

SUTTON SCOOP

Spring 2026

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This year sees the launch of our refreshed corporate plan 2026/2031, approved by the Board in March 2026. The (new) corporate plan, will be delivered through our updated corporate strategies.

The refreshed plan builds upon the previous one, with our ambition remaining unchanged – *here for good, enabling happy lives* – this purposely has two meanings, we want and aim to be a good landlord, however it also means that we wish to remain fiercely independent ie here for good.

Working with the Board, we also reviewed our values, with minor amendments to their definitions. Overall, the six values are the same and these are – accountable, kind, personal, enjoy (what we do...), listen and bold.

After 29 years working for Sutton Housing Society, Marcie Regelous our Resources Director has decided to retire. We wish her well and thank her for everything she has done to help make the organisation what it is today! Michelle Easton, our Management Accountant will take on the role of Finance Director, supported by Daisy Bushby, our Finance Assistant who will become our Management Accountant.

We also welcomed a new Board Member, Louise Graham-Smith, an experienced housing professional who joined us as a co-optee in March this year. We will be recruiting further Board Members to help with our Board succession plan.

Once again, we have completed our Sunday Times best places to work (2026) survey. The survey results remain high and we will hear the outcome of any additional awards in late May, which we will of course share – fingers crossed. We are currently working towards our Investors in People re-accreditation, that includes our ambition to become a platinum status employer.

We are shortlisted in the Housing Heroes awards for Team of the year: Housing organisation. The winner will be announced in June 2026.

Our Trickett House development has been on site since last year with Northvale Construction. Currently all the work is in the rear block, once the front block starts later this year, the impact from Brighton Road will be seen. With the support of the Board, we will be starting other smaller infill schemes later this year including work on the second scheme built by the organisation in 1969 – Robertson House.

We held a sustainability workshop with our key contractors earlier this year, with the aim of helping us make every intervention count when working in your home.



Development update

Trickett House: progressing into phase two

Now the majority of the groundworks are complete, we are moving into the second phase, with work starting to the rear block with the erection of scaffolding.

Phase 2 will include the following:

- Building a new lift tower.
- Adding two additional floors to create 16 one-bedroom flats.
- Installing new PVC-u windows to all flats.
- Decorating/carpeting.
- Installing a new door entry system, linked to a fully digital care alarm system.
- Installing a 'green roof'. This involves a waterproof membrane and planting such as grass or wildflowers. This sustainable feature helps regulate building temperatures, while absorbing rainwater to reduce flood risk.

Wandle Valley: new infill planning approvals secured

Planning permission has been granted for new (general needs) homes to be built at the following locations:

Land to the side of 52–62 McRae Lane

A two-storey building comprising two one-bedroom self-contained flats, with a bin store and cycle store at the front

Land to the side of 28–31 Tull Street

An attached two-storey building providing two one-bedroom flats, including bin and cycle storage to the front.

We will be in touch with all Sutton Housing Society residents affected by this development work, once we have a plan and timeline in place.

Robertson House and Peppermint Court: planning approvals secured

Planning permission has been granted for new (older peoples) homes to be built at the following locations:

Peppermint Court

Planning permission has been granted for a two-storey side extension to provide two one-bedroom flats to the left-hand side of the building as you look from the front

Robertson House

Planning permission has been granted for a two-storey side extension to create a one-bedroom flat, alongside upgrades to the building's entrance and communal areas, including a new lobby with ramped access.

A GRAPHIC OF THE NEW LOOK TRICKETT HOUSE.



THOMAS HOUSE.

Planned maintenance during 2026/2027

Some of the highlights from our approved planned maintenance programme include:

- Griffiths Close: completion of kitchen and bathroom replacements.
- Furlong Close: window replacements, where needed.
- Thomas House: refurbishment of communal areas.
- Phasing of lift replacements.
- Wandle Valley: redecoration of communal areas, where needed.

The planned maintenance programme is managed by Peter Toulson, Property Services Manager.

If you are impacted by work planned for your home or building, we will contact you in plenty of time. This is to ensure you are aware of this and any disruption that may be caused, whilst we work to improve and maintain your homes and buildings.



