

HEAR OUR THOUGHTS OFF THE PRESS

FHA newsletter

Winter Issue

WELCOME TO OUR BRAND NEW NEWSLETTER



In this second issue of Hot of The Press you'll find an update on works we have been doing to update homes. Alongside practical advice on how to save money on reducing energy bills and making scrumptious recipes.

If there's anything that you'd like to know more about and would like to be featured in future editions of Hot of The Press, please get in touch and let us know.

Since last April, we've welcomed **91 new tenants** - a warm welcome to each of you! We hope you're settling in well and feeling at home. Our focus at FHA remains putting you our tenants at the heart of everything we do and we're committed to enhancing our services by listening to your feedback.

We hope you enjoy your winter newsletter!



Competition Time

To celebrate National Umbrella Day which takes place in February each year, we are offering 1 lucky winner a £50 Love to Shop Voucher. To enter all you have to do is go outside with your umbrella, pose and send us your picture, don't forget to tell us who you are, and where you live. **Entries to hello@falconha.org no later than Friday 28th February 2025.**



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

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



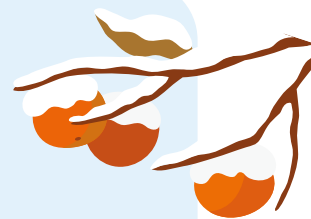
A DAY IN THE LIFE OF PAIGE, MIDLANDS HOUSING OFFICER

I am part of a team of four Housing Officers at FHA and I cover the Midlands portfolio. My role includes supporting potential tenants with their move into specialist supported housing. This is a crucial part of ensuring tenants feel secure and supported in their new environment. I also deal with anti-social behaviour complaints as well as carrying out housing visits, ensuring that all properties meet housing regulations and are maintained to the highest standard which is essential for both tenant satisfaction and compliance.



HOW DID YOU GET INTO A CAREER IN HOUSING?

I had a career in the care industry for over 11 years. I wanted to try a new challenge, so I applied for my first housing role in 2021. I have now been working within housing for 4 years. I love the challenges the job brings and I have job satisfaction helping vulnerable people find their forever home.



9am

My morning starts with checking emails, listening to any voicemails that have been left before looking at my calendar events for the day.

9.30am

I leave the house to travel to one of my properties within my area to complete the relevant property inspections. I usually complete around 1 to 5 property inspections in a day.

1pm

Whilst completing property inspections, I have direct contact with our tenants and build a working rapport. It's really nice to visit our tenants and find out what they have been getting up to. On completion of the inspections, I ensure that all properties are meeting housing regulations, compliance and re-report any repairs picked up on the site checklist.

3pm

I travel back to my home office and complete all the follow up paperwork, this is usually reporting/chasing repairs, ordering new furniture/appliances and communicating with our Care Providers around working together to ensure the property is maintained to the highest standard for our tenants.

5pm

I have one final check of my emails and check my calendar, so it is set up for the following day.



MONEY SAVING TIPS

With the current cost of living crisis, we all want to lower our bills. Here are a few quick tips to help you reduce the amount of energy you consume and other sources of help if you have money worries.



- ✓ Remember to turn off appliances that are on standby mode and don't leave devices charging unnecessarily.
- ✓ Replace your light bulbs with energy saving ones and turn off the lights when you're leaving the room.
- ✓ Change the temperature of your hot water tank to 60°C to ensure you're not overspending on heating water.
- ✓ When using your washing machine wash your clothes at a lower temperature and use the half-load programme if you're not filling it up.
- ✓ Reduce your thermostat's temperature by 1°C to cut down on your heating bills.



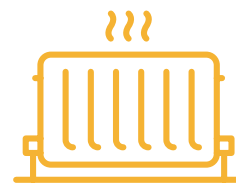
STOP THE DRAUGHTS!

Tiny gaps and cracks around windows and doors can cause heat to escape. Draught excluders can be great at stopping under-door draughts, you can buy or make these inexpensively. Thick curtains can be an easy fix for draughty windows. Charity shops often have a good selection of cheap curtains.



THERMOSTAT

If you have a thermostat, make sure it is set to around 21 degrees C. Any higher than that and your energy bills will be more expensive. Your thermostat works with your boiler to keep the property at the set temperature. If the set temperature is too high and you have draughts in your property, your boiler will use a lot of energy trying to reach the high temperature set on your thermostat.



RADIATORS

Make sure that all radiators are switched on and working. When you put your heating on, it is important that all rooms are heated. If any rooms are left cold, hot air will escape from other areas of the property, causing draughts! If your radiators are turned on but feel cold, you might need to bleed them.



INTRODUCING THE NEW CUSTOMER SERVICE TEAM

FHA has recently relocated the Customer Service Hub (CSH) to a more central location to enable greater access for contractors and the recruitment of staff. The role of the CSH is to ensure quick and easy contact with FHA for all areas of the business. We asked Cat and Ella about their roles and how they'll work with tenants.



WHAT ARE YOUR MAIN RESPONSIBILITIES?

Answering calls, responding to emails, raising/chasing repairs, triaging repairs and assisting with general enquiries.

HOW WILL YOU WORK WITH TENANTS?

We will work with tenants around diagnosing repairs, the repairs responsibilities and assisting where needed.

HOW CAN TENANTS AND CARE PROVIDERS PLAY AN ACTIVE PART?

We want tenants and Care Providers to log repairs as soon as they are identified, provide as much information as possible to enable us to respond in the priority timescale.

HOW CAN TENANTS AND CARE PROVIDERS CONTACT YOU?

Tenants and Care Providers can contact us by telephone on 0191 406 4857 or via email at repairs@falconha.org

HAVE A VIEW ON



Give us your views on our Newsletter, what you like and dislike and what we could improve on moving forward.

