



# Newsletter



**PLEASE NOTE:** The CHA Office and Charity Shop will close at 12noon on Friday 22nd December 2023 and will re-open on Tuesday 2nd January 2024. In case of emergency, please call our out of hours service on 0151 920 7300



The Board and Staff at Crosby Housing Association send all Tenants, Contractors and Partners a peaceful festive period and wish you a healthy and prosperous 2024



**THANK YOU - Waterloo Christmas Lights Switch-On**

## A WATERLOO Christmas







# Winter Energy Efficiency

As we head into the peak of winter, it's essential to maintain a cosy and energy-efficient home. With the drop in temperatures, it's crucial to find a balance between staying warm and efficiently managing energy usage while preventing dampness and mould. This article offers some practical tips and guidance to help you achieve these goals during the colder months.

## 1. Optimise Heating Usage

- Set Thermostat Sensibly - Adjust your thermostat to a comfortable yet reasonable temperature, ideally between 18-20°C, to save energy and cut down on heating expenses.
- Use Timers - Program your thermostat to lower temperatures when you're asleep or away and increase them when you're at home and active.
- Seal Draughts - Close any gaps or cracks around windows, doors, and vents to stop cold air from getting in and warm air from escaping.

## 2. Effective Insulation

- Check Windows and Doors - Ensure proper insulation of windows and doors to keep the cold out and reduce heat loss.
- Fit Curtains or Blinds - Use thick curtains or blinds for added insulation, particularly at night.

## 3. Efficient Energy Use

- Switch to LED Bulbs - Use energy-efficient LED bulbs, consuming less electricity and having a longer lifespan than traditional incandescent bulbs.
- Unplug Devices - Disconnect chargers, appliances, and electronics when not in use to avoid "phantom" energy consumption.
- Use Energy Star-rated Appliances - Where possible, choose energy-efficient appliances to reduce overall energy use.

## 4. Combating Dampness and Mould

- Ventilation - Maintain proper ventilation by using extractor fans in kitchens and bathrooms to reduce excess moisture, a common cause of dampness and mould.
- Wipe Surfaces - Regularly wipe surfaces to eliminate excess moisture and prevent mould growth.
- Report Leaks Promptly - Report any water leaks or damp areas to us promptly for timely repairs.

## 5. Personal Efficiency Habits

- Layer Clothing - Wear layered clothing indoors to stay warm, allowing you to set the thermostat lower and save energy.
- Enjoy Warm Beverages - Indulge in warm drinks like tea, coffee, or hot water to stay cosy without solely relying on heating.
- Use Draught Stoppers - Place draught stoppers at the bottom of doors to prevent cold drafts and preserve warm air.

Implementing these tips not only helps manage energy consumption during winter but also contributes to a healthier and more comfortable living environment. For maintenance concerns, including dampness and mould, please reach out to our team on 0151 920 7300 or via the website or tenant portal.

Stay warm and energy-conscious this winter!

# Tenant Satisfaction Measures (TSM's)

Thank you to those who have already completed and returned the Tenants Satisfaction Measures (TSMs) Survey in recent weeks. This is a new survey that all housing providers that are regulated by the Social Housing Regulator are required to do.

As this is the first one under the new rules we have decided to appoint an external organisation called Acuity to deliver this on our behalf. We already work with Acuity as they provide services to many smaller housing associations.

## What does this mean for me as a tenant?

**FREE PRIZE DRAW** - All completed TSM surveys will be entered into a prize draw for your chance to win a £50 high street shopping voucher. Acuity will be picking 3 winners at random in January 2024

- If you have provided us with an email address, you will receive a copy of the survey by email which can be completed online.
- If you have provided us with a mobile phone number, you will also receive a text message reminder about the survey with a link to complete online
- If you have not provided us with an email address or phone number, you will receive a postal survey to complete and return. Postal surveys can be returned using the freepost envelope provided, or alternatively can be dropped off at the Crosby Housing Association office using one of our secure mailboxes



**PLEASE NOTE:** If you have not received the Tenant Satisfaction Measures (TSMs) Survey by email or post, please contact Acuity on 01273 287114 or email [acuity@arap.co.uk](mailto:acuity@arap.co.uk)

**Waterloo Community Association  
&  
Crosby Housing Association**  
invite you to our weekly warm  
welcome space



**Everyone  
welcome**

Enjoy some company, take part in an activity or spend some quiet time in a friendly warm space

**Where:** Waterloo Community Centre,  
Great Georges Road, Waterloo  
**When:** Every Friday - 11am - 2pm

Drop in for a **FREE** lunch and a warm drink

**Sefton Warm Spaces**  
a space for community and warmth in Sefton  
in partnership with Sefton Council, Sefton CVS, and Sefton CVS

## Sefton Warm Spaces Network 2023

### Weekly Schedule

Warm Spaces are places where people can gather for free in a safe, warm place to connect with others and maybe enjoy a hot drink and food.



For a full schedule of Warm Spaces operating across the borough, please visit [seftoncvss.org.uk/warmspaces](https://seftoncvss.org.uk/warmspaces)

Alternatively, please contact the CHA office to request a printed schedule of Warm Spaces across Sefton





# Repairs Service Review

From January 2024, members of the Tenant & Resident's Voice Panel will be conducting a short telephone survey with tenants who have recently had a repair completed in their home by one of our contractors.

The purpose of this telephone survey is to ensure our tenants are fully satisfied with the service they recently received and to help identify ways to improve the repairs service.

All members of the Tenant & Resident's Voice Panel will receive GDPR and Data Protection Training before conducting the telephone surveys, and the panel members will only be provided with basic information about the repair in your home.

The telephone surveys are entirely voluntary, but we hope you will take a few moments to share your experiences with members of the Tenant & Resident's Voice Panel in the new year.

## IMPORTANT INFORMATION FOR THE FESTIVE SEASON



Sefton Council



Sefton Council have a range of Cost of Living support services available to help individuals and families who may be struggling during the festive period. Visit [sefton.gov.uk](https://sefton.gov.uk) for full details or alternatively contact Sefton Council Customer Services team on 0345 140 0845

In an emergency, or if you don't feel that you can keep yourself safe, please contact 999 or visit A&E.

NHS 24hr Urgent support helpline call the 24/7 freephone helpline: 0800 145 6570

Alternatively, text HEAL to 85258 for immediate support, available 24/7

For children, families or professionals contact the CAMHS Crisis Line to speak directly to a mental health practitioner on 0808 196 3550 or 0151 293 3577.

Childline call 0800 11 11

If you would like this document in another language, format, or require the service of an interpreter, please contact us.

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

本文件可以翻译为另一语文版本, 或制作成另一格式, 如有此需要, 或需要传译员的协助, 请与我们联系。

Pokud byste si chtěli tento dokument přečíst v jiném jazyce nebo formátu, nebo pokud požadujete služby tlumočnicka, kontaktujte nás.

Jeżeli chcieliby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

Če želite ta dokument v druhém jazyku ali obliki, ali če potrebujete storitve prevajalca, se prosim obrnite na nas.

