

# Northamptonshire Rural Life

The residents' newsletter for  
**Northamptonshire Rural  
Housing Association**

**SUMMER 2014**

[www.northamptonshirerha.org.uk](http://www.northamptonshirerha.org.uk)



Northamptonshire  
**Rural Housing**  
Association



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myhomeonline?  
Call us!**

## *Let's celebrate*

**Rural Housing Week has been a time for celebration in Collyweston with the official opening of The Drove.**

Residents including Sheila Barr are already enjoying their new homes. "The Collyweston community is very friendly and I'm so pleased that my grandsons are close enough to call round on their bikes," she says.

**For the full story visit [www.northamptonshirerha.org.uk](http://www.northamptonshirerha.org.uk)**

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# 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 **01530 278080**.

## 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](http://www.trusselltrust.org)



# 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](http://www.pestcontrol.co.uk) to find out about free pest control inspections



## 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!

## 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 **0845 6772220** or email [northamptonshire@acnorthants.org.uk](mailto:northamptonshire@acnorthants.org.uk)

*If you run your own business and would like to be featured on the Noticeboard, email [Sue.Haywood@midlandsrh.org.uk](mailto:Sue.Haywood@midlandsrh.org.uk)*

*Please note that NRHA cannot endorse any services featured.*

[www.northamptonshirerha.org.uk](http://www.northamptonshirerha.org.uk)

## 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

5 formal complaints were received.



### Calls

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



### Repairs

Overall repairs satisfaction was 98% (target 90%).



### Out of Hours Repairs

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

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)



### Ingredients

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

### 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.

*Do you have any family favourites that we can share? Please send in your recipes to [Sue.Haywood@midlandsrh.org.uk](mailto: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 **01530 278080** with your request.



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## Policies updated

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

If you would like a copy of the revised and updated policy statements, call **01530 278080** or visit [www.northamptonshirerha.org.uk](http://www.northamptonshirerha.org.uk)



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