

Maynard News Winter 2025

Maynard Cooperative Housing
Association members' newsletter

Learning lessons

AGM celebrations

Tenant conference success

Awaab's Law – what you need to know

Beat the winter blues



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Welcome to the winter edition of Maynard News. It's been a particularly busy time over the past few months, so we've got lots to tell you about in this newsletter.

I was delighted with the response to our recent Tenant Satisfaction Survey, with a record number of tenant members taking part and lots of good news in terms of improved satisfaction levels.

Our Tenant Members Conference and the Confederation of Co-operative Housing Conference both focused on important legislative changes such as the introduction of Awaab's Law, which you can find out more about on page 9.

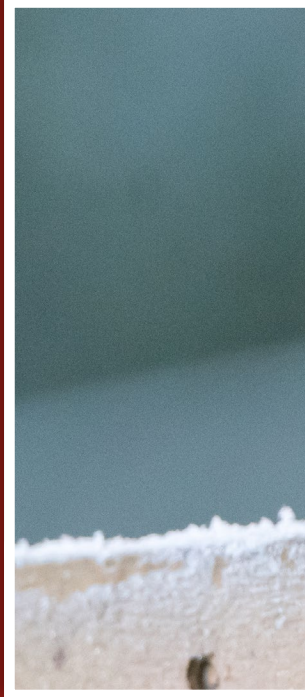
We also bring you useful information about how to make a complaint, changes we've made to our pest control policy and improvements to the My PA app.

As usual, we also share in this edition of Maynard News a selection of photos from our always-popular AGM.

I hope you enjoyed a Blessed Eid and Diwali, and wish you a very Merry Christmas and Happy New Year. We look forward to seeing you at our various social events in 2026.

Alam Navsa

*Chair of Maynard
Cooperative Housing
Association*





Holiday office closing

The PA Housing office, at 3 Bede Island Road, will close at 3pm on Wednesday 24 December and be closed on:

- **Thursday 25 December**
- **Friday 26 December**
- **Thursday 1 January.**

To get in touch with the co-op team, please call our Customer Contact Centre on **0116 257 6800** or e-mail us on coops@pahousing.co.uk

You can also book a repair at any time via the My PA app, which you can download from the app store on your smartphone or by registering on the [PA Housing website](#).

Did you know?

Our Customer Contact Centre phone lines are closed between 8am and 1pm on the first Thursday of each month. This is to allow for staff to take part in ongoing training, so we can continue to provide the best service we can.

‘Spot the robin’ to win £20!



There are a number of images of a festive favourite, the robin, dotted throughout the pages of this edition of Maynard News.

To be in with the chance of winning £20 worth of Love2shop vouchers, email coops@pahousing.co.uk with your name, address, contact number and a list of where in this newsletter you’ve spotted our feathered friend. We’ll then draw the winners and let you know if you’ve struck lucky!

- **Maynard tenant member Mr Ismail Patel, of Cecil Road, was the lucky winner of our ‘Spot the household hazards’ competition, which we ran in the spring edition of Maynard News.**

Dates for your diary

Committee meetings 2026

Held from 7pm, in person at 34 Cecil Road from May to September and online the rest of the year:

- **January – no meeting**
- **Monday 9 February – Strategy and Housing Services**
- **March – no meeting**
- **Monday 20 April – Development and Finance**
- **Monday 11 May – Strategy and Housing Services**
- **Monday 29 June – Development**
- **July – no meeting**
- **Monday 10 August – Strategy and Housing Services (including presentation of year-end accounts for AGM)**
- **Monday 14 September – Development and Finance**
- **October – no meeting**
- **Monday 16 November – Strategy and Housing Services**
- **Monday 14 December – Development and Finance (plus rent)**

Other key dates:

- **Saturday 11 July – Summer trip (destination to be confirmed)**
- **Friday 11 September – Annual General Meeting (including nomination of management committee)**



Catching the waves



Sun, sea, sand and seagulls were all part of the fun on our summer trip to Great Yarmouth in July.

A total of 95 tenant members joined us for a day out exploring this beautiful east coast town, enjoying walks along the beach, building sandcastles and checking out its range of fairground rides.



Learning lessons

A huge thank you to all tenant members who took part in our recent satisfaction survey.

Due to your help and our team's hard work, an impressive 82% of Maynard residents completed the annual questionnaire in September.

