

Handy Person Scheme



Get checked - it could save your life



Performance Update



Halton Housing Trust Website



HALTON HOUSING TRUST NEWSLETTER

# REACH

Winter  
10



Supporting  
'Operation  
Christmas  
Child'

# Benefitting You

Don't miss out we are coming to a place near you

Pop in for a friendly chat. See if you can put more money into your household with our help...

Our service is available to all our customers, we offer:

- Benefit Advice
- Debt Counselling
- Financial Health Check
- Money Management Advice
- Repairs Surgery

Make a note of these dates:

**Monday 20th December 2010**

Milton Avenue, Widnes  
13.00 – 16.30

**Monday 24th January 2011**

Grangeway Shops, Runcorn  
13.00 – 16.30

**Monday 21st February 2011**

Upton Estate (by the shops)  
13.00 – 16.30



## Halton Housing Trust Area Offices Opening Times

Address		Opening / Closing Times
<b>Simms Cross</b> 120-124 Widnes Rd Simms Cross Widnes Cheshire WA8 6AX Tel: 0151 510 5026	<b>Runcorn</b> Grange House 930 Grangeway Runcorn Cheshire WA7 5LT Tel: 0151 510 5027	<b>09:00 - 17:00</b> Monday, Wednesday and Thursday <b>10:00 - 17:00</b> Tuesday <b>09:00 - 16:00</b> Friday Phone lines are open - <b>09:00 - 17:30</b> Monday - Thursday <b>09:00 - 16:30</b> Friday

You can receive a copy of 'REACH' electronically via email. If you would prefer to receive 'REACH' this way please email - [communications@haltonhousing.org](mailto:communications@haltonhousing.org) (with your name and address).

## Alternative format?

Please contact us if you would like this newsletter in large print, Braille, CD or in another language. Visit your local area office or telephone 0151 510 5180 and we will be happy to meet your needs.

ہم آپ کے لیے بڑے حروف، برایل، سی ڈی یا دیگر زبان میں خبریں بھیج سکتے ہیں۔ براہ کرم 0151 510 5000 پر فون کریں۔

यदि आपको किसी अन्य भाषा में चाहिए तो कृपया नंबर 0151 510 5000 पर फोन करें।

یہ معلومات اگر آپ کو کسی دیگر زبان میں چاہتے ہو تو براہ کرم ہمارے نمبر 0151 510 5000 پر فون کریں۔

如果您需要其他語言版本的刊物，請電 0151 510 5000

Jeśli chciałby Państwo otrzymać powyższe informacje w innym języku prosimy zadzwonić pod numer 0151 510 5000

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twitter.com/haltonhousing

## Contact Us

Halton Housing Trust, Daresbury Point, Green Wood Drive, Manor Park, Runcorn, Cheshire, WA7 1UG.

### Telephone:

0151 510 5000 (24 hour emergency repairs service)

### Repairs:

0800 195 3172 from a landline

0303 333 0101 from a mobile

### ASB:

0800 074 3074 from a landline

0303 333 0100 from a mobile

### Email:

info@haltonhousing.org

### Website:

www.haltonhousing.org

# Welcome

## Another Year Over.....



In the words of the song.....and a new one just begun (or just about to!!). As such it is timely to take a few moments to reflect on what 2010 has meant for the Trust. It has certainly been another busy but highly productive year.

Some of our headline achievements include:

1. Improved focus upon our customers
2. Minimising our impact on the environment
3. Improving the Customer Experience Programme starting to deliver some customer benefits
4. Protecting vulnerable customers
5. External recognition and assessment of our progress
6. Improving the supply of housing
7. Changes to the way we are governed
8. Maintaining our regulatory compliance
9. Investing in our people
10. Managing and improving our performance

2011 promises to offer a number of new and exciting challenges and opportunities. As we enter what is one of our busiest times of the year there's lots going on. We also have an update on how we are responding to the detailed feedback we have gathered over the last year to overhaul and improve how we deliver our services (page 4).

During the last two months colleagues have been busy helping customers prepare for winter with our 'Keep Warm, Keep Well' campaign (page 8).

On behalf of the Trust and the Board I would like to take this opportunity to wish you all a peaceful and prosperous Christmas and New Year. I look forward to working with you all when we return in 2011 to achieve our shared aims and objectives to further improve the quality of services the Trust provides to you all.

Nick Atkin - Chief Executive



Well this is our last edition for 2010. I know that the weather has taken a turn for the worse but I hope this doesn't stop you attending the estate walkabouts in your area. Check out page 14 for further details.

