



Providing low cost housing in
Gloucestershire and Herefordshire

THE PYRAMID

the Wyedean Housing Association Newsletter

Summer 2020

Working With

PURTEM

Melvin John Electrical

Hewer FM

Please note that if you need to report an emergency repair when our office is closed you should telephone [01594 838000](tel:01594838000) and follow the instructions.

This Edition

Wyedean Office Now Open

Development

Waste Collection

Vermin Control

Stay in Touch

Home visits

Contents Insurance

Maintenance

WYEDEAN OFFICE HAS NOW RE-OPENED TO THE PUBLIC

Please be aware that our office is now open to the general public again. Upon entry we ask that you keep to the following guidelines:

- A maximum of two visitors in the office at any one time. If there are more people wanting to enter staff will request that you wait outside until one party leaves
- While one person is being served we will ask that the second takes a seat in the waiting area that is directly on the right upon entry
- You may be asked to wear a face covering, so please bring one with you .
- We ask that you sanitise your hands upon entry using the dispensers provided in the office.
- Please seat yourself in the window seat facing reception.

We ask you to undertake these safety precautions to help protect both yourself and the office staff.

If you do not need to attend the office we would ask that you either contact us by phone, letter or email. Thank you



DEVELOPMENT

Following completion of our latest development at Weston under Penyard, near Ross-on-Wye, we are currently looking at 2 new projects within the Forest of Dean.

Working with a local builder, we are hoping to develop 4 homes for rent in the village of Redmarley, north of Newent. The project will comprise of 2 x 2 bed houses and 2 x 1 bed flats on a small mixed development of 9 properties close to the village centre. Subject to contract, the project should be available for letting towards the end of 2020.



Construction of new homes at Redmarley

We are also looking at a project of 11 homes for rent and shared ownership in Newnham upon Severn. This would be our second development of homes in this area but our first to include homes for shared ownership sale.

The project is still subject to planning and contract but if all proceeds to plan, new homes would be initially available towards the end of 2021.

THIS NEWSLETTER IS PRODUCED AND PUBLISHED BY WYEDEAN HOUSING ASSOCIATION LTD.

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WASTE COLLECTION

Please note that you can arrange collection for up to 3 large items via your local council and this costs around £20.00.



If Wyedean has to organise removal for you then this could cost you considerably more.



CONTENTS INSURANCE

Wyedean offer contents insurance through 'My Home' which has been designed with social housing tenants in mind.

A few minutes of your time and for a nominal amount per week you could obtain peace of mind by safe guarding your contents against fire, theft, vandalism, water damage and other household risks.

For more information please contact the office.

VERMIN CONTROL



Please be aware that this is no longer a service that is provided by your council and should you have any issues with vermin you will be required to pay for their removal by contacting a private firm.

STAY IN TOUCH

Please remember to keep Wyedean in the loop should any of your personal information change, such as mobile numbers or email addresses. With up to date information we will be able to contact you quicker should we need to and allows us to offer you a more efficient and effective service.

Please phone or email changes on -

Tel: **01594 838000**

Email: **office@wyedean.org**



HOME VISITS

The housing team will re-commence some home visiting during the summer when required. If a visit to your home is deemed necessary, your safety and that of the staff is paramount. Please help us to ensure that distancing and hygiene practices are followed for the benefit of everyone.

MAINTENANCE & MAJOR REPAIRS

During 'lockdown', we have only been offering an emergency and essential repairs only service. This has been to protect the health and wellbeing of both our customers and contractors.

Many of the firms we've used have furloughed their staff during this period as work has dried up. All of our contractors have now increased their staffing levels so we can begin to address the backlog of repairs that have arisen since March.

It will take some time for the service to get back to normal and for repair completion times to be met. For this reason we will not be committed to the completion dates until the end of September so we would ask for you to bear with us during this time.

When completing repairs to your home, health and wellbeing will be the first consideration for you and our contractor and new protocols are in place to minimise any unnecessary contact. You will be asked some routine questions before a contractor enters your home.

If you are still unsure of allowing a contractor into your home, please let us know so we can consider the best way to proceed that allows the work to be done at the same time as giving you peace of mind.



SUMMER BANK HOLIDAY



Please note that the office will close at:

5.00 pm on Friday, 28th August 2020 and re-open at 9.00am on Wednesday, 2nd September 2020

WYEDEAN HOUSING ASSOCIATION LTD.

Keep your eyes out for the next issue of THE PYRAMID due Autumn 2020

