

# GROVE HOUSING ASSOCIATION LTD

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## NEWSLETTER JUNE 2013

### PLANNED MAINTENANCE WORK

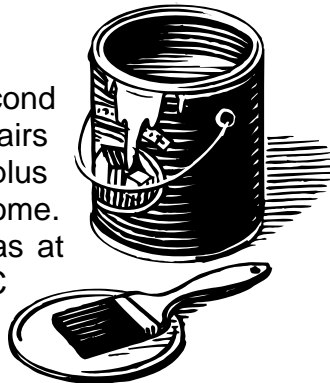
Grove is planning some schemes. Please check to see if they are relevant to you and let us know if you have any problems with them or if there is anything else we would need to know.

### EXTERNAL PAINTING CONTRACT

We are planning to start this in the second half of August. It will involve any repairs needed to the things being painted plus painting the outside parts of your home. We will also be cleaning the PVC areas at gutter level in those homes with PVC there. The addresses are:

Arosa Crescent, Arosa Park,  
Arosa Parade, Ayr Street,  
Bute Street, Fife Street, Glasgow Street, Ivan Street,  
Ritchie Street & 95, 119-135, 155A & 155B York Road.

***Please contact us if you have any queries.***



### REPLACING KITCHEN UNIT DOORS

There have been problems particularly in the Arosa houses with the plastic vinyl wrap coming off or melting at the edges of kitchen unit doors and drawers. We plan to do a scheme starting in September/October to replace all doors and drawer fronts in kitchens where the majority of them are affected. If only a few in a kitchen are affected, we may just replace those few with doors or drawer fronts to match the rest that are still good.

We do not want to fit vinyl wrap doors again as they give problems, so we intend to use melamine doors. These will look similar but are flat rather than having moulding in them.

We are aware of a few kitchens other than those in the Arosa houses where there are problems with the vinyl wrap.

***If you do not live in Arosa and have problems with the vinyl wrap on your kitchen doors and drawer fronts, please let us know so that we can look at them and see what needs done.***

### LOFT INSULATION

We topped up loft insulation to 30cm (1ft) deep in the roof spaces of some of our homes at the start of this year. Because this covers the joists in the roof space, we also fitted 8ft x 4ft boards above the insulation for storage.

With the help of "Cosy Homes" funding again, we plan to do the rest of our homes with ordinary roof spaces in the autumn. The addresses are:

Arosa Crescent, Arosa Park,  
Arosa Parade,  
63 Fortwilliam Crescent,  
Grove Court, Mineral Street,  
59 Northwood Parade,  
7 St Vincent Street,  
151 Shore Road,  
13 York Crescent,  
99-111, 147, 149, 187-193  
York Road.

***If you live in any of these houses and have queries or concerns about us doing this work, please contact us at the office.***

### Rent payments

We know that all bills can be difficult to meet, but please do not forget the roof over your head over the holidays. If you have concerns about rent you pay yourself or Housing Benefit entitlement, please talk to us.



## **NEW MAINTENANCE CONTRACTOR**

Government "procurement" policy requires all housing associations to carry out their maintenance work through "measured term contracts". Grove is now complying with this rule and along with a number of other housing associations has appointed Maurice Flynn & Sons. This firm will be carrying out our maintenance in the future.

As always, if you have any problems with promptness, the standard of work or the people doing it, we would like to hear from you at the office.

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## **WELFARE REFORM**

We had been in touch with your previously about Welfare Reform, particularly about the "bedroom tax," which reduces Housing Benefit if a tenant is deemed not to need as many bedrooms as their home has.

Whilst this has started in Great Britain, the Assembly here is still debating it. We do not know whether it will ever apply in N Ireland or not, but if it does it seems unlikely to be before Spring 2014.

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### **Fire escape windows**

Your home should have one or more upstairs windows big enough and that open wide enough for you to escape through in an emergency.

Please check this window opens properly and let us know if it needs serviced. Please also do not put furniture or blinds in front of it that prevents it opening fully.

### **Smoke, heat & carbon monoxide alarms**

Please test these regularly by pressing the button to make sure they are working. If they are not, let us know.

### **Anti-Social Behaviour**

We would remind you that anti-social behaviour breaches your tenancy conditions and we will take action through the court to terminate tenancies if necessary.

We have had problems doing anything about some cases of anti-social behaviour because we do not receive enough information. If a number of people complain about an incident or if the PSNI (Tel 0845 600 8000) or the City Council Noise Hotline (Tel 028 9037 3006) have been contacted, it gives us better evidence to take action.

### **OUT OF HOURS EMERGENCY REPAIRS**

If you require repairs outside office hours that cannot wait until the office is open again, please phone Fold Telecare on the Freephone number: **0800 731 3081**.

Telecare will contact our contractors. The number is also given on our telephone answering message.

### **Run out of oil?**

The oil companies may bleed the system to remove any airlock if you ask them when they are delivering oil.

### **Run out of gas?**

If you run out of gas, you have to do the following at your meter to make it work again:

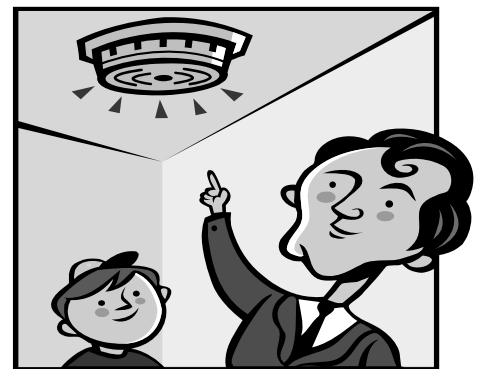
- Put money/credit on card
- Insert card into meter
- Press & hold Black button (B) until display says 'LET GO'
- Press reset button on boiler

### **Contents insurance**

We would remind you that Grove insures the building structure but we do not insure contents.

The value of contents can be substantial and hard to replace if lost through fire, flood or theft. There are different levels of contents insurance, with quite low premiums for lesser amounts.

If you do not have it, could you afford the cost of replacement?



### **July holidays**

We will be closed on Friday 12<sup>th</sup> & Monday 15<sup>th</sup> July.

**If you would like this Newsletter in a different format such as larger print, please let us know.**