



WOKING@HOME

DEAR RESIDENT



MANAGED BY US, SHAPED BY YOU

Spring is the season of new beginnings and on 1 April 2022, our new, managed housing service starts.

Every effort is being made to make sure the transition is as smooth as possible for residents and there is no requirement for you to do anything differently. Please refer to page 2 to find answers to frequently asked questions, and please bear with us if you encounter any initial teething problems.

It was your feedback that got us to this point, and I hope that very quickly, you will start to see improvements in the housing services we provide. And as we enter this new era of direct contact, we want to hear the views and ideas of our tenants and leaseholders so that together, we can continue to shape the services we offer.

Providing more opportunities for tenants and leaseholders to have their say on the delivery of housing services is among the service commitments set out on page 3, and details about how you can be more involved will appear in future editions of Woking@Home.

However, if you have something to say in the meantime and/or wish to register your interest in representing the views tenants and leaseholders, please email resident.engagement@woking.gov.uk.

Louise Strongitharm

Director of Housing
Woking Borough Council

USEFUL CONTACTS

General enquiries:

☎ 0300 373 0373 (24 hour)

✉ housing@woking.gov.uk

To report a repair:

☎ 0300 373 0373 (24 hour)

✉ housingrepairs@woking.gov.uk

TRANSLATION SERVICES

Do you need help understanding this information?

Czy potrzebujesz pomocy w zrozumieniu tych informacji?

এই তথ্যটা বুঝতে আপনার কি কোনো সাহায্য লাগবে?
शुं तमने आ माडितीने समजवामां सहायनी गरुंर छे ?
کیا آپ کو مدد درکار ہے ان معلومات کو سمجھنے کے لئے ؟

☎ 01483 743869

✉ catharine.okon@woking.gov.uk

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NEIGHBOURHOOD NOTICEBOARD

In future editions of Woking@Home we will post details of community clean-ups and other resident engagement events here on our Neighbourhood Noticeboard.

YOUR NEW HOUSING SERVICE

EVERYTHING YOU NEED TO KNOW

On 31 March 2022 our contract with New Vision Homes (NVH) comes to an end and we will directly manage the delivery of our housing management and maintenance services from this point onwards.

Here are some of your frequently asked questions about the changeover.

What does this mean and what changes will I see? This means that when you report an issue, you will be reporting it directly to the council instead of New Vision Homes.

You will see a change in our repair service. You won't have to wait as long for an appointment, and you'll be offered more convenient timeslots.

You will also start to see more of your housing manager, who will be focused on working with all residents to improve the condition and appearance of their areas (see page 4 for more information).

What do I need to do? Nothing. Please continue to call 0300 373 0373 to report any issues or to speak to your housing manager.

How do I pay my rent? All rent accounts and direct debits are unaffected by this change. You do not need to set up a new account or do anything different unless you want to start paying by direct debit.

To set up direct debit payments go to woking.gov.uk/housing. It only takes a few minutes and will ensure that your rent is paid on time.

If you are unable to pay by direct debit, you can make single monthly payments via our website or you can call your income officer on 0300 373 0373 to make a payment.

Will the changes affect my council tax payments? No, these changes will not affect your council tax payments.



Will the cleaning to my block be changed? Most sites will see an increase in cleaning frequency and tasks completed. Cleaning schedules will be posted on resident noticeboards in the next couple of months.

How do I report my repairs? If you suspect a gas leak, you must call the Gas Emergency Service on 0800 111 999 immediately.

Please go to woking.gov.uk/housing to report repairs online, alternatively you can call 0300 373 0373 and select option 1 to speak to the repairs team.

How quickly will my repairs be completed? All repairs are given a priority assessment based on the information that you give us when you report the problem.

We aim to complete repairs according to the following timescales:

- **Emergency:** attend within 4 hours. Made safe or completed within a further 4 hours.
- **Out of hours:** attend within 4 hours. Made safe or completed within a further 4 hours.
- **Urgent:** attend within 24 hours.
- **Routine:** attend within 10 working days.
- **Pest control:** attended within 24 hours. Completed within 20 working days.

Larger scale works that require more detailed planning, may take longer to complete.

What appointment times will I be offered? We offer the following two-hour appointment slots for repairs:

Monday to Friday

- Early morning** 8am to 10am
- Late morning** 10am to 12noon
- Midday** 12noon to 2pm
- Early afternoon** 2pm to 4pm
- Late afternoon** 4pm to 6pm

For people who work during the week, we offer the following timeslots:

Saturdays:

- Early morning** 8.30am to 10.30am
- Late morning** 10.30am to 1pm

What repairs will the council complete? Repair responsibilities are dependent on your tenancy and what type of housing you live in. A new 'guide to repairs' will be sent to you and published on our website. Please refer to this to determine which repairs we will complete.

I have an issue that is currently being investigated by New Vision Homes. What will happen to it?

All ongoing enquiries will be transferred to the council and our housing officers will ensure that they are resolved. You do not need to re-report incidents.

When is my property due a new kitchen or bathroom? All larger works such as new kitchens, bathrooms, roofs, doors and windows are being programmed as part of a long-term plan to maintain our properties. We will share our plan with you later in the year.

MORE ABOUT CLEANING

Cleaning of communal areas will be organised and managed by us and carried out by Just Ask.

