

Were you satisfied?

Last December we undertook our annual Tenant Satisfaction Survey to find out what you thought of the services we provide. The majority of you returned the forms giving a record response rate of 56%. Thank You.

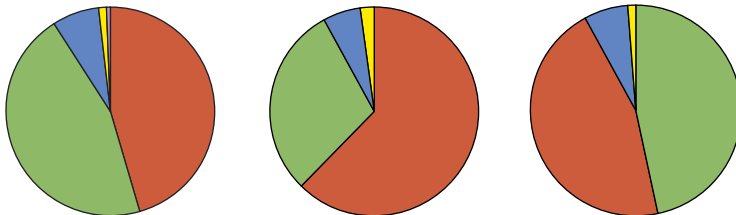
Feedback from the survey helps us assess our performance and identify areas where we need to improve. It also lets us know if our efforts to improve are working. The next tenant survey will be delivered in November/December - please look out for it and let us have your views.

WHAT YOU SAID ABOUT ...

The overall service we provide?

Your accommodation?

Keeping you informed?



very satisfied neither satisfied nor dissatisfied very dissatisfied
fairly satisfied fairly dissatisfied

Don't forget that you don't have to wait until the survey to raise your concerns. You can contact your Housing Manager at any time.

IN THIS ISSUE

tenant survey

**AGM and Board
Members' tour**

scheme update

caller security

who's who

farm fresh

REPAIRS LINE

0845 702 3882

Open 24 hours



Above: HRH The Princess Royal, president of the Rural Housing Trust, talks to builders at Beer, Devon.

Out and About

Throughout the year ERHA holds various events where tenants are invited to come and meet our staff and Board Members. These range from Open Houses at new developments to scheme tours and our AGM. If we're in your area we'll write to you and let you know!

This year's AGM is taking place near Bath on Wednesday 21 September. If you would like to come along please let us know. Spaces are limited so book early.

Changes to E111 form



Before you go off on your summer holidays be sure to pick up an E111 form from the Post Office. The forms are free and entitle you to free or reduced-cost medical treatment if you fall ill or have an accident whilst travelling in the European Union.

Recent changes to the form mean that now every individual, including children, must have their own form.

For advice on how to obtain and complete a form visit your nearest Post Office or log onto www.postoffice.co.uk.

YOUR HOLIDAY CHECK LIST

With so many clothes to squeeze in the suitcase, the essentials can often be forgotten or left behind.

The Post Office has provided this handy 'Know Before You Go' checklist.



Always remember to

Get adequate travel insurance. Make sure everyone and all the activities you want to do are covered. Make a note of your policy details and the 24-hour emergency phone number.

Get a good guidebook. Make sure you know the dos and don'ts of your destination.

Ensure you have a valid passport. Obvious but often overlooked!

Check what vaccinations you need. Check with your travel agent and doctor to see if you need to take any extra health precautions. Be sure to do this at least 6 weeks before you travel.

Take enough money. Credit cards, travellers' cheques and ATM machines have made accessing money abroad much easier. However, hard cash still has its uses on arrival. Be sure that you have enough money available for your trip.

Make copies of your itinerary. Leave emergency contact details and copies of your itinerary with a member of your family or close friend.

Check the Foreign & Commonwealth Office (FCO) for up to date travel advice by logging on to www.fco.gov.uk or calling 0870 606 0290.

Have a safe trip and enjoy yourself!



Links Close, Newchurch, Kent



Ash Grove, St Margarets, Kent



Ricklands, Winford, Somerset



Ash Grove, St Margarets, Kent

Drop us a line

We're always keen to hear what you think of the newsletter. If you have an interesting or useful point to make then please call or email the editor.

Tel no. 020 7793 8114 or
email: info@ruralhousing.org.uk

On site building nearly 100 new homes

ERHA is committed to providing affordable homes in small villages for local people. We currently have 10 new projects under construction. Each development is designed to fit in with the existing architecture and meet the housing needs of local people.

