

Your News

**Find out
how well we
did this year!**

pages 10-13

Meet Aaron

page 3

**Can you
spot the
pumpkins?**

Enter the
competition
on page 8



Also in this issue:

**Keeping
your
money
safe**
– page 9



**Important
update on
Universal
Credit** –
page 15



RWP

Reside With Progress

Welcome to **Your News!**

We recently spoke to our tenant, Aaron, who is on the front cover.

Thank you, Aaron for sharing your story. You can read more about it on page 3.

We also spoke to our tenant Susan about how well she is doing in her supported living home in Blackburn. Susan talks about feeling safe and settled in her home and the

book she has published about her mental health journey.

On pages 10–13 you can read your Tenant Annual Review for 2024/25. It tells you about the work that we have done during the year.

Les Warren
RWP Managing Director



Meet Aaron

Aaron lives in supported living in Oxfordshire. He shares his home with Thomas, Kim, and Thomas, and his family live in Reading.

Since moving into his home Aaron has become more independent, and his confidence has grown. Support worker Ola from FitzRoy has been supporting Aaron with planning journeys and travelling on public transport. Ola has helped Aaron to learn life skills like cooking meals, preparing the dinner table, and cleaning and tidying.

Becoming independent

Ola has supported Aaron with planning his train journeys to Reading to visit his family. Aaron has built up his confidence with public transport by making local trips with Ola. He feels confident now with getting the train from Oxford to Reading at the weekend. "I get on the bus and then I will get the train to Oxford. Then I get the train ticket to Reading," says Aaron.

Aaron enjoys spending time cooking meals with Ola. He has learnt the skills to prepare food for his housemates to have dinner together. Aaron says: "We like cooking together."

Ola is proud of the life skills that Aaron has learnt, and he explains how Aaron is doing a fantastic job cleaning his room and the communal areas. "Aaron helps tidy up the whole house. He sets the dishwasher, and we provide the materials for him to clean his room. We are all about his independence," says Ola.

Aaron's interests

Aaron is happy that his room is full of the things that he loves like photos of a family holiday to Vegas, a photo of his girlfriend, and a wall case full of figures. Aaron says: "My favourite thing is my figures, my posters and my holiday photo."

He looks forward to a week full of activities and clubs that he enjoys like going to a local drama club, singing, playing his guitar, and swimming.

Virtual hub update

Our virtual hub group is for people to meet others online and have a chat. In July we met and spoke about the transfer of engagements.

Annette, Operations Director at RWP, talked about how we would like to bring Reside Housing Association together with Progress Housing Association Ltd. RWP has written to tenants to explain what the next steps are. This process will improve

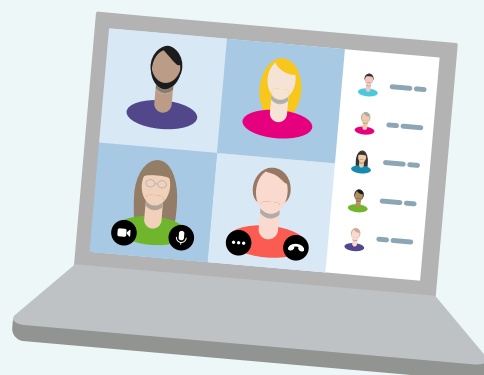
our services to you. There will be no change to support providers, homes or services.

What happens at the virtual hub group?

The meetings last an hour, and we would love to see more people at our next one. The next meeting is on 25 November, 1pm–2pm. Contact us for the online meeting details.

You can join our Microsoft Teams meeting on your computer or your mobile phone.

If you need help, please ask your support worker or contact the Customer Voice Team on **0333 320 4555** or send an email to **community@progressgroup.org.uk**



Collecting your information

We may ask for information about you to make sure we keep you safe and meet your needs. Information also helps us to give the best services that we can.

