



the Community Edit

Summer 2024

Your community newsletter from the Neighbourhood Team

We're looking forward to a busy summer meeting you at our Community Catch-ups across the borough.

These are a great opportunity to speak to council staff and give feedback or find out about local groups and services in the area.

So far, we've held three successful Catch-up events, supported by our repairs contractor Morgan Sindall, in Harwood Hill/Haymeads and Peartree Lane in WGC and in Deerswood Avenue, Hatfield.

A massive thank you to everyone who was able to come.

Future Community Catch-ups are planned for:

- August 6: Longmead area of Birchwood, 10am-1pm
- September 10: Woolmer Green, 1-4pm
- October 9: Roe Green Lane, Hatfield, 1-4pm

*These events are weather dependent and subject to change

Earlier this year, we completed our first Tenant Satisfaction Measures survey to find out how you feel about our housing services. The results are on page 2.

The Residents Panel update you on their activities on page 3, and on the back page there's details of some exciting work placements being offered by our contractor Equans.

And don't forget, the stock condition survey of all our rented homes, blocks and communal areas is still going on.

Savills are carrying out the survey, which is a visual inspection of the inside and outside of your home and will help us prioritise our future maintenance and improvement work.

For more information see www.welhat.gov.uk/stocksurvey



Meeting residents at our Community Catch-up in Deerswood Avenue

You said, we're doing...

- Following resident feedback, the Housing Maintenance team have started a programme of lighting improvements in our blocks. We're installing new LED lights which are brighter and more environmentally friendly. This is an ongoing programme of work and residents will be contacted when their block is due to be updated.
- A resident raised concerns about some trees at our Haymeads/Harwood Hill Community Catch-up. The trees were inspected and have been added to the work schedule for maintenance.



**WELWYN
HATFIELD**

Tenant Satisfaction Measures Survey results

As your landlord, we want to know where we're doing well and where we can do better.

To help us, the Regulator of Social Housing has introduced the Tenant Satisfaction Measures (TSM) which will show how all social housing providers in England are performing.

The Tenant Satisfaction Measures cover five themes:

1. Keeping properties in good repair
2. Maintaining building safety
3. Respectful and helpful engagement
4. Effective handling of complaints
5. Responsible neighbourhood management



Some of this information we already collect and the rest we gather using a survey.

<p>Overall satisfaction with services</p> <p>60% </p>	<p>Satisfaction with repairs</p> <p>61% </p>	<p>Satisfaction with the time taken to complete most recent repair</p> <p>56% </p>
<p>Satisfaction that the home is well-maintained</p> <p>54%</p>	<p>Satisfaction that the home is safe</p> <p>60% </p>	<p>Satisfaction that the landlord listens to tenant views and acts upon them</p> <p>42%</p>
<p>Satisfaction that the landlord keeps tenants informed about things that matter to them</p> <p>53% </p>	<p>Agreement that the landlord treats tenants fairly and with respect</p> <p>63%</p>	<p>Satisfaction with the landlord's approach to handling complaints¹</p> <p>26% </p> <p><small>¹ *Of those tenants surveyed, 74% had not made a complaint in the previous 12 months.</small></p>
<p>Satisfaction that the landlord keeps communal areas clean and well maintained</p> <p>47%</p>	<p>Satisfaction that the landlord makes a positive contribution to neighbourhoods</p> <p>45% </p>	<p>Satisfaction with the landlord's approach to handling anti-social behaviour</p> <p>41% </p>

What we will do

We know there's room for improvement so some of the things we are going to do include:

Communal areas – we will review the cleaning and grounds maintenance arrangements, publish schedules on the website and communicate these with you.

Repairs – we will review our repairs performance and how we communicate this with you.

Complaints – we will provide refresher training for our housing staff as well as publish our complaints data and look at lessons learned.

For more information on the 2023-24 survey and the full action plan, see our website www.welhat.gov.uk/tsmsurvey

We'd like to thank everyone who took part in our Tenant Satisfaction Survey.

Tenant Satisfaction Survey 2024-25

We have to run a Tenant Satisfaction Measures (TSM) survey every year and we have asked specialist company, Kwest Research, to carry out our TSM survey for 2024-25.

Each quarter (every three months) they will contact a random sample of our tenants by telephone, email or post and invite them to complete the survey.

If you are asked to take part, it is important that you fill out the survey so we can use the feedback to shape our housing services.

