

HOT OFF THE PRESS

HEAR OUR THOUGHTS

Falcon HA newsletter

WELCOME TO OUR BRAND NEW NEWSLETTER



Hello and welcome to our Autumn newsletter. It's been a busy few months since we launched our Annual Tenant Report in June and we have been working on a few exciting projects to bring you more ways to engage with us, hear our thoughts (HOT) and bring you informative updates.

Further in the newsletter we bring you detail about what you have been saying through our tenant satisfaction measure (TSM) visits and why this is so important to us.

Hopefully, you will have noticed a new look for FHA through our logo, and more excitingly we have updated and launched our new website www.falconha.org. This will help you to get information about FHA but also allows you to contact us online at hello@falconha.org.

Since April we have welcomed 17 new tenants so a big hello to you all, we hope you are settling into your new home. Our focus at FHA remains putting you our tenants at the heart of everything we do and improving our services by listening to your views and comments.

We hope you enjoy reading your newsletter.

Autumn issue

SEE INSIDE - for top tips to save money over the winter months

**INSIDE: NEWS • LATEST STATS • AMAZING REFURBS
CHRISTMAS JUMPER COMP • CHARITY DONATIONS**



OUT WITH THE OLD AND IN WITH THE NEW

FHA new logo represents how we have transformed throughout the past 7 years, pro-actively shaping and adapting to change. Our new logo represents our desire to inspire customers, meeting evolving needs alongside our employees showing HEART rising to challenges we face in a fast-changing sector.



The FHA team have HEART and ensure that our tenants are placed firmly at the heart of everything we do

HEART



HONESTY



EMPATHY



ACCOUNTABLE



RESPECT



TEAMWORK

WHAT WE'VE BEEN UP TO



1165
REPAIRS
COMPLETED



5 COMPLAINTS LOGGED
5 COMPLAINTS UPHELD

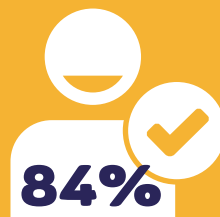


17
NEW
TENANTS

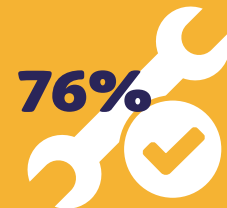
Stats taken from 01/04/2024 to 30/06/2024. TSMs Completed 01/07/2023 – 30/06/2024



226
TSM SURVEYS
COMPLETED



84%
OVERALL SATISFACTION
WITH LANDLORD



76%
SATISFACTION
WITH REPAIRS

HOME IMPROVEMENTS

CLARK HOUSE, SEAHAM

We have been carrying out some refurbishment work at Clark House in Seaham. We have done some decoration in the communal lounge and put new flooring down and have moved on to completing some kitchen/bathroom upgrades in some of the flats.



A KITCHEN WITH THE WOW FACTOR

Following on from requests for new kitchens to be installed, FHA attended the properties and agreed that these needed to be done. We took on a new contractor who carried out the works which has resulted in the sites receiving the wow factor. We have had good feedback from Care Providers and tenants saying they are really happy with their new kitchen and the house now feels like a home.



COMMUNITY CLEAN UP!

One of our tenants Alexander at Manor Road has started an Instagram page called Little Warriors around his litter picking mission. His mission statement is to raise funds to provide Alexander with the necessary equipment for litter picking and community clean-up efforts. Additionally, funds will be allocated to organise community clean-up events, educational workshops on waste management and initiatives to promote environmental stewardship.



FOLLOW ON INSTAGRAM
CLICK HERE



Falcon Housing Association Charitable Giving: SUPPORTING LOCAL CAUSES

At Falcon Housing Association (FHA), we take immense pride in our commitment to giving back to the communities we serve. Our charitable giving policy is designed to support local causes that matter most to our employees and their neighbourhoods. This policy encourages participation in fundraising activities and offers matched funding, local cause donations, and employer-supported volunteering.