Support when you need it most

How our Helping Hands Fund is making a difference

With the cost of living continuing to rise, many households are feeling pressure. At Sutton Housing Society, we want to remind residents that support is available – and that nobody needs to navigate financial challenges alone. Our Helping Hands Fund offers practical, meaningful help for residents experiencing financial hardship. It exists to support you when unexpected costs arise or when essential items become unaffordable.

What is the Helping Hands Fund?

This is a discretionary grant open to Sutton Housing Society residents. The fund can provide up to £500 per tenancy. Awards are paid directly to a third party on your behalf, ensuring help goes exactly where it's needed.

What the Fund can help with

The Helping Hands Fund can support residents who are struggling with essentials due to financial difficulties. Examples include utility bills, white goods, flooring, school uniforms and other essential household needs.

Who can apply?

Any Sutton Housing Society resident who is facing financial difficulty may be eligible. Eligibility criteria will be discussed individually and confidentially with your Housing Manager – Kelly Steers and Lise Mellors are available to guide you through the process and ensure you get the support you need.

If we cannot assist you, our Housing Managers can help residents in many ways. This could be making sure you get the correct (and impartial) welfare rights advice, income maximisation help, budgeting support, employment support and food assistance.

If you are still uncertain we highly recommend having a read of the local advice and support offered by Together for Sutton, either on their website, www.togetherforsutton.org.uk or by calling 020 8254 2616.



Garden competition 2026

We have a lot of development work and other large maintenance projects being carried out this year, across several sites. We have therefore made the decision to postpone the annual garden competition for summer 2026.

We feel that this is the right decision, and we hope to be back next summer, bigger and brighter than before. Thank you for your understanding.

Pat Shaw Award 2026



The good news is that the Pat Shaw Good Neighbour award is still going ahead. This is where you, as residents, can nominate a neighbour that goes 'that extra mile' for their community;

a special 'hats off' to them for what they do to help others.

Further information will be available on the digital notice boards and the Sutton Housing Society app in the coming weeks.



Digital update

Staying connected and secure

We are always working to improve your digital experience at Sutton Housing Society. Many schemes have now had Wi-Fi upgrades; these improvements are designed to make your online experience smoother and more reliable.

Any issues...

Social Telecoms provide technical support for the communal Wi-Fi installed at our older person schemes. Should you experience any problems, please call 01743 730 100 in the first instance, as they have the expertise to troubleshoot/test your connections.

If Social Telecoms are unable to assist/or you are unhappy with the service provided, please let us know by telephoning the office on 020 8642 1500 or email hello@shsoc.org.uk so we can follow this up.

Follow us on social media...



X: @SuttonHSociety



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

Wandle Valley news: Housing Manager estate inspections

Housing Managers Kelly Steers (covering properties on McRae Lane and Batley Close) and Lise Mellors (covering properties on Tull Street and Miller Close), carried out a full estate inspection in March 2026. They chatted with residents as they walked around, listening to their views on how they feel things are going.

Overall, the estate was looking clean and tidy apart from a couple of hotspot areas, which seem to be targeted by fly-tippers. We believe the fly-tipping mainly comes from outside the estate, dumping unwanted items. We continue to work closely with London & Quadrant (L&Q) to try and resolve this ongoing and tiresome issue.

The regular caretaker, Eugene, has confirmed that he is on site Monday to Friday, and is happy for residents to report any estate issues directly to him. He is based on Budge Lane in the L&Q site office.

Several untaxed, and what appear to be, abandoned vehicles continue to blight the estate; Kelly and Lise are working hard to try to locate the owners of these cars and get them removed. Please contact us if you wish to report any dumped vehicles, we treat any report we get in the strictest of confidence should you wish to remain anonymous.

On a lighter note, it is wonderful to see so many residents really taking pride in their homes and gardens. The frontage of many homes, adorned with hanging baskets, flowering plants and decorative garden ornaments or fencing etc – a real sign that you are happy in your homes.