At the end of each year, we will report our results to the Regulator of Social Housing, as well as providing more regular updates about our performance on our website.

Residents Panel update

Well, what a busy few months we've had as the Residents Panel! You may have seen us out and about either at one of the Community Catch-up events in Deerswood Avenue, Hatfield or Haymeads, Welwyn Garden City or at the council's Lego event in WGC. We will be at the Hatfield Community Fair on 13 August, where there will be a fun treasure hunt and prizes to be won, as well as at further Community Catch-ups across the borough.



The Panel have been working hard in the background on some exciting projects. These include a Facebook page and group, so you can keep up to date on what we are working on and get feedback.

The Facebook group is somewhere residents and leaseholders can get more involved with projects that we are undertaking, so we get a wide range of views from a wide range of people.

Keep an eye out for **Residents Panel for WHBC Tenants and Leaseholders** on Facebook, launching very soon.

Our current big project is reviewing, redesigning, updating and simplifying the tenant handbook. It's nearly complete and once it's been approved by the council, we shall share this on our Facebook page. For the first time, the handbook will also be available in digital form for those who prefer to be paper free!

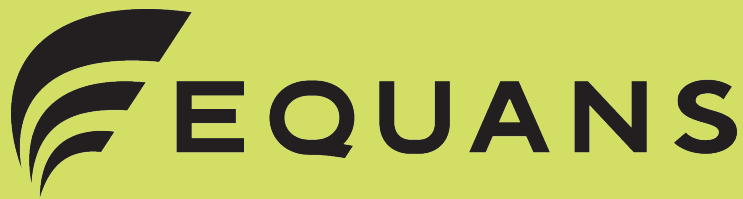
We have also helped review and shape the new pet policy! Remember, if you see the 'Residents Panel approved' stamp on any documents we have had input, given feedback and approved it. This will be appearing on more documents over time, even on those we have already consulted on.

We have welcomed some new members to the Panel and are always looking for more people to get involved.

If you see us out and about at events do come and say 'hi' and we can talk to you about being involved and what we do.

If you want to get more involved and help us act as a 'critical friend' to the council's housing services, then do get in touch, either by emailing residentspanel@welhat.gov.uk or calling **01707 357 796**.





Work Experience Opportunity

Take the first step towards your future career with this fantastic work experience opportunity from Welwyn Hatfield-based company, Equans, who are working with the council to install kitchens, bathrooms, roofs, and windows across its housing.

As part of a commitment to supporting the local community, Equans is offering a limited number of one-week work placements, based at its regional head office in Hatfield.

These placements aren't restricted to construction-based roles, and can include a range of support functions, such as Marketing, HR, Social Value, and Finance.

If you are looking to explore possible career options or simply want to boost your CV and experience, this could be the opportunity for you!

For more information, please contact Karen Field at karen.field@equans.com

Paediatric First Aid Training

Learn life-saving skills for young children with this two-day Paediatric first aid course – free for tenants.

Equans is running this two-day QNUK accredited course at their Hatfield office, in Bishop Square.

It takes place on 9 and 10 September from 9am to 4pm.
You will need to be able to attend both days.

To register for the course, please contact the council's Resident Involvement team on **01707 357 796** or email neighbourhoods@welhat.gov.uk.

Get Involved

If you'd like more information about how to get involved, including joining our Residents Panel, our Virtual Panel or becoming a Neighbourhood Champion, email us at neighbourhoods@welhat.gov.uk or call **01707 357796**.

The Housing Ombudsman

The Housing Ombudsman can investigate complaints from tenants and leaseholders about landlord services. This includes things like property condition, repairs, estate management, charges and anti-social behaviour.

We hope we can sort out your problem, but if you have followed our complaints process and are still not happy, you can contact the Housing Ombudsman and ask them to look into it.

- **Online:** www.housing-ombudsman.org.uk/residents/
- **Email:** info@housing-ombudsman.org.uk
- **Phone:** 0300 111 3000
- **Write:** Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ

Contact us

In an emergency
T: 0800 111 4484

To report a repair
T: 0800 111 4484
E: housingmaintenance@welhat.gov.uk

Neighbourhood Team
T: 01707 357796
E: neighbourhoods@welhat.gov.uk

Income Management Team
T: 01707 357088
E: housingincome@welhat.gov.uk

ASB & Tenancy Enforcement Team
Telephone: 01707 357000
Email: asb@welhat.gov.uk



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