



Oswestry in Bloom Award Winners at Wedge Mews

Mr & Mrs Edwards

Two of our green fingered residents at Wedge Mews have received awards in the Oswestry in Bloom competition 2011.

Mr & Mrs Edwards received a gold award for their patio garden and Mrs Ward Ellis received a gold award and the Wren Shield for the best patio garden in the competition. Both gardens show what can be achieved in a small area.

These awards have spurred residents on to adopt a central raised bed at the centre of the development which will be planted by residents to provide a centre piece for next year's competition. The Association will be making a small grant available to the residents to provide bulbs and plants for the display.

If any of our residents on other schemes wish to carry out community projects to help improve their neighbourhood please let us know and we will consider making grants available for any approved schemes.

New Development



We are pleased to announce the completion of our latest development at Almond Avenue in Gobowen. We welcome our newest residents and hope they will be very happy in their new homes.

There are two 2-bedroom bungalows and four 3-bedroom houses on the development, which was built under a contract with local developers Shropshire Homes with funding from both the Homes and Communities Agency and Shropshire Council. Properties have been let to applicants with a local connection to the area using the Shropshire Homepoint allocations system.

We would like to thank all our partners, consultants and funders for helping us bring this development to completion, to such a high standard and ahead of programme.

Christmas Closing Arrangements

This year the office will be closed over Christmas from midday on 23rd December 2011 until 3rd January 2012. If you should have an emergency repair during this period please contact the out of hours emergency number on 0800 592418.

This number is for emergencies only as set out in your tenant's handbook.

Annual Report

Following consultation at tenant involvement meetings held in September we have not distributed copies of this year's report by post.

If you require a copy please contact the office and we will arrange for a copy to be sent in the post. Alternatively the report is available on the news page of our web site at www.shropshirerural.co.uk



The board and staff of Shropshire Rural Housing wish all our customers a very Happy Christmas and a prosperous New Year





Revised Regulatory Framework

The Tenant services Authority (TSA) has recently published a consultation document on revisions to the way Housing Associations are regulated. It is intended that the new regulations will be adopted in April 2012.

If you would like to comment on the proposals you can download the documents from the TSA web site by following this link <http://www.tenantservicesauthority.org/server/show/nav.15065> Alternatively the documents are available on the getting involved page of our web site.

We would welcome any customer comments that we can include within our own response to this consultation. Comments can be made by phone, letter or email. If calling the office to discuss the consultation please ask for Bryan Powell.

The consultation finishes on 10th February 2012 so any comments should be sent to us by the end of January to be included in our response. You can also comment individually by following the links from the TSA web site.

Local Service Offers Consultation

We have recently completed a consultation with our customers over the service offers we are required to provide as part of our Regulation by the Tenant Services Authority. Events were held in Oswestry, Wem, Kinlet and Bayston Hill and although poorly attended, some of our customers came along to voice their views on our services.

The feedback we received has been very useful. We have taken the comments on board and will be striving to improve some services in the coming year where customers have indicated that the service fell short of expectations.

We also received many positive comments about our service and how happy people were with our properties and the service we provide. The Local Service Offers have now been adopted and will be kept under review as we enter a period of change over our regulation.

If any of our customers require a copy of the Local Service Offers document please let us know by contacting the office or emailing enquiries@shropshirerural.co.uk The document is also available in PDF format on the "getting involved" page of our web site www.shropshirerural.co.uk



Response Repairs Monitoring

At our recent tenant consultation events questions were raised about how we monitor repairs to ensure that they have been completed in a timely manner and to a good quality.

We currently send out a questionnaire with a sample of repair orders asking for customer feedback on the repairs service and the service we offer. Completion of other repair orders is monitored through telephone surveys with the customer following completion of the repair. Our target is to monitor a minimum of 60% of repair orders and report the results as part of our Local Service Offer review in the annual report which comes out in October each year.

We are always pleased to receive feedback on our services and if anybody has a need to comment on the services we provide we will review the comments and take any appropriate action.

You can comment by completing and returning the questionnaire, contacting us by telephone or sending an email to enquiries@shropshirerural.co.uk