Should you wish to join Kelly (Steers) and Lise (Mellors) for the next planned estate inspection in June 2026, please contact us to confirm the exact date/time; they will be delighted to have you along and for you to share your views.

Contact us

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

Kelly

T 020 8915 2955

Lise

T 020 8915 2954



Scams: protect yourself!

Scammers are targeting older people by phone, text, emails and online. They often sound convincing and may try to rush or worry you.

Be cautious if someone:

- says they are from your bank, HMRC, police or IT support;
- claims there is a problem with your money or computer;
- asks for help on behalf of a family member; or
- sends a message asking you to click a link or pay a fee.

Never!

- **Never** give your PIN, password or bank details.
- **Never** move money because someone tells you to.
- **Never** click links in unexpected texts or emails.

Real organisations will **NOT** ask for these.

Remember

STOP!

Don't rush

HANG UP

on unexpected calls

DO NOT CLICK

links or open attachments

CHECK FIRST

with someone you trust or scheme staff

If someone says they are from your bank, **hang up and call your bank yourself**, or call 159.

Remember!

It is always OK to hang up. Taking time keeps you safe.

Community engagement

We have enjoyed several events so far in 2026 and although spring started with some chilly winds, summer is just around the corner and there is much to look forward to.

In January we had a Ploughman's lunch at Peppermint Court with chunky bread and some delicious cheddar! We also held our January **Big Bingo** at Griffiths Close – as always this was a popular event and certainly chased away the January blues.

January was also the month we introduced our **Games Afternoon**. Held at Thomas House, this was in answer to the gap left by our Men's Club, which disbanded last year. Games Afternoon is open to all and will be held on an ad-hoc basis throughout the year.

Another new event was introduced in February, at residents' request, a **book club** has been created. It's a lovely, friendly group if you're interested in coming along.

We held a **Chinese New Year quiz** at Dorothy Pettingell House. Thanks to residents Charlie and Frank, who provided questions and to everyone who supplied food – prawn crackers and spring rolls and pancakes for dessert (it was Shrove Tuesday!)

We rounded off February with a **Ladies Lunch** at the Dukes Head in Tadworth. The food was wonderful and the staff could not have been more helpful.

Easter was celebrated with a **Big Bingo** session at Thomas House. 22 residents enjoyed a raffle, hot cross buns and, of course, bingo!

The **Creative Minds sessions** continue to be popular and Residents often find these sessions therapeutic so if you haven't attended before, please do come along.

If getting fit is your thing then we have **chair-based exercise, Tai Chi, line dancing and Music & Movement** to choose from. The sessions are friendly and fun!

In the coming months please keep an eye out for upcoming events... a World Cup based event, the Rah Rah Theatre Company, Swinging 60's and Summer Singing Sensations, summer parties and the obligatory barbeques.

All our events are advertised on the digital notice boards and on the Sutton Housing Society app. For further information please call Angie, Community Engagement Officer, on 07791 754 624 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

Resident involvement: ways you can help to improve services for all residents

There are various options available to residents interested in working more closely with us. Some are 'one-offs', whilst others require a longer-term commitment. Involved residents, as well as making a difference to Sutton Housing Society services, also find that they meet new people and make new friends, whilst learning new skills – so it's a win-win! You can:

- Join a focus group to review particular services (eg, grounds maintenance, cleaning etc), to be involved in the appointment of contractors and in the on-going monitoring of performance. *
- Attend an estate walkabout, highlighting areas/issues of concern. Advertised in advance, these involve an hour or so of your time, a couple of times a year.
- Join the Residents' Charter group and help us respond to some of the 'big-ticket' social housing issues, eg reviewing action plans put in place following the Tenant Satisfaction Measures surveys, reviewing our position with damp and mould concerns... and so much more!
- Complete surveys sent to you to help scrutinise our services and performance.
- Join the Disability Forum which is 'topic' based so you can dip in and out of this group. It meets around three times a year for about two hours each time.
- Join the Housing Operations Committee, – a sub-committee of our Board. This group considers many 'frontline', operational matters, approves policies and reviews performance across the organisation.

