



March 2024

Interim Newsletter

IMPORTANT INFORMATION

From April 2024 we will be upgrading our housing management system. This essential upgrade is part of our ongoing commitment to enhance our services and streamline our operations for the benefit of our tenants and customers.

As a result of the scheduled upgrade, we anticipate some temporary interruption from **Thursday 28th March 2024** to **Tuesday 2nd April 2024**.

During this time, tenants can still contact the office on 0151 920 7300 and our out of hours service will continue outside of office hours - but please be advised that there may be some delays in addressing enquiries or processing requests.

Thank you in advance for your co-operation

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EASTER OPENING HOURS



THANK YOU to everyone who donated to this year's Annual Easter Egg Collection.

Over recent years we have donated over 1,100 eggs to families across Sefton thanks to our partnership with Sefton Community Pantry



Thursday 28th March OPEN
Emergency repairs only due to system upgrade

Friday 29th March CLOSED
Good Friday Bank Holiday

Saturday 30th March CLOSED

Sunday 31st March CLOSED
Easter Sunday

Monday 1st April CLOSED
Easter Monday Bank Holiday

Tuesday 2nd April OPEN
Emergency repairs only due to system upgrade

TENANT SATISFACTION MEASURES SURVEY - THANK YOU!

Thank you to everyone who took the time to complete and return the recent **Tenant Satisfaction Measures (TSM) Survey** between November 2023 and January 2024.

We have now received the survey results from **Acuity** and we will be sharing a summary report with all tenants next month (April 2024) which will also explain what steps we will be taking to help improve the services we provide.

YOUR RENT AND SERVICE CHARGES

RENT INCREASE

The government directs the level of rent increase that we can apply to your rent. The calculation is based on the level of CPI published in September, plus 1%. For the new financial year in April 24 this equates to an increase in rents of 7.7%.

We need to increase rents so that we can continue to maintain a quality service and invest in your homes. During the next financial year, we plan to spend almost £700k on works that will help keep homes warm and reduce the risks of Damp and Mould.

SERVICE CHARGES

Service charges are based on how much the service costs to provide.

There will be an increase to communal electricity, heating & power charges. This is due to the contract being renewed in October 2024.

The current contract has been in place since 2021 and rates were fixed at that time. This protected tenants from the huge increases experienced in the past two years by others.

However, the renewal in October is 100% higher than those levels and these costs will affect your service charge as we have six months of this financial year at this increased cost. Tenants will unfortunately see a further increase in charges in April 2025 as the new costs impact the full financial year.

The new year will also see the renewal of our communal service contracts for window cleaning, communal cleaning and gardening and we have therefore allowed for an increase in costs of 5% for properties in receipt of these services.



HELP AND SUPPORT

There are several ways that you can make your rent payments. You can manage your account through our Tenant Portal, just register your account for online services, or set up a Direct Debit, make a BACS transfer or pay by rent card.

If you need support to manage paying your rent let us know.

Our Housing Team can signpost you to local services that may offer practical help.



This newsletter is available in alternative formats on request. Please contact the Crosby Housing Association office on 0151 920 7300

Chair: Tony McClure, Chief Executive and Secretary: Mandy Elliott. Member of the National Housing Federation
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