

Accommodation



Your Empowering Service

Annual Report

Lorna

Iza



2015/16

O'SHEA PARTNERSHIP

Accommodation



YES | YOUR EMPOWERING SERVICE

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Statement of Purpose



Accommodation-Y.E.S (Your Empowering Service) provides person-centered supported housing within the Maidstone community.

We **value** our Tenants input and with joint planning, we strive to deliver a **needs** led housing solution tailored to suit personal needs. Our key aim is to empower (Y.E.S) vulnerable adults to live a full and **independent** life.

Accommodation-Y.E.S prides itself on respecting the needs, rights and choices of all our Tenants.

New Head Office

In January the Accommodation-Yes team moved to their new offices at 123 Boxley Road.



After a long wait, the team were happy to move and have all now settled in.

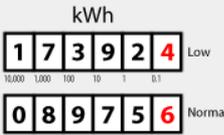
The benefits of the new office are that there are no longer any stairs and that we have our very own kitchen so we can now make you a cup of

tea or coffee when you pop in to see us.

If you haven't yet visited our new offices, do call in, we'd love to see you.

Service Schedule 2016

As you will have seen on your house noticeboard we now have a plan for when work will be carried out in and around your house throughout the year.

	Maintenance	Weekly	Fortnightly	Monthly	Quarterly	Every 6 Months	Yearly
	Communal Cleaning at 3, 54, 80 and 346		✓				
	Window Cleaning				March June September Dec		
	Gardening			✓ Wednesda y			
	Utility Meter Readings			End of month (see poster)			
	Fire Equipment Testing Fire Equipment Servicing	✓					19 January
	Smoke Alarm Servicing				February May August November		
	Gas Boiler Checks						March
	PAT (Electrical) Testing						November

New Maintenance Team

We are delighted to have a new **Maintenance Team** for 2016 that will cover all our **maintenance, gardening, window cleaning** and **electrical** works at all of our properties.



As always, if you ever see anyone doing work in or around your home and you are not sure who they are, please do ask them for ID or contact the Landlord.

A reminder of what maintenance we pay for and what you pay for

Landlord Jobs we will do for you:

- Property Maintenance
- Communal areas
- Outside grounds and driveways

Things you pay for:

- Personal odd jobs you would like to be done (not essential things) in your flat/room like moving things around or putting up shelves/pictures/flat pack furniture.
- Replacement or repair of things you have lost / broken (e.g. keys)

Here's a list of prices below – please note this is an estimate and before you get work done YOU must double check the price with the maintenance team.

½ hr Labour Maintenance work = £8

1 hour maintenance work = £16

Lost keys = £15

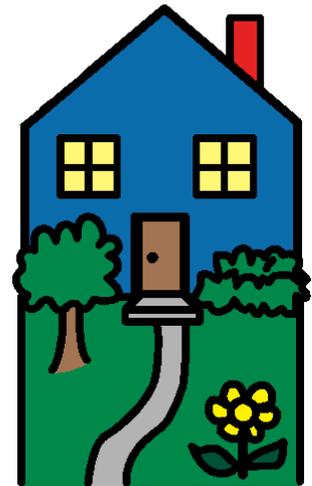
Lost post-box or window keys = £10

Your Household Bills

In April how you pay for your gas, electric or water is changing.

We will manage how much you will need to pay and you will only pay for what **you** use.

If you have meters for electricity you will continue to pay for your electric this way and you will still be able to get cards from us.



During the month of April, we will be writing to you all to invite you to come and see us and we will explain in more detail how the new way of paying bills will work for you. You are welcome to bring a relative, advocacy or friend with you to the meeting.

Throughout your tenancy you will still have your Finance Manager, Glinys, to support you with your bills.

PHONE CONTACT FOR GLINYS: 07582 031 713

E MAIL CONTACT FOR GLINYS: glinys@phoenixkent.com

Website and Social Media



Work has begun on creating a new and exciting **website**. Our new website will keep you informed on what we're up to and provide useful information about us as your Landlords, our policies and procedures and other useful information we can be sharing with you.

We've already been out and about with a photographer who has taken some great photos of your home that will be included on our website. A **big thank you** to all of you who agreed to let us take photos of your home.

We also aim to make more use of our **Twitter** and **Facebook** accounts. Follow us for regular updates about what we're up to, what's happening in your area, tips and other helpful information that we think you might like.

