



Talking

Outstanding Repairs

Unfortunately, the Association recently parted ways with our repairs contractor, Ultra Building. In order to ensure you still get a high standard of service a local contractor, R H White, have been employed by the Association to continue dealing with repair issues at your home.

If you feel that there are repairs you have previously reported that are still outstanding at your home, please contact our Repairs Team on **01992 765990** who will be happy to raise a new order with our new contractor.

My Home Contents Insurance

We are pleased to announce that we are able to offer a home contents insurance scheme which is being run through the National Housing Federation and Jardine Lloyd Contents Insurance Scheme and Allianz Cornhill Insurance. The scheme offers low cost insurance which will cover your furniture, belongings and decorations within your home against theft, fire, vandalism and burst pipes and other household risks which would not be covered by the landlord. If you would like details of this scheme, please contact your housing officer for further details.

Plants & Flowers

Are you green fingered? Do you have a magnificent display of potted plants or hanging baskets or a garden that you are proud of? Contact Endu on 01992 765942 for further details of the competition..

Think 'Safety' at home all the time

At all times we urge all tenant to be extra careful so as not to allow bogus callers in your homes.

- STOP** Before you answer the front door, lock the back door.
- CHAIN** Put the chain or door bar on. Use a spy hole if fitted and always keep the door chain on whilst talking.
- CHECK** Carefully check their ID Card - do not be bullied into letting anyone you are not sure of into your home. Do *not* welcome cold callers.

Sadly, on more than one occasion Christian Action tenants have been victims of these confidence tricksters who prey particularly on the elderly.

'Good Neighbour' Competition

Do you know a person who does good deeds for the community? Our Good Neighbour Competition rewards two people every year who carry out selfless tasks for their neighbours. Only Christian Action tenants can make a nomination. We look at any act of kindness by anyone regardless of age or

gender. Nominations in writing must arrive by the final date of Friday 27th July 2007. Send them to Endu, Christian Action Housing Association, Benedict House, 61 Island Centre Way, Enfield EN3 6GS, alternatively send an email to: endukapfunde@christianaction.org.uk



An Inspector Calls!

In June 2007 Christian Action Housing Association's services will be inspected by the Audit Commission.

The Audit Commission, a Government body responsible for assessing the quality of services provided by Registered Social Landlords, will be on site for one week from 18 June when they will carry out their assessment and speak to our customers.

In future editions of *Talking Points* we will give you information about how to contact the inspectors, and the various ways in which you can be involved in the inspection.

In the meantime, if you have any queries about the inspection process, please contact Ian Martin, Director of Housing & Neighbourhood Services, on 01992 765918 or via email at: ianmartin@christianaction.org.uk

Read all about it !!

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REPAIRS HOTLINE 01992 76 59 90

Choice Based Lettings



Christian Action Housing Association is launching *Choice Based Lettings (CBL)* on 1st April 2007. The Association will advertise empty properties which are available to let to tenants with a current transfer need, by direct mailshot and on the website. Photographs and details of the property, together with the local services in the area will also be published.

Tenants can then bid for the property, either over the phone or website, the bids must be received before the end of a set bidding period. At the end of this period the bidder with the most points will be offered the property.

Not all our vacant properties will be available as some properties are subject to nomination agreements with the Local Authority and most of our new developments have to be offered to the Local Authority for the first let.

All tenants will be informed of this new service so please ensure that your transfer details are up to date. Contact your housing officer for further information.

Christian Action (Enfield) Housing Association Ltd

Benedict House, 61 Island Centre Way, Enfield, Middlesex EN3 6GS
Switchboard Tel: 01992 765900 Fax: 01992 765999 Maintenance Repairs Line: 01992 765990
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 (L0676). A member of the National Housing Federation.



From the desk of Mark Hayes



Our Budget

Each year, Christian Action Housing sets a budget and reviews its objectives for the future.

In February, the Board of Management will be finalising the budget covering our expected income and proposed expenditure for the next financial year, from April 2007 to March 2008. At the same time, the Board will review the objectives that form the basis of our business plan for the next ten years, from 2007 to 2018. Each year there is some flexibility in how we spend our income. Also, by being more efficient, we hope to free up resources to improve our services to you, our customers

Your Comments

All tenants were sent a consultation document in December, this asked for comments on which activities you thought we should give priority. These were also discussed at our area forum meetings held in November and December.

Thank you to everyone who responded to our consultation. We received over 100 replies, which have helped us prioritise areas for additional or new expenditure.