We might ask for and keep information such as:

- details like your date of birth, gender or religion
- your likes and dislikes
- details about your health or disability
- how you would prefer us to communicate with you

We must follow the law when collecting, storing or sharing information about you. This makes sure your information is as safe as it can be.

The types of data that we may ask you for are things like:

	date of birth		sexual orientation
	gender		marital status
	nationality		disability
	ethnicity		religion

If you have any questions about why we ask for information or what we do with it, please speak to your housing officer.



Meet Susan

Housing Officer Paula, Susan and Sheila

Susan has been living in one of our homes in Blackburn for 15 years.

She lived in a hospital setting for 10 years for support with her mental health before moving to different places and then making the move to supported living. Susan told us that she feels settled, enjoys her independence, and spending quality time with family.

She was supported by her social worker, Sheila, over the years to get the help that she needed. She said: "Sheila was my rock." Susan doesn't know where she would be without her best friend, Pauline, and is extremely thankful to her for looking after her son in his teenage years.

Moving into supported living

The support staff at Lifeways helped Susan to build up her independence by helping her to learn how to cook and clean. Susan said: "I just love all these support workers here." She has made many friends at her supported

living home and she is very grateful to everyone.

Susan is proud of her home and feels safe. She said: "I am safe in here because my door is locked." She saved up for her own furniture. "For the bedroom, I bought my furniture. It is all white now. So, when I wake up, I can see happiness," says Susan.

Susan's book: My Lost Years

It was about three years ago that Susan contacted social worker Sheila about writing a book together about her experiences. Susan believes that her story will help others going through mental health challenges as they will see where she is now, and it will give others hope. "Happy things can happen even when you don't expect it. Mine was when my granddaughter was born. I wanted to get better, so I had a relationship with her and my son," says Susan.

Read more about Susan's story and how to read her book, here: <https://www.residewithprogress.org.uk/real-stories/read-susans-story/>

Save money with our app

Our Housing Perks app helps you to save money on the essentials such as:

	food
	fuel
	clothing
	home furnishings and DIY
	family days out



number, call us on **0333 320 2675** or email **RWPenquiries@progressgroup.org.uk**.

Download the app on your mobile phone. Follow the instructions and enter your tenancy reference number. Buy a voucher which you can then use to buy shopping and receive your discount. Your housing officer will be able to help you with setting up the Housing Perks app or provide extra support if you need it or have any questions about using the app.

You can watch a video on how to use the Housing Perks app. Watch it here by scanning the QR code with your phone.



Setting up the app on your phone

You will need to enter your tenancy reference number to sign up. If you do not know your tenancy reference

Changes to our contracts

The Contracts Team support you, your family, and support staff with household questions and needs. This will be things like household appliance repairs, flooring, furniture, communal cleaning, and utility bills.

Household appliance changes

In January 2025 we changed our household appliance provider. We decided to switch to Currys and we now put its appliances into your homes, like washing machines, tumble dryers, and fridge freezers. We have been working closely with Currys on the ways that we can make sure that goods are delivered and installed as quickly as possible.

Furniture changes

In August 2025 we had to stop working with one of the furniture companies as it closed.

We are pleased to share with you that we have now partnered with the Furniture Resource Centre. Furniture Resource Centre is creating a brochure of products for RWP to order from which tenants will be able to choose colours and designs to suit their needs.



Awaab's Law

A new law called Awaab's Law has been introduced to make sure dangerous problems, including damp and mould are dealt with quickly and properly by all landlords.

What this means for you

If you tell us about a serious problem in your home we must check it quickly:

- if it is an emergency, such as loss of electricity or heating, we must start fixing it in 24 hours

- if it is not an emergency, but still a serious damp or mould problem, we will inspect the problem within 10 working days
- if it is urgent, we will start repairs within 5 working days
- we will keep you updated at every stage until the work is finished

What you need to do

- please report any issues to us as soon as possible
- let us know if you need information about your home in a different format, such as large print, Easy Read, or another language

Keeping homes warm and safe



Gaps on your windows and doors

When you are trying to keep your house warm, check around your doors and windows to see if you feel cold air coming in.

