

HINDLE HOUSE NEWSLETTER

NOVEMBER/DECEMBER 2023



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

Thank you to everyone who has responded to our survey about Hindle House. We remain determined to make positive changes and hopefully you've seen the progress since we met you in June this year.

We know there's still a long way to go, but we're determined to tackle the issues you've raised with us.

We'd love to hear your thoughts if you haven't responded. Your feedback will help us as we continue to work through our action plan.

It's a short survey which shouldn't take longer than five minutes to complete.

Scan the QR code on this page or visit this link:

https://housingfeedback.qualtrics.com/jfe/form/SV_6FNm9tAt1fauark



Water pressure

We believe we've now identified the issue that was causing some residents to experience poor water pressure.

We gained entry to the two cabinets where the booster pumps are situated. Our pump engineer investigated and found there was an electrical fault.

Specialist parts are on order and we're confident it will be fixed by Saturday 9 December.

We hope this will resolve the issue with poor water pressure.

Anti social behaviour

We're committed to providing you with an excellent service and if anti social behaviour is affecting your quality of life, our trained teams are here to help and advise you. We will work with you to stop anti-social behaviour. 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**. The more reports they receive, the bigger and better picture they're able to build around what's going on in the area. If it's an emergency, please dial **999**.

Finally, many of you will have now met Jessie Knights, your new Home Services Manager for Hindle House. Please speak directly to Jessie if you feel more comfortable reporting ASB issues this way.

Damp and mould

The temperature has dropped over the last few days and we know during the winter months, many homes suffer from damp and mould growth due to condensation. Remember, there are certain things you can do to help prevent damp and mould in your home. You'll find some useful information on our website:

<https://www.southernhousing.org.uk/managing-your-home/damp-condensation-and-moisture>

It's vital you let us know immediately if you're experiencing any issues. Our team are ready to support you, but need to know there's a problem so they can help.

Rising mains work

We'd like to thank you for your patience while we've been renewing some of the pipes in our buildings. This essential work is due to the rising mains having ongoing leaks.

We know this continued, essential, work may impact some other residents moving forward. However, we will ensure all affected residents will be properly communicated with and receive clear communications around this matter.

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Drainage

It's important all residents work together to help us avoid blocked drains. Please avoid pouring oil or grease down the kitchen sink and be careful what you flush down your toilet, such as baby wipes. Your drains are working as they should as we completed renewal works in October 2022 and have previously placed cameras to look inside.

Bike stores

There has been a slight delay in delivering the bike boxes to Hindle House. This is due to factors beyond our control. However, they should both be in place by Wednesday 13 December. Once installed, we will arrange the allocation of spaces.

Broadband issues

We understand some of you have experienced issues with your broadband connection. It's important you raise this directly with your service provider as it's their responsibility to resolve.

Communal aerial

We've been told there have been issues with your communal aerial not working. We're currently investigating this and will provide an update on your dedicated web page by **Friday 22 December**.

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.

Translation

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

The text on our website pages can be translated into different languages. To do this, select the orange ReachDeck button (shown on the right) that displays in the bottom right of the website.

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



Your next newsletter

We're planning on sharing your next newsletter by Friday 12 January 2024. If there are any major updates, we will share these on your dedicated web page beforehand. We're also planning to update the Action Plan on your web page, explaining what we've achieved so far. This will be completed by 5pm on Friday 22 December: **www.southernhousing.org.uk/hindlehouse**