

RESIDENTS' NEWSLETTER
JULY 2005 ISSUE No. 22

impact
IMPROVEMENT THROUGH ACTION

contact



Festivals, Events and Residents' days

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Leadership

The United Nations is carrying out an Inquiry into Leadership across the World. There are 25 groups – 12 business schools, 12 major international companies and, in Britain, a group of mainly voluntary sector Senior Managers that is being facilitated by Oasis.

I have been invited to join the Inquiry and have now met with our group on two separate occasions. We have had feedback from the main coordinating group (which met in South Africa recently) that our contribution has already had an influence and the other groups are very keen to hear our further thoughts.

We have so far looked at what it means to be a Leader, how power works in organisations and the future of the voluntary sector. We are particularly interested in how voluntary sector organisations ("non governmental organisations" or NGO's") can influence wider society.

This is fascinating work, all the more so when it can have an international influence. I will keep you informed in future newsletters on how it is going.

Unfortunately, I don't get to travel any further than York but Nick Ellerby from Oasis will be presenting our findings to the UN personally in September.

Mike Muir, Chief Executive

Languageline

The last newsletter introduced some of the improvements we have made to improve access to services. Languageline is one of those improvements. We can now offer a translation service in over 100 languages. If someone does not speak English we can get an interpreter on the phone in a matter of minutes. We can then find out what they need and help them.

All staff know about this new service and how to use it. There are posters and leaflets in our offices. If you would like to know more about this service please contact Stephen Wilson on 01900 842108 or call into any of our offices.

A Big Hello

from Sue and Alison
at the newly formed
Community Investment Team

First of all, we would like to welcome all the teams that now come under our umbrella

- Financial Inclusion, led by Nick Jepps
- Training was formally led by Stephen Elliot (This post is currently vacant due to Stephen's recent sudden and tragic death).
- Eden Rural Foyer, led by Lorraine Usher
- Salterbeck Broadband, led by Jonathan Sargeant
- Centre 47 and Eden Granary, led by David Kendall

From a team of ten last year, we have risen to the heady heights of around seventy staff in total...and what a brilliantly diverse lot they are, with a multiplicity of skills.

The overall aim of the Community Investment Team is to improve people's quality of life in one way or another. Clearly, looking at the list above, this will be achieved in many different ways and we will be making sure that we realise our aim by taking a Social Audit Approach guided by Jane Hall. Social Audit is a way of measuring the social benefits of our services.

This year we will be having a really big push on ensuring Impact residents get the full benefit of everything we do and this will mean us linking even more strongly with other teams, in fact, putting joint working into practice.

*Alison Coupe, Community Investment Director &
Sue Little, Community Investment Manager*

Ulverston Staff

This is a tongue in cheek article to introduce the Impact staff of Ulverston to those who are fortunate enough not to have already met them, I have to clear one thing up, this in no way reflects the management view of our staff, and is simply my humble opinion!

The project is managed by Neil Ward, and trying to assassinate his character has led me to come up with a blank as he is a genuinely nice guy. (Can I have my flat now Neil?, I kept my bit of the bargain!!)

The other male member of staff is David Harris, he has recently celebrated his 65th birthday, and I'm sure he will forgive me for mentioning his dislike of modern technology, seeing him almost doing a Basil Fawty on the computers here is a sight to behold!. He is a keen cyclist, and has good taste in motor bikes too, (Keep flying the flag David!)



Resident Involvement – Ah!

I am writing to introduce myself as the recently appointed Resident Involvement Worker for Impact in Cumbria. Up until February this year I worked for Home Housing Association as their Community Development Officer based on the Ewanrigg estate.



Just before I left one of our Projects that we had piloted – The Mobile Youth Club won the Home Housing Association's national award for best project which was both a team and partnership effort.

Everyone at Impact/partner agencies and Impact residents I have met have been very kind and welcoming which I appreciate greatly. I have been linking in so far with staff and residents from supported housing, floating support and general needs in order to offer further support to the excellent work already developed by you as staff and residents.

I am based at the Nelson Street Office in Carlisle but my remit covers Cumbria. I am available to help and support the work you are involved in regarding the embedding of resident involvement throughout all the services we offer as a Housing Association – please use me!!

I look forward to meeting you if I haven't already and working with you over the next year.

Damien Morris, Resident Involvement Officer

On the female side of the staff, we have Nicola Hornby, she is very good at building up egos, then when you least expect it she shoots you down in flames!! She is known in our place as "the sniper", and wears her nickname with pride.

Finally there is Lorraine Lambton, she is hard working honest and diligent, and those are just her poor qualities!

As you may have by now gathered, this was a rather hard article to compose, as in truth the staff here are caring, genuine, and fun to know!

Chris Welsh



Halls of Residence, Carlisle

Update

The January floods caused extensive damage throughout Carlisle, including a number of Impacts properties and the newly acquired Old Brewery Student Residences.

10 flats were wrecked, as well as the office, conference lounge, our student laundry and main store room (including massive stocks of equipment and bedding).

Luckily, we were able to re house our students into empty flats, as well as take on students from houses damaged from the floods in other parts of the city. At the time many students were quite upset, but quickly got into the "Dunkirk Spirit" and coped admirably with all the upheaval.

The teams who immediately came in to clear up did a fantastic job, and although we are still working in the middle of a building site, we can see light at the end of the tunnel!

On behalf of my team here and the students, I would like to thank all of the staff at Nelson Street who helped us over those first few days after the flooding. We really appreciated the support everyone gave us.

The lounge and office area are now finished, as is the Student Laundry area.

All repairs have been completed and we are ready to deal with the summer holiday bookings.

We will open as Carlisle Youth Hostel from July 2nd until September 4th, we already have bookings coming in every day for this season, and so it looks it will be another busy summer. We also take conference groups (on a B&B basis), as well as offering Self Catering Holiday flats. For bookings telephone 01228 597352

At present we are negotiating with the various Higher Educational establishments in the City regarding allocation of rooms for September student intake. We are confident that this year we will have 100% occupancy with a range of both

International and British Students. Impact hope to further develop our association with the University of Central Lancashire and Cumbria Institute of the Arts in order to provide more student accommodation as demand increases over the next 5 to 10 years.

Dee Carruthers, Residences Manager

Carlisle Floods

We switched on our T.V.
To watch the local news,
All we saw was water,
Mostly aerial views.

Carlisle was under water,
It's so hard to understand.
Everywhere we looked,
We couldn't see any land.

People being rescued,
By helicopter and by boat.
The water was rapidly rising,
Hardly time to grab a coat.
It makes us feel so helpless,
Not much that we can do,
Just pray they'll all be safe,
Their courage will see them through.

The water has now subsided,
And the houses are drying out,
But we still can't comprehend,
How it all came about.

