

Spring

Housing
Association

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Spring News



Summer Edition 2015

Welcome to our first customer newsletter

By Dominic Bradley, Managing Director



Hi Everyone,

Welcome to our first Customer Newsletter. These last few months have been a really busy period for us as we build our range of housing options and the level of support services available to you. We are a relatively new organisation and were set up last October to work with people that are in housing need. I hope that you are pleased with the accommodation you have and with the services provided by our staff team. I have been really pleased from the feedback I have been given when meeting some of you and we would like to do a customer survey in September, to get further feedback on what we're doing well and of course where we can make improvements. Social Housing, as a whole, is going through some radical changes and our aim is that we want you our customers to be with Spring for a long period of time, which means that we need to keep developing the range of housing we are offering. We are looking to develop more self-contained accommodation with houses, flats and studio apartments for people to move to when they are ready for that change and last step to independence. In the coming months our other major objective will be to assist people to find suitable, training, education and employment opportunities. We have just received lottery funding to allow us to buy mobile computers which can be brought to your home and to also pay for staff to help you research opportunities as part of our support services.

Disposing of Household Waste correctly?

Customers are reminded to ensure that they dispose of all rubbish waste correctly using the wheelie bins provided by the council. Failure to dispose of items correctly WILL cause in non-collection of waste from the property, therefore to avoid this please refer to the handouts located on your notice boards:

Using your recycling wheelie bin

The wheelie bin for your recycling has a blue lid and is collected every 2 weeks. Please refer to the calendar in your information pack for your collection day and date.

Your recycling bin includes an inner pod for recycling your paper and card. This will keep your paper and card separate from the other materials in the main body of the bin and helps the Council to improve how it sorts the materials into different recycling streams.

Important: please put your materials in loose and NOT in plastic sacks or carrier bags.



Please put these materials in the POD in your recycling bin.



Nearly bundled cardboard can be presented for collection alongside the recycling bin. No other side waste is permitted.

Please put these materials in the BODY of your recycling wheelie bin. Please rinse all containers and flatten where you can.



Using your household rubbish wheelie bin

The wheelie bin for your rubbish has a grey lid and your bin is collected every week.

You must only use it for household rubbish. For information about business waste please visit: birmingham.gov.uk/commercialwaste



Do not put any of the following items in your household rubbish bin:

- ✗ Green waste - You can subscribe to the green recycling chargeable collection service birmingham.gov.uk/greentrecycling or you may prefer to compost your garden waste. For more information on Home Composting please visit getcomposting.co.uk or take it to your local Household Recycling Centre birmingham.gov.uk/hrc
- ✗ Items that should be put into the recycling pod/bin
- ✗ Commercial/business waste
- ✗ Building waste
- ✗ Soil and rubble
- ✗ Electrical items
- ✗ Batteries
- ✗ Wood
- ✗ Asbestos - Please see guidance on birmingham.gov.uk/hazardouswaste

Please note you must not put additional sacks of rubbish by your wheelie bins - they will not be collected.

The Council does not offer a wheelie bin cleaning service. You are responsible for maintaining the cleanliness of your bin and you will find this easier if you only put bagged household rubbish into the bin.

For further information about your recycling and waste services visit www.birmingham.gov.uk/wasteservices

Visit your council website for further information

www.birmingham.gov.uk
www.wolverhampton.gov.uk

Meet our new Maintenance Operative



Steve Bakewell has recently joined Spring Housing as our new Maintenance Operative. Steve will be responsible for ensuring our repairs are completed in a timely manner. Steve is also responsible for facilitating regular Health & Safety checks across our housing stock.

Continued.....

This is a key aspiration of the organisation and is also a major agenda for our current elected government as we want people to become more independent. Springs position is to challenge some of the assumptions that are being made about the unemployed and the way they are portrayed, as unemployment accounts for only 3% of the overall welfare budget. Similarly only 0.7% of the overall welfare budget is claimed fraudulently, whereas the proportion of children from working class families who are now classified as “poor” is 63% nearly two thirds. From changes announced in the recent budget they could lose up to £1,400 a year of benefits that top up low wages, forcing tens of thousands of children into poverty who represent the future of this country and indeed the economy. That is why we want to offer training and employment that is linked to long term careers which offer a trade and not just a job for the sake of helping government statistics. So if this is of interest, please feel free to speak to our staff who already have established links with people like business in the community and various colleges and training centres. If you find work we will make sure that your rent remains affordable and staff will advise you what to do when you find work. We are grateful to all of you for keeping your homes in such good condition and we look forward to seeing you in the coming months.

