

AUTUMN NEWSLETTER 2014 No. 38



Fewer but more competent Property Services Engineers ready to meet the challenge and increase value for money for tenants!

New Maintenance Regime hits the ground running

The Association promised to improve the way it delivers property services and here it is! Pictured to the left of our Chairman, Commodore Tom Morton RN is newly arrived Andrew Smith and Glen Swinburne our new Property Services Engineers (PSEs). Standing on the right is Alan Bryant our long standing PSE that supports our Gosport courts. The aim is to improve scheduled maintenance to our buildings. The new PSEs are qualified tradesmen who are already reducing the amount of contractors called to the courts for responsive repairs. Therefore, reducing maintenance costs to our tenants. This will mean that the PSEs will not routinely be available for handyman tasking by tenants but they will help in emergency situations. Your patience and cooperation during staff changes over the last few months has been greatly appreciated.

The Chairman's Lunch The Lunch was successfully held on the 22nd July 2014 in the Princess Royal Room of the Royal Naval Museum. Over ninety guests attended from all six courts and the raffle made £303 pounds that will be donated to a local charity. Fun was had by all and the event provided the opportunity for the Board to meet many of our tenants. The Proceedings were topped off nicely by HMS Illustrious entering Portsmouth Naval Base for the very last time before decommissioning.



Did you attend the lunch this year? If not, we look forward to seeing you next year...

Tenants say welcome and farewell to HMS Illustrious from the balcony of Princess Royal Room the Royal Naval Museum.

Move of Head Office The head office's move to Agamemnon House went well and within budget on a self-help basis. The old office in HMS Nelson has been handed back to the MoD with no charges raised. The new IT equipment has been a great success and the new furniture is smart and fully functional. We are now at full operating capability and better placed centrally in Cosham to serve all our courts. Please be aware that we have moved our Head Office to Agamemnon House, Lindisfarne Close, Cosham, Portsmouth, PO6 2SB. Our new telephone number is: 02392387086.

Neptune and Victory Court The courts jointly raised £406 in September by hosting a joint MacMillan Cancer coffee morning with a raffle and some small stands. The morning was a great success and very well attended. Pauline, the Warden of Neptune Court has been tasked to make the entrance to the Court more welcoming.

Cornwell Court Congratulations to the tenants of Cornwell Court for winning yet another Garden in Bloom prize. The new Detect fire control system has been completed and the heating concerns in the new part of the building are being monitored.

Eliza Mackenzie Court On Friday 26th September the Court held a Macmillan Cancer coffee morning. Thanks go out to members of HMS Nelson volunteer band who entertained the gathering. The morning was very enjoyable thanks to all the cake bakers, tea makers and helpers. And a special thank you to Peter Richards and the Warden, Daphne Tilby who helped make money by undertaking the ice bucket challenge. Congratulations go the Court for raising £212.51 for MacMillan Cancer.



Daphne Tilby and Peter Richards facing the Ice Bucket Challenge for MacMillan Cancer

Staff Moves We were sorry to see the departure of the Warden at Cornwell Court, Vera Brown in August along with our three maintainers, Norman Whitcombe, Derek Sweetingham and Brian Brown. The Association also sadly said goodbye to Martyn Poxon who left the Association in late September 2014. We welcome June LeFevre who joined Cornwell Court in August and we look forward to the arrival of the new Property Services Manager, Peter MacManus later in October. The Association recently welcomed Andrew Smith and Glen Swinbourne as Property Services Engineers.

Rent Payments and Rent Books Many of you raised rent books as an issue at the last round of tenant participation meetings in June 2014. The legal requirement is that landlords only have to provide a rent book if the rent is paid weekly. The main reason for a rent book is to inform you of your contractual rights, what the rent and service charge is for each year and provide a record of how much you have paid. However, as a Tenant of Agamemnon Housing Association you are provided with a Tenancy Agreement that can't be amended without mutual consent and we write to you each year to

inform you of any changes to rent or service charges. Moreover, most of you pay through the bank so the statements you receive are a record of what you have paid to the Association. Therefore, as tenants, you are paying a greater administration fee in your Service Charge than necessary because the rent books are not legally required by those who pay monthly or fortnightly. To overcome this imposition, the Association plans to only issue and update rent books for those tenants that are currently still paying weekly.