Poem by Mary Thompson

Carlisle Floods – Personal Experiences

The January flood in Carlisle, arriving largely overnight, took everyone by surprise. Nothing like it had ever been seen before and, even as the water rose to a dangerous level, there was a feeling that somehow it wasn't really happening, or that the level would fall back at any moment as suddenly as it had risen.

Bridge Lane hostel was severely hit, with residents on the ground floor suffering particularly badly. From upstairs we watched helicopters fly overhead and an assortment of boats float past the building on their way to rescue stranded victims. The little pocket of stranded victims isolated in Bridge Lane finally decided that the only way to proceed was through the big wet stuff and waded out chest high through bitterly cold and filthy water to what remained of dry ground.

From there the group dispersed to various locations before meeting up again at Harraby school, set up for the duration as an emergency reception centre for the city's many evacuees. The Salvation Army, W.R.V.S. Red Cross and other organisations were on hand to provide food, dry clothes and beds for those unable to make other arrangements. Visiting film crews from the B.B.C. and Border gave us all the opportunity to play "spot yourself on Telly" when the news came on, as well as "spot where your house used to be" on seeing aerial footage of just how much damage the flooding had caused.

Over the next few days, as electricity was gradually restored, people were allowed to return to their homes, and the task of cleaning up the wreckage began. Bridge Lane was not so lucky. There was just too much damage, too much contamination, to reopen the hostel right away and we moved whatever possessions and equipment were still usable to the new accommodation in Currock.

Hopefully we can return to Bridge Lane when repair and renovation work is complete, and like so many others, pick up the pieces where we left off. Then the great Carlisle Flood will be an item of history, an item of which we were a very wet and shivering part.

*Joe McGuire
Bridge Lane Resident*

An early shower

The start of a new year, and with it came the rain. When you're in the warm and dry, the sound of rain is the most soothing and relaxing sound in the world. I was woken by Macca knocking at my bedroom door.

"Come in," I mumbled through lips that felt like a pair of Mitchellin radials. Mac came in. "Open your curtains Will."

I did so, and had trouble with what I saw. The water level outside was up to the bottom of the window. Inside was O.K. save for a couple of puddles. That was soon to change. The other guys in the hostel tried to attract the attention of passing mariners to let them know there were people in need of assistance. One of our number in particular is quite frail and literally had to be carried out and through the flood. It was luck one of our guys was tall enough and stocky enough to bear the extra load. Alan really couldn't have made it on his own. The floodwater was quite swift due to the hostel being on an incline. Also as an added feature raw sewage had made the paving underfoot slick and dangerous.

We saw helicopters airlifting people from their roofs; none seemed to be particularly infirm or old. Thinking on it later I remember asking a copper in a row boat (there's got to be a joke there) when we could expect any help, "we'll be back" and true to his word, he wasn't.

Still the rain came. Not in the same volume as the previous night. But a persistent reminder just the same. It's odd. Call me paranoid but why did no authority or aid personnel check on us? – and as a matter of fact, no answer would be good enough.

The water by about 1,0'clock was waist high but although some of the hostel residents talked, no move was made to leave.

We had reached the point where unreality creeps in. No one could imagine themselves or anyone else falling victim to the floodwaters due to slipping over if we abandoned ship, and drowning. It was only a long time afterward, that the concept of drowning became horribly real.

Around 3 o'clock the decision was made to fend for ourselves and leave while we still could. I couldn't believe the temperature of the water. I've swum in water off the Hertz Mountains in Germany, but this was different. My breath was forced out of my lungs so that I was breathing in gasps. It was then I nearly did fall prey to those slick pavements and road surfaces. Thanks to good soles on my hiking boots I stayed upright. In concluding dear reader, I repeat; why were six souls treated like the flotsam going past. In case of fire, will the emergency services tell us they'll be back after evacuating the pub over the road.

Well done the emergency services for the good work they did do, but shame on them for ignoring some of the more needy and vulnerable individuals. Well done Impact also but where were staff during the flood? somewhere dry I hope.

*Will Maple
Bridge Lane Resident*



Lindisfarne Street CRAC club

With just being released from prison, I wasn't looking forward to my life on the outside, no accommodation, drugs everywhere, and my track record, I was being set up to fail.

But my luck changed and I managed to get into Lindisfarne Street and how things changed. The staff took a personal interest in me, they knew my background and still supported me.

I joined the CRAC club which has given me various jobs, painting, cleaning working in our allotment, in fact Dave has now put me in charge with Chris, it's great having a laugh keeping busy and not falling in to the same old trap.

*Ken Pottsie
Lindisfarne Street resident*

Hi my name is Chris and I have been living the hostel life for about 16 months. I moved into Lindisfarne Street and got myself into the CRAC Club doing every job you could think of even sweeping the streets. But it's all worth it as the donations we receive all go into our bank account and we get to go fishing and go carting.

We all enjoy doing the work because it satisfies us.

*Chris Ruddick
Lindisfarne Street resident*

IF YOU'VE GOT A PROBLEM, AND THERE'S NO ONE ELSE TO CALL ... THEN YOU NEED THE CRAC TEAM!!!

*No job too dirty...
No job too big*



Call the CRAC TEAM
On
01228 59967
for all your cleaning requirements

Look out, Look out, there's a survey about

We need your help to find out what you think about the services we provide.

In the summer we will be carrying out a survey to find out how satisfied you are with your home and the service you get from us as your landlord. This information is very important to us. You are the experts on our service, you experience it on a daily basis and we need you to tell us how we are doing and what we could do better. The information from the survey will be used to plan for the future and improve our services in a way that fits with what you want. This survey will be sent to all tenants during the next 6 months, and we would be very grateful if you could take the time to complete the questionnaire and send it back to us. We will let you know the results of the survey when we have them.

Celebration Day

30th

Birthday Bash

Come along and enjoy a fun day out with all the family to celebrate Impact's 30th Anniversary.

3rd September 2005 Carlisle Race Course
11.00am — 4.00pm

All our residents, service users, staff and members are invited to celebrate Impact reaching 30 years and it's free!

This will be a fun packed day with lots of activities such as bingo, cooking competition, fairground rides, food, crèche, bouncy castles, face painting, bucking bronco, free photos and lots lots more!

We hope to see you and your family there for a great day out.

Please complete the below form to attend!

As part of the celebration for the 30th anniversary of Impact Housing, a cookery competition was thought to be an ideal way for you all to show off your culinary skills.

- Categories:
1. Cakes – sandwich, sponge etc.
 2. Scones – fruit or plain.
 3. Preserves – jam, marmalade etc.
 4. Biscuits – under 11 Young Cooks
– 11 – 16 Young Cooks

Prizes will be awarded in the four categories, and certificates for Impact Housing baker of the year awarded. Competitors may enter once in each category.

