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Date for your diary!

CHISEL AGM

Thursday 21 Sept
 7-9 pm
 St Andrew's Centre
 Brockley Road,
 London SE4 2SA

Join the Board?

Four members of the CHISEL Board can be tenants of CHISEL; there are currently just two tenants serving on the Board. If you'd like to become a Board member, please email director@chisel.org.uk

TENANTS NEWSLETTER
Summer 2017

Tenant Consultation Dinner

17 tenants braved the hottest day of the year, to come and have an in-depth discussion of some of the issues that were raised by the tenant survey last year.

Talking in small groups over drinks and a meal, tenants made recommendations on what CHISEL's repair service and communications should look like, and brainstormed ideas for how CHISEL should plan for the next 20 years.



See page 2 for a more detailed report.

Neighbourhood meetings in July & August

Coming soon! three more opportunities to come and meet CHISEL staff, get information and raise questions.

All are 7-9 pm, with drinks and snacks provided.

Mon 17 July - Brighton: "300" Café, 300 Ditchling Rd, Fiveways, Brighton BN1 6JG

Wed 26 July - South London: Honor Oak pub, upstairs room, 1 Saint German's Road, Forest Hill, London SE23 1RH. For tenants in Lewisham, Bromley and Croydon.

Tue 1 August - Greenwich: The Birchwood pub, Grovebury Rd, Thamesmead, SE2 9BB

Come and give your views on CHISEL services; CHISEL staff will update on recent issues, and answer questions.

What did tenants tell CHISEL? at the Tenant Consultation Dinner

Here is a brief summary - the full report is available on the CHISEL website

www.chisel.org.uk/tenants-information/

Repairs: what matters most?

Quality of repairs, getting it right first time, and being kept informed about progress of repairs.



How can we achieve excellence?

Quality of contractors – clear code of conduct, skilled, appropriately qualified and knowledgeable contractors

Quality of materials – clear specification and fit for purpose

Quality control – proactive contract management

Regular post inspections and proactive follow up of outstanding works

Communication – keeping tenants informed – before and during works

Clarity regarding timescales – and create reasonable expectations

Communications: what matters most?

CHISEL listening and acting on tenants views - this was unanimous.

How can we achieve excellence?

Staff to treat tenants with respect

Proactive communication – tenants shouldn't need to chase progress on works or other matters

Clarity around consultation processes

Use a variety of modern methods of communications – text, email, phone

Website to become more interactive

Keep it simple – no jargon, open and honest

Always give feedback, and follow up – use automatic texts

The next 20 years of CHISEL

Key points raised by tenants:

Longevity of stock – invest in good quality maintenance.

Eco surveys to gain greater energy efficiency and help reduce running costs.

Look at ways to help ageing tenants – adaptations to existing homes to help people live independently at home for longer, and support for those who want to move to downsize or to sheltered accommodation.

Build long lasting relationships with tenants.

Provide more homes.

Continual Improvement - avoid complacency.

Fire safety

The tragic fire at Grenfell Tower has drawn attention to fire safety in housing generally, and especially in tower blocks.

What is CHISEL doing to help keep residents safe from risks of fire?

Although CHISEL does not have any housing over 4 stories high, we undertake fire risk assessments (FRA's) in all our shared housing, and in all blocks of flats and houses that are converted into flats which are above 3 storeys. These are undertaken by a suitably qualified external consultant. We are embarking on a planned programme of scheme inspections to ensure all communal areas are kept clear from fire risks.

What can tenants do to keep themselves and neighbours safe?

You can reduce the risk of fire by being careful and taking some simple precautions.

Fit a smoke alarm in your home (if you live in shared accommodation we will provide a smoke alarm). If you need to buy an alarm, you will be able to get one from shops such as B&Q and Homebase. Make sure the smoke alarm you buy conforms to the British Standard and the packaging has a kitemark on it.

Test your smoke alarm weekly by pressing the button; keep it free of dust and have spare batteries available. See www.fireservice.co.uk/safety/smoke-alarms

Make sure that all fires are properly guarded - especially if you have young children - and don't leave pans unattended while cooking.

Make sure all electrical appliances are correctly fused, and sockets are not overloaded.

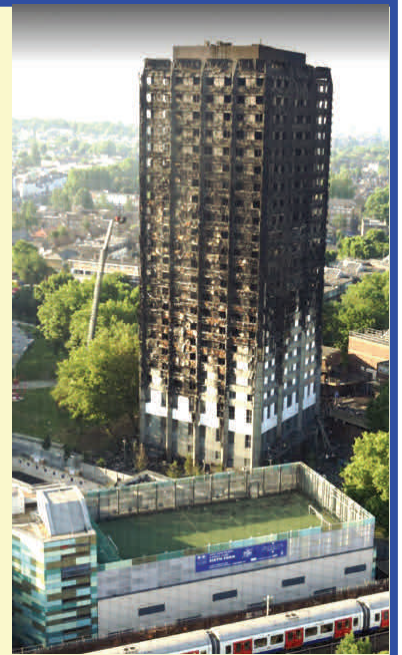
If you have door closers fitted, don't wedge the door open or remove the closer.

Don't store anything in common areas such as corridors or electrical cupboards. Items left in shared areas, landings or corridors can act as fuel for a fire and can also prevent people escaping in the event of a fire.

Know your escape route before a fire happens.

See the detailed advice on our website:

<https://www.chisel.org.uk/tenants-information/your-home-and-safety/>



In case of fire, what should you do? GET OUT, STAY OUT, CALL 999

- **DO NOT ATTEMPT TO TACKLE IT YOURSELF.**
- **GET EVERYONE OUT** of the house if it is safe to do so, then dial 999.
- **If no safe route out, go to the safest room and close the door. Dial 999 and ask for the Fire service.**
- **CLOSE DOORS** to contain the fire and stop the smoke spreading.
- **DON'T GO BACK** inside the property for any reason.

NOTICE BOARD

Staff Changes



Dezrine Biko joined CHISEL in May as Operations Manager, taking over the workload previously handled by Clare Canning. Dezrine works 4 days a week (Monday - Thursday). CHISEL are currently recruiting for a part-time Maintenance Surveyor.

Have you got home contents insurance?

The risk of fire is on all our minds, with Grenfell Tower, and the recent fire at the CHISEL offices.

Two CHISEL tenants have had serious fires in the last 3 years. No-one was hurt, but there was damage and loss of possessions. Would you be covered if this happened to you?

The National Housing Federation has negotiated affordable home contents insurance for social housing tenants, with premiums as low as £50 p.a.. See www.thistlemyhome.co.uk or ask the office to send an info sheet.



CHISEL Opening Hours and Contacts

Repairs line: 5 days a week plus emergency out of hours service

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

CHISEL 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

WHO'S WHO IN CHISEL:

Managing Director:	Pauline Goodfellow (3 days pw: various)	director@chisel.org.uk
Operations Manager	Dezrine Biko (4 days pw, Monday-Thursday)	operations@chisel.org.uk
Rents Officer	Flos Marriott (2 days pw: Tuesday & Thursday)	rents@chisel.org.uk
Co-ops & Tenants Officer	Mark Allan (2 days pw: Monday & Thursday)	involvement@chisel.org.uk
Finance Manager	Nigel Spice (2 days pw: Monday & Thursday)	financemanager@chisel.org.uk
Finance Officer	Shuk-Ling Hou (2 days pw: Wednesday & Thursday)	financeofficer@chisel.org.uk