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## THE RESULTS ARE IN

During August 2006 413 satisfaction survey forms were sent out to every Oxbode tenant and Guinness tenant that we manage. 109 forms were returned representing a 26% response, just over a quarter of our tenants.

Overall the results are very good with some big improvements made to Oxbode services since the last survey.

Prizes were offered for completed survey forms returned and details of the prize winners can be found on the back page.

Shown below is a look at some of the key results:

**91%** said that they were satisfied with their accommodation

**95%** said that they were satisfied

with the condition of their home.

**96%** of tenants felt that their rent was good value for money

**90%** of people that contacted the office said that staff were helpful

**96%** of tenants said that Oxbode was good at keeping tenants informed

**83%** were satisfied with the repairs service

**89%** confirmed that they were satisfied with the landlord service

Oxbode continuously works to achieve high satisfaction levels and will now look at individual comments to try and improve services further.

Your continued responses and comments helps this process.

## MERRY CHRISTMAS AND A HAPPY NEW YEAR TO YOU ALL.

OUR OFFICE OPENING TIMES OVER THE HOLIDAYS WILL BE:

**December 22nd** : 9am - 12 Noon

**December 23rd** through to

**January 1st** the office will be

**CLOSED**

We are **open** again on Tuesday **2nd January 2007** at 9am.

For emergency repairs whilst we are closed please phone:

**01453 766242**



## CHRISTMAS DECORATIONS



On recent estate inspections it has become clear that many tenants like to decorate the fronts of their houses with Christmas lights and ornaments. It is wonderful to see so many people getting into the Christmas spirit and making such an effort.

Oxbode has no objection to these decorations as long as they are attached to the house securely, and that any electrical

connection is safe.

We would also ask that any of the decorations that you put up are removed from the outside of your house within a reasonable timescale, and certainly by the end of January.

Once again, all Oxbode staff wish you and your families a very Merry Christmas and a peaceful and prosperous New Year.



## WHITE CITY TENANTS & RESIDENTS ASSOCIATION

The aims of the Association are:

- To enhance the quality of life in the defined area for all residents.
- To promote equal opportunities within the community and to work towards the elimination of discriminations within it.
- To actively encourage all members of the community to become involved.

Membership is open to all residents living within the White City Area whether they be Home Owners, Private Tenants, Gloucester City Home or Housing Association Tenants and all are called FULL MEMBERS with voting rights.

We receive annual funding from Oxbode Housing Association and Gloucester City Homes to cover basic running costs like stationery, printing and training.

All residents are welcome to join us at our meetings where you can have your say on issues affecting you and your area. The Association can access funding for improvements in your area and offer free relevant training for those that are interested in working with us.

If you can't attend our meetings and have something to say you can give us your comments and ideas by using our Suggestion Box that is situated within the local Post Office on Finlay Road.

### Who are your Contacts?

**Chair** – Lynn Dalley  
**Vice-Chair** – Sheena Scarret  
**Treasurer** – Martin Horton  
**Secretary** – Tracey Jones

### When do meetings take place?

2<sup>nd</sup> Monday of each month, 7pm within the premises of the White City Community Project, Starvaell Centre, Finlay Road.

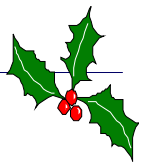
### How can I contact them?

#### Address –

White City Residents Association, c/o 110/114 Finlay Road, Gloucester, GL1 6SQ

#### Telephone - Mon, Tue, Thur, Fri 9-12

01452 309440 - Ask for Sheena



## RENT FREE FOR CHRISTMAS !

If you would like to have a break from paying your rent over the Christmas period next year, then join our Christmas Club from January 2007.

By paying a little extra rent every week from January 2007, you can have the option of either 1 or 2 weeks rent free next Christmas.

account to have 1 or 2 weeks with no rent to pay.

If you want to join the Christmas Club, and you have a clear rent account, phone **Sara Taylor** on **01452 505359**.



### Here's how it works.

Starting from January 2007 onwards, you pay an extra amount weekly or monthly and then by Christmas you will have paid enough into your rent

### Some Examples:

| Your weekly rent | Extra amount to pay for 1 week free | Extra amount to pay for 2 free weeks |
|------------------|-------------------------------------|--------------------------------------|
| £54.89           | £1.08                               | £2.20                                |
| £67.87           | £1.34                               | £2.72                                |
| £70.11           | £1.38                               | £2.81                                |
| £75.10           | £1.48                               | £3.01                                |

## ARE YOU GOING AWAY?

Are you going away over Christmas or during the next 2 or 3 Months. If so, be prepared for a cold snap and take precautions.

If the temperature consistently remains below freezing it can cause your pipes to freeze and in turn result in burst pipes. The resulting water damage will not only prove expensive to repair but items such as carpets and sofas

will have to be replaced.

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

For further advice or help please call Jane on **01452 505359**.



## HERE TO HELP - HAPPY TO HELP

There are many times that you want to get hold of Sara (Housing Officer) or Jane (Technical Officer) to discuss a particular issue or report a repair. These two members of staff are very busy and are often out on visits or in meetings.

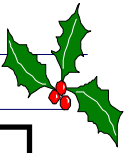
We know how frustrating this can be, and as a result, we have trained the reception and admin

staff to deal with straightforward queries or repairs.

So when you next ring the office, speak to **Natalie**, **Naila** or **Hannah** first, they may be able to help you, without having to wait for Sara or Jane to ring you back!

**Natalie, Naila and Hannah** are available through the office main number on **01452 505359**.





## Repairs Satisfaction Survey Prize Draw Winners

September - Mr and Mrs Hatch - Kingsholm  
October - Mrs Kingscott & Mr Davis - White City  
November - Ms Foster - White City

**Each receive a £20 Asda Voucher**

## Aids and Adaptations

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

We can access funding to make 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, but apart from that, Oxbode will do everything else.

Contact Jane for further details on **01452 505359**



## Tenant Satisfaction Survey Prize Draw Winners

|             |   |                           |            |
|-------------|---|---------------------------|------------|
| <b>£100</b> | - | Ms Nawasieski             | White City |
| <b>£50</b>  | - | Mrs Anderson              | Kingsholm  |
| <b>£50</b>  | - | Mr and Mrs Overthrow-Cook | Abbeymead  |
| <b>£10</b>  | - | Mrs Day                   | Beaufort   |
| <b>£10</b>  | - | Ms Webley                 | Abbeymead  |
| <b>£10</b>  | - | Mr and Mrs Dyer           | Linden     |
| <b>£10</b>  | - | Mrs Evans                 | Kingsholm  |
| <b>£10</b>  | - | Ms Tridgell               | Abbeymead  |



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 اڈیو ٹیپ میں درکار ہے تو براہ مہربانی آکس بوڈ آفس سے 01452 505359 نمبر پر رابطہ قائم کریں۔

