



# ROSEBERY Community news

SUMMER 2018

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# Community action

reaching out to our residents





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## Free digital sessions

Rosebery Housing Association is committed to bringing you all of the benefits that the digital world can offer. Having access to the internet makes such a difference to all our lives – we can find information on anything that interests us, we can use it to grow our knowledge, develop new skills, stay in touch with our friends and families, find out how to get to places, find the best prices and so on.

So in the coming weeks we will be hosting free digital sessions for any of our residents who feel they might benefit from learning how to get online. These digital sessions will take place at Rosebery's office in Epsom: Third Floor, Newplan House, 41 East Street, Epsom, Surrey, KT17 1BL. Or we will be happy to organise these sessions in sheltered schemes or residents' homes if travelling is difficult.

The sessions are free to attend for any Rosebery resident, so learning some digital skills couldn't be easier and it's a chance to try something new. You might prefer to learn on the equipment you're familiar with, so if you have a tablet, laptop or smartphone that you would like to learn on, please bring it along with you.

Sessions will be tailored to what you want to learn, and can include areas such as:

- Setting up an email account
- Using social media
- Using the Rosebery tenant portal
- Staying safe online
- Shopping online and saving money
- Using skype
- Finding local information and events
- Using the Rosebery app

To find out more or to book onto a session, please email **Ruby Haynes, Digital Officer** on [ruby.haynes@rosebery.org.uk](mailto:ruby.haynes@rosebery.org.uk) or call **01372 814 000**.





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## Unveiling our brand new shared ownership homes

**We are committed to making the most of our property assets in order to provide good quality homes in Epsom & Ewell.**

The Bahram Road garages located on the Longmead Estate were largely run down, dilapidated buildings that were not fit for purpose. Following initial consultation with the local authority planners, in July 2017 we put forward our plans for these garages as a potential new development site and one that would have a positive impact on the community. We also took our plans to local residents as part of our community consultation process, and ensured they were fully engaged throughout.

Our development concept was to replace the old garages with a modern housing development providing two two-bedroom semi detached houses and three one-bedroom terraced houses – a total of five affordable new homes for shared ownership.

All of the construction work at Wren Close has now been successfully completed and all five of these brand new affordable homes have been made available for shared ownership.

Deborah Pike, our Chief Executive, commented on the development project, "Epsom & Ewell is Rosebery's heartland, where we continue to focus on providing



a range of appropriate accommodation for those individuals and families who need it most. This development programme again shows our commitment to delivering a range of homes to the community and we are pleased to have successfully completed this project."

The new development programme was officially opened in July by the Mayor of Epsom & Ewell Borough Council, Councillor Neil Dallen. "Today sees the culmination of much hard work by Rosebery Housing Association in creating this new suite of high quality, contemporary houses for our local community. There is a growing need for good, affordable housing in Epsom & Ewell, so we see this as a significant achievement

in meeting that need. I'm pleased to mark the completion of this important programme of work and I congratulate Rosebery and their construction partners on successfully turning their vision into reality."



Left to right: Rosebery's Chief Executive, Deborah Pike, and Chair, Christine Turner, with the Mayor of Epsom & Ewell Borough Council, Councillor Neil Dallen.

### Do you know what Shared Ownership is?

**SOchathour** is the weekly go-to place to discuss all things Shared Ownership, nationally, every Wednesday at 8pm.

The chat hour talks about lending, government initiatives, legislation, reputation management, mortgages, affordable home ownership and more.

[www.sochathour.co.uk](http://www.sochathour.co.uk)

### Interested in Shared Ownership?

Don't forget you need to be approved by your local Help to Buy Agent first. To get your application moving, find out who manages the area you want to live in:

[www.help\\_tobuy.gov.uk](http://www.help_tobuy.gov.uk)

### Want to buy in the East or South East?

Explore Shared Ownership and eligibility here:

[www.help\\_tobuy.gov.uk/equity-loan/find-help-to-buy-agent](http://www.help_tobuy.gov.uk/equity-loan/find-help-to-buy-agent)





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## The Ethos Project

The Ethos Project supports people who are unemployed or those working fewer than 16 hours per week who are looking for employment.

The Ethos Project provides advice, guidance and support with learning and skills for employment. This includes essential skills like writing CVs, searching and applying for jobs, courses or training and advice on interview techniques and so on.

