



# Autumn Newsletter



**2023**

Telling the people who live in  
our houses about the work we  
are doing

## About us



**HILLDALE**   
housing association

We are Hilldale Housing Association.  
We give good housing to people who  
need extra support.



People who live in our housing are  
called **tenants**.



We want to make sure all our tenants  
are happy, healthy and safe in their  
homes.

# About this Newsletter



We have been working hard since our last report in June.



This newsletter tells you about what we have been doing and what we will be doing too.



Things like:

- how we will save money and energy and improve homes



- Meet with tenants and hear what they have to say



- asking tenants to tell us what they think about our service with surveys

wit

# Our Performance



We completed:

- 99% of our repairs
- 97% of these were done on time



22 people complained. We found 8 of them where we could have done better.



We had 58 new tenants move into a Hilldale Home

We reduced the number of empty homes by 20%

We asked 306 Tenants what they thought about us:



- 89% said they are happy with us
- 84% said they were happy with repairs

# Hardship Fund



We created a **hardship fund**  
This is money for tenants who are finding it hard and need to buy something essential that is not food.



If you need help with your money you can talk to any of our staff.



You can also look on our website to find out more about our hardship fund:

[Advice & Support - Hilldale Housing Association](#)

# Work in your home



Improving our homes is a priority.  
We have made a 5-year plan to do this  
The plan started this year.



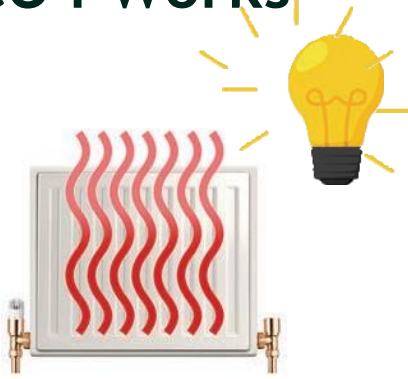
We will be decorating and looking at flooring and bathrooms.

We have listened to you, and we are offering tenants a choice of colours for paint and choices for flooring and kitchens.



Talk to your housing Officer to find out more about this

# ECO4 Works



We use **energy** like gas and electricity to give us power and heating in our homes.



The **environment** is the world we live in and the air we breathe.



Using energy costs a lot of money. It can also be bad for the **environment**.

To help you save money and help the environment we will:



look at how much energy is used in our homes



having new boilers that use less energy



putting **solar panels** on some of our housing

Solar panels get light from the sun that can be turned into energy. The panels are put on the roof of a Building.



We are working with a company called 24/7 to do this.



If your home will have these works, we will write to you to tell you and work with your Housing Officer and Care provider to make the process easy.

# New Look



We have changed our logo and we have a new website and social media pages.

You can use our website to help you find lots of information about us and your home.



You can use the website to report a repair and tell us if you are not happy with something in your home.



We want to hear more from you. The website gives you lots of ways to do this and is user friendly.



Find us at [Hilldale.org.uk](http://Hilldale.org.uk)

And on Facebook search 'we are Hilldale housing association'

# Giving back



Giving back to our tenants is important and where we can we like to do this.



In September we were asked to help with the garden at one of Hilldale's properties Eskdale house, the local church arranged this and lots of people helped.

Below is the pictures of the garden before and after, and of everyone who helped out.



# Damp and mould



Damp and mould happens when there is too much water in the air in your home.



Damp is when you get wet patches on your walls.



Mould looks like black stains around your windows or in places like your bathroom and kitchen.



Having damp and mould in your home can be bad for your health. It can make you poorly.



To keep you safe from damp and mould we have made a plan to:

- check your home for damp and mould every year

and

- visit your house quickly when you tell us about damp and mould.



We have sent you a letter to tell you more about our plan.



If you have damp and mould in your home, tell us:



Phone: 01257 367374



Email: [hello@hilldale.org.uk](mailto:hello@hilldale.org.uk)

# Your Feedback



Tenants must have their say about how happy they are with their housing.

Housing Officers have been completing surveys with tenants.



- 306 tenants have completed surveys.
- 89% said they were happy with our service.
- 84% said they were happy with repairs.
- 75% said they feel we listen.
- 86% said we provide a home that is well maintained.



We want to hear more from you.

Tenants can Join the 'Feedback Forum' online every 3 months to hear more about what we are doing and talk to us or you can join our tenant group.



If you want to join in, more information is on our website or speak to a Housing Officer.

## Contact us



**Email:**  
**hello@hilldale.org.uk**



**Email:** **repairs@hilldale.org.uk**



**Phone:** **01257 367374**



For more information about us and  
our work, look at our website:

**hilldale.org.uk**