At least the weather hasn't affected the fencing works. There are some great before and after photos on page 6. If you want to know when your estate will be having fencing works carried out please contact Michelle Phillips on 0151 510 5184 or email at [michelle.phillips@haltonhousing.org](mailto:michelle.phillips@haltonhousing.org)

Do you have a friend or relative that would like to live in sheltered housing? If you recommend someone to join the sheltered housing waiting list you could receive £25 as a thank you.

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## Sorry....

The Trust would like to apologise to any customers who received a text message in the early hours of Friday 19th November. We have investigated why this happened and have put measures in place to stop this reoccurring.

As part of our approach to bringing services to you the Halton Advice Bus will be out and about during winter - check out where and when on page 2.

In this edition, and all future editions, we will be having a regular article for our leaseholders. The content of the article will be decided by the new Leaseholder Forum.

The Editorial Panel would like to wish you a Merry Christmas and a Happy New Year.

Ann Macfarlane – Editorial Panel

# Changing our services to meet your needs

During the past 12 months we have spoken to a large number of customers and collected a wide range of information about how you use our services. You've told us very clearly that you want more flexible and convenient ways to access our services, to be able to contact us outside office hours and at places nearer and more convenient for you.

We found that, on average, just over two visits are made to the Simms Cross office each hour, with only one person visiting Grange House in the same time.

The declining use of the offices is due to recent improvements including the introduction of text messaging, an improved website, continued use of the Halton Advice Bus and the Council's Halton Direct Link facilities and mobile touch screens.

We have also increased the amount of time our employees spend out of the office and in customers' homes and communities.

In response, we have made a decision to close the two offices; Grange House is scheduled to close from Christmas 2010 and Simms Cross in late spring / early summer 2011.

Nick Atkin, Chief Executive, said: "By redirecting the resources currently used at Grange House and Simms Cross, we will be able to develop our services even further to provide a more flexible and mobile service that will be of more benefit to customers and better meet their needs and requirements".

For more details, help and guidance please call **0151 510 5000** or email [info@haltonhousing.org](mailto:info@haltonhousing.org)

## Handy Person

### Need A Helping Hand?

"Gary was very helpful and did an excellent job in my bathroom. I will definitely use the Handy Person Scheme again".

Ms Gwen Evans, Runcorn



As a result of requests and suggestions by Trust customers, we have recently launched our new Handy Person Scheme.

What does it involve?

Any customers accepted onto the Scheme will be able to ask us to help with small-scale home improvements such as:

- Fitting a shelf
- Putting up a curtain rail
- Making up flat pack furniture
- Changing plugs and fuses on an appliance
- Unblocking sinks, wash hand basins and baths
- Fitting draught excluders
- Re-securing carpet to stairs to avoid trip hazards

Due to our limited resources, we will prioritise applications based on your personal circumstances and we may need to put your request onto a waiting list. We will keep you fully informed of the length of the waiting lists.

Commenting on the Scheme, Widnes Area Manager Mark Harvey said, "This service will enable customers to resolve those small jobs that can make a big difference to their homes".

If you would like any further information please contact Eve Theaker on **0151 510 5169** or by email at [estateservices@haltonhousing.org](mailto:estateservices@haltonhousing.org)

# Supporting 'Operation Christmas Child'



*Trust staff, customers and Board Members busy wrapping and packing.*

'Operation Christmas Child' is the world's largest children's Christmas project, bringing joy into lives of children since 1990. Last year, almost 1.2 million shoeboxes filled with gifts and goodies were packed by children and adults in the UK and sent to children who need them most in some of the toughest parts of the world. What 'Operation Christmas Child' boils down to is a gift given to a child in need.

In mid November Trust staff and customers met to wrap and pack 70 shoeboxes full of gifts that included – pencils, pads, soft toys, games, sweets, soap, flannels, toothpaste and toothbrushes.

Shirley Corcoran, Customer Involvement Manager, who co-ordinates the event at the Trust, commented. "This is the sixth year that the Trust has taken part in 'Operation Christmas Child'. It has become an annual event that staff and customers look forward to getting involved in. This year we did 70 boxes! We enjoy knowing that children around the world are receiving a present at Christmas because of our efforts".



