



This is the latest edition of our newsletter specifically targeted at leaseholders and shared owners of OCHA and Westlea Housing, both of which are part of the GreenSquare Group.

Being a good neighbour – building a better future

We have been responding to feedback from our leaseholders...

Antisocial behaviour

We are keen that antisocial behaviour (ASB) is dealt with straight away and effectively:

- Can you please report any ASB to Stephanie Shirley in the first instance. (See Contacts on page 2.)
- You can also report problems through the form on our web page or by phoning Westlea's or OCHA's general number and your call will be forwarded to the correct housing officer.
- On our ASB web pages there are tools such as 'dear neighbour' templates and diary sheets (to record nuisance) that can be downloaded.
- There is information about the number of live cases currently in each town and what interventions the ASB team has taken.
- We also have a Twitter feed. If people want to subscribe, our name is WestleaASBO.
- Be aware that, if the person (or persons) causing the problem is not one of our tenants, we have fewer powers, although we can signpost you to the agency that may be able to help.

Some residents from blocks of flats feel insecure

If your building has a communal entrance, we suggest that you make sure the main door is locked behind you and don't let anyone into the building who you don't know. It is your living space and your community, and you have a right to feel safe in your home.

Congratulations

...to Mrs Bateley from Corsham whose feedback card from our last newsletter was drawn out of 'the hat'. She has won a £20 shopping voucher from the shop of her choice – Sainsbury's.

Money advice

Page 2 contains plenty of helpful money advice for leaseholders and their families.



We welcome your feedback. If you have any queries or would like us to cover anything specific in a future newsletter, please contact Stephanie Shirley on 01793 602829 or email stephanie.shirley@greensquaregroup.com

We are currently putting together information for our leaseholders on the GreenSquare website – if you would like any particular topic included, can you please contact Stephanie.

Money advice

For residents in Wiltshire, we have set up a scheme with North Wiltshire Citizens Advice Bureau to make sure you get help with: claiming the benefits you are entitled to; making your money go further; any financial difficulties; banking, and what to do if you don't have a bank account; and finding affordable credit (saving and borrowing from a credit union).

If you would like to find out about benefits you may be entitled to, your Citizens Advice project worker will: check whether you are entitled to a benefit; check you are receiving the right amount; help you to make a claim or appeal; help you if you have been paid too much and have to pay some back; and tell you how to get specialist help.

If you need help with financial problems, your Citizens Advice project worker will help you to: put together a realistic budget; talk to people you owe money to, and agree affordable repayments; and deal with legal action taken against you.

You can contact the project worker by: e-mailing the Citizens Advice Bureau at westlea@northwiltscab.org.uk; phoning 01249 445115 (extension 3); or texting the Citizens Advice Bureau on 07890 733919.

You can contact your Money Friend by: e-mailing the Citizens Advice Bureau at moneyfriend@northwilts.cab.org.uk; phoning 01249 445115 (extension 3); or texting the Citizens Advice Bureau on 07890 733919.

The citizens advice bureau's main phone number (for any other advice) is 0845 1203707.

The national Citizens Advice website address is www.citizensadvice.org.uk.

Oxford-based residents should contact Paul Worthen, Financial Inclusion Project Leader, on 01865 773000 for help and more information.

Cluttered communal area concerns

Some residents have expressed concerns about communal areas being cluttered.

Please work together with your neighbours to stop landings, hallways, or stairs being blocked with bikes,

prams, toys, or rubbish – it is a tripping hazard particularly to elderly or disabled residents, and it could, in the event of a fire, impede your escape from the building.

Rubbish needs to be put into the bins and not left in communal areas for others to dispose of.



Gas Appliance Servicing

Good news! This service is now up and running. If you would like to take advantage of our competitively-priced annual gas check, please contact Danielle Godridge, service contract co-ordinator at Westlea Housing, on 01249 466099 or OCHA Customer services on Freephone 0800 980 9272.

Noise

Noise is one of the biggest causes of neighbourhood disputes. If you can hear your music/TV outside of your property, it is too loud. Your neighbour may not share the same taste in music/TV as you. If you know there is going to be a noise from your property that could cause a nuisance to your neighbours, let them know in advance so they are prepared. Both you and your neighbours have the right to quiet enjoyment in their own home.



Repairs to your homes

Residents are responsible for repairs to their homes unless the property is under one-year old and it is a defect covered by the builder's warranty. If it is a major problem with the structure, it may be covered by the 10 year NHBC warranty.

If you live in a flat, please report any repairs needed in the communal area by calling the numbers shown below – don't assume someone else has already reported them. Costs for any work carried out will be divided between all the flats

in the block and will be added to the service charge. If any work to a block of flats is going to cost more than £250 per flat, we need to consult all the residents before going ahead with the work – unless it is an emergency.



Westlea maintenance 01249 466100 • OCHA 0800 980 9272 Freephone or 01865773000



housing people, building communities

Jennie Hempleman*	01865 782 542	Oxford
Zoe Robbins*	01865 782 542	Oxford
Zoe Pace*	01249 466109	Chippenham
Hilary O'Brien	01793 602 830	Swindon
Stephanie Shirley	01793 602 829	Swindon
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**Jennie and Zoe Pace are available from Monday to Wednesday only.*

Zoe Robbins is available on Thursdays and Fridays only.