

The following prices are a guide for what the Annual Gas Safety Checks & Servicing would cost:

Description	Price (incl.vat) (£)
Central heating & hot water floor standing or wall-hung boiler (main appliance)	54.05
Central heating & hot water back boiler fire front (main appliance)	54.05
Gas fire or wall heater (main appliance)	54.05
Gas fire or wall heater (secondary appliance)	40.54
Unvented cylinder (at same time as system boiler service)	40.54

Members of the Leaseholder Forum asked us to proceed with sorting out the arrangements for this new service, including how it would be co-ordinated and delivered. We will be reporting back to the Forum on the progress we have made at the next meeting in November.

Once the details have been confirmed, we will be writing out to you, to ask if you want to sign up to our Annual Gas Safety Checks. If you agree to have this service, the price would be added to your annual service charge.

Making a difference is just a 'click' away

In order to provide as many people as possible with the opportunities to influence what we do, we are setting up an on-line consultation group.

We currently have a Communications Panel, who tell

us how we should communicate with our customers and the wider community. This includes things such as our newsletters, leaflets and website.

The Panel told us that they would like to be able to do this on-line rather than by attending meetings, so we are developing ways that we can do this.

We are keen to involve more people in what we do and want

input from you – our leasehold customers. We want to know what you want to read about, we also need to know if our website is useful to you and what else we could be doing to make this better.

If you would like to join our on-line consultation panel, contact us on (01432) 384015 or email us at involvement@hhl.org.uk.

Also available in large print, Braille & CD.

Polish Jeżeli życzy sobie Państwo otrzymać niniejsze informacje w tłumaczeniu, prosimy o wskazanie tego telefonicznie pod 01432 384011.

Russian Если вы хотите перевести эту информацию, то звоните по телефону: 01432 384011.

Portuguese Se quiser que esta informação seja traduzida, por favor telefone para 01432 384011.

Minicom users please call: (01432) 378 487

Herefordshire Housing Limited
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herefordshire
HOUSING

OCTOBER
2008

leaseholder

BULLETIN

Contents

1. Setting the Policy
2. How handy are you?
3. Making warmth affordable
4. Offering you a brand new service
5. Making a difference is just a 'click away'

A lot of work and progress has been made as a direct result of working closely with Leaseholders. In our aim to engage properly and effectively with our leaseholder customers, we are delighted that the Leaseholder Forum has been instrumental in bringing about positive changes for all leaseholders and has been working hard with us to do this.

The Forum has now met three times and since the first meeting they have agreed a Leasehold Management Policy, agreed a reasonable rate for you to receive gas safety checks if you wish to do so and have asked us to produce a Leaseholder's Handbook.

Leaseholders also found out a lot more about what goes on behind the scenes here at Herefordshire Housing, when they met with colleagues, managers and directors on an Open Day. They told us that this had opened their eyes to see how much goes on in providing day to day services to customers.

There is such a lot to get involved in and we are always keen to see new faces so, if you want to have your say on the service we provide to you the next Forum is **Thursday 13th November 2008 at Legion Way 6.30pm – 8.30pm.**

The meeting starts with a buffet tea and we will be discussing the progress on the leaseholder's handbook, getting feedback about the Annual Gas Safety Checks and Servicing and working on the Service Standards for leaseholders.

If you would like to attend, please contact us on **(01432) 384015** or email us at involvement@hhl.org.uk. We can arrange transport if you need it. Look forward to seeing you there!



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services to diverse
communities

Setting the Policy

We now have a new policy that lays out how we will provide services to you. Our Leasehold Management Policy has been put together with the Leaseholder Forum, who told us what they thought the policy should cover.

We took a draft of the policy to the Forum in June, where we worked closely with them to develop it further. Forum members shared their ideas and suggestions with colleagues and we used these suggestions to shape the finished result. This included suggestions for certain sections, such as Consultation, Standards of Delivery and Equal Opportunities.

Members of the Leaseholder Forum approved the policy at the meeting in September. They asked for the policy to be reviewed every two years.

You can get a copy of our Leasehold Management Policy by calling us on (01432) 384000 or emailing us at info@hhl.org.uk. Alternatively, you can download a copy from our website, under the Leaseholders Section at www.hhl.org.uk

How handy are you?

We want to produce a handy guide that will give useful information and helpful advice about being a Leaseholder of Herefordshire Housing. So we are planning to develop a Leaseholder Handbook and are asking you to help us make sure it is what you want.

To do this, we are setting up a dedicated group of leaseholders to meet with us about once a month, to look at different styles of handbooks and decide the style we should use and what information should be included.

The deadline for finishing the Handbook is February 2009, so we need to get cracking on this.

You don't need any previous experience to help us do this, just your ideas as a leaseholder. To support you to be involved, we will pay your travel, childcare and carers' expenses and can arrange transport for you if you don't own a car.

To find out more, simply contact Helen Greenway on (01432) 384010 or email involvement@hhl.org.uk. We look forward to hearing from you.

Making warmth affordable

We know how important it is to make warmth affordable, especially with the ever increasing fuel costs, which is why we are developing our own Affordable Warmth Strategy which will lay out what energy efficiency measures we are going to take.

We also want to highlight the help that may be available to you to keep warm this winter. We have included a free thermometer and information leaflet with this bulletin which highlights the risk of low temperatures and provides information on grants that are available to home owners.

If you have any ideas on how we can make our properties more energy efficient and would like to get involved, please contact our Asset and Partnering Team on (01432) 384057 or assetinfo@hhl.org.uk.

Offering you a brand new service

We will shortly be able to offer you a brand new service for Annual Gas Safety Checks and Servicing.

We recently put together a proposal for offering a service to check and service gas appliances in your homes. This was taken to the Leaseholders Forum for consultation in September and they agreed the proposal and wanted us to offer the service to all leaseholders.

You will be offered an appointment for either morning or afternoon from Monday to Friday. Our engineer will then call to carry out the Safety Check and Service. They would then issue you with a legal document called a Landlord's Gas Safety Certificate (CP12).

If our engineer found any appliances to be unsafe or dangerous, they would have a legal obligation, under the Gas Safety (Installation & Use) Regulations 1998, to make the appliance safe. The engineer would then issue you with a gas safety warning notice, explaining what the notice means and telling you what actions you should take.

We are currently exploring the options of offering a repair service for your appliances to rectify any problems identified during the Gas Safety Checks.

