

oxbode

housing association

A Charitable Housing Association



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'LOCAL OFFERS' UPDATE

During the autumn of 2010, we sent you a tenants' annual report outlining our approach to providing services, which our regulators refer to as "local offers"

A local offer is something agreed between Oxbode and its tenants that makes a difference to the lives of Oxbode tenants. We might have different local offers for people who live in a particular area, or for people who have disabilities, or for families because they need and want different things. This could be an enhanced service for a particular group of tenants or a change in the way that we report information to you. Ultimately, it is about not having a one size fits all approach to what we do or the services we provide.

In this updated report, we have outlined what progress has been made in terms of the services we are "offering", and this update sheet is enclosed with this newsletter.

As you will see, we have achieved some successes since last year, however, there are still some gaps and more work to be done, but, along with the dedicated members of the tenants forum, work is progressing.

It should be noted that this will be a continuous process. As we get more and more feedback on what works well and what doesn't (i.e. through consultation with residents from our surveys etc) we will look to change the services we "offer" and how they are delivered, in line with the feedback we get from you. This report, therefore, will be part of a regular update on the basis of how we are responding to what you have told us.

Please feel free to comment on the local offers by contacting either Jim Dickson or Chris Winter on 01452 505359

Bank Holiday Closures

Please remember that the office will be closed due to Bank Holidays on the following days.

Friday 22nd April 2011
 Monday 25th April 2011
 Friday 29th April 2011
 Monday 2nd May 2011
 Monday 30th May 2011





SWITCHING ENERGY SUPPLIER

A new price comparison website has been launched that could help save you money on your electricity and gas bills

My Home Energy Switch is a National Housing Federation initiative, and compares prices of energy companies so you can find the cheapest supplier.

**To compare prices, visit -
www.myhomeenergyswitch.org.uk**

By following the simple on screen instructions you can compare prices from all UK energy suppliers and switch if you find a cheaper deal.

If you don't have internet access you can still compare prices by calling -
0800 051 5346

Once you have selected the best value deal, complete the switching details required, then sit back and wait. Your new supplier will contact you to confirm dates and meter readings.

Will there be any interruption to the supply?

No. The new supplier will continue to use exactly the same wires, pipes and meters as you currently use. Your new supplier will contact your existing supplier to arrange the transfer. The only change will be the new company name at the top of your bill.

Not sure who your current supplier is?

Call 0870 608 1524 and you will be told who currently supplies you gas and electricity.

Can you switch with a pre-payment meter?

Yes. You can compare prices and switch to a cheaper prepayment tariff. Just select the 'prepayment' option when asked how you pay your bill and again when asked how you would like to pay your bill.

Call **0800 051 5346** for further details or answers to any other queries you might have.

HOUSING BENEFIT

IMPORTANT CHANGES ARE COMING - MAKE SURE YOU ARE READY



Changes being made this month (April) to Housing Benefit will impact on people who live with an adult other than their partner, such as a relative or friend.

Under new rules, some people's Housing Benefit will be reduced - meaning they have to pay more towards their rent each week.

For example, if you have an adult son or daughter, a relative or friend living with you; they are a non-dependant. Their income could reduce the amount of Housing Benefit that you receive; this is called a non-dependant deduction.

The higher their income, the greater the deduction on your Housing Benefit will be. Less Housing Benefit means you pay more rent.

We would encourage you to contact the Housing Benefit office to find out how the changes may affect you.

For further help and advice please contact Ismail or Nikki, at the Oxbode office.

Is your non-dependant paying or contributing enough to the household budget as a result of imminent changes to the Housing benefit rules ?

ARE YOU READY FOR THE DIGITAL SWITCHOVER ?

During April 2011, areas of Gloucestershire will be switching to digital TV.

We have already reviewed the communal TV aerial systems to ensure that you continue to receive a service. However, if you are experiencing problems from a shared aerial, please contact us. If you live in a house or bungalow and use your own aerial you will need to make sure that it is able to receive a digital signal.