If you would like to get involved, or just find out more about these groups, please contact Glynis at glynis.gatenby@shsoc.org.uk or by calling 020 8642 1500.

**The monitoring of our cleaning, grounds maintenance and window cleaning services are currently being reviewed. If you wish to provide feedback on these services, please visit our website to complete the feedback form at www.suttonhousingsociety.org.uk or attend one of the drop-in sessions with your housing manager, if you live in one of the older peoples housing schemes.*

Update: communal heating and hot water systems

Sutton Housing Society provides heating and hot water systems at seven of its older people schemes. From January 2026, Ofgem took on the regulation of these heating systems.

Ofgem is introducing a range of new rules and responsibilities, over the next few years, to better support residents living in homes that are part of a heat network.

We are working hard to ensure we meet the new requirements and will be sharing any changes/improvements directly with residents affected.

The Priority Persons Register

This register is for more vulnerable residents, living in buildings with communal heating.

You can qualify to be added to our Priority Persons Register if you live at Dorothy Pettingell House, Griffiths Close, Margaret House, Norman House, Old Brewery House, Thomas House or Trickett House. Just speak to your Housing Manager, Lise (Mellors) or Kelly (Steers) about this.

The Energy Ombudsman

Residents living in buildings with communal heating systems can take **new** heating complaints to the Energy Ombudsman once you have exhausted the Sutton Housing Society complaints procedure, if you remain dissatisfied.

Communal heating

Many residents who receive communal heating and hot water will be aware of work carried out earlier in the year to the heating systems. We also had the boiler room equipment health checked and updated, parts replaced as needed and the systems re-set.

Heating professionals have advised that to maximise the performance of the communal heating and hot water systems, they must not be operational 24/7. As this is the case, all the communal heating systems have a lower temperature setting of 22 degrees. This means that the heating system will come on should the outside temperature fall below 22 degrees between 6am – 11.30pm. The ambient heat throughout the building should ensure that the buildings are not cold, when the heating is off.

As we must ensure the on-going efficiency of these heating and hot water systems these times cannot be amended.



How to contact the Energy Ombudsman

Call:
0330 440 1624

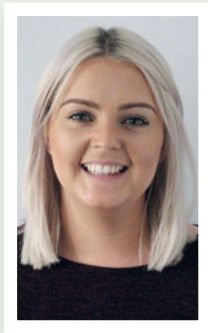
Email:
enquiry@energyombudsman.org

Send a letter:
**Energy Ombudsman
PO Box 966
Warrington
WA4 9DF**

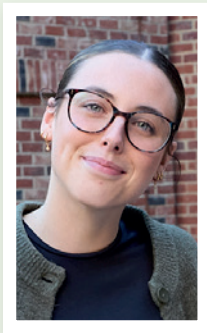
Employee news: updates...



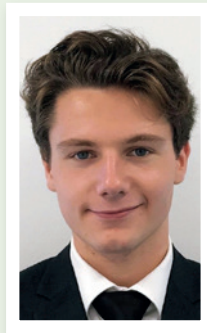
Marcie Regelous, Resources Director, is retiring at the end of June 2026. Marcie will still be around for a little while to help the new Finance Director settle in as they transition to the Resources Director role. She will also work on some IT projects.



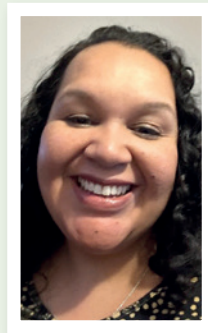
Michelle Easton, the Management Accountant, has been appointed to the Finance Director role with effect from 1 July 2026. This role will transition into the Resources Director role over the coming years.



Daisy Bushby, our Finance Officer, has been appointed to the Management Accountant role effective from 1 July 2026. Daisy has a lot of experience in this role as she covered the role for Michelle (Easton) when Michelle was on maternity leave. We also wish Daisy well in this role.



Xavier Pamment, who provided interim ICT support for maternity cover, left the organisation in December 2025, when his contract came to an end. Stacey Smither-Moore returned, part-time, from her maternity leave.