Satisfaction levels are high or much improved in these areas:

- ✔ **82% of you were satisfied with Maynard co-op's overall service (compared to 86% in 2024)**
- ✔ **80.5% were satisfied with the overall repairs service (53% in 2024)**
- ✔ **76% were satisfied with the time taken to complete their most recent repair (55% in 2024)**
- ✔ **83% agreed their home is well maintained (80% in 2024)**
- ✔ **97% felt we treat them fairly and with respect (86% in 2024)**
- ✔ **89% agreed we make a positive contribution to their neighbourhood (69% in 2024)**
- ✔ **85% were satisfied with our approach to anti-social behaviour (53% in 2024)**
- ✔ **83% were satisfied we keep communal areas clean and well maintained (80% in 2024)**
- ✔ **84.5% agreed we provide a safe place to live (91% in 2024)**
- ✔ **78% felt we listen to your views and act upon them (77% in 2024)**
- ✔ **86% agreed we keep you informed about things that matter to you (80% in 2024).**

However, we are working to do better in this area:

- ✘ **61% were happy with how we handle complaints (compared to 75% in 2024).**



You said

Some tenant members were unsure how we decide which homes have a new kitchen, bathroom or boiler.

We did

We are working to raise awareness that these decisions are based on our findings from stock condition surveys. These depend on tenant members allowing us into their homes so we can assess the state of each property, identify what work is needed and then budget for when it can be carried out.

You said

You were unhappy with how long it takes us to respond to complaints.

We did

We are recruiting more staff so we can reduce delays and respond within our expected timescales.

You said

Satisfaction with repairs is much improved, but we want to build on that.

We did

We are working to maintain this high satisfaction level and want to recruit interested tenant members to a scrutiny panel aimed at improving our repairs process.



Conference tackles important issues

Guests at our annual Tenant Members Conference explored a range of important issues, from damp and mould to fire safety, repairs and complaints.

Over 70 tenant members gathered for the event, held at the Platinum Suite in October.

As well as a programme of informative talks throughout the day, there were more relaxed activities such as an initial ice breaker and laughter exercise sessions.

People had the chance to speak to representatives from contractor Aaron Services about any gas servicing, heating and hot water queries, while PA Housing staff were on hand to discuss housing management or repairs issues.

The day included refreshments, a prize draw and goody bags for all those attending.

Feedback from tenant members was positive:

- **89% were satisfied with the event overall**
- **100% said it was well organised and should be held annually**
- **33% were first-time attenders**
- **100% are likely to recommend the event to other tenant members.**

They told us highlights included:

- **the opportunity to get together with other tenant members**
- **interesting discussions**
- **good food**
- **information about condensation and mould**
- **fire safety advice**
- **laughter and yoga sessions.**



Celebrating a year of achievements

Almost 200 guests joined us for Maynard's 48th annual general meeting this autumn.

At the event, held at the Platinum Suite in September, our Chair Alam Navsa reflected on the past year's achievements, including our improved repairs performance and our ongoing work to reduce the co-op's carbon footprint.

Dinner, entertainment and a prize draw then followed the formal business of the evening.

Our younger residents enjoyed face painting and balloon modelling, while tenant members of all ages made the most of a sweet cart and had fun with the photo booth.



Building a better world

Maynard committee members and PA Housing staff joined representatives from fellow housing co-ops at the annual Confederation of Co-operative Housing Conference in London.

The October event, themed around 'Building a Better World Together', celebrated the end of the United Nations' International Year of Cooperatives.

Various speakers discussed a range of issues affecting co-ops, as well as recent housing legislative and regulatory changes.

Subjects covered included the introduction of Awaab's Law, decent homes and energy efficiency standards, funding challenges, a new mutual exchange scheme, complaints and self-assessment requirements.

MCHA Chair Alam Navsa said: *"This year's conference was extremely well attended and particularly interesting, with so many changes going on at the moment which have a major impact on small housing co-ops like ourselves. We came away with lots of useful information and new ideas."*



Complaints – what you need to know

If you want to complain about any aspect of our services, please get in touch with us direct so we can work with you to resolve the problem.

You can make a complaint via [our website](#), where you can also check out our revised complaints policy, latest self-assessment against the Housing Ombudsman's Complaints Handling Code and our annual complaints performance and service improvement report.



It is important to understand the difference between a service request and a complaint.

- Your first reporting of an issue (eg. a repair) to us is a **SERVICE REQUEST**.
- If you are not satisfied with our handling of the issue, this becomes a service failure and you can then make a **COMPLAINT**.

Awaab's Law – safe, healthy homes

Awaab's Law is a new rule for all social landlords (including Maynard housing co-op) which ensures problems like damp and mould are taken seriously and addressed promptly.

The legislation is named after Awaab Ishak, a two-year-old boy who tragically died in 2020 after living in a home with serious mould problems.

What this means for you

When you tell us about damp or mould, we will:

- visit within 14 days
- act quickly and start work within 7 days if a hazard is found
- keep you updated
- complete repairs in good time, with urgent cases treated as a priority.

Help us help you

- Report issues to us as soon as possible:
 - call 0116 257 6800
 - contact us [online](#)
 - email us at coops@pahousing.co.uk
- Give access for visits and repairs.
- Take photos or notes if the problem changes or gets worse.



