

Newsletter

We Are Moving!

On Monday 16th April the Association will move to Marcus House, Marcus Street, Birkenhead.

During the inspection in 2003 the Audit Commission criticised our office accommodation at 84 Woodchurch Road. Our office reception was very small with no private interview facility. The office was not accessible to wheelchair users. It also had inadequate parking and poor links with public transport.

Since then the Association has actively sought alternative office accommodation. A number of different offices have been considered but have been rejected for a variety of reasons. Late last year we had the opportunity to purchase accommodation in a refurbished development that was to become Marcus House.

The office has now been fitted out and includes disabled access to all floors, a private interview room and a large reception area. We will be moving into the new office on Monday 16th April 2007.

Our new address will be:

**Family Housing Association
Marcus House
Marcus Street
Birkenhead
CH41 3NY**

New Phone Number

When we move to our new office on the 16th April we will also have a new telephone number.

The new number to contact is:

647 5000

Our fax number will also change. From 16th April it will change to: 0151 647 5007



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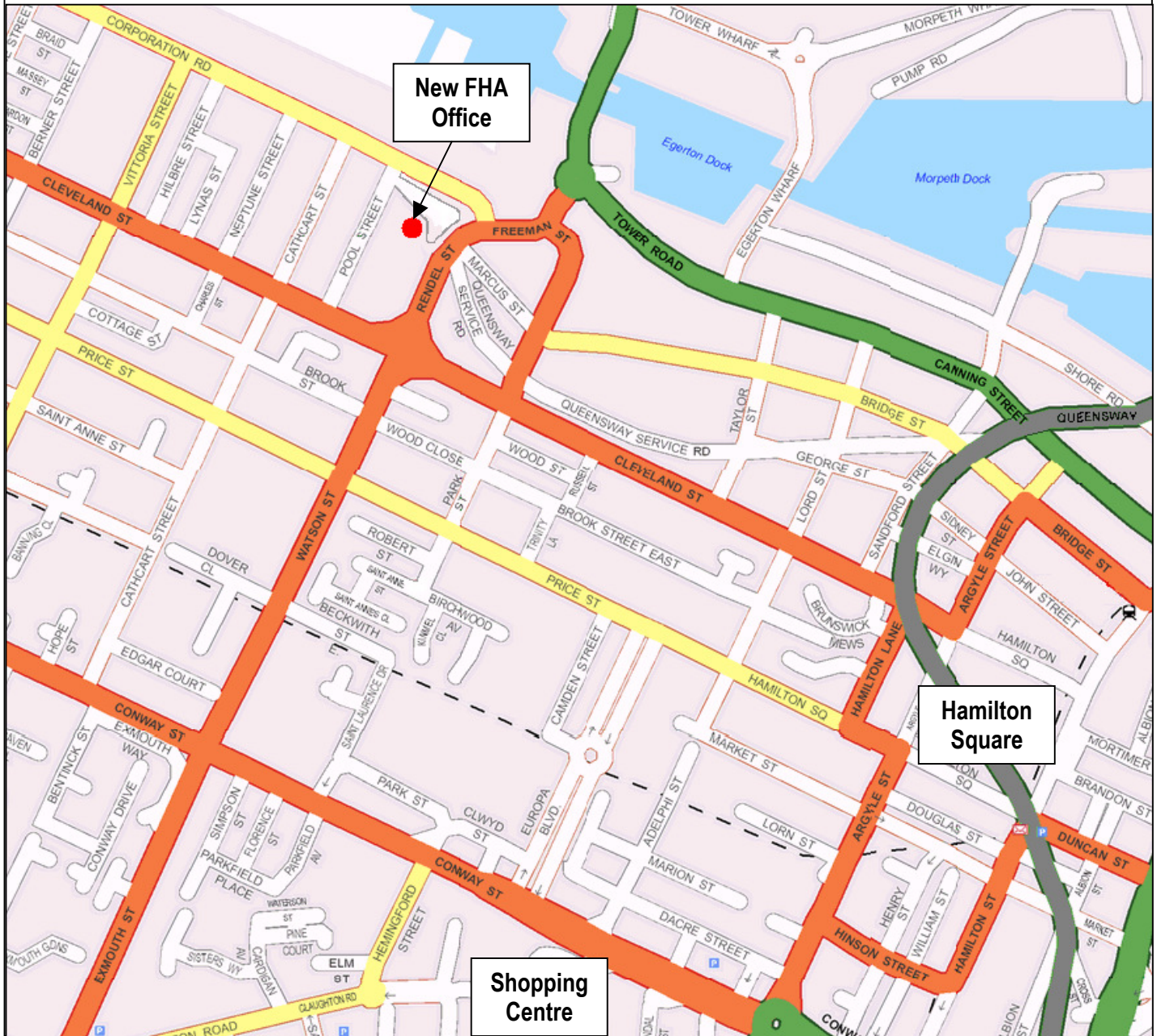
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Finding our new office



Our new office is situated off Corporation Road in Birkenhead, close to the junction with Rendel Street. It is just over half a mile from Birkenhead's Shopping Centre. Access is via Pool Street. There is a bus stop nearby that is served by the 409 from Conway Street.



