

Highstone Together



HIGHSTONE
HOUSING ASSOCIATION

Autumn 2022 Newsletter

Welcome to our second instalment of Highstone Together, our quarterly newsletter aimed to inform and update tenants on all things Highstone. We can't believe it is already Autumn and we are fast approaching the end of 2022 and more importantly Christmas!

Lots has been happening at Highstone since we last wrote, with progress on development sites, changes to our Board of Directors, internal staff changes and lots of wonderful tenant stories, many of which are included later on in this newsletter.

On a personal note, some of you may know that I am now on maternity leave, after welcoming our son, Harrison at the end of September. Whilst I will certainly be keeping up to date with all the important Highstone news, I am looking forward to taking some time out of work to enjoy life with my family. Whilst I am off support to the Highstone Team is being provided by Lee Sugden.

Lee has a wealth of experience within the sector and we are looking forward to him working with us while I am away.

Lucy Lloyd – Managing Director.



PLEASE CHECK YOUR BATHROOM FLOORING.

ARE THERE ANY RIPS, TEARS OR GAPS?

Please report any issues with your bathroom flooring as soon as you can. The earlier we know about the problem the less of a problem this becomes. As an association we have seen increased costs this year for damage to floorboards due to flooring issues.





Upcoming Developments

CLARO ROAD HARROGATE.

Work has now started on our Claro Road Scheme. Our future tenants have worked together to suggest names for the street, their wonderful and thoughtful suggestion Claro Gardens linking to Harrogate being a floral town have been sent to Harrogate Councils street naming department and we hope to hear from them soon.

The site is close to the centre of Harrogate and our building works started in August 2022 and we hope to be completed in March 2024. The first 2 apartment blocks are currently being built with a timber frame construction and we have all our fingers crossed that they will be watertight in time for Christmas.



LINTHWAITE - KIRKLEES

We received planning permission in the Summer for our site in Kirklees. We are really looking forward to working with the Local Authority once more to provide much needed quality supported accommodation in the Kirklees District.

We will be providing 9 apartments, 2 maisonettes and 4 bungalows. Once more we will be using a timber frame. We started on site in Linthwaite in October 2022 and expect to be finished Mid 2023.

Refurbishments

JUBILEE HOUSE



We are currently refurbishing Jubilee House. There's a new roof going on, new kitchens, new bathrooms, new flooring, re painting all round. It's all systems go, lots of mess, lots of noise, lots of stress all round! We would like to say THANK YOU to all the staff at Choice Support for supporting our tenants and going above and beyond in to help us to make things run as smooth as possible. We would also like to thank our amazing tenants for their patience whilst this work takes place. It will be worth it in the end 😊

Highstone are reviewing their stock over the winter months to identify our properties that are due a refresh of communal areas.

We will then be planning in works from our 2023 / 2024 budget.





Meet The Board

Highstone Housing Association have a Board – Board Members have ultimate responsibility for directing the activity of the Housing Association, making sure we are well run and delivering outcomes.

We have some new members to the board :



Amanda Garrett

Amanda is Chief Executive of Berneslai Homes and joined them in September 2019. Previously Amanda worked as Group Director of Neighbourhoods at Together Housing and has over 30 years' experience in the social housing sector.



Paul Common

Paul is currently as Chief Executive for Arches and has a wide range of experience from over 30 years in the housing industry.

Paul started his career at the Housing Corporation and has worked at a senior level for a variety of local, regional and national housing associations.

Paul is a graduate and holds a Diploma in Management Studies and is an independent board trustee of Pickering and Ferens Homes.



Andy Wallhead

Andy is Chief Executive for WDH. He has worked in housing, regeneration and development for over 30 years and is a Chartered Surveyor.

He has enjoyed spending his working career within his home region of Yorkshire and he has spent the last 15 years working mainly within Wakefield District having spent 12 years as a Corporate Director and then Interim Chief Executive at Wakefield Council.