Working together

Awaab's Law strengthens your rights, but it also reinforces our promise – to work with you to make sure your home is safe, secure and healthy. As such, we are committed to treating damp and mould as a priority, listening to you and acting promptly.

If you're still worried

If you feel your concerns haven't been resolved, you can **make a complaint** or contact the **Housing Ombudsman Service**. But we aim to put things right before it gets that far.

- Check out our [top tips](#) to prevent condensation, damp and mould in your homes.

Did you know?

- We gave away some portable dehumidifiers, which absorb excess moisture in the air, to residents at our Tenant Members Conference. We still have some left, so please get in touch if you'd like one – we can then arrange for you to pick it up at one of our housing surgeries.
- We will soon be providing a thermo-hygrometer temperature and humidity monitor for each of our homes, to help us work with you to tackle condensation and mould. These (and some community activities we are planning for next year) will be paid for by £2,689 funding we recently received from Efficiency East Midlands.



How are we doing?

Here are our performance figures for April-October this year.

Emergency repairs



Target

99%

(within 24 hours)



Achieved

100%

Arrears



Target

3%



Achieved

1.68%

Routine repairs



Target

95%

(within 21
calendar days)



Achieved

92.8%

Rent collection



Target

100%



Achieved

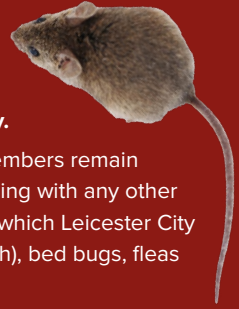
99.77%

Updating pest control

An increasing number of mice in the local area, linked to pigeon feeding and littering, has led to us updating our pest control policy.

If you report a confirmed mice infestation in your home, we will now arrange and pay for treatment by a qualified pest control contractor who will also give advice on preventing reinfestation.

However, tenant members remain responsible for dealing with any other pests, such as rats (which Leicester City Council will deal with), bed bugs, fleas and cockroaches.



Beat the winter blues

With shorter days and plunging temperatures, winter can be a challenging time for many. Here are a few tips to keep yourself warm, healthy and positive so you can enjoy what the chilly season has to offer.

- Keep your home warm by having the heating at a constant, comfortable temperature. Close blinds and curtains at night, to keep the heat in.
- If you need to go out in very cold weather, wrap up warm with a scarf, hat and gloves.
- Eat healthily, with plenty of fruit and vegetables.
- Stay hydrated by drinking fluids, including hot drinks, throughout the day.
- Keep stocked up with groceries and any medications you need.
- Stay active – if it's too cold for a brisk walk outside, try some yoga or stretching exercises at home.
- Look out for your neighbours, particularly during extreme weather.
- Make the most of the festive season by taking the time to catch up with family and friends.
- Plan activities or trips you can look forward to enjoying in the warmer months.
- Consider trying a new hobby, to develop new skills or meet new people.
- Find out how you can save money now and into the New Year – get the best deals by checking out websites such as [Uswitch](#), [Confused.com](#), [Better Bills](#), [Compare the Market](#) or [Money Saving Expert](#).
- Get advice on cutting your household bills by saving energy from Leicester-based [Zinthyia Trust](#) or national [Energy Saving Trust](#).



Become a Neighbourhood Champion!

Want to make a difference in your community? Then why not become one of our Neighbourhood Champions?

Neighbourhood Champions are local people who help us ensure we provide the best service we can to our tenant members. You can choose how involved to be, depending on the level of commitment and time you want to offer.

Low-level activities include working with your Neighbourhood Coordinator and reporting issues such as fly-tipping or grounds maintenance problems.

Medium-level involvement might be inspecting neighbourhoods and holding community meetings.

High-level activities could involve ensuring contractors are working to the correct standard, welcoming new residents and getting involved with community events.

Find out more on the [PA Housing website](#), email getinvolved@pahousing.co.uk or call **0300 123 2221**.

House swapping made easy

If you're thinking of moving, check out the free home swapping service [House Exchange](#).

As a Maynard co-op tenant member you get free access to the online platform, which enables social housing residents to advertise their home and find a mutual exchange.

If you prefer to continue having a co-op landlord, the system also allows tenant members to choose to swap with other cooperative tenants all over the country.

My PA refresh

We have updated the My PA app to make it even easier for you to contact us and manage your home.

Due to 'go live' in the next few weeks, we want your feedback on the refreshed app so we can plan further future improvements.

The new-look app will be easier to navigate, have increased functionality, be able to send notifications about forthcoming events and allow you to sign in with your fingerprint or facial recognition.

if you already have the app it will update automatically but, for security, you will have to reset your password when you first log in.

If you don't yet have the app, the best way to access it is by downloading it from the app store on your smartphone. Alternatively, you can register via the [PA Housing website](#).



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