For more information or to make a donation on line please visit [www.operationchristmaschild.org.uk](http://www.operationchristmaschild.org.uk)

## Putting retailers to the test

It is a well-known fact that some products and services are prohibited, by law, from being supplied to people below a specified age. If a retailer knowingly supplies restricted items to under age people, your local trading standards and policing teams need to know about it. The following products and services are age restricted:

Product / Service	Age
Alcohol	18
Solvents, including cigarette lighter refills	18
Tobacco	18
Lottery tickets	16
Videos	12, 15 & 18
Cinema entry	12, 15 & 18
Scratch cards	16
Fireworks	18
Caps, Party poppers and similar	16
Petrol	16
Knives, blades, razors, axes	18
Firearms and air guns	17
Tattooing	18
Crossbows	17
Betting shops	18

### The role of Trading Standards

Trading Standards ensures that the retailers are aware of their responsibilities regarding the laws that prohibit the sale of many of these products, through both education and enforcement.

One method of enforcement is 'test purchasing' using under age volunteers. The volunteers, supervised by trading standards staff and police officers, attempt to purchase at premises selling age restricted products. The premises must have procedures in place to prevent the sale and the sales person should not sell to the under age volunteers.

'Test purchasing' depends on having young people aged 15-16 years old, who do not look older than their age, available to help in enforcing the law. Volunteers are not required to work in their home area. Parental / guardian consent will be required.

Warrington and Halton Trading Standards are keen to recruit volunteers to assist in test purchasing. If you would like to do this or find out more, further information can be obtained from:

David Willson, Alcohol Enforcement Officer (Warrington Borough Council), Safer Halton Partnership, call **0151 495 5817** or **07776413866**.

# Our Fencing Programme: How are we doing?



Since we started our fencing replacement programme in November 2009, over 1000 of our customers homes have now received metal railings to the front boundaries and wooden high close boarded fencing to the rear boundaries (where applicable).

We have also tackled the ongoing issue of illegal crossings to driveways to these estates, even if the customer wasn't having replacement fencing. Of 198 properties with some form of illegal access to a driveway, 60 occupiers have contacted the Highways department and paid to have these illegal crossings made legal, whilst we have fenced across the remaining 138 properties.

We've also received excellent feedback from our customers.

"The new metal railings and the high wooden fencing have really improved the security and privacy of my home, as well as the wider area. The whole place looks so much better. I'd also like to thank the contractors who always kept the area clean and tidy, regardless of weather conditions".  
Mr Gerrard, Runcorn

"I used to have a problem with youths driving quad bikes in and out of my front garden as my old driveway gates were missing. The new metal railings and driveway gates have really improved the front of my home and enabled me to close off the front garden and stop the youths".  
Mrs Cassidy, Widnes

## Reducing your water bill

More and more United Utilities customers are saving money by switching to a water meter.

If you live on your own, have a small family or live in a house with a high rateable value, you may be better off with a meter.

To apply to have a water meter fitted contact United Utilities on 0845 309 3001.

If United Utilities are unable to fit a water meter at your property, an Accessed Charge will be applied to your property. This could considerably reduce your annual bill.

# Energy salespeople

## What you need to know

Switching to a cheaper supplier is a great way for customers to save money on energy bills.

Energy regulator Ofgem has produced some guidance for customers who are visited or called by a salesperson.

### 1. DO ask for ID

Always ask a doorstep salesperson to show their ID.

For both doorstep and phone sales, make a note of the following details for future reference:

- Their name
- The supplier they work for
- Their contact details

Remember that salespeople only sell for one supplier at a time, so they will only be able to offer you deals from that supplier.

### 2. DO have your own facts to hand so you can compare deals

Your bills provide valuable information on:

- How much energy you currently use
- How much it costs you
- The exact tariff name

Give the salesperson these details.

If you have been with the same supplier for 12 months or more, your bills now have to clearly show:

- How much energy you used over the previous year.
- How much it will cost you over the coming year, if you use a similar amount of energy

Using real information from your energy bills gives you the best chance of a more accurate estimate and comparison with your current deal.

### 3. DON'T be pressured into signing, or agreeing to a contract

If you provide a doorstep salesperson with information on your energy use, they must use this when calculating your estimate and comparison.

A doorstep salesperson must provide you with a cost estimate of their offer.

In most circumstances a doorstep salesperson must also show you how their offer compares to your current supplier's deal.

All salespeople should summarise the important elements of the proposed contract. You should also ask a doorstep salesperson for a written copy of the terms and conditions.

Take your time:

- Check facts and consider the details
- Discuss it with someone else (family, friends)
- Ask yourself questions, like:

“Is this the best deal for me based on my own energy use”?

“Do I have enough information to decide”?

Be aware of misleading statements that some salespeople may use. For example:

“We have been sent by Ofgem, to save you money”.

“We own the local power distribution network, so we're the cheapest supplier”.

