



## Hello and welcome

to our Autumn newsletter. It's been a busy few months since we launched our Annual Tenant Report in June and we have been working on a few exciting projects to bring you more ways to engage with us, hear your views and bring you informative updates. Further in the newsletter we bring you detail about what you have been saying through our tenant satisfaction measure (TSM) visits and why this is so important to us.

To add to this feedback we have also, in the last few months held our second Feedback Forum, picked up satisfaction with repairs and our new Tenants Panel will be meeting shortly for the first time, which is exciting news.

You may have noticed a new look Hilldale through our logo, and more excitingly we have launched our new website. This will help you to get information about Hilldale but also allows you to contact us online.

Since June we have welcomed 58 new tenants so a big hello to you all and hope you are settling well in your new home.

Our focus at Hilldale remains on improving our services by listening to your views and comments. In the newsletter we go into a little more detail about how we are doing this.

We are also aware of challenges of increased fuel costs as we enter into the winter period. Help and advice is available if you struggle to pay your bills or want to reduce your costs so please talk to your Care Provider, Housing Officer or look for more information on the website.

We are also working hard to introduce improvement works on our homes to reduce heat loss by introducing new insulation.

We hope you enjoy reading your newsletter.  
Best Wishes Dave.



Dave Pickard, Managing Director





## PERFORMANCE HIGHLIGHTS



**Repairs completed: 99.8%**

**Repairs completed on time: 97.6%**

**Complaints logged: 12**

**Complaints upheld: 8**

**New tenants: 58**

**Empty properties reduced by: 20%**

**TSM survey completed: 306**

**Overall satisfaction with Landlord: 89%**

**Satisfaction with repairs: 84%**



Stats taken from July 23 to September 23



## HARDSHIP FUND

We recognise that times can be hard in light of the cost-of-living crisis so Hilldale introduced a Hardship Fund.

The fund is to help offer additional support to purchase emergency items. Items can be anything from a bank transfer to clear off a debt on a meter, to an essential item from a local shop or store. Please note that we do not include food purchases.

By an 'essential item', we mean that without it there is a detrimental effect on you, your neighbours or those working with or supporting you.

We will consider all applications up to a value of £100. Please note requests are limited to one per year.

To apply visit our website or email [Hello@hilldale.org.uk](mailto>Hello@hilldale.org.uk)





## WORK IN YOUR HOME

### Asset programme

Improving our homes is one of our focuses and we have started year 1 of our Asset Programme

- we aim to complete 26 decorating jobs in year 1
- so far we have decorated 15 properties
- aiming to complete a further 11 properties by July 2024.
- we have committed to doing fire door checks on all properties and actioning any remedial works
- we are reviewing communal flooring, kitchen and bathroom works as part of our plans

We have listened to feedback and are offering our tenants a choice of colours for the decorating and options for flooring, kitchen and bathrooms.

The programme is constantly being reviewed and updated subject to works needing to be carried out in our homes.

If you would like to find out more information on our asset programme and when your home will benefit from this, please contact your Housing Officer.



## ECO4 WORKS



As well as focussing on our Asset Programme we are using the Government ECO4 Scheme to improve energy efficiency in our homes and improve the Energy Performance Certificate on our properties. The grant allows for improved insulation to the walls, energy efficient storage heaters to be installed and solar panels.

We are working with Free 24/7 who will survey the properties and carry out the works, Hilldale will then carry out decoration works after this.

If the property you live in is having the ECO4 works undertaken we will write to you to advise of this and work with your Housing Officer and Care Provider to ensure a smooth process.





## Same us new look....

Hilldale are proud to announce we have launched our new branding, website and social channels. Being able to offer our Tenants more ways to communicate with us and find out information to support them in their tenancy is important to us and our website and branding refresh will help us achieve this.

The website contains lots of useful information about who we are, what we are doing to work more with you and also enables you to self-serve by reporting a repair, making a complaint, reporting ASB or just a way of getting in touch.

We really want to hear more from you so if you are a Tenant or advocate for a Tenant and you're interested in taking part in our Tenant Voice Panel or joining the quarterly Feedback Forum please let us know by looking on the website for further information or emailing us at [Hello@hilldale.org.uk](mailto:Hello@hilldale.org.uk)

**HILLDALE**   
housing association



**FOR EVEN MORE INFORMATION FIND US ON**



[www.hilldale.org.uk](http://www.hilldale.org.uk)



**We Are Hilldale Housing Association**



**Hilldale Housing Association**





# Giving Back

## Give a day to Kendal....

Team Hilldale had a fantastic but wet day in Kendal at the end of September at Eskdale House. The local Church, Gateway, hosted a 'give a day to Kendal' transforming what was a disused area outside into an accessible veg patch for the Tenants.