In terms of making rent payments, the Association really appreciates tenants paying through their banks as this cuts down administration costs and, therefore, minimises service charges. While it is understood that some tenants can't pay through their banks, the days of collecting cash from courts are numbered due to the Association's duty of care to its employees. Handling of cash in our courts is an administrative burden that finds its way to the Service Charge and causes significant safety risks to our staff. Therefore, we will be working with tenants that still pay by cash to find alternative methods of paying rent by 1st April 2015. Thereby, reducing the associated administration cost captured in your Service Charge and minimising risk to our staff. The above proposals are made to improve customer service and minimise the Service Charge our tenants receive. I assure you that all your feedback will be welcome and taken into account before implementing these proposed changes.

Dignified Living The Association recognises the disadvantages and oppression that may be suffered by particular groups and individuals in our society. We affirm our opposition to such disadvantages and oppression as may be experienced by ethnic minorities, women, people with disabilities, people discriminated against by age and religion both in the work place and housing. We are committed to all tenants and staff being treated fairly. To that end, the Association insists that there is no tenant hierarchy in our courts. All tenants, regardless of how long they have been living with us, have exactly the same rights. Tenants do not have a right to exercise authority over other tenants on the pretence of seniority or responsibility for issues such as security or health and safety. In summary, there is no such thing as seniority between tenants nor should tenants berate other tenants on tenancy issues. Instead, they should pass their concerns to the Warden and let the Association deal with tenancy issues such as breaches of security or health and safety regulations. Everybody has a right to live in a peaceful and dignified environment.

Vacancies If you are aware of anyone who might be interested in being accommodated by the Association and are over sixty years of age, please invite them to ring the office on 023 92387086 for an application form or visit the web site at www.agamemnonha.org.

Internet Services Offices in all courts are now connected to the Head Office by internet. Wi-fi hot-spots are also now available for tenants to use in the main communal lounge in each court. The wi-fi system is provided on an "as is" and "as available" basis, without warranties of any kind. The Association does not warrant that the services will be uninterrupted, error-free, or free of viruses or other harmful components. By using the wi-fi in our lounges, tenants expressly acknowledges that there are, and assumes all responsibility related to, the security, privacy and confidentiality risks inherent in wireless communications and technology and the Association does not make any assurances or warranties relating to such risks. No advice or information given by the Association or its representatives shall create a warranty. We may terminate access to the wi-fi system at any time, without notice and for any reason including, but not limited to, violation of any of the terms and conditions of this agreement, security or safety reasons, and/or using the wi-fi system to perform any illegal activity. By using our wi-fi, you further agree that in the event of termination for any reason, the Association will have no liability to you. By using our wi-fi system, you agree to not use the system to:

- (1) Transmit any material (by uploading, posting, email or otherwise) that is unlawful, threatening, abusive, harassing, tortious, defamatory, obscene, libellous, invasive of another's privacy, hateful or racially, ethnically or otherwise objectionable;

(2) Harm, or attempt to harm, minors in any way;

(3) Impersonate any person or entity or falsely state or otherwise misrepresent your affiliation with a person or entity; forge headers or otherwise manipulate identifiers in order to disguise the origin of any material transmitted through the Wi-Fi System;

(4) Transmit any material (by uploading, posting, email or otherwise) that you do not have a right to make available under any law or under contractual or fiduciary relationships (such as inside information, proprietary and confidential information learned or disclosed as part of employment relationships or under non-disclosure agreements);

(5) Transmit any material (by uploading, posting, email or otherwise) that infringes any patent, trademark, trade secret, copyright or other proprietary rights of any party;

(6) Transmit (by uploading, posting, email or otherwise) any unsolicited or unauthorized advertising, promotional materials, "junk mail," "spam," "chain letters," "pyramid schemes" or any other form of solicitation;

(7) Transmit any material (by uploading, posting, email or otherwise) that contains software viruses or any other computer code, files or programs designed to interrupt, destroy or limit the functionality of any computer software or hardware or telecommunications equipment;

(8) Interfere with or disrupt the Service or servers or networks connected to the Service, or disobey any requirements, procedures, policies or regulations of networks connected to the Service;

(9) Intentionally or unintentionally violate any applicable local, state, national or international law, or any regulations having the force of law;

(10) "Stalk" or otherwise harass another; or collect or store, or attempt to collect or store, personal data about third parties without their knowledge or consent;

(11) Use the Wi-Fi System for high volume data transfers, especially sustained high volume data transfers, hosting a web server, IRC server, or any other server.

You understand and agree that Agamemnon Housing Association may disclose your communications and activities using the wi-fi in response to lawful requests by governmental authorities.

Notice Board Information Please see your Court Notice Boards for the Associations standard notices related to your Tenancy Agreement and Tenancy Handbook.

P Burns

Lieutenant Colonel P Burns (Retired) MSc CEng MIET - CEO