

PINE COURT HOUSING ASSOCIATION SPRING 2014

# INSIGHT

松園

松園住戶通訊 2014 春刊





## PINE COURT INTRODUCES... 松園介紹

### NEW HOUSING OFFICER – GERRY THORPE

#### 新房屋主任

We welcomed Gerry to the Pine Court team in September 2013. He has over 30 years of experience working in social housing, having previously been employed by Liverpool City Council, Sefton Council and One Vision Housing.

As one of Pine Court's Housing Officers, Gerry is responsible for delivering services to tenants living in Chung Hok House and Pine Mews. Gerry will also be your Housing Officer if you live in the Liverpool 4, 6, 7, 13, 15, 17 and 18 districts, and the Rialto blocks in Liverpool 8.

2013年9月, 我們歡迎 Gerry 加入松園, 他有超過30年的社會房屋工作經驗, 曾經在利物浦市政府, 塞夫頓市政府和 One Vision 房屋工作。作為松園房屋主任, Gerry 的職責是提供服務給住在松鶴樓和 Pine Mews 的住戶, 同 Gerry 也是利物浦第 4, 6, 7, 13, 15, 17, 18 區和第 8, Rialto 的房屋主任。



### FOUR NEW BOARD MEMBERS...

#### 新的委員

##### Matthew Beddow

- BSc (Hons) Land Management & Development
- MRICS - Qualified Chartered Surveyor
- Currently Partner at Stockford Anderson Chartered Surveyors
- Specialises in commercial property management, agency & development
- Resident of Merseyside for over 14 years, currently based on the Wirral

- 土地及發展學士
- 英國皇家特許測量師
- 是在 Stockford Anderson 特許測量師的合伙人
- 專注商業房屋管理, 代理和發展
- 在墨西郡超過14年, 居住在偉蘆

##### Tina Slater

- Qualified Accountant and member of ACCA since 2004
- Interim Finance Consultant at Wulvern Housing Limited
- Tina has her own consultancy business, and has been employed by a number of Housing Groups, in roles including Commercial Director, Value for Money Accountant, and Financial Consultant
- Experienced Board Member, having previously served on the Board of Adactus Housing
- 專業會計師及特許公認會計師ACCA 成員, (自2004年起)
- 現任Wulvern Housing Limited 的綜合財務顧問
- Tina 擁有她自己的顧問公司, 曾受僱於多間房屋集團, 擔任職位包括商務委員, 價值評估顧問及財務顧問
- 她是一位經驗豐富的委員, 曾是 Adactus Housing 委員

##### Peter Firth (Co-Opted) (增選委員)

- 35 years commercial experience, primarily in trading
- 2007-13 Peter was Chairman of Wirral Citizens Advice Bureau, continuing now as a Trustee
- Peter has a BA, MA and a PhD in Medieval History
- Since retiring, Peter has been regularly lecturing at Liverpool and Chester Universities

- 從商35年, 主要在貿易
- 2007-13 年, 彼得曾是偉蘆公民諮詢局的主席, 是在是受托人
- 彼得是中世紀歷史學士、碩士和博士
- 自退休後, 彼得定期去利物浦和切斯特大學作講座

##### Moira Woo (Co-Opted) (增選委員)

- Co-Opted to the Board as a Community Representative
- Full-time employee of Central Liverpool Credit Union, previously a volunteer for five years
- Social housing tenant, with understanding of housing issues and the impact of Welfare Reform
- Passionate about supporting residents, having chaired a local Residents Association
- Worked with Pine Court residents to solve issues in a Residents Association role
- 增選委員作為社區代表
- 利物浦中心信用社 (Central Liverpool Credit Union) 的全職員工, 曾做過5年的義工
- 社會房屋的住戶, 理解房屋問題及福利改革的影響
- 曾支援住戶, 並曾擔任地區住戶協會的主席
- 與松園住戶協會進行解決問題的角色

## INVESTMENT UPDATE 投資更新

We are in the process of upgrading the heating systems for a number of properties across Liverpool and the Wirral, which includes 58 boiler replacements and 52 full central heating installations.

