

Kingston Churches Housing Association



Autumn 2019

Housing Services Manager Update

It's hard to believe we are nearing the last quarter of the year. I hope you had a lovely summer and those of you that managed to get away; I hope you had a great family time. I managed to take a short break to Spain to visit a friend which was really nice.

It has been a very busy summer for the Housing team I will update you on some of the key issues that we have been working on since the last newsletter.

Fire and Gas Safety

I must remind you all that your gas safety checks must be completed before their due date, you will receive letters from our Housing Assistant asking for you to arrange your appointment. Please contact S&S Burners and Sophie Mselle, Housing Assistant at your earliest to book your Gas Safety visit. It is a legal obligation and a health and safety requirement to have your Gas Appliances checked once a year.

Bathroom Refurbishment Programme

The bathroom programme is progressing well; please let me know if there are any issues in regards to our contractors ABM. I am being kept up to date of the progress of the works. The bathroom refurbishment is on a like for like basis. Please remember that when your bathroom has been complete, I will arrange a visit to inspect your bathroom. I am continuing to receive good feedback from tenants on their new bathrooms. Please continue to let me know about your experience with the workmen and any feedback you wish to share.

Tenant Engagement – Chessington

We organised a trip in the summer for tenants and their families of a day out to 'Chessington World of Adventures'. We were joined by nine families in total with Karen Hart, Housing Services Manager and Calum Roger, Housing Officer. It was one of the hottest days where the sun shone on us. I want to thank all of you for completing our questionnaire; this enables us to organise future events of tenants choices.

Everyone received a free lunch courtesy of the association. It was an extremely hot day and everyone had a wonderful time. It was nice to receive great gratitude from our tenants and their families.

One of our tenant comment by saying "a big thank you for organising today's family day out to Chessington World of Adventures. Myself and my 3 daughters had a lovely day even in the heat!! We wouldn't be able to go as a family due to the admission prices so to go today and get lunch was fabulous. Thanks again.

Here are some photos from the day:



RiverBoat

Our second event was a trip on a 'River Boat' from Kingston Bridge to Richmond, and Teddington. This trip was for adults over 18 only. Food was provided and served by a catering company and tenants were able to buy their own drinks at the bar on board the boat. Everyone enjoyed music from a DJ and it was nice that everyone had a chance to choose music of their choice.



Thornton Lodge Summer Party

Thornton Lodge had a summer party for their residents, and everyone had a good time.

All places were filled very quickly; we had 22 guests for the trip. Sharon, Finance Assistant and Sophie Melle, Housing Assistant helped on the day. We held a free raffle and the prizes were a "tea for two" at Squires Garden Centre and a "Hamper". The Squires voucher was won by Mrs Davis of England Way and the Hamper was won by Miss Elliott from Broughton House. Both tenants were very happy with their prize. With music playing several tenants and staff were dancing and enjoyed the trip.



Karen Hart
Housing Services Manager

K. Hart



Our Working Garden



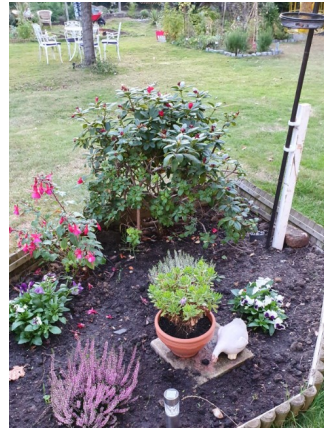
We introduced you to our garden in the last newsletter. We've been working hard and, as promised, here's an update to let you know how we all got on.

We can't believe the summer is over already. We had a lot of successes and a few failures. Well, OK, a lot of failures, but an enormous amount of fun.



The bee garden turned out to be a weed garden, so we had to pull everything up and start again, but Kiosk Kevin kept us going with plenty of tea and coffee.

Gill, Hazel and Suzie provided us with some lovely produce: tomatoes, courgettes, runner beans, radishes, just to name a few. Although I think Suzie's carrots were meant for the Borrowers?



The one thing we had plenty of was apples, we put them to good use, Suzie is experimenting making chutney.

We have made so many mistakes, but learnt so much from them. Next year will be exceptional, (maybe).



Rent Statements

Your rent statement showing the balance at **4th October 2019** is enclosed. **Please check that it is correct and let us know if you think there are any discrepancies.**

If you need a rent statement that goes back further we will be glad to send you the information. Just let us know.

Fire Safety Visits in October 2019

Those tenants due fire safety checks will find enclosed a letter about the quarterly visits due on:
Wednesday 23rd, Thursday 24th and Friday 25th October 2019.