Marie-Claire Newman, who was covering the Lettings Officer role for maternity cover, was successfully appointed to the role permanently in December 2025, as Yasmin Taylor decided not to return to work following her maternity leave.



Stacey Smither-Moore, the ICT Coordinator, left the organisation during April 2026, having made the decision not to return to work permanently, following her maternity leave.

We wish Stacey and her family all the very best for the future.

Cloverdale corner

Cloverdale Court has had a mini refurbishment – and what a difference it has made. The new, contemporary colour scheme has brought Cloverdale bang up to date! Feedback from residents and visitors has been very positive. The corridors are brighter and appear much wider:

A big thank you goes out to contractor, Crolynn for their generous donation towards Cloverdale Court Christmas party, which was held jointly with the Friends of the Elderly day centre, based at Cloverdale Court.

Our new Tea & Natter Club

An exciting new club started in January and is known as the *Tea & Natter Club*. This is a joint initiative between Sutton Housing Society and Friends from the Friends of the Elderly day centre. The club is held on the second Saturday of every month at Cloverdale Court. Everyone is welcome and details can be found on the digital notice boards – or call the Cloverdale Court manager, Lynn Goodman, on 020 8773 1734.

Removal of OT equipment and aids

It is the responsibility of the resident/family to contact Equipment hub for removal of OT equipment and aids.

E: pehadmin@provideequipmenyhub.co.uk
T: 0208 664 8860

The hub will not take back crutches, walking sticks or zimmer frames. These can be returned to St Helier hospital or given to a charity.



Stock condition surveys

Last year, we advised you that we would be starting our rolling five year programme of inspections to your home and communal areas. These are called stock condition inspections.

Steve Smith, Property Inspector, started the inspections in the autumn 2025. A big *thank you* to all those residents that have enabled Steve (Smith) to carry out these inspections, which take around 20-30 minutes to complete.

For the 2026/2027 programme, Osei Sarfo-Bonsu, a colleague of Steve (Smith), will be assisting with some of the stock condition inspections.

As we embark on year 2 of the five-year programme of stock condition inspections, if you are contacted, please do allow Steve (Smith) – and/or Osei (Sarfo-Bonsu) into your home. We are not looking at your possessions or making judgements, the inspection is to ensure that we properly assess and record when items such as kitchens, bathrooms, windows, new roofs, electrics etc need to be upgraded, replaced or re-inspected.

You said

Part of our Be the body... initiative

We did (or are doing...)

Margaret House residents asked for an event at their scheme



A tea party was held at Margaret House during April and was very well attended.

You wanted some new offerings from our community engagement work

We introduced a Book Club in February and it's going really well.

You said the rules for the Handyperson scheme should be clearer

We reviewed the scheme, simplified the rules and introduced a leaflet about the scheme.



138 
COMPLIMENTS
BETWEEN APRIL 2025
AND MARCH 2026

13 
COMPLAINTS
BETWEEN APRIL 2025
AND MARCH 2026

Compliments and complaints

2025/2026

We have seen a slight rise during 2025/2026, in the number of complaints and service requests being made by residents, as summarised in the table below:

Compliments

For 2025/2026 financial year we recorded a total of 138 compliments.

The chart below shows what the compliments relate to – with our contractors receiving over 40% of these, followed closely by our community engagement events. Our employees and our service are also complimented:

Sutton Housing Society colleagues	19
Contractors	60
Events	36
Service (including repairs)	23



EVENTS
CONTRACTORS
SERVICE (INCLUDING REPAIRS)
SHS COLLEAGUES

2025/2026 2024/2025

Service requests	21	18
Stage 1 complaints	10	10
Stage 2 complaints	3	1

Service requests

A service request is an enquiry made before a complaint eg a request received requiring action to be taken to put something right, such as the windows haven't been properly cleaned, your repair hasn't been progressed, the appointment made to visit you has not been kept etc.