### 4. DO think carefully before agreeing to switch

If you do decide to switch, you may not be able to change your mind later:

BEFORE you sign, or agree to switch, ask the salesperson:

“How long do I need to sign up for”?

“Does the contract provide a right for me to cancel”? (Sometimes known as a ‘cooling-off period’.)

“If so, how do I cancel the contract”? (The contract may say, for example, that you can cancel only in writing, within a certain time frame.)

“Will I have to pay a termination fee if I want to leave early”?

On the phone, agreeing to switch is the same as signing a contract.

### Conduct of energy sales people

If you feel a salesperson has behaved inappropriately or you are worried you may have been mis-sold an energy deal call the energy company they work for or Consumer Direct for help and advice on 0845 040 506.



## 'Keep Warm, Keep Well' 2010

We've been out and about in both Runcorn and Widnes during October and November to promote the 2010 'Keep Warm, Keep Well' Campaign.

This year we were joined at Morrison's, Queens Avenue, Widnes town centre and St Andrews Church on the Grange Estate (Runcorn) by staff from the PCT who were able to raise awareness of the early signs of breast and bowel cancer across the Borough.

Customers received plenty of practical advice and leaflets to help reduce their energy costs, how to keep warm this winter together with a free goodie bag, which contained soups, hot chocolate and a thermal cup to keep drinks warm.

All customers who called at the Halton Advice Bus, and completed a small questionnaire, have been entered into a free raffle to win a slow cooker.

There was also a colouring competition for children with the winner set to receive a Glimmo Magic Bedside Lamp, which not only changes colour but is also energy efficient. Look out for the winners in our next newsletter!!!



*Debbie Jameson, Customer Involvement Officer*

"Remember, if you have an elderly neighbour try to keep a look out for them and make sure they are okay during the cold period". Often the first thing that people cut back on is their heating and the elderly, who are the most vulnerable to the cold, can be the first to be affected.

If you would like any further information about our 'Keep Warm, Keep Well' campaigns please contact Debbie Jameson on **0151 510 5185** or by email at [debbie.jameson@haltonhousing.org](mailto:debbie.jameson@haltonhousing.org)

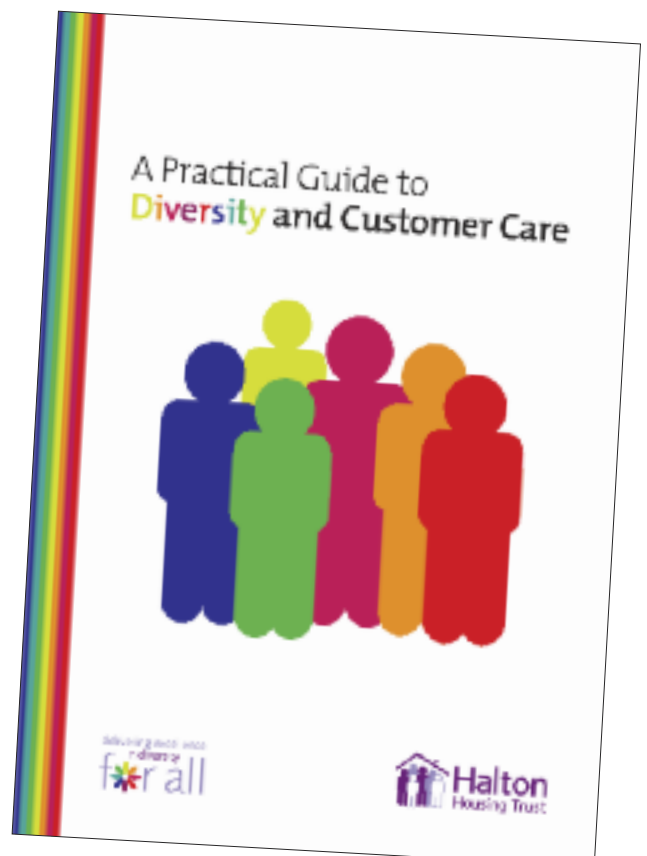
## Employee Diversity Handbook

We have recently launched a Diversity Handbook to equip our employees with the knowledge and understanding to respect the diversity that exists amongst our customers, colleagues and within our communities, so that everyone is treated fairly and equally.

We recognise that organisations such as ours have both a service-led and a social responsibility to the needs of a diverse community, and to reflect this in our own organisational ethos and culture. This involves thinking about potential barriers to accessibility and minimising them. Some barriers may seem evident, such as language barriers or impairments of vision or hearing that you can plan for, whereas others may not be as evident such as learning difficulties, religious requirements etc.

The aim of this booklet is to raise awareness and provide some practical solutions to various situations our employees may face when coming into contact with our customers.