The Ethos Project also runs a free job hub at the Epsom Methodist Church on Fridays from 12-2pm. Laptops and internet access are provided at the job hub so that people can apply for jobs, search for training or particular courses and create effective CVs. Anyone living in the borough is welcome to attend.

For more information, please get in touch with **Nanette Chandler** on **07904 908 871** or email **nchandler@surreyllp.org.uk**

## Epsom & Ewell Employment Fair

Committed to helping local people explore their potential, we worked with five Epsom based organisations to hold the Epsom & Ewell Employment Fair in May 2018.

Being out of work can have a serious impact on a person's livelihood and self-confidence. We partnered with the Ethos Project, Epsom & Ewell Borough Council, The Best of Epsom and Ewell and What's on in Epsom to offer people the chance to meet with employers and training providers and to explore local opportunities. The event was free to attend for residents of Epsom and Ewell and offered:

- Face-to-face meetings with local employers and businesses.
- A broad range of job and training opportunities.
- The chance to make new connections and boost confidence.

Rosebery promoted and attended the Employment Fair, with support from 30 local companies offering a range of job opportunities. Over 150 people attended!

The event also advertised the support that the Ethos Project provides in helping people to find employment and identify training opportunities.



Kerrie Baker and Paul Taylor from the Best of Epsom. Paul took part in organising the event.

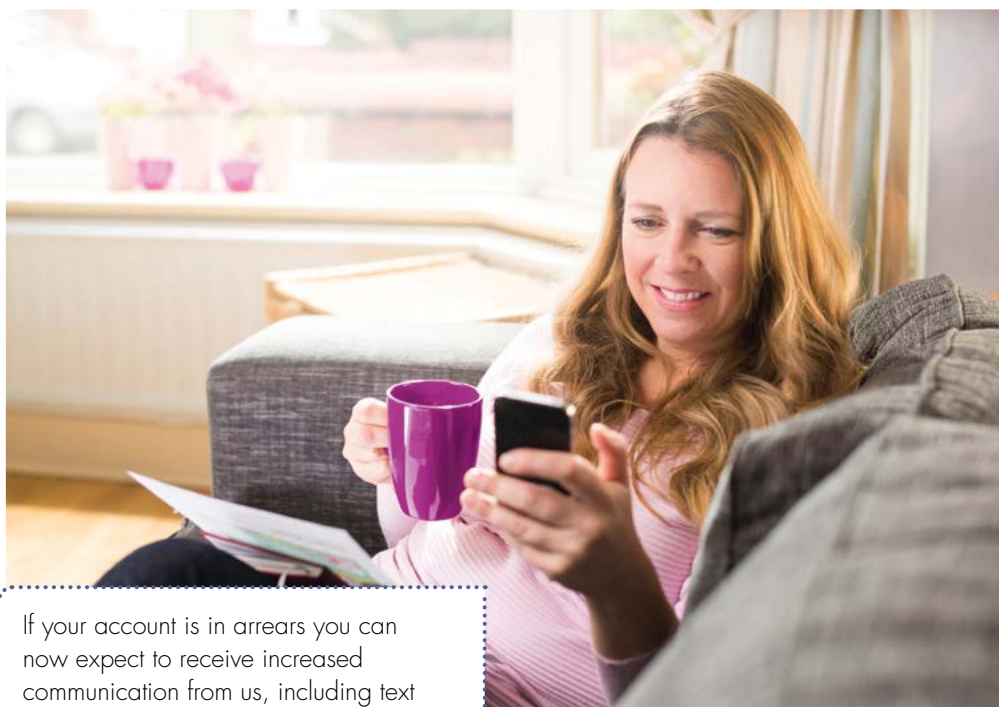


Joshua Litson and Jessica Hudson from the Royal Automobile Club. They arranged six interviews following the Epsom & Ewell Employment Fair.



## Managing rent arrears

We have recently been improving how we manage rent arrears. The new process means we can contact people as soon as they fall into arrears, which in turn means we can provide support as soon as people need it.



If your account is in arrears you can now expect to receive increased communication from us, including text messages. Please get in touch straight away if your account is in arrears, so that we can discuss the best way forward.