All entries to be eaten on the day!



Name:

Address:

.....

.....

There will be ☐ members in my party at the Celebration Day on Saturday 3rd September 2005.

We would like transport from:

.....

Please indicate below if you have any special requirements

.....

.....

Please return to the below Freepost address overleaf by 3rd Aug 2005. or alternatively hand this form to a member of staff.

Entry form – Cooking Competition

Completed entries handed or posted to any Impact office, OR Impact Housing employee OR to our freepost address.

Name:

Address

.....

.....

.....

Entering: 1 ☐ 2 ☐ 3 ☐ 4 ☐

Please tick for each category entered.

Carlisle Area Rep Scheme Pilot

During March approx 350 invites were posted to Impact HA residents in the Carlisle and district area inviting them to take part in a small Area Rep scheme. Information was included which gave an outline as to what an area rep scheme could be, but it also would use residents ideas to help shape such a scheme if residents thought that it was worth while trying.

Eleven residents responded.

A meeting was organised in April which involved those who had indicated that they would be interested in trying it.

Three out of the original 11 attended the meeting while another interested

resident gave his apologies for the meeting.

A short presentation was given and a discussion was had about the idea of such a scheme. Some issues were also raised by area rep members about security lighting and cleaning regarding some of Impacts' flats in Carlisle.

The night finished with a game of bingo at the Rex, Denton Holme which involved Impact staff and area reps which was a good team building/social exercise. Further meetings are planned for the rest of the year, in order to try and develop the scheme given the geographical issues around Carlisle.



Eileen White
Carlisle Area Rep



John Hynia
Carlisle Area Rep



John McEwan
Carlisle Area Rep



BUSINESS REPLY SERVICE
Licence No CE 761

30th Bash Organisers
Impact Housing Association
Freepost CE600
Workington
Cumbria CA14 4BR



Old Fire Station Residents Group Kendal

The Group has formed from the existing resident/house meetings in order to try and develop a range of activities that benefit existing, new and ex residents.

The group are looking at a constitution and election of officers which will then involve the setting up and administrating of their own bank account.

To start with the activities will include a range that are agreed by group members through meetings. A fund raising strategy will also be developed in order to help pursue the group's aims and objectives. Watch this space for further developments.

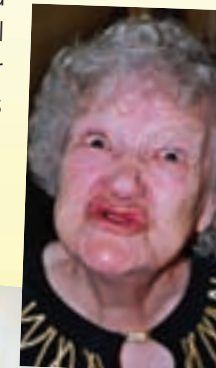


Cleator Moor Residents Information Day

At Cleator Moor Pensioners Club

As part of a rolling West Cumbria Resident information & advice road show in partnership with residents groups the road show visited Cleator Moor in April 05.

The event was well attended by around thirty residents on the day. Various agencies such as Age Concern, Fire Service, Crime Prevention & the Benefits Agency attended with stalls/exhibitions and staff on hand to give advice. A lunch and social event was also provided for residents. The next road show is planned for the summer in Carlisle. Flyers will be sent out closer to the time for residents to come along.



Milbourne Street Community Arts Group

At the last Milbourne Street residents meeting in March, a few residents had suggested putting on some sort of event which would celebrate the coming together of a community, through such a difficult period.

A meeting was organised for April which was attended by 10 residents which included representatives from the local Christian Fellowship Church.

The group agree to submit a bid for funding to the Cumbria Flood Fund. The group also agreed a date which would be the 10th September 2005.

Some ideas for the event included arts/crafts, slide and exhibition show – old Milbourne Street and The Floods, bouncy castle, piece of public art, food tent and free music/jamming sessions provided by local musicians.

The meeting concluded with a tour of the church and an offer by church members/committee members to maximise the church in the future for community use.



Distington Residents Association Mini Skate Fest May 2005



The Distington Residents Association had met with Impact HA and decided to try a different approach to encouraging more residents into the Association. It had planned its AGM for May and identified the need which was also supported through the Village plan to engage with younger residents.

Approaches were made to Distington Youth Clubs for Young People, The Give & Take Scheme, The Parish Council and Home Housing Association in order to progress an event which would raise the profile of the Association whilst hopefully addressing some of the issues in the village.

A mini skate fest, which included DJ and circus skills workshop was organised. Training was sought and funding applied for.

The approach was a partnership, one which used and included local residents know how.

50 young people aged 8 years + participated, along with 20+ parent/grandparents. Two new members joined the Association and the survey conducted on the day revealed a range of priorities echoed in the village plan.

The next event is a Plantfest at the Distington Community Centre on 20th August 12-4pm.



Maryport Residents Information Day



This was organised by housing officers and floating support staff from the West Housing Team at the Labour Club Maryport Feb 05.



Unfortunately because of the poor weather the turn out wasn't great.

All the agencies which included the Police, Pensions Dept, Age Concern, The Fire Service, Neighbourhood Watch and Impact HA were all in attendance.

The agencies and their representatives were very helpful supplying up to date information and advice about their services. Tea and coffee were provided along with an excellent buffet lunch for all those who attended.

The reason for this article is that I am an Impact resident living at Dearham and I am also a member of the editorial committee for this Newsletter.

I also met new members of staff which included Damien Morris who is the new Resident Involvement worker for Impact.

I just hope that the next Information Day at Cleator Moor will be well attended and the weather is kinder.

Derek Baldwin

Applewood Residents Meeting

Brag House, Botcherby

Applewood Close residents met with Impact HA staff to discuss a series of topics, these included the electricity blackouts during the floods, security lighting and the idea of emergency boxes.

Residents voiced concerns about other residents whose only power was electricity. This had caused some problems, but like many other Carlisle communities Applewood residents had pulled together to support one another, by sharing cooking and heating resources with those who were unfortunate to be totally cut off.

Residents were also sign posted to a security lighting scheme offered by Age Concern, Carlisle which would provide security lighting to the backs and sides of people homes for free or for a small charge. This was a need identified by residents and a community safety Survey conducted by the Police.

The meeting concluded with a Fish and Chip supper and a few games of bingo.

A scheme inspection is planned for the summer involving residents, agencies and the area reps.

Janet Cochrane

NB: Age Concern have since installed a number of security lights to residents free of charge, thanks to all concerned.





Mobile Youth Club 2005

The award winning Mobile Youth Club Project will be visiting for the first time a selection of Impact communities to offer taster sessions during August 2005.

The Project is a multi agency intervention project and partnership between Home Housing, Eden Housing, Westfield Housing, Derwent and Solway Housing, Wigton Youth Station, Workington Neighbourhood Community Wardens, Impact Housing, Netherhall Sports College and SAZ.

