



BROADWAY PARK HOUSING ASSOCIATION
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AUTUMN NEWSLETTER 2009

All change.....another season change is upon us bringing crisp mornings, darker evenings and, with mixed feelings all round, the children go back to school!

Please make sure you read all the information we send to you as we will always keep you notified of any changes. Since the last Newsletter there have been staff changes, changes in our services as a direct result of the surveys you returned and next year there will be rent changes...read on.... And as always, please call if you would like further information.

Thank you!

To all our residents who completed and returned the 2009 survey. The results are enclosed – please read them to find out about the actions we are taking to ensure we make our services even better!

Included with this newsletter is a summary of the financial information for the Association for the year to March 31st 2009. Please take some time to have a look at this and if you have any questions, I am more than happy to discuss them with you. They are based upon the financial statements that we are required to prepare by law. If you would like a copy of these, contact the office or you will also find a copy on the website. www.bpha.co.uk

Fiona Ferenczy – Chief Executive

Is your property too big for you?

Did you know that if you are living in a property which is too big for you, Poole Council can help you move to a smaller place by giving you a Priority status on their transfer list.

Properties are allocated through Poole's Choice Based Lettings scheme – which means YOU get to choose where YOU want to live.

If you would like more information, please call the office and ask to speak to Nicky.

How to report a repair

If you have a repair which you need to report during working hours (9am - 4pm) please call the office on 01202 735422 and a member of staff will take your call and arrange a repair. You will also be told how long the repair is likely to take.

Outside office hours, and if you consider you have an EMERGENCY repair, you will need to call Purbeck Careline on 01929 554555. They will pass your call onto Brian, our Property Services Officer, and he will make sure a contractor is sent out to deal with your problem.

Who are we?

BPHA has had a number of staff changes over the last year, so here's a reminder of who we are and what we do.....

Fiona Ferenczy is your Chief Executive.



Nicky Harris is your new Housing Officer. You should contact her if you have any query about your home, tenancy or neighbourhood.



Brian Griffiths is the Property Services Officer. You should contact him if you have any repair or maintenance queries.



Annina Cooke is the Office Manager. You should contact her if you have any queries about your rent or service charges.



GOOD RENT NEWS?

I'm sure most of you will have seen on the national news the arguments around social housing and rent changes. Housing Associations which are governed by the Tenant Services Authority are told they can increase their tenants' rents in April each year but they must base the increase on the previous September's RPI (Retail Price Index). That's why this year some rents were increased by as much as 5.5% even though by April the RPI had dropped well below this.

The good news is that in September 2009, the RPI is expected to fall below minus 2% which in April 2010 will see either a rent reduction or a rent freeze.

Whilst this is good news for you, it is not so good for Housing Associations who rely on the rental income to plan for such things as new kitchens and bathrooms, repairs and maintenance and building new homes.

BPHA will make a decision on your rent in February 2010.....

Rent and service charge statements

Your quarterly rent statement is included with this newsletter. Please check to make sure you understand and agree with it.

If you are experiencing difficulties in paying your rent or service charges you **MUST** contact us. **The Association can and does take possession action against tenants who do not pay their rent.**

If you are struggling with your finances, or are worried about debt, please contact us – we can only help you if you let us.

The security of your home rests on the rent being paid – your rent should always be your priority debt.