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2009 SATISFACTION SURVEY

Thank you to everyone who returned the survey last year. We had 232 replies, just under half the number that were sent out. The survey helps us find out whether or not you are happy (satisfied) with different aspects of Oxbode.

Here are some headline results showing the percentage of those tenants either satisfied or very satisfied.

Activity / Service	%
The quality of your Home	94
Keeping tenants informed about issues	85
Value for money for your rent	83
Repairs to your home	82
Overall rating for last contact with Oxbode	82

But there are areas of weakness we need to improve on:

Activity / Service	%
The neighbourhood as a place to live	77
Looking after communal areas	66
Dealing with anti social behaviour	61
The re-housing of existing tenants	57

How did these compare with previous surveys ?

Results were down in some areas in comparison to 1996, i.e. in terms of value for money, keeping tenants informed and opportunities to participate in how Oxbode's services are run. In some areas though, results were the same and in some cases better. For example, quality of accommodation and getting access to the right person.

Other Information

Tenants who responded felt that dealing with anti social behaviour, repairs and health and safety were the three most important issues.

One third of tenants thought that Oxbode being a small local organisation affected services in a positive way.



If you would like a copy of the 50 page Survey results report please contact the office.



DON'T GET CAUGHT IN THE COLD



The recent snow and cold weather is a warning should you be going away for any length of time.

If the temperature consistently remain below freezing it can cause pipes to freeze and in turn result in burst pipes. The resulting water damage can not only prove costly to repair but items such as carpets, sofas and beds will need to be replaced. Please be aware that **Oxbode is not responsible**

for replacing these items and you will need to claim off of your own contents insurance policy for replacements.

The answer though is very easy. Either leave your heating on a low constant heat so that the room temperature does not drop below freezing, or turn your water off at the mains.

For help and advice please call Hannah on 01452 505359

OPPORTUNITIES TO PARTICIPATE

One of the key findings from the survey was that some tenants showed an interest in getting more involved with the way that Oxbode runs its services.

Oxbode is very keen to promote as many participation methods as possible, the first method is to set up a tenants forum. This will be a priority for Oxbode during 2010.

Ismail Ali will be responsible for setting up this forum. Ismail will also be working with tenants groups and the community to ensure that the services Oxbode provides are relevant and

accessible to all.

Please call Ismail on 01452 505359 if you would like to be a part of the new tenants forum. You may have already indicated on the survey that you wished to be contacted in relation to participation. Ismail will therefore have your contact details and will contact you himself to discuss the options available with you.

Many thanks again to all those that completed the survey and congratulations to the three residents who won the prize draw, independently selected by our consultants.



ARE YOU COVERED ?



Imagine if you lost all your belongings in a fire, through a break in or a flood. Not a nice thought is it ?

Oxbode provides buildings insurance but arranging insurance cover for your furniture and personal belongings is your responsibility.

You'll be pleased to know that Oxbode can provide information on a number of contents insurance schemes available to Oxbode tenants at a reduced cost.

Contact the office on 01452 505359 for more details.

Don't leave it until it is too late !

WELFARE BENEFITS ADVICE

Benefit Advice Surgery

Gloucester City Council's Welfare Rights Team will be holding a Benefit Advice Surgery at the offices of Oxbode on **Monday 15 February 2010** and **Wednesday 17 February 2010**. Staff from the team will be available between **10am - 1pm and 2pm - 4pm**. Please come along and find out if you are receiving all the benefits you are entitled to and receive a complete benefit health check. Appointments are not necessary but if you would like to book a time slot please call your Housing Officer on 01452 505359.

Calculation Changes

From 2nd November 2009, changes came into force in the way that benefits are calculated.

For parents it means that Child Benefit will not be considered as income. So existing claimants might be able to get more - and those turned down in the past might now be eligible. Contact your Housing Officer if you have recently claimed and have children but didn't get any Housing Benefit. Alternatively, pop along to one of the drop in surgeries above.

For older people, the amount of savings that you are allowed before being taken into account in the benefit calculation rises from £6,000 to £10,000 so it means that more people over the age of 60 should qualify for help with Housing / Council Tax Benefit as well as Pension Credit.

If you are already in receipt of Housing / Council Tax Benefit you do not need to do anything, your claim will be amended automatically to reflect the changes. However, if you have applied in the past and been refused due to your savings amount exceeding the allowed limit, please contact us.

Breaking News

You can now apply for your Housing and Council Tax benefit on-line. Gloucester City Council are always trying to improve the number of ways that you can apply for housing and council tax benefit and to give you more choice, they have introduced an on-line application form.

You simply log onto **www.gloucester.gov.uk/benefits** and click the electronic form link. The form itself is very simple to use and will only ask you questions based on your circumstances. When you have completed the form you press the submit button. You will be advised about which items of evidence are needed and your next step will be to send those items of evidence to Gloucester City Council through the post. Notification of your entitlement will then be sent to you electronically or by post.

To Contact the Welfare Rights Team direct please call - **01452 396979 or 396971**



How to Get in Touch

To contact Oxbode

01452 505359
or
info@oxbodehousing.org.uk

To report a repair

Call A1 Maintenance

0845 301 7444
(24Hrs)

To report a fault with your heating

Call ALHCO

0800 328 3555
(24Hrs)

To report an emergency repair out of office hours

0845 301 7444

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

તમોને જો આ દસ્તાવેજ ગુજરાતીમાં, મોટા અક્ષરોમાં, અંધલિપિ કે ઓડિઓ ટેપમાં જાઈતો હોય તો મહેરબાની કરીને ઓફિસનો ૦૧૪૫૨ ૫૦૫૩૫૯ નંબર પર સંપર્ક સાંધજો.

আপনি যদি এই প্রকাশনাটি অন্য ভাষায়, বড় ছাপায়, ব্রেইল-এ অথবা কানে শোনার টেপ-এ চান, তাহলে দয়া করে ০১৪৫২ ৫০৫৩৫৯ নম্বরে অক্সবোড অফিসের সাথে যোগাযোগ করবেন।

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。

اگر آپ کو یہ دستاویز اردو زبان، بڑی چھپائی، بریل، یا آڈیو ٹیپ میں درکار ہے تو براہ مہربانی آکس بوڈ آفس سے 01452 505359 نمبر پر رابطہ قائم کریں۔

TWYVER TRIANGLE RESIDENTS ASSOCIATION

The Residents Association is holding a Public Meeting on **Thursday 4th February 2010 7.30pm at The Gloucester Club** (formerly The Farmers Club) Sandhurst lane.

At the meeting discussions will centre around the funding that has been received for children's play equipment on the Deans Way meadow.

Please come along and join in the discussions, all are welcome.

Repair Satisfaction Survey Winners

Please don't forget that every completed and returned repair satisfaction survey is entered into a monthly prize draw. You could win a **£20 Asda voucher** simply for telling us what you think about your last repair !

We are pleased to announce the latest winners who each receive a £20 Voucher.

September 09 - Mr and Mrs Howell of Hazelton Close

October 09 - Ms White of Deans Row

November 09 - Mrs Lake of Bibury Road

Congratulations !!!!