

You said, *we did...*

AT Tees Valley Housing, we're committed to continually improving our service and delivering services in ways that meet your needs.

Your views are important to us and at events throughout the year, you have told us about issues that concern you or have given us feedback on proposals.

Listed below are some of the actions we have taken recently. Together we have made a difference.

You said...

Can we provide any financial support for residents involved with local community initiatives?

We did...

Advertised our community grants scheme in this newsletter! We can offer £500 for projects voted for by our panel. See inside this edition of the magazine on page 10 for further information.

You said...

It would be nice to have some say in which products were used to carry out major repairs or improvements to our homes.

We did...

Set up a Tees Valley Housing residents' panel to identify which products residents would prefer.

You said...

Could we bring back toilet facilities for visitors to Rivers House.

We did...

Re-introduced the toilet facilities, which were removed following health and safety advice.

You said...

We don't know when your members of staff are out on our estate.

We did...

Started to give advance notice of our estate inspections, which usually take place every eight weeks.

You said...

The bosses don't know what it's like round here.

We did...

A number of senior staff members including our managing director, took part in 'back to the floor' exercises and estate litter picks recently.

You said...

I live some distance from the office and it can be expensive for me to get in touch over the phone.

We did...

We are introduced a Freephone call facility from landline telephones.



ONCE again it's time for our ever-popular summer gardening competition so get green fingered and take part for the chance to win a prize.

The categories for 2009 are:

- Best all round area with floral display
- Best container, hanging basket or window box

There will be a 1st, 2nd and 3rd prize for each category.

1st prize - £50 B&Q vouchers

2nd prize - £30 B&Q vouchers

3rd prize - £10 B&Q vouchers

As a Tees Valley Housing tenant all you have to do to enter is either:

- Nominate yourself
- Ask a housing officer to nominate you or
- Ask a member of the grounds team to nominate you

Entry forms are available from Tees Valley Housing's head office on North Ormesby Road in Middlesbrough or you can submit your name and address on a piece of paper. Each entry will be photographed and considered by the judging panel made up of Housing Advisory Panel members and headed by the grounds maintenance supervisor.

Make sure you get your entries to us by Monday 3rd August for your chance to win these great prizes. For more details call customer services on 08000 461 600.



- Boiling water for cooking in a kettle instead of a pan on the hob is more efficient
- Replace your light bulbs with energy saving ones : just one can reduce your lighting costs by up to £100 over the lifetime of the bulb