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Spring Newsletter

Safety note regarding potentially faulty thermostats.

You may have seen in the media recently the concerns arising from the sad death of a baby in Somerset, which was caused by a faulty thermostat.

We are advising all our residents to be aware of a serious scalding risk which can arise from certain domestic hot water systems. Only tenants, whose homes are fitted with an electric immersion heater, in their hot water cylinder and a cold water storage tank in the loft may, be at risk. We believe whilst the risk may be small because most of our properties are already fitted with fail-safe thermal cut outs, it is important for our tenants to have the following information.

- excessively hot water coming out of the hot water taps;

- excessive noise or 'bubbling' from the hot water cylinder;
- hot water coming out of cold water taps in the bathroom.
- steam or moisture in the roof space.

If you experience any of these problems, you should turn off the immersion heater using the switch located near the hot water cylinder, usually found in the airing cupboard. You can run a tap to cool the system and report the fault to us as soon as possible.

Over the next year we will be undertaking a full stock survey but meanwhile all our contractors will be asked to inspect thermostats as a matter of course.

If you have any concerns at all, please do not hesitate to contact the office.

RENT BOOKS, FROM April 2008.

From April this year we will no longer be issuing rent books. When your existing rent book is full then you will not receive a new one.

All tenants receive a quarterly rent statement that they can use as a reference for their rent and housing benefit payments. Any problems or concerns please contact Michelle on 01803 863550.

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**Large Print
copies
available on
request.
Please call
01803 863550**

Prime Time

Steve Prime is the Chief Executive of Dartington Housing Association.

Prime Time

Following on from my December 'Prime Time' I am pleased to announce that the first phase of consultation on rebranding Dartington Housing Association is over and the name '**South Devon Rural Housing Association**' has been chosen as the preferred new name for the Association, to go forward to the second phase of the consultation. Once the consultation is complete, the Board of Management will formally consider the proposal to rebrand Dartington Housing Association as South Devon Rural Housing Association. If the proposal is approved by the Board, a formal motion will be put to shareholders at the Association's Annual General Meeting in September this year.

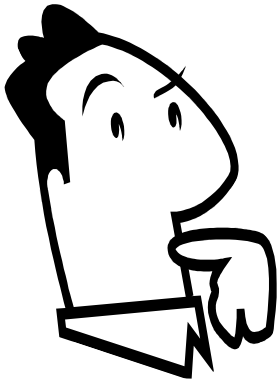
Each year in December, we ask our tenants what they want in relation to repairs or new components in their houses, such as new kitchens etc. We use this information as an opportunity for tenants to influence how management plan our major repairs programme.



You will see the results of that survey in the next newsletter. I am pleased to say that we have now completed all of the priority repairs identified in our asset management programme 2005 – 2010. During 2008 and 2009, the Association will carry out a full stock condition survey, which will help us to plan a new re-investment programme for the next 10 years from April 2009. It is very important for the Association to ensure it continues to maintain its properties in good condition, and to plan for the replacement of major components. The surveys will be comprehensive and we ask you to cooperate with us to ensure the appropriate property inspections are carried out effectively. We will be in touch with individual tenants in due course to make

appointments to carry out these inspections at a mutually convenient time. Please feel free to contact me if you wish to discuss anything in relation to your home with Dartington Housing.

So what do you think?



*Tell us what you think about
Dartington HA @
info@dartingtonha.co.uk.*

RENT INCREASES.

From Monday 7th April 2008, all rents will be increasing, so do not forget to change your Standing Order payments in advance, and if you pay by card to increase the amount, and if you come to the office, have the right money. Also please contact SHDC or Teignbridge if you receive any Housing Benefit.

DO NOT FORGET

As part of our 50th year celebrations this year and to celebrate the 100th birthday of a resident at Forder Lane, we are giving out an open invitation to any tenant or resident who has a birthday between 21 – 27 April 2008 and is 70 or older, to join us for a big birthday bash. Our aim is to amass 1,000 years of people living with Dartington Housing and raise £1,000 for our mini bus appeal. Please contact Michelle Smith if you are 70 or more during 21-27 April 2008, for a personal invitation to our party!

GARDEN COMPETTITION

Do not forget to start preparing your gardens for the summer now, and to enter our gardening competition in the next newsletter, out in June.

Last year we had a record amount of entries so lets make our 50th year even better, and 1st prize winners will receive

£50.00 of vouchers



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We're on the Web !

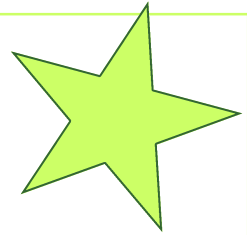
www.dartingtonha.com

Star Letter !

Please send in your letters, by email or post, and if printed the lucky letter will receive a £10.00 voucher.



So get writing now.



IMMERSION HEATER FIRE PROMPTS TIMER RECALL.

There has been a product recall on 7 models of the Greenbrook Electrical Wired in timer, which are typically used with hot water immersion heaters. Because of a manufacturing fault there is a risk these timers could overheat, leading to scorching, and in some cases smoke and fire.

If you have an immersion heater timer, or wired in timer connected to another

appliance, you are advised to check the make and model.

The affected Greenbrook models are;

T21HA-C

T22HA-C

T23HA-C

T65A-C

T69A-C

T70A-C

T71A-C

If you do have one please turn off and contact the office on 01803 863550



Next Time Meet the Tenant Board members, with our exclusive interview, and why they are here for you and with your interests at heart.