

CHISEL Ltd
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London SE4 2RL
Tel: 020 8692 5258
www.chisel.org.uk

New Website Goes Live!

We are really excited about our new website which is now live! It is brighter, more user friendly and has lots of useful information and functions:

We hope you will enjoy the new website.

Now you can:

Report a repair to us.

Find out about how to make improvements to your home.

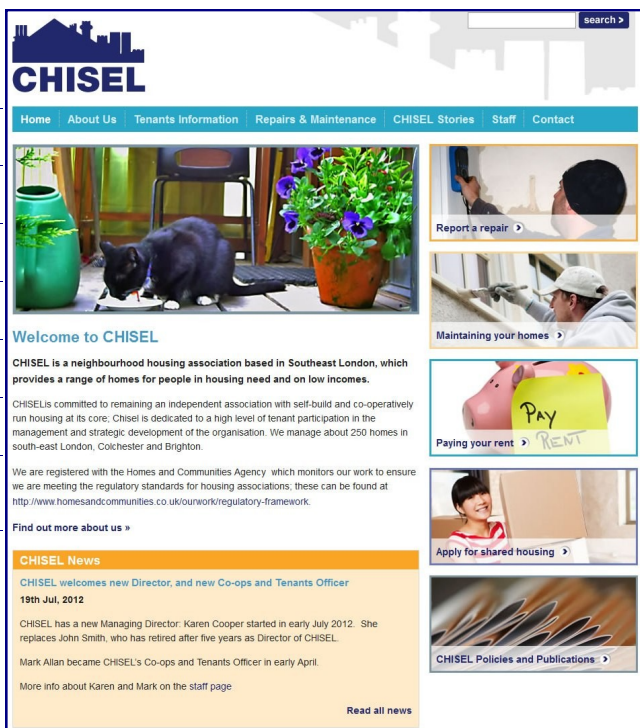
Pay your rent online!

Find out how to apply for shared housing with Chisel.

Find our policies etc here.

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We hope that you will love this as much as we do so please log on and have a look around. A website is always a work in progress so please let us know what you think.

www.chisel.org.uk

DATE FOR YOUR DIARY:

**AGM AND
SOCIAL EVENT
ON THURSDAY
27TH
SEPTEMBER
2012**

DETAILS TO COME...

**KEEP YOUR RENT
ACCOUNT CLEAR (LIKE
RUPERT) AND YOU
COULD ALSO**

WIN £150

See the back page



Hi, I am Karen Cooper and I have recently taken over as Managing Director of Chisel following John's retirement. I have been working in social housing and the voluntary sector for over 20 years, with 10 years as the Chief Exec of two local housing associations, and I am delighted to now be working with Chisel. I am really looking forward to meeting as many of you as possible over the coming months - do come and talk to me at the AGM on the 27th September. Please feel free to ring or email me anytime (see the back page for my contact details). I work 3 days a week between Monday and Thursday.

REPAIRING YOUR HOME

Maintenance is divided into 3 main types, each of which is handled differently:

- **Responsive repairs** are the repairs you report to us on a day to day basis. These may be emergencies (such as a flood) that have to be dealt with as soon as possible, urgent repairs (such as heating) that must be dealt with within 7 days or routine repairs (such as guttering) that usually take longer. Our responsive repairs are handled for us by LFSA so when you report a repair on 020 8692 9294 you will usually speak to Barrie at LFSA.
- **Cyclical maintenance** is mainly external decoration which happens every 5 years or so. Chris (AKA Digger) plans this work every year based on need (and the weather!).
- **Planned maintenance** refers to larger more expensive works like fitting new boilers, kitchens or bathrooms. Digger plans and manages the planned repair programme; you can find a copy of this on the website.

For many of CHISEL's tenants, the most contact we have with CHISEL is about maintenance issues. Here are some recent experiences that tenants have had.



"I am very happy because it is more secure and less draughty!"

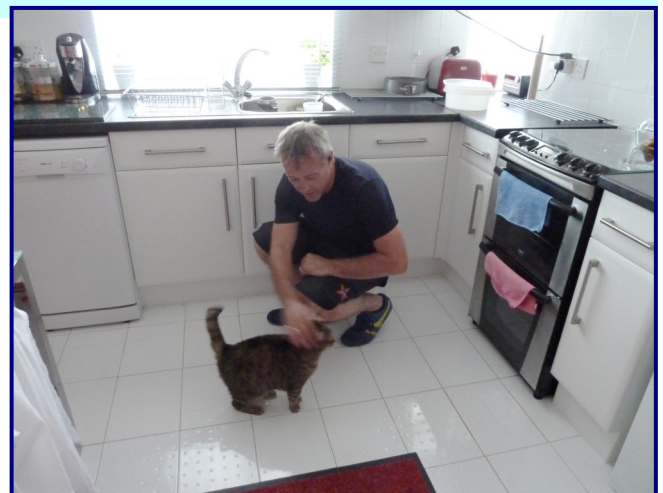
Responsive repair: Monica Drummond

I moved into my CHISEL house a few months ago. When I moved in it wasn't gardening weather, then a couple of weeks later I went outside and noticed that one side of the door was rotten and there were little creepy crawlies coming out of it. I rang up the CHISEL repair number on my fridge magnet (020 8692 9294) and spoke to Barrie – he got Digger (Chris Hatcher) to come around, who decided that it needed to be replaced. Gary from All Aspects came and measured up, then just over a week later he came with a new door. It was quite quick, all done in just under two hours – including fixing a stair rail.