Liz Bell - is an existing board member who joined us in 2016 remains on the board. Liz supports the board by using her vast experience, skills and knowledge of Governance, compliance, business planning and project management gained over many years in industry and education

Lucy Lloyd – also an existing member of the Board who links the operational work of Highstone to the work of the Board.

Jayne & John Trout have now left the board, and we would like to thank them for all their hard work over the years. Their commitment and support for Highstone has been invaluable. You will be missed.





Highstone Sunflower Competition Winners

We would like to thank everyone who participated in our Sunflower competition, there was some really good sunflowers and some that sadly just didn't want to grow.



We are delighted to announce that Old Earth have won the Sunflower Competition. As you can see to the left from Karen stood next to the Sunflowers they were whoppers. Well done everyone at Old Earth. £50 has been sent to you for being the winners. We know this will come in handy for your Christmas Party!



County Court



Jubilee House



Love where you live



Tom is a real ambassador for County Court, he has set up a well-being group for tenants which has resulted in Friday nights out, and now here he is maintaining the external areas with a jet wash donated by Highstone. Thank you Tom, we are really thankful for all that you do.

Congratulation & Achievements



Jamie from Yew Tree here in his new uniform ready for his new job at Wickes. We think you look very smart.

Jamie really enjoys his work, doing general shop duties and stock maintenance.

Jamie likes his new work colleagues too.

Great work Jamie!

Well done and we hope you continue to enjoy your job.



Lewis from Dillington Mews has been attending Greenworks day activities for a while now. Greenworks is a small holding that has volunteers that help to clean, feed and water the animals. Lewis has been asked to become a paid employee due to his dedication and hard work. Lewis is an essential part of the team at Greenworks and this has been recognised by Lewis running the small holding a big responsibility, to allow Johnny and Jules (the bosses) to have a little holiday.

Great work Lewis!

We are sure that you will continue to enjoy your job at Greenworks



AND THE WINNER IS.....

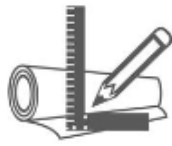
Yew Tree Staff Team led by Louise Capon at PossAbilities won their companies **TEAM OF THE YEAR 2022**.

Well done Louise and team!

We also want to acknowledge how super organised you are and the Fire Safety records you keep are clear, concise and exactly what's required.

Keep up the good work 😊





Essential Property Maintenance

It's really important to look after your property to help prevent damage. Regular cleaning of your property helps and basic routines support to keep your home in great shape.

Highstone have identified that one area that causes lots of problems can be water damage.

If you do not keep up to regular cleaning of drains, plugholes, and putting things down toilets other than toilet paper can cause blockages, leaks and floods.

If this happens the cost of a repair could be very expensive for you. If you notice water not draining from baths, sinks or showers or staining on ceilings underneath a bathroom area please report this to us immediately.

Here are our handy tips for you to follow to help :

Drains/Plugholes

- 1 Use boiling water on your drains once a week – great way to reduce build-up of fat, grease, oil and soap scum. Be careful or seek help when using kettles.
- 2 Purchase some drain cleaner as part of your regular shop. Bleach, Soda Crystals, Baking Soda and White Vinegar or Drain Unblocker can help keep, drains and plugholes clean and clear.
- 3 DO NOT pour food waste or fat down plugholes, instead use a container that can be put in the bin once oil or fat has become thick.
- 4 Brush your hair before a bath or shower to help remove the majority of loose hairs before they end up down the plughole or use a hair drain catcher

Toilet's

DO NOT FLUSH

- Plastic
- Cigarettes and ash
- Food
- Sanitary products
- Kitchen roll or wipes
- Baby Wipes
- Harsh chemicals



All the above will caused the toilet to block over time. Please use bins for these items.

REMEMBER REPAIRS CAN BE REPORTED ONLINE THIS IS THE QUICKEST AND MOST EFFECTIVE WAY TO REPORT A REPAIR

www.highstoneha.co.uk



Our Performance – How are we doing?