Improving access to the repairs service and tackling anti-social behaviour were the areas that most tenants wanted us to prioritise, and there was also strong support for providing larger homes for tenants seeking a transfer. The next edition of this Newsletter will contain further information about the survey response, and the budget decisions taken by the Board of Management which will seek to incorporate your priorities.

Congratulations

I am delighted to be able to congratulate the following tenants who won the Prize Draw for all the forms returned by 22nd December 2006:

First Prize £50 gift voucher
Ms Hucklesby, Enfield

Second Prize £25 Gift Vouchers
**Ms Jacobs, Barnet &
Ms Mokpwengba, Waltham Forest**

Thank you to all of our Tenants who participated in this exercise, which has been really helpful to the Association.

Be Cool—Go to School!

As a board member of Enfield Strategic Partnership, I work closely with other organisations such as Enfield Council and the local police. Something that we are all concerned about is the number of children who are absent from school on a regular basis. It may be tempting to stay in bed on a cold winter morning, but missing school damages a young person for the rest of their life.

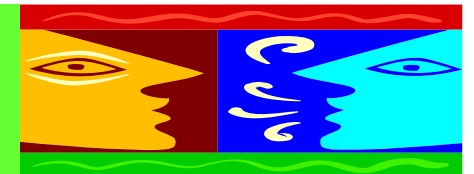
By the time a child gets to the end of their schooling, it is difficult to catch up on things that have been missed if they have been absent on a regular basis. This has an impact on their adult life. Without qualifications, they will not get decent jobs, will not get a decent income and will find that life isn't much fun.

If you are a parent, don't let your kids miss out on the education they should be getting. After all, it's free – don't throw it away.

Mark Hayes
Chief Executive



Residents Speak Out



Dear Endu

This is my recipe for Sadza neNyama the daily meal in many sub-Saharan African countries.

INGREDIENTS

Hupfu (coarse white maize meal)
Nyama (beef brisket on the bone)
Muriwo (green leaves of rape tsunga)
Tomatoes & Onions.

METHOD

Cut meat into 3 inch pieces and remove fat wash in cold water & put in a pot. Remove excess water. Add salt and seasoning. Cover with lid and turn on the heat to medium. Do not add water. When the water has dried out add cut onions & cover with lid. Reduce the heat slightly. When the onion is cooked & the meat has browned add sliced tomatoes & repeat the process. Add half a tea cup of water and an oxo cube to get a thick tasty gravy. Leave to simmer on a low flame for 30 minutes. The nyama is ready. 3 pieces per person on average.

MURIWO

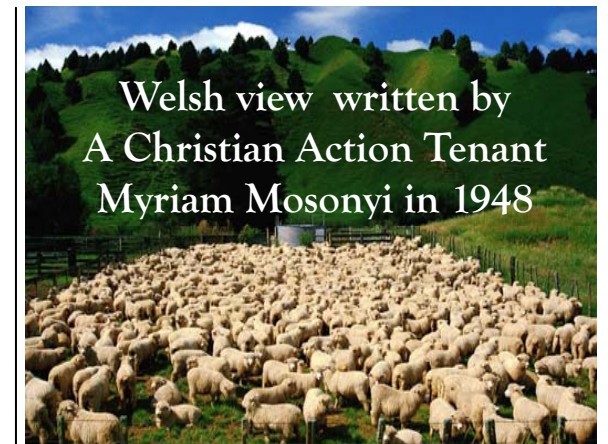
Wash very thoroughly before cutting. Cut the greens into thin strips one eighth inch in width. Put cut muriwo in colander and run under cold water tap. Three bundles will feed five people. Cut onion. Put a table spoon of cooking oil in a pot and fry the onions until they are about to brown. Add the muriwo and turn in the hot oil for about 2 minutes in a medium heat. Add a quarter tea spoon salt to taste. Cover with lid and leave to cook for 10 minutes. Leave the lid on to retain the full green colour which is good for presentation.

SADZA

Add one cup of white maize meal to a medium size pot. Add 2 cups of cold water and stir with a special wooden spoon to remove lumps. Add boiling water and continue stirring on a medium heat until the mixture thickens like thick custard and starts popping. Cover with a lid, reduce the heat slightly and leave to cook for at least 15 to 20 minutes. Add hupfu a cup at a time whilst stirring until the mixture turns into a mash. Reduce the heat to low and cover with lid. Leave to mature for 10 minutes. Turn the sadza with the wooden spoon. It is ready to serve.

Zvakanaka Zvakadaro

Do you have a recipe you want to share? Write to Endu or ring on 01992 765942 endukapfunde@christianaction.org.uk



Welsh view written by
A Christian Action Tenant
Myriam Mosonyi in 1948

The view unfolds itself and is complete
The mountains gently curving down to meet
with sea and sky.