We also provide support and information on finances, budgeting advice and benefits support. Find out more at [www.rosebery.org.uk/help-support](http://www.rosebery.org.uk/help-support)

We would like to remind all Rosebery residents that rent charges are due in advance. It is important that you pay your rent and any other charges in accordance with your tenancy agreements or lease so that your account does not fall into arrears.

Have you checked to see if you are receiving all the benefits you're entitled to?

The GOV.UK website has a useful page that explains the different calculators available and what you will need to use them. Take a look at [www.gov.uk/benefits-calculators](http://www.gov.uk/benefits-calculators)



We would like anyone who is currently paying in arrears to increase their payments until their account is being paid in advance. This is important if you are currently claiming housing benefit because you will soon be switched over to Universal Credit. So the time to act is now.

Universal Credit is a new benefit which replaces six other benefits, including housing benefit. Payment is made monthly in arrears, which means some people will find it more difficult to pay their rent when they first start to claim.

We are happy to help with any questions you may have about Universal Credit or any

other money issues, so please get in touch with us.

Don't forget, we can provide support on any money worries you may have, so if you do have any concerns, get in touch and don't delay. It is best to contact us early on so we can help you as much as we can.

**Contact our Tenancy Sustainment Officers**  
at [tsos@rosebery.org.uk](mailto:tsos@rosebery.org.uk)  
or [rent@rosebery.org.uk](mailto:rent@rosebery.org.uk)

**UC** Universal  
Credit

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## You can make a big difference!

Your voice is important to us, so please let us know how you think we are doing and what we can do to make things better. You can get involved with us in many different ways:

- **Virtual Scrutiny Panel** – A group of Rosebery residents who look into a range of issues and the quality of our services and feed back to our Board.
- **Satisfaction surveys** – Run by an independent company to look at the services we provide.
- **Mystery shoppers** – Residents who talk to Rosebery about issues they may have, to check our responses and feed back to us. They communicate with us by email, calls, letters, office visits and home visits. The 'Mystery Shoppers' are always unannounced to Rosebery staff.
- **Online consultation** – A way for people to test new policies, procedures and information we provide to our residents.
- **Live web chat** – A digital messaging service for you to discuss any issues with us via our website.
- **Daily correspondence** – Raise any issues by email, letter or phone call.
- **Social media** – You can tell us what you think via Facebook and Twitter.
- **Digital newsletter** – A way for us to let you know what we are up to.

## GETTING INVOLVED

### Compliments and complaints

We need to know if our services fall short so that we can take steps to improve them. Monitoring complaints is a valuable way for us to identify any areas for improvement. If you wish to make a complaint you can do so either by email, live web chat, phone or a face-to-face appointment with a member of our staff. It's always good to know when we get things right, so let us have any positive feedback too.

Please let us know if you'd like to get involved in this or any of our other opportunities by contacting our Customer Experience Team.



**Email**  
customerexperience@  
rosebery.org.uk



**Phone**  
01372 814 000



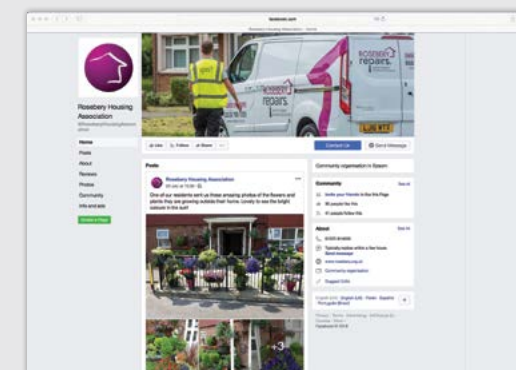
**Post**  
Rosebery Housing Association,  
Third Floor, Newplan House,  
41 East Street, Epsom,  
KT17 1BL



**Live chat**  
Pink tab bar on our website in  
the bottom right-hand corner

We have recently opened a new public **Rosebery Facebook page**. Make sure you like our page for regular updates, information and opportunities.

Are you following our **Rosebery Housing Twitter account**? Follow us to keep up to date with our news and events **@RoseberyHousing**







## Community Action Day

We recently held a Community Action Day at our Watersedge estate in Epsom. This was a day for residents to meet the team and our contractors to talk about what matters to them and their community. We conducted door to door visits throughout the day, speaking with people and answering any questions. We invited them to the communal area where they could learn some digital skills and get advice on anything to do with their community, from repairs and fire safety, to issues around their tenancy, grounds maintenance and cleaning.