New Office Viewing Day



On Friday 4th May 2007 between 12 noon and 4pm we will be holding a viewing day at our new office. This is an opportunity for you to have a look around the new office and meet the staff. No appointment is necessary. Simply call at the office between 12noon and 4pm and we will show you around.

HELP US HELP YOU!

If you are a Family Housing tenant and would like to influence the Association's policies and make a real difference to the service provided to tenants, why not apply to join the Customer Panel?

The Customer Panel plays a key role in ensuring the Association meets your expectations as tenants. The Panel meets up to four times a year at the Association's offices to discuss issues of mutual interest.

If you can't afford the time to attend Customer Panel meetings but would still like to be involved, you can still participate by completing questionnaires sent through the post.

If you are interested, please get in touch to discuss how you can get involved.

Laminate Flooring in Flats

In recent years laminated flooring has become increasingly popular as it is hardwearing and hygienic. However, there is growing concern regarding its use within flats.

Some Landlords have banned laminate flooring from all flats due to the noise nuisance it can cause to residents below.

If you live in a flat and have people living below you, think carefully before installing laminated flooring. Where we receive complaints about excessive noise due to laminate flooring the Association will take appropriate action.



2006 Customer Satisfaction Survey



Thank you to everyone who completed the customer satisfaction survey in 2006. The information you have provided is extremely important as it helps us understand what we do well and where we need to improve.

A detailed report on the results will be included in this year's Annual Report, which will be published later in the year. The satisfaction with key service areas was:

	Satisfaction	Above Average?
Satisfaction with Home	89%	✓
Satisfaction with Landlord Service	98%	✓
Satisfaction with Repairs Service	93%	✓
Satisfaction with Neighbourhood	84%	✓
Satisfaction with Participation	83%	✓



Feedback on Repair Questionnaires



Every time a tenant reports a repair we send out a Customer Satisfaction Questionnaire with a reply paid envelope. All returned questionnaires are entered in a monthly draw for £25 worth of store vouchers.

Thank you for taking the time to complete and return the repairs questionnaires. It gives us valuable information to help improve our service.

The statistics for 2006 are:

Appointment Made OK	97.9%
Appointment Kept	97.9%
FHA staff polite	100.0%
Contractor polite	96.2%
Contractor showed ID	94.6%
Contractor Tidy	98.6%
Completed in one visit	79.8%
Customer Satisfied	98.9%

Planned Maintenance 2007

The Association introduced a large-scale planned maintenance programme in 2005 to ensure all of our homes meet the decent homes standard. During 2007 the total amount invested in this programme so far, will exceed 1 million pounds.

In the first two years the programme focussed on Wallasey and Port Sunlight. During the next three years the programme will focus on our properties in Birkenhead. The programme ensures all of our properties will be in good condition with modern kitchens, central heating and double-glazing.

Freedom of Information

The Freedom of Information Act 2000 applies to all public authorities and gives individuals the right to access information held about them.

As Family Housing Association is not a Public Authority the Act does not apply to us. However, you still have the right to access information under the Data Protection Act.

If you want to know what personal information the Association stores about you, you can make a formal request under the Data Protection Act. The Association reserves the right to charge for this service.

PLEASE DON'T SEND YOUR REPAIRS QUESTIONNAIRE BACK UNTIL THE WORK HAS BEEN COMPLETED. ALL RETURNED QUESTIONNAIRES ARE ENTERED INTO THE PRIZE DRAW.

How to make a complaint

If you are dissatisfied with the service we provide we have a simple complaints procedure so that you know who to complain to and how quickly we will respond. Contact the office for more details and an information leaflet.

Family Housing Association (Birkenhead & Wirral) Ltd
Marcus House
Marcus Street
Birkenhead
CH41 3NY

Telephone : 0151 647 5000 Fax : 0151 647 5007
 e-mail: familyha@btconnect.com
 Emergency Repairs (out of hours) : 0845 345 7808