

Peak District Rural Life

The residents' newsletter for
**Peak District Rural
Housing Association**

SUMMER 2014

www.peakdistrictrha.org.uk


PEAK District
Rural Housing Association



**Not yet
registered for
myhomeonline?
Call us!**

Community celebrates

After seven years, community action has won the day with work starting on eight new homes in Youlgrave!

We're working in partnership with Youlgrave Community Land Trust, a group of local people who have rallied support for the development. The homes are expected to be completed in early 2015.

- Visit www.peakdistrictrha.org.uk for the full story.

**FOR YOUR
BENEFIT**

Don't get court out!



Did you know that the court charges for issuing a summons have more than doubled?

If we have to take you to court due to rent arrears, you will be charged £250 court costs. And if we take you to court for anti-social behaviour, you will be charged £280 court costs. Plus you risk losing your home.

Worry free rent payments



You can easily set up a direct debit to pay your rent weekly or monthly in advance on any day of the week or date of the month that suits you.

Paying by direct debit makes sure you never miss a payment.

To set up a direct debit please call **01629 826040**.

Food for thought

Remember, if you're struggling to feed yourself or your family, local foodbanks can provide a minimum of three days' emergency food.

Talk to your Housing Officer about gaining a foodbank voucher or visit www.trusselltrust.org



Alison is Mayor

Congratulations to PDRHA Company Secretary, Alison Clamp, who's been elected Mayor of Wirksworth. Alison will hold the post for one year.



HERE TO ASSIST

Welcome to Theresa Winder who has become our tenancy services assistant.

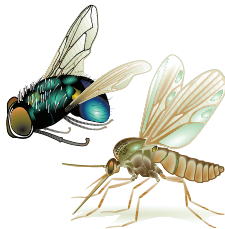


This new post will ensure even better communication with residents. Theresa's already busy supporting the housing officers and encouraging residents to get more involved by sending out surveys and gaining your views on our policies.

She's also working on our new website. Watch this space!

What a pest!

It's that time of year when ants, wasps, flies and other creatures can become pests. All tenants are responsible for sorting out any pest issues they have.



Contact your local council for details of preferred contractors or visit www.pestcontrol.co.uk to find out about free pest control inspections

Water works

During the Summer and Autumn months we will respond to total loss of heating or hot water problems within 5 working days. From 31st October until 31st April, we will respond within 24 hours.

Fun in the sun

Enjoy the Summer – but please let your neighbours enjoy theirs too!

- Remember any noise you make in your garden will be heard by your neighbours.
- If you're planning a party, tell your neighbours – or why not invite them?
- Don't play your music too loud in the garden.
- It's great for kids to be outdoors but try not to let the noise get out of hand.
- Keep your gardens tidy and free from rubbish.
- Park and drive your vehicles considerately.



Your views matter

When you've reported a repair, don't forget to return the customer satisfaction survey attached to your repair confirmation letter.

All your feedback is passed to our contractors so we can improve the repairs service for you.



Noticeboard

Age UK Handyman Service

For help with minor repairs or gardening call **0116 299 2254** or email handyman@ageukleics.org.uk
The service is available for people aged over 50 or who have a disability.

If you run your own business and would like to be featured on the Noticeboard, email Sue.Haywood@midlandsrh.org.uk

Please note that PDRHA cannot endorse any services featured.

Our performance

Our aim is to continuously improve the service we provide for you. So, how have we done during the past financial year?



Complaints

7 formal complaints were received.



Calls

94% of calls were answered within 20 seconds (target 90%).



Repairs

Overall repairs satisfaction was 95% (target 90%).



Out of Hours Repairs

95% of out of hours calls were answered within 25 seconds (target 95%).

www.peakdistrictrha.org.uk

Here's an easy tasty recipe from one of our residents which is a great way to get kids to eat lots of veggies.

SIZZLING COMFORT SAUSAGE CASSEROLE WITH CHEESY MASH (serves 4 adults)



Method

1. Grill the sausages until they are brown. Put them in a casserole dish or a slow cooker. Cover with the baked beans and tomatoes.
 2. Chop the carrots, mushrooms, onions and parsnips and put them in the dish.
 3. Season with salt and pepper.
 4. Pour in the frozen peas.
 5. Mix together and put in the oven for approx 1 hour on 180°C or in the slow cooker for 4 hours on high or 8 hours on low.
 6. Peel the potatoes and boil until soft. Mash with butter and a dash of milk and stir in the grated cheese.
- You can add any vegetables you like. Try adding tinned sweet corn or kidney beans.

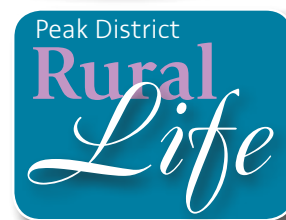
Ingredients

Pack of sausages
Tin of baked beans
Tin of chopped tomatoes
Carrots
Mushrooms
Onions
Frozen peas
Parsnips
Potatoes
Grated Cheese

Do you have any family favourites that we can share? Please send in your recipes to Sue.Haywood@midlandsrh.org.uk

Need a translation?

If you need a copy of Rural Life newsletter in another language we will happily provide a translation for you. All you have to do is call the office on **01629 826040** with your request.



is published by Peak District Rural Housing Association, First Floor, 10 Cromford Mill, Mill Lane, Cromford, Derbyshire DE4 3RQ.
Tel: 01629 826040. **Fax:** 01629 826468.
E-mail: enquiries@midlandsrural.org.uk
Website: www.peakdistrictrha.org.uk

Peak District Rural Housing Association Limited is registered under the Industrial and Provident Society with charitable status 26807R

Policies updated

We have recently reviewed our policy statements on Anti-social Behaviour and Allocations and these have now been approved by our Board of Management.

If you would like a copy of the revised and updated policy statements, call **01629 826040** or visit www.peakdistrictrha.org.uk

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