

**CHISEL Ltd**  
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**London SE4 2RL**

**Tel: 020 8692 5258**  
**[www.chisel.org.uk](http://www.chisel.org.uk)**

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**See the back page for our Xmas opening times, and how to deal with emergencies and other repairs during this period.**

### Join the Board?

**Four members of the CHISEL board must be tenants of CHISEL; there are currently three tenants serving on the board.**

**If you'd like to become a board member, please email [chair@chisel.org.uk](mailto:chair@chisel.org.uk)**

# TENANTS NEWSLETTER

## Winter 2014



**Christmas greetings to all our residents from the CHISEL Board and staff.**

### MyTenancy: see your account online

CHISEL tenants now have access to your CHISEL info online.

- check your rent account
- check progress of a repair
- give feedback on a repair

Directly managed tenants only; if you are a member of LFSA or Three Boroughs, this info is not available.

Go to [www.chisel.org.uk](http://www.chisel.org.uk) and follow the link to MyTenancy

Instructions and your username and password came with your October rent statement - contact the office if you want another copy.



### Change of emergency repair number



If you have an urgent repair, call our usual repair number: **020 8692 9294**.

If the office is closed, you will be transferred to our emergency service, who will deal with your report.

The old emergency phone number no longer works.

Non-emergency repairs can be reported by phone, or by email to [repairs@chisel.org.uk](mailto:repairs@chisel.org.uk), or by using the "Report a Repair" forms on our website, or on your MyTenancy page.

## AGM and Residents evening:

Thursday 25th Sept

Twenty residents met Board members and staff at the annual residents evening. CHISEL members voted for a new Board. Long serving Board members Wendy Newell, Andrew Watson and Per von Scheibner retired, three new Board members were elected,

tenant Jill Gettrup became Chair, and previous member John Clark returned and was elected Treasurer by the Board.



Vice Chair David Eatwell, Chair Jill Gettrup, and incoming Board members Alex Hiscox and Dominic Luscombe



Presentation on MyTenancy - tenants online view of their CHISEL account



Retiring Chair Wendy Newell looks back on 9 years

## Cheaper energy through the buying power of social housing residents



**My Home**  
Energy Switch



Tenants who switch have seen an average saving of £93. There is more information in the leaflet enclosed with this newsletter. Call **0800 0014 706**, or go to **[www.myhomeenergyswitch.org.uk](http://www.myhomeenergyswitch.org.uk)**

Brought to us by the National Housing Federation, which also enables affordable contents insurance.



**My Home**  
Contents Insurance

# Make a sharper CHISEL!

CHISEL needs residents to help improve the quality and value for money of our services, and make the organisation work better.

We are forming a new Operational Scrutiny Panel to do this. The new Panel will have a remit for a wide range of issues, looking closely at how we do things at present, working out ways in which we can improve and considering new ways of working. It will be a committee of our Board, and will include both Board members and residents who are not Board members. It will also be responsible for overseeing how we deal with complaints from residents.



The Panel are likely to meet 4 times a year, with separate working groups getting things done in between times. They will report back to the board on their findings and recommendations.

Residents not on the Panel can also be involved in specific projects on topics they have an interest in.

**First up for consideration is likely to be our maintenance service**, which we are aware needs further improvement in order to realise the expectations of residents, and achieve value for money.

“the fundamental basis of regulation is co-regulation, which is composed of self-regulation combined with tenant scrutiny” - HouseMark

You don't need to become a Board Member to sit on the Panel, although you will be working closely with Board members. Anyone with a keen interest in how their housing association works and a commitment to improving its services for EVERYONE, can sit on the Panel and help determine the future of our homes.

**The first meeting of the Panel will be in February 2015.**

Join Board members Gloria Biggs, Adrian Adams and Peter Coker, and help make CHISEL a better place to live.

Watch out in future newsletters for updates on the work of the Panel, and requests for evidence to inform our investigation.

## Tenants to regulate CHISEL

CHISEL and other housing associations hold a lot of public assets, funded from taxes and by the rents that tenants pay. The official regulator (the Homes and Communities Agency) checks finances and governance, and cases of possible serious detriment to residents. Service quality is up to the Board and staff to check, scrutinised by tenants.

If you would like to know more about getting involved, please get in touch by emailing [scrutiny@chisel.org.uk](mailto:scrutiny@chisel.org.uk), or calling Mark Allan on 020 8692 5258.

# NOTICE BOARD

## Be prepared for Universal Credit

All claimants will move to Universal Credit over the next 4 years, starting in 2015 with new claims by single people.

- most people will be paid Universal Credit once a month direct to their chosen account
- you'll get a single payment for your household
- if your Universal Credit includes rent you'll need to pay this to your landlord yourself
- you'll be expected to make your claim online

Check whether you are ready - go to

<http://ucpp.dwp.gov.uk/universal-credit-preparation/>

## Do you know where your stop cock is?

If you plan to go away, please take precautions to stop your water pipes getting frozen. Either:

- leave your central heating on very low (there is usually a frost setting); **OR**
- turn your water off at the stop cock and then run the taps for a bit to empty out the remaining water in the pipes, so it doesn't freeze.

TIP: Stopcocks are often under the sink or in the front hall cupboard.



## Christmas Opening Hours

CHISEL's office will close on Xmas Eve, Wednesday 24 December at 1:00 pm, will be open with a skeleton staff on Mon-Wed, 29-31 December, and reopen fully on Monday 5 January 2014 at 9.00am.

See below for arrangements for emergency repairs over the holidays.

Normal repairs will be dealt with in the week beginning 5 January.

## Chisel Opening Hours and Contacts

CHISEL's office is normally open Monday to Thursday 9-5pm (closed on Fridays)

You can call us on the following numbers:

**For General Enquiries:** 020 8692 5258      **To Report a Repair:** 020 8692 9294

For **emergency repairs** outside office hours call **020 8692 9294** and **choose option 2**

**Non-urgent repairs** by phone, by email to [repairs@chisel.org.uk](mailto:repairs@chisel.org.uk), or use the website forms

## WHO'S WHO IN CHISEL:

Managing Director:	Pauline Goodfellow (3 days pw: various)	<a href="mailto:director@chisel.org.uk">director@chisel.org.uk</a>
Housing Manager	Clare Canning (4 days pw: Monday to Thursday)	<a href="mailto:housing@chisel.org.uk">housing@chisel.org.uk</a>
Rents Officer	Flos Marriott (2 days pw: Tuesday & Thursday)	<a href="mailto:rents@chisel.org.uk">rents@chisel.org.uk</a>
Maintenance Officer	Christopher Hatcher (4 days pw: Monday to Thursday)	<a href="mailto:maintenance@chisel.org.uk">maintenance@chisel.org.uk</a>
Co-ops & Tenants Officer	Mark Allan (2 days pw: Monday & Thursday)	<a href="mailto:involvement@chisel.org.uk">involvement@chisel.org.uk</a>
Finance Manager	Nigel Spice (interim) (2 days pw: Monday & Thursday)	<a href="mailto:financemanager@chisel.org.uk">financemanager@chisel.org.uk</a>
Finance Officer	Shuk-Ling Hou (2 days pw: Wednesday & Thursday)	<a href="mailto:financeofficer@chisel.org.uk">financeofficer@chisel.org.uk</a>