You can follow us here:

Twitter: @AccomYes



Facebook: www.facebook.com/Accommodation.Y.E.S/

If **you** have any ideas or suggestions of what you'd like to see on our website, Facebook or Twitter, we'd love to hear from you.

Improvements Made in 2015



9 Terrace Road

Over the past year the property has benefited from new double glazing which has made a huge difference and has made the house warmer.

Hallway carpets have been renewed and a new state of the art kitchen and appliances have been installed. New flooring was added throughout the kitchen, dining room, hallways and laundry room to complete the job. Kitchen and dining room areas were also redecorated. Issues with the driveway were addressed.

3 London Road

New flood defenses were installed. The basement flat was refurbished due to flooding. Communal hallway carpets were renewed.



2 Postley Road

Internally all rooms have been redecorated to client specifications and new double glazing has been installed. Externally, the garden has been landscaped and had new fencing as promised in 2015.

27 Ashford Road

A motion lighting sensor system was installed in the hallways.

125 Boxley Road

The property has benefited from a new heating system and redecorated as required.

54 Buckland Road

A new drive has improved the entrance to the property. New hallway carpets were chosen by the Tenants.

80 Buckland Road

Also had a new drive.

346 Tonbridge Road

New carpets were laid in the hallways and on the stairs and a new boiler was installed. A new motion sensor lighting system was installed in the communal hallways.

All houses have had their gardens redone

All Tenants were offered the one-off chance to have their rooms decorated for free as a Christmas present.

Work has begun installing new locks at all properties and this is expected to be completed by May 2016

Tenancy Council

In 2015 we turned 'Our Voice' into a Tenancy Council with current members of being our Tenants who are out there making a difference for you.

The Tenancy Council meets quarterly throughout the year over tea and biscuits. It is very empowering for our Tenants, as we receive frontline communication on Tenant issues from the members representing you, this information received by us, means action by us and hence improving our service to **you**.

We would like to take this time to **thank** all the members for their continued participation and look forward to working with members old and new throughout this year.

Tenancy Council members have helped us to re-write our policies and supported us to develop easy read documents and information posters. This work has helped us greatly so a **big thank you**.



If you would be interested in joining this dynamic group, we would love to have you join us. Just complete the form below and drop it into us at the office.

TENANCY COUNCIL APPLICATION FORM



PRINT NAME:

ADDRESS:

CONTACT NUMBER (if you have one):

EMAIL (if you have one):

Please tell us how we can contact you to let you know about future Tenancy Council Meetings *(please tick one box)*

PHONE MOBILE TEXT EMAIL LETTER

SIGNED:



DATE:

Directors Report

Hello again,

Wow, where did that year go!

Throughout the year you've met up with all the team and I hope we were all helpful in supporting your tenancy. Don't worry, you will be questioned as to whether we were.

We have a **Tenant Satisfaction Survey** for you to complete soon.

You are all meeting Iza more and more. I've been relegated to the office! Iza will be scooting about in the coming year on a new Accommodation-YES scooter. Keep an eye out for Iza scooting by dropping off posters, attending your Tenancy Meetings and sharing information to support your tenancy.

Your Accommodation-YES team who are left at the office are still working even though you don't see us out and about. At present we are creating a new data system that will keep all your details in one safe place and which will help us to provide a more efficient service to you.



Before we get onto the boring stuff, how about a **party**?

Iza thought we could do with a knees up, so put your glad rags on, your dancing shoes and meet us at the :
Hare & Hounds, 47 Lower Boxley Road, Maidstone ME14 2UY on **Saturday 28th May** between 3pm-7pm for a drink, food and dancing.

Ok now the boring parts.

How Your Rent Was Spent

As you have experienced from all the work that has gone on in your homes over the year, you will see that we have spent a lot of money on improving properties. I hope you are all happy with the results.



Most of this work was planned as you will have seen from our 2015 Annual Report. On top of this we have also kept up our responsive commitment to you by ensuring that all of your ongoing maintenance issues have been addressed in a timely and efficient way.

All of this has been at a cost of:

- Total cost of planned updates £132,000
- Total cost of responsive repairs £42,000

Competition

Lastly, we would like you to name our **newest** accommodation – **12 Tonbridge Road** that will be opened by June 2016.



To enter send us your suggestion by email, or post, call us, or drop into the office



PRIZE DETAILS
The winner will receive a **£10** gift voucher from Boots

COMPETITION CLOSING DATE: 15 May 2016

The **winner** will be announced at the party on **Saturday 28 May 2016**