HAVE YOUR BENEFITS BEEN SANCTIONED?

Please do not suffer in silence,
Please contact your Tenancy
Officer (s) or our offices
for assistance.

0121 233 3101 or email
info@springhousing.org.uk



Boiler Cupboards

All boiler systems within our shared accommodation sites have been secured recently to ensure health & safety (H&S) compliance. Anyone found tampering with these units will face immediate eviction.

**Useful Contacts, find out when
your waste is collected:**

Birmingham: 0121 303 1112

Wolverhampton: 01902 551 155

**Alternatively please see notice
boards placed in the communal
areas.**

Health & Safety matters!

Health & Safety matters! Please note that our maintenance team will be carrying out weekly and periodic testing of all health and safety equipment installed within your homes. If you hear the alarm sound please vacate the premise immediately we would like to remind all customers that anyone found tampering, damaging or defacing any Fire Safety equipment (Smoke or Fire Alarms, and Emergency Lighting Systems) installed within the property will be **EVICTED** immediately. Please note that failure to comply with the house rules and the terms and conditions of your occupancy agreement (including tampering with fire safety equipment) or any such incidents that are reported to the organisation, could directly result in commencement of eviction proceedings and you could risk you losing your home.

Our maintenance officer; Steve Bakewell will be visiting all sites on a weekly basis to facilitate these regular tests.



SOCIAL ENTERPRISE

Coming soon; Adam & Eve



High quality self-contained accommodation which will be linked the commercial space on the ground floor.



NEED ACCOMMODATION?

Call the office to check on our current vacancies.

Meet the Team



Emma Adams



Elaine Li

Both Emma and Elaine provide housing related support services to customers residing in our properties in the Birmingham Central, East and South areas.

If you have any questions or queries please contact them directly:

Contact Details: emma@springhousing.org.uk 07928975838

elaine@springhousing.org.uk 07466458127



Lottery Funding Update:

#Spring has been given a grant by the #LotteryFund to develop ICT skills for our #customers

Are you currently working?

If you are claiming housing benefit but have recently secured part or full time employment, please ensure you notify us immediately as this could affect housing benefit claim.



Housing Benefit Inquiries line:
0121 464 7000



New website coming soon!

We are currently working with an external IT provider to develop our new company website. Phase one of the development will allow you to apply for accommodation and to report repair issues. It will also provide you with some useful information about the organization and services we offer.

Visit us @:

www.springhousing.org.uk

Spring Housing Association

Stop abuse, report it!



Adult Abuse

If someone says or does something to you that makes you upset or frightened

**Break the silence
Tell someone**

Phone the Adults and Communities Access Point
Telephone **0121 303 1234**
and press option1

Outside Office Hours
Telephone **0121 675 4806**

In an emergency
Telephone **999**



BSAB004a

April 2013

Wolverhampton
City Council



01902 551155 or city.direct@wolverhampton.gov.uk

Birmingham City Council

0121 303 9944

Choice Based Lettings Schemes

We are working with all Local Authorities (LA) and Registered Social Landlord (RSL) partners who operate Choice Based Lettings (CBL) schemes, these schemes offer great choice of accommodation and you can apply for council and housing association accommodation by completing one single housing application form. A large percentage of empty properties are let through CBL schemes, to find out more please visit the Choice Based Lettings links listed below:

- South Derbyshire (Derbyshire)

www.southderbyshirehomefinder.org.uk

- Sandwell Homes (Sandwell)

www.sandwellhomes.org.uk

- Birmingham Home Choice (Birmingham)

www.birminghamhomechoice.org.uk

- Wolverhampton Homes (Wolverhampton)

www.wolverhamptonhomes.org.uk

- UChoose (Lichfield district, East Staffordshire, Cannock Chase district, Tamworth borough, South Staffordshire district, North Warwickshire and Nuneaton and Bedworth.)

