

Christmas Newsletter

Merry Christmas



Customer Satisfaction

Many thanks to all of you who completed our Customer Satisfaction Survey, both by post and online. Results of this survey are currently being collated, and we hope to have the results of the survey in the New Year, which will be published in our next Newsletter around the Spring. The Customer Satisfaction Survey is important to us: not only does it tell us what you think about certain aspects of our service but it also provides an opportunity for you to tell us about how you think our services could be improved. At the heart of what we do is delivering great services: learning from what you tell us is, therefore, very important.

Elsewhere in this newsletter we mention that we want to increase and improve the opportunities for your views to be heard: please see 'Get Involved!'



Please see the back page for our Christmas opening hours



Repairs at Christmas:

Only emergency repairs will be carried out between Christmas Eve and 2nd January:

In deciding whether a repair is an emergency, consideration will be given to:

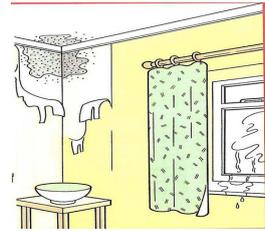
Whether there has been total loss of essential services such as gas, electricity or water.

Whether a delay in carrying out repairs would endanger you or your family.

Whether a delay in carrying out repairs would cause further damage to your home.

When our offices are closed,

Emergency Repairs should be reported by telephone on **0300 303 1190**



Keep Your Home Free From Damp & Mould This Winter: Condensation Tips

During the cooler months condensation can build up just from carrying out normal activities such as cooking, washing and from the air you exhale when you breathe. Moisture in the air in your home will settle on cool surfaces, forming black mould spores, usually found at the edge ceilings, by windows and external walls. You can help reduce the likelihood of condensation and mould growth by doing the following:

- * Make sure extractor fans are switched on in the bathroom and kitchen
- * Keep kitchen and bathroom doors shut when cooking and bathing
- * Keep window 'trickle vents' open
- * Keep the property temperature consistent rather than heating in short bursts and then leaving rooms to cool down.
- * Dry clothes outside or use a tumble dryer that is vented externally. If you have to dry clothes indoors do it in the kitchen or bathroom with the extractor fans on to remove as much moisture as possible.
- * Wipe any moisture off glass or cold surfaces when condensation has occurred. This will avoid it evaporating back into the air.
- * Moisture or condensation traps are available from most DIY and home stores for around £4. Placed on window sills these can reduce moisture in the room.

Something for the kids





Christmas Word Search



CANDY CANE
CAROLS
CHRISTMAS
DECEMBER
ELVES
GINGERBREAD
JINGLE

HOLLY
LIGHTS
MERRY
NORTH POLE
ORNAMENTS
PRESENTS
REINDEER

SANTA
SLEIGH
STOCKING
TREE
WINTER
WREATH



CRAYONSANDCRAVINGS.COM





My Home Contents Insurance Covering more than you think!

Did you know it is your responsibility to insure your home contents and personal possessions?

The My Home contents insurance scheme has been designed for social housing tenants and leaseholders. There are no minimum-security requirements, no excess to pay if you make a claim and no complicated application process. The Scheme has been designed to be easy, flexible and affordable. Premiums can be paid cash, fortnightly or monthly using a swipecard, or you can set up a monthly direct debit, or pay annually.

The standard cover doesn't just cover you against:

- * Fire damage,
- * Storm and flood damage,
- * Damage caused by water or oil leaks,
- * Theft

but it also covers you for:

- * Lost or stolen keys,
- * The contents of your freezer if it broke down,
- * Accidental damage to TV's and non-portable home entertainment equipment
- * The damage caused by a leaking washing machine or a burst pipe
- * The contents of sheds and garages are included
- * Cover for damage to fixtures and fittings that you may be legally responsible for.

For more information or to apply call My Home on 0345 450 7288.

Or email: Myhome@thistleinsurance.co.uk

Or visit our website: www.thistlemyhome.co.uk

Limits and exclusions apply to all covers. A copy of the policy wording is available on request.

The National Housing Federation My Home Contents Insurance Scheme is a product name arranged and administered on behalf of the National Housing Federation by Thistle Tenant Risks a trading style of Thistle Insurance Services Limited. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority FRN 310419. Lloyd's Broker. Registered in England under No. 00338645. Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW. The National Housing Federation is an Appointed Representative of Thistle Insurance Services Limited.



Could we get in contact with you if we needed to?



Remember

If you change your mobile or landline telephone number or your email address please remember to let us know. In line with new Data Protection regulations we can assure you that your data will be kept, and passed on to contractors in a secure way. If we cannot contact you, there may be a delay in carrying out your repairs or in contacting you about other urgent matters.

Get Involved (we know you'll make a difference)!

The Customer Satisfaction Survey, reported on the front page, will be an important source of information for us in our efforts to deliver the best services possible. However, surveys are not the only way we can improve services and help our residents to gain greater satisfaction from their homes and the communities in which they live.

There will be times when you think that the services we provide, or some other aspect of living in your community, could be improved to make your life more comfortable or satisfying. Telling us about those things, seeking our advice and assistance or helping us to make those improvements are all possibilities and need take up only as much time as you are willing and able to give.

Over the coming months, we will be reviewing how we might provide better opportunities for you to let us know what you think and help shape our services. The key aim is to ensure that you can have a say, in ways that suit you, about the way we work and the services we provide.



**Our offices will close at 3.30 pm on Monday 24th December 2018
and will re-open at 9.00 am on Wednesday 2nd January**

For emergency repairs when the offices are closed please call 0300 303 1190



The Board, Members and staff of Shropshire Rural Housing offer you their very best wishes for Christmas and the New Year

