

AUTUMN NEWSLETTER 2015 - No. 40

Farewell to Maggie Robbins and Peter McManus



Commander Maggie Robins



Peter McManus

Sadly we must say farewell to Maggie Robbin after 11 years outstanding service to the Association. Maggie served in the Royal Navy for 34 years retiring as a Commander in 2006. Maggie was a member of the Board since 2004 and jointly chaired the Tenants' Participation meetings at Sirius Court. We wish Maggie the very best for the future. Peter McManus joined the Association as our Property Services Manager in October 2014. He immediately made an impact on the quality and condition of our six courts. Peter is leaving us to develop his career further by joining a much bigger Association. Good luck Peter, you will be missed.

Changes within the Association

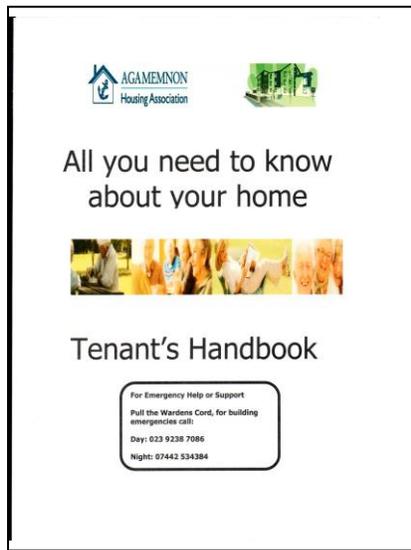
Recent consultation with tenants and a review by the Board of Management have resulted in plans going ahead to include water and sewage charges in the 2016 Service Charge in order to reduce administration costs for our tenants. Similarly, it is planned to stop using coin operated laundry machines in 2016 and transfer the costs of the machines to the Service Charge in order to stop attracting crime through having cash held on the premises. Under the strictest of rules, well behaved visiting pets are now welcome in Tenants' flats for a trial period of 6 months. The winner of the **£25 Gift Voucher** chosen from the Change Survey returns is Mr and Mrs Hardy of Neptune Court.



Age UK (Portsmouth) visit the Association

The Chairman and CEO hosted the CEO (Diane Sherlock) and a Team from Age UK (Portsmouth) at Eliza Mackenzie Court on 14th September 2015. Our wardens joined the visit for an open forum discussion covering support and care in our courts. The discussion produced some very worthwhile areas for the Association to explore.

2015 Tenants' Handbook Launched

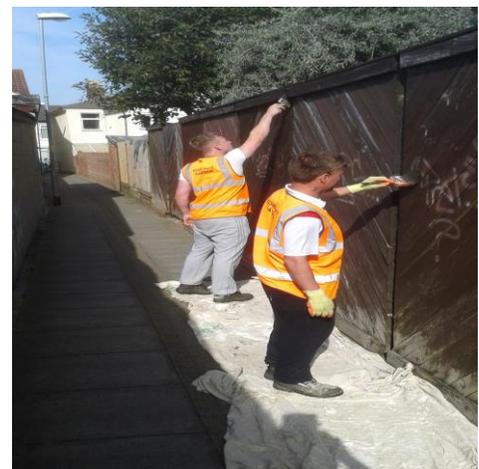


The previous Tenants' Handbook was dated 2010. The updated Handbook was published on the 30th September, it reflects all the changes in policy including the changes agreed by the Board in July this year. It includes new policies such as mobility scooters, Wi-Fi and visiting pets.

A comment from one Tenant living at Eliza Mackenzie Court was, "the new Tenants' Handbook is very good, well presented, clear and easy to read." Please contact your Warden if you have not yet received a copy of the Handbook.

Community Payback helps Cornwell and Sirius courts

Teams of between four and eight offenders worked at Cornwell Court in September to repair boundary fencing and railings giving tenants peace of mind and a feeling of security. The placement has been organised by June the Warden and is supervised by the Community Payback team at the Hampshire and Isle of Wight Community Rehabilitation Company. Our tenants raised concerns about the fence as it was getting a bit shabby. In terms of budget, it was a low priority but Community Payback means that we got the fencing renovated and put our tenants' minds at rest. The fences are now looking very clean and smart. This is an example of how the Association is community focused and it is a credit to our tenants that they are very positive about seeing the offenders working hard as part of their rehabilitation."



Offenders painting Cornwell's rear fence

Wardens pass food hygiene course



All our wardens can now satisfy the legal requirement for food hygiene because they all passed an e-learning course that gives Learners a basic awareness of good hygiene and safety issues, and meets food industry recommendations, with reference to employees preparing, cooking and handling food. Well done ladies!

Major investment in ageing Gosport heating systems



Dimplex Quote *"All of the residents I have spoken to have noticed a significant saving in their electricity bills and the best thing is that the heaters are so easy to use. Once the controls are set, you don't even need to touch them."*

A NatWest environmental audit conducted in February this year identified that the dated storage heating systems in our two all-electric courts in Gosport were becoming uneconomical to run. Therefore, the Board of Management subsequently gave approval for the Association to invite tenders for a new system. Burrows Electricals Limited won the bid and they are supplying and fitting Dimplex Quantum radiators. Dimplex claim that the Quantum storage heater is the world's most advanced electric space heater. It uses low-cost, off-peak energy, making it the most economical electric heating system on the market today. Quantum stores this energy during periods of low demand, turning it into cost-effective and efficient heat only when it's needed – whatever the time of day or night. Work started in Neptune Court on the 5th October 2015.

Chairman's Lunches Feedback

Feedback from Tenants' Participation Meetings indicated that the old format Chairman's Annual Lunch was not working. Only a small percentage of tenants from each court could attend. Those who did attend mainly stayed at their own tables and did not mix. Moreover, some tenants could never attend due to mobility/health issues. Therefore the Board directed after hearing your feedback to have three events, with each paired court having a party which they could each host every other year on an alternate basis. The lunches went ahead as planned and the feedback was positive:

Cornwell and Sirius courts Chairman's lunch 5th June



"Pin up your victory rolls and don't forget your tin hat!"

WW2 theme with military costumes and a great buffet. Great entertainment provided by the Air Raid Sirens. A good time was had by all. Well done June and Eileen.



2015



Somerville and Eliza Mackenzie courts Chairman's lunch - 21st July



'Saxophone and Hog Roast'

The Chairman, CEO and Board members enjoyed an afternoon with the tenants of Somerville and Eliza Mackenzie Courts. Saxophone music was enjoyed along with a hog roast. Jackie and Daphne send their thanks to tenants for assisting in the raffle and replenishing of glasses. Monies raised in the raffle were donated to cancer research.

Neptune and Victory courts Chairman's lunch – 18th August 2015 – Vintage Tea Party



The Chairman's Annual lunch with Neptune Court and Victory Court was a great success, they had singer Amy Baker which went down well with all the tenants, even the CEO, Pat Burns got up for a dance, there was a lot of singing and a raffle with the proceeds of £171 going to the Alzheimers Society. The Chairman Tom gave a lovely speech, the tenants commented how nice it was to be able to speak to the Board members.



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

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