The scheme offers taster sessions to young

people aged 8yrs+ that include multi inclusive games, face painting, banner making, DJ workshops, and PS2s. For 2005 the scheme will offer Cumbria's first mobile skate park which will be included in this years activities. The skate park has been kindly funded by the Local Area Children's Network Fund that is administered by Cumbria Foundation. Staff and volunteers have taken part in specific ROSPA training for the additional facility.

Impact Housing Association's pilot areas for inclusion this year will be:

29th July, 2-4pm, Millbeck, Windermere

3rd Aug, 10-12pm, Milbourne Street, Carlisle

15th Aug, 10-12pm, Distington Clubs for Young People Youth Club

15th Aug, 2-4pm, Salterbeck Oval Car Park

22nd Aug, 10-12pm, Distington Community Centre

and hopefully this years Residents' Conference and Celebration Event on the 3rd September at Carlisle racecourse. Volunteers are always needed – training and expenses paid – **Contact Damien on 01228 633630.**

Further details and flyers will be circulated in July.

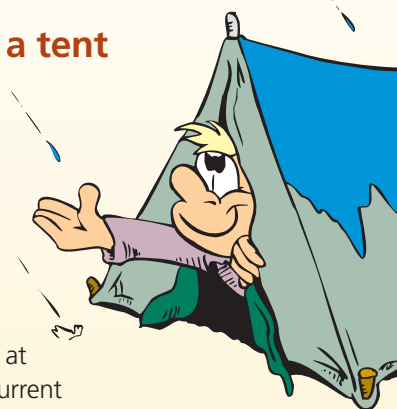


Opening a bank account

for an individual living in a tent

Who says you can't have a bank account?

When I was asked to help open a bank account for an ex offender living in a tent on Blencathra fell, I wasn't confident of success!!!



Banks like someone in employment, lived at the same address for three years, had a current passport and a current driving licence. With little hope of success we started the process. First problem, the client had extensive literacy and numeracy problems. Time to ask the client the questions on the application form and then write down his answers. That done and a traditional cross countersigned by me.

Slight diversion at this point to discuss the merits of a basic skills course, readily agreed to the course when he was told that lunch was included.

Next, proving who the client was. Rather easy once we had contacted the prison (Durham) where my client had been resident for 8 years. A very nice letter from the prison with a photograph of the client on prison headed paper and countersigned by the head prison officer by the next post. Proof of address, I had to explain to my client that a photograph of him with Patch (his dog) sitting outside his tent with Keswick in the distance really wouldn't be acceptable to the bank. After some thought and discussion with the Job Centre staff we decided to ignore the tent. The Job Centre drafted a letter to our client c/o the Job Centre, instant contact address.

After a very careful discussion it was agreed that I would take the paperwork down to the branch to start the account opening process. The decision may have had something to do with the 6 inch scar on the clients face or the interesting dragon tattoo coming up the neck, around the left ear with the tongue ending at the side of the eye. Handing over the paperwork at the branch normally had minimal effect. This wasn't a normal day; I got to see the manager without even asking. After a somewhat heated discussion a phone call to head office and Durham Prison it was agreed that the account could be opened (the fact that the client was going to be using a local Post Office and not the bank may have been an important point). The account opened without further problems and the new account pack arrived care of the Job Centre.

Six months later I got a phone call from the client. He now had a job in a local hotel with live in accommodation and had opened a savings account. When I next spoke to the bank I asked about my client and if there had been any problems. Problems? No, we could do with more customers like him – he knows how to manage his finances. Great I thought, a success story!



Nick Jepps

Bridge Lane Residents Association

Nature Trail Building Project, Eskdale YHA

Residents from Bridge Lane had expressed an interest to work together on a project that would benefit a local community or group. Contact was made by the group with Alison Dew, Youth Hostel Association volunteer co-ordinator to see if Bridge Lane Residents could work together with the Youth Hostel Association on a joint project.

Eskdale YHA was identified as requiring some help to refurbish and upgrade its existing nature trail.

Residents arranged to go for a full day to help with the work. During the day the group received instructions on the equipment and what jobs needed to be done.

The first task was carrying half size railway sleepers up a mountain and sinking them into the ground to make seating foundations. As we carried the sleepers to the bottom of the mountain a wrong turning meant that we walked into a boggy swamp and with the weight of the sleepers we sank. A concerted team effort was required to get the sleepers up the mountain and installed before lunch.

Lunch was provided by the Hostel and we had opportunities then to mix with other people and groups who were also helping.

After lunch we cleared bracken and removed dangerous stones from the pathways. On the way home we had a few pints and games of pool at the local pub – as you do!

It was an excellent experience. The project featured on Radio Cumbria the next week and included an interview on the radio.

The Residents Group now have their eye on Wastwater YHA where they will spend a weekend working on some environmental/ redecorating jobs for the centre.



Disabled Adaptations

As a tenant of Impact Housing Association you may or may not be aware that we may be able to alter your home to make it easier for you to carry on living there if you are finding it hard to cope because of a physical disability. This facility is known as carrying out Adaptations for the Disabled.

The adaptations we would consider carrying out may range from a simple grabrail beside a bath or raising power sockets in the house to more extensive work such as over bath showers, walk-in showers, stairlifts or ramped access.

In order for an adaptation to be carried out Impact must consider whether the work requested is appropriate and also whether it offers value for money. To help us decide this we would ask for a recommendation from either an Occupational Therapist or a Doctor.

Adaptations are available to residents in all types of accommodation although any request is not automatic. Generally if a recommendation is received from an Occupational Therapist or a Doctor it will be carried out provided there is money left in the budget and priority will be given on a first come first served basis.



During 2004 we carried out 14 disabled adaptation.

These included 8 level entry showers, 3 over bath showers, a specially adapted kitchen for a wheelchair user, together with various grab rails and external hand rails.

We have had some feedback from our tenants about this work as follows:

"Made life a lot easier."

"It is ideal, meets everything I could want."

"Improved quality of life ..."

What do you need to do if you think a disabled adaptation would help you?

You should contact your local Social Services Department and ask an Occupational Therapist to visit and discuss your requirements or contact your GP and ask them to send a recommendation to us.

