



# Maynard News Spring 2021

Maynard Cooperative Housing  
Association members' newsletter

**New tenant charter**

**Social events re-launched**

**Rent freeze**

**Home improvements**

**Help to get online**



# Contents

<b>Keep in touch</b>	<b>3</b>
<b>Our pledge to you</b>	<b>4</b>
<b>Dates for your diary</b>	<b>5</b>
<b>Keeping you safe</b>	<b>6</b>
<b>Rent freeze</b>	<b>7</b>
<b>Stay vigilant!</b>	<b>8</b>
<b>Improving your homes</b>	<b>9</b>
<b>How are we doing?</b>	<b>10</b>
<b>Let's get digital</b>	<b>11</b>

Welcome to the spring edition of Maynard News. As we prepare for the gradual lifting of lockdown restrictions, I want to thank all of you for your patience and understanding over this last difficult year.

We have worked hard to ensure we continue to deliver vital services to you while keeping everyone safe, so your cooperation has been very much appreciated.

Read on to find out what we have been doing in recent months and our plans for the coming year. This includes, subject to the lifting of Covid-19 restrictions, hopes of re-launching our calendar of social activities.

I look forward to seeing you at these events but, in the meantime, I would like to wish you a Happy Ramadan and Eid.

**Alam Navsa**  
*Chairman of Maynard  
Cooperative Housing  
Association*





# Office opening

The PA Housing office, at 3 Bede Island Road, is still closed and our housing surgeries are currently suspended due to lockdown restrictions.

We will let you know as soon as the office re-opens and surgeries re-start.

# Keep in touch

There are various ways you can get in touch with the co-op team, and we are always happy to hear from you.

- Call PA Housing on **0116 257 6800** – you will be asked to choose from three options (the repairs, housing or income hub) so we can deal with your enquiry as quickly as possible.
- Email **coops@pahousing.co.uk**
- Use the My PA app – the easiest way to contact us, report problems, make a payment or book a repair appointment. Find out more at **www.pahousing.co.uk**

**What is My PA?**

My PA is the fastest, easiest and cheapest way to manage your home online. It's available 24 hours a day, at any time convenient to you, so there's no more waiting in phone queues.

Many more repairs are being fixed first time thanks to its efficient reporting process.

It's secure and really simple, just like online banking or shopping. Use it on your computer or laptop, or download the app to your phone.

**You will need:**

- an email address that will double as your username
- your payment reference number (it's on your latest account statement)
- a device that connects to the internet

To get started with My PA, visit **pahousing.co.uk/mypa**

Available on the **App Store** and **Google Play**

Download the **PA Housing** app

# Our pledge to you

**Along with other social housing landlords across the country, we have signed up to a new charter which aims to strengthen the relationship between us and our tenant members.**

This charter was drawn up by the government as part of a recent Social Housing White Paper, which outlined its response to the Grenfell Tower tragedy.

It sets out seven commitments you should expect from your landlord:

- 1) To be safe in your home – ensuring every home is safe and secure.
- 2) To know how your landlord is performing – including on repairs, complaints, safety and how we spend our money, so you can hold us to account.
- 3) To have your complaints dealt with promptly and fairly – with access to a strong Ombudsman who will respond swiftly and fairly.
- 4) To be treated with respect – backed by a strong consumer regulator and improved consumer standards for tenants.
- 5) To have your voice heard by your landlord – for example through regular meetings, scrutiny panels or being on the management committee.
- 6) To have a good quality home and neighbourhood to live in – with your landlord keeping your home in good repair.
- 7) To be supported to take your first step to home ownership – so it is a ladder to other opportunities, should your circumstances allow.

## Listening to your feedback

**We are keen to hear what you have to say about our services, so we can constantly improve.**

As part of this commitment, we recently carried out a self-assessment of our complaints process to ensure we handle your concerns in the right way.

The assessment measured our approach against the Housing Ombudsman's new



Complaint Handling Code, which sets out good practice to ensure landlords respond to complaints effectively and fairly.

As a result, we are now updating our complaints policy, monitoring cases more closely and ensuring we learn from your feedback.

We are also introducing ways to record and report tenant members' satisfaction with how we deal with your complaints.

You can see our current complaints policy and details of our self-assessment on our website at [www.maynardcoop.org.uk](http://www.maynardcoop.org.uk)

# Dates for your diary

We have a number of events planned this year, but all are subject to the lifting of lockdown restrictions. We will keep you updated!

## COMMITTEE MEETINGS 2021

Held at 34 Cecil Road from 7pm or online, depending on restrictions:

- **Monday 17 May** – Strategy and Housing Services
- **Monday 21 June** – Development
- **Monday 23 August** – Strategy and Housing Services (including presentation of year-end accounts for AGM)
- **Monday 20 September** – Development and Finance
- **Monday 15 November** – Strategy and Housing Services
- **Monday 20 December** – Development and Finance (plus rent)

We hope to hold our AGM on **Friday 17 September**, and will confirm the venue nearer the time.

