

WHAT'sUp!



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A message from our chief executive, Adrian Trigg

Welcome to our re-launched newsletter WHAT'sUp!

Previously known as The Pyramid, WHAT'sUp! will keep you up to date on all things Wyedean Housing Association. It will be available on the website, wyedean.org, and we'll continue to distribute paper copies.

NEW Wyedean app and tenants' portal

Our new app and tenants' portal are launching soon. You'll be able to use them to pay your rent, report repairs, check your balance and see the information we hold about you. You'll also be able to use them to make complaints.

We hope they'll make managing your tenancy easier for you. You can download the app to your phone or, if you prefer, log on to the tenants' portal via the WHA website.

NEW Telephone attendant service

When you call us, this service will help make sure you get straight through to the person you need. You can also use it to make automated payments, but you can always talk to someone in person if you'd prefer.

WHA is 50 in 2024!

Next year, Wyedean Housing Association turns 50. We're planning some special events and hope you'll join us to celebrate. Look out for more information in a future issue of WHAT'sUp! and on our social media channels.

I hope you enjoy reading this newsletter. Please let me know what you think of it and if there's anything you'd like us to cover in future issues.

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Tenant Satisfaction Survey 2023

In July and August this year, we asked you to take part in a Tenant Satisfaction Survey. We need to hear your views to know what we do well and what we can do better.

The law also says we must ask you how we're doing

In April this year, the Regulator of Social Housing stated that we must collect and provide information so you - our tenants - can see how well we manage your homes and neighbourhoods.

We must ask you questions in line with Tenant Satisfaction Measures the regulator has drawn up. Every year, starting in April 2024, we must publish how well we're doing against these measures.

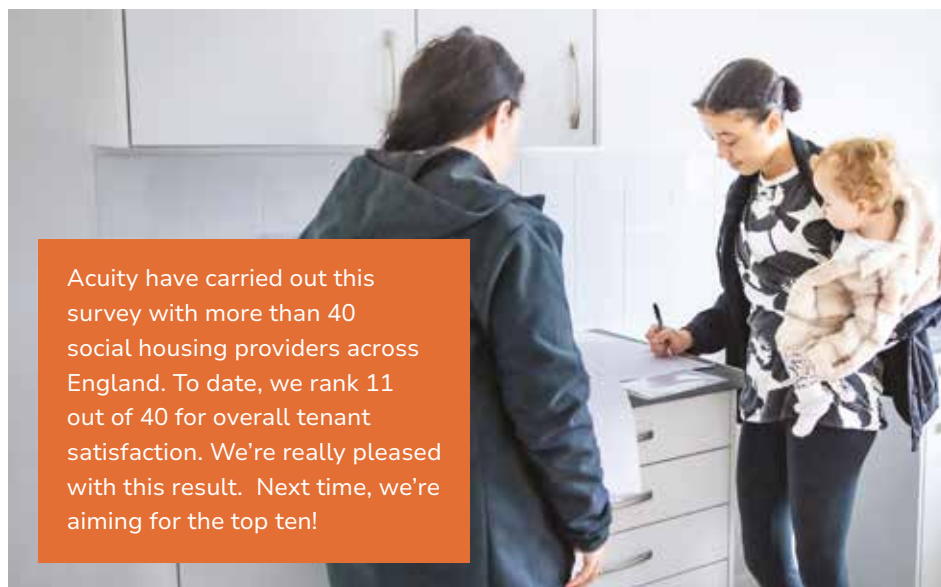
You can find out more about this on the government's website. Go to gov.uk and put tenant satisfaction measures in the search bar.

The survey

The survey was carried out by an independent market research company, Acuity Research and Practice. They asked how happy you are with the way we maintain your home and provide our services.

174 of you completed the survey. We're very grateful to you all for taking the time to give us your views.

We've included a summary of what you told us in this newsletter. You can see the full report on our website, www.wyedean.org.



Acuity have carried out this survey with more than 40 social housing providers across England. To date, we rank 11 out of 40 for overall tenant satisfaction. We're really pleased with this result. Next time, we're aiming for the top ten!



Overall service

Nearly eight out of ten of you (79%) are satisfied with our overall service



Your home and communal areas

We asked you three questions:

1.