During 2025/2026, there were 21 service requests received:

- No hot water x 2 (Old Brewery House)
- Delayed compensation payment (Margaret House)
- Repairs request x 2 (Tull Street; Nairn Court)
- Lift out of service x 3 (Thomas House; Trickett House x 2)
- Bed bugs (Griffiths Close)
- Washing machine issues (Norman House)
- Property condition (McCrae Lane)
- Development arrangements (Trickett House)
- Resident App (Norman House)
- Poor wi-fi x 2 (Lancelot House; Norman House)
- Car park (Cloverdale Court)
- Grounds maintenance (Old Brewery House)
- Sutton Housing Society employee (Old Brewery House)
- Contractor staff member (Griffiths Close)
- Compensation for repairs (Norman House)
- Boiler issues (Peppermint Court)

All of the service requests have been addressed.

Complaints

Complaints are often issues that have not been addressed via a service request or have been raised previously and the same issue has recurred within 12 months. Our complaints policy describes a complaint as an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.

Nine of the 10 stage 1 complaints, and the three stage 2 complaints, all relate to property matters and are listed below – all but 1 complaint (the non-property related complaint) were upheld:

- Squeaky floorboards at Old Brewery House: Upheld
- Acorn services (x 2) at Old Brewery House: Upheld
- Lift issues at Thomas House: Upheld
- Scheme issues at Thomas House: Upheld
- Rent arrears letter at Ronald House: Not upheld
- Time taken for repairs at Trickett House: Upheld
- No hot water at Norman House: Upheld
- Grounds maintenance concerns at Tull Street: Upheld
- Health and safety concern in the lift at Kent Court: Upheld

The three stage 2 complaints related to:

- Property issues at Old Brewery House: Upheld
- Service contracts (Acorn) at Old Brewery House: Upheld
- Tepid water at Norman House: Upheld

In terms of lessons learnt for our team, more pro-active and timely communications with residents would make a difference and this continues to be an area that we are working to improve.



Tenant Satisfaction Measures (TSMs) 2025/2026

All social housing providers must collect TSM data in a prescribed format relating to tenant satisfaction on areas such as repairs, safety checks and complaints.

The TSMs are divided between perception surveys (questions asked of residents) and our in-house management data for issues such as health and safety compliance.

In 2025/2026 we carried out our second TSM survey; this second TSM survey was carried out by an external company, Acuity, who are well known for their benchmarking work. Acuity currently works with around a third of all social housing landlords.

Thank you to the 55% of residents who returned their survey forms, it is very much appreciated; this return ensures that the survey is statistically valid, as (and at least) 45% return was required. The prize draw winners of the three £150 vouchers (of their choice) were won by residents at Trickett House, Bridges Court and Nairn Court.

The headline result (taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?) shows 92.4% ‘satisfaction’. Whilst this is a slight drop from the 94.5% achieved in 2023, this is a pleasing result considering some of the challenges we have had with lifts, for example.

The summary of the 12 perception question results are shown here with the management data results, and all are within the top quartile for top performing social housing landlords:

We have contacted every resident, where possible, who made a comment or gave feedback and who gave consent to Acuity to pass their details on to us. However, an IT issue with the barcodes on the surveys, by Acuity, meant that not every resident could be identified, even if they consented to be contacted by Sutton Housing Society. If this was you, please contact us, so that we can follow up on your comments and/or feedback.

We are pleased with the results overall; sitting within the top 25% of all social housing landlords. We also see where improvements are needed.

Our 2025 survey results were published on our website in April 2026.