If there is a gap between a window and the frame report it to us so we can fix it.



Dealing with condensation

Condensation is when water vapour turns into liquid. It happens when water vapour cools and turns into liquid water. Water vapour can be found on the outside of cold glasses and the warm side of windows.

If you spot condensation on a surface, wipe it down with a dry, clean cloth or towel.



Checking radiators

Check your heating to make sure that it is on the right setting and that the radiators are working properly. If you have a combi boiler, check that it is set for hot water and heating.



Checking smoke detectors

We will service all detectors once a year and change batteries when required. If the battery fails or the detector loses power, it should make a high-pitched beeping noise to alert you. If this noise happens, speak to your support worker or contact RWP. Our contact details are on page 16.

Contact us

If you spot something dangerous in your home like mould or unsafe electrics, please report it straight away. See how to contact us on the back page.



Competitions

Spot the difference

Can you spot the 10 differences between these pumpkin patch scenes?

Circle all the differences, then fill in the form below and send it to our Leeds office address (see the back page) or email us at **community@progressgroup.org.uk** by 30 November 2025. All entries received will be entered into a prize draw for the chance to win a £10 voucher.



Name: _____

Address: _____

Contact number: _____

Spot the pumpkin competition



How many pumpkins can you find in this issue? Write to us at the Leeds address (see back page) or email us at **community@progressgroup.org.uk** by **30 November 2025**. Write the number of pumpkins you have spotted, your name, address and telephone number to enter the prize draw and you could win a £10 voucher.

Winners from the last issue

The winners of the count the strawberries prize draw is **Hazel** from **Leeds**. The winner of the spot the difference is **Sarah** from **Leeds**. Congratulations on each winning a £10 voucher.



Keeping your money safe



It is important to know how to keep your money safe and protect yourself from scams.

A scam is when someone tries to trick you into giving them something or when someone tries to take your money by pretending to help you.

Here is some helpful information about scams:

If someone pretends to help you, they might ask you for information which can help them to try to take your money. They might ask for your:

-  name
-  date of birth
-  address
-  bank account details
-  passwords

Someone might pretend to be someone you think you can trust so they can try to take your money. They might contact you by phone, text, email or social media.

They might pretend to be:

-  your bank
-  the police
-  a delivery company
-  a gas, electric, phone or water company

Here is a top tip:

If you get a message or a call and someone asks you for money or information, speak to someone you trust like a family member or talk to your housing officer.

Tenant Annual Review 2024/25

Welcome to your Tenant Annual Review from 1 April 2024 to 31 March 2025. It tells you about how we have looked after you and your home throughout the year.

Contents

- repairs and home safety
- keeping you safe
- your neighbourhood and community
- our Customer Promise: homes
- our Customer Promise: communities/neighbourhoods
- making our services better
- involving tenants and community events
- you said, we did
- our Customer Promise: culture



We have agreed 4 new Customer Promises with our tenants to make sure everyone is listened to and that we act on your feedback:

- we promise we will always try to resolve issues you raise with us to your satisfaction
- we promise to adapt to you where possible to deliver a supportive service, which treats you fairly and takes into account your individual needs
- we promise to make it easy for you in all aspects of our service delivery. We will be patient, approachable and manage expectations
- we will say what we will do and by when

Alongside our Customer Promises, the government's 4 Consumer Standards set out in law how we must provide services to you.

You can find out more about the standards by scanning the QR code with your phone.



Repairs and home safety

We promise to keep your homes well-maintained and safe.

Well-maintained and safe homes are our highest priority. Last year we carried out 17,589 repairs, which included 5,049 emergency repairs.



79.6 out of 100 tenants were satisfied with their repairs

Keeping you safe

We carried out 9,973 checks to make sure our homes are safe and sound.