The trees sigh.

O mighty tree: to mountain little thing
as a fly's wing
to a bird.

Translucent sea joins glistening sands
The grey-walled houses humbly stand
grouped among trees.

The gentle breeze
caresses them, skims the
land, lifts to sky.

Mountain looms nigh
with rugged features
hard and stern.

To the right, to the left, the valleys dip
The sheep jog along and clumsily slip
on the steep sides.
Loose rubble slides against
the night.

Down, down it rolls torn from the face.
Mountain moves not an eye
as it hurtles to lie
in another place.

The view superb, restful, serene
Exhales a peace, lovely and fine
from top to toe.
The sun sinks low.

The sea reflects the changing hues
the quickening air is cool.
Then doors shut tight

CAHA Commits to a greener lifestyle



During this winter the Energy Saving Trust and Christian Action (Enfield) Housing Association Ltd (CAHA) are urging residents and employees to commit to saving 20% of the energy they use every-day by adopting simple measures throughout the course of the winter to help become more energy efficient.

New research shows that as a nation, we've picked up energy habits that seem harmless but are not only damaging our wallets but also contributing to climate change. Simple actions, from not turning out the lights to over-boiling the kettle or even washing at high temperatures, all use more energy than is really necessary.

Ann Reynard, Tenant Chair, CAHA Board of Management comments: "By saving 20% of the energy you use everyday, you can help reduce the effects of climate change. During this winter we're calling on all CAHA residents and employees to help do their bit by focusing on a few simple measures that we can all introduce into our daily lives – from boiling less water in the kettle to turning your thermostat down by 1 degree you can help to reduce our carbon dioxide emissions and save money at the same time. Ordinary actions can make extraordinary things happen!"

Getting involved doesn't have to mean a huge change in lifestyle, so why not try adopting the following simple measures a day at a time:

Step 1 Turning your thermostat down by 1^o centigrade could save around £49 a year (based on a three bedroom semi-detached gas heated house).

Step 2 Is your water too hot? Your cylinder thermostat shouldn't need to be set higher than 60^oC/140^oF.

Step 3 By turning your TV and all accessories attached to it off the standby mode, you could save around £46 a year.

Step 4 Just by taking your mobile charger out of the plug socket you could save around £5

Step 5 Replace your light bulbs with energy saving recommended ones, just one can reduce your lighting costs by up to £100 over the lifetime of the bulb—and they last up to 12 times longer than ordinary ones.

Step 6 Fill for 'just one cup' rather than a whole kettle and save around £30, (but remember to cover the elements if you're using an electric kettle).

Step 7 Close your curtains at dusk to stop heat escaping through the windows.

Step 8 Put your washing machine on at 40 degrees, not 60 and save around £12.

Step 9 If you're not filling up the washing machine, tumble dryer or dishwasher, use the half-load or economy programme.

Step 10 Always turn off the lights when you leave a room.

Ordinary actions really can make extraordinary things happen. Together we have the opportunity as CAHA residents and employees to make a commitment together, so why not change your energy habits this winter? By making your commitment to save energy you become someone who will make a big difference. If we all commit to save 20% of the energy we use everyday, we can help prevent climate change. To make your commitment, log onto www.energysavingtrust.org.uk/commit

Alternatively, call your local Energy Efficiency Advice Centre on Freephone 0800 512 012 for a tailored report on how to change your energy habits and become more energy efficient.

Resident Involvement



Area Forums

A big thank you to those residents who attended the area forums which were held in November and December 2006. There were five meetings held in each of the Boroughs of Enfield, Barnet, Haringey and Waltham Forest. Enfield held two forums to take account of the wide geographical area. The sessions centred on discussions about the budget consultation 2007.

This is the first time that Christian Action Housing Association has asked residents how they would like to see the Association's money spent. The Directors answered questions on this and other residents' concerns which included:

repairs, contractors, community policy, anti-social behaviour and transfers.

Five representatives were appointed as Chairs of each Audit Panel and will be regularly involved with future consultation.

The forums are an opportunity for residents to put forward their views and all residents are invited to attend. They will be held on a regular quarterly basis and the next sessions are due to take place in March 2007. All residents will be notified in due course. In the meantime, if you would like to become involved, please contact Endu Kapfunde, Inclusion Officer on 01992 765942.

