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## House Exchange - new service

CHISEL have added an additional service for tenants who want to move house by mutual exchange with another social housing tenant. House Exchange gives another option to add to our existing Homewapper service. See page 7 for more information.



## Stay safe!

If you plan to go away in winter, stop your water pipes getting frozen.

### Either:

leave your central heating on very low (eg a frost setting)

### Or

turn your water off at the stop cock and 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.



## Planned repairs in 2018

CHISEL and One Stop have been working closely together on this year's planned works. The image below is of the first of six replacement kitchens under this programme.

We have received great feedback on tenant satisfaction and are on track for completion before Christmas.

We have also completed four bathrooms across our stock, plus new windows and external painting at Maroons Way.



# Report back from CHISEL AGM

29 shareholders, and 13 other tenants attended the AGM on 19th July. David Eatwell opened the meeting and advised that this was his 3<sup>rd</sup> AGM as CHISEL's Chair and sadly it would be his last as he was standing down for personal reasons. David thanked fellow board members, staff and tenants for all the support he had received as Chair over the past 3 years. During this time he had seen some very challenging and difficult times for CHISEL, both in terms of changes to the housing sector as a whole and issues specific to CHISEL such as the office fire in February 2017.

David specifically thanked two fellow Board members who were also retiring at this AGM, namely:

Peter Coker, a Tenant Board Member for 9 years. Peter was an original self-builder and his advice and insight relating to the tenants' perspective of CHISEL's services has been invaluable over the years.

John Clarke, Independent Board member and Treasurer for the last 4 years. John's experience, knowledge, dedication and diligence have been instrumental in helping CHISEL tackle the challenges of remaining an independent and financially viable small association.

**David's Chair's report** focussed upon some of the key issues impacting upon CHISEL and its tenants:-

- The ongoing Government rent reduction regime and its impact upon CHISEL's finances - the minus 1% rent reduction remains in place until March 2020 then the rent increase formula will revert back to CPI+ 1 % from April 2020.
- Improving our day to day repair service and bringing this service and other management services back in house.
- The results of the self-build stock condition survey and its implications for CHISEL. The survey indicated that the self-build stock (which makes up a third of the properties CHISEL own) requires considerable re-investment - some £4.6 million over the next 10 years.
- Fire Safety and likely changes to building regulations coming out of the Grenfell Inquiry. Although CHISEL does not have any tower blocks within its stock, we have focussed upon fire safety and have proactively worked with tenants to keep tenants safe.

David concluded his report by thanking everybody involved in CHISEL for their support during the year.

**John Clark, CHISEL's Treasurer explained CHISEL's accounts** (summarised in the July Annual Report to Tenants). Although CHISEL is currently financially sound, going forward we need to look at ways to increase our income and reduce our overall expenditure in order to meet the self-build stock reinvestment requirements if we are going to remain so.

**4 new Board members** were elected to the Board at the AGM: two Tenant Board members - Louise Owen and Carolyn Wilson - and two Independent Board members - Angela Bryan and Steve Beard.

Following the AGM, Leo Stevens was elected as Chair, Steve Beard was elected as Treasurer and Louise Owen was elected as Vice Chair. Adrian Adams remains Co-ordinator for Operational Scrutiny Committee.



New Chair Leo Stevens

The Annual Prize Draw, a cash prize of £150 for tenants with clear rent accounts, was won by Jamila Johnson-Small. To qualify for the prize draw, a tenant needs to have not been in arrears for the previous 6 weeks.

Louise Owen gave a slideshow presentation on **Our CHISEL Community** the homes that make up CHISEL's stock, which caused animated discussion at the meeting - see pages 4-5 of this newsletter for a summary.



## OUR CHISEL COMMUNITY



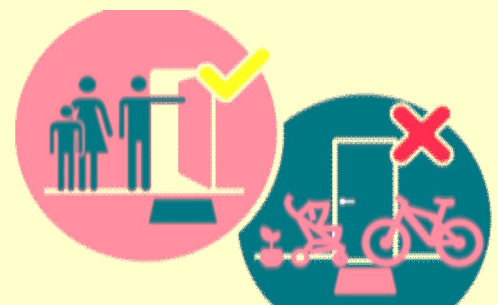
### Keep communal areas clear

Exit routes and communal areas should be kept clear at all times. If there is a fire or any other emergency, you will need to get out quickly and safely.

Please note that CHISEL does not allow any items to be kept in the communal areas of buildings.

