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REPAIR SATISFACTION SURVEY

When you have a repair carried out by one of our contractors you are asked to complete a survey form, detailing your satisfaction with the contractor and the work that has been done.

This information is important to us as it enables us to monitor the contractors performance and also highlight any areas of poor performance.

Sadly, the survey forms are not always returned to us and therefore our ability to monitor the contractors performance is reduced.

Starting in April 2006, every survey form received will be entered into that months draw for the chance to win a **£20 Asda voucher**. This will hopefully encourage more people to return their forms and in return enable us to make sure that our contractors give you the best possible service.

Don't forget, return your repairs satisfaction survey form to not only help us achieve a great repairs service, but also for your chance to win £20 !

AND IT'S GOODBYE FROM HIM.....

Since the very beginning of Oxbode's existence there has been one member of staff committed to providing a good quality maintenance service to tenants. Graham Hobby, Maintenance Surveyor, has been working at Oxbode since the very beginning in 1992. He was employed by Oxbode in 2000 and has worked 2 days a week ever since then.

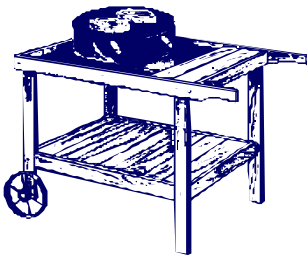
Graham is now retiring and plans to take a well earned break. Graham has seen many changes at Oxbode including staff changes and property numbers grow.

Grahams role within Oxbode will now be passed over to Jane Byett who has secured promotion to a Technical Officer role. Jane is responsible for all maintenance issue including Aids and Adaptations and can be contacted on 01452 505359.

I am sure you will join all the staff and board members in wishing Graham a very long and happy retirement.



ANTI SOCIAL BEHAVIOUR



What is anti-social behaviour (ASB) ?

Anti-social behaviour is any activity by someone living near you that causes a genuine nuisance or problem. This can be any of the following:

- **Abusive or threatening behaviour**
- **Harassment / Racial harassment**
- **Criminal activity including drug dealing**
- **Serious Noise nuisance**
- **Rubbish filled gardens**

What are your responsibilities ?

Under the tenancy agreement all tenants are responsible for their own behaviour, the behaviour of their children and the behaviour of all visitors to the property. The tenancy agreement explains what each tenant is responsible for and specifically mentions all the nuisance listed above. Oxbode's responsibility is to enforce these terms and conditions wherever possible.

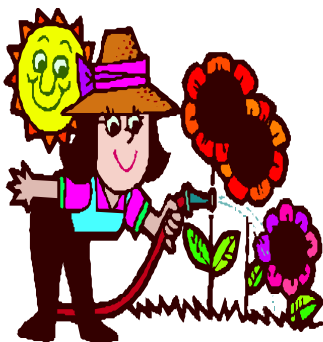
How can you help resolve differences ?

Encouraging tenants to talk to each other can usually resolve the majority of complaints. Your neighbour may not be aware that they are causing a problem. However, if this does not solve the problem or it becomes clear that this approach will not work, then you must tell us. All information is given in confidence and we never divulge the names of complainants, unless we have permission to do so. Oxbode will work with other agencies like Environmental Health, the Police and Mediation Services to help resolve issues.

Please Note: If we do not think that the behaviour you report is ASB, or we think that your complaint is unfounded following investigation or the problem is a clash of lifestyles we will be honest and tell you.

Please contact **Sara Taylor** on **01452 505359** if you wish to discuss a complaint.

CONTRACTORS GIVEN AN EXTENSION



Rho Services (Gas Contractor) and Keene & Rumsey (Garden Contractor) have recently been given extensions to their contracts.

Oxbode has been pleased with their quality of work and the customer satisfaction results that have been achieved. Most tenants that we spoke to said they were very happy with the services that these contractors supplied.

It is hoped that in the future, closer working partnerships can be formed with our contractors to make sure that you as tenants receive the best possible service.

BIG apologies must be given to all tenants that kindly responded to the survey commenting on the service of these contractors.

A prize was promised for the first entry drawn from a hat but unfortunately this was not possible. There was no space indicated on the survey form for names and addresses and as a result we were inundated with entries with no names.

Again a **BIG** sorry for this error, but we can confirm that the £50 prize money will be put away and given as an additional prize for the next survey.

THE PAINTERS ARE COMING !

Listed below are the properties that will have external decorations carried out during May, June and July of this year.

Those of you who are having your homes decorated will receive a letter from us nearer the time to confirm the exact start date and the name of the contractor employed to carry out the work.

If you have any queries or concerns about this work, please contact Jane Byett on 01452 505359.

Beaufort Road

53-59 Odd Numbers
66-72 Inclusive
81-87 Odds Numbers
86-92 Even Numbers

Bowly Road

Number 33 a/b/c/d

Dickens Mews

Numbers 4/5/6

Northfield Road

Numbers 66 & 68

Dickens Close

Numbers 22-36

All communal areas (including benches and railings)

Deans Way

Number 39 a/b/c/d
53-58 Inclusive
1-37 Odd Numbers
Numbers 41 & 43

Number 51, flats a/b/c/d/e/f
(including the internal communal stairway)

Deans Row

Numbers 1-6

Deans Terrace

Numbers 3-8

Deans Walk

53-61 Odd Numbers



FACTS AND FIGURES

We are currently owed **£36,853** from tenants in outstanding rent. This works out at **2.4%** of the total amount of rent due for the year.

The latest figures we have on repairs are that out of **86** jobs reported, all **86** were carried out on time, and **100%** of tenants were happy with the repairs service they had received.

On average, it takes the staff at Oxboode **4 days** to prepare and

re-let an empty property

We are currently owed **£21,953** by **21** former tenants with **12** of them reducing their arrears by agreement.

Oxboode continues to try and provide a good quality service to its tenants and constantly looks at ways of improving our performance.

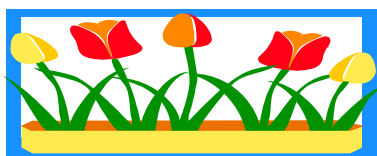
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www.oxbodehousing.org.uk



**Application forms and
further information**

Community Development Team
01452 396286

Gloucester City Council
commu-
nity.development@gloucester.g
ov.uk



Neighbourhood Pride Fund
Funding opportunity

The Neighbourhood Pride Fund is an award Scheme that aims to celebrate and reward the involvement of local residents, community groups and voluntary organisations in partnership with businesses, in projects, which benefit their local environment.

Awards of between £250-£1,000

Type of Projects Considered for an Award

You need to carry out an environmental project but you can meet

the costs from other sources and use the award for your organisation, your volunteers or promotion of the event. The following are examples of the type of projects that would be considered:

- **Improvements to open spaces, play areas, young people's facilities, wildlife areas etc**
- **Improving cleanliness of open spaces**
- **Increasing recycling activities**
- **Community arts projects**
- **Community allotments and gardens**
- **Projects involving children and young people looking after their environment**
- **Projects which enable the local community to learn about an celebrate their history and local environment**

Any Gloucester based community group or organisation with a group bank account (with at least 2 signatories) can apply.

Your group must have agreed rules and aims, which meet a community, need and are resident run. You can apply at anytime, applications will be considered on a monthly basis.