If you would like further information about our Diversity policies please contact Allia Khan on **0151 510 5104** or by email at [allia.khan@haltonhousing.org](mailto:allia.khan@haltonhousing.org)





## Get checked – it could save your life...

*Local 'Get checked' volunteers showing their support for the campaign.*

Do you have a strange symptom that's been worrying you? Maybe it's a persistent cough, an unusual lump or even a bleeding bottom? Then it's time to get checked.

Most people don't like talking about cancer, but doing so could save your life. Catching the disease early means treatments are much simpler and more effective, meaning that many lives can be saved in Halton every year.

It's important that you know what to look out for, and see your GP if you have any of these symptoms:

Three early signs of Lung cancer:

- Persistent cough
- Shortness of breath
- Sudden or unexplained loss of weight

Three early signs of Bowel cancer:

- Bleeding from your bottom
- A change in toilet habit
- Feel pale, tired and breathless

Three early signs of Breast cancer:

- Finding a lump in your breast or armpit
- Change in size of your breast or nipple
- Discharge from your nipple – possibly blood-stained

In many cases these symptoms are caused by less serious problems, but experts agree they should be checked out by a GP. Don't worry that you'll be wasting their time – catching cancer early means more and more people are surviving cancer.

Your local NHS Health Improvement Team has been running the 'Get checked' campaign in Halton for more than two years, and in that time we've seen big increases in the number of people getting their worrying symptoms looked at quickly.

If you have these symptoms you should join them – booking that Doctor's appointment could be the most important thing you ever do.

**If in doubt – get checked!**



# Performance Update

July to September 2010

These indicators measure our performance in areas customers have told us are important to them and will help us deliver our Corporate Plan.

Information is taken from customer responses to the quarterly surveys (page10) and our analysis of our performance in key areas (page11).

The scores below are the % of customers who are 'very' or 'fairly satisfied'. Performance showing 'getting better' / 'getting worse' compares this period to the last period.

## Quality Homes

Target	What we achieved	Hit or miss	Getting better
91%	86.4%		

This indicator measures customer satisfaction with the overall standard of your home.

## Satisfaction with the way we deal with repairs and maintenance

Target	What we achieved	Hit or miss	Getting better
89%	86.9%		

We are now using text messaging to remind you about repairs appointments.

## Dealing with anti-social behaviour (ASB)

Target	What we achieved	Hit or miss	Getting better
85%	82%		

We work in partnership with the police, Halton Borough Council and other groups to share knowledge.

## Customers that feel we take their views into account

Target	What we achieved	Hit or miss	Getting better
85%	82%		

We regularly connect with customers through The Customer Forum, and other groups such as the Disability Forum.

## Keeping customers informed

Target	What we achieved	Hit or miss	Getting worse
91%	85.7%		

We've introduced text messaging, a 'browse aloud' button on our website, and new mobile 'touch screens'.

## Value for money – rent

Target	What we achieved	Hit or miss	Getting worse
90%	83.2%		

Our rent is currently less than the amount the Government wants us to charge.

## Vibrant Places

Target	What we achieved	Hit or miss	Getting better
89%	87%		

This measures the % of people who are 'very satisfied' or 'fairly satisfied' with their neighbourhood as a place to live. Our Environmental Improvement Programme is improving satisfaction.

These processes help us to deliver our key objectives.

## Percentage of repairs calls answered within 10 seconds

Target	What we achieved	Hit or miss	Getting better
90%	94%		

## Percentage of repairs calls answered within 10 seconds

Target	What we achieved	Hit or miss	Getting better
90%	91.6%		

The Improving Customer Experience programme will develop services to improve customer contact.

## Number of complaints responded to within 10 days

Target	What we achieved	Hit or miss	Getting better
90%	91.3%		

We have undertaken a review of the complaints process and are implementing a number of changes to allow the process to be more efficient and responsive.

## Customer Support Visits against an annual target of 1400

Target	What we achieved	Hit or miss	Getting better
350	363		

We now call you to remind you of your tenancy visit. These visits are the chance for you to discuss your tenancy on a one to one basis.

## Satisfaction with ASB Management

Target	What we achieved	Hit or miss	Getting better
80%	91%		

The % of customers who are satisfied with how we handled any ASB case after the case has been completed.

## Routine Repairs within Timescale

Target	What we achieved	Hit or miss	Getting better
98%	98%		

## Repairs Completed on 1st visit to the property

Target	What we achieved	Hit or miss	Getting better
98%	98%		

We have introduced a new process to contact customers if they are not in when the operative arrives to carry out the repair.

