

# Summer 2008 Yourhousing news



Sign up to Get With: **PAGE 3** Getting you involved: **PAGE 4** An inspector calls: **PAGE 8**



## Community Celebrates

See story **page 8**  
Bishops Green Event!



## Bank Holiday office closures

Sentinel's offices will be closed on Bank Holiday Monday 25 August 2008. Normal services resume on Tuesday 26 August 2008.

If you have an emergency repair to report during this period, please ring **0800 195 5515**.

Only emergency repairs reported during this period will be passed to the Contractors. If you report an emergency and it is found not to be an emergency, you will be charged a call-out fee.

If you report a repair during this period that is not an emergency the order will be raised on Tuesday 26 August 2008 (the repair completion target period will start from this date).

Alternatively, for non-emergency repairs, customers can use our on-line repairs reporting facility on: [www.yourhousing.co.uk](http://www.yourhousing.co.uk)

In this edition of your housing news we have included a readership survey. This is your chance to help improve and shape future newsletters and to **win up to £100 of shopping vouchers**. Complete and return the survey by Friday 8 August 2008 and your name will be entered into a **FREE** prize draw.

Sentinel staff and board members may complete the survey but are not eligible to win a prize.



Free phone query number: **0800 195 5515**

# Neighbourhood m

## Welcome to Yourhousing news

Well summer is officially here so let's hope the weather treats us kindly. This summer's Get With activity programme is even bigger, **check out P3 for more information.**



Your neighbourhood teams have been out and about working with you to make your neighbourhoods great places to live. **See P4 for feedback.**

We are pleased to announce that the new involvement structure for customers is now officially up and running. It's not too late to get involved, **see P4 for details.**

Please remember to be considerate of your neighbours during the summer months.

Make sure you know where your children are playing and that they are safe. Hopefully we'll have some great weather that we can all enjoy.

## Improving our repairs service

**Following a review of our repairs service where customers, staff and contractors drew up new service standards and improvements for the services, we have begun the process of putting our repairs and maintenance service out for tender.**

The process of selecting a contractor(s) for the service will take until December 2008, with the new contract(s) starting in April 2009. The services being tendered for are, day to day repairs and repairs to empty properties, and we are also interested in contractors who could do other work for us such as fitting new kitchens and bathrooms.

A core group of staff and customers have been brought together to help select the contractor, including visits to other landlords where the

shortlisted contractors are currently working.

We have already been able to deliver some improvements to our service. Since April 2008 all routine repairs are being completed within 21 calendar days reduced from 28 calendar days. If a contractor is unable to complete a job first time they will make a return appointment for themselves or another contractor to return before they leave your home.

Older customers and those with a disability can now benefit from a Gold Standard service where

certain repairs will be completed more quickly because of their particular needs.

In the meantime we will continue to work with our contractors to provide the best possible service, which we hope you will agree is doing quite well. **(Please see our performance information on P10)** If you have any comments, questions or suggestions about the service or the new contract please contact Carole Ranson on **0800 195 5515.**

## Swap your home online



**After consulting with customers, we are pleased to announce that Sentinel has joined the HomeSwapper mutual exchange scheme. The service works over the internet and means Sentinel assured tenants can now search for a mutual exchange with other social housing tenants from all over the UK free of charge.**

If you do not have internet access you can view lists of people looking for a swap by visiting our Basingstoke or Fleet offices. If you would like to advertise your home on line and are not able to access the internet, please contact Sentinel on **0800 195 5515** to request an application form.

The scheme has had considerable success throughout the country enabling tenants to move to accommodation nearer to their place of work, friends or family, or to move to homes that better meet their needs.

Chantal Mitchell, Neighbourhood Manager, explains *"The HomeSwapper scheme plays a vital role in helping people to find a home that meets their needs. It has been difficult for people who need to move to another area or to another type of property to find a suitable home, and this scheme helps to make this search easier. Because the service is internet based, it means tenants can find suitable swaps quickly and can carry out regular searches for suitable matches. We are really pleased to be able*

*to offer this service to our tenants".*

If you want to search for a suitable swap, or to register your home on the site go to **www.HomeSwapper.co.uk**

Applicants who register with HomeSwapper who are not assured tenants or who have rent arrears may be excluded from full membership.