## TRIPS

Our summer day trip will provisionally be to Great Yarmouth on **Saturday 24 July**. The autumn trip will be on **Sunday 7 November**, but we have yet to confirm where.

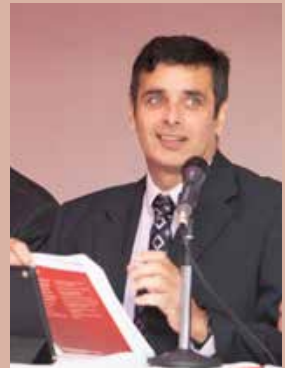


## Winning national praise

**Maynard Co-operative Housing Association recently won national praise for its work.**

Our longstanding Chairman, Alam Navsa, was named Housing Co-operator of the Year in the Confederation of Co-operative Housing Awards 2020.

The award recognises his dedication and the co-op's achievements during his leadership over the last 26 years.



# Keeping you safe

**We have a duty of care to our tenants, ensuring you are safe in your home.**

This includes a legal obligation to:

- *repair and maintain gas pipework, flues and appliances in a safe condition*
- *ensure an annual gas safety check on each appliance and flue*
- *keep a record of each safety check.*

During the recent pandemic, we have had to balance the need to protect you from potentially fatal risks arising from carbon monoxide exposure or gas explosion with the need to protect people from catching Covid-19.



Our team has continued these annual gas safety checks throughout the last year. As a result, all our homes currently have an up-to-date gas safety certificate.

We have also been carrying out electrical testing in Maynard properties over the last year.

Now all our homes, apart from one which we will be inspecting soon, have an up-to-date electrical safety certificate.

Periodic testing will continue over the coming years to ensure our homes are compliant with electrical safety standards. Inspections are conducted every five years or before a property is re-let.

***We would like to thank all our tenant members for their understanding, flexibility and commitment in allowing us access to their homes for these important checks over the past 12 months.***

# Rent freeze

**Over the next 12 months, we are pleased to have been able to keep your rents at the same level as they were in the financial year 2020/2021.**

But, if you live in a flat, your service charge may have increased. These charges have to cover the cost of services such as fire risk assessments, safety checks and resulting work – but we do try to keep any increase to a minimum.

Remember that, if your service charge has risen, you will need to change your regular direct debit or standing order payments.



# Fire safety reminder

Fire safety is a top priority for Maynard housing co-op and, over the last year, we have carried out fire risk assessments in our properties.

In the meantime, please remember:

- *Keep shared areas, such as hallways and staircases, clear of items which may block easy access.*
- *Ensure any storage rooms you may use are kept locked.*
- *Check storage areas are tidy, well maintained and free from any flammable materials.*
- *If you spot any problems or clutter in communal areas, report them to us on **0116 257 6800**.*



# Stay vigilant!

**One of our more vulnerable tenant members had cash stolen from her when she was targeted by a thief over the Christmas season.**

She was followed on a number of occasions and forced to take out a total of £800 from a cashpoint.

Police have since arrested the thief but have warned people to remain vigilant.

We would urge all our tenant members to look out for suspicious behaviour and report any concerns to the police.

## Need a helping hand?

**If you have been financially affected by the pandemic over the last year, we will do our best to help you – so please get in touch.**

Our Housing Management Officer, Shereen Sheikh, can offer information and advice or she may refer you to the Tenancy Sustainment Team.

- To see how we may be able to help, call Shereen on **0116 257 6800**.







# Improving your homes

**The co-op team is gearing up to carry out a range of improvement work on your homes over the coming year.**

As part of our ongoing rolling programme of maintenance and improvements, in 2021/2022 we will be:

- fitting new kitchens in five of our homes
- replacing seven bathrooms
- installing new exterior doors where necessary
- putting in new boilers where needed.

We also plan to re-start inspections as part of our stock condition survey from June onwards, so we can assess what further work needs doing to Maynard homes.

## Keeping on top of repairs

**Maynard's repairs service is now back to normal, following last year's lockdown restrictions which limited us to emergency work only.**

Our contract with PA Housing, which currently carries out day-to-day repairs for us, runs until July.

So we will soon be putting the repairs contract out for re-tender, to make sure we continue providing the best service we can.



# How are we doing?

Here are our performance figures for March-December 2020.

## Emergency Repairs



Target

**99%**  
(within 24 hours)



Achieved

**100%**  
(45 jobs)

## Arrears



Target

**3%**



Achieved

**1.07%**

## Routine Repairs



Target

**95%**  
(within 21  
calendar days)



Achieved

**88.68%\***  
(106 jobs)

## Rent collection



Target

**100%**



Achieved

**100.34%**

*\* Our performance in dealing with routine repairs was affected by last year's lockdown restrictions, but we are now back on target.*



## Let's get digital

**Would you like to get to grips with computers and explore the worldwide web, but don't know where to start?**

We Are Digital can help. This national organisation provides free training for people with no or limited computer skills.

