

Homefront



RESIDENT INVOLVEMENT SPECIAL

Winter 2010



Meet Ruth



Come along to a Tea Dance



Meet Diane



Estate Inspections



Tenants Conference

Welcome

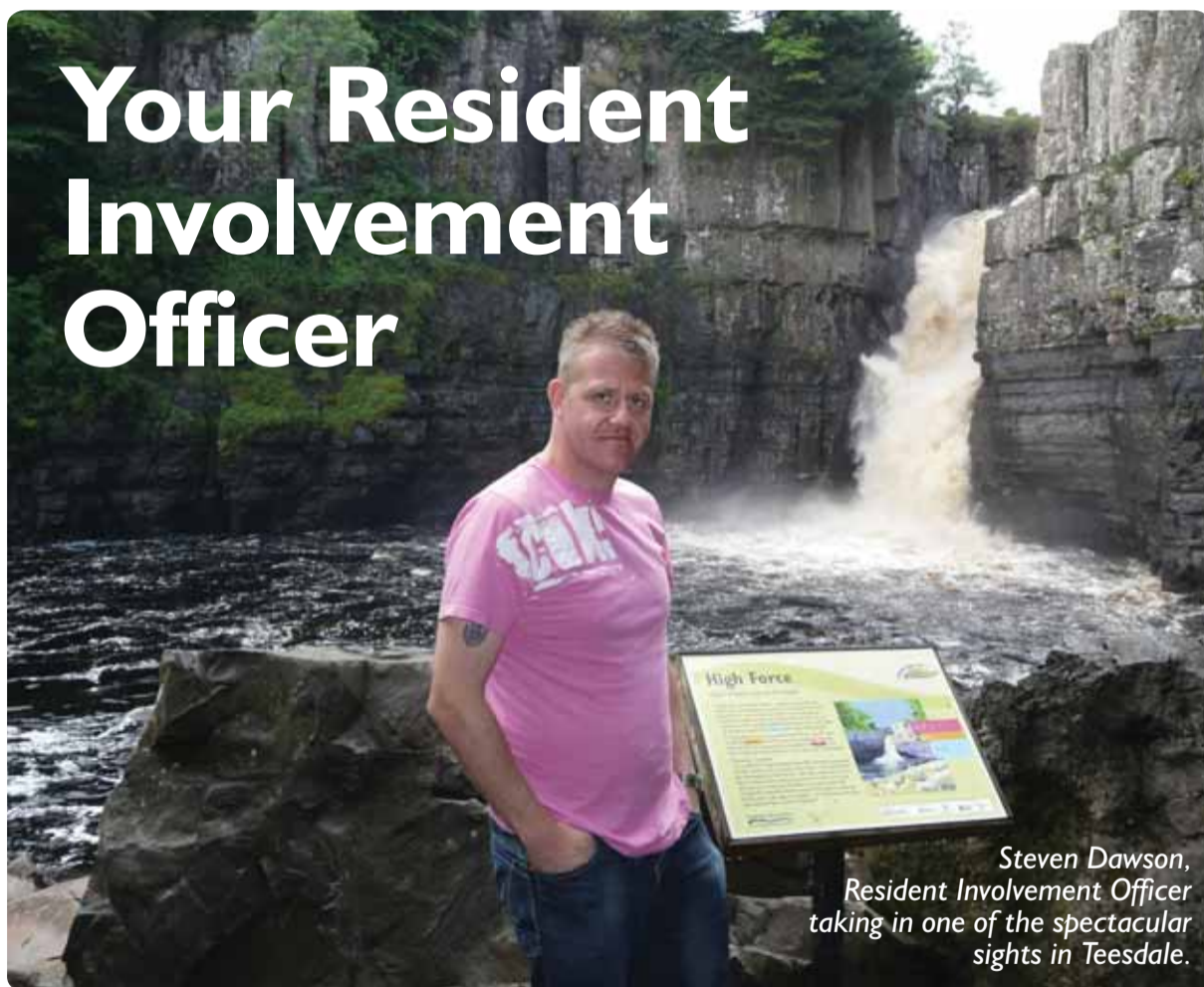
Welcome to your edition of Homefront for February 2010. We hope you had an enjoyable Christmas and wish you all the very best for the New Year.

In this newsletter we would like to introduce our new Resident Involvement Officer, Steven Dawson and to outline how you can be involved with Teesdale Housing Association. We are also undertaking a consultation process on Board member pay and are very keen to hear your

views. Please see page 4 for details.