If you have any questions or would like any further information please contact:

Gillian Hunter, Senior Property Services Assistant, Nook Street, Workington, Cumbria, CA14 4EH. Tel: 01900 842147

Shelter Independent Housing Advice

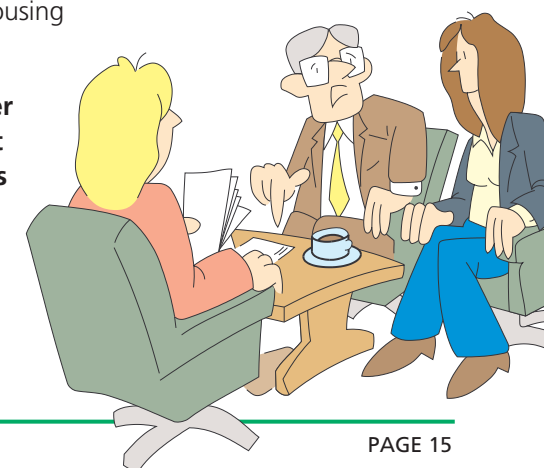
Shelter Cumbria has just launched their new housing advice surgeries in Workington and Whitehaven. Anyone with a housing problem, including rent arrears, homelessness, representation at court, disrepair or looking for somewhere to live can now access free specialist independent housing advice.

This service complements the countywide telephone service Shelter currently offers and ensures local people can see an adviser face to face if they wish. The surgery is held every Monday and appointments are available at various times.

Shelter Cumbria has offices in Penrith and Barrow. A project in Barrow offers a specialist housing advice service and tenancy support for offenders in the South of the county.

Shelter also provides training to agencies on housing law and works to influence local housing policy issues. Through Shelters Housing Rights promotion project we aim to raise awareness of people's housing rights and promote best practice amongst housing providers.

If you want further information about any of the projects we run or need to make an appointment to see an adviser then phone 0845 120 4565.



CENTRE 47

Carlisle Flood — having acquired £29700 funding from Cumbria Community Foundation we have been able to set up a furniture warehouse at the Enterprise Centre, James Street, Carlisle. This is to enable people without contents insurance and who had their house flooded to acquire second hand furniture to help them re-establish their home.

The warehouse has been provided free of charge by Carlisle City Council and we have staffed the operation with the help of Nigel and Sue Catterson. Michael Hayes has been employed on a 6 month contract. Setting up the project from scratch has been achieved in a very short time scale considering the funding requirements, building and staffing required to achieve what was required by the local community.

The plan is to continue at the Enterprise Centre for the next 2 months and review the need, if necessary the project could move back to C47, but we need to be able to keep furniture donated to the flood separate from our normal furniture.

Future Projects & Funding — during February we have had an audit from the Big Lottery on our progress in spending the CRED Lottery funding which contributed to a new warehouse roof, 3 commercial vehicles and funding toward the salaries of 3 driver posts over 3 years.

The overall impression was of a large project very well run, working with a higher than normal customer base and being able to be self-sustainable apart from expansion projects.

In addition to the above we have been successful with a further 2 bids, one to CRED to expand the furniture recycling into South Lakes and to strengthen our current operation in Penrith.

The second application was to Defra as an expression of interest to create a White Goods recycling project in conjunction with Carlisle City Council.

This is great news!

David K Kendall, Business Development Manager

Enforcing Parking Regulations

Frequently Impact receives queries regarding the parking of vehicles, so I thought it would be a good idea to highlight some of the regulations and who is responsible for what.

From 13th October 2003, your Local Authority is responsible, on behalf of Cumbria County Council, for Parking restrictions in your area. The Local Authority has responsibility for :-

- Parking on Double Yellow Lines – **No parking at ANY time**
- Parking on Single Yellow Lines – **No parking during specified time**
- Parking in Disc Zones – **Time restricted. Must display parking disc**
- Pay & Display Car Parks – **Must pay appropriate fee**
- Disabled Parking Bays – **Must display Badge, otherwise No parking at any time**
- School "zig-zag" Keep Clear areas – **No stopping on zig-zags at any time**
- Bus Lanes – **No parking or stopping at any time.**

Motorists have to abide by the parking restrictions, however if you have any problems or queries that are listed above you need to contact your Local Authority. They can issue PCN's (Penalty Charge Notices) at £60.00 per ticket for persistent offenders.

On the other hand if your problem is parking obstructions, (someone has parked on a pavement and a pedestrian can not pass for example), the responsibility lies with Cumbria Constabulary. The Police are responsible for any parking obstructions.

DON'T GET A TICKET – PARK LEGALLY!

If parking problems arise within scheme parking areas we ask that you contact your local Housing Office with details.

Impact asks that all of its residents and residents visitors park responsibly and be respectful of your neighbours.

Please use these Telephone Numbers:-

Allerdale Borough Council - 01900 326333
Copeland Borough Council - 01946 852810
Carlisle City Council - 01228 817000
Cumbria Constabulary - 01900 602422

Paula McDonald - Senior Housing Assistant

Foyer News

Impacts Foyer for 16 – 25 years olds in Penrith is the only foyer in Cumbria. A foyer is accommodation for young people linked to training and employment opportunities. The foyer was developed after a number of partners came together and worked hard to secure funding and support for the project. After eighteen months of operation the foyer continues to go from strength to strength.

The foyer has been developed in two phases due to funding issues. A bid to Rural Regeneration Cumbria for funding to complete phase two has recently been accepted and we are now awaiting confirmation from the North West Development Agency. Completion of phase two will provide additional offices, flexible training space, meeting room space and a large conference style room. The money, which this generates, will contribute to the foyers running costs and long-term future.

In June the foyer achieved accredited status, which is recognition of the quality of the service delivered from the foyer. Accreditation is something we are very proud of and is an acknowledgment of the quality of the work put in by both staff and residents.

Not only are the staff team proud of what has been achieved at the foyer, listen to what one of our residents says . . .

At the start of 2005 I was looking for alternative accommodation preferably a flat in Penrith. I thought I would move to the Eden Rural Foyer because I had heard it had a lot to offer and it does... Let me explain.

I moved into the foyer in February 2005, I knew most of the staff, which was an advantage. Once I arrived at the foyer my key worker suggested me going on the Princes Trust programme at Carlisle College. This interested me so I went for it. Whilst I was on the 12-week programme I gained such skills as team building group work, problem



solving, fundraising and doing a team challenge which entailed taking disadvantaged people out places.

Since I came to the foyer, I have gained a key-skills certificate, food and hygiene, health and safety and a Learndirect completion of course certificate.

The foyer and the great staff team who are employed here have loads to offer. We have residents' trips out to the cinema, swimming, football tournaments, bbq's and kayaking. The staff are keen to encourage us to take part in the training whilst we stay here, which will of course help us when we eventually leave to get our own flats and careers. In September, I will be starting a National Diploma in Forensic Science at Newton Rigg, College.

I have enjoyed my few months at the foyer so far. It has really turned my life around and I have the staff and residents to thank for that. I am now looking forward to the rest of my time here and taking up training and activities that come my way.

Chris Parsons, Eden Rural Foyer

Domestic Violence Support Group Pamper Day

Thanks to a kind donation from Penrith Lions Club we arranged a pamper day for the support group at Oxleys of Underscar near Keswick. So on a cold winters morning three of us set off to experience the delights of a health spa.

