

SOUTH LAKES HOUSING NEWS

MAY 2008



Tenants' Committee Newsletter

Phyllis is 100 years old – CONGRATULATIONS!!

Yewbarrow Lodge resident reaches 100!



Phyllis is pictured with Yewbarrow Lodge Scheme Manager Karen Davidson (left), Mobile Scheme Manager Irene Walker, and her cake, her card from the Queen and the flowers presented to her from all at South Lakes Housing.

Phyllis Barton, who lives at Yewbarrow Lodge, Grange-Over-Sands turned 100 years old on 14th March 2008.

Phyllis was born in Surrey in 1908 and later the family moved to Lincoln to follow her father's work. Her family moved again when she was 10, this time to Liverpool. Phyllis did well at school there and was eventually appointed head girl. She is a natural academic and did well, especially in art subjects. Later, Phyllis had a spell at teaching.

Phyllis married and crossed the Mersey to live in Hoylake. Two sons were born - Phillip and David; they are still her constant visitors. Learning has always been Phyllis's main interest; at the age of 80 she enrolled to study painting at art college, specialising in fine arts. Another major interest for Phyllis is poetry and she had a collection of her work published for sale.

Phyllis is a very lively character and enjoys a good discussion, where she can express her firm points of view. She also enjoys the company of her many friends and enjoys socialising.



Pictured are two of Phyllis's works of art showing a breathtaking mountain scene and a contemporary portrait of Diana, Princess of Wales.

CONTRACTORS START GAS SERVICING PROGRAMME H & B start work in Lakes

Our Contractors for the gas servicing, H & B, started work in Windermere in April. Don't forget, if you make sure you allow the contractors access the first time they ask, you will be entered into a prize draw to win £250!

Here is the programme:

Month	Area
April	Windermere, Lakes
June	Kendal town and rural
August	Ulverston town and rural

Listen out for our radio bulletin on Lakeland radio over the next 3 months!

For your information: H & B gas service engineers freephone no is 0800 980 1298 or you can contact Trevor Woodward at South Lakes Housing on 01539 717262.

**don't forget
carbon monoxide kills !**

LEASEHOLDER NEWS

LEASEHOLDERS ATTENDS TENANTS' COMMITTEE Tenants' Committee plus one!

Tenants' Committee has agreed a place for a leaseholder on their Committee. Dorothy Dixon, from Waterside in Kendal will be attending at least until another leaseholder who is interested steps forward. Dorothy has been on the Leaseholder Club since the beginning and is now on the Leaseholder Service Improvement Group (SIG). By way of a swap, Joan Chadwick from Tenants' Committee has been attending the Leaseholder SIG. Joan said 'Tenants' Committee is really pleased we've been invited to the Leaseholder meeting. Also we are delighted that a leaseholder is coming to Tenants' Committee to give us a leaseholder point of view. It is nice to share opinions about the subjects we are all interested in!'

If you are a leaseholder and would like to help by attending Tenants' Committee, call Suzy Duffy on 01539 717717 today!!

YOU SAID – WE DID

- You said:** 'Keep meetings involving tenants to an hour and a half maximum where possible – short and to the point'
- We did:** We have arranged for tenants' meetings to be a maximum one and a half hour duration
- You said:** 'Hold meetings in Ulverston and Lakes as well as in Kendal'
- We did:** We will review our list of meetings and will make sure a proportion are held in Ulverston and Lakes
- You said:** 'Improve the standard of cleaning in empty homes'
- We did:** We reviewed the standard and have made it much higher

WHAT A CORKER!

In our March newsletter we published the wrong phone number for the Handyman service. It is 0845 057 0080! SORRY!

DO YOU KNOW SOMEONE WHO MIGHT NEED THIS NEWSLETTER ON TAPE?

★★★ CONTACT JOHN STIRLING ON 01539 717717 ★★★

Tenants' Committee Elections

Why are you holding elections?

Your District Wide Tenant Participation Agreement says that each year, one third of the members of Tenants Committee up to a maximum of 6 must retire from office. This is to ensure that there is an annual opportunity for other tenants to join the Committee. Any tenant including the retiring committee members may stand for election.

Who is retiring this year?

This year it is the turn of Don Brookes from Ambleside, Brian Lloyd from Ulverston, Sherralyn Clement and Joan Chadwick from Kendal to step down from Tenants' Committee. Don, Brian, Sherralyn and Joan are the longest serving members from their areas, and will all get a chance to stand for re-election.

What kind of people are you looking for ?

