

Comments & Compliments	USEFUL NUMBERS	OUT OF HOURS VISIT SERVICE
<p>Any of our tenants wishing to make a comment on how we could improve our service or would like to compliment us on our service are welcome to do so by phone/ email/ letter or on the website.</p> <p>A form is available from the FHA office or on our website.</p> <p>We would be very grateful to receive such valuable information from our tenants.</p>	<p>NIHE: 03448 920 900</p> <p>Phoenix Gas: 08454 55 55 55</p> <p>POWER NI: 08457 455 455</p> <p>Belfast City Council - Pest Control: 02890 270431</p> <p>Noise Control: 02890 373 006</p> <p>Waste Management: 02890 270 657</p>	<p>The Association would highlight to tenants, that tenants can avail of an out of hours Visit Service.</p> <p>The facility is for tenants who work during our normal opening hours of 9.00am - 5.00pm.</p> <p>Tenants who wish to use this service can contact the Association to arrange a more suitable time.</p>

Flax Housing Association wishes to highlight the availability of an independent debt advice charity that offers guidance for people in debt.

The charity Debt Support Trust is open from 8am – 7pm Monday to Friday and can be contacted on 0800 085 0226 or online at www.debtsupporttrust.org.uk

You will not be charged for their advice and any information that you give or receive is treated in the strictest confidence.

Tenant Satisfaction Surveys 2014

Please find enclosed your Tenant Satisfaction Survey for 2014. We value your comments regarding the service you receive and will use the information you provide to make any necessary improvements. It is important you let us know how we are doing so we can strategically plan to meet our tenants needs. We are also offering a free prize draw to all tenants who return the survey before 30th April 2014. Your free prize draw number is printed on the inside page of the survey and must be returned attached to the survey for your entry to be valid.

The draw will take place at the next Board meeting and winners will be notified thereafter. Your views are important to us and we would like to take this opportunity to thank you for participating in the survey.

Prizes are as follows:

1 st Prize	£100
2 nd Prize	£50
3 rd Prize	£25



Winners will be announced in the next Newsletter

Health and Safety Around your Home

Safety around the home is vitally important to all of us. We all want to ensure our home is a safe place to live and can take simple measures to ensure it is. Listed below are some tips for you to consider:

- ♦ **Fire Safety:** Plan an exit route from your home in case of a fire. Ensure exits from your home are unobstructed. Ensure your smoke alarm is operational. Do not leave food on the cooker unattended. If a smoker, always dispose of cigarette ends carefully. Do not smoke in bed. Do not overload electrical sockets.
- ♦ **Security:** Never leave windows and doors open while out of our house. Inform a neighbour if you are away. Ensure your door locks are in good working order. Do not allow people you do not know access to your home, contractors should inform you they are coming and carry identification.
- ♦ **Fumes:** If you smell gas in your home, turn off appliances, open windows to ventilate and report immediately to Phoenix Gas: 0800 002 001
- ♦ **Avoiding Condensation:** Condensation occurs when there is moisture in the air and can create mould in your home. Avoid moisture build up by using pot lids when cooking. Do not allow kettle to continuously boil. Avoid putting wet clothes on radiators to dry. Ventilate by keeping a window or trickle vent open. Keep your home warm.

For those tenants living in apartments, all of the above applies but also ensure safety in communal areas by keeping corridors and stairwells free of personal items, do not store personal belongings in communal stores, dispose of household waste appropriately, ensure main doors are closed behind you, and finally, smoking in communal areas is against the law!

HOUSE KEYS: Remember it is your responsibility to look after the keys we give you.

What if my keys are stolen?

If you have lost one set of keys, take the other set to get copies made. You will have to pay for this yourself. In some cases the keys are security keys and cannot be copied at high street shops. If this is the case, [contact us](#) and we will advise you how to get a replacement key. If your keys have been stolen, report it to the police and get a joiner or locksmith to change your locks. You will have to pay for this yourself. If you are locked out call a joiner or locksmith to force entry to the door. You will have to pay for this yourself and also for any damage caused to the door or surrounds. If you do not have the money on you to get the work done privately, [contact us](#). We will send a joiner when one is available and you will be sent a bill at a later date. If we are called out during office hours there will be a fee charged.

Can I get extra keys cut?

Yes. We recommend that you keep a spare set of keys with someone you trust who lives nearby in case you lose yours or get locked out. If you want to get spare keys cut at your own expense you can. Some keys may be cut at local shops but others are security keys and you will need a letter from FHA. If you are not sure which type of key it is, please [contact us](#).

What about when I move out?

You must hand back all sets of keys you have. We will expect a minimum of two sets to be returned. They must be returned on or before the last day of your tenancy. You may be charged the cost of a forced entry and lock change if you do not return them on time.

We would also like to take the opportunity to inform all our tenants we do not replace glass, gas cards or meters.



KEYS

Information for
our tenants. Their
responsibilities
and ours.



Are you correctly disposing of unwanted household goods/furniture?



The Association wishes to express its concerns that some residents are disposing of unwanted household items in an unacceptable manner.

The Association wishes to highlight that Belfast City Council (Waste Management Section) operate a free refuse collection service of unwanted household goods. They can be contacted on **028 9027 0230**.

The Association would like to take this opportunity to encourage all our tenants to recycle to avoid overflow occurring in the black bins especially at all our Apartment blocks. Residents need to recycle because the facilities are not being used appropriately which then creates overflow in the black bins which can attract vermin.

The Belfast City Council has introduced a new recycling service to all households with recycling boxes. Since November 2013, everyone was given new recycling boxes and a food waste collection caddy. Your black bin is being collected fortnightly and your recycling and food waste will be collected weekly. Apartments have also got a food waste collection and new recycling facilities. Recycling our waste is the way of the future tenants must separate their waste and use the facilities provided to avoid overflow of rubbish. We thank everyone for their cooperation in this matter.

Planned Maintenance Update

The Association's contractor JMC Mechanical & Construction has been working since September 2013 on essential maintenance /repairs works to a number of Flax's properties. Works are continuing and are due for completion in Autumn 2014.

The contractor has carried out 82 kitchen replacements, a wide variety of general/electrical works and extensive works to a number of properties where tenants have moved out of their homes into temporary decant accommodation.



Electrical works have included the installation of hard wired smoke alarms to 84 properties which will improve the safety of these homes for residents.

Where tenants have moved out of their homes different works have been carried out targeted to specific issues identified by Flax e.g. rewiring/installation of damp proof course/solid floor/structural works/major repairs/roof works etc.

Not every Flax HA tenant is due to have planned maintenance works carried out under this contract. If your home has been identified for essential works you will be contacted by Flax Housing and informed of what type of works will be carried out and when.



Competition Winner!

Congratulations to Katie Mowbray, the winner of our Winter Newsletter colouring competition! Katie won £20 in Toys R Us vouchers. Well Done Katie!



Contact telephone numbers



Can you please contact Flax Housing Association on **02890 592110** to **update your contact details**.

This is **essential that we can contact you** involving repairs, planned maintenance and general contact.