77.6 out of 100 were satisfied that their home is safe



6,987* gas safety tests



2,040* electrical tests



592* fire risk assessments



62* asbestos checks

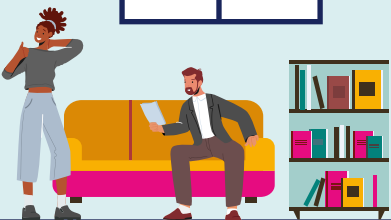


481* water hygiene checks

*These figures are Group-wide, including Progress Homes and RWP.

530
adaptations

33
new doors
7
new windows

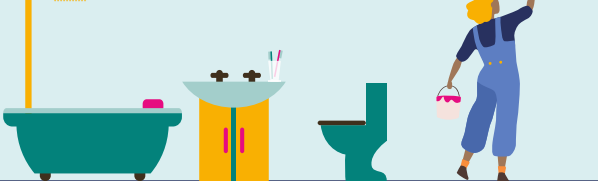


16 new roofs

70
new kitchens



57
new bathrooms



30 new homes

77
new heating systems



Tenant Annual Review 2024/25 (continued)

Your neighbourhood and community

We promise to work with you and other agencies to keep your community/neighbourhood safe and well-maintained.

We understand that the words 'community' and 'neighbourhood' might mean different things to different people. Your community may just be the people you live with and the support staff who help you. A neighbourhood for you could simply mean the flats in your scheme.

Our Customer Promise | Homes

How well are we doing?

- 0.1% of our homes do not meet the Decent Homes Standard
- 100%* of gas safety checks were completed
- 98.4%* of fire safety checks were completed
- 88% of planned investment in existing homes
- 77.5 out of 100 tenants were satisfied that their home is well-maintained



61.5 out of 100* tenants were satisfied that we make a positive contribution to communities/neighbourhoods



75 out of 100* tenants were satisfied that communal areas are kept clean and well maintained

Our Customer Promise | Communities/neighbourhoods

How well are we doing?

- 7.2% of reinvestment in new properties and existing stock
- 9.1 anti-social behaviour cases per 1,000 homes
- 75 out of 100 tenants were satisfied that communal areas are kept clean and well maintained
- 61.1 out of 100 tenants were satisfied with the approach to handling anti-social behaviour

Making our services better

We promise to be always respectful and supportive and involve you in improving services.

We value your thoughts and feedback. By listening to what our tenants have to say about our homes and services, we can do better and improve. This year, we received 52 complaints. 26 out of 100 of those were dealt within five working days. We also received 39 compliments about how happy you were with the work that we do.

We follow the Housing Ombudsman's Complaint Handling Code. You can watch our video about making a complaint and find out details about how to contact the Housing Ombudsman by scanning the QR code with your phone.



Involving tenants and community events

Our Customer Voice group checks on how well we are providing our services. Over the year, we organised 337* events for our tenants, both online and

in person, and 5,276* people attended. These included scrutiny events so that tenants could check on our work. We also organised 34* consultation events, for example about our tenant committee where we spoke to tenants for their feedback.

You said, we did

Tenants have told us they would like to be more involved with service changes, like changing our repairs contractors. Our tenant representative committee members have been involved with the recruitment of new repairs contractors. The group has been presented with a proposal for an improved repairs service. Feedback from committee members was included in the selection of new contractors.