Most of our projects provide a mixture of shared-ownership and rented property. Unlike most shared-ownership models, we **do not** charge rent on the part you do not buy. This helps ensure the homes are affordable both now and in the future.

We are currently on site in the following villages:

Albury (Surrey), Beer (Devon), Bledlow (Buckinghamshire), Elstead (Surrey), Eversley (Hampshire), Grundisburgh (Suffolk), Headley (Surrey), Holmwood (Surrey) Peaslake (Surrey), Pirbright (Surrey).

Faces to remember

ERHA currently uses 3 Housing Managers employed by the Rural Housing Trust and a Sales Co-ordinator responsible for the day to day management and for filling property vacancies. They are....



Left to right: Barry Lampard, Liz Fitzsimmons, Jo Passmore, Chris Graves



Above: Bruce Watson and Claire Foster get the guided tour of their new home from Housing Manager, Jo Passmore.

Who's knocking on your door?

Bogus callers can turn up in any guise and try and trick their way into your home. For your added peace of mind Housing Managers now have identification cards. If you are still unsure, make a phone call and we'll confirm if they're genuine.

A few simple precautions can help protect both you and your property:

- 1 Check if your back door is locked (if you have one).
- 2 Are you expecting a visitor? Do you know who the caller is? Some bogus callers will say that they need help, a glass of water or to use the phone as a way of distracting you. It's your home and not rude to say you are unable to help.
- 3 If you're unsure about a caller's identity make a phone call to check (closing the door whilst you do so). Check ID cards carefully, even these could be fake. Genuine callers won't mind waiting whilst you do this.
- 4 If it is a tradesman, make sure you don't sign anything until you are clear what it is. If in doubt don't sign anything until you have talked to someone else.
- 5 If you are worried, don't be afraid to say No and call the police.

New member of staff

To ensure our continuing expansion we have employed Andrew Smith as our Strategic Development Manager. Andrew's role is to work with the development team and external partners to ensure that we continue to build affordable homes where they are needed most.

Having already worked for many years in the rural housing sector he has a great deal of knowledge and experience of the issues we are tackling.



Above: Andrew Smith at the Newdigate development in Surrey



Farm fresh

In recent years buying farm fresh has meant soiling your hands whilst bagging up root vegetables in the nearest out of town supermarket. The continuing success of farmers' markets gives us an alternative and provides shoppers with an opportunity to buy goods direct from the local producer.

There are now around 500 farmers' markets in the UK, with almost 15 million of us visiting one last year. Supporting local markets means that your money goes direct to the producer, cutting out the profits of the middle-man. It also means you get a better selection of fresher produce. And you help the environment too by cutting down on the amount of travelling and packaging it takes to get goods to you.

To find out where your nearest farmers' market is you can contact the National Farmers' Retail & Markets Association (FARMA) by visiting their website www.farmersmarket.net or telephoning them on 0845 230 2150.

Changes to the Repairs Line

Since the last newsletter the following changes have been made to the way tenants contact the 24 hour Repair Line:

- Emergency repairs notified after 1pm will be dealt with by Careline, our out of hours emergency service. (In the past, the line was switched to Careline after 5pm).
- A new operator dedicated to helping with all of your repair requests has been appointed and her name is Karen Wheeler.
- Karen will operate the Repairs Line between the hours of 8.30am and 1pm.

In order to run the repairs line efficiently, we would be very grateful if you could make all of your repair requests, whether emergency, urgent or routine, to Karen during the hours of 8.30am and 1pm.

If something goes wrong after 1pm and it is NOT an emergency, please speak to Karen the following morning.

After a repairs job, please don't forget to fill in and return the form so we know that the job has been completed to your satisfaction.

DON'T WASTE WATER THIS SUMMER

If predictions are right - this summer will be a scorcher, which may lead to water restrictions being put in place.

With increasing pressure on water reserves it's essential that we look after every drop.



Designed and published by the Rural Housing Trust on behalf of ERHA

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