If you have not done so already, check out **digital.co.uk** for information relating to the digital switchover.

Get set for switchover with Digital UK's Top Five Tips:

1. Visit the switchover postcode checker at **digitaluk.co.uk** to find out when your home switches or ring the advice line on **08456 50 50 50**.
2. Remember the Switchover Help Scheme will offer equipment and practical support to older and disabled viewers. It will write to eligible viewers in the run-up to switchover. Call 0800 40 85 900 or visit helpscheme.co.uk for more details.
3. Don't throw out your old TV - almost all sets can be converted with a digital box.
4. Check out the different ways of getting digital TV, including subscription-free options. Digital UK's postcode checker provides details of digital services available in your area.
5. If you have Freeview, check you know how to retune your TV or box – you'll need to do it at both stages of switchover. For more information visit digitaluk.co.uk/retuning.



SPRING IS IN THE AIR !

Spring is now upon us and with that comes the extra Jobs of keeping the garden tidy !

Please make sure that you get out as soon as you can to cut your grass and tidy up the garden. Untidy gardens can make the whole area look unattractive and un-loved.

Nikki is out on the estates every week and will now be looking for gardens that look neglected. If they spot one they will make

contact with you and remind you of your tenancy obligations to look after the garden area of your home.

Please contact Nikki if you have any concerns about yours or a neighbours garden



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AIDS & ADAPTATIONS

Do you struggle around the home when trying to perform simple tasks such as bathing or climbing stairs? If you so, Oxbode may be able to help.

We can access funding and also assist you in making funding applications of your own to pay for adaptations to your home so that things aren't so much of a struggle.

We have previously installed stair lifts, level access showers and even redesigned kitchens for the disabled through this funding.

An Occupational Therapists report is required confirming the need for alterations and recommending adaptations, but apart from that, Oxbode will do everything else.

Contact Jane or Hannah for further details on **505359**.

Gas Servicing

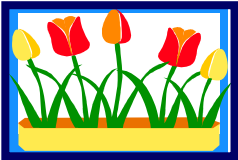
It may seem strange that this time of year **ALHCO** are out and about servicing boilers, but it does mean that when the weather gets colder again your safe in the knowledge that your boiler is working ok.

Please do your best to keep the appointments made by **ALHCO**. It is a legal requirement for us to carry out an annual service but it also means that you have peace and mind that the boiler is safe, efficient and working as it should be.

Repairs Satisfaction Survey Prize Draw Winners

December - Mr and Mrs Rainey - Ricardo Drive
January - Mrs Morgan - Bowly Road
February - Mr and Mrs Mutakiwa - Secunda Way
Each receive a £20 Asda Voucher

Don't forget to return your survey form once your repair is complete for your chance to win £20



Please contact the Oxbode Office on 01452 505359 if you need this document translated, in large print, Braille or audio tape.

تمہونے جو آہ دستانہ جے گوجرانلیما، مولا امانروما، انڈیاپی ڈے اوڈیو ڈیپماں جوڈتو ڈیو تو مڈرہانی کڑیہ آوکسہوڈ آوڈیسنو 01452 505359 نمبر پر سंपर्क सांधशो.

आपनि यदि এই प्रकाशणाटि अन्य भाषाय, बड़ छापाय, ब्रेइल-ए अथवा काने शोनार टेप-ए चान, ताहले दया करे 01452 505359 नम्बरे अक्खबोड अफिसेर साथे योगायोग करबेन।

如果你需要這份文件翻譯為中文，或製成大型字體、凸字本或音帶，請聯絡安士堡辦事處 (Oxbode Office)，電話是 01452 505359。

ار آپ لو یہ دستاویز اردو زبان، بڑی چھپائی، بریل، یا اڈیو ٹیپ میں درکار ہے تو براہ مہربانی آکس ہوڈ آفس سے 01452 505359 نمبر پر رابطہ قائم کریں۔

