

Autumn 09



SPOTLIGHT

Buzz 2

Your special guide to services from
Shepherds Bush Housing Group

..... on **Domus**

Domus is our new in-house repairs service.

Domus, which is Latin for home, is your new in-house repairs service.

You've told us that repairs are the most important element of our service. Through Domus, we'll make sure the repairs' service remains high and continues to improve. We want to ensure you get the best possible service.



The Domus Team



Paris Ghaffary

Annual gas check

Did you know that by law we have to carry out a gas check in your property?

We have hit our **100%** target for gas safety checks. To do this, we had to force entry into eight homes and re-charged each of these £231 along with 32 who let us in as we arrived.

For your own safety, please let us into your property when you have an appointment so we can carry out the check. If the appointment is inconvenient you can phone the repairs desk on **0800 0742130** to reschedule.

Reporting a repair

Nothing has changed in the way you report a repair. You can contact us by phone, email or in person. If you phone up you will be speaking to one of our repairs' desk call operators like Paris Ghaffary.

All staff handling gas enquiries have had extra training in gas safety to ensure your safety. Staff like Andrew Walmsley on the repairs' line could answer your call.

You can report a repair on **0800 0742130** or visit **www.sbhg.co.uk/repairs**

Discount for residents

Does your home need a make-over now summer has come to an end? We can help with the cost.

Poores, a local DIY supplier in Acton, is the main supplier of parts for Domus. We have negotiated for you to receive a 15% discount on all goods. You will also receive 10% off decoration services. We will shortly be sending you a Poores privilege card.

Greg Birch, our director of property management, said: "Giving value for money was at the heart of our Domus partnership – this privilege card will offer you even more."

Poores is also giving back 1% of all Domus purchases and 2% of discounted purchases to invest in our community projects.

Repairs' appointments

When you report a repair, you're given an appointment. If the appointment is inconvenient please reschedule on

0800 0742130.

Missed appointments could have been given to another resident.

Andrew Walmsley

Repairs focus group

Our last Repairs focus group was on Thursday 24 September. We invited 200 of you who have had a repair carried out. During the focus group we discuss your views on our repairs service. The results are fed back to our property management department and the maintenance forum.

Since the last focus group we have agreed surveyors will feedback on their work within seven days. You asked if there could be a duty surveyor. We are looking to introduce a rota system so there is always a surveyor in the office, we will update you on this in the next issue of Buzz.

Larger repairs



Ana Costa Londono at home

If Domus attend a repair which is too large to tackle immediately - for example repairing a roof - they let the reinvestment team know.

Our reinvestment team has finished refurbishing the first five apartments in Twynholm Mansions, a Georgian mansion block of 25 apartments in Fulham. The rest will be completed by next spring. Ana Costa Londono and her family moved into a newly refurbished flat in June.

She said: "The whole flat including the entrance feels cosy. But the biggest thing was using the

space cleverly to convert the flat into three double bedrooms. Now my children have their own room. The contractors and staff at SBHG were great. I was consulted every step of the way from choosing colours, work surfaces and flooring. It really feels like SBHG cares."

We improve properties on an ongoing basis. Next year we will focus on bathroom and kitchen cyclical works. Our new five year programme will be released shortly. It will be at www.sbhg.co.uk/maintenance and we will write to those receiving replacements.

Your responsibility

We are responsible for some repairs to your home such as ensuring you have hot and cold water and safe electrics.

However, some repairs are your responsibility. If we carry out these repairs on your behalf you'll be recharged for the work as this is fairest for all our residents.

If you are vulnerable or have a disability, we may cover the cost of these repairs.

For a full list of the repairs we're responsible for and repairs you are responsible for see www.sbhg.co.uk/repairs or call the repairs desk on 0800 0742130.

Energy efficiency

As winter sets in, we're offering you advice to save money and make your home greener:

- Use a timer on your heating.
- Turning your thermostat down by one degree could save £30.
- Don't obstruct radiators with curtains or furniture.
- Use energy efficient light bulbs, they use less energy and last longer.
- Turn off electrical appliances at the plug, don't use standby.
- Avoid putting hot or warm food straight into the fridge.
- Defrost your fridge frequently and check the door seals.
- Use low temperatures and have full loads when washing clothes.
- When using a kettle, only boil as much water as you need.
- Clean limescale out of your kettle so it heats up quicker.
- Having a shower uses around 40% less water than a bath.