

CHISEL AGM is 19 July – earlier than usual!

The CHISEL AGM and tenants evening will be on **Thursday 19 July** this year, rather than the autumn date it has been in the past. It has been brought forward because we will have our accounts ready earlier this year.

We have a new venue in the heart of Catford at the St Lawrence Centre.

For now, please put the evening of 19 July in your diaries. We will send more details closer to the date.

Data Protection Law changes on 25th May 2018 - GDPR

The law is being brought up to date to reflect all the technological changes that there have been over the past couple of decades. It also deals with how personal data is stored and used. Personal data is any information about a living individual person.

We use your personal data to provide essential services to you; contact you; personalise our services for you; design and improve service; and to meet regulatory requirements.

We are currently writing our Privacy Policy and statement which will appear on the CHISEL website shortly.

WELCOMING DRYAD



CHISEL have been working with Dryad Co-operative and Brighton and Hove City Council, to support the Co-operative in the achievement of its aims, and so that the residents can continue to live in their homes.

CHISEL will lease the properties from the Council, and Dryad will manage 11 homes in the Hollingdean area of Brighton, near our existing self-build homes at the Diggers.



GDPR is an EU regulation. The UK is passing a new Data Protection Act with the same effect, which will continue after Brexit.

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



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**EASTER OFFICE
OPENING TIMES**

Fri 30 March - closed

Mon 2 April - closed

**Office re-opens
Tuesday 3 April**

**Normal Hours
Mon to Thurs
9am to 5pm**

Who Ya
Gonna
Call?



CHISEL is a small, charitable housing association with 167 permanent homes of which 156 are di...

TEN

The B

The recent... particularly... water relate... Plumbing a...

Some tenan... having no w... issue. But to... her car out... delivered it... extra mile!

It's a good t... may not cop... check on yo...

We would li... for their pati... remind ever...

- Make s... leaking... is usua... the kito...

News

From 1 Ja... tenants wh... received a... issuing ap...

From the f... easy to rep... our contra... though – th... surveys co... your feedb...

Don't forge...



KEEP YOUR RENT PAYMENTS UP TO DATE

You will have received details of changes in your rent charge which becomes effective at the beginning of April.

What You Need to Do — Direct Debits

If you pay by Direct Debit, you will need to ensure that the change in rent due is reflected in your payments. For most of you, your rent is decreasing so you can of course choose to leave the payments as they are. If not, we can do this for you over the phone, so please contact us to make any changes.

What You Need to Do — Housing Benefit / Universal Credit

If you are in receipt of Housing Benefit or Universal Credit, it is your responsibility to tell the Local Authority or DWP of any changes. They will need a copy of the Notice outlining the change in rent. *Do Not Delay, as you have a limited amount of time to do this.*

CHISEL offer a number of ways for you to pay including:

- ◆ Payment Card for use at Post Offices and Pay Point Retailers
- ◆ Direct Debit
- ◆ Standing Order

If you experience any difficulties paying your rent, please speak to us. We will do all we can to help.

SUB-LETTING

Sub-letting – can now be a criminal offence!

Tenants living in social housing may be committing a criminal offence if they sub-let their home without their landlord's permission, or by going against what it says in their tenancy agreement.

Unlawful sub-letting of social housing is a serious matter because as well as the risk of being prosecuted under criminal law, you could also lose your home.

Sub-letting your CHISEL home without permission is a breach of your tenancy. If you do want to sub-let all or part of your home, you **must** contact CHISEL for permission first.

A CHISEL tenant recently sub-let their home without permission. They now have a court judgement against them and have to pay substantial costs.

Don't be caught out! If in doubt speak to us.



Last year you asked us to look at... As a result of this, CHISEL will be... near future. We expect our new f...

The Messenger service will impro... some of the ways we will be able...

- You will be able to check you...
- You will get a text to confirm... another text when we issue a...
- You will get a text when a rep...
- We will text to ask you wheth... fresh in your mind.

Over the next few weeks we will b... speaking to you to ensure that the... contact details we hold for you, an... correct. Please help us by provid... these details when you contact us...

Planned and Cyclic

The Board approved the budget t...

The big planned maintenance ite... are:-

- Window replacements & pai...
- Painting and timber repairs a...
- Kitchen replacements in 6 st... Road, New Cross, SE14

We will also be painting a small r... properties in Lewisham, undertak... repairs and we have budgeted to... boilers as and when required.