



KNK operatives, vans and their offices in Mitcham, Surrey

Got a repair? Call KNK

Over the past year we have been working to make our repairs service more streamlined and effective for residents. We have now appointed KNK, based in Mitcham, as our new repair and maintenance partners.

The new, flexible service has been designed by residents to meet your needs and expectations. KNK's vans are blue and yellow, marked clearly with their logo and their staff all carry ID badges to make sure you know who they are.

Mrs Tucker, from Edgar Court in New Malden, who was involved in the

selection process, said, "I was very impressed with KNK, the way they log the calls (and their) right first time policy by taking as much information as possible from the caller."

If you have any questions about KNK or the new contract, please contact Chris Patient on 01372 461459 or chris.patient@crownsimmons.org.uk

Starting from
Monday 6th July:
For all eligible repairs to communal areas and tenants' homes

Call: 020 8646 9104
(for out-of-hours emergencies too!)

E-mail:
crown.simmons@knkgroup.com

Report repairs:
8am - 5pm
Monday - Friday

Book appointments:
8am - 6pm
Monday - Friday

9am - 1pm
Saturdays

Meet KNK, your new repairs contractor

We met with Tracey Mesure, the Customer Relations Manager at KNK to talk about her role and KNK's service to residents.



Tracey Mesure, Customer Relations Manager at KNK

Hi Tracey, can you tell me your role and how long you've worked with KNK?

I'm responsible for managing the Call Centre and making sure repairs are ordered and repair appointments are made. I started working for KNK in July 2005.

How big is your team at KNK?

There are ten officers in the Call Centre team. Each officer is trained to deal with resident enquiries about repairs and their repair appointments.

What happens when a Crown Simmons resident calls KNK?

Following a call from a resident (on 020 8646 9104) the Call Centre officer will ask a few questions to ascertain the address and the nature of the call. From their conversation the Call Centre officer will take the appropriate action.

How will residents get to make an appointment for their repair?

During the conversation, if work needs to be booked, an appointment will be

offered at the resident's convenience and will take into consideration the urgency of the repair. Should follow on works be required, whilst on site, the operative will make a further appointment with the resident, at their convenience, and will then contact us to confirm the booking.

What if an emergency happens in the middle of the night, will residents still be able to call KNK?

The KNK Out of Hours emergency telephone number is the same as the normal contact number - 020 8646 9104. This number is active 24/7, 365 days.

Except gas, is there anything residents shouldn't call KNK for?

We will be happy to discuss anything to do with repairs and maintenance with a resident. If it is found the resident has called about a gas issue we will direct them to the correct service and for all other issues residents should continue to call Crown Simmons as normal.



KNK Call Centre staff

Planning for the future

Last spring we carried out a stock condition survey on all of our owned stock and some of our managed stock. This allows us to plan our maintenance programme so we can make savings, avoiding having to do expensive, unplanned repairs.

Some of the things we recently completed include:

- Work on external decorations at various street properties
- Repairing and decorating the garages and repairing the security lighting at Gunters Mead in Oxshott
- Repairing the concrete canopy at The Fairings in Hersham
- Paving the washing line area at Cardinal Court in East Molesey
- Rewiring the communal areas at Edgar Court in New Malden
- Repairing the underground drainage at Walsingham Lodge in Barnes

In the near future we will be starting works on:

- Renewing the roofs at some blocks and carrying out external decorations to some properties at Gunters Mead in Oxshott
- Renewing gutters, down-pipes and surrounding wood work at Elizabeth Hart Court in Weybridge

During the rest of the year we have planned the following:

- Kitchen replacements at some properties at Highbury View in Islington, Alan Marre House in Charlton, Graysbrook in Sutton and The Fairings in Hersham



Clockhouse Court clock tower after external decorations

- Bathroom replacements at some properties at Highbury View and Graysbrook
- Electrical upgrades to some properties at Highbury View, Alan Marre House and Graysbrook

The Quick Benefit Quiz

Will you be affected by the new benefit system?

Find out now!

Start Here

Do you currently claim any of the following benefits?

- Jobseeker's Allowance
- Housing Benefit
- Working Tax Credit
- Child Tax Credit
- Employment and Support Allowance
- Income Support

Yes **No**

No Do you claim any of the following benefits?

- Council Tax Support
- Carer's Allowance
- Contribution-based Jobseeker's Allowance
- Child Benefit
- Social Fund
- Statutory Sick Pay
- Statutory Maternity Pay
- Maternity Allowance
- Bereavement Benefits

Yes



No You will not be affected by the change in the benefit system. If you start a new claim for benefits, or your circumstances change, you may be put onto the new benefit system, 'Universal Credit' (see page 5).

Yes Do you also claim any of the following benefits?