www.uchoosehomes.co.uk

- Solihull Home Options (Solihull)

www.solihullhomeoptions.org.uk

- Redditch Homes (Redditch)

www.redditchhomechoice.org.uk

- Shropshire Home Point (Shropshire)

www.shropshirehomepoint.co.uk



Subbi Gill – Housing Needs Manager

If you require support with completing housing application forms please speak to your tenancy officer or contact our office for assistance, alternatively please contact Subbi Gill – Housing Needs Manager for further information subbi@springhousing.org.uk

You're Housing Benefit Claim Your Responsibility'

Your Housing Benefit Claim is Your Responsibility' Do not ignore any letters you receive from the housing benefit team: contact your Tenancy Officer immediately if you receive any such letter as your claim could be suspended. If you fail to act on any requests i.e. provide proof of income or any other supporting documentation, then your claim could be suspended or cancelled and you could end up with rent arrears and risk losing your home with Spring Housing.



Do not fall into rent arrears as you risk losing your home!

If you have difficulty making payments please contact us immediately.

HOW TO UNDERSTAND YOUR BENEFIT DECISION NOTICE

Claim reference number: Please quote the number of any enquiry.

When will my benefits start? This is the date that your award of benefit will begin. If your award changes or stops you will also see an end date.

Non dependent details: A non dependent is an adult who lives with you but is not your partner. We may make a deduction from your benefit for them. Please see overleaf for more details (including which income band we have used).

Financial Details - what does this show? This section shows how we work out your weekly benefit. If your weekly income is more than your applicable amount, your benefit will be reduced. For the purpose you will receive a detailed breakdown of your entitlement if you need it.

How is my earned income worked out? If you are working this will be an average figure after income tax and National Insurance has been deducted.

What is disregarded income? Some income is disregarded when working out your benefit. This includes some savings, some benefits such as Child Benefit, disability benefits and allowances for childcare costs.

What is an Applicable Amount? This is the weekly amount that the Government has worked out that you and your family need to live on. This amount may change depending on your circumstances.

How much will I get? This is worked out by taking your weekly benefit, less any non dependent.

PLEASE TELL US STRAIGHT AWAY IF ANY OF THESE DETAILS ARE WRONG OR IF YOUR CIRCUMSTANCES CHANGE. CONTACT US ON 0121 454 7900 OR WRITE TO US: Benefit Service, PO Box 8287, Birmingham, B4 7X7.

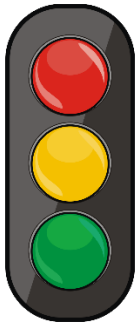
Birmingham City Council

New Contact Number for Housing & Repair issues:



9-5pm - 0121 233 3101 - Out of Hours Emergencies ONLY (after office hours, the number is not available during office hours)

Performance highlights:



Quarter 4 – 2014/15 (Year End)

○ Voids Performance

1. Total Number of lettings:

Period	Total in period
April-June	-
July-Sep	-
Oct-Dec	14
Jan-March	35
Total Lets	49

Quarter 4 – 2014/15 (Year End)

○ Move on's (Tenancy Ends)

Period	Total in period
April-June	-
July-Sep	-
Oct-Dec	0
Jan-March	2
Total move on's	2

Quarter 4 – 2014/15 (Year End)

○ Tenancy Ends due to Eviction

Period	Total in period	Abandonments	Section 21	Eviction Arrears, ASB, Other
July-Sep	-	-	-	-
Oct-Dec	0	0	0	0
Jan-March	2	0	0	2
Total	2	0	0	0

Quarter 4 – 2014/15 (Year End)

○ Move on's to self-contained accommodation

Period	Total in period
April-June	-
July-Sep	-
Oct-Dec	0
Jan-March	2
Total move on's	2



Get in Touch...

We hope you enjoyed the first edition of our customer newsletter. We would like to receive your feedback and any ideas or suggestions on what you would like to read about in future editions.

Please send in any ideas to:

Editor: Raj Shergill info@springhousing.org.uk