## Customer Profiling Data

Target	What we achieved	Hit or miss	Getting better
97%	90.5%		

This measure tracks the % of customers for which we have full or partial information to enable us to deliver our services to meet your specific needs.

If you would like further information on the measures please contact the Performance Team on 0151 510 5028, or email [performanceteam@haltonhousing.org](mailto:performanceteam@haltonhousing.org)

# Benchmarking Our Performance



Every year we submit both financial and performance data to an organisation called 'HouseMark'.

HouseMark collects the information in a standard format and collates it in a way that organisations, such as the Trust, can compare and contrast their performance against others and look at how their performance has changed from one year to the next.

The information that you, our customers, tell us through our STATUS survey is key. It helps us to measure how the quality of the services you are receiving compare to the cost of providing those services.

It also tells us if we are providing better or lower value for money services to you than other organisations.

Our overall results are showing year on year improvements in the cost of the services that we provide and the quality of those services. This demonstrates that we are improving the value for money of our services to you.

Some of the highlights from the report that we have received are summarised below and on page 13.



## Tenant Involvement and Empowerment

### Cost indicator

At £33 per home, our costs of involving our customers are better than most organisations.

We continue to invest in new ways of involving our customers and enabling you to shape the services you, as individuals, need and want.

During 2009/10 we held 31 community events, supported customer groups and projects as well as our Customer Forum.

We measure the value for money of each of the activities that we undertake with customers.

### Quality indicator

We recognise that your satisfaction with how we take your views into account and the ability of our employees to deal with your problems is below that of other organisations.

Thanks to our 'Improving the Customer Experience' (ICE) programme, customers are telling us how we can make our services better. We strive to deliver the best possible service we can and customer feedback, good and bad, helps us to improve.

## Home

### Cost indicator

At £606 the cost per home of responsive repairs and empty property works are much better than most organisations and we have shown significant improvements.

We can demonstrate how we are improving, delivering our repairs services and managing our costs so that you receive better value for money.

### Quality indicator

Improving and we are getting better at completing our repairs 'right first time' but we recognise we need to improve further to reach 'the best'.

Your great ideas are now making a difference, such as evening and weekend appointments and text messaging.

## Home

### Cost indicator

The cost of providing major repairs and maintenance was £3,491 per home, which is much higher than most organisations.

However this is as a result of the £85 million project that we have completed to improve thousands of homes.

### Quality indicator

Our customers are much happier with the quality of their homes than other organisations and we have achieved the decent homes standard well ahead of others.

# ASB Accreditation here we come!

Since October 2010 we have been working with HouseMark and the Social Landlord Crime & Nuisance Group (SLCNG) to achieve the coveted 'Accredited' status in recognition of our approach to tackling and resolving anti-social behaviour (ASB).

Accreditation is a voluntary process with an independent, robust examination of our service, with special importance placed on achieving successful outcomes for our customers.

The process is expected to take three months and, once accredited, we will be one of only a handful of landlords nationally to be formally recognised as providing an effective ASB service to their customers.

The outcome of the assessment will be based on successfully showing that we provide an effective service in nine key areas.

Achieving the accreditation, which lasts for three years, will also help us to:

- Improve customer satisfaction, through a rigorous external review of our ASB service
- Provide customers with the confidence to report ASB in the knowledge that their case will be effectively investigated, managed and resolved in line with agreed best practice
- Develop an action plan, which will lead to ongoing service development
- Provide an accountable, value for money service for our customers, the community and other stakeholders
- Enable continuous development of partnership working to jointly tackle ASB, promote positive behaviour and community cohesion

## Neighbourhood and Community

### Cost indicator

The cost of us managing our anti-social behaviour team (ASB) compares well to others. We have improved the average amount that each case costs us to manage to £533.

We are not quite up with 'the best' but we are not far away.

### Quality indicator

Although most customers feel we have improved the way that we deal with ASB, you don't think that we are doing as well as 'the best' organisations.

In 2009/10 we recorded 307 cases of ASB. We are working hard with customers to prevent it starting in the first place, working with stakeholders to share intelligence and we are also investing in improved security.

## Calling all Leaseholders!!!!

Welcome to our new regular update section for Trust leaseholders.

The Leaseholder Team, Pauline and Diane, is here to provide advice and support on every aspect of your lease, including commercial shops and the Right to Buy scheme.

We held our very first Leaseholder Forum meeting back in July; an event everyone who attended found to be extremely useful. Feedback and contributions from attendees has been incorporated into our action plan to deliver an improved service to our leaseholders.

