

THIS EDITION

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

Charlotte Hunter, our temporary admin officer leaves us at Christmas.



TENANTS NEWSLETTER

Winter 2013



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



Change of Director

Managing Director Karen Cooper is leaving CHISEL for a post at a larger association in Surrey. Karen has implemented a number of important changes at CHISEL during her tenure, and leaves us a stronger organisation.

The Board have appointed Pauline Goodfellow as interim Director. Pauline has very wide experience in housing, having worked for both small and large associations, a housing co-operative, and the housing regulator. She is familiar with CHISEL's area from recent work with Lewisham Homes. In the 1990's Pauline worked for SLFHA, who were CHISEL's partner in developing property and providing services. She will start in late January 2014.

Prize Draw winner

Twice a year we do a prize draw among the tenants who have a record of being up to date with their rent. The winner in September 2013 was Errol Hall, from Nubia Way in Downham, one of CHISEL's self-build schemes.



AGM and Residents Fun Day: Saturday 21 Sept

Residents, Board members and staff converged on Mycenae House in Blackheath, for an enjoyable afternoon of information, chat, games, food and drink.



Treasurer John Clark retired from the Board

John's engraved chisel



We will be asking you what you want from the 2014 residents event.



Resident Andre Howard makes a point to Board member Jill Gettrup



Children of all ages played games, did an art project, and had their faces painted



Resident Daniel Simpson's two boys looking great



Resident Andrew Fairclough relishes some pizza

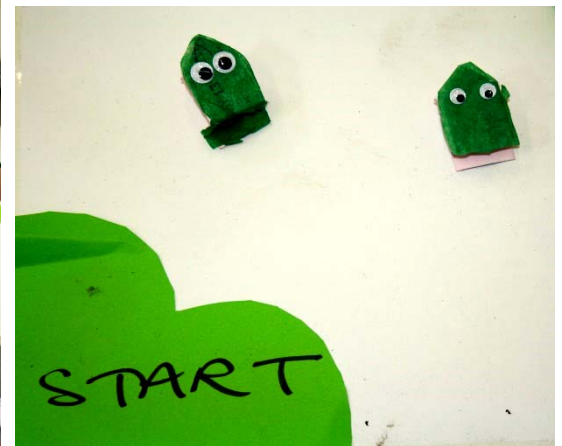
Lots of food!



Special diets catered for



Art workshop ... and racing frogs



Office reorganisation

All the CHISEL staff are now based on the ground floor of our office, to enable easier communication and collaboration. We took advantage of this changeover to do the first office redecoration at CHISEL in about 20 years.

New email addresses

Mark Allan is now contactable as involvement@chisel.org.uk, Shuk-Ling Hou is financeofficer@chisel.org.uk, and Nigel Spice is financemanager@chisel.org.uk. Please update your address books - but don't worry, all previous email addresses still work, so we won't lose anything if you use the old addresses by mistake.



NOTICE BOARD



Clare's Winter Alert

Winter is on its way. If snow comes it will be harder for contractors to get to you, and we may have emergencies that need to be dealt with first.

So if you know you have an outstanding repair or maintenance issue, that is likely to get worse with the weather, please let us know **now** so that it can be dealt with before it becomes an emergency.

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 Monday 23 December at 4:30 pm, and reopen on Thursday 2 January 2014 at 9.30am

If you have an **emergency repair** over the Christmas period, 24 Dec to 1 Jan, please call the emergency number: **020 8338 8433**

Chisel Opening Hours

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 repairs outside office hours (**emergencies only**): 020 8338 8433

WHO'S WHO IN CHISEL:

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