

HINDLE HOUSE NEWSLETTER

JULY 2024



Remember, we have a dedicated web page for your building: www.southernhousing.org.uk/hindlehouse

Door entry system

We wrote to our leaseholders about the door entry system on 25 April 2024 and then again on 30 May 2024 as part of the Section 20 process.

Section 20 of the Landlord and Tenant Act 1985 requires consultation with leaseholders on any works that will cost any one leaseholder more than £250.

We're now looking to start work in around six weeks time, but will confirm the date in your next newsletter or via your dedicated web page.

Anti social behaviour

We've finally started to enjoy some sunshine and would urge everyone to be mindful of their neighbours over the summer months.

We take reports of anti social behaviour (ASB) very seriously as we know it can affect your quality of life and our trained teams are here to help.

You can report anti social behaviour by calling us on **0300 303 1061** and pressing option 3. We would also encourage you to report any anti social behaviour to your Safer Neighbourhood Policing Team for Shacklewell. They can be reached on **0208 721 2924**. Remember, if it's an emergency, please dial **999**.

*For more information, please visit our website at www.southernhousing.org.uk/ASB

Flat entrance doors

Our contractor has now completed the minor repairs needed to some of the flat entrance doors.

However, we would urge you to contact our team via the contact details in this newsletter if you've any outstanding repair issues.

Sound and voice mediation

A six week session around the power of sound vibration and voice mediation has begun at Hindle House Community Centre.

The sessions, which started on 19 June and are held every Wednesday between 6pm to 7pm, are designed to help deal with anxiety, stress and sleeplessness.

Please contact Katheryn or Verona on **07305 086347** to register.

Damp and mould

We would urge any resident who has concerns about damp and mould to contact us immediately.

Our team are ready to support you, but it's vital you tell us about any issues so we can help.

We carry out an inspection within ten days of your first report to us and aim to find a resolution within six weeks.

By working together, we believe we can successfully tackle issues with mould and damp in your home.

You'll find some useful information on our website <https://www.southernhousing.org.uk/managing-your-home/damp-condensation-and-moisture> to help prevent this.

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Drainage

There are simple steps everyone can take to avoid blocked drains, which often smell bad and affect our lower floor homes the most.

Please avoid pouring oil or grease down the kitchen sink. And be careful what you flush down your toilet, such as baby wipes which don't break down in the same way toilet paper does.

Your newsletter

We're now looking at making this newsletter quarterly as we've completed the major repairs we promised at Hindle House. You will still have your dedicated web page. If you feel the newsletter should remain monthly, then please email contactus@southernhousing.org.uk with the heading 'Hindle House newsletter' and explain why you'd like it to stay the same and the type of content you'd like to see in future editions.

Survey

Thank you to everyone who completed the survey which we sent before our new repairs contractor was due to start in June.

We're reviewing the responses, and we'll share feedback with you in the next newsletter.

We'll be getting in touch with the winners of the prize draw directly.

Getting in touch with us

Remember, there are a number of ways you can keep in touch with us:

-  You can call Southern Housing on **0300 303 1061**. Select 1 for repairs, including gas and lifts, 2 to make a payment and 3 for everything else, including reporting anti-social behaviour
-  You can email us via **servicecentre@southernhousing.org.uk**
-  Online account: You can use your online account to book repairs, make payments, update your account, contact us or access services. If you don't have an online account you can register for one here: <https://portal.shgroup.org.uk/user/register>.

Our standard office hours are Monday to Friday between 9am and 5pm.

Outside of these hours, we run an out-of-hours service for emergencies only.

Translation

Do you need this newsletter translated into another language? Please email the request to **servicecentre@southernhousing.org.uk**

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You can then select the 'language' icon on the toolbar to choose from over 100 languages.