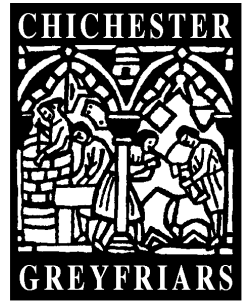

Newsletter



CHICHESTER GREYFRIARS HOUSING ASSOCIATION LTD (a charity)
Winter 2010

FROM DAVID SIGGS - CHAIRMAN

Dear Residents,

Once again I have to ask myself that age old question, 'where has the year gone?', and when I look back over the last week we have worse weather now than we had this time last year. Some may say that it's fun, some may say that it's seasonal but at the end of the day it's still cold. So if it's not necessary don't go out, just keep warm. If you are out and find someone has fallen please don't help them up, try to keep them as warm as possible and call the emergency services and stay with them until the professionals arrive.

I am now appealing for volunteers to become Resident Representatives. We have two long serving Reps - Mrs Aburrow and Miss Parish wishing to step down if new volunteers are forthcoming, both of whom have been active members of the Board on your behalf and for whom I have the greatest respect. I would like to thank them on behalf of us all, Board Members and Residents alike, for the work that they have carried out over the years.

Hopefully you will think that we have left you pretty much on your own this year. No workmen under your feet, installing this or that enabling you to relax and enjoy both your home and your surroundings. However, in 2011 we will be doing some work at St Pancras which we believe will improve the comfort of your homes and save you some money on your heating bills. During the spring the mains gas will be installed followed very quickly, we hope, by the installation of the new boilers and radiators. At all times we will keep you informed and involve you at all stages of the process.

This will be the last newsletter of the year so I would like to wish you all everything that you would wish for yourselves. I would like to thank the Board and our excellent staff for all the work that they have done on your behalf and wish you all a very happy Christmas and a happy, healthy New Year.

With warmest regards to you all,

David J Siggs

Chairman

WELCOME

We welcome Melvin & June Wilde, Jim Lonergan, Dawn Edwards and Raymond & Sandra Burstow to Royal Close and Joseph & Christine Smith to Royal Close. We wish them every happiness in their new homes.



NEIGHBOURHOOD WATCH COORDINATOR

Ed Robinson does 'exactly what it says on the tin' – he is a coordinator for information **between** the police and residents. So he will circulate information about crime prevention and you can also pass on to him details of incidents you may be aware of. Ed says if you see anything suspicious please phone the

Police on 0845 60 70 999

Emergencies dial 999

Ed can be contacted at 69 Royal Close and on 01243 539420

Crime is **low**, but we mustn't be complacent.

THANK YOU

Last year Careline received eleven calls from residents who had locked themselves out of their flat and that has dropped to just four so far this year. While Careline will always assist in an emergency, leaving a spare door key with a neighbour has been a great help. Careline received 577 calls from residents for a variety of reasons and 90% were answered within 30 seconds. A thank you to Careline too!

NPOWER'S SPREADING WARMTH TARIFF

This is a special tariff from npower for those most in need and offers annual savings to standard prices on average of over 20% for the average dual fuel cash/cheque and prepayment customer.

You may be eligible if your household has a gross annual income of less than £13,500 AND someone in the household meets at least one of the eligibility criteria below:

- aged over 60 (or a child under 16)
- disabled
- suffer from a chronic illness

If you are eligible then contact npower free on 0808 172 6999. Subject to availability.



CALL COLIN FOR REPAIRS

Colin is your first point of contact for repairs – do not go direct yourself to the contractors we use (Parhams, Willards, A D Broughton) unless you want to pay the bill yourself! His phone number is 01243 785219. For out of hours emergency repairs, please call Careline by pressing your alarm red button.

AND another *thank you* for returning your repair order forms with comments. We use these to check on the quality and speed of jobs. Keep it up!

COLD & ICY WEATHER

The best advice is not to go out if you don't have to as the risk of falling and breaking bones increases considerably. Make sure you have plenty of provisions in your cupboards – soups, ready meals and longlife milk is a good idea. Ring a neighbour to check they have all they need and get the family to help out where possible.

We have made available some grit for the paths to be used in icy weather at both Royal Close and Arthur Ingram Court. We would be keen to hear from able-bodied volunteers to spread the grit when icy conditions occur. Please speak to Colin for details.

Residents at Arthur Ingram Court who feel the cold and find their storage heaters inadequate in a cold snap can now use one of the three convector heaters stored in the hallway cupboards. Just help yourself.

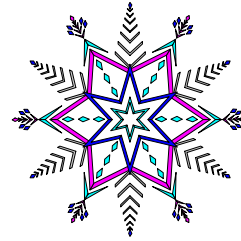
BOILER RESET BUTTONS

Colin has done well to educate everyone about how to use the re-set button on your boiler if your heating goes off. This can happen occasionally and a simple press and hold of the re-set button on the front of the boiler will see the boiler restart. If you have further problems please call Colin in the usual way.

NEW HEATING AT ST PANCRAS

We have brought forward by one year our plans to replace the storage heaters at St Pancras with combi boilers which have been so successful at Royal Close. The first stage

is to install gas to the premises and the order has been placed with Southern Gas Networks for work to carry this out in the new year. We have still to select a contractor to install the new heating which is planned for the springtime. More details to follow.



TIPS FOR CLEARING ICE & SNOW

DO Use a shovel with the widest blade available for shoveling snow. Make a line down the middle of your path first, so you have a safe surface to walk on. Then you can simply shovel the snow from the centre to the sides.

DO NOT use hot water. This will melt the snow, but will replace it with black ice, increasing the risk of injury.

DO Spread some ordinary table salt on the area you have cleared to prevent any ice forming. Ordinary salt will work and can be purchased cheaply from any local shop, but avoid spreading on plants or grass.

SHAREHOLDERS – VACANCIES

There are vacancies for resident shareholders at the moment if anyone is interested. You will be invited to the Annual General Meeting and can vote in the board, approve the auditors and put questions to the Directors. Please contact the Housing Manager for more details.

ATTENDANCE ALLOWANCE

If you are over 65 years and you are not already getting a Disability Living Allowance you may be able to claim Attendance Allowance if you have care needs because of a physical disability.

It is not means tested and receiving it will not reduce any other benefit you may have. You don't have to have someone caring for you in order to claim and you can spend the money however you want.

It is a great help for many older people who want to stay put in their own homes for as long as possible.

The allowance is paid at two different weekly rates depending on how your disability affects you.

If you would like to talk to somebody about this entitlement call Age UK Advice free on

AND FINALLY DURING DECEMBER.....

Chichester Cathedral is host to numerous carol services in the run up to Christmas, all are free and promise to put you in a festive mood.

- 15th 7.30 Bishop Luffa School
16th 7.30 Chichester High School Girls
17th 7.30 University of Chichester
20th & 21st 6pm Christmas Carol Service



CHRISTMAS OFFICE HOURS

OPEN: Thursday 23 December (9.30-11.30)

CLOSED: Friday 24 December 2010 to Monday 3 January 2011 inclusive.

BUSINESS AS USUAL: Tuesday 4 January 2011.

*****Emergency maintenance calls to be handled by Careline during this festive season*****

Merry Christmas & Happy New Year from Amanda, Anna and Colin



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