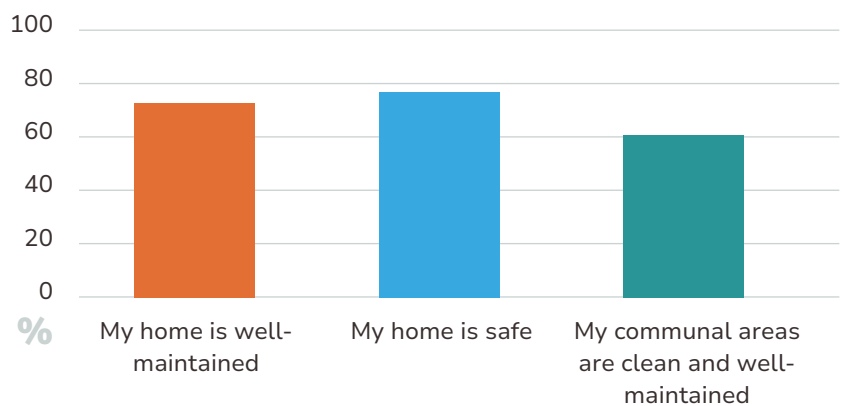
Are you satisfied that we maintain your home well?

2.

Are you satisfied that we provide you with a safe home?

3.

Are you satisfied that we keep your communal areas clean and well-maintained?





Your neighbourhood

We asked if you were satisfied that we make a positive contribution to where you live.

63%
of you said you were

We asked if you were satisfied with how we deal with anti-social behaviour.

58%
of you said you were

Repairs and maintenance

We asked if you were satisfied with how we generally deal with repairs and maintenance.

78%
of you said you were

Recent repairs

We asked how many of you had a repair carried out in the last 12 months.

67%
of you said you had

We asked if you were satisfied with how long it took us to complete your most recent repair.

79%
of you said you were

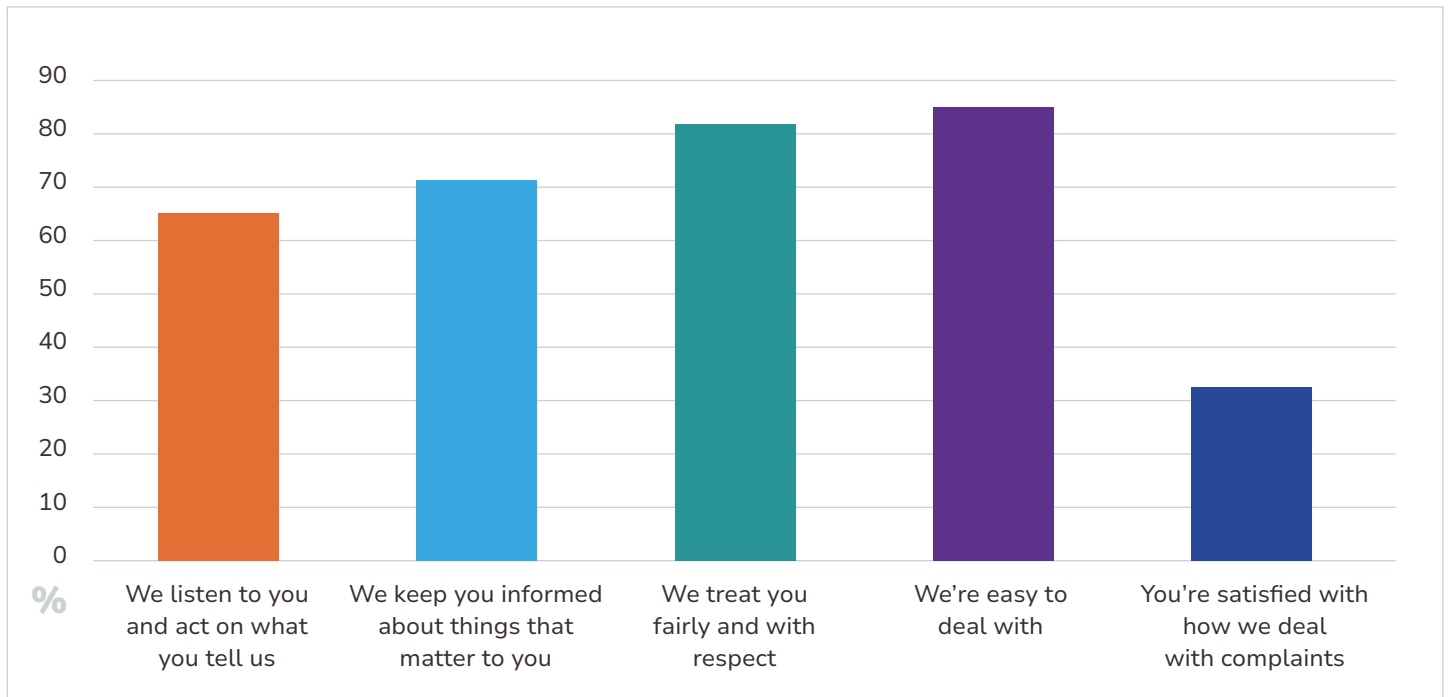
We asked these people if they were satisfied with our overall repairs service.

