

EastendHomes Residents!

Scrutiny Panel

EastendHomes is currently recruiting for a new Tenant Scrutiny Panel. The Panel will contribute to the work of EastendHomes and support our aim of achieving better services for our residents. It will play a vital role and will ensure that we are publicly held to account for our actions and our decision making. The Panel will be up and running in April 2011.

Recruitment for members will start after Christmas. The panel will work along side local community groups, forums and Tenant Voices.

So who can join?

Tenants and resident leaseholders and service paying freeholders with the exception of Main Board Members and Local Estate Board Members can apply for membership of the Panel.

What support will EastendHomes provide?

In the first year, the Senior Management Team will give support to members of the Panel. No prior experience is needed as full training, including computer and administrative training in order to focus on service reviews, monitoring housing services and other key services will be given.

Tenant Voices

EastendHomes would like more tenants to have a say in the scrutiny of how services are delivered, the quality of the service and what service improvements tenants would like to see. Tenant Voices is a new initiative, and will be a more informal approach to getting tenants involved as against the formal structures and processes that presently exist.

A number of tenants have already expressed an interest in being involved. If you would like to take part you will be telephoned by a member of EastendHomes staff to record your views and have your say, or you will be asked to take part in a telephone conference call with a small number of other tenants.

To find out more information about our Scrutiny Panel or Tenant Voices contact Peter Griffiths on 020 7456 6713 or email peter.griffiths@eastendhomes.net

Please turn over — — — ➔

... for EastendHomes leaseholders

If you are a leaseholder and your property has a gas boiler for your hot water and heating, you are responsible for ensuring that all of your gas appliances are checked yearly by a qualified engineer to make sure they are safe. If you don't get your gas appliances checked regularly, you could be putting your own household and those of your neighbours at risk.

Getting your gas appliances checked regularly will:

- help to keep your household safe
- help to keep your neighbours household safe
- reduce the risk of your appliances breaking down
- make sure your appliances are working efficiently
- help to reduce what you spend on gas
- give you peace of mind.

Finding the right company to undertake this work is not always straightforward. To make it easier we have negotiated competitive prices for our leaseholders with the same company we trust to service the properties of our tenants. K&T Heating Limited is a registered contractor (Registration Number 13501). They offer three types of service to leaseholders, namely Gold, Silver and Bronze, with each providing various levels of cover.

Information about their service is available from your local Eastendhomes Housing Centre, or better still by contacting K&T Heating directly on **0800 043 4726** or from their web site at **www.ktheating.co.uk** The service agreement into which you enter will be between you and K&T Heating Limited directly. EastendHomes has no financial interest in promoting this contractor but we are keen to ensure you either contact K&T Heating Limited or another Gas Safe™ registered contractor of your choice as soon as possible.

GIVE THEM A RING TODAY!