We spent the morning in the swimming pool in between enjoying the Jacuzzi and the sauna. This was followed by a fantastic lunch in the cafe. The afternoon was great we had a choice of two treatments from a massage, facial, manicure or pedicure, we felt really pampered and special the staff were great and put us all at ease and we felt the beneficial effects for days afterwards.

There was a fantastic view from the spa and even the drive there was enjoyable. We hope to try and raise the funds to do it again next year once again thanks to Penrith Lions and Impact Housing Association for making it possible.

Karen, Dorothy & Yvonne,

Domestic Violence Support Group - Eden



Success in Excellence in Cumbria Awards!

(one of our schemes for young people in Carlisle)

Tom Haworth, a resident at Close Street, and also on the Impact e2e programme won a County-wide award on 24th March as part of the Learning and Skills Council, Excellence in Cumbria Awards.

Tom who had been nominated for the "Connexions Cumbria Youth Progress Award, won the award against 3 other district winners. He received a cheque for £300, together with an engraved glass plaque and a framed certificate. The judges were particularly impressed at the way that Tom had progressed both through his learning programme, but also in his every day life.

He received the award from Simon Weston, the Falklands War veteran, and the founder of Weston Spirit, a charitable organisation working with young people across the UK. Tom also met the event compere, Fiona Armstrong from Border TV, who sponsored the event. You may even have seen Tom on the Border TV coverage?

Tom had previously won the local Carlisle area award, when he also received a cheque for £200, from Cumbria LSC.

Tom is 19, and has been studying for a NVQ Level 2 in Motor Vehicle, through System Training and has been on placement at a local garage. He has also been working with his Impact tutor, Liz Moscrop to improve his personal skills in group activities. This boosted his confidence and gave him a more positive outlook on life and what he could potentially achieve. Tom recognises the support that Impact have helped give him to achieve this new direction, both through his time at Close Street and also through the e2e programme. Tom is currently seeking a job in a garage in the Carlisle area.

Steve Holliday, HR Director



Christmas Light Competition

Over the last couple of years, more and more tenants have decorated the outside of their houses at Christmas time. So this year, we are running a Christmas Light Competition.

Judging will take place between 8th -12th December. We will come and take photos of your house in all its sparkling glory!

Win a Meal for Two.

If you would like to enter, please complete the entry form and send it back by 31st October 2005.

ENTRY FORM 2005 CHRISTMAS LIGHT COMPETITION

NAME:

ADDRESS:

TELEPHONE NO:

PLEASE RETURN BY 31.10.05 to:

Damien Morris,
Impact Housing Association,
FREEPOST CE600, Nook Street,
Workington, Cumbria, CA14 4BR

New Nuisance & Harassment Procedures

In April, we started working to our new Nuisance & Harassment Procedure. This procedure details how we will achieve our aim of dealing quickly and effectively with anti-social behaviour.

Anti-social behaviour can range from problems with litter or dogs to noise nuisance to more serious problems such as threats of violence, criminal damage or drug dealing. The main changes to the procedure are as follows:

- New and clear timescales for staff for dealing with complaints about anti-social behaviour. The key timescales are shown below.
- Usage of new powers given to Housing Associations and other Agencies to deal with anti-social behaviour. These include Anti-social Behaviour Orders (ASBOs), new types of Injunctions and Demoted Tenancies.
- Working more closely with local communities, the Police, Crime & Disorder Reduction Partnerships and other Agencies in dealing with problems.
- Keeping complainants/victims of anti-social behaviour better informed about what we are doing in response to their complaint.
- Providing better support to victims and better access to victim support services.
- Providing clearer and more effective responses to hate incidents, for example racial harassment.
- Getting feedback from victims about the responses we have made.

Through strengthening our procedure, as well as working with residents in more positive ways eg developing activities for young people and other residents, providing training and job opportunities etc, we are aiming over time to reduce occurrences of anti-social behaviour and to create safer and more secure neighbourhoods.

If you have any comments about the procedure, would like more information (both a summary of the procedure and the full procedure are available on

request from your local office) or would like to give feedback about an anti-social behaviour issue that you have been involved with, we would be pleased to hear from you.

Timescales:

- First report of incident
 - Brief details taken immediately
- Formal interview with the victim
 - **Serious harassment*** within 3 hours of report
 - **Harassment*** within 24 hours of report
 - **Nuisance*** within 3 working days of report
- Any emergency measures required (eg emergency repairs, security) – Arranged on the same day as incident reported
- Investigations undertaken and action started to resolve the matter – Normally within a maximum of 17 working days of the report of an accident. In the most serious cases action may be taken much earlier. The timescale may be exceeded if it is necessary to hold formal discussions with other agencies or other exceptional factors are involved.

* Definitions:

Harassment occurs when a perpetrator singles out their victim.

Serious harassment would include violence or threats of violence, serious damage to property.

Less serious harassment might include minor damage to property, abusive or insulting words or behaviour.

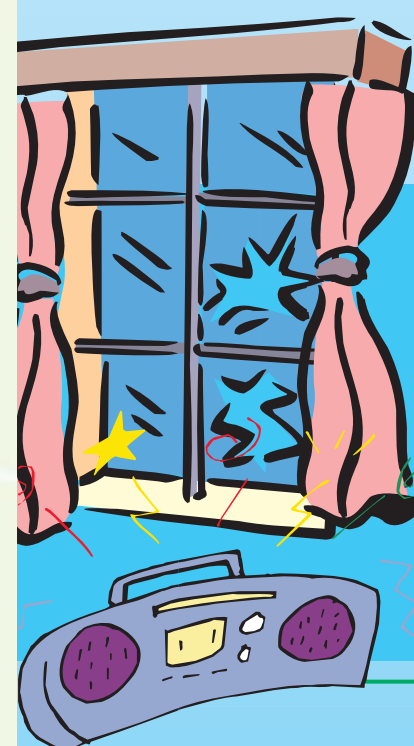
Nuisance is usually anti-social behaviour committed by people who do not care who suffer.

Nuisance behaviour includes persistent playing of loud music, repeated disturbance at night by rowdy tenants and/or visitors, problems caused by criminal activities, general vandalism, verbal abuse etc.

Please contact either your housing officer or support worker on any of the relevant numbers:

Abbots Bank01768 899623
Barrow Skills for Life.....01229 432967
Bridge Lane.....01228 603278
Carlisle Office.....01228 633600
Centre 4701228 633647
Close Street01228 549966
Coronation Drive01946 833491
Cumbria Furniture Services...01228 633655
Eden Foyer01768 861650

Eden Granary01768 210555
Kendal Office01539 742350
Lindisfarne Street01228 592040
Old Fire Station, Kendal.....01539 735093
Pategill House01768 863153
Salterbeck Office01946 833100
Ulverston Granary01229 583388
Warwick Square01228 591995
Workington.....01900 842100



Salterbeck Community Website goes from strength to strength

Since the website's launch back in June 2004 it has become a great resource for information news and events not only to the Community of Salterbeck but the surrounding area too!