Please note that if you do find someone to exchange with, you must not proceed with this exchange until Sentinel have formally given permission.

# matters



## Sign up to 'Get With'

Want to know where to be this summer to make friends, have fun and learn new skills, well make sure you are registered for Sentinels **'Get With' scheme running from 28th July to 22nd August from 11am – 4pm, Monday to Friday.**

**This year we're working closely with our partners to make the scheme even bigger and are running events at:**

- Everest Community College & Junction 6 Youth Centre in Popley, Basingstoke
- The Darby Centre, Yateley & Hart Neighbourhood Centre, Hook
- The Connault School & The Capricorn Youth Centre, Aldershot

Best of all **IT'S ALL FREE** and there is an activity to suit everyone, ranging from an Army **"Ready Steady Cook"** trip, to Urban Street Dance, to name just a few. This is the 4th year that Sentinel have run the scheme and we're hoping to build on the success of last years events which really made a difference to the communities we work in.

For a timetable and registration form please **TEXT** your name and address to the following telephone number:

Everest Community College, Basingstoke **07500 503865**

The Darby Centre & Hart Neighbourhood Centre, Hart **07500 503863**

The Connault School & Capricorn Youth Centre, Rushmoor **07876 693358**

Or **TELEPHONE** the Customer Services Team at Sentinel on **0800 195 5515**

**DON'T MISS out on THE experience of the summer!!**

## Sentinel Supporting local schools

Sentinel staff have been busy collecting vouchers from a number of the main supermarkets in Basingstoke to help benefit a selection of local schools within the communities we serve. Schools can use the vouchers to buy computers or a range of sports equipment.

## You can pick 'n' mix with new rent payment initiative

Sentinel residents can now grab a bag of pick n mix and pay their rent at the same time.

We have teamed up with Woolworths, so you can use your Allpay cards at the till, to pay your rent either by cash or card.

**WOOLWORTHS**



Allpay is brilliant for people without bank accounts or who have trouble managing their money. Simply pop into a Woolworths or Post Office near you, and use the card to keep up to date on your rent.

You can now also pay with your debit card over the phone or at our offices, via the web, by direct debit, and we're still happy to take cheques.

# Meet Your Team

**Do you live in Popley or Chineham? Do you have any tenancy issues that you want to discuss but cannot find the time to get to Sentinel's office? Do you want to know what Sentinel are doing in your area?**

If the answer to any of these questions is yes, then come along and meet your Neighbourhood Team at Popley Fields Community Centre or Melrose Hall.

Every month your Neighbourhood Team will be hosting a Team Surgery in Popley. Giving you an opportunity to meet the team

in an informal setting and to feed back about our services and the work we are doing in your neighbourhood. You will be able to discuss your own personal issues about rent enquiries, ASB issues or

maintenance queries and will also be able to contribute to the development and delivery of our Neighbourhood Plan for North East Basingstoke.

**We hope to see you on one of the following dates:**

8th July	Popley Fields Community Centre	10am - 3pm
12th August	Melrose Hall	10am - 3pm
9th September	Popley Fields Community Centre	10am - 3pm
14th October	Melrose Hall	10am - 3pm
11th November	Popley Fields Community Centre	10am - 3pm
9th December	Melrose Hall	10am - 3pm
13th January 09	Popley Fields Community Centre	10am - 3pm
10th February 09	Melrose Hall	10am - 3pm
10th March 09	Popley Fields Community Centre	10am - 3pm

If you would like any further information please contact Lynn van den Broek on **0800 195 5515**.

# Getting you **invo**

## Sentinel On The Road



Sentinel staff once again took to the road to visit you in your neighbourhoods. In Normanton Road in Oakridge on Wednesday 7 May 2008, we met local residents who raised issues such as uneven pavements, youth nuisance and poor repairs to garages. The pavements and garages will be reviewed by our Maintenance Surveyor and Garage Officer and other Neighbourhood Services staff are working together with Community Safety Teams and local young people to help improve the community for everyone.

The Sentinel on the Road event in Lancaster Road and Queen Mary Avenue held in April was dampened by bad weather and subsequently had a poor turnout. Those residents that did come along raised issues such as parking, untidy gardens and anti-social behaviour. We wrote to those people with untidy gardens, parking was reported to Basingstoke & Deane Borough Council and staff are working closely with residents on the anti-social behaviour issues.