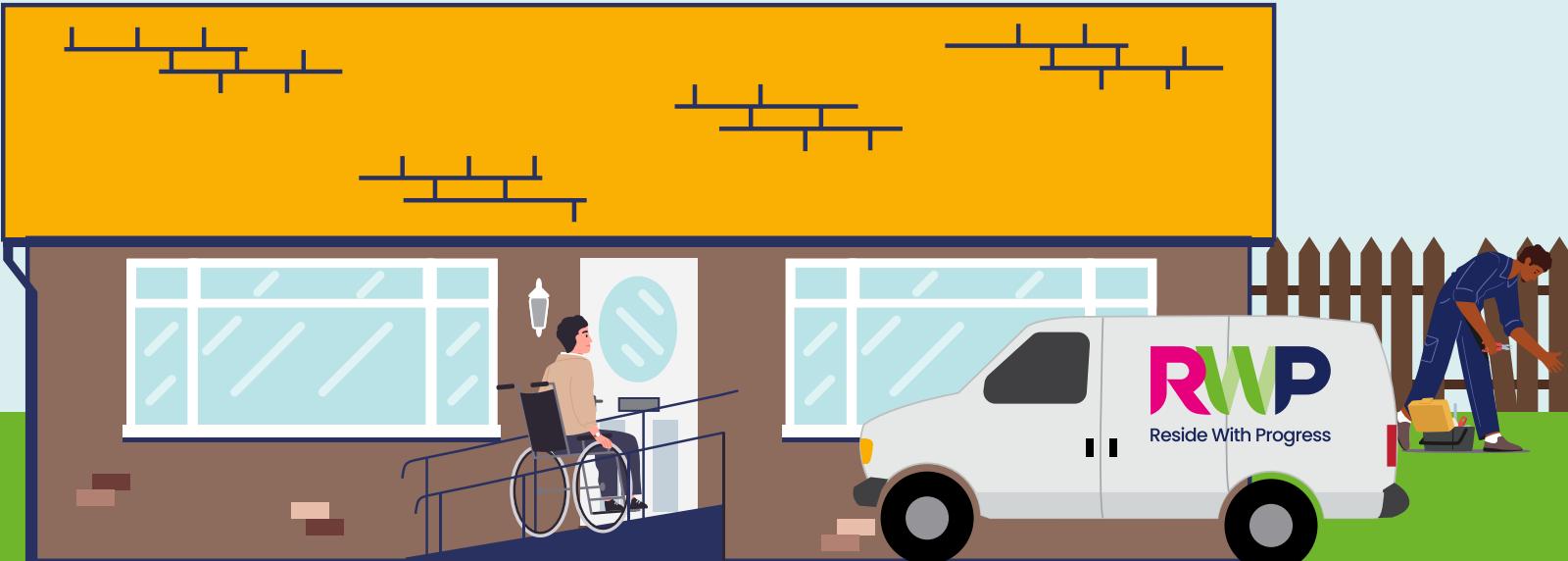
You can report a repair by scanning the QR code with your phone.



Our Customer Promise | Culture

How well are we doing?

- 32.9 complaints per 1,000 homes
- 77.4 out of 100 tenants agree that they were treated fairly and with respect
- 61.3 out of 100 tenants were satisfied that their views were listened and acted upon
- 64.5 out of 100* tenants were satisfied that they were kept informed about things that matter to them



*These figures are Group-wide, including Progress Homes and RWP.

Support staff update

Welcome to support staff news! A section dedicated to everyone involved in our tenants' care and support. Working in partnership with you is important to us. If you have any queries or suggestions for what you would like us to cover, please get in touch. You can call us on 0333 320 2675 or drop us an email RWPenquiries@progressgroup.org.uk



Legionella testing

We hope this guidance on legionella testing and maintaining water hygiene is useful.

Water hygiene

Legionella is a naturally occurring bacteria found in all water systems, including rivers and ponds. Within buildings, it can be found in hot and cold stored water systems and related pipework.

If conditions are favourable, the bacteria may grow, increasing the risks of Legionnaires' disease. Controlling the risks by introducing appropriate measures outlined in government advice for Legionnaires' disease is important.

Surveyed properties for risk

We have surveyed all our properties to identify any areas where there may be a risk of the growth of legionella bacteria.

The survey determined what needs to happen going forward in the property, for example:

- ✓ checking temperatures
- ✓ cleaning regimes

Guidance on testing visits

Combi boiler

If the site has a combi boiler that feeds all hot water, then a visit will be made on a quarterly basis to test the water temperatures. During this quarterly visit the showers will be cleaned.

