

HINDLE HOUSE NEWSLETTER

MARCH 2024



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

Bike Stores

Our Housing Team continue to work with the Tenant and Residents' Association (TRA) to explore how we can effectively manage the bike shed. We'll let you know what's agreed as soon as it's decided.

Damp and Mould

During the colder months, you're more likely to experience damp and mould in your home due to condensation.

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.

Please let us know immediately if you're experiencing problems with damp and mould, so our team can help.

TRA

We continue to work together with the TRA to make improvements for the benefit of all residents at Hindle House. We hope you'll take the opportunity to have your say through the group.

Communal Aerial

We mentioned in our February update that this work needed sign off from our Health and Safety Team, as it required working at height. The work was due to be completed this week.

Door Entry System

We've agreed the specification for the door entry system and we'll shortly be starting 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'll write to you when we start the process.

General Repairs

We continue to work with contractors to complete all repairs as efficiently and quickly as possible. Please carry on reporting repairs using the contact details below.

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** If you have a non-emergency repair you can email: **shghh@unitedliving.co.uk** - Please include your name, address, phone number and details of the repair
-  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.

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Survey

Thank you to all residents who completed our survey about Hindle House.

Around 12.5% of households responded and we're currently reviewing all your valuable feedback. We'll be sharing a 'you said, we did' section in a future newsletter to show you we're listening and acting on your concerns. Below is a summary of your feedback.

We also randomly picked two winners to receive a £100 shopping voucher each, as part of a prize draw for completing the survey. Our Resident Involvement Team has contacted our winning residents.

Survey Results