## Nominated by you, making a difference in your neighbourhood

We are delighted to announce that the new involvement structure for customers is now in place. Two new Neighbourhood Panel committees, have been formed from the nominations that you made in March. Each committee will represent their local community and work with Sentinel and other partners to make improvements and monitor the success of a range of projects and initiatives. An important part of the work that these panels do is to be consulted on and to monitor the success of the Neighbourhood Plans which Sentinel has for all the areas we work in.

Both panels meet monthly and you are welcome to come along as an observer to find out how the panel works. You may even decide you would like to get involved and there are still some committee vacancies, so for more information about meeting times and venues please contact Richard Pilbeam on **0800 195 5515** or visit our website [www.yourhousing.co.uk](http://www.yourhousing.co.uk)

### The residents who are currently on the Neighbourhood Panels are:

#### For the Basingstoke Area

Area number	Neighbourhood management area	Elected Representatives
AREA 1	Bramley, Chineham, Hartley Wespall, Popley, Sherbourne St John, Sheffield On Loddon, Stratfield Saye	Pauline Escourse Toni Taylor (Secretary) Marion Witts Bert Jobling
AREA 2	Basingstoke Town Centre, Houndmills, Kempshott, Mapledurwell, Oakridge, Old Basing, South View, Up Nateley	Kathy Hine Tony Mitchell (Chair) Helen Parry Brian Sanders (Vice Chair)
AREA 3	Ashford Hill, Ashmansworth, Baughurst, Bishops Green, Broadlaying, Burghclere, Charter Alley, Ecchinswell, Hannington, Headley, Heath End, Highclere, Kingsclere, Little London, Monk Sherbourne, Mortimer, Mortimer West End, Pamber Heath, Park Village, Newtown Common, North End, Penwood, Ramsdell, Silchester, Tadley, Wolverton, Wolverton Common, Woolton Hill, Winklebury.	Paul Frankum George Herbert (Treasurer) Vacancy Vacancy

#### For the Hart area

Area number	Neighbourhood management area	Elected Representatives	
AREA 1	Blackwater Eversley Hartley Wintney Phoenix Green Yateley	Gill Mathews Dick Wylie (Chair) Vacancy Vacancy	
AREA 2	Cove Crandall Dogmersfield Elvetham heath Ewshot Farnborough	Farnham Fleet Tongham Winchfield Wormley	Enid Hughes Pat Salvagnac Vacancy Vacancy
AREA 3	Bagshot Camberley Greywell Hound Green Mattingley Odiham South Warnborough	Bramshill Church Crookham Crookham Village Hook Long Sutton North Warnborough Rotherwick	Bill Hall (Vice Chair) Dawn Moors (Treasurer) Molly Parrett Isla Sutherland

# lived



The Neighbourhood Panels also nominate members to join STARA (Sentinel Tenants' and Residents' Association). STARA representatives also meet monthly and work on issues which affect all Sentinel customers, such as reviewing policies, budgets and service delivery. They also nominate four members to Sentinel's Board of Management. The new STARA committee has five members from the Hart area and seven from Basingstoke. **These members are:**

Pauline Escourse	Basingstoke	(Treasurer)
Bill Hall	Hart	
George Herbert	Basingstoke	
Kathy Hine	Basingstoke	
Tony Mitchell	Basingstoke	(Chair)
Dawn Moors	Hart	
Molly Parrett	Hart	
Helen Parry	Basingstoke	
Brian Sanders	Basingstoke	(Vice Chair)
Isla Sutherland	Hart	
Marion Witts	Basingstoke	
Dick Wylie	Hart	(Secretary)

If you would like more information about STARA please contact Richard Pilbeam, Customer and Community Involvement Co-ordinator, on **0800 195 5515**.

## Residents Day 2008 update...

Sentinel's annual residents day will be held on Saturday 4 October at an exciting new venue this year. We are pleased to be using the brand new facilities at the Everest Community College, in Popley, Basingstoke. This year's theme will be 'Sentinel in the Future', so if you're interested in knowing more about what's happening and would like to attend this year's event please keep the date free. If you've been before or have heard about it from friends you'll know it's a day not to be missed, so look out for your personal invitation coming soon!!