Rosebery staff attended, along with operatives from Rosebery Repairs who were on hand to carry out small repair jobs. Our contractors – Groundscapes and Cleanscapes – were available to carry out small improvements to the grounds and communal areas, so there was lots of planting going on. The Police joined in, to answer any questions about the community and T Brown were also there to offer residents advice about boiler replacements. We also had representatives from Aico, a company that provides high quality smoke and carbon monoxide alarms for our properties.

Residents joined in the occasion and it was great to see so many turn up on the day. We consulted residents about a number of issues on the estate.

It was a great day at Watersedge and Sandra, a Rosebery resident, spoke about the strong community spirit and her good relationship with her Watersedge neighbours.



We are also planning another Community Action Day in the Longmead area so watch this space!

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“My neighbours are wonderful, everyone helps each other – which can be quite difficult to find these days. But everyone gets on really well here. I don’t think there’s much more that Rosebery can do to improve, there’s nothing else that needs to be done.”

**SANDRA, WATSEEDGE RESIDENT**







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## Mystery Shoppers, a spotlight on customer services

Rosebery is committed to continuous appraisal of its frontline services to residents. A key activity used by Rosebery to provide customer insight and test the standard of our customer services is our mystery shopping programme.

Mystery Shopping offers residents the opportunity to test the quality of our services from a customer perspective and provide constructive feedback on their experiences. Residents are trained on what to do and as a thank you for their time, we offer gift vouchers for completed shops.

### What did we do?

Following the successful recruitment of interested residents, we re-launched our mystery shopping programme in June. Our first mystery shopping exercise was to test our performance across our main customer touch points to access our services and see whether our performance meets our published service standards. The customer touch points used for this exercise were telephone calls, letters, emails, home and office visits.

### How did we do?

Our mystery shoppers gave the 'thumbs up' to all 47 of the mystery shops we completed. When asked how satisfied they were with the overall experience, over 77% of our shoppers said 'very'. One of them commented: "It was an enjoyable experience and met my expectations."

However, following the feedback received there are some things that we can improve. For example, shoppers suggested that we should consider a late night opening so residents who work can more easily contact us or come into the office, outside normal office hours. We accepted this and as a pilot exercise we will be offering a late opening night every Wednesday throughout September. More information about this will be advertised nearer the time.

If you would like to see a summary of the findings and recommendations of the mystery shopping report, please go to our website: [www.rosebery.org.uk](http://www.rosebery.org.uk) and see our service improvement action plan.

Alternatively, if you are interested in becoming one of our mystery shoppers please email the Customer Experience Team on: [customerexperience@rosebery.org.uk](mailto:customerexperience@rosebery.org.uk) or call 01372 814 000 or Freephone 0800 068 7664







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## Fire safety measures



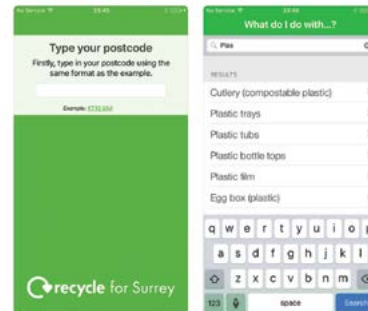
Your safety is important to us. That is why we:

- Carry out fire risk assessments in all common areas which includes flat entrance doors, secure routes and common parts.
- Continually improve the early warning fire detection in dwellings on all major replacement programmes and void works to ensure better coverage is provided with mains wired, interlinked detection.
- Carry out a five year electrical testing programme to all properties and common areas.
- Test lightning protection annually.
- Fully test all emergency lights annually and functionally test them weekly.
- Fully test the fire detection control equipment annually in all communal areas.

If you have any questions about what we provide for you, or if you would like more information on how we sustain our properties, give us a call on **01372 814 000**.



Download the **Recycle for Surrey app** to find out what you can recycle in your area or visit [www.recycleforsurrey.org.uk](http://www.recycleforsurrey.org.uk) and use the search tool!



We are switching all common area lighting to LED on replacement cycles.

## YOUR ENVIRONMENT

### Stay well this summer

#### Bites and stings

As well as warm and relaxing days, the summer also brings wasps, bees, ants, midges and other biting and stinging invertebrates. Most insect bites and stings clear up on their own in a few hours or two to three days and you can usually treat them without seeing a GP.