We hope you find it an interesting read. If you do have any ideas on what you would like to see in future editions, please contact Steven Dawson on 01833 694407 or email steven.dawson@teesdaleha.co.uk

Your Resident Involvement Officer



Steven Dawson, Resident Involvement Officer taking in one of the spectacular sights in Teesdale.

We are delighted to introduce your new Resident Involvement Officer, Steven Dawson who started working with us in January 2010.

Steven is responsible for tenant and resident involvement across Teesdale and will be looking to introduce a range of methods where you can get involved with Teesdale Housing Association.

Steven is 36 years old and brings a wealth of housing experience. He worked for the former Sedgefield Borough Council from 1990 and Sedgefield Borough Homes, who are a newly created Housing Association, since its creation in March 2009.

He has worked as a Purchasing Assistant, Cost & Bonus Surveyor, Performance Officer and has worked in Resident Involvement for the last 4 1/2 years.

In his spare time Steven is a keen runner and is a member of Newton Aycliffe Athletic club. He enjoys football and is a Sunderland season ticket holder. He also enjoys photography so there should be many opportunities to capture the fantastic surroundings in Teesdale.

Steven said "I am really happy to be a part of the Team working for Teesdale Housing Association. It is a brand new challenge and one that I am looking forward to. I'm looking forward to working with you all and using your ideas

to help shape the future of Teesdale Housing Association. I'll be looking to develop a range of ways for you to get involved with us, as well as looking at how you can be involved in your community.

Resident Involvement is a key role of a Housing Association and we really want to hear your ideas. You receive the services we provide so are best placed to tell us what matters to you. If you receive anything from me I'd advise you all to take that leap and get in touch with me about how you can make a difference."

Throughout the newsletter there will be information on how you can be involved with Teesdale Housing Association. There is a form at the back of the newsletter, which you can cut out and return to us. Alternatively you can contact Steven on 01833 694407 or email steven.dawson@teesdaleha.co.uk.

NEW FREEPHONE NUMBER 0800 18 16 80*

*You may be charged if ringing from a mobile.

Welcome to Teesdale Housing Association

Vision

- More than a landlord...**
- Valuing people**
- Building communities**
- Delivering excellence**



What We Value

COLLABORATION

We work hard at being a good partner, employer and landlord by involving and empowering people and working with one another. We listen, learn and reflect. We place people and communities at the centre of all we do and we encourage and welcome challenge.

FLEXIBILITY

We provide local, personal and responsive services and individual solutions where needed. We encourage people to think creatively and imaginatively.

INTEGRITY

We never promise what we cannot deliver and we work in an open and transparent way. We are committed to providing equality of opportunity, we treat everyone with respect and we value people's differences. We own up when things do not go right and work hard at finding solutions.

PROFESSIONALISM

We aim to deliver excellence in all we do. We are committed to working ethically and do all we can to help with environmental

issues. We deliver value for money and ensure staff are highly trained and developed.

AMBITION

Known as an organisation that "punches above its weight", we are courageous, enthusiastic and innovative. We are committed to growth and delivering bespoke solutions even when it is not the easy option. We do challenging work that benefits communities and we aim to be a 3* organisation.



Teesdale
HOUSING ASSOCIATION



Would you like to be a
share member of
Teesdale Housing Association?

Share members have an important role to play with Teesdale Housing Association. It gives you a stake in the Association for a small fee of £1.

It doesn't take up too much of your time but it can give you a say in how the Association is run. It involves being a part of the Annual General Meeting, once a year, where our

accounts are received and where we appoint our auditors. You will also receive a copy of our Annual Report.

If you are interested in being a share member or would like any further information, please contact Steven Dawson on 01833 694407 or email steven.dawson@teesdaleha.co.uk.

Mystery shopping

Mystery shopping helps us to test our services to see if we are delivering the standards we have set. This involves contacting our services by telephone, email or visiting our offices to help us to identify areas where we could improve. You will test our service and see how well they met the standards and give us feedback on your experiences.

If you are interested in being trained to be a mystery shopper or would like further information, please contact Steven Dawson on 01833 694407 or email steven.dawson@teesdaleha.co.uk.



Be a part of our Readers Panel

We are looking at creating a Readers Panel who will look at the documents we produce.