## Pride in Your Place Walkabouts, making a difference in your neighbourhood



In Taverner, Freemantle & Westray Close, Oakridge, walkabouts are held every other month. Recent issues include:

- Loose bricks in the car park area
- Broken walls surrounding car park areas
- Railing to replace walls – this will go onto Sentinel's Environmental Improvements Budget, which is the long term 'wish' list for larger projects.

Basingstoke & Deane Borough Council has been asked to remove the broken glass in the children's play area and dog mess on the playing field. Both these areas will be closely monitored to ensure action is taken by the Council.

Every month Walkabouts have taken place at North Houndmills since the development was handed over in March 2008. Walkabouts take place on the second Friday of every month at 10.00 am. Come along and meet representatives from Sentinel, the managing agents, Pinnacle, tenant representatives and residents from Longbourn and Pemberley Place. We will feedback to you in the monthly residents newsletter.

Crown Heights, in the town centre, has seen its entrance flooring replaced following a successful bid from the Tenants Association

Crown Heights (Sentinel) for a Community Chest Grant. On behalf of the Tenants Association, Diane and Ted, extended a big thank you to Sentinel and commented that the new flooring 'looks fabulous'.

Thank you to everyone who joined Sentinel's Neighbourhood Co-ordinator Larissa Trussell on Wednesday 9 April 2008 for a Pride in Your Place walkabout of Tasmania, Montserrat and Dominican Close, Popley. Following your feedback we will be working with residents in Tasmania Close on plans to create a communal garden and with Basingstoke and Deane to improve parking. We will also be carrying out some minor repairs to fencing in Tasmania Close and garage down pipes in Montserrat Close. If you would like to organise a Pride in Your Place walkabout in your neighbourhood please phone Sentinel on **0800 195 5515**.



## Sentinel Spring Clean at South View

Staff from Sentinel Housing Association and pupils from South View School have waged war on litter. Sentinel's Rubbish Raiders initiative which encourages young people to take care of their environment while having fun, took place at South View School, Shooters Way, on Thursday 24 April 2008. Around 60 pupils and staff took part in the event.

Melissa Chapman, Neighbourhood Manager for the area said: *"This is a great way to encourage young people to think about the environment they live in and how their behaviour can impact on it. This is the second year we have run this event in partnership with South View School and are very grateful to Head teachers Sheila Pape and Pat McDougall for agreeing to support it."*

Rubbish Raiders is just one of the community initiatives Sentinel has developed which encourages people of all ages to take pride in their neighbourhood. Regular Pride in Your Place walkabouts give local residents an opportunity to meet with Sentinel staff and other agencies to resolve issues such as litter and graffiti. Younger residents also get to join in through Sentinel's Little Neighbourhood Helper events run in partnership with local schools.

# Keeping you info

## Home-Start



North-West Hampshire – A local branch of Home-Start U.K.

**HOME-START was established in 1973 and is recognised as the UK's leading family support organisation. After attending a course of preparation, volunteers offer emotional and practical support to families who have at least one child under the age of five. By offering regular support, friendship and practical help to families in their own homes, Home-Start volunteers help to prevent family crisis and breakdown.**

Home-Start North-West Hampshire, based in Hart House, Priestley Road, Basingstoke, and a family group in Bishops Green Village Hall is looking for:

- Volunteers to support families
- Trustees to work with the Co-ordinators and the Management Committee
- Fund raising people willing to spend time to raise much needed financial support.

If you are able to help us in any of the above categories, or if you need help yourself, please contact Philippa King, Senior Coordinator, on **01256 812333** or e-mail [homestart-nwhants@tiscali.co.uk](mailto:homestart-nwhants@tiscali.co.uk) website: [www.homestart-nwhampshire.org.uk](http://www.homestart-nwhampshire.org.uk)

### Do you have a spare room for a young person in need of housing?

**Would you like to supplement your weekly income?**



### Step by Step

empowering homeless people and those facing adversity

'Suzanne' is 16 and attending a college course aimed at helping her find full-time employment. She has been in local authority care and is now ready to move on to begin the next level of independence.