Perception question results

PROPORTION OF RESPONDENTS WHO REPORT THAT THEY ARE SATISFIED WITH THE OVERALL SERVICE FROM THEIR LANDLORD	92%
PROPORTION OF RESPONDENTS WHO HAVE RECEIVED A REPAIR IN THE LAST 12 MONTHS WHO REPORT THAT THEY ARE SATISFIED WITH THE OVERALL REPAIRS SERVICE	91%
PROPORTION OF RESPONDENTS WHO HAVE RECEIVED A REPAIR IN THE LAST 12 MONTHS WHO REPORT THAT THEY ARE SATISFIED WITH THE TIME TAKEN TO COMPLETE THEIR MOST RECENT REPAIR	89%
PROPORTION OF RESPONDENTS WHO REPORT THAT THEY ARE SATISFIED THAT THEIR HOME IS WELL MAINTAINED	91%
PROPORTION OF RESPONDENTS WHO REPORT THAT THEY ARE SATISFIED THAT THEIR HOME IS SAFE	90%
PROPORTION OF RESPONDENTS WHO REPORT THAT THEY ARE SATISFIED THAT THEIR LANDLORD LISTENS TO TENANT VIEWS AND ACTS UPON THEM	83%
PROPORTION OF RESPONDENTS WHO REPORT THAT THEY ARE SATISFIED THAT THEIR LANDLORD KEEPS THEM INFORMED ABOUT THINGS THAT MATTER TO THEM	83%
PROPORTION OF RESPONDENTS WHO REPORT THAT THEY AGREE THEIR LANDLORD TREATS THEM FAIRLY AND WITH RESPECT	92%
PROPORTION OF RESPONDENTS WHO REPORT MAKING A COMPLAINT IN THE LAST 12 MONTHS WHO ARE SATISFIED WITH THEIR LANDLORD'S APPROACH TO COMPLAINTS HANDLING	56%
PROPORTION OF RESPONDENTS WITH COMMUNAL AREAS WHO REPORT THAT THEY ARE SATISFIED THAT THEIR LANDLORD KEEPS COMMUNAL AREAS CLEAN AND WELL MAINTAINED	86%
PROPORTION OF RESPONDENTS WHO REPORT THAT THEY ARE SATISFIED THAT THEIR LANDLORD MAKES A POSITIVE CONTRIBUTION TO THE NEIGHBOURHOOD	78%
PROPORTION OF RESPONDENTS WHO REPORT THAT THEY ARE SATISFIED WITH THEIR LANDLORD'S APPROACH TO HANDLING ANTI-SOCIAL BEHAVIOUR	73%

Management data results

NUMBER OF: STAGE 1 COMPLAINTS PER 1,000 HOMES	10 cases	19.64%
NUMBER OF: STAGE 2 COMPLAINTS PER 1,000 HOMES	3 cases	5.89%
PROPORTION OF STAGE 1 COMPLAINTS RESPONDED TO WITHIN COMPLAINT HANDLING CODE TIMESCALES		100%
PROPORTION OF STAGE 2 COMPLAINTS RESPONDED TO WITHIN COMPLAINT HANDLING CODE TIMESCALES		100%
ANTI-SOCIAL BEHAVIOUR CASES RELATIVE TO THE SIZE OF THE LANDLORD – NUMBER OF:	10 cases	
1. ANTI-SOCIAL BEHAVIOUR CASES, OF WHICH		19.64%
2. ANTI-SOCIAL BEHAVIOUR CASES THAT INVOLVE HATE INCIDENTS OPENED PER 1,000 HOMES		0%
PROPORTION OF HOMES THAT DO NOT MEET THE DECENT HOMES STANDARD		0%
PROPORTION OF:		
1. NON-EMERGENCY RESPONSIVE REPAIRS COMPLETED WITHIN THE LANDLORD'S TARGET TIMESCALE		100%
2. EMERGENCY RESPONSIVE REPAIRS COMPLETED WITHIN THE LANDLORD'S TARGET TIMESCALE		99.3%
PROPORTION OF HOMES FOR WHICH ALL REQUIRED GAS SAFETY CHECKS HAVE BEEN CARRIED OUT		100%
PROPORTION OF HOMES FOR WHICH ALL REQUIRED FIRE RISK ASSESSMENTS HAVE BEEN CARRIED OUT		100%
PROPORTION OF HOMES FOR WHICH ALL REQUIRED ASBESTOS MANAGEMENT SURVEYS OR RE-INSPECTIONS HAVE BEEN CARRIED OUT		NA
PROPORTION OF HOMES FOR WHICH ALL REQUIRED LEGIONELLA RISK ASSESSMENTS HAVE BEEN CARRIED OUT		100%
PROPORTION OF HOMES FOR WHICH ALL REQUIRED COMMUNAL PASSENGER LIFT SAFETY CHECKS HAVE BEEN CARRIED OUT		100%
PROPORTION OF HOMES FOR WHICH ALL REQUIRED ELECTRICAL SAFETY CHECKS HAVE BEEN COMPLETED AND RECORDED		100%

% CALCULATIONS ARE BASED ON RSH FORMAT.