All shared communal areas must be clear of any items including rubbish, bicycles and personal items. This is so that there is no risk of fire starting in the areas, and so they do not create a blockage or hazard to the escape routes.

If you see anyone dumping rubbish or storing items in communal areas, please tell us immediately on 020 8692 5258.







## OUR CHISEL COMMUNITY



CHISEL Housing association is responsible for 253 properties in South East England situated in Lewisham, Greenwich, Bromley and Croydon in south-east London, in Brighton, and near Colchester in Essex.

There are a mixture of property types new build flats, refurbished flats in divided houses, timber framed houses self-built by the tenants, plus a number of Victorian street houses. Some homes have shared gardens or outdoor courtyards or private balconies. Some of the self-builds have grass roofs.

### Who lives in CHISEL's Homes?



There is a wide variety of people housed in CHISEL's homes, people of all ages creating a diverse community of tenants. There are many houses of family groups, plus couples and single people in self contained accommodation. Some homes are shared houses of 2 to 5 adults, each with their own tenancy for their room and sharing use of communal kitchen, living and bath rooms.

**The Diggers**, 9 houses, North Brighton. As with the other self-build schemes, some of the original builders still live in their homes – the remaining houses are now enjoyed by new tenants.



**Deptford High Street, Broadway and Church St, 20 flats, North Lewisham.**

Some are managed by **Three Boroughs Housing Co-operative**, who manage 21 CHISEL properties, all in Lewisham.

**Individual properties** in South-East London (Deptford, Sedge Hill, Hilly Fields, Beckenham, Croydon, Thamesmead), and in Brighton.

### Some of CHISEL's many Individual Street Properties





**Dryad Housing Co-op**, 11 studio bungalows, Brighton. The newest addition to the CHISEL community.



**Flamenco Co-op**, 3 houses, 6 shared flats with gardens, New Cross Gate, Lewisham. Shared housing for single people; the co-op manage their own allocations



**Forest Hill**: 18 flats managed by CHISEL for Clarion HA



**Greenstreet Hill**, 11 self-build houses, Brockley, Lewisham, with communal garden



**Lowther Hill and Brockley Park**, 8 self-build houses, South Lewisham, by BME co-op Fusions Jameen



**Maroons Way and Hawkins Way**, 15 houses and 6 flats, Sedge Hill, Lewisham



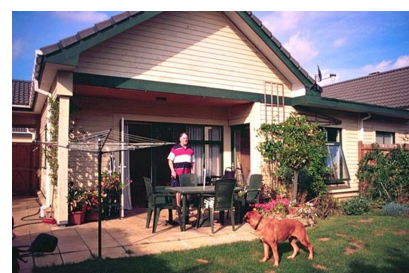
**Nubia Way**, 13 self-build houses, Downham.



**Parish Wharf**, 8 self-build houses, Woolwich



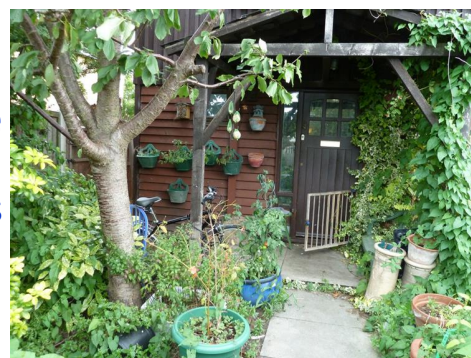
**Roxborough**, 5 disabled adapted bungalows, in Essex; the first self-build project by families with a disabled member



**Tariff Crescent and Jodane St** - 12 flats on the Pepys Estate, North Lewisham



**Thamesmead: Birchdene Drive & Silver Birch Close**, 12 self-build houses





# What is anti-social behaviour?

All behaviour that has a negative impact on quality of community life can be classed as anti-social behaviour (ASB). This can include any of the following:



- Actual or threatened violence or abuse towards any person
- Verbal abuse, intimidation, threatening behaviour or loitering
- Stalking, harassment, hate crime and hate related incidents
- Illegal use of premises, other criminal behaviour, drug dealing, illegal use of drug and alcohol-related nuisance and annoyance
- Behaving in an anti-social manner (including, but not limited to: excessive noise, vandalism, shouting, screaming, swearing, making indecent or offensive gestures or banging on walls or ceilings, misuse of communal areas, fire exits and public spaces)
- Pets and animal nuisance, including using animals in a threatening manner or allowing dogs to bark for prolonged periods of time
- Ongoing neighbourhood management nuisance (including garden nuisance, dumping of litter and rubbish, fly-tipping)
- Vehicle nuisance such as abandoned vehicles.



