

Tenant Newsletter

Winter 2021



Here is the latest news from your landlord Reside

Welcome to your Winter newsletter!

As you may know, Reside has now joined with Progress Housing Group and we are working together to give you a great service as a landlord. Winter can be a time of year when repairs are needed in your home, if for example the boiler goes wrong or a radiator starts leaking. We'll do our best to get repairs seen to as quickly as possible. We'll do this safely, making sure our maintenance operatives and contractors work in a socially distant way. Our newsletter has lots of information and news for you. On page 3 you can enter our competition, while on the back page you can find our Christmas opening hours and our emergency repairs hotline. Keep warm and safe in the run-up to the festive season!



Les Warren,
Deputy Managing
Director, Reside



Annual Tenant Survey highlights

Thank you to everyone who completed our annual Tenant Satisfaction Survey earlier this year. When you tell us what you think about our service and your home, we can make changes to do better. Most of you are happy in your homes. You told us that the people who come to your home to carry out repairs are "always friendly and professional". We will make sure we keep you updated at all times about work on your home. Now that we are working with Progress Housing Group, we will review how we carry out repairs, too.

Tenant spotlight - James



James is one of our tenants and lives in Leeds. He lives with three other tenants in his home. The kitchen in James' home was recently renovated. The new low worksurface means he can access the kitchen easily in his wheelchair and help the support staff to prepare meals or do baking. Do you like to get involved in your kitchen? Let us know at tenant.support@residehousing.com

Keeping your belongings safe

Sometimes accidents happen and it's good to know that you can replace damaged items in your home if you need to, like TVs, clothing, carpets and electrical items. You can find out more information about contents insurance with this website by visiting www.thistlemyhome.co.uk. It tells you about what insurance you might need in case of a flood or a theft.



Keep warm, keep well

It's important to look after yourself in winter, so that you stay healthy. Here are some hints and tips:

- Put the heating on and keep your home warm – let us know if there are any problems, and we will fix them
- Wear warm clothes, such as jumpers and slippers when you're at home. Wear a hat, gloves and coat when you go outside
- Don't forget to exercise often
- Check with your GP surgery about having your flu jab
- Remember to stay socially distant and wear a face covering when out and about
- Keep in touch with friends and family – let them know how you are doing



Tenant spotlight - Glen

Glen lives in a supported living scheme in a ground floor property suited to his needs and health conditions. Progress Housing Group has supported Glen to become independent and he feels comfortable talking to the Group's Supported Living Team about any problems or issues he has. Glen loves planting in his garden. He likes to get involved in tenant events too. He has a girlfriend and friends with whom he

enjoys spending time, and now says he feels safe and supported in his new home. Watch Glen's story by visiting Progress Housing Group's website at

www.progressgroup.org.uk/glen



Win a box of art materials!

As part of Progress Housing Group and Reside joining together, we want to learn more about you to help us provide better services. We would love to hear about what your home means to you. Would you please draw or write in each of the speech bubbles below to let us know what is important to you? If you need assistance, please ask your support worker to help you. All entries we receive will be entered into a prize draw to win a box of art materials.

What is important to me about my home

A collection of speech bubbles for a competition entry. The bubbles are connected by a dashed line and include icons for each category: a person for support worker, a bed for bedroom, a house for outdoor space, a person for housing officer, a kitchen for kitchen, a flower for community, a group of people for living with, a TV for living room, and a group of people for anything else.

- My support worker(s)
- My bedroom
- My outdoor space
- My housing officer
- My kitchen
- My community
- The people I live with
- My living room
- Anything else?

How to enter the competition

Name: _____

Address: _____

1. Take a photo of your entry – don't forget to include your name and address.
2. Email the photo to enquiries@progressgroup.org.uk. You can also post your entry to Joanne Hodson, Progress Housing Group, Sumner House, 21 King Street, Leyland, Lancashire PR25 2LW.
3. The deadline for entries is Monday, 20 December 2021.
4. The winner will be the person who is picked from the prize draw. Good luck everyone!

Christmas opening hours

Our office will be closed from 12 noon on Christmas Eve and will re-open on Tuesday 4 January 2022. During the Christmas and New Year period, you can report an emergency repair by calling us on **0207 118 1899**.



Reside and Progress Housing Group join together

Here are answers to some questions you might have.

What has changed?

Reside Housing Association and Progress Housing Group joined together on 30 September 2021.

Why have you joined together?

We want to be the best housing provider for people with a learning disability or autism.

What will this mean for me?

We think you will get a better service as we can learn from each other about what we do best.

Will my support change?

No, your support will stay the same.

What will change?

Reside and Progress Housing Group will work better together and provide better services by joining up.

When will things change?

Nothing will change for you straight away, but over the next six months we will keep you updated.

Will you provide more homes?

We will be able to provide more homes for people with a learning disability or autism across the country. We will do this by working with partners, such as councils and support providers.

Will you be able to stand up for people with a learning disability or autism?

We want to have a louder voice and stand up for better housing choices for people with a learning disability or autism.

What things will you do?

- We will provide really good homes that are safe and secure
- We will make sure all our employees and contractors understand learning disability and autism
- We will make sure that when you contact us you speak to someone who understands your needs
- We will make sure we spend your rent money on things that matter to you
- We will look at better ways to involve you in how we work and we will listen to your views

What will happen next?

Please let us know if you have any feedback for us and we promise to listen to you and get back to you. You can contact us by email at tenant.support@residehousing.com.