We want you to tell us what you think of them and make sure that they are easy to read and well laid out. It is one of the easiest ways for you to get involved and you don't have to leave your home as we post the documents out to you. We send out any new documents we produce or any where we have made major changes.

If you are interested in being a part of the Readers Panel or would like further information, please contact Steven Dawson on 01833 694407 or email steven.dawson@teesdaleha.co.uk.



Getting involved with your tenants' newsletter

We hope you enjoy reading this edition of your Homefront.

It has been put together by staff from Teesdale Housing Association so that you are aware of anything we feel is important or may be of interest to you.

We'd really like you to get involved with putting the newsletter together, so that it focuses on what you as tenants feel is important. We are looking at developing an Editorial Panel to work with staff who will meet two to three times each edition for one or two hours at a time.



The Editorial Panel will agree the articles to be included, as well as agreeing the design and layout of the newsletter. It won't take up a huge amount of your time and the end result will be a newsletter that you can be proud of. If you are interested in being a part of the Homefront Editorial Panel, please contact Steven Dawson on 01833 694407 or email steven.dawson@teesdaleha.co.uk.

Welcome to Ruth

We are delighted to introduce Ruth Slip as our Asset Management Administrator.

Ruth joined us in November 2009 and is your point of contact for our Decent Homes programme. You should see her out and about on the estates and she will be happy to help you with our tenants' choice on kitchens and bathrooms.

She previously worked for Scarborough Building Society as a Building Society Possession Consultant and has recently come back from Canada where she spent three months travelling.

Ruth said "I am really happy to be working here and getting out to meet people and to



Ruth Slip, Asset Management Administrator for Teesdale Housing Association

help. I'm very accommodating and want to make your lives easier when you are getting work done."

If you would like to speak to Ruth about our Decent Homes programme or would like some help or advice whilst having work carried out, you can contact Ruth on 01833 694403 or email ruth.slip@teesdaleha.co.uk

Tenants Consultative Group

The Tenants Consultative Group was established in June 2009 as a way for us to consult with you on a range of issues.

They are a Group of tenants that represent your views and were set up in June 2009 when we were looking at our Service Standards.

We would like the Group to develop to look at our policies and procedures and make recommendations on those. We'd like to work with the Group to develop the quality of the services we provide and to assist us with setting our performance targets and monitoring our progress.

We are currently working with the Group to develop a constitution which will set out their aims and objectives, terms of reference and when they will meet.

If you are interested in being a part of the Tenants Consultative or would like further information, please contact Steven Dawson on 01833 694407 or email steven.dawson@teesdaleha.co.uk.

Come along to a Tea Dance!!

We are organising our first ever 'Tea Dance' for Friday 12 March 2010 at Broumley Court in Staindrop for anyone over 60 years old.

Whether you are an experienced dancer or just want to come along for a bit of fun we would love you to see you there. It will give you

a chance to meet some old and new friends in a friendly atmosphere. You might just want to come along and listen to the music and bring back some good memories. Dancing is also a very good way to help you to keep fit and healthy.

You will also have the opportunity to chat and make new friends and meet staff from Teesdale

Housing Association. We may even join you on the dance floor! The Tea Dance is free and we'll provide a buffet and refreshments. All you need is a ticket from us to attend. If you are interested in coming along just contact either Steven Dawson on 01833 694407 or Sarah Fletcher on 01833 694406 or email enquiries@teesdaleha.co.uk.



We are looking forward to seeing you all with your dancing shoes on!!

Board Member Pay: Tenant Consultation



There has previously been a lot of discussion in the housing world around whether board members should receive payment.

The Tenant Services Authority, who regulate us has therefore introduced a procedure allowing associations to do this if they wish.

Many other public sector services such as the Primary Care Trusts and Health Authorities now also pay their board members.

There are guidelines which set out how the amount paid links to the size of the association and the kind of improvements payments should bring about.

In the North East many have

already introduced board payment and Teesdale Housing Association would now like to do this because:

- The complexity of the business has grown enormously and Board members spend more time on training and development
- The responsibilities of Boards, and the risks facing associations have grown there are increasingly difficult decisions to take
- Being an effective Board member is a significant time commitment
- There is increased competition for Board members and we want to attract the best
- It creates a clear contract with each Board member, a basis for appraising performance.

Teesdale Housing Association is proposing to make payments to Board members from April 2010. The payments proposed are £500 per year for a Board member and £2,400 per year for the Chair. In total around £8,400 a year.