Although anyone can apply, we are particularly looking for

tenants under 45 years, and tenants from the Lakes area, who are under-represented at the moment.

Will there be an election?

There will be an election if sufficient candidates come forward. The Committee has a maximum membership of 20 tenants and there are 14 members at this time. A ballot paper will be included in the next edition of the Newsletter, if necessary, and you will have the opportunity to vote for your three favourite candidates.

How do I apply?

If you are interested in becoming a member of Tenants Committee, all you have to do is call the Tenant Participation team on 01539 717717 by 9th May and we will do the rest. We will give you the opportunity to tell other tenants about yourself, say what you can do for them and why tenants should vote for you.



Tenants' Committee hard at work at The Tenants' Resource Centre, Little Aynam.

MAILBAG



Dear fellow tenants

Tenants' Committee - The Vital Link

My name is Peter Bland, I live in Kendal and I have been on Tenants' Committee since 2005.

S.L.H Tenants' Committee currently has 14 members from the following areas:

- 1 from Milnthorpe, near Kendal
- 4 from Ulverston
- 2 from Grange-over-Sands
- 2 from Ambleside
- 4 from Kendal
- 1 from Barbon, near Kirkby Lonsdale.

Any tenant may become a member of the Tenants' Committee, being elected by their fellow tenants for a 3 Year period of office. As Area Panels are being replaced with Area Discussion Groups, a new election procedure is being arranged and more details will be published in the next newsletter. The amount of time Committee Members spend varies, but at the moment meetings are held every 6 weeks. Over the year there will be frequent training opportunities and the chance of coming to other events or joining other groups. As stated in the title of this letter, you would be part of a vital link between tenants, Officers of South Lakes Housing and the Board. All the major housing policies and strategies including our Agreement are passed through the Tenants' Committee before going to the Board. We have also been in the forefront of the new MUGAs that are being created. So as you can see, we have a major hand in

how things are run from the grass roots up. The Committee also appoint 4 Tenant Directors to serve on the Board, also for 3 Years. Being on the Committee does take time, work and commitment, but the rewards are extremely satisfying. A third of the Committee retires and can stand for re-election annually. If you are interested in finding out more about joining the Committee please contact Suzy Duffy or John Stirling at 01539 717717.

Peter Bland

Tenants' Committee and Tenant Board Member, Kendal

Hi There!

My name is Su Marriott and I live in Ulverston with my family. I am 32 years of age. My neighbours are on Tenants' Committee and it was them who asked me to come along and join in. I was reluctant at first because it sounded so boring – but I was wrong. It is very interesting being on Tenants' Committee, and not only can we go on training courses, South Lakes Housing has helped me get a computer running at home so I can read Committee papers and keep up to date.

I would be very pleased if more people my age would join the Committee! Please contact our Tenant Participation Team if you are interested.

Su Marriott

Ulverston, Tenants' Committee

LOOK AT WHAT WE'VE DONE!

Tenants' Committee members have done all this in the last twelve months!!!

- Appointed Independent Advisors to help review **your** Tenant Participation Agreement and decide how the money SLDC gives South Lakes Housing to manage **your** home is spent
- Went on trips to see the Multi Use Games Areas (MUGAs) at Lancaster, and the Housing Exhibition at Harrogate
- Reviewed all South Lakes Housing's standards for **your** housing service
- Went out around the District on the Roadshow to get **your** views
- Decided to set up the successful Tenant Involvement Club (TIC) to make sure you can be involved, as much or as little as you like, wherever **you** are or wherever **you** live
- Helped decide spending of over £200,000 to improve **your** estates and communities
- Kept an eye on the progress of the Decent Homes Programme and the performance of Bramall Construction in improving **your** home

AND WHAT WE ARE GOING TO BE DOING THIS YEAR!

- Making sure you get your say on the future of South Lakes Housing
- Going on a trip to an 'Eco house' in Manchester, to see a house full of innovations for energy saving
- Attending an information day on the prevention of homelessness, which is just one of 6 awareness sessions available
- Helping to update South Lakes Housing's Anti Social Behaviour Policy with Bill Pitt, the country's leading expert in this field
- Making sure any changes to service charges for tenants are fair and set in a transparent way

APPLY TODAY!

JOIN TENANTS' COMMITTEE

CALL SUZY OR JOHN ON 01539 717717

HOW TO CONTACT SLH

24 Hour hotline number 0845 057 0080

You can text us your repairs on 0792059 3487

www.southlakeshousing.co.uk