Thanks to the generous donations of great companies and fantastic volunteers that came along and got stuck in and despite the rain, we were able to create a veg patch and flower bed for the Tenants.

The result made for very happy faces, in the words of our tenant Callum 'you're all amazing'. Thank you to our partner ISL independence support for hosting us.

What a fantastic team effort and well put together by Gateway Church.





# Your Feedback

## 'Our Tenants are at the heart of what we do'

We have been working hard on various different ways of hearing your feedback, from having a dedicated channel for complaints, participating in satisfaction surveys or joining our Feedback Forum or Tenant Voice Panel (TVP)

Thank you to all those who have so far completed the Tenants Satisfaction Survey. This is a survey with a set of 12 questions about how you feel we perform, the survey will be open until the end of the year so if you wish to complete one speak to your housing officer or email us at [Hello@hilldale.org.uk](mailto:Hello@hilldale.org.uk).



306 Surveys have been completed to date

- **89%** surveyed said they were satisfied with the overall service from us as their landlord
- **84%** said they were satisfied with the repairs service
- **75%** feel we listen to their views and act upon them
- **86%** are satisfied we provide a home that is well maintained



Each quarter we hold a Feedback forum online, this is a forum for Tenants, Care Providers and Family to join Hilldale staff to hear informative updates about what we are doing and for you to give your thoughts too, our next meeting will be in January so please contact us if you would like to join.

We have also launched our Tenants Voice Panel with our first meeting to be held this month, the TVP will be made up of Tenants and Family members who will meet with Hilldale and board. The aim of the panel is to work with us to ensure that we are putting you at the heart of our decision making, delivering quality and value for money to you. If this sounds like something you would be interested in you can find more information on our website, or speak to your housing officer about how we can support you to join.

We continue to focus on complaints and have completed our annual self assessment which you will find on our website, we have also included with the newsletter information about what to do if there is a problem in your home.





# Damp and Mould



With the colder weather coming, condensation in the home can increase.

Condensation is caused when the air inside your home becomes too cold or too much moisture has been created.

You may notice more water on your windows in the morning, here are a few simple steps you can take to reduce the condensation in your home:

- 1 Make sure vents remain uncovered and extractor fans are working
- 2 Keep windows open when you can to allow good ventilation
- 3 Put lids on pans to stop steam escaping
- 4 Don't leave your kettle boiling continuously
- 5 Dry clothes outside when possible
- 6 Keep the household heating on a low level for longer periods
- 7 Wipe windows and windowsills with a dry cloth to remove sitting moisture
- 8 Leave internal doors open so air can circulate around the property

**PLEASE REMEMBER !**

If you notice signs of excess moisture, Damp and Mould, we as a landlord have a duty to investigate this.



Damp and Mould can look like wet patches on your walls, or black stains and spots especially around windows.

If you notice signs of this please report this to the repairs team on [repairs@hilldale.org.uk](mailto:repairs@hilldale.org.uk) or call 01257 367 374 you can also speak with your Care Provider or Housing Officer who will advise us.



# Christmas Competition



Christmas is fast approaching!

Team Hilldale will be taking part in Christmas Jumper day on the 7th December in aid of Save the Children.

We would love for you to join in the festivities and take part in our Christmas Competition.

We want to see your festive decorated trees.

The best decorated tree will win a prize!

If you want to take part in the competition and win a Christmas prize please take a picture of your decorated tree and email it to us at [Hello@hilldale.org.uk](mailto:Hello@hilldale.org.uk) or tag us on Facebook in your picture, you'll find us at 'we are Hilldale housing association'

We cant wait to see all the fantastic decorations.



# HILLDALE



housing association

## CONTACT US



**Telephone:** 01257 367374



**General Email:**

[Hello@hilldale.org.uk](mailto:Hello@hilldale.org.uk)

**Repairs Email:**

[Repairs@hilldale.org.uk](mailto:Repairs@hilldale.org.uk)



**More information:**

[Hilldale.org.uk](http://Hilldale.org.uk)