- Working Tax Credit
- Disability Living Allowance
- Personal Independence Payment
- Attendance Allowance
- Industrial Injuries Benefits (and equivalent payments as part of a war disablement pension or the Armed Forces Compensation Scheme)
- Employment and Support Allowance, (if you get the support component)
- War Widow's or War Widower's Pension
- War pensions
- Armed Forces Compensation Scheme
- Armed Forces Independence Payment

Yes

Yes You will be affected by the change to benefits, see 'Universal Credit' on page 5 for more info. You will still need to claim some benefits as you previously have.



No Do you live with your children (if they are under 16) or your partner?

Yes **No**

Yes Claim these benefits as normal.



No You will be affected by the change to benefits, so see the info box on Universal Credit for more details. You will also be affected by the 'Benefit Cap' which means in total you will not receive more than £350 each week (or £1,516.67 each month).



Yes You will be affected by the change in benefits, see 'Universal Credit' on page 5 for more info. You will also be affected by the 'Benefit Cap' which means in total you will not receive more than £500 each week (or £2,166.67 each month). This is set to reduce to £440 each week (or £1,906.67 each month).



Universal Credit

All you need to know about the new benefits system.

Universal Credit is replacing the following benefits:

- Jobseeker's Allowance
- Housing Benefit
- Working Tax Credit
- Child Tax Credit
- Employment and Support Allowance
- Income Support

Instead of receiving a payment for each of the above benefits separately, you will receive one payment at the end of the month. The payment will be made into a bank account and you will have to pay one month's rent in advance before you receive your payment.

See 'Rent & Universal Credit' and 'Setting up a bank account' for more information.

To find out more about Universal Credit, visit www.gov.uk/universal-credit call 0345 600 0723 or contact your local Citizen's Advice Bureau (CAB).

Get connected



Two out of three Crown Simmons residents have access to the internet. The internet works for you to connect with your friends, save money when you shop online, pay your bills and apply for benefits.

If you don't have a phone, tablet/iPad or computer that can access the internet, your local council offices or library should have computers available for you to use.

If you have a phone line you should be able to get the internet in your home. Call your local Citizen's Advice Bureau to find an internet provider for your area.

If you have a 'smartphone' mobile phone (a phone that can access the internet) giffgaff provide free sims and offer good deals on phonecalls, texts and internet usage for your phone.

Rent & Universal Credit

Your Universal Credit payment will include all the money you can claim from benefits, including your rent.

The first payment you receive will only cover the next month's rent. To pay the first month's rent, you should start paying whatever you can afford towards this now. If you cannot afford to make any payments, you might be able to claim a 'Discretionary Housing Payment' from your local council.

Setting up a bank account

If you do not already have a bank account, try opening a basic bank account.

To set-up a basic bank account:

- Look out a form of ID (call or ask the bank about what ID they will accept)
- Go into your nearest branch (you can find out more about the best basic accounts online)
- Ask **specifically** for a basic bank account

You may also go to your local Credit Union, even if you have a record of fraud. Get more info on basic bank accounts and credit unions online or at your local CAB.



Joe Hagland from Highbury View



Flora and Jim from Highbury View

A Very Victorious Day

Residents at some schemes celebrated the 70th anniversary of 'Victory in Europe' (VE) Day this May. We spoke to some residents at Highbury View in Islington, about their experiences...

Joe Hagland was 10 when VE Day arrived and has always lived in Islington. Remembering the war he says, "I remember being carried through streets of burning buildings to the bomb shelter or school. When we were at school, if anyone heard an air raid siren, we'd all hide under our desks."

Flora Green is the oldest resident at Highbury View and has lived there since it was opened. Flora remembers the excitement during VE Day, "I've never seen the Leicester Square tube station so busy. Everyone was out and everyone wanted to see the King and Queen. Some people must've been out all night - even at the back of the crowd the atmosphere was exciting. People were climbing the statues trying to see them."

Jim Harper, joined the RAF at 18 and says in 1940, "I came home on leave on the Friday, and on the Saturday afternoon I was married. When I received my final cheque from the RAF my wife said, 'that's mine' and that was that."

Beryl Leaver lived in Portsmouth during the war and remembers VE Day as a big street party, "There were really long tables - we were all given boiled eggs decorated with red, white and blue ribbons."



Looking to move?

If something in your life changes that means you need to move, or your current home no longer fits your needs, you should consider a 'home swap'.

This means that if somebody else wants to swap their home (with either you or somebody else), and their own home (or the other person's) fits your needs, you can apply to swap homes.

We are a member of HomeSwapper.co.uk so you can join for free. Through the site you can show your home and choose the things you are looking for in a different home to find your perfect match.



Crown Simmons Best Dressed Homes

Is there a room in your house you love to be in? A room you love to show your friends? Are you the next interior design star?

We're launching our first 'Best Dressed Homes' competition. Show us what you can do with a room and be in for a chance to win one of three £50 home decoration vouchers!

All you need to do to be in for a chance to win is e-mail pictures of the rooms you'd like to enter to enquiries@crownsimmons.org.uk or contact Crown Simmons on 01372 461440 indicating you'd like to be included in the competition!

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