Annual

An annual visit will be made to service the thermal mixing valves (TMVs).

Hot water cylinder

If the site has stored water and uses a hot water cylinder for the hot water at the property, then there will be a monthly visit to test water temperatures.

A quarterly visit will be made for the shower cleaning and annually for the thermal mixing valve (TMV) service.

 The only other testing for hot water cylinders and cold water storage tanks are checks every 6 months and annually on the condition of them. This is not required with combi boilers as there is no stored water present.



Good practice

Good practice to help control legionella is:

- ✓ set your hot water cylinder or boiler to 60°C
- ✓ regular cleaning of all showerheads and taps
- ✓ prevent the showerhead from becoming immersed in water using the restraining rings provided
- ✓ hose pipes should be removed from the tap when not in use and stored out of direct sunlight to keep the temperature of the remaining water as low as possible
- ✓ hose pipes should also be included when running your taps if you have not been home for over 7 days
- ✓ run all your taps or showers at least once per week. Remember to include the hosepipes too

A property that is left empty for more than a week

You should open windows to ventilate the property whilst you:

- ✓ run taps on baths and basins gently for about 3 minutes
- ✓ put the showerhead on the bottom of the shower or bath and let it run for about 3 minutes

Important update: Employment and Support Allowance (ESA) is changing to Universal Credit (UC)



Most people who are receiving ESA right now will be moved to UC.

It is important you follow the guidance below:

Wait for your Migration Notice

A letter will be sent to you from the Department for Work and Pensions called a Migration Notice, telling you when to apply for UC.

Important: don't apply early

Applying before you receive your Migration Notice could mean you miss out on transitional protection which is extra money to help if your UC amount is lower than your current benefits.

Check your letter carefully

Your Migration Notice should only mention ESA. If it also mentions Housing Benefit, call UC on **0800 169 0328** and let them know you live in supported accommodation. Your Housing Benefit should not be affected.

How to apply for Universal Credit

- apply online or by phone once you receive your Migration Notice
- when asked about your housing, say you live in supported housing—this ensures your Housing Benefit continues
- after receiving your UC award notice, inform your local council. Remind them you live in supported accommodation and should continue to get Housing Benefit

Get in touch

If you have any questions or need support, please contact your housing officer or call us on **0333 320 2675**.

Scan the QR code to get other versions of this newsletter



Scan me!



An audio version

Listen to the news in the autumn newsletter.



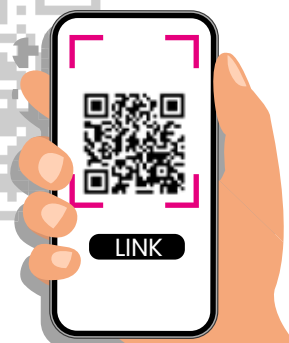
A screen reader friendly version

Download a screen reader friendly version, which can be used with screen reader applications.



A high-contrast version

Download a high-contrast PDF of the newsletter. The colours have been changed to help people view the images and text.



You can also get the other versions by going to this page on our website:
www.residewithprogress.org.uk/living-in-your-home/your-newsletter/

Useful addresses and telephone numbers



Write to us at:

RWP, Sumner House, 21 King Street, Leyland, Lancashire, PR25 2LW



Opening hours:

Monday to Friday, 8.30am-4.30pm



0333 320 2675



www.residewithprogress.org.uk



RWPenquiries@progressgroup.org.uk



Repairs

To report a non-emergency repair, go to www.residewithprogress.org.uk



If you have questions, you can live chat with us on our website, Monday to Friday, 8am to 5pm



Leeds office:

LiLAC tenants, New Pudsey Court, 101 Bradford Road, Pudsey, Leeds, LS28 6AT



Office opening hours:

Monday to Friday 9am-5pm



LiLAC tenants, for repairs, please call 0345 241 6041 and press 1

Remember: Repair lines are very busy first thing in the morning. If your repair is not urgent try calling after 11am.



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