



The Beast from the East!

The recent extreme weather hit everyone across the country particularly hard. We received an increase in calls for heating and hot water related issues and worked closely with our contractor One Stop Plumbing and Heating to ensure all callouts were attended to promptly.

Some tenants in the Brockley area faced the additional problem of having no water due to burst water pipes. Thames Water dealt with this issue. But to make sure everyone had water, Pauline Goodfellow dug her car out of the snow, drove to Sainsburys to buy bottled water and delivered it to struggling residents. Now that's what I call, going the extra mile! ★

It's a good time to remember to be mindful of your neighbours, who may not cope so easily in difficult weather. We know that many of you check on your neighbours and this makes all the difference.

We would like to say a big thank you to our residents and contractors for their patience during this difficult period. We would also like to remind everyone of an important lesson:

- Make sure you're prepared for an emergency involving flooding or leaking pipes by checking the location of your mains stopcock. It is usually where the mains water pipe enters the house or near the kitchen sink. If you are not sure ask us!

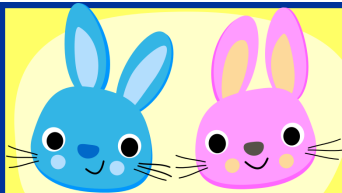
News from the Repair Front

From 1 January 2018 Chisel has been dealing with requests from tenants whose properties are managed directly by us. We have received almost 5 times more repair requests than anticipated, issuing approximately 168 works orders.

From the feedback to date you have told us we know that you find it easy to report a repair, and you are generally happy with the work of our contractors. We would like to know more about what you think though – the good and the bad – so please keep those satisfaction surveys coming in. Feel free to ring us if you would prefer to give your feedback over the phone.

Don't forget the telephone number to call for repair is:

020 8692 5258



Happy Easter!

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?** 



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.



COMING SOON!

Last year you asked us to look at using text messaging to keep you informed. As a result of this, CHISEL will be introducing a text messaging service in the very near future. We expect our new facility to be in use from this summer onwards.

The Messenger service will improve the flow of information to tenants. Here are some of the ways we will be able to provide quick information to you.

- You will be able to check your rent account balance by sending us a text.
- You will get a text to confirm we have received a repairs report from you, and another text when we issue a repair order.
- You will get a text when a repair job is completed.
- We will text to ask you whether you are satisfied with the repair, while it is still fresh in your mind.

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



Planned and Cyclical Maintenance 2018 – 2019

The Board approved the budget for 2018–19 at their meeting in March.

The big planned maintenance items that we have budgeted for over the next year are:-

- Window replacements & painting at 1-11 Maroons Way, Sedge Hill, Catford.
- Painting and timber repairs at 1-9 The Diggers, Brighton
- Kitchen replacements in 6 shared flats in Waller Road, New Cross, SE14

We will also be painting a small number of street properties in Lewisham, undertaking some flat roof repairs and we have budgeted to replace a number of boilers as and when required.



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