Teesdale Housing Association believes this is a modest amount to express recognition for the work Board members do and to set a firm basis for improvements in Governance.

The Board is interested in your views on this. There is a section below for you to complete and let us know what you think. Please return it in the freepost envelope supplied.

Beware of Bogus Callers



We would like to remind you all to be aware of Bogus callers.

If anyone calls at your door, you should always ask for identification. If anyone comes out to visit you from Teesdale Housing Association they will have identification cards, detailing their name and job title along with a photo of them. We won't send anyone out to visit you on a night or weekend without ringing you first. If you have any concerns about someone, don't let them into your home and contact us immediately on 0800 18 16 80.

What can you do to protect yourself?

- Don't let anyone in unless you are expecting them
- Talk to people through the door rather than opening it when they knock
- Ask who they are before opening the door and keep the door on the chain until you have seen their identification
- Make sure your back door is locked before answering your front door

You can also contact the Police on 0345 60 60 365

Board Member Pay: Tenant Consultation

Name (optional) _____

Address (optional) _____

I agree with the payment of Teesdale Housing Association Board Members

I do not agree with the payment of Teesdale Housing Association Board Members

Comments:

Your views are important, thank you for taking the time to share them with us.



Dog fouling

It has been highlighted on a recent estate inspection that dog fouling is becoming a big issue in Teesdale.

Dog fouling isn't just unpleasant, it's illegal. It can spread disease, and in extreme cases can cause blindness.

It is an offence for a dog owner or someone looking after a dog not to clean up after them. Failure to clean up can result in prosecution and a fine of up to £1000.

The easiest thing to do is carry something to clear up after your dog. A simple plastic bag will do the trick. Dog bins are located across Teesdale and you can even pick up dog bags from

Durham County Council's office in Barnard Castle for free.

There are two dedicated Neighbourhood Wardens for Teesdale, Gus Fleming and Brian Ward. They will be patrolling the area and will taken action on those who don't clean up.

If you see a dog, fouling you can contact Durham County Council on 01833 690 0000 to have the area cleaned. They can also arrange for the Neighbourhood Wardens to patrol a particular area and catch those offenders. It is your community and you should be able to live in an area that is safe and clean for you, your children or your grandchildren. Don't let other people spoil that.

Memories of Stainton Grove Military Camp



The camp was started in 1941 and the tank crews that were trained there went on to win battle honours in the North African desert and Europe.

Although most of the original camp has gone, there is still enough left to glimpse into the past. These memories have been laid out in a trail around the site of the old camp. The project is a community based research initiative which aims to gather reminiscences and memories of those who remember the camp, both during and after the war.

They have also improved the community spaces at Stainton Grove and the industrial estate through funding from the

Community Spaces programme, by adding tables and landscaping features. This includes paving for better accessibility to the interpretation panels on the trail and some raised beds.

They will be opening the landscaping project on Saturday 20 February 2010 at 11am, and

they would like you to come along and see the improvements. Entry is free and there will be free activities for children and refreshments on sale.

Steven Dawson, who is the Resident Involvement Officer for Teesdale Housing Association is

looking to work with the Community Association to offer help in securing additional funding for the project.

For more information on the project and opening day, please contact Eileen O' Hara on 07923 807968.



Stainton Grove, just outside of Barnard Castle is very proud of its history as a Military Camp.

Colouring Competition winner



Congratulations to Kaitlyn Ramsay, aged 5 from Romalldirk, who won our Winter Colouring Competition.

Kaitlyn's bright and colourful entry was chosen as our winning entry and received £30 of Toys R' Us vouchers. She is looking forward to spending the money on Baby Annabell accessories! Look out for more exciting competitions in the future and you could be the next lucky winner!!

Setting up a Residents Association

Residents Associations' are groups of people who live in a particular area who have got together to try and make a difference in the areas where they live.

They are a great way of having a collective voice and bring residents together to tackle local issues. Some Associations set

up to tackle issues as a Group, such as anti social behaviour. Others meet more socially to create a better community spirit. They generally meet once a month.

Residents Associations' have a constitution and committee, which consist of a Chair, Secretary and Treasurer. They

will work with Teesdale Housing Association and other agencies such as Durham County Council and The Police to tackle the issues that are important to them.