July

91% of repairs completed within our response times

August

89% of repairs completed within our response times

September

86% of repairs completed within our response times

REPAIRS – TENANT SATISFACTION (These are randomly selected)

100% reported it was easy to report a repair.

100% said the work we completed was done to a satisfactory standard.

100% reported the operative was polite and courteous.

6 week welcome & starter tenant visits.

Early 2022 we introduced our 6 week welcome visits to bring in line with our starter tenancies that have a 6 week starter review. We feel this is a vital visit to make sure all our new tenants are moved in, settled and happy. As part of these visits we record customers satisfaction measures.

We are super proud that 100% of tenants who moved in from April 2022 until the end of September 2022 told us that they were VERY HAPPY with the standard of our properties.

We also ask our tenants how happy they are with the support they receive from their support provider, 85.71% we very happy with the support they are given.

We will be reviewing our current tenant satisfaction measures in line with new guidance from the Regulator of Social Housing and we will look to implement this for 2023/2024

IF YOU HAVE ANY FEEDBACK TO GIVE US PLEASE GET IN TOUCH.



Complaints

Highstone Housing Association welcomes all feedback from you, our customers and anyone who supports and represents you. Highstone recognises that this can provide valuable learning which we can use to improve our services.

The Regulator of Social Housing (RSH) Consumer standard “Tenant Involvement & Empowerment” states that :**“a registered provider shall have an approach to complaints that is clear, simple and accessible that ensures that complaints are resolved promptly, politely and fairly”**.

Highstone have recently reviewed our Complaints Policy which has been distributed to all support staff across our supported housing portfolio.

We have also updated our website with our full complaints policy, please contact us if you require a copy posting to you. The policy is also available in Easy Read.

<https://www.highstoneha.co.uk/tenant-info/how-to-make-a-complaint/>

What is a complaint?


Highstone have adopted the Ombudsmans definition of a complaint

“an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by Highstone Housing Association, its own staff, or those acting on its behalf, affecting an individual resident or group of residents”

Examples of complaints we will consider : (see our full policy for details)

- Where we have failed or been delayed in providing a service that we say we will.
- Where we have failed to provide such service to a reasonable standard.
- Where we have not followed our policies and procedures or published service standards, and if we have been inconsistent or unfair in applying these.
- Where we have failed to keep customers informed with the right information in a timely manner.
- Where there has been unprofessional behaviour or poor attitude from any member of staff working for or on behalf of HHA.

What is not a complaint? (see our full policy for details)

- An initial request for a service, where you are telling us about a particular issue for the first time; for example, reporting a repair or an incident of anti-social behaviour.
 - Reports of neighbour nuisance or anti-social behaviour (ASB) these are dealt with under our ASB policy.
 - Complaints about services that are not provided or contracted by HHA.
 - Complaints that are repeated and where they have already been reviewed and responded to in line with this policy or are unreasonably persistent in nature.
- 



Complaints continued

How can you make a complaint?

You or your advocate can make a complaint

- Through our dedicated Housing Officer Kay Dyett
- By calling our office 01484 609189
- Or you can email complaints@highstoneha.co.uk
- Or you can fill out a form on our website <https://www.highstoneha.co.uk/contact/>
- Or By post:

Highstone Housing Association

Broadstone Farm
Browns Edge Road
Ingbirchworth
SHEFFIELD
S36 7GR

We also accept complaints that are completed on our easy read form (you can request this from us or download it from our website). Easy Read forms can be emailed, posted or passed to our Housing Officer to review.


Housing Ombudsman

If you are ever unhappy with how Highstone have dealt with your complaint you can refer this or be referred to the Housing Ombudsman. The Housing Ombudsman can only look at your complaint after we have given you a final response

The contact details for the Ombudsman are :

- Tel: 0300 111 3000
- Email: info@housing-ombudsman.org.uk
- Address: Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ
- Web address: www.housing-ombudsman.org.uk

Highstone see complaints as time to learn about how we can adjust our services to help us improve. You can see how we do this in our full Complaints Policy and Procedure.