Its expert tutors offer tailored, personal computer training in the home as well as a range of group courses designed for people with varying levels of knowledge.

We Are Digital also works with housing associations and local authorities to provide bespoke courses for tenants.

- *Interested? Call We Are Digital on **03333 444019**, email [info@we-are-digital.co.uk](mailto:info@we-are-digital.co.uk) or check out [www.we-are-digital.co.uk](http://www.we-are-digital.co.uk)*

## Time for change?

**Tenant members looking for a move may want to consider swapping homes with another social housing tenant elsewhere in the country.**

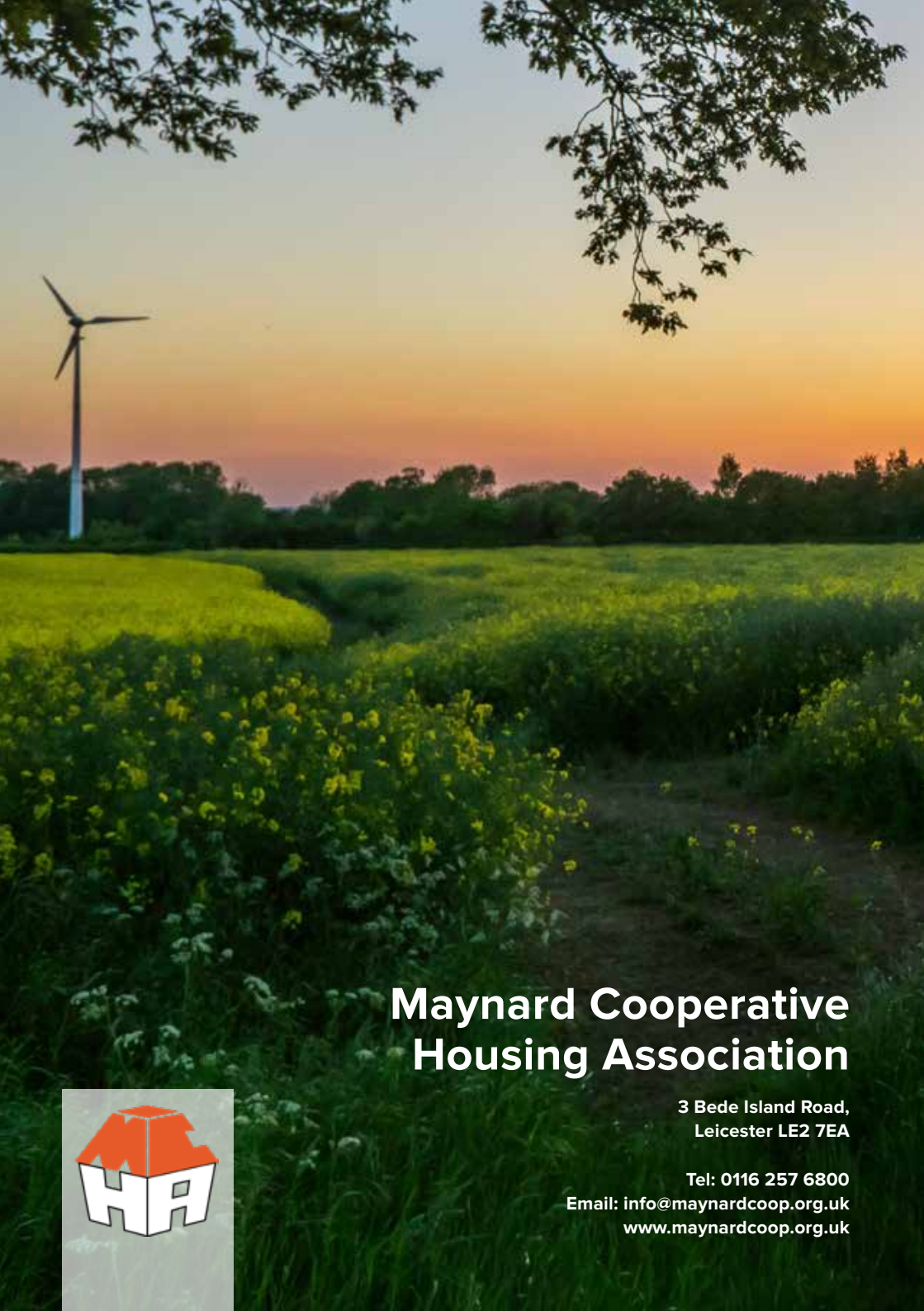
HomeSwapper is the UK's leading mutual exchange service, with over 500,000 tenants wanting to swap their council or housing association home.

You can now use this national service for free as Maynard housing co-op has signed up to it for a year, so we will pay your fee for registering to use it.

We will consider re-subscribing next year, depending on the level of interest from our tenant members.

- Find out more at [www.homeswapper.co.uk](http://www.homeswapper.co.uk)





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