



SPRING NEWSLETTER

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Spring Clean for Starbeck

Residents at Starbeck were given a spring 'spruce up' of their area recently. Housing Officer Richard Jones arranged for the block paving areas at Globe Street and Avenue Grove to be cleaned up by Horizon Life Training, a local charity. The work was funded out of the service charges paid by the residents on Globe Street and Avenue Grove. The clean-up work has vastly improved the areas making it look cleaner and brighter for the residents



Avenue Grove

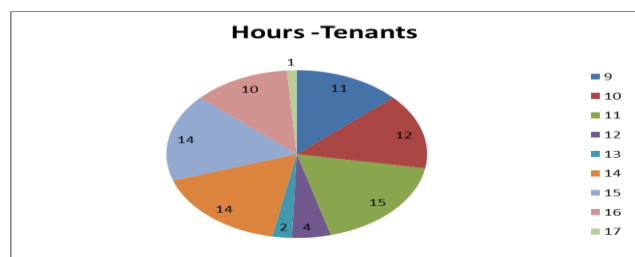
Out of Hours Update

In December's newsletter we said that we would keep you updated on the progress with the out of hours call service. We have been discussing with Astraline (part of Johnnie Johnson Housing Association) the service they can provide for us and we hope to have this in place by summer.



Have Your Say – Office Opening Hours

We have recently carried out a survey of the number of visitors to the office; the survey was carried out over a 4 week period. We wanted to see whether the office opening hours could be amended to be open for the times customers most use it and allow Housing Officers Frances Thornton and Richard Jones, more time out visiting customers at home. The chart below indicates the results of the survey over a 4 week period. The chart indicates the busiest times of the day for tenant contact. From the data we collected it would seem 12pm, 1pm and 5pm are our quietest hours



From the data collected the following details were identified

- That the number of tenants calling into the office per week is approx.20
- The Busiest days for tenants to call into the office are Monday and Fridays
- The quietest day is a Wednesday
- The office receives fewer visitors during the lunch hours and after 5pm.

Based on the data a review of the office opening was carried out and presented

to the Tenant Liaison Committee who would like to receive your feedback on the proposal .Below are the proposed opening hours, We would really like to receive your feedback and comments. Please have your say about these proposed times by emailing tlc@harrogatefamilies.org.uk or by completing a survey in the office. **Closing date 30th April 2015**

Day	AM	PM
Monday	9am to 12pm	2pm to 5pm
Tuesday	Closed	2pm to 5pm
Wednesday	Closed	Closed
Thursday	9am to 12pm	Closed
Friday	9am to 12pm	2pm to 5pm

In Your Neighbourhood

As part of our commitment to improving the service we give to you we have arranged a series of visits to your area. These visits aim to help HFHA to be visible, responsive and collect accurate information on our properties and talk to you about how to help us shape our service going forward. Frances Thornton and Richard Jones will be visiting the following areas. Members of the Tenant Liaison Committee will also be joining them and will be assessing the repairs service customers receive.

Date	Where
Tuesday 7/4/15 – from 10.30am	<ul style="list-style-type: none"> • West Starbeck • High Street • Stonefall Ave • Avenue Grove/Place/Street/Rd
Richard Jones	<ul style="list-style-type: none"> • First Ave • Globe Street

	<ul style="list-style-type: none"> • Greenfields Ave • South Beech Ave • Sycamore Drive • Prospect Close
Date	Where
Thurs 9/4/15 – Morning	Rural Schemes <ul style="list-style-type: none"> • Blind Lane • Knaresborough • Marston Road • Skelgarth • The Laurels • Stockwell Ave • Tranmere Croft • Walkers Fold • Wetherby Road
Frances Thornton	

It would be great if you could meet with us on these dates or to have a chat with us about becoming more involved in the shaping of your services!!

Putting a Priority on Repairs



We aim to continually improve our service on repairs. To help us deliver this we prioritise our repairs service .This will help us deliver great performance to you. To ensure we continue to deliver this we have included, as a reminder, the priorities for repairs that our Officers use in classifying your repairs and the timescales in which these repairs will be completed in

- P1 within 24 hours – these are making safe repairs, health and safety issues.
- P2 within 5 working days - these are repairs where there is a significant inconvenience caused, i.e. non flushing toilet
- P3 within 28 days – these are repairs such as internal joinery where there is no risk of health and safety.

All Gas Repairs should be reported to Sure on 0151 728 5760