

Tenant Newsletter

Summer 2021



Here is the latest news from your landlord Reside.

Tenant consultation results

We wrote to you recently to ask if you had anything to say about us working together with Progress Housing Group. This was called Tenant Consultation and it closed on 9 July. Thank you to everyone who had their say. Five people wanted to check there wouldn't be any change to their support. Three people wanted to check that their re-housing would not change. Three people also asked about the repairs service. One person wanted to check that their tenancy would stay the same. Our Board Members have looked at what you have said and decided we will merge with Progress Housing Group which we hope will take place on 30 September 2021.



Goodbye from Diane French

Reside's Chief Executive Officer

Diane French will be leaving her role in September, after leading Reside for almost four years. She will hand over to Bernie Keenan from Progress Housing Group. He will be the Chief Operating Officer for Reside with Progress. Diane says: "It has been a privilege to lead Reside and I am delighted to be handing over to Progress, which is a great organisation. Bernie knows the supported housing sector really well and has a great values-led approach; Reside will be in excellent hands. I wish every tenant all the best as I move on. Reside staff will all carry on working with the new organisation, so the familiar faces you know will stay the same."



Keeping cool in hot weather

We all love it when the sun is out but sometimes it can get too hot. Here are some tips to keep cool:

- At home close your curtains in sunny rooms to keep the heat out
- Drink cool water regularly
- Wear light and comfortable clothing
- Avoid going out between 11am and 3pm when it's hottest
- If you do go out, wear a hat and suncream



Reporting repairs

When you call us to report that something needs fixing, it's important that you give us as much information as you can about the problem. This means we can sort it out quickly. You will need to tell us what the problem is, where in the house or garden it is and how long it has been going on. It helps us if you can take photographs on your phone of the problem too, and email them to us (if it's not an emergency) as photos can really help us work out what to do. You can email pictures to maintenance@residehousing.com.



Tenant spotlight - Christopher



Christopher is 38. He lives near Sunderland and is a big fan of Sunderland AFC. He lives in his home with his support workers who he loves having around. Christopher likes going out to the local park and going on holiday to Northumbria. His favourite thing on holiday? "The hot tub!" he says. Have you been to stay somewhere nice on holiday? Let us know, we would love to hear all about it. Send an email to tenant.support@residehousing.com.

Reside staff return to the office

As Covid restrictions have lifted, our staff are back working in head office now. We are making sure everyone is keeping safe with a new system. Our telephone lines are running as normal, so you can call us if you need to speak to staff. If you want to write to us, please do so by email rather than sending a letter in the post. If you need to self-isolate, please let us know by calling us on **0208 255 5220**. You must let your support provider know too. We will carry out repairs and checks with your safety as our top priority at all times.

Garden competition

Summer is a great time to have a garden party! Have you had a party or barbecue in your garden? We would love to see your photos. The best photo will win £50! It will go on our website and social media, so make sure that everyone has given their permission to be in the photo. Send in your photos by email to tenant.support@residehousing.com



How to make a complaint

Sometimes you might not be happy with the service we provide. You might want to make a complaint and we are happy to talk to you about this. This is what we will do when we have received your complaint:

- Make sure we understand what the problem is
- Deal with your complaint as quickly as we can
- Let you know what we have found
- We will involve you, where possible, in decisions about how your complaint is handled
- We can support you to understand what is happening at each stage
- You will be treated fairly and receive support throughout the complaint
- When mistakes happen we will acknowledge them, apologise, explain what went wrong and put things right
- We will listen and learn from what you say if you complain about services



You can see our full Complaints Policy on our website or we can send you a copy of it. Let us know by sending an email to tenant.support@residehousing.com.

Annual Tenant Report is coming soon

We want you to know about all our work at Reside so we will be sharing more information than last year in our annual Tenant Report. It will be on the website from 1 October 2021.

We will remind you nearer the time but you can also look out for updates on Facebook.

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.

Celebrating Pride in June

Our tenants in Durham held a Pride party in June because they wanted to celebrate diversity and inclusion – which means everyone should be happy with who they are and kind to others. It was a great event and everyone had fun. If you have had a celebration, tell us all about it and send us a photo! Email us at tenant.support@residehousing.com



Thank you for your feedback

Thank you to everyone who took the time to complete our Tenant Satisfaction Survey. Your feedback helps us to improve our service and make changes. It's good to hear what you have to say.

Tenant spotlight - Lucy



Lucy is 24 and lives in her home in Stevenage. Feeling calm is important for Lucy's mental health and her support workers help her do that. She enjoys cooking meals like tuna pasta bake and curry. Her favourite things to do are crochet and playing Assassin's Creed on her Xbox. Do you like to cook with your support workers? What's your favourite meal? We'd love to know! Tell us by emailing us at tenant.support@residehousing.com or drop us a message on Facebook.