Anti-Social Behaviour Update

BOROUGH	NOT A PROBLEM	SMALL PROBLEM	LARGE PROBLEM	INCREASING PROBLEM
BARNET	65%	15%	10%	10%
ENFIELD	65%	17%	11%	7%
HARINGEY	57%	16%	23%	4%
WALTHAM FOREST	62%	24%	9%	5%

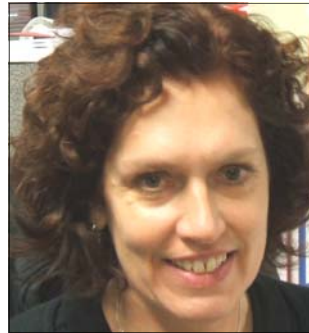
Thanks to all those who took time to complete the Respect the Neighbourhood survey on Anti Social Behaviour (ASB). *The results of the survey are shown above by borough.* 23% of the respondents in Haringey feel that ASB is a large problem in the Borough. 10% of the respondents in Barnet believe that ASB is increasing. In Waltham Forest 24% said that ASB is a small problem whilst in Enfield 11% of the survey respondents feel that ASB is a large problem.

Winners of Respect the Neighbourhood Draw

Mr A Shah wins the first prize of a £30 voucher
 Mrs Scott wins the second prize of a £20 voucher
 Ms Quureshi wins the third prize of a £15 voucher
Congratulations and thanks to all who returned the survey.

Meet the New Housing Services Team

The general needs housing services team has a new manager—Penny Grubb. She is not new to Christian Action as she was previously a housing officer with the Association. The post of Housing Services Manager became vacant when Sarah Thompson moved to manage the Supported Housing portfolio.



Penny Grubb
Housing Services Manager



Ian Martin
Director of Housing & Neighbourhood Services



Andy Chamberlain
Team Leader



Marcia Brown
Tenants Services



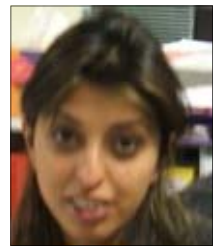
Jackie Hibbert
Contracts Officer



Rowena Ferro
Housing Officer



Kat Strange
Housing Officer



Aisha Qayyum
Rents Officer



Endu Kapfunde
Inclusion Officer



Anna Battell
Team Administrator



Christina Pasipanodya
Admin Officer

Claire Knowler putting Customer Care on the agenda



Christian Action has appointed Claire Knowler as Customer Care Officer. She is

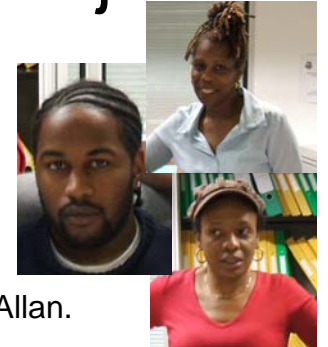
responsible for implementing the Association's Customer Care Policy. In her role she will liaise with

tenants. Claire can be contacted on 01992 765916. We wish her the best in her new role.

FOCUS ON: Single Homeless Project

Providing low support and life skills for single people between the age of 18 and 30 years the SHP project prepares service users for independent living. The project offers accommodation for a period of 2 years.

The SHP team based at Benedict House offers floating support to service users. They are photographed right clockwise from left to right Chris Bennett, Cheryl Ellington & Helen Allan.



Christian Action CONNEXIONS



Sue Balmer is the Connexions Personal Adviser working in Enfield and Edmonton. Are you a young person who is not certain about what you want to do with your life?

Do you feel that you lack in confidence, are you being bullied at school? Do you have problems at home and need someone to talk to? Give Sue a call on 07852962510 for a confidential chat.

Rent

Are you having problems paying your rent? If so, are you aware of the different methods of payment that we can offer? You can use your Allpay card which is accepted at many local outlets and post offices, or by direct debit or standing order through your bank, cheque or cash.

If you are behind with your rent payments, please contact your housing officer or the income recovery officer to discuss this. You can also contact your local Citizens Advice Bureau for advice or the Consumer Credit Counselling Services (CCCS) which will give free advice regarding debt and budgeting.

You can contact the CCCS on 0800 138 1111.

Remove that writing off the wall

Did you know that GRAFFITI is a crime, it brings down the tone of the neighbourhood as well as damages the environment. If you know people who are responsible for graffiti report them to the

police. The removal costs of graffiti are passed on to the tax paying public. We remove hate crime related graffiti within 24 hours of receiving a report.

TOGETHER WE CAN STAMP OUT ANTI-SOCIAL BEHAVIOUR REPORT IT!! DON'T TOLERATE IT

Contact your Housing Officer or Endu On 01992