There is one problem – she needs somewhere to live. Somewhere she can receive support that will help her learn life skills and then go on to live independently. Somewhere in the local area that will enable her to complete her course

and give her own self-esteem a much needed boost.

Could you be someone who can offer this young person, or one much like her a home under the umbrella of Step By Step's Supportive Lodgings Scheme? One Step By Step carer describing her role said, *"You need to be a good listener. I'm laid back and am willing to negotiate around the rules. You need to give them their freedom as well as limits."*

Backed by Hampshire County Council Social Services,

and several Councils within the county, Step By Step – an Aldershot-based charity – provides supported lodgings for young people aged 16 and 17.

Carers are paid up to £140 per week. Because many of the young people we place are particularly vulnerable and have come from unsettled backgrounds, Step By Step asks our carers, as part of an assessment process, to agree to a police check, provide references and to attend informal training sessions.

Anyone who would like further information should get in touch with Barbara Wolfe at Step By Step.

By Mail at:  
**61 Victoria Road,  
Aldershot, GU11 1SJ,**

by phone on:  
**01252 313 158**

or by email at:  
**barbara.wolfe@stepbystep.org.uk**

If you would like to participate in this scheme please contact your Neighbourhood Co-ordinator at Sentinel to let them know you may be taking in a lodger. If you receive housing benefit you will also need to contact your local council.



## Sentinel's Gender Equality Action Plan 2008-11

Gender roles often structure men's and women's lives and may result in disadvantage and inequality. For example, women are more likely to have caring responsibilities which can limit their work lives and income; British crime surveys report that one in four women experience domestic violence in their lifetime; men are sometimes disadvantaged by

workplace cultures which may not support their family or caring responsibilities and, on average, one in six men experiences domestic violence at some point in their life.

Sentinel acknowledges that people of different genders may encounter barriers and is dedicated to promoting positive attitudes towards our employees and customers

of all genders to help remove barriers and eliminate discrimination. We have drawn up a Gender Equality Action Plan following consultation with key staff, residents and external parties including Local Authority Domestic Violence Coordinators and Women's Aid and Violence Outreach Support organisations. The Action Plan includes targets to:

- promote gender equality in employment at Sentinel
- ensure housing and services are accessible for all genders, helping to remove barriers and make our services more inclusive.

For more information our Gender Equality Action Plan can be found on our website [www.sentinelha.co.uk](http://www.sentinelha.co.uk)

## Bogus Debt Help Text Messages

Some firms have been offering debt help via text messages, which make it look like its from the Citizens Advice Bureau.

The text message says:

*"Citizens Advice Bureau will talk to 6,600 people today with debt problems. Do you need advice on debt? Reply TALK to receive a call from a friendly advisor"*



This message is **NOT** from the Citizens Advice Bureau and you won't get through to its advisors; you will get through to a profit making 'debt' company. If you've got problem debts contact your local Citizens Advice Bureau. If you are having problems paying your rent because of other debts contact our Debt and Benefits Advisor on **0800 195 5515**.

# Development & Ma

## Community Celebration

**Dozens of families in Bishops Green joined Sentinel and Hill Partnerships to celebrate the completion of the first batch of new affordable homes on Friday 23 May.**

Sentinel's ambitious £17m project is reviving one of the Newbury area's most isolated rural communities by providing a new village hall and village shop, while replacing 95 outdated ex-council homes with 148 new homes to rent, part-buy part-rent or buy.

The first phase of 31 new houses and apartments – built by affordable housing specialist Hill Partnerships – have already transformed the lives of dozens of residents, some of whom moved there when the first homes were built in the early 1950s.

The record investment in the area means the new homes are much more energy efficient, while the landscaping and play areas make it easier to get around on foot. The first phase includes 23 homes for rent all allocated to people with local connections first.

Andy Hill, Managing Director of Hill Partnerships Ltd, said, *"We are very pleased to have partnered with Sentinel Housing on this project, where we have involved both our development and construction companies. Our design director and our production team have achieved a great outcome with phase one, and we are looking forward to working with the residents, and local community, on the future phases."*

Demolition for the next phase of homes has now begun, clearing another part of the estate for Phase 2, which is due to complete by next Spring. The third and final phase will complete in February 2010.