Launching a community website was an integral part of the Salterbeck Broadband Initiative, as it gives a focus to learning how to use a computer and get on the Internet, whilst also being a good starting point for telling stories about activities going on in the area.

The Community Website is split into the following sections to make it easier to find what you are looking for:

News: Any stories about activities and events, usually after they have taken place, though sometimes, to help raise the profile of an event, a feature story is published to help promote an up and coming activity. Currently, News stories include the forthcoming Salterbeck in Bloom Competition and a great story from Councillor Derek Thompson on how he and his family have benefited from changing the way they connect to the Internet to a Broadband connection

Information: This section is not just a static directory of facts and services! Whilst it is a great place to look up who your local area rep is or find out about the facilities at the Oval Centre, it is also the place to get all the latest news on Salterbeck Storm ARLFC and Salterbeck FC, with fixtures, results and league tables regularly updated.

Events: An online calendar of all the important events taking place in and around Salterbeck. If you have an event that you want to tell the residents of Salterbeck about, make sure you submit it to the website using the quick and easy online event submission form – just follow the link to the Events section!

Market Place: Not quite a mini-eBay, more of a classified section. The Market Place is a free to use way of advertising items you have for sale or that you want. It is free to place an advert, you just need an email address in order to register and receive messages from other people who want what you have or who have what you want!

Webmail: Another free service from the Salterbeck Broadband Initiative is free email accounts. Anyone can pop into the Oval Centre and ask for a free email account giving you an address of: yourname@salterbeck.org.uk. As a web based service, this means you can check your emails anywhere in the world, not just at home or in the centre, as long as you have access to the Internet and can remember your password!



For any further information on the above including getting an email account, submitting events, getting a listing in the directory or adding a news story, please contact Jonathan Sargeant (Broadband Development Officer) on 01946 834 713 or email: jonthans@salterbeck.org.uk.



Our Customers – Who are we helping?

Direct Payment is a term being used by the Government to describe the new method of paying state benefits to claimants.

It involves ALL benefits from child benefit through to retirement pension. The switch is due to be complete by April 2005, a target which will not be met. The plan is that all benefits will be paid direct to the claimant via a bank or post office account.

This means that 4.2 million new bank/Post Office accounts need to be opened. A significant number of claimants have experienced problems opening an account and require assistance and support. The Impact Direct Payment team has been contracted to provide this support in Lancashire, Cumbria, SW Scotland, Tyne & Wear and South East Northumberland.

We also provide training and support to social housing staff that have front line contact with clients needing to open bank accounts.

Weston Spirit open day at Impact E2E Whitehaven

The day started with many people from a multitude of youth organisations arriving in good spirits and all ready to meet and greet.

Simon Weston arrived at lunchtime and both Angela and myself were quick to seize the opportunity to talk to him about his views on youth provisions and his ethos on future development.

We found Simon to be a man of great compassion and conviction, having been a wayward teenager, but believing in youth organisations helping people to help themselves. Empowering young people has a lasting effect and can only be a positive step.

The mayor of Copeland made a presentation, as did Jo Hughes (co-ordinator of Weston spirit in West Cumbria). Both speeches were optimistic and upbeat, and Jo gave an enlightened stance on inter-agency working, something we do within impact, which allows learners to access a broader and more interesting learning experience.

It was good to see some old faces and nice to see some new ones (making new contacts is always useful), and we even managed to secure an admin placement on the spot.

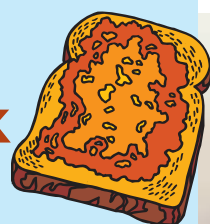


Both myself and Angela thankfully managed to stay away from the media spotlights (good thing for the camera in my case), but all in all the day was a success for everyone and any new service to add to those in existence, can only benefit young people in West Cumbria.

Justine Brauch has been with Impact on our e2e programme for 5 months. She has recently secured an admin placement with Weston Spirit. One of her first responsibilities was to be involved in their launch day attended by Simon Weston.

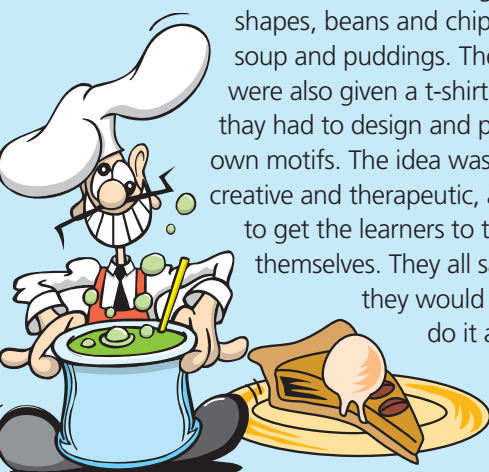


Can't Cook, Won't Cook



Our Salterbeck learners have recently been on a can't cook, won't cook course with Mobex at Cleator Moor. The learners were each given £2 and they had to go to the local food store and get themselves enough food to make themselves a three course meal.

The learners made all sorts including chicken shapes, beans and chips, pasta, soup and puddings. The learners were also given a t-shirt on which they had to design and paint their own motifs. The idea was to be creative and therapeutic, as well as to get the learners to think for themselves. They all said that they would love to do it again!



Current members of the newsletter editorial committee. From left to right – Mrs Birthwhistle, Derek Baldwin, Mrs Mary Thompson, Mrs Janet Cochrane and inset Jan Hetherington.



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Wordsearch

— Sealife —

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Words can go horizontally,
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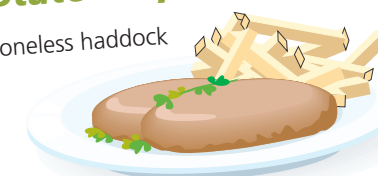
anemone	plankton
clam	rockfish
cod	sea horse
crab	seal
dogfish	sea lion
dolphin	seaweed
eels	shark
jellyfish	squid
limpet	swordfish
lobster	turtle
octopus	whale
oyster	

Resident's Recipe

We hope you enjoy making this recipe.

SMOKED HADDOCK FISH CAKES with Sweet Potato Chips

8 ozs Cooked smoked boneless haddock
1 Egg
8 ozs Mashed potato
Seasoning
1 oz Chopped spring onion
2-3 ozs Breadcrumbs for the coating
1 Egg, beaten with a drop of milk



- 1 Combine fish, potatoes, spring onions, salt, pepper and egg.
- 2 Divide into 4 or 8 pieces and mould into balls.
- 3 Dip in flour, beaten egg and breadcrumbs.
- 4 Flatten slightly with a palette knife and deep fry in hot fat 185C. for 2-3 minutes OR oven bake for 20 minutes.
- 5 Prepare large sweet potato by cleaning and cutting into thick chips and boil in pan for 1 minute. Drain and cook in medium hot fat for 2-3 minutes OR oven bake for 20 minutes with a touch of oil on them.