80%
said they were



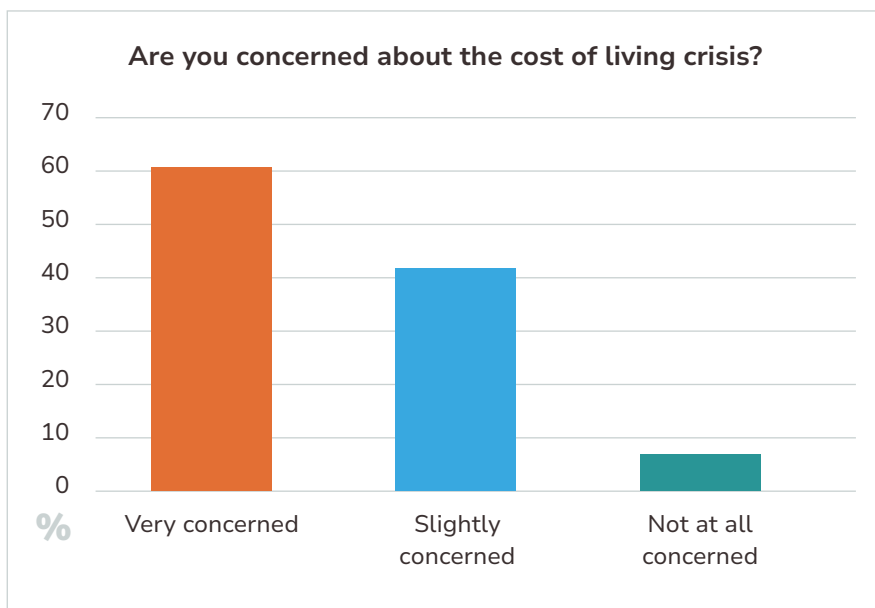
How we keep in touch with you

We asked questions about how we treat you and communicate with you.