# An inspector calls

**This summer Sentinel will be commissioning a stock condition survey sample of 2,000 selected homes across our neighbourhoods.**

This survey is really important as it will help us to produce up-to-date information on the overall condition of our homes, and will allow us to plan future refurbishment and replacement work more effectively.

There's a one in three chance that we'll need to survey your home as part of the sample, which will be chosen based on location, age and type.

If your home is selected, qualified surveyors from our consultant Savills will write to you to arrange an appointment sometime between June and August.

Inspections won't take longer than 45 minutes, but we would really value your help so they can inspect the inside and outside of your home, and roof space where necessary.

All surveyors will carry identification, so please don't let anyone in without appropriate ID. To discuss further, please contact our Customer Service Centre on **0800 195 5515**.

# aintenance



## Working in partnership to meet housing need

Fifteen new low-cost shared ownership homes in Farnborough were officially opened at an event on Friday 9 May.

Sentinel Housing Association has worked in partnership with Rushmoor Borough Council and Cove Construction to build the 14 two-bedroom apartments and one three-bedroom house at Fern Place, situated on Fernhill Road, Farnborough. The homes have been built specially for key workers, first-time buyers and people on low-incomes.

Completed in January 2008, the homes are being sold by Sentinel on a shared ownership (part rent/part buy) basis, with residents

being given the opportunity to purchase initial shares of at least 50% or higher. Thirteen of the homes have already been sold, many of which are to local key workers.

Officials from Sentinel Housing Association, Rushmoor Borough Council, Cove Construction and Maddlin & Madisons attended the event where they were given a grand tour of the homes at Fern Place after visiting two other sites in Farnborough where Sentinel is building affordable homes.

Sentinel is working in partnership with Cove Construction to build an additional 40 affordable homes within Farnborough in Victoria

Road, Wood Lane and Ladywood Avenue, all of which are a mix of affordable rented homes for those on the housing waiting list and low-cost shared ownership.

Sentinel Housing Association's Assistant Development Director, Mike Shepherd, said: *"We are delighted to have worked in partnership with Rushmoor Borough Council and Cove Construction to provide these desirable homes in Farnborough, which have been built for key workers, first-time buyers and people on low-incomes who otherwise cannot afford to get on the housing market."*

## Restructure to provide more homes

**To deliver Sentinel's programme of growth there have been some recent changes in the structure of the Development Department and new staff have been appointed. This will help us in our efforts to provide more homes to meet the needs of existing and future customers.**

The development department will be split into two teams geographically, overseen by two Executive Directors, who will also have responsibility for the business management of our operational and development services. They will work together to ensure effective delivery of the organisation's housing provision.

### **Mike Shepherd – Assistant Director (Growth)**

Mike has been employed within the sector for 10 years in a variety of posts including new business development, neighbourhood management, repairs and maintenance, asset management, supported housing and housing strategy. Prior to joining Sentinel, he was employed as Head of Housing Services at Basingstoke & Deane Borough Council and is a corporate member of the Chartered Institute of Housing. Mike lives in Chandlers Ford with his wife, Jane.

### **James Pennington – Assistant Director (Growth)**

Has worked in Development for the last 10 years for Private Developers including, Berkeley Homes, Banner Homes and most recently Crest Nicholson as a Senior Land Manager. He is a keen sportsman enjoying most sports and plays rugby for a local team in Southampton.

### **Tim Inchley – Principal Regeneration Manager**

Tim is an architect by profession and worked on housing design before becoming a Project Manager. He then worked for various housing associations in the south, covering quality and design before taking up his post with Sentinel. Tim enjoys music, dancing, jigsaw puzzles and Scrabble. He plays the guitar and banjo and until recently taught the guitar for many years in Adult Education.

### **Lawrence Cook – Business Development Manager**

Lawrence began his career in property as an estate agent working in and around Reading before going on to study real estate management at the university of Portsmouth. He has also worked for a number of the larger commercial development companies.

### **Alex Sciarretta – Business Development Manager**

Lives locally and is a keen cricketer. He has worked for a number of local developers including Crest Nicholson, Bellway Homes and Westbury Homes.

**Val Bagnall, the current Business Director**, is now the Executive Director responsible for growth, maintenance and asset management, neighbourhood services and the customer service centre.