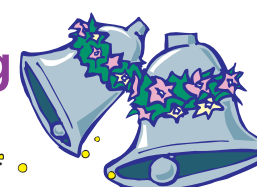
Serve with parsley sauce OR lemon

Derek Baldwin, Dearham Resident

The Wedding

I've just received my invite,
To the wedding of the year:
I've my hanky at the ready,
In case I shed a tear.
Shall I wear the pink,
The red, or the blue?
It really is a problem,
What am I to do?
Will she wear white,
A dress made of lace?
Perhaps a big hat,
To hide her wrinkled face.
She's had a few hitches,
And had to change the venue.
Will it be posh nosh,
Or something off the menu?
Since she's found her Prince,
The woman has no shame.
She can't wait any longer,
To change her second name.
You really have to laugh,
She's a real top filly.
Getting married at 92,
Good old Auntie Lily.

Poem by Mary Thompson



Carlisle Shopping Trip

A few weeks before Christmas we took part in a shopping trip to Carlisle organized by the housing staff at Nook Street for their over 60s tenants in the Allerdale and Copeland areas.



We enjoyed every moment of the day, picking up other tenants from different villages and towns, seeing where other people lived. On arrival at Carlisle we all went our different ways, and although the weather was not too kind, most of us were too busy in the shops to notice, and judging by the time it took the Driver to pack away all the shopping bags etc in the boot, we had shopped until we dropped.

On the return journey home, we stopped at the Hundith Hill Hotel, where there was a marvellous cream tea waiting for us, and we did it justice! There was even time for a small raffle, unfortunately I was unlucky and did not win a prize.



We would like to thank everyone concerned for the day, and would say that we are lucky to be tenants of such a thoughtful organization, and we look forward to a next time.

Bob and Isabelle Craig, Workington

Country Treasures

Since moving to Cumbria, we like going for a drive and discovering places we haven't seen before.

Driving along the A66, about ten miles from Penrith, we saw a sign for Mungrisdale and decided to turn off, and see what we would find. After a while we came to 'The Mill Inn' hostelry but decided not to stop, but to take a right turn. After a while we arrived at the 'Mosedale Meeting House' which was built in 1702. The Quakers hold Sunday Services there at 11am, April through to October. It is also used as a Tearoom from June throughout the summer. If you're walking or just out for a drive, it is a welcome stop for refreshments. They also have lots of leaflets for you to find out about the history of the Quakers.

After a short stop for tea and cake, we carried on a bit further up the road and came across a herd of wild ponies roaming the hills. Although wild, they will come over to your car looking for the odd apple of two. It is a very pleasant trip out and well worth a visit.

Mary Thompson and Derek Baldwin.

Planned Maintenance 2004 and 2005

In June last year I reported on our plans for our Planned Maintenance Programme for 2004.

We did achieve the following:

- We replaced central heating systems in 30 properties on the Salterbeck Estate in Workington.
- We replaced boilers, central heating systems and/or kitchens in 23 properties in Carlisle.
- We replaced central heating systems and/or kitchens in 30 properties in Allerdale and Copeland.

The whole programme was carried out by one contractor, Thomas Armstrong (Construction) Ltd and was finished on time and within our budget.

Residents' comments were largely very positive and special mention went to:

- The choices available to tenants.
- The level of information we and the contractor provided.
- Performance and behaviour of the contractor and our own staff.
- The package of floor covering and decoration allowance available.

For 2005 our priorities remain the replacement of central heating systems and kitchens with a number of window replacements in Allerdale and Copeland and central heating systems and roof replacements on Salterbeck. This decision is based on information collected from our surveys of our properties and has already been discussed at a recent Customer Panel meeting.

I would value your comments and answer any queries you may have. Please contact me, **Bettina Hoppe-Glahome** on **01900 842150**.

West Cumbria – Emergency Out-of-Hours Repairs Service

If you live in the Allerdale and Copeland areas you may or may not know that an Out of Hours Emergency Repairs Service operates. I thought I would take this opportunity to outline the procedures for using this service for new and old customers.

If you have an emergency repair and live in the Allerdale or Copeland areas, ring **07768 723447**. You will speak to an Impact member of staff. *If you live in **Salterbeck**, 07967 340564 is a direct line to Thomas Armstrongs.* If either of these numbers are busy, please leave a message and someone will get back to you promptly.

The following list is what we classify as an **Emergency** Repair.

Plumbing –

Burst Pipe
Burst Tank
Blocked W.C.
Blocked Drain
Bad Leak to pipe/radiator

Heating –

Central Heating not working (with no gas fire)
Smell of fumes/gas from fire or boiler

Electrical –

No power to sockets or lights

Joinery –

Entrance door won't lock
Sole entrance door won't open
Secure property after break-in

Building works –

Dangerous ceilings/chimneys/ internal walls will be **Made Safe** until the first opportunity to refix.

Impact Staff will then contact a contractor to attend to your repair. Wherever possible this repair will be fixed within 2 hours unless a part is needed and has to be ordered.

We will always check that the repair has been completed. The contractor may ring us when they have completed the job or sometimes we might call you. We will usually check this within the 2 hours of when you reported the repair.

The Impact member of staff may decide that the repair is not classed as an Emergency, but will report your problem back to the office during opening hours. They will discuss this with you and explain why it is not an emergency

If you have reported an emergency repair and are not satisfied with the quality of service provided, please contact us. We are always keen to know your views.

PLEASE NOTE: – If the cause of the repair is damage by yourself or by other visitors (i.e. smashed window) this may be repaired, however the full cost of the repair will be charged to yourself. Other repairs such as lost keys, faulty electrical appliances causing problems with electric systems, will also be classed as a rechargeable repair and the full cost of the call-out will be charged back to yourself. We will always discuss this with you and if appropriate get your agreement to pay before we send a contractor.

If you are a resident in the Carlisle, Eden or South Lakes area, please ring the normal office number and follow the instructions given on the recorded message.

I hope this helps you diagnose if your problem is classed as an Emergency, however if you are unsure, please do not hesitate to give us a ring – someone will always to be available to work it out with you.

Paula McDonald, Senior Housing Assistant

FORTHCOMING NEWS – We are looking at ways to improve our Out-of-Hours Service and during the next couple of months we are looking at the whole service which includes ALL areas and ALL Emergencies (*not just repairs*). Details will be published in the next issue of Contact.