All feedback received will be put into a prize draw where the winner will receive a Love to Shop Voucher all feedback to hello@falconha.org titled: **HOT Feedback**



SHARE YOUR STORIES

If you have a story you would like to share about yourself, another FHA customer or a group that's doing great work in your home and/or neighbourhood, please get in touch with us at hello@falconha.org as we would love to include it in a future edition. You can also use this email address to provide any feedback on the newsletter.



KEEPING AN EYE ON ELDERLY NEIGHBOURS DURING THE WINTER MONTHS

With so many of us leading busy lives it is easy to forget the winter days can seem long when you live alone. Keeping an eye on neighbours is something all of us can do ensure they stay well. Knock on the door and ask if they are ok, are they warm and well? Have they got essential supplies like bread and milk? Or pick up the phone, call them and ask if they are ok, do they need any shopping done – a few items collected when you go to the shops yourself.

DISPOSAL OF TRADITIONAL AND LITHIUM-ION BATTERIES

As Christmas has passed there is a festive campaign alerting people to the dangers of putting traditional batteries and lithium-ion batteries into bins which can then enter the waste system.

This can cause large scale damage and destruction, causing several fires where these batteries have exploded into flames endangering staff and premises. Items which should not be placed in general refuse or recycling bins include

- Household and automotive batteries and goods containing batteries e.g. toothbrushes, toys, phones and laptops, lithium-ion batteries

- Pressurised gas canisters e.g. NOx containers, helium balloon canisters
- Vapes
- Waste Electrical and Electronic Equipment (WEEE)

Help us to minimise fire risk by following the rules.

You can dispose of lithium batteries at recycling centres, hazardous waste collection sites, or battery containers at local shops.



IMPROVEMENT WORKS

We have been completing some improvement works upgrading kitchens over the past year. This kitchen was quite old and needed some attention. We agreed to replace the kitchen with something more modern that our tenants can enjoy cooking in.



Following the upgrade, the Care Provider has fed back that the tenants are over the moon and happy with the new kitchen, making the house feel like a home. The Care Provider supporting the tenants have decorated the communal areas themselves making it look lovely and cosy for all the tenants to enjoy while relaxing in their home. We think they have done a great job.

ASB, HATECRIME & DOMESTIC VIOLENCE AT FHA

“FHA are dedicated to ensuring everyone feels safe and comfortable in their homes, neighbourhoods, and communities”

Anti-Social Behaviour (ASB) includes actions likely to cause fear, alarm, or distress, such as:

Noise nuisance: Loud music, frequent late-night parties, or constant dog barking.

Threatening behaviour: Verbal abuse, intimidation, or harassment

Property damage: Graffiti, vandalism, or breaking of shared property

Drug use: Illegal substance use in shared or common spaces.

Lifestyle differences, cultural practices, or minor inconveniences like the below are generally not considered to be ASB:

DIY work during reasonable hours

Occasional dog barking or children playing.

Lawful parking outside your home

Cooking smells or low-level household noise.

WHAT IS HATE CRIME?

Hate crime involves verbal, written, physical abuse, or harassment targeting someone’s age, gender, race, sexual orientation, disability, religion, or beliefs.

HOW TO REPORT:

Emergency: Call 999

Non-emergency: Call 101 or Crimestoppers at 0800555111.

Speak to your housing officer or support worker.

For confidential help, advice, and support, you can contact the following organisations:

National Domestic Abuse Helpline

Website: www.nationaldahelpline.org.uk

Freephone: 0808 2000 247

Local Support Services: Harbour Support for both men and women, including victims and perpetrators

Telephone: 03000 20 25 25

Website: www.myharbour.org.uk

My Sisters Place Support for women experiencing domestic abuse

Telephone: 01642241864

Website: www.mysistersplace.org.uk

BE SCAM AWARE



Please be careful and vigilant as scammers are preying on people with scam phone calls, texts, emails and even via social media. Scammers will always use times of uncertainty, such as now during the cost-of-living crisis, to try and trick people into handing over their personal or bank details by pretending to be from trusted organisations. FHA staff will always carry and provide identification when visiting your home.





HOME CONTENTS INSURANCE: WHY IT IS IMPORTANT

FHA is responsible for insuring the fixtures and fittings of the building and within your home. But tenants are responsible for the contents of the property such as personal belongings, floor coverings and appliances. Home contents insurance can help cover the costs of replacing your personal belongings as FHA is not responsible for replacing these items following damage from unforeseen events such as leaks.

Delicious Mushroom Risotto



A simple, vegetarian dish that can easily be adapted to suit different diets.

Instructions:

1. Fry the onion and garlic in a tablespoon of oil in a wide bottomed pan until softened.
2. Stir in the rice and cook for 2 minutes, coating the rice with the oil.
3. Gradually add the stock, one ladle at a time, stirring continuously until the rice is cooked and creamy.
4. In a separate frying pan, cook the sliced mushrooms in a tablespoon of oil for 5 minutes and add the chopped parsley.
5. Once everything is cooked, add the mushrooms to the risotto. Then beat in the parmesan cheese and butter, then season with salt, pepper.

For a vegan version, simply leave out the butter and Parmesan.

Plate up & Enjoy!

Serves: 4 people

Prep Time: 10 minutes

Cook Time: 30 minutes

Ingredients:

- 250g Arborio rice
- 200g mushrooms (sliced)
- 1 onion (chopped)
- 2 garlic cloves (minced)
- 1000ml vegetable stock
- 50g butter
- 50g Parmesan cheese (grated)
- Salt and pepper to taste
- Handful of chopped parsley

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