Before the end of February, 73 properties will have new external windows and doors fitted. And 44 homes in the Wirral have had an external makeover, with a fresh coat of masonry paint.

By the end of March, 26 homes in Liverpool and Wirral will have received their new fitted kitchens.

我們已在利物浦和偉蘆進行暖氣系統更新, 這包括更換 58 個暖氣爐和 52 個中央暖氣系統。

在二月底前, 將會有 73 間房屋安裝新的窗和門及在偉蘆有 44 間房屋進行外牆粉飾, 塗上新的油漆。

在三月底前, 在利物浦和偉蘆將會有 26 間房屋安裝新的廚房。



## HAVE YOUR SAY! 有話要說!

We are always keen to hear your ideas and suggestions about how we can improve our services. You can share them with us in the following ways:

- Email us at [contactus@pinecourt-housing.org.uk](mailto:contactus@pinecourt-housing.org.uk)
- Complete the complaints and suggestions form on our website [www.pinecourt-housing.org.uk](http://www.pinecourt-housing.org.uk)
- Call us on (0151) 709 6878

提供回饋是最簡單方法讓您參與及改進。我們總是渴望聽到您的意見和建議, 使我們如何能改善我們的服務。您可以在以下方面與我們分享:

- 電郵至 [contactus@pinecourt-housing.org.uk](mailto:contactus@pinecourt-housing.org.uk)
- 填寫我們在網站上的投訴和建議表格
- 致電給我們 (0151) 709 6878





## RESULTS OF THE STAR SURVEY STAR調查結果

This year we undertook our second customer satisfaction survey (the STAR survey), to understand how satisfied you are with our services, and identify any opportunities for improvement.

In 2013/14 levels of Customer Satisfaction have increased in the following areas:

- Satisfaction with the neighbourhood as a place to live - from 80% to 85%
- Satisfaction that rent provides value for money - from 74% to 78%
- Satisfaction with the way Pine Court deals with repairs and maintenance - from 81% to 82%
- Satisfaction that Pine Court listens to customer views and acts upon them - from 74% to 75%

The key areas for improvement have been identified as: dealing with Anti Social Behaviour and Complaints.

We will be holding Focus Groups to better understand any issues or ways we can make further improvements to the services we provide.

今年, 我們進行了第二度客戶滿意度調查 (STAR調查), 了解你對我們的服務有幾滿意, 並找出任何可以改善的機會。

在2013/14年度的客戶滿意程度在以下幾個方面已加強:

- 對居住鄰里的滿意程度 - 從80%升至85%
- 對租金是物有所值的滿意程度 - 從74%升至78%
- 對松園如何處理維修及保養的滿意程度 - 從81%升至82%
- 對松園傾聽客戶的意見和用作於它們的滿意程度 - 從74%升至75%

關鍵的領域已被確定為: 處理反社會行為和投訴。我們將會舉行焦點小組, 以便更好地了解任何問題或進一步改善我們提供服務的方法。



## SCHEME WALKABOUT 屋苑探訪

Want to tell us about environmental issues and maintenance issues at your scheme? You can now join your Housing Officer on a Scheme Walkabout.