Monica and her new door on a rare sunny day in May!

Planned maintenance: Dorothy Douglas

I have been living here for 13 years. The kitchen was getting bad, doors were hanging off and it was just really really bad – well it looked all right to other people but not to me! I was saving to get a new one when Digger contacted me to say the kitchen was up for replacement (under CHISEL's 20 year Decent Homes plan) – yey! At the same time Chisel replaced the hot water tank with a new boiler - my best bit is the shower – now it is beautiful thank you... I am very happy, very pleased.



Dorothy was camera shy so here is Digger and her cat in her new kitchen

WORKING TOGETHER WITH YOU TO MAINTAIN YOUR HOME

Tenant doing own improvements: Laura McCauley

Three weeks ago I moved into a house in Thamesmead, one of the houses built by self-builders about 15 years ago. There was a problem with the water pressure but the plumbers couldn't find a leak. Digger and a plumber friend of mine investigated further, and found that there was a kink in a plastic water pipe - we fixed that and cured the problem. The house was in a bit of chaos, and I wanted to improve the ceiling anyway, so then I decided that I wanted to divide one large room with lots of windows and doors, into two rooms with more wall space for shelves, which would be more functional. I asked CHISEL if it was OK for me to make a partition wall, with friends who are qualified tradesmen. Digger talked it through with me and agreed, so it is all now happening. I am also getting a new fitted kitchen - earlier than usual because the kitchen floor needs replacing and the kitchen units have to come out anyway. I am very new here and have visited my self-builder neighbours next door - their house is beautiful, and mine will be too!



Laura's baby boy Finley inspecting the works

Responsive, cyclical and planned maintenance: Ann Fordham

I have had a lot of repairs recently - Digger has been here a lot! There was a crack in the plaster on my stairs - I was able to fill it with Polyfilla when I last decorated 10 years ago, but it had got worse over the years. I reported it, and amazingly I was contacted the next day by All Aspects, they came round the same day and repaired it. I was really pleased. Gary was going to stay till it was dry and finish smoothing it off but I said not to worry as I can do that kind of thing for myself. I would have liked it wallpapered but Digger says that wallpapering is the tenant's responsibility.

My back windows were due to be painted as cyclical decorations, which happens every 5 years or so. The frames were original and rotting, causing damp problems so CHISEL decided to replace them with new windows last autumn, UPVC and double glazed so the house is much warmer now, and my heating bills are lower.

Finally, my boiler has been replaced as part of scheduled works. Digger says that normally this happens when kitchens are done but my boiler is in the bathroom. With the new boiler, the old immersion tank has been removed so I have more storage space, and the water pressure is much better too, including cold which used to come from the header tank. I'm sure I will save money too, with hot water on demand rather than heating a tank.



Ann and her new window



CHISEL has a legal duty to ensure that you and your family are safe by arranging annual gas inspections. Gas-related incidents in the home kill an average of 25 people every year. Most are killed by carbon monoxide, a deadly side-effect of faulty appliances. It can kill in minutes yet you cannot see it, smell it or even taste it. **It is extremely important that gas installations/appliances in every property are inspected at least once every 12 months.** Please allow the contractor access to complete **both** services **and** inspections - it is very important. CHISEL will take legal action to gain access to your home if necessary.

NOTICE BOARD

Introducing Mark Allan

Hi, I am Mark Allan, the new Co-ops and Tenants Officer, taking over from Jane and Flos who have been covering the role for the last year. I have been involved with social housing for 30 years and I live in a housing association flat myself, which I help to manage as a member of a housing co-op. I was a Board member of CHISEL in the 1990s, and it is great to be part of CHISEL again.

I look forward to meeting all co-ops and tenants soon, and am especially keen to talk with any tenants who want to be involved with CHISEL - so do get in touch!

I am normally in on Mondays and Thursdays, and can be contacted directly on 020 8305 8672 (with voicemail) and cto@chisel.org.uk



Home Standards

Our new Home Standards policy has now been agreed by the CHISEL board. Thank you everyone who helped by giving us your views.

The policy sets out the quality standards we have agreed to meet to keep our homes in good condition and how we will do this. Amongst other things it provides information on:-

- the things we will check before letting a new home
- the decent homes standard
- our improvement standards including what you can expect when we fit new kitchens and bathrooms.

The Home Standards policy is available for download from our new look website (www.chisel.org.uk) or please contact the office for a printed copy if you prefer.

WIN £150 in CASH!

To encourage excellent rent records and recognise all those tenants who keep their rents out of arrears, we'll be rewarding tenants with clear rent accounts with a chance to win a cash prize twice a year. The next draw will be at the AGM on September 27th.

Simply make sure your rent balance is clear for a minimum of 4 weeks before the date of the draw and you will automatically be entered.



PRIZE WINNER

Congratulations to Rupert Hughes who won £150 for being up to date with his rent - he spent it on plants!

Chisel Opening Hours

CHISEL's office is 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 and Thursday)	cto@chisel.org.uk
Finance Manager	Jane Brennan (1 day pw: Thursday)	mgrfin@chisel.org.uk
Finance Officer	Shuk-Ling Hou (2 days pw: Wednesday & Thursday)	finance@chisel.org.uk