Please refer to your tenancy for your full terms and conditions for you and your guests.

Reports due to different lifestyles or every-day living situations which are not intended to cause nuisance or annoyance are not generally considered as ASB, such as babies crying, children playing, occasional celebrations and parties, or minor personal disputes between neighbours.

## Noise Team contacts by borough

Bromley days Mon-Fri 0300 303 8657L eves and weekends 0300 303 8671

Greenwich days and eves 020 8921 8921 (till 1 am, and till 2 am on Fri and Sat)

Lewisham days 020 8314 7237L [www.lewisham.gov.uk/myservices/environment/noise/](http://www.lewisham.gov.uk/myservices/environment/noise/)

Croydon days, Mon-Fri 020 8760 5483L eves 020 8726 6000 (option 4)

Brighton 9am to 5pm, Mon-Fri 01273 294266L 01273 293541 at weekends

# Additional Mutual Exchange service

Have you been thinking about moving home? Maybe it's for a new job, a bigger place for your family or simply to be closer to loved ones. Whatever the reason, a mutual exchange with another social housing tenant can help you.



**House**  
Exchange

CHISEL have added a new partner, House Exchange, to help tenants find a mutual exchange, so there are now two different ways you can find that ideal swap - House Exchange and Homeswapper. We advise tenants looking to move to use both services, as they each bring more opportunities - many Councils use House Exchange, for instance.

House Exchange is the new service to bring people together who are interested in swapping their homes. Currently over 100,000 people are looking to swap their properties around the UK, so your ideal home could be only a few clicks away.

Enter your details at [www.houseexchange.org.uk](http://www.houseexchange.org.uk) and the site will match you up with other would-be-swappers. There's also a free app, so now you can search on the move too.



**Homeswapper is CHISEL's  
longstanding mutual  
exchange service.**

[www.homeswapper.co.uk](http://www.homeswapper.co.uk)

**You don't have to choose -  
use both services!**

## Important things to consider:

**Add photos:** You can have up to five photos of your property on your advert, this increases your chances of finding a swap, so make sure each room looks its best in the pictures.



**Room going to waste  
or need more space?  
Moving is easy with  
House Exchange**



**Include a description:** House Exchange has a fantastic tool that allows you to create a description by selecting options that apply to your home, or if you prefer, get creative and write your own. You can find both these options in the **Edit my advert** area.

**Get in touch:** Once you've registered start messaging people in the properties you're interested in. Arranging viewings is a great first step in your House Exchange journey.

Both services allow multiway swaps, to maximise your chances of the right move.

# New staff at CHISEL

## Operations Manager: Carmen Clarke

Carmen is a very experienced housing manager who has worked both for housing associations and local authorities. Carmen was at Sutton Council where they first piloted Universal Credit - this will be very useful as many of our tenants will be migrating from Housing Benefit to Universal Credit over the next few years.

Many tenants met Carmen at the AGM this year.



## Housing Officer: Andrew Logan

Andy has worked in housing for almost 7 years, with Notting Hill Housing Association and Brockley Tenants Co-op previously, and has 5 years experience of managing repairs and maintenance services. He is focused on improving tenants' satisfaction with the repairs service, and introducing measures to deliver the service more efficiently in future.



## Christmas Opening Hours

CHISEL's office will close on Thursday 24th December at 2:00 pm.

It will be open with a skeleton staff on Thursday 27th December (9:00-5:00).

Open with a skeleton staff from 9:00 to 2:00 pm on New Years Eve (31st December)

CHISEL will re-open fully on Wednesday 2nd January 2019 at 9:00am.

Our out of hours emergency service will operate while CHISEL is closed - call 020 8692 5258 as usual and you will be connected to it.



## 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>
Operations Manager	Carmen Clarke (4 days pw, Monday-Thursday)	<a href="mailto:operations@chisel.org.uk">operations@chisel.org.uk</a>
Housing Officer (Repairs)	Andrew Logan (4 days pw, Monday-Thursday)	<a href="mailto:repairs@chisel.org.uk">repairs@chisel.org.uk</a>
Rents Officer	To be confirmed (4 days pw: Monday-Thursday)	<a href="mailto:rents@chisel.org.uk">rents@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 (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>