We are committed to supporting Residents Associations by providing ongoing advice and support. We will look at providing an initial grant for setting up a

residents association and will help with photocopying and producing newsletters.

If you are interested in setting up a Residents Association or would like further information, please contact Steven Dawson on 01833 694407 or email steven.dawson@teesdaleha.co.uk.

How to Report a Repair

We have made reporting a repair as easy as possible by having a number of different ways to report your problem.

When you report your repair you will be sent confirmation of this which may also show a target date for inspecting or completing your repair.

You can report a repair by the following ways:

By Phone

You can phone the repairs hotline on free phone 0800181680, open 9.00am to 5.00pm Monday to Friday.

Repairs can also be reported on our Head Office number 01833 694400. Out of office emergency repairs can be reported on 01833 694400.

In person at our Head Office

Our Head Office address is Teesdale Housing Association, 14A Redwell Court, Harmire Enterprise Park, Harmire Road, Barnard Castle, Co Durham, DL12 8BN.

By Typetalk

We welcome calls through Typetalk. Telephone users please prefix our telephone number shown above with 18001.

Online

Repairs can be reported on our website.

In Writing

You can report your repair in writing to our Head Office

Teesdale Housing Association, 14A Redwell Court, Harmire Enterprise Park, Harmire Road, Barnard Castle, Co Durham, DL12 8BN.

Scheme Warden

If you live in sheltered accommodation, you can report your repair to the scheme manager.

Estate Inspections

We want to work with you to improve the quality of the estate where you live.



To do this we arrange a series of estate inspections, where we will invite you to come and have a walk around the estate with us. You can help to identify local issues that are causing concern to you. This can be anything from overgrown gardens, dog fouling, abandoned cars, and graffiti to the dumping of rubbish.

There may be some bigger jobs which we might not be able to put right immediately but many minor issues can be addressed and we will feedback on all of the things you point out. Our next estate inspections will take place in:

• **Evenwood**
17 February 2010

• **Stainton Grove**
25 March 2010

We will be looking at putting together a programme of inspections and will have details in our office in Barnard Castle as well as our website.

If you would like any further information about estate inspections or would like to come along on your local one, please contact Jonathan Carver on 01833 694408 or email jonathan.carver@teesdaleha.co.uk.

Are you suffering from Anti Social Behaviour?

At Teesdale Housing Association we are committed to tackling anti social behaviour and ensuring that you enjoy your home.

We have strengthened our policy and procedure for dealing with those people who deliberately cause problems for other residents whether that be through noise and nuisance, youth disorder, harassment or other breaches of tenancy such as overgrown gardens or noisy pets.

Frequently Asked Questions

What is classed as anti social behaviour?

We consider anti social behaviour to be when a person acts in such a way as to deliberately cause distress to someone else, or allowing visitors to their homes to do this. This can be violence or threats, harassment and intimidation, drug use or supply, noise nuisance, graffiti, overgrown gardens or animals causing a nuisance.

What we cannot take action on are historical issues (where something may have happened

once or a long time ago but is not ongoing) and tolerance issues such as residents using their vacuum cleaner at a reasonable hour or young children playing outside of their own homes.

If something or someone is disturbing your enjoyment of your home then we would urge you to contact us and we will always give you advice.

How do I report an Incident?

You can contact us by telephone on 01833 694400 or our free phone number 0800 18 16 80. By email to enquiries@teesdaleha.co.uk or in person at our offices at 14A Redwell Court, Harmire Industrial Estate, Barnard Castle, DL12 8BN (we are open 9.00am - 5.00pm Mon to Thurs and 9.00am - 4.00pm Fridays)

Will my complaint be kept confidential?

We always try to keep the source of complaints confidential, however in some cases it is obvious where the complaint has come from, we would advise you on this before we spoke to the perpetrator.

Can I make an anonymous complaint?

You can make an anonymous complaint and we will investigate it fully, however if we are unable to verify the complaint or gather any other evidence to support it the action we could take would be limited.

What can you do?