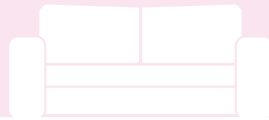
Simple first aid for insect bites and stings to deal with any redness, swelling and any stinging or burning pain is:

- remove the sting if you can see it;
- clean the wound with soap and water;
- apply something cold to the skin – for example a damp cloth or ice pack; and
- raise the hand, foot or leg if that's where you have been bitten or stung.

If the bite or sting is on the face, call 111 for first aid advice because the reaction can be more severe.

You can find more information about insect bites and stings on NHS Choices at [www.nhs.uk/conditions/insect-bites-and-stings](http://www.nhs.uk/conditions/insect-bites-and-stings)





## Anti-Social Behaviour

We are pleased that only a very small number of Anti-Social Behaviour (ASB) cases occur in our neighbourhoods. Most of us just want to get on with our lives and be good neighbours but occasionally people do clash or they forget how to behave considerately. ASB covers a wide range of incidents. If it is not dealt with appropriately and in a timely manner it can have a devastating impact on the lives of individuals, families and communities.

Issues that can be considered as ASB include persistent:

- Rowdy, noisy behaviour
- Night time noise from houses or gardens, especially between 11.00pm and 7.00am
- Threatening, drunken or intimidating behaviour
- Vandalism, graffiti and fly-posting
- Litter and fly-tipping rubbish
- Aggressive begging
- Drinking in the street
- Setting off fireworks late at night
- Abandoning cars

### Who deals with ASB?

The police deal with:

- Anti-social use of vehicles
- Rowdy and nuisance behaviour
- Street drinking and anti-social drinking
- Begging
- Criminal damage and vandalism
- Drug dealing
- Misuse of airguns and inappropriate use of fireworks

Find more information at

[www.surrey.police.uk](http://www.surrey.police.uk)

### You should contact your local borough council for issues to do with:

- Abandoned vehicles
- Discarded drugs or drugs paraphernalia
- Graffiti
- Litter, rubbish, fly-tipping and fly-posting (unless you are witnessing fly-tipping, in which case dial 999)



You can report ASB on our website here [www.rosebery.org.uk/my-neighbourhood/anti-social-behaviour](http://www.rosebery.org.uk/my-neighbourhood/anti-social-behaviour)

For more information on harassment and anti-social behaviour, check out ASB Help [asbhelp.co.uk/harassment](http://asbhelp.co.uk/harassment)

You can also record anti-social behaviour through **The NoiseApp**. This is available free to download from your App Store (Apple or Android). When registering, simply select Rosebery Housing Association as your Landlord. We will respond to you via the app.

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GETTING IN TOUCH

Getting in touch with us

Our Customer Experience Team is committed to helping with any queries and issues you may have. There are times when our phone lines may be busy, so you can contact us in a number of different ways:



Speak to a **Customer Experience Officer** immediately via our online instant chat service Vocoll, which is available through our website on:

Monday to Friday 10 – 4pm



Send us an email at **customerexperience@rosebery.org.uk**



Write to us via an online form on our website at **www.rosebery.org.uk**



Contact us through our **Rosebery Housing App**. You can download it on an Android or Apple smartphone.



Post your query on our **Rosebery Housing Facebook** page.



Get information and tweet us at our Twitter account **@roseberyhousing**



Report a repair through our online repairs diagnostics tool at **www.rosebery.org.uk/contact-us**



If you'd prefer to speak to one of our advisors face-to-face, you can **arrange an appointment** at our Epsom office or, if you have a free Skype account, book a **Skype appointment**. Contact us on **01372 814 000** for further information.

Data Protection

You may be aware that there are some changes to data protection law, and this affects any organisation that holds individuals' personal data, for whatever reason. We hold residents' information to enable us to communicate with you, to provide you with guidance on key issues and to help manage your tenancy, so we do this for a legitimate purpose.

Your trust is important to us and we want to make sure you fully understand what these data protection changes mean for you. If you would like to know more, please take a look at our Privacy Notice on our website **www.rosebery.org.uk/contact-us**

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Subscribe to our mailing list by sending your email address to **customerexperience@rosebery.org.uk**