We have appointed Just Ask to carry out routine cleaning of all internal and external communal areas on our

behalf, and specialist deep cleaning wherever required.

Members of the Just Ask team wear purple and black uniforms, are required to display photo ID badges and travel in Just Ask branded vehicles.



MORE ABOUT REPAIRS

We have appointed Mountjoy to carry out responsive repairs, void refurbishments, and gas servicing on our behalf. Its team of Woking-based

engineers are DBS checked, will arrive in Mountjoy-branded vehicles, wearing Mountjoy uniforms and will show you their Mountjoy ID badges.



OUR COMMITMENTS TO YOU

With the council having the ability to uphold its desired standards through direct contract management from 1 April 2022, tenants and leaseholders can expect an improved customer experience and a greater say over how housing services are delivered.

This year we will:

1. improve and maintain the appearance of our housing estates and carry out more regular estate inspections.
2. increase the support we provide to tenants with a focus on tenancy sustainment.
3. be more visible and available to all residents. Our housing managers will hold at least four local events/advice surgeries a year.
4. ensure our approach to tackling anti-social behaviour is effective, robust and fair.
5. deliver a quicker, more responsive repairs service, with an emphasis on customer service and first-time fix.
6. prioritise investment in building safety and compliance, as well as completing planned works that were postponed during the pandemic.
7. establish a clear, long-term Asset Management Strategy in consultation with residents.
8. produce a guide for leaseholders, setting out clearly roles and responsibilities.
9. ensure leaseholders receive yearly updates on future plans for major works in their blocks and are consulted on any proposed works.
10. provide more opportunities for tenants and leaseholders to have their say on the delivery of housing services.



11. report regularly to tenants and leaseholders on the performance of the service.
12. explore ways to enhance the council's digital offer.

YOUR FEEDBACK

If you have any comments or suggestions about our new service and these commitments, please email them to resident.engagement@woking.gov.uk

MEET YOUR HOUSING MANAGERS

Our team of housing managers are on site to support residents, provide a central point of contact, and oversee the upkeep of their housing patches.



From left to right: Jennie Greenwood, Greg Shaw, Gerri Summers (Resident Services Manager) and Monique Fearon

Peter Gartshore

Team leader

✉ peter.gartshore@woking.gov.uk

☎ 0300 373 0373

Peter has been a housing officer for 18 years and has a background in social work. When he's not busy thinking creatively to resolve tenant issues, he enjoys long distance running, five-a-side football and makes a mean green curry.

Greg Shaw

Sheerwater and Byfleet

✉ greg.shaw@woking.gov.uk ☎ 0300 373 0373

Greg has been supporting tenants in the Sheerwater and Byfleet area for the past three years – a role that he is looking forward to continuing for the council. He enjoys driving forward improvements in facilities for residents and creating happy, healthy environments for all.

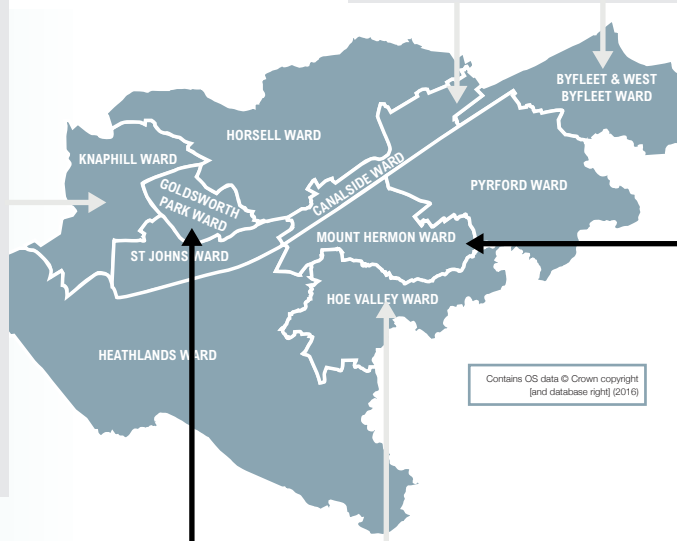
Debbie Maisey

Knaphill, St Johns and Goldsworth Park

✉ debbie.maisey@woking.gov.uk

☎ 0300 373 0373

Debbie has been a housing officer for six years. Previously she worked for the NHS and in education. She enjoys meeting and supporting tenants and gets job satisfaction from helping vulnerable residents to overcome their personal challenges.



Jennie Greenwood

Maybury, Woking

✉ jennie.greenwood@woking.gov.uk

☎ 0300 373 0373

Jennie helps tenants to improve their estates and supports tenants when they move into their new homes.

Lee Chapman

Lakeview Estate, Goldsworth Park and parts of Horsell

✉ lee.chapman@woking.gov.uk

☎ 0300 373 0373

Lee takes pride in being friendly, approachable, and is knowledgeable about local issues. In his free time, Lee enjoys going to the gym and watching football. He has distinctive black curly hair, which he's equally proud of.

Monique Fearon

Old Woking, Westfield and Barnsbury

✉ monique.fearon@woking.gov.uk

☎ 0300 373 0373

Monique is the newest member of the team. A former property manager and income officer, she is looking forward to getting to know tenants and helping them with a range of issues. Given her Caribbean heritage, Monique is a fan of Carnival and Soca music.