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## GOVERNMENT TO INTRODUCE CHANGES

Some of you may have heard that the new Government is proposing changes to tenancies and also some changes that may affect many people in receipt of benefits.

**Tenancies**

The Government is consulting on the idea of introducing a time limit for **new** tenants of landlords like Oxbode. This would be for a minimum of two years. It is important to stress that the Government has said this will not affect existing tenants (like yourselves) but, if passed, will affect future tenants.

**Benefits**

Over the next 3 years, the Government is going to change the system of benefits for people of working age to simplify the system. There will be a new **universal credit system** to replace existing housing and other income benefits.

Some of the changes will be in relation to:

- The amount of benefits that both a family and a single person can receive.
- The amount of housing benefit paid to people on Job Seekers Allowance who have been unemployed for over a year.

**Will this affect me?**

If you are an existing Oxbode or Westlea tenant and on an assured tenancy (as nearly everyone is) you will **not** be affected, according to the Government. However, if you are receiving benefits, including housing benefit, the answer is probably yes.

**What is our response?**

There will be no immediate change, but as we get more information, we will be telling people of the changes. Also, we are working with the benefits teams at Gloucester City Council to make sure that we get up to date information and help you as much as we can.

**Contact**

If you are concerned, phone your housing officer who may be able to help or point you in the right direction.





## 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**



## HAPPY HOLIDAYS - THE PARTY SEASON

As the festive season is fast approaching, the majority of us will consider having a party & "get-togethers" to celebrate the festive season, especially if we all end up snowed in!

Most residents are reasonable and will not object to any parties so long as you are respectful and considerate towards them.

Please remember that Oxbode does not tolerate any form of anti-social behaviour which affects other residents and their quality of life. We would like everyone to enjoy Christmas and the New Year so please do not spoil it for others by causing a nuisance.

Don't start the New Year with complaints made against you !

Here are some tips to help make sure that the party does not disturb your neighbours :

- Out of courtesy - tell your neighbours when you are planning to hold a party and an approximate time of when it is likely to end.
- Tell your guests what time you are planning for the party to finish.
- After 11pm you should ensure that loud music is turned down to an acceptable level
- Ask your guests to leave quietly when the party is over
- Always keep your windows shut in order to reduce noise levels for your neighbours
- Why not invite your neighbour !

Please speak to Ismail if you have any queries or concerns relating to this matter.



## 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 !**

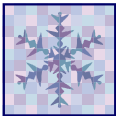
# MERRY CHRISTMAS AND A HAPPY NEW YEAR

**Our Office Opening Days and Times Over The Christmas Holidays Will Be As Follows :**

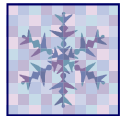


**Thursday 23rd December** : Office Open As Normal  
**Friday 24th December** : Office Open 9am - 1pm  
**Saturday 25th December** : Office Closed  
**Sunday 26th December** : Office Closed  
**Monday 27th December** : Office Closed  
**Tuesday 28th December** : Office Closed  
**Wednesday 29th December** : Office Open 10am - 1pm & 2pm - 4pm  
**Thursday 30th December** : Office Open 10am - 1pm & 2pm - 4pm  
**Friday 31st December** : Office Open 9am - 1pm  
**Saturday 1st January** : Office Closed  
**Sunday 2nd January** : Office Closed  
**Monday 3rd January** : Office Closed  
**Tuesday 4th January** : Office Open As Normal

**For emergency contact details when the office is closed, please see the back page.**



## FREE SUPPORT FOR PEOPLE WITH HOUSING DIFFICULTIES



**Who we can help:** Anyone with a tenancy – social housing / private landlord or home owners, aged between 16 -59.

**The support we offer:** if you are worried that you can't cope with your housing, or fear losing it, we can help. This includes concerns around:

- Maintaining your tenancy
- Filling in forms
- Accessing employment
- Accessing specialist agencies
- Budgeting
- Claiming benefits
- Gaining confidence
- Finding community groups
- Dealing with letters
- Paying bills
- Setting up your home
- Many more things!

Your support worker will meet with you on a regular basis at a time and location which suits you – normally in your own home. Together you will discuss your support needs and then work with you to help you to achieve your goals.

The support can be offered for up to two years. It is fully tailored on an individual basis to meet your needs.

If you feel that you, a friend or a family member may benefit from some advice or support from Futures at Knightstone please call for further information.

**01452 881650** or [gloucestershirefloatingsupport@knightstone.co.uk](mailto:gloucestershirefloatingsupport@knightstone.co.uk).

Alternatively call into our offices: **Futures at Knightstone; Suite 6 Avionics House, Kingsway Business park, Naas Lane, Quedgeley, Gloucester GL2 2SN**





## How to Get in Touch

### To contact Oxbode

01452 505359  
or  
[info@oxbodehousing.org.uk](mailto: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 ઓક્સબોડ ઓફિસનો ૦૧૪૫૨ ૫૦૫૩૫૯ નંબર પર સંપર્ક સાંધશો.

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۔

## NEW YOUTH SHELTER INSTALLED AT WHITE CITY

Following a thoughtless vandal attack on the Youth Shelter installed at the Bibury Road open space earlier this year, Oxbode Housing Association has paid for, and erected a brand new Shelter for the young people of White City.



This shows Oxbode's continued commitment to the community, and also continues to provide the young people of White City, somewhere to hang out, meet friends, and stay safe.

## 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.

- June 10** - Mr and Mrs Hastings, Beaufort Rd
- July 10** - Mr and Mrs Carney, White City
- August 10** - Mr and Mrs Rainey, Dursley
- September 10** - Mr and Mrs Duckett, Beaufort Rd
- October 10** - Mr and Mrs Andrews, Kingsholm
- November 10** - Mrs Long, Kingsway