

# oxbode

housing association



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## OXBODE ANNUAL GENERAL MEETING

Around 50 people attended the Oxbode AGM which was held at Gloucester Rugby Ground, Kingsholm on 13 September 2006.

Ann Evans, Oxbode's Chair, and Jim Dickson, Chief Executive highlighted some of the years achievements, and the main areas that Oxbode need to focus on in the coming year.

Martin Walsh, Audit Commission inspector gave a presentation on his findings following his inspection and presented to the audience ways that Oxbode can improve on some of its services.

Everyone enjoyed the buffet and refreshments after the meeting, which also gave staff, Board members, tenants and Contractors the chance to meet each other and chat.



## NEW OFFICES - UPDATE



Due to the stairs at our current offices we have been looking at offices that offer easier access for everyone. Back in 2004, we asked you to tell us where you wanted our offices to be located and what facilities you would most like at the office. The overwhelming majority wanted an office located in the city centre.

We have looked at lots of offices in the city, but at the moment we are no further forward in our attempt to move.

We will keep you updated on any developments and any impending move. Please don't forget that if you are unable to manage the stairs at our office, you can call us and arrange a home visit from a member of staff.



## WEBSITE DESIGN



Any of you who have recently looked at our website will have noticed that it has started to look a little out of date and boring.

Oxbode would very much like to design a new site, packed with useful information and links. It may even be possible to set up a site where you can pay your rent and report repairs.

To do this work Oxbode will need to contract a consultant to help design and build the website. This process is currently underway and it is hoped that we can start working with successful contractor in the next few months.

**And this is where we need your help.**

Oxbode would like to enlist the help of a number of tenants who can look at proposed web site designs, suggest new ideas and explain to the web design team what tenants really want out of a web site.

You don't need to have experience of web site design, just a keen interest in the internet, and some time to spare.

If you are interested please contact **Chris Winter on 01452 505359** for a chat about what we are looking for and more details.

**WWW...**

## RENT INCREASE



By now all tenants should have received their rent increase letters telling them what their new rent will be from **9 October 2006**.

If you pay your rent by Direct Debit we will automatically adjust your payment to reflect the increase.

If you pay your rent by Housing Benefit, we will advise them what your new rent will be and they should make sure that they are paying us the correct amount.

If you receive direct payments from Housing Benefit, you will need to inform them of the new amount due.

If you are in arrears with your rent you will also have to adjust your payments accordingly.

**Please contact Sara on 01452 505359** if you are unsure how the rent increase affects your weekly or monthly payments

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## IMPROVEMENT IMPROVEMENT

Those of you who attended the recent Annual General Meeting of the Association in September will have heard a presentation by Martin Walsh of the Housing Consultancy Partnership. He has been working with the Association over the past few months.

The Board of Management agreed to appoint Martin because of his experience as a Housing Inspector, working with the Audit Commission, who are responsible for ensuring that Housing Associations and Councils meet strict standards in terms of providing housing management and repairs service.

The purpose of bringing Martin in was to use his experience as an inspector to help us identify both strengths and weaknesses of the Association. In particular, staff and the Board wanted to know what areas of the repairs and maintenance service and housing management needed to be improved. Because of Martin's experience, he has been able to point us in the right direction, particularly in relation to other organisations who have performed particularly well.

In addition to taking advice and assistance from Martin, staff will also be looking through the recent surveys completed by tenants and picking up on ideas and suggestions for improving our services. Obviously, it may well be that we can't do everything within the money we have and have to prioritise. However, we will not be doing that without discussing these with tenants over the coming months.

Some of the areas we are looking to improve are in terms of :

1. Better consultation with tenants,
2. Agreeing standards with tenants
3. Ensuring the services we provide are sensitive to the needs of all of our tenants
4. Ensuring that we get good value for money in terms of what we spend on running the organisation, including repairs and maintenance.

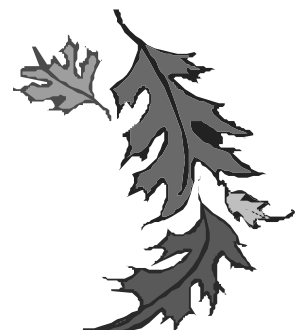
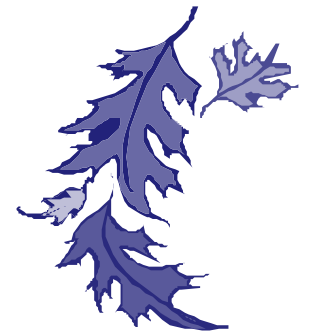
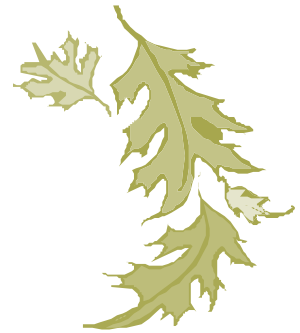
We have already identified more cost effective ways of installing boilers and any cash savings that we make will be reinvested back into direct services, i.e. higher quality homes, ensuring that everyone who needs aids and adaptations to their property can get them and additional spending on wider community projects - all of which are priorities already identified by tenants.

Thank you therefore to all of you who filled in the recent survey questionnaires and also to those of you who recently met with Martin Walsh. All of your comments will be looked at in detail as part of our proposals to improve our services.

We will be reporting progress to the Board of Management on a regular basis and also to tenants through this newsletter.

*Jim Dickson*

**Jim Dickson  
Chief Executive**



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## REPAIR PRIZE DRAW WINNERS

Please don't forget that all completed and returned repair satisfaction slips will be entered into a monthly draw for a **£20 Asda Voucher**.

We are pleased to announce the following winners:

June - Mr and Mrs Phillips - 50 Broadway  
July - Mr and Mrs Frith - 60 Bibury Road  
August - Mrs Minns - 19 Deans Way

Congratulations to these winners, and please remember to return your satisfaction survey responses for your chance to win each month.



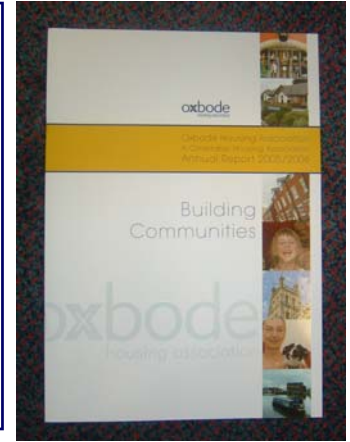
## ANNUAL REPORT 2005 / 2006

You will have recently received a copy of our Annual Report for 2005/2006. You will see that it focuses largely on people; tenants, board members and former staff.

I am sure you will agree that it makes for interesting reading.

A very big thank you to all of those people that sat through interviews and photo sessions and have helped to make this years annual report so good.

If anyone has any suggestions for next years report please let us know. Maybe you would like to see the return of the calendar ?



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, અંધભિષિ કે ઓડિઓ ટેપમાં જોઈતો હોય તો મહેરબાની કરીને ઓક્સબોડ ઓફિસનો ૦૧૪૫૨ ૫૦૫૩૫૯ નંબર પર સંપર્ક સાંધશો.

आपनि यदि এই प्रकाशनाटि अन्य भाषाय, बड्छापय, ब्रेइल-ए अथवा काने शोनार टेप-ए चान, ताहले दया करे ०१४५२ ५०५३५९ 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。

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