The Forum, run by leaseholders and supported by the Trust, is your opportunity to:

- Help us to help you
- Help us to improve our services so they continue to meet your needs

- Get to know other leaseholders and have the opportunity to share views, ideas and experiences
- Learn more about the Trust's current and future business plans

If you would like further information about the Forum, a copy of the improvement action plan or to discuss your lease in more detail, please contact Pauline or Diane.



Pauline Jones  
Commercial Services and Income Manager  
**0151 510 5135**  
[pauline.jones@haltonhousing.org](mailto:pauline.jones@haltonhousing.org)



Diane Griffiths  
Commercial Services Officer  
**0151 510 5135**  
[diane.griffiths@haltonhousing.org](mailto:diane.griffiths@haltonhousing.org)

## Estate Walkabouts

Date	Time	Estate	Roads Included	Meeting Point	Housing officer
<b>Runcorn</b>					
15/12/10	10:00	Queens Close Area	Queens Close, Holloway, Clayton Crescent, The Elms, Lightburn Street, Penn Lane	Queens Close Time 09:50	Pamela Moores - 0151 510 5040
13/01/11	10:00	Grange Estate [a]	Cedar Avenue, Cypress Grove, Grangeway [office – 149], Larch Road / Close, Poplar Avenue & Close	Runcorn Area Office Time 09:50	Maureen Spencer - 0151 510 5043
09/02/11	10:00	Grange Estate [f]	Laburnum Grove, Rowan Close, Willow Close	Runcorn Area Office Time 09:50	Amanda Wright - 0151 510 5042
14/03/11	10:00	Grange Estate [g]	Oak Drive, Pear Tree Avenue, Pine Road, Thorn Road & Close	Runcorn Area Office Time 09:50	Maureen Spencer - 0151 510 5043
<b>Widnes</b>					
06/01/11	10:00	Bankfield	Sherwood Close, Delamere Avenue, Bankfield Road	Bankfield Road / Liverpool Road Time 09:50	Jo Maher - 0151 510 5006
20/02/11	10:00	Fairfield	Acacia Avenue, Alder Avenue, Birch Road, Birchfield Road, Cedar Ave, Chestnut Ave, Cypress Ave, Elm Ave, Fairfield Road, Greenway Road, Hawthorn Ave, Larch Ave, Laurel Bank, Lilac Ave, Lincoln Square, Lockett Road, Lower Appleton Road, Maple Ave, Mount Pleasant, Sycamore Ave, Willow Ave	Corner of Appleton Road / Fairfield Road Time 09:50	Anne Banner - 0151 510 5016
17/02/11	14:00	Lugsdale 2	Alforde Street, Clarke Gardens, Lacey Court/Street, Catherine Street, Adelaide Street, Margaret Court, Elizabeth Court, Charlotte Walk	Car Park at Margaret Court Time 13:50	Dionne Hemlin - 0151 510 5018
23/02/11	14:00	Halebank	Baguley Avenue, Clapgate Crescent, Stapleton Way, Blackburne Avenue	Clapgate Crescent Garage Site Time 13:50	Daz Morland - 0151 510 5012
03/03/11	10:00	Moor Lane	Moor Lane, Caldwell Road, Egypt Street, Lewis Crescent, Lowerhouse Lane, Milton Road, Moorside Court, Rose Crescent/Street, Smith Road	Car park at Moorside Court, Widnes Time 09:50	Wendy Magee - 0151 510 5003
09/03/11	10:00	Hanley Road	Hanley Road/Place, Levens Way, Ridsdale, Derwent Road, Gaisgill Court, Kendal Road, Appleby Grove, Thirlmere Way, Aycliffe Walk, Lune Way	Corner of Thirlmere Way and Coronation Drive Time 09:50	Shelley Marshall - 0151 510 5005
24/03/11	14:00	Arley Drive	Afton, Arley Drive, Alt Aire	Post-box at entrance of Afton Time 13:50	Daz Morland - 0151 510 5012

# Halton Housing Trust Website



As part of our ongoing commitment to 'Improving our Customer Experience', our customers can now access more services through our website. This means that you can now access information about your tenancy 24 hours a day, 365 days a year.

Some of the features that you can now use are:

- Check your rent account transactions for the last three months
- Pay your rent on-line
- Register to be able to pay your rent via an SMS text message
- Check the status of any current repairs
- Check previous repairs within the last 12 months
- Access all of our on-line forms in one place

You will need to register to use this service, but it is really quick and easy to do. Click on the 'My Account' tab on any page on the website and register using your 12 character tenancy reference number, found on your rent statement, and a valid email address. Once registered you will be able to log-on and access all of this information immediately.