RECENT LOCAL CAUSE DONATIONS

Under the Local Causes scheme, we are thrilled to have recently supported several wonderful community initiatives:

Whickham Football Club

We have contributed funds to provide new kits for the team, fostering community spirit and promoting youth engagement in sports.



Pimlico Toy Library

FHA donated £200 to the Pimlico Toy Library, which offers play opportunities for parents, carers, and children aged 0-5 years for 49 weeks each year. They also provide school holiday activities for children up to 11 years old. With a collection of 1,500 toys ready for home loan, qualified toy librarians help parents develop their child's potential and support them with toy selection, play ideas, and child development concerns.



Butterfly Effect WELLbeing

We donated £200 to Butterfly Effect WELLbeing, an organisation dedicated to supporting mental, physical, and spiritual wellbeing in a holistic and friendly environment. Their efforts to promote comprehensive wellness are invaluable to our community. We are proud of these contributions and look forward to continuing our support for local causes that make a meaningful impact. We encourage all FHA employees to get involved and take advantage of the opportunities provided by our charitable giving policy.



TOP TIPS FOR THE COMING WINTER

Christmas is fast approaching! Here are some of our top tips to save money and be more energy efficient over the winter period.



1 Find your stopcock – This is the mains water switch. If your pipes freeze and burst in the winter, you will need to know where this is to turn off the water and stop any major damage happening

2 Turn your thermostats down in the rooms you aren't using

3 Keep doors closed to keep the heat in

4 Turn any lights off in rooms that aren't being used

5 Layer up clothing to keep warm

JOIN IN AND WIN!

Are you taking part in Christmas Jumper day on the 12th December in aid of Save the Children?

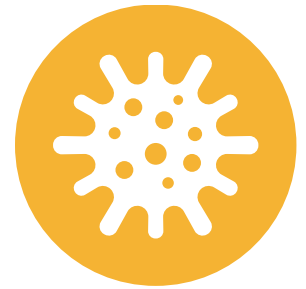
We would love for you to join in the festivities and take part in our Christmas Competition. We want to see your Christmas Jumper. The best jumper wins a prize!

If you want to take part in the competition and win a Christmas prize, please take a picture of yourself wearing your Christmas jumper and email it to us at Hello@falconha.org or tag us on social media.

We can't wait to see all the fantastic jumpers.



DEALING WITH DAMP AND MOULD



With the colder weather coming, condensation in the home can increase. Condensation is caused when the air inside your home becomes too cold or too much moisture has been created. You may notice more water on your windows in the morning, **here are a few simple steps you can take to reduce the condensation in your home:**

- | | |
|---|---|
|  <p>1 Make sure vents remain uncovered and extractor fans are working</p> |  <p>5 Dry clothes outside if possible</p> |
| <p>2 Keep windows open when you can to allow good ventilation</p>  | <p>6 Keep the household heating on a low level for longer periods</p>  |
|  <p>3 Put lids on pans to stop steam escaping</p> |  <p>7 Wipe windows and windowsills with a dry cloth to remove sitting moisture</p> |
| <p>4 Don't leave your kettle boiling continuously</p>  | <p>8 Leave internal doors open so air can circulate around the property</p>  |

If you notice signs of excess moisture, Damp and Mould, we as a landlord have a duty to investigate this. Damp and Mould can look like wet patches on your walls, or black stains and spots especially around windows. If you notice signs of this please report this to the repairs team on **repairs@falconha.org** or call **0191 406 4857** you can also speak with your Care Provider or Housing Officer who will advise us.

Falcon Housing Association C.I.C,
 Office 3.30, 3rd Floor, Lighthouse View, Spectrum
 Business Park, Seaham, Co Durham, England, SR7 7PR
 General Email: hello@falconha.org
 Repairs Email: repairs@falconha.org
 More information: www.falconha.org