想告訴我們閣下屋苑的環境和維修的問題?  
閣下現在可以與您的房屋事務主任及房屋測量師一起探訪屋苑

SCHEME 屋苑	DATE 日期	TIME 時間	MEETING POINT 集合點
Ulster Road & Durban Road	01/05/2014	10am	Outside 49 Durban Road 在 49 Durban Road 外面
Harmony Way	02/05/2014	10am	Outside 46 Harmony Way 在 46 Harmony Way 外面
Celendine Close & Mafeking Close	01/05/2014	11am	Outside 1 Celendine Close 在 1 Celendine Close 外面
Trefoil Close & Upper Warwick Street	06/05/2014	10am	Outside 159 Upper Warwick Street 在 159 Upper Warwick Street 外面
Berkley Street & Upper Parliament Street	07/05/2014	10.45am	At rear car park area 在大廈後方停車場範圍
Darnley Street & Mill Street	20/05/2014	10am	Outside 166 Mill Street 在 166 Mill Street 外面
Northumberland Street	20/05/2014	11am	Outside 2 Yates Street 在 2 Yates Street 外面
Yates Street			
Mornington Street			
Saddlestone Grove			
Chung Hok House	20/05/2014	10am	At communal lounge 在公共客廳
Pine Mews	20/05/2014	11am	Car park by Chung Hok House 在停車場範圍近松鶴樓位置
Nelson Street	04/03/2014 03/06/2014	10am	At rear car park area 在大廈後方停車場範圍
Hardy Street	04/03/2014 03/06/2014	10.45am	At building front door 近大廈大門位置
Great Georges Square	04/03/2014 03/06/2014	11.30am	At rear car park area 在大廈後方停車場範圍
Aigburth Vale	06/03/2014 05/06/2014	10am	At building front door 近大廈大門位置
Pine Court & Elm Road	13/03/2014 12/06/2014	10am	At Pine Court entrance 在 Pine Court 入口處
Holt Road/Sidney Road	13/03/2014 12/06/2014	11.15am	Outside 21 Holt Road 在 21 Holt Rd 外面



## GETTING INVOLVED 齊來參與

### THE PINE COURT CUSTOMER EMPOWERMENT PANEL

#### 松園客戶授權小組

Pine Court Housing Association's Customer Empowerment Panel (CEP) was set up in April 2013, and currently has 10 members.

Each month the volunteers meet to share their ideas and insight regarding the different services delivered by Pine Court in order to identify and improve any areas of weakness.

As a new group, the members have been provided with training to help them better understand Customer Empowerment and Scrutiny.

Using this knowledge the group has already reviewed the Pine Court Tenant Handbook, newsletter, website, and the organisation's governing strategy. We have made a number of changes as a result; from tweaking the layout and content of the newsletter, to the creation of a brand new website.

The CEP also recently suggested that a Tenant Scrutiny Review should be carried out on the 'Condition and Cleanliness of Communal Areas' and as a result, the communal cleaning contractor has now changed, resulting in a better service for tenants. This will continue to be monitored by Pine Court.

You can find more detail in the group Resident Empowerment & Community Governance Strategy available on our website [www.pinecourt-housing.org.uk](http://www.pinecourt-housing.org.uk)

松園客戶授權小組 (CEP) 於2013年4月成立, 現在有10人。志願者們在每個月相聚並交流意見, 觀察松園提供的各種服務, 以便找出改善不足的地方。

作為一個新的小組, 成員們將會提供培訓來幫助他們更加理解客戶授權及審閱。

小組已經運用了這些知識來審閱松園住戶手冊, 住戶通訊, 網站, 和機構管理策劃, 我們也做了一些改變, 例如: 改變住戶通訊的模式和內容及創立新的網站。

CEP最近建議住戶審閱小組對大廈公共地方的衛生情況進行審閱, 其結果是更換了清潔承建商, 提供更好的服務給住戶, 松園將會繼續監察。

你可以在我們的網站[www.pinecourt-housing.org.uk](http://www.pinecourt-housing.org.uk)找到更多關於住戶授權小組和社區策劃。

### SUPPORT AVAILABLE TO INVOLVED RESIDENTS

#### 提供支持給住戶參與

We appreciate that our involved residents give up their time to help us, and so we provide plenty of support to make things as easy as possible:

- We identify training needs and ensure that any training is provided
- We pay any out-of-pocket expenses that may be incurred and any relevant childcare costs
- We offer bilingual (Chinese/English) translation and interpretation at meetings
- We provide transport where necessary and refreshments at all meetings

You can find more details about the different levels of support on our website [www.pinecourt-housing.org.uk](http://www.pinecourt-housing.org.uk)

我們很感激那些參與的住戶, 他們放棄了私人的時間來幫忙及我們希望盡可能提供很多協助, 以便的方便他們:

- 我們確定培訓需求, 並確保提供培訓
- 我們會支付任何有關費用如托兒費用
- 我們會在會議中提供雙語的翻譯和口譯
- 我們會提供必須的交通及在會議中提供茶點

你可以從我們的網站[www.pinecourt-housing.org.uk](http://www.pinecourt-housing.org.uk)找到更詳細的不同級別的支持。







## TAKING CONTROL 獲取控制

### TENANTS & RESIDENTS ASSOCIATIONS (TRA) 租戶和住戶協會 (TRA)

A TRA is a group of people living in an area, block or street who have come together to take up issues of common concern in relation to their housing, community and general environment.

A TRA is also a voluntary body of tenants representing the views of its membership and local residents to their landlord, the local authority and any other interested stakeholders.

There is currently one Pine Court Residents Association - SH38 in The Wirral - which covers homes in Holt and Sidney Road in Tranmere. They look at environmental issues and social events including outings and fundraising. We will be assisting them to recruit more members in 2014.

We will support any tenants wishing to become a TRA. We can also offer start-up grants of up to £200, and assist groups in booking venues for meetings and sourcing funding opportunities.

租戶和住戶協會 (TRA) 是一羣住在同一地區, 同一棟樓或同一條街道的人, 組織在一起共同關心他們的房屋、社區及環境所引起的問題。

租戶和住戶協會 (TRA) 亦是住戶自願團體, 代表其他成員及對當地居民的業主, 當地政府及其他有相關機構反影有關的意見。

我們松園在偉盧有一個住戶協會—SH38, 位於 Holt Road 和 Sidney Road。他們關注環境問題和組織社交活動, 包括外遊和籌款。我們將會在 2014 年幫助他們招聘更多的會員參與。

我們最高可以提供 200 英鎊的創辦費用, 幫助預定會議場地和尋找其他資助的機會。

### TENANT MANAGEMENT ORGANISATIONS 住戶管理機構

Housing Association tenants have the 'Right to Manage' and take over the management of their homes by setting up a Tenant Management Organisation.

Pine Court will work closely with any other Resident Group wishing to manage services for their homes, and will provide support and guidance to ensure understanding of the options open to them and the implications involved in the self management of services.

For more information about TRAs and Tenant Management Organisations, and how we can support you, contact us on (0151) 709 6878. You can also find more information about Tenant Management at [www.nftmo.com](http://www.nftmo.com).

房屋協會的住戶可以有“管理權”和接管管理他們的房屋並成立住戶管理機構。

松園將希望與自我管理房屋服務的任何其他居民小組緊密合作, 並提供支援和指引, 以確保他們持開放的選項, 和對涉及自我管理影響的認識。

關於更多的TRAs和住戶組織的資料及我們如何能支持你, 請與我們聯絡 (0151) 709 6878, 你也可以在網站[www.nftmo.com](http://www.nftmo.com)找到更多的關於住戶管理的資料。





## WELFARE REFORM 福利改革



### HELP IS AVAILABLE!

可以幫忙!

If you're having problems paying your rent, whether it's as a result of Bedroom Tax, or not, don't bury your head in the sand.

Instead speak to your Housing Officer, who can help you to...

- Calculate the changes to your benefits
- Find out what benefits you're entitled to
- Apply for a discretionary housing payment (DHP) from the council
- Get debt and budgeting advice
- Learn how to reduce your household bills
- Find out about homeswapping

For help and advice call (0151) 709 6878. We can only help if you speak to us!