The measures available to us very much depend on the type of complaint. The majority of complaints can be resolved by an interview with the perpetrator where we would point out their responsibilities under the tenancy agreement. For minor youth disorder we can enter into **Anti Social Behaviour Agreements (ABA's)** where young people and their parents enter into an agreement with ourselves and the Police to improve the young persons behaviour. For more serious cases we can serve a **Notice of Seeking Possession** – this is a legal document which lasts for twelve months, should their anti social behaviour not improve we can then apply for a hearing at the County Court. We can also serve **Injunctions**, these are issued by the Courts and instruct someone to either do something

or stop doing something. Injunctions can also stop a person from entering a certain vicinity. We can apply to the Courts for a **Possession Order** which means we will evict the person. We can also ask the courts for a **Postponed Possession Order** which means that if the person commits the behaviour again we will go back to court to seek their eviction. We may apply for a **Demotion Order** which changes a persons secure tenancy to less secure, they will lose certain rights such as the right to buy. In conjunction with the Police and Local Authority we can pursue legal remedies such as **Anti Social Behaviour Orders (ASBO's) and Anti Social Behaviour Injunctions (ASBI's)** which detail areas and actions the person is prohibited from visiting or doing. Where the complaint seems to indicate a difference of opinion between people rather than any anti social behaviour, we can offer a **mediation** service where an independent and unbiased third party will mediate between them to try and reach an acceptable conclusion to the problem. We often use mediation for parking disputes or complaints due to tolerance rather than anti social behaviour.

We want to hear your views on anti social behaviour in your area, if you have any complaints, comments or queries please complete the section below and return it to us in the pre-paid envelope supplied.

All information will be treated in the strictest confidence.

Name (optional)

Address (optional)

Complaint/Comment or Query

A reminder on how we allocate our properties



In previous editions of the newsletter we told you about the changes to the way that we allocate our properties.

The new scheme, which came into effect from 1 October 2009 is a county wide choice based lettings scheme called **Durham Key Options**.

The scheme operates across County Durham and is designed to give a greater choice to an applicant on where they would like to live. **You will have to fill in a new application form to allow you take part in the scheme.**

Instead of using a points system, we will assess your level of housing need and place you into a band. We will let you know the size and type of property you can apply for. There are six bands (A to F) with band A being for those with the most urgent need.

Rather than us offering you a property, as we have done in the past, we will advertise what we have available. It is then up to you to make a bid for the property you would like. Where there are bids from people in the same band we will offer the property to the person that has been

registered the longest.

We will shortlist applicants and contact those that have been successful.

Our properties are advertised:

- On the Durham Key Options website www.durhamkeyoptions.co.uk (you can access this through our website www.teesdaleha.co.uk)
- At Durham County Council offices at Teesdale House in Barnard Castle
- At the Citizens Advice Bureau at 21 Galgate in Barnard Castle
- Through the Upper Teesdale Agricultural Support Service at 9-11 Chapel Road, Middleton-In-Teesdale
- At Sure Start offices in Evenwood and Staindrop

We also have a Durham Key Options newsletter, which you can pick up from our office in Barnard Castle. It is also available in the Council Offices and Leisure Centre in Barnard Castle as well as local libraries.

How you can bid for properties

- Through the Durham Key Options website
- Through an automated telephone line on 0845 270 1603
- By text to 07781 484604 (send your application reference followed by a space then your date of birth (dd/mm/yyyy) followed by a space then the property reference number and followed by a space)

Or you can contact us on freephone 0800 18 1680, or our main number on 01833 69 4400. Alternatively you can call in to our offices at Harmire Industrial Estate in Barnard Castle.

If you are worried you will not be able to access the properties or you have any queries about the new scheme, please contact us and we will be happy to help.

Service reviews

From time to time, we review the services that we deliver to make sure they are high quality, offer value for money and more importantly, meet the needs of you.

We will invite you to attend meetings and workshops to

help shape our services around what you want to see.

If you are interested in being a part of any service reviews or would like further information, please contact Steven Dawson on 01833 69 44 07 or email steven.dawson@teesdaleha.co.uk.

Project working groups or focus groups

We set up project working groups and focus groups so that you can give us your comments on a particular service and help us to deliver that service.



They are usually set up as new projects and can be in the form of workshops or stakeholder events.

If you are interested in being a part of a project working

group or focus group, or would like further information, please contact Steven Dawson on 01833 694407 or email steven.dawson@teesdaleha.co.uk

Training

We are committed to offering training so that you get involved at a level that you choose.

Training is provided on a range of subjects that are suitable to the needs of Groups and individual tenants. Wherever possible we will arrange for training at local venues.

We will liaise with external training providers such as



National Tenants Resource Centre (Trafford Hall) and Tenant Participation Advisory Service (TPAS). Bursaries may be available for training and we will assist with travelling expenses.

