



Talking Points

Newsletter 11—December 2007

SEASON'S GREETINGS

May we take this opportunity to wish all Tenants, Board Members and friends of Christian Action Housing a Merry Christmas and a Peaceful New Year.

2007 has been a very good year for us, with the achievement of our 2 Stars—Promising award from the Audit Commission—we couldn't have achieved this without the tremendous input from tenants and everyone else involved—so thank you to all.

We have a lot of exciting new developments in the pipeline for 2008—we kick off in January with the opening of our new development 'Vincent House' in Nags Head Road which we will be reporting to you in a future issue.



Thank you once again for your input to the work of Christian Action Housing—we look forward to working with you during the New Year.

Mark Hayes & Staff

Welcome to Southgate Churches & Wood Green Housing Association

On 30th November we completed a transfer of engagements from Southgate Churches and Wood Green Housing

Association. We now have 116 additional sheltered homes as part of our retirement housing service, and we aim to continue the high quality service that Southgate Churches has provided for nearly sixty years.

On behalf of Christian Action, I would like to welcome our new tenants and staff.

Mark Hayes, Chief Executive

Christian Action (Enfield) Housing Association Ltd

Benedict House, 61 Island Centre Way, Enfield, Middlesex EN3 6GS

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Christian Action (Enfield) Housing Association Ltd, a charity incorporated as an Industrial Provident Society under their reference 23577R.

The objectives of this Association have been agreed by the Charity Commissioners as charitable objectives. Registered with the Housing Corporation (LH0676).

A member of the National Housing Federation.



Tenant's Conference— A Success!

Our biennial Tenant's Conference took place on Friday 16th November at Bounces Road Community Hall and was a great success.

A large number of tenants and residents braved the wind and the rain to come along to give us their views on issues ranging from repairs to anti-social behaviour.

The Conference gave tenants and residents an opportunity to speak to staff from across the Association, it also provided access to information about the repairs service, development, estate management, supported housing and finance, together with refreshments and an opportunity to enter a prize draw for answering a questionnaire about the Association's services.

Feedback from tenants and residents was very positive, particularly appreciated was the chance to speak face to face with Association staff regarding repairs and estate services. One suggested area for improvement was greater use of CCTV to help tackle anti-social behaviour.

In his keynote speech, the Association's Chief Executive, Mark Hayes, thanked staff, tenants and residents for their help and support during the recent Audit Commission inspection and challenged the Association to continue to improve services into the future.

Ian Martin, Director of Housing Neighbourhood Services said: "The Tenant's Conference went very well, it was good to see tenants and residents giving us their views and helping the Association shape how our services are delivered. I'd also like to thank all the staff who worked so hard to make the event possible".

Winners of the Prize Draw:

1st Prize—Biruk Girmarike (Tottenham)

2nd Prize—Kenneth Allen (Winchmore Hill)



The Housing Team giving advice to a tenant



Sarah Thompson, Supported Housing Manager, chatting with a resident.

Resident Surgeries

We are planning to hold resident surgeries in your area in the New Year. The surgery sessions will be open to all residents in the local area and will be an opportunity for you to meet staff from the Association from the repairs and maintenance department and housing management to discuss any issues you may have.

The surgeries will be held at various locations around each of the Boroughs in Enfield, Haringey, Waltham Forest and Barnet and you will be informed of the dates in due course.

We look forward to seeing you there.

CALLING ALL TENANTS!! CALLING ALL TENANTS!! CALLING ALL TENANTS!! CALLING ALL TENANTS!!

Estate Champion



We would all love to see improvements in our estate services. One way to achieve this would be to become an estate champion:

What's that exactly?

What do you do?

What's in it for me?

Well simply put, a tenant volunteers to carry out estate inspections with the Performance Officer or the Neighbourhood Officer. You will walk around looking at the inside and outside of the grounds of the estate.

The kind of issues you may come across include: fly-tipping, abandoned vehicles, overgrown trees and shrubs.

All problems are noted down and reported to staff to deal with as soon as possible.

Anyone who takes on the challenge of becoming an:

'ESTATE CHAMPION'

will find it a rewarding experience, contributing to the overall improvement of where people live.

As a little extra incentive, anyone completing six inspections will be rewarded.

GO ON GIVE IT A GO !!

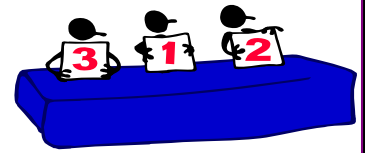
**Contact Jackie Hibbert
on 01992 765900**

Tender Evaluation Panel

We need up to 3 residents to join a tender evaluation panel for our Gas Servicing and Repair contract.

What will this involve?

1. An initial briefing explaining the process
2. Reading through tender submissions and method statements and scoring each against quality evaluation criteria.
3. Selecting contractors for interview and agreeing questions to be asked.
(Items 1, 2, 3 will take one working day)
4. Interviews will be carried out over 3 half day sessions during the week commencing 14th January, assuming 1 ½ hour presentation and interview each.
5. Visit to up to 4 housing organisations where the contractor currently provides gas servicing and repairs, to check out how these organisations view the performance of the contractor. (Allow one half day session per visit).



6. Final evaluation and decision as to which contractor to recommend to the Board. (½ day session).

This will be quite a demanding role involving absorbing information and evaluating quite a lot of written material. Meetings and interviews will be held at Benedict House, transport will be provided for the off-site visits. Please contact John Francis on 01992 765900 for more information.

Editorial Board

Are you a creative thinker?

Could you contribute to our quarterly newsletter?

If so, we are looking for residents who have a few hours to spare once every 3 months to be involved with the editorial content of this newsletter.

Have your say on items that you feel are relevant to you and would be beneficial to both CAHA staff and tenants.

We are also looking for residents who would like to have their articles published in the newsletter—from home recipes to home remedies, poems to

pictures we would like all who are linked with Christian Action to help create a more tenant orientated newsletter.

If you would like to make a difference please contact Esmond Henry/Endu Kapfunde on: **01992 765 942**



Mystery Shopper

We are seeking residents who would like to help improve services throughout the organisation by becoming mystery shoppers.

The role would involve telephoning a department anonymously and asking a series of pre-determined questions or discussing a fictional scenario with a member of staff. You would then be asked to assess how well your

questions were answered, how promptly the telephone was answered and whether you were greeted in the corporate style.

The call would be confidential and training will be given to guide you through the process. Your feedback will enable CAHA to identify any training needs for staff and any areas in the service that need improving.

Participating residents will be rewarded for their time and assistance.

This is a fantastic opportunity which will go towards helping CAHA continue to be a 2 star organisation.

Please contact Esmond Henry/Endu Kapfunde on 01992 765 942 for more information.