如果您在支付租金有困難, 無論是否為臥室稅, 請不要把您的頭埋沒在沙子裡。

除了您的房屋事務主任, 誰可以幫助您...

- 計算您的福利改變
- 找出您可以享有的福利
- 申請市政府的酌情房屋補貼 (DHP)
- 獲得債務和預算的意見
- 了解如何降低您的家庭賬單
- 了解有關 homeswapping

如有需幫助和建議請致電(0151)709 6878。我們只能幫助, 如果您對我們說的語



### DHP

If you're suffering financial hardship because your Housing Benefit does not meet the full value of your rent, you may be able to get a discretionary payment from the government to help - Discretionary Housing Payments (DHP).

You can download the DHP application form for either Liverpool or Wirral Council, from their websites. You can find more information and the links to these forms via our website: [www.pinecourt-housing.org.uk/news/welfare-reform/](http://www.pinecourt-housing.org.uk/news/welfare-reform/)

如果您有經濟困難, 是因為您的房屋津貼不給予您的租金全數, 您可以向市政府申請酌情補助 - 酌情房屋補貼(DHP)

## SOURCES OF ADDITIONAL SUPPORT 額外支援

- Wirral Metropolitan Council – 0151 606 2000
- Liverpool City Council - 0151 233 3000
- Wirral Multicultural Organisation – 0151 666 4547
- Chinese Wellbeing – 0151 709 2643
- Pagoda Community Centre – 0151 708 8833
- 偉蘆市政府 – 0151 606 2000
- 利物浦市政府 – 0151 233 3000
- 偉蘆多元文化中心 – 0151 666 4547
- 華人身心健康 – 0151 709 2643
- 百祥塔 – 0151 708 8833

## INVESTORS IN DIVERSITY 多元化投資者

We are pleased to announce that Pine Court Housing Association has achieved the Investors in Diversity level 2 accreditation.

This means that we have been nationally recognised for our efforts in promoting Inclusion, and Equality and Diversity, throughout everything we do.

The Investors in Diversity Award is recognised as much more than just a highly prized and prestigious quality mark. It is an all-encompassing approach to managing equality, diversity and inclusion effectively.

Thank you to all those involved.

我們很高興地宣布, 松園房屋協會已通過評審取得二級多元化投資者認證。

這意味著, 通過我們所做的一切, 我們已經在全國範圍內被認可我們在促進包容, 平等和多元化方面所做的努力,

這項多元化投資者獎不僅僅被識別為是一個非常珍貴的獎項更是久負盛名的質量標誌。就是通過包羅萬象的途徑來有效管理的平等, 多元化和包容性。

謝謝所有的參與者。



## CONTACT US 聯絡我們

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ADDRESS 地址:

1 Nelson Street, Liverpool, L1 5DW

TELEPHONE 電話:

0151 709 6878

You can also contact us by:  
你亦可用以下方式聯絡我們:

FAX 傳真:

0151 709 6482

EMAIL 發中/英文電郵到:

[contactus@pinecourt-housing.co.uk](mailto:contactus@pinecourt-housing.co.uk)

Out of Hours Emergency Repairs Service:  
非辦公時間緊急維修熱線:

0151 709 6878

[www.pinecourt-housing.org.uk](http://www.pinecourt-housing.org.uk)

If you need help understanding the information in this leaflet, or you would find it easier to access in large print, Braille, audio, or another language, please contact us on 0151 709 6878.

如果您需要幫助了解這個小冊子的資料, 或者你需要大號字體、盲文版、錄音資料或其他語言, 請與我們聯絡 0151 709 6878。

## OPENING HOURS 辦公室開放時間

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MONDAY TO FRIDAY 9:00AM - 5:00PM

(CLOSED FOR LUNCH 12:30PM - 1:30PM)

星期一至五上午九時半至下午四時半  
(下午十二時半至下午一時半午飯休息)