We will also be looking at doing some joint training with other Housing Association's where possible.

Diane Smith, Head of Housing

Diane Smith is Head of Housing for both Teesdale Housing Association and our sister organisation Endeavour based in Stockton on Teesside.

She has been with us for the past 2 years and previously worked at South Tyneside where she covered a wide range of housing related jobs for 19 years.

Diane is committed to improving services to Teesdale



tenants and has been heavily involved in setting service standards with residents, reviewing promises made under the offer document, looking at whether our services meet and exceed expectations and regularly attends our Tenants Consultative Group which meets monthly.

Would you like to be involved?

We are looking at developing arrange of ways for you to be involved with us and to help us make a difference.

If you are interested in being involved or would like further information on how you can be involved please complete this form and return it to us in the pre-paid envelope supplied.

Please tick any boxes that might interest you:

Becoming a member of the Tenants Consultative <input type="checkbox"/>	Coming along to a local drop in or surgery <input type="checkbox"/>
Setting up a Residents Association <input type="checkbox"/>	Becoming a Mystery Shopper <input type="checkbox"/>
Becoming a member of the Homefront Editorial Panel <input type="checkbox"/>	Joining a telephone panel <input type="checkbox"/>
Joining the Readers Panel <input type="checkbox"/>	Using the website to give your views <input type="checkbox"/>
Joining us on an estate inspection in your area <input type="checkbox"/>	Filling in a survey <input type="checkbox"/>
	Attending a Focus Group <input type="checkbox"/>

If you have any ideas on how you would like to be involved, please let us know.

Contact details

Name:

Address:

Postcode:

Tel: **Email:**

Tenants Conference



We are looking at holding a **Tenants Conference every two years so that you can find out what we have been doing, how we have been performing and what our future plans are.**

It is an excellent opportunity for you to meet senior officers and members of the Board to ask the questions on what matters to you the most.

It will provide you with plenty of opportunities to have discussions as well as having some interactive sessions. By being a part of these discussions it will help us to get your ideas and views on our services.

We will be establishing a Group of tenants to help plan the next Tenants Conference so that it is interesting, and will focus on the issues that are important to you.

If you would like to be a part of the Tenants Conference Group or have any good ideas of what you would like to see at the Tenants Conference please contact Steven Dawson on 01833 694407 or email steven.dawson@teesdaleha.co.uk.

Keep a look out for information on the next Tenants Conference!

Resident Involvement Word Search

WIN £25
WORTH OF HIGH STREET VOUCHERS

Can you find all of the words below connected to Resident Involvement? If you can, you could be in with the chance of winning £25 worth of high street shopping vouchers. We will select one lucky winner at random. Good luck!

- ASSOCIATION
- COMMUNITY
- CONFERENCE
- CONSULTATIVE
- EDITORIAL
- ESTATES
- FOCUS GROUP
- FUN
- IMPROVEMENTS
- MYSTERY SHOPPING
- PARTNERSHIP
- RESIDENT
- SERVICE REVIEW
- SURGERIES
- SURVEYS
- TENANTS
- TRAINING

M	E	D	I	T	O	R	I	A	L	L	Z	Q	Z	P
Y	W	I	M	P	R	O	V	E	M	E	N	T	S	A
S	S	U	R	G	E	R	I	E	S	T	U	I	O	R
T	E	C	O	N	S	U	L	T	A	T	I	V	E	T
E	R	T	W	S	U	R	V	E	Y	S	A	F	M	N
R	V	B	A	S	S	O	C	I	A	T	I	O	N	E
Y	I	C	J	A	H	Q	V	L	E	X	F	C	K	R
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O	R	M	K	L	D	T	J	G	U	T	U	G	I	I
P	E	U	D	M	Y	Q	D	F	B	N	Z	R	Z	P
P	V	N	V	E	S	T	A	T	E	S	S	O	N	U
I	I	I	T	R	A	I	N	I	N	G	G	U	D	P
N	E	T	A	R	T	E	N	A	N	T	S	P	P	C
G	W	Y	W	X	R	E	S	I	D	E	N	T	U	K

Name:

Address:

Postcode:

Tel: **Email:**

Please return completed entries, no later than Monday 8th March 2010, to: **Teesdale Housing Association, 14A Redwell Court, Harmire Industrial Estate, Harmire Road, Barnard Castle, DL12 8BN**