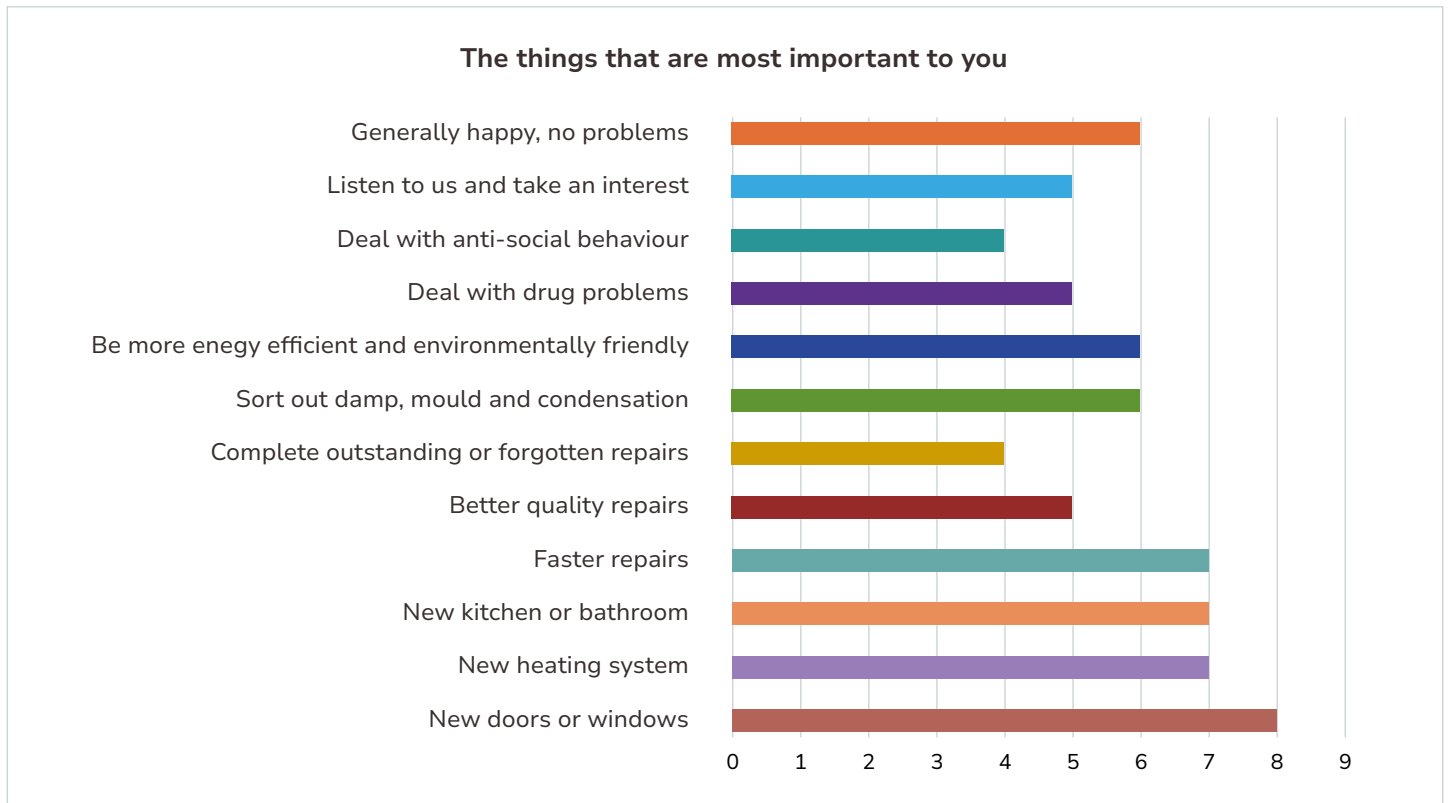


The cost of living crisis

If you're having trouble making ends meet, we'll do all we can to help. We asked if you were concerned about the current cost of living crisis.



What can we do to improve?



Our top three priorities

We've learned a lot from this survey. Some of what you told us is cause for celebration as you were often satisfied with what we do. However, there are things you said we can do better.

The three main things you'd like us to improve are:

1.

Our repairs service, how quickly we respond and the quality of our work

2.

How we deal with your complaints

3.

Maintaining communal areas so they are tidy and make you feel safe

Next steps

We'll use the results of the survey to help us plan future targets.

Communication

We want to improve how we communicate with you, in particular when it comes to complaints.

These are some of the things we have planned:

- Our staff team is currently taking part in a series of training on communication, customer service and how to deal with complaints.
- We're launching a new website in January, which will make it easier for you to find important information, including on our complaints process and how we work with you to resolve complaints.

- We'll also soon be launching a new WHA app, which you can download to your device, and a tenants' portal you can access from the website. Both will make it easier for you to manage your tenancy, find important information and get in touch with us.
- We're introducing a new automated telephone payment system which will allow you to pay your rent over the phone 24/7.
- We've brought back our newsletter to help us share important news with you. This is the first edition of WHAT'sUp!

Improving communal areas

As part of our ongoing maintenance programme, we're improving all our communal areas to ensure they're safe, secure and nicely decorated. An example of this is the recent work at David Hanlon House in Coleford, where we installed new doors, lighting, and CCTV.





How to prevent damp and mould in your home

The main types of damp in houses are:

TYPE	CAUSED BY
Rising damp	Water rising from the ground into the home
Penetrating damp	Damaged render, pointing or tiles on external walls and roofs
Condensation	Moist air meeting a colder surface such as a wall, window or mirror

Condensation is the most common problem. Over time, it can cause black mould, which can harm your health. Day-to-day activities like cooking, showering and drying washing indoors all create moisture. When this moisture meets a colder surface, it forms condensation.

To help clear condensation and prevent mould, you can:

Let the air flow

- Keep trickle vents open
- Do not block air bricks or vents
- Open some windows for at least 10 minutes every day
- Keep furniture away from outside walls

Reduce condensation

- Dry washing outside whenever possible
- When you have to dry washing indoors, use an ailer with the door closed and a window open
- Close the kitchen door when cooking, use the extractor if you have one, open a window and put lids on pans
- Close the bathroom door when showering or bathing, use the extractor if you have one, open a window, wipe down surfaces to remove condensation and dry wet towels

Keep your home warm

In colder weather, try to keep the temperature inside your home between 18 and 21°C





Your WHA team – we're here to help

Coming in 2024

*An easier way to manage your tenancy
The new WHA website, tenants' portal and app*

Struggling to pay your rent? We're here to help.

If you're having financial difficulties and finding it hard to pay your rent, please call **01594 838 000** or email **office@wyedean.org.uk**. We'll do all we can to help you.

You can also get free, independent help from Citizens Advice. Call them on **0300 330 9006**.

Unhappy with our service?

Please let us know if you have a complaint. We'll listen to you and do our best to resolve the problem quickly.

If you're not happy with our response, you can contact the Housing Ombudsman:

Call **0300 111 3000**

Email **info@housing-ombudsman.org.uk**

Website **www.housing-ombudsman.org.uk**



Out-of-hours emergency repairs

Call **01594 838 000** and follow the out-of-hours instructions
For all other emergencies, call **999**

