

Tenant Newsletter



Spring 2022



Les Warren
Deputy Managing
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Here is the
latest news from
your landlord
Reside

Hello to all our tenants!

We hope you are all keeping safe and well. It has been a difficult time over the last couple of months, especially when you want to see close friends and family. But hopefully we are beginning to be safer now that we all have had our jobs and boosters.

We hope you're feeling happy and settled in your homes and we want to hear from you, so take a look at our exciting prize draw on page 3 to win a Samsung tablet, worth £200! It's a great prize, because

we know how important it is to keep in touch with your community and be able to join activities online. Have fun with your prize draw entry. The more you can tell us about your home and what you like the better. If you love art, you can take part in the Progress Community Artwork Project by helping to make big jigsaw pieces – find out more on page 4. This is the last newsletter from Reside because we have joined with Progress Housing Group. Your next newsletter will look a little different but will still be packed with news.



Tenant spotlight - Ben

Ben, 24, lives in a shared home in Cheshire. He recently won an award from his support provider for being a hero! One of Ben's support staff needed an ambulance, so Ben dialled 999. "I wasn't scared, I felt brave," said Ben. When the ambulance staff arrived they told Ben he had done really well. His support provider were so impressed they gave Ben a Hero of the Day award.

When we come to visit you

One of the important things that the Tenant Support Officers do is visit all our properties once or twice a year to check that everything is ok. When we visit we will make sure that repairs have been carried out and that your home is safe. We want to hear your concerns, and we will make sure

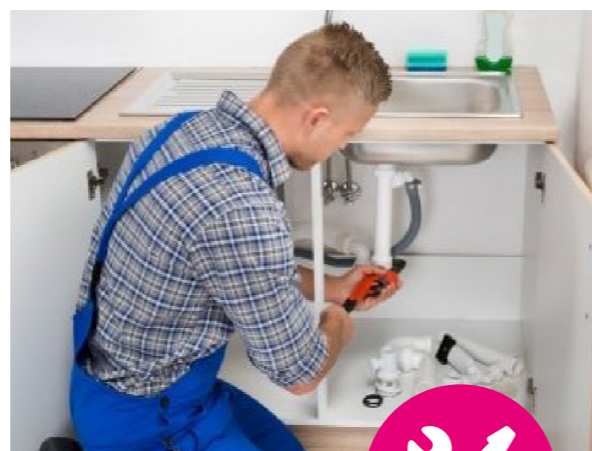
that they are reported so we can fix the problem. We would like to discuss how you can get more involved with Reside if you want to. Before we visit you, we will make sure that it is safe for us to come and if it's not possible to visit in person we will make sure everything is ok over the phone.

What to do when you have an emergency repair

Sometimes things go wrong and if you have to report an emergency repair at the weekend, in the evenings or on Bank Holidays, our emergency telephone number is **0207 118 1899**. If you have an emergency repair to report on a weekday between 9am and 5pm, call us on **0208 255 5220**.

Examples of emergency repairs are:

- Burst pipes, severe roof leaks or flooding
- Unsafe electrical fittings or wiring
- Blocked main drains or blocked soil pipe to the only toilet (not a blocked sink)
- Complete loss of electrical power or lighting
- Complete loss of heating, if there is no alternative source
- Toilet not flushing (where there is no other working toilet in the property)



Tenant spotlight - Tristan

Tristan lives in Norwich. He raised over £1,200 doing a 26-mile sponsored walk for a charity called St Martin's, which helps him with support. He wanted to raise awareness of ADHD and Asperger's and for people like him to believe in their abilities. Well done Tristan!


Win a Samsung tablet!


It's easy to enter our prize draw to **win a Samsung tablet**. We want to make sure that you are happy in your home. All you have to do is write what you think about it and the services we provide. For example, you might love your kitchen because you like baking, your room might be cosy or your housing officer is really helpful. You can draw pictures in the boxes too.


All the entries will be placed in a prize draw to win a tablet, worth £200!





This is what I think of my home

My home 

My room 

My support worker 

My housing officer 

My favourite thing to do 

How to enter the prize draw:

Name: _____

Address: _____

1. Take a photo of your entry – don't forget to include your name and address.
2. Ask someone to take a photo of you!
3. Email the photo of your entry and the photo of you to JPitt@progressgroup.org.uk. You can also post your entry and photo to Jenny Pitt, Reside Housing Association, Mason House, 18 Lower Teddington Road, Hampton Wick, KT1 4EU.
4. The deadline for entries is **Friday 18 March 2022**.
5. Please note that you may be contacted by our staff to feature in our Tenant Stories on our website. Tick **here** if you **DO NOT** wish to be contacted in this way.
6. The winner will be the person who is picked from the prize draw and it will be announced on our website and social media. Good luck everyone! Stories on our website. Tick **here** if you **DO NOT** wish to be contacted in this way.

Follow us on Facebook!



You can keep up to date with all our news by following us on Facebook. Search for Reside Housing Association and click “Like” on the page. You can comment on our news and see what everyone is up to.

We All Fit Together

To mark Learning Disability week in 2021, some of our tenants participated in the Progress Community Artwork Project, ‘We all fit together’, where they made a giant jigsaw.

Everyone worked together to create one big piece of artwork. Here are some photos of the work so far - we will continue to grow the jigsaw and see how big we can make it! If you would like to create a jigsaw piece, please contact the Progress Involvement Team for a pack on **03333 204555** or email community@progressgroup.org.uk.



Have you had your Annual Health Check?

If you have a learning disability, your doctor will invite you for your annual health check. You should be on their register to receive this check. If you're not sure if you are on the register, you can call the GP surgery to let them know. At your annual health check you can ask

your doctor questions about your health and they will want to know how you're feeling. They will check your vaccinations are up to date, the medication you are taking and they will also check your blood pressure.



Tenant spotlight - Daisy

Daisy is a sociable, outgoing person with lots of friends. After years of searching for the right home, she is finally living in her bungalow in Leeds, near her family. She loves to visit Fountains Abbey in North Yorkshire which is her favourite place for special days out. The pandemic has been challenging though: “Thank goodness for my iPad!” says Daisy.