What have you been doing over Summer?



County Court

Highstone would like to congratulate Glen on the success of his Macmillan Coffee morning held in September 2022. Raising a vital £60 in donations. From the pictures below looks like everyone had a great time drinking coffee and eating some delightful buns. Fantastic work Glen and everyone who supported Glen and baked the cakes and goodies!



County Court also turned 1 this year. Tracy of LG care arranged a 1 year anniversary party, Lucy and Kadie attended this special occasion and met with the Mayoress Of Calderdale who was impressed with the build and the dedicated support team LG Care. Nicola (opera for the people) sang a number of songs for everyone, it really was breath-taking. There was lots of dancing, lots of smiles and againCAKE!



Askern Bungalows

Warmest of welcomes to our new tenants at Askern Bungalows (not all are pictured) Bit of a party was had to get to know the neighbours. Highstone feel there will be a real community spirit here and look forward to seeing the remaining tenants move in.



Grove Court

Grove Court held their very own fake festival "Grove Fest", prosecco on arrival, ice cream van and much more! Grove fest was a ticketed event everyone was issued with wristbands giving the full festival experience.



Other activities through the day included garden games, face glitter stall and a voluntary face painter. Lots of tenants had fun interacting with the artists who were performing on the day, including being able to stand alongside the singer and perform into the microphone and dancing too! The tiki bar gave the full festival experience tenants used the Tiki bar throughout the day and enjoy the festival feeling.



Creative Support staff set up and decorate Grove Court in order for the event to take place, allocating areas for all of the hired catering, including a hot dog stand, popcorn stand, candy floss machine, snow ice machine and a sweetie cart.



Grove Court continued

Highstone Supported Grove Court with the cost for catering for the Summer Beach Party. Tenants were able to take part in all the different games and activities that were provided on the day. There was lots of different stalls including an ice cream cart and a bar made by the tenants. Bright Summer shirts were a must at this event.



Grove Court tenants had their very own beach, with sand, pools buckets and spade, sun loungers in the shape of pizza's definitely putting the "beach" in beach party.

Highstone would like to thank all Creative Support staff for their ongoing commitment and hard work that it takes to set up events like these. Fabulous work everyone 😊

HIGHSTONE ARE ALWAYS LOOKING FOR GOOD NEWS STORIES TO SHARE AND WE WELCOME AND LOVE TO SEE WHATS HAPPENING AT SCHEMES.

Please email alex@highstoneha.co.uk with anything you would like to share in your next issue of Highstone Together Newsletter

WELCOME

Your new Housing Officer.

Kadie and Kay have now visited the majority of our properties and have tried to meet as many tenants and staff as possible. Its certainly been a very busy couple of weeks for your new Housing Officer Kay and everyone has been really friendly and helpful.

Kadie and Kay also noticed there were a lot of people preparing for Halloween so we are excited to receive lots of pictures and your Halloween stories. Please send these to alex@highstoneha.co.uk for our Winter Newsletter due out in January 2023



A bit about me



My name is Kay and I began working at Highstone on 30th September 2022. I have spent the last 14 years working in London in different roles and I have lots of experience as a Housing Officer.

My strengths and passions are working with people experiencing Domestic Abuse and Anti-Social Behaviour.

I have experience in working with tenants to have a voice and say in the communities they live. I hope to support Highstone in developing Tenant Engagement.

I have moved back up North from London to be near to my family.

I enjoy reading crime novels and running.

I am really looking forward to getting to know you all and please come and speak to me if you see me. Cups of tea are always welcome

How to contact Kay

By Telephone: 07494085055

By Email: kay@highstoneha.co.uk

How to Contact Highstone Offices

By Telephone: 01484 609189

By Email: enquires@highstoneha.co.uk

Via our website: www.highstonehousingha.co.uk