Fire safety

in your home or building

Most household fires are preventable and taking a few simple steps can significantly reduce the risks...

Preventing fires in your home

Cooking safely

Cooking is a common cause of house fires:

- Never leave cooking unattended.
- Keep tea towels, packaging, and cleaning products away from the hob.
- Turn pan handles inwards so they can't be knocked over.
- If a pan catches fire, never throw water on it – turn off the heat if it's safe and leave it alone to cool.

Electrical safety

Here are some helpful tips to help prevent fires caused by electrical issues:

- Do not overload plug sockets or extension leads.
- Unplug appliances when you're not using them, especially at night.
- Replace damaged cables or items with frayed wires immediately.
- Regularly check for appliance recalls, as faulty white goods can cause fires. Check www.gov.uk/product-safety-alerts-reports-recalls, the manufacturer's website or Electrical Safety First's recall register.
- Register your new appliances as this means manufacturers can tell you if your appliance needs to be recalled, repaired or replaced.
- Report any landlord electrical faults to us immediately on 0208 642 1500.

Heaters and open flames

- Keep portable heaters at least one metre away from anything that can burn.
- Never use heaters to dry clothes.
- If you use candles, place them on a stable, fire-resistant surface and keep them well away from curtains, bedding and children. Or use battery-powered alternatives!

Smoking safety

Smoking is a leading cause of fatal fires, so:

- never smoke in bed or when tired;
- use deep, sturdy ashtrays;
- make sure cigarettes are properly extinguished before disposal;
- consider smoking outdoors to reduce the risk further.

Test your smoke alarms

Smoke alarms save lives – but only if they work:

- Test your alarms once a month.
- Report any faults to Sutton Housing Society immediately.
- Never remove batteries unless you're replacing them.

What to do in the event of fire

If the fire starts in your home and there is not a *stay put* policy for your home (usually this applies only to flats) you should:

- warn everyone and get out immediately;
- close doors behind you, if possible, to slow the spread of smoke;
- not try to tackle the fire yourself;
- once safely outside, call 999 and give your address.

Fire safety for residents living in blocks of flats

We would like to assure you that all required fire safety measures are being carried out within your building, including regular fire alarm testing, fire safety inspections and annual flat entrance (front) door checks. Recommendations are actioned promptly to ensure continued compliance with fire/building safety standards.

Living in a block, you share responsibilities for keeping communal areas safe.

Every year, we issue fire safety information specifically to our residents living in flats. This is specific to your home.

Communal corridors, stairwells, and landings must always be clear. You must not store items like bikes, prams or shoes in shared areas as they can fuel a fire and block escape routes. If you see items left in communal spaces, report them to your Housing Manager.

The Housing Managers, together with the Property Compliance Officer, regularly visit all buildings with communal areas and will contact you should they have any concerns regarding unauthorised items in communal areas. We will, in some cases, arrange for items to be moved immediately, or where residents refuse to do so.

Keep fire doors closed, they are designed to slow the spread of fire and smoke. Never wedge fire doors open. In our housing for older people buildings, we have fire doors which are closed as part of the fire alarm system. Do not tamper with door closers. If a fire door is damaged or not closing properly, report it to us immediately.

Do not use or store gas or charcoal BBQs, gas cylinders or flammable liquids on balconies as balconies can be vulnerable to fire spread. Keep balconies tidy/clutter free.

Never interfere with fire safety equipment such as alarms, smoke vents, and sprinkler heads that you may see around the building and/or in your home. These are essential in an emergency. Please report any damage or tampering immediately.





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 8642 1500 or email hello@shsoc.org.uk

Lise Mellors

Housing Manager
T: 020 8915 2954
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