We also congratulate Julie Porter and Bill Thripp on their promotions to Assistant Director (Delivery) and Business Development Manager respectively, and Judith Lander, whose appointment as Development Programme Officer became permanent.

**We wish everyone well in their new roles.**

# Information & performance

## How well have we performed?

Below are the Customer Charter performance indicators from April 2007 to March 2008 (our financial year). We aim to continuously improve our service delivery e.g. by working closely with our contractors to improve repairs completion times.

At a glance 'smileys' show whether performance is above or below the target.

Performance Indicator	Up to March 2008	Target	At a Glance
Letters answered within 10 working days	99.2%	100%	☹️
Customer Service Centre phone calls resolved at first contact	96.9%	85%	😊
Customer Service Centre calls waiting lost	12.6%	6%	☹️
Customers satisfied with quality of responsive repair	96.4%	95%	😊
Emergency repairs completed on target (1 day)	99.5%	99.3%	😊
Urgent repairs completed on target (7 days)	99.1%	97.2%	😊
Routine repairs completed on target (28 days)	98.7%	97%	😊
Current rent arrears (% due at financial year end)	3.5%	2.8%	☹️
Number of complaints received	297	N/A	–
Satisfaction with complaint outcome	86%	85%	😊
Satisfaction with complaint process	88%	85%	😊
Average time to re-let a home	3.9 wks	3.0 wks	☹️
Number of kitchens refurbished	296	275	😊
Number of bathrooms refurbished	311	272	😊

# Performance



Would you like to buy  
the home you rent from Sentinel?

Or purchase a 'share'  
in your home?

and receive a discount  
off the purchase price

Interested?



Then talk to us about 'Social Homebuy'

Call us now on:  
**01256 338800**  
or email:

[SocialHomebuy@sentinelhomescope.co.uk](mailto:SocialHomebuy@sentinelhomescope.co.uk)

To find out if you and your property are eligible  
eligibility conditions apply

**Sentinel Homescope**

**Where's  
David  
Beckham  
when you  
need him?**



On Tuesday 22 April staff from Sentinel challenged the 'Green Hut' Youth Club in Winklebury to a 5-a-side football match, needless to say youth beat experience by quite a distance. That didn't stop us having another go and the rematch took place on Tuesday 10 June at the outdoor football court next to Winklebury Playing Fields. Watch this space for updates on our future progress!!

If you are part of a youth club in our area and feel that you have the skills, talent or ability to rise to the challenge then please contact Richard Pilbeam, Customer and Community Involvement Co-ordinator at Sentinel Housing Association on **0800 195 5515**.

# Competition Time!



**Congratulations to Mrs Louise Hook of Hearsy Gardens, Blackwater, Camberley**

who wins £50 of shopping vouchers.

In the last newsletter we asked which TV programme made Charlie Dimmock famous?

The answer is **Ground Force**.



Summer's here so why not have a go at our Summer Fun wordsearch for your chance to **WIN A TWO SEATER SWINGING HAMMOCK.\***

It's tricky as some of the words are spelt backwards!

Send your completed wordsearch competition entry to: Kim Drewery, Sentinel Housing Association, 56 Kingsclere Road, Basingstoke, Hants RG21 6XG. Closing date for entries is Friday 1 August 2008

\*Employees of Sentinel Housing Association can enter but are not eligible to win.



Image is for illustrative purposes only.

Your Name:

---



---

Your Address:

---



---



---



---



---

Your Contact Number:

---



---

S G B B U C K E T B P S  
 B A O P A S S P O R T E  
 E O R G H R I B N C D K  
 A N F O G C B S T A E I  
 C M R L N L O E P O E C  
 H T I I I G E S Q E W E  
 S T C S M P S S F U A C  
 B R O L M I F A S N E R  
 D O N O I T O L N U S E  
 Y P T O W E L G O D C A  
 T R I H S T C N I P S M  
 S I S W I M S U I T S S  
 Y A D I L O H S A A R U

Holiday	Bucket	Spade
Airport	Beach	Swimming
Towel	Goggles	Icecream
Flipflops	Sunglasses	Barbeque
Sunlotion	Seaweed	Sand
Passport	Tshirt	Shorts
Sarong	Swimsuit	Picnic