If you have any further suggestions of facilities that we can add to our website then please email us at [info@haltonhousing.org](mailto:info@haltonhousing.org)

# Recommend a Friend & Receive a Reward!



Do you live in one of our sheltered schemes?  
Do you have a friend or relative who would like to move to Sheltered Housing but don't know what to do?

We can help. We are inviting customers to 'recommend a friend' to join our waiting list for Sheltered Housing and receive a reward of £25 once your friend or relative has moved into one of our schemes.

Many of our properties within the schemes have been refurbished and offer customers comfortable accommodation, with the added bonus of community spirit and access to regular activities. A couple of schemes also have an on site Scheme Manager.

For more information please contact Laurence Reardon on 0151 510 5166 or Mike Angel on 0151 510 5034.

## Prize draw winners for June to September 2010

### Clear rent accounts

- 1st prize** £250 Miss Gerrard of Runcorn
- 2nd prize** £100 Mr & Mrs Duggan of Widnes
- 3rd prize** £50 Mr & Mrs Quayle of Widnes

### Customer satisfaction survey

- 1st prize** £150 Mrs Lynan of Widnes
- 2nd prize** £100 Mr Ayers of Widnes
- 3rd prize** £50 Mrs Sefton of Widnes

# Is your home too big?

Is it a struggle to maintain it or keep up with the bills? We may be able to help you with support in finding the right home, help you move and get your home ready.

This new initiative means that we can help customers who want to move to smaller homes owned by the Trust and we may also be able to help you with the expense of moving.

It could mean a grant of up to £1,000 to help you with the costs of moving.

For more information please call a member of the Lettings Team on 0151 510 5193.

4th December

**Tree Dressing**

Celebrate the wonder of trees today at Phoenix Park and help preserve the ancient tradition of tree dressing. Craft event suitable for children and adults.

11:00 - 15:00

Phoenix Park, Castlefields Avenue East, Runcorn, WA7 2NY

01928 564 472

12th December

**Christmas Carol Concert**

Get into the Christmas spirit singing carols in the park along with The Frodsham Silver Band supported by the Churches of Halton.

16:00

Victoria Park, Birchfield Avenue, Widnes, WA8 6PX

0151 423 6147

19th December

**Where's Santa?**

See if you can help Santa deliver his toys by hunting down the lost presents. Everyone wins a lucky dip prize.

13:00 - 15:00

Spike Island, Mersey Road, off Waterloo Road, Widnes, WA8 0DG

0151 420 3707

16th January

**Go Potty**

A popular event with both children and adults alike, create your very own work of art with the help of an expert. Booking is essential.

12:00 - 15:00

Victoria Park, Birchfield Avenue, Widnes, WA8 6PX

0151 423 6147

23rd January

**Lantern Making**

Rangers will provide the materials for you to make your very own lantern. Then leave it with us and we'll all meet up again at 6.00 p.m. on Friday 28th January to form an enlightening procession through Phoenix Park.

13:00 - 15:00

Phoenix Park, Castlefields Avenue East, Runcorn, WA7 2NY

01928 564 472

6th February

**Birds Over The Bridge**

Hundreds of starlings on the Bridge, thousands of Gulls passing over it. Join us for a talk and walk to discover the facts behind this impressive dusk activity. Booking is essential.

15:30

Pickerings Pasture, Mersey View Road, Halebank, Halton, WA8 8LN

0151 425 4706

13th February

**Sand Art**

It doesn't need to be the middle of summer to build your sand sculptures, and you don't need the sea. Come along and make your very own sculpture from sand.

13:00 - 15:00

Victoria Park, Birchfield Avenue, Widnes, WA8 6PX

0151 423 6147

26th February

**Lagoon Watch**

A truly unique event where you get to see wild creatures going about their evening forays under the shimmering lights of town, enveloped by the growing dusk.

18:30 till dusk

Wigg Island, Off Astmoor Road, Runcorn, WA7 1SG

01928 563 803

5th March

**Twig Pencil and Whistle Making**

Choose an interesting twig and the Ranger will help you transform it into your very own pencil or help you make your very own wooden whistle. Booking is essential.

13:00 - 15:00

Phoenix Park, Castlefields Avenue East, Runcorn, WA7 2NY

01928 564 472



**Merry Christmas and a Happy New Year**

Our Christmas card for this year has been designed by Emily Wright, a year five pupil from Victoria Road School in Runcorn. A design competition was held within the School, with Emily's design selected as the winning design by the Trust.

