson** to the team as the new Property Services Manager (formerly the Asset Manager role). Peter has vast experience in both building maintenance and statutory compliance. Peter started working with us on 5 November 2024 – be sure to say hello when you see him out and about.



We said a wonderful welcome to **Michelle's baby girl** who was born a few days late in September (Michelle is our Management Accountant). For now, Daisy Bushby is covering many of Michelle's tasks, whilst Katherine Kallee is helping Daisy temporarily, as the Finance Assistant, whilst Michelle is on maternity leave.



We said a fantastic well done to **Sally Sinclair** who completed her Trusted Assessor training and who is now working closely with Lynn Goodman, the Housing with Care Manager, to provide assistance to residents who require some minor aids and adaptations.



Put another jumper on... or not?

In late September, the Sutton Housing Society team all attended sustainability training, to get a better understanding of sustainability issues around our – and your – homes. It was really enlightening.

Did you know...

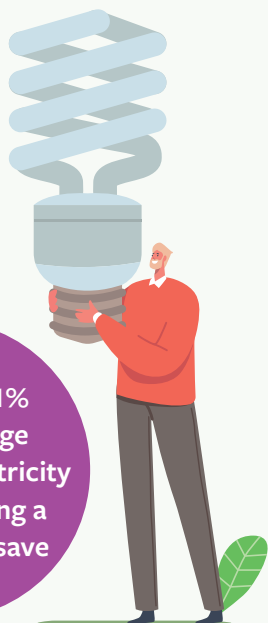
The Energy Saving Trust says that for every 60-watt bulb in your home, you could save up to £3 per bulb per year (based on a 660-lumen bulb running for 445 hours a year). In the average one-bedroomed home, this would be around £15 a year – every little helps right?

Did you know...

By switching off the electrical items such as TVs or laptops at the plug – instead of leaving them on stand-by – you could save up to £65 a year!*

Did you know...

We provide tumble driers in our communal laundries – these aren't free as residents at these sites pay for their use in their service charge. That's why it is important not to just put one or two items in the driers at a time, it's very expensive!



Lighting makes up 11% of the average household electricity cost, so making a switch could save money.*

Roughly how much does an appliance cost to run?

	PER USE
Tumble drier (vented)	£1.23
Air fryer	13.6p
Microwave	10.2p
Kettle	1.28p
Washing machine	29p
Electric oven	26p
Dishwasher	21p

These costs are a guide only. Your actual costs will depend on the make and model of your appliance, how often you use it and how much you pay for your electricity. Information sources: Good To Knowinthewash.co.uk.

The Sutton Housing Society team are considering how best to push forward with sustainability issues with residents, after all, it's our moral and ethical responsibility to ensure future generations have access to good quality, energy efficient homes.

If you have any ideas to help with this, please contact hello@shsoc.org.uk



Running an average vented tumble drier for one-hour costs £1.23!

Running a drier for an average of eight hours a day, 365 days of the year costs (an estimated) whopping £4,380!

* Information taken from the Energy Saving Trust.



Easy ways to pay

If you are experiencing problems with paying your rent, please speak to Lise or Kelly, your Housing Manager, 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, please do not 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

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

Kelly Steers

Housing Manager
T: 020 8915 2955
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Got some news you'd like to share? Please get in touch!

Sutton Housing Society

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www.suttonhousingsociety.org.uk