

Progress People

Issue 66



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Reside With Progress

Following the exciting news that Reside Housing Association joined Progress Housing Group on 30 September 2021, colleagues from both organisations have been busy sorting out how they will work together to deliver services. Our new supported living service is called RWP (Reside With Progress).

With your help, we've also been busy designing RWP's new logo!

We worked with a design agency, colleagues and our tenants to create a new visual identity for RWP.

To help us to create the logo, we conducted lots of research. We ran a competition to win a box of art materials in our supported living newsletters. We asked tenants what was important about their homes, and we received some amazing responses. We held Zoom meetings with tenants to talk about brands and asked them what they thought the RWP brand should look like. One of the tenants involved, David, said, "It was really good looking at the new branding. It will be really good to see how my comments have helped with the new design."

We also sent commissioners a survey to complete asking questions about Reside Housing Association and Progress Housing Group.

Once we completed this research, the design agency used all the information to create this RWP logo – and we hope you like it as much as we do.



Reside With Progress

You will start to see the new visual identity being used for anything related to supported living from 1 April 2022.

Rent and service charge review

At the beginning of each year, we review your rent and service charges. You will have received a personal letter about your rent and service charge review.

Why do we increase our rent?



To meet our financial obligations and deliver our investment programme



To carry out repairs and maintenance and meet our health and safety obligations



To ensure high standards of service and to make service improvements

Your rent statement explained

Below is a sample rent statement to help explain the information included.

You can also view your rent balance, every payment and charge, and the running balance online at any time by logging on to your online tenancy account. If you need to activate your account, all you need is your tenancy number and the email address that you have registered with us.

For more information

Visit www.progressgroup.org.uk/activate

This is your monthly rent.

Statement of account

Progress Housing Group

This statement shows charges and payments that are recorded on our systems between 13 December 19 and 13 March 20. We prepared this statement on 12 March 20.

Current Tenancy, at the above address.

DATE	DESCRIPTION	CHARGES	PAYMENTS	BALANCE
Balance at 13 December 19:				
				£562.01
By Advance				
16 Dec 2019	Rent Debit	£286.55		£338.56 ARR
23 Dec 2019	Rent Debit	£286.55		£1125.11 ARR
30 Dec 2019	Rent Debit	£286.55		£1411.66 ARR
2 Jan 2020	Direct Debit		£28.11	£1383.55 ARR
3 Jan 2020	Wyre		£1120.96	£262.59 ARR
6 Jan 2020	Rent Debit	£286.55		£549.14 ARR
13 Jan 2020	Rent Debit	£286.55		£835.69 ARR
20 Jan 2020	Rent Debit	£286.55		£1122.24 ARR
27 Jan 2020	Rent Debit	£286.55		£1408.79 ARR
3 Feb 2020	Wyre		£1120.96	£287.83 ARR
3 Feb 2020	Rent Debit	£286.55		£574.38 ARR
3 Feb 2020	Direct Debit		£28.11	£546.27 ARR
10 Feb 2020	Rent Debit	£286.55		£832.82 ARR
17 Feb 2020	Rent Debit	£286.55		£1119.37 ARR
24 Feb 2020	Rent Debit	£286.55		£1405.92 ARR
24 Feb 2020	Wyre		£1120.96	£286.96 ARR
2 Mar 2020	Rent Debit	£286.55		£571.51 ARR
Balance at 12 March 20:				£271.51
By Advance				

This communication has been issued by Progress Housing Association Limited, trading as Progress Housing Group.
Progress Housing Association Ltd
Somerset House 21 King Street, London WC2R 2AL
Telephone: 03333 204555 Fax: 01772 457232 Email: enquiries@progressgroup.org.uk
We are a Community Benefit Society operating under charitable law.

This is any payment towards your rent, for example, you might receive Housing Benefit, or have a Direct Debit set up to pay your rent.

The property charges that applied to this property at 12 Mar 2020

Applied From	Applied To	Amount
Admin and Void Charge (SL)	01/04/2019	£4.80 per week
Comm heating and or light SL	01/04/2019	£9.01 per week
Personal heating and or light	01/04/2019	£5.00 per week
Personal Services Admin Charge	01/04/2019	£0.31 per week
Grouped Rent SL	01/04/2019	£248.23 per week
Communal Cleaning	01/04/2019	£3.00 per week
Repair of Comm Fix & Fittings	01/04/2019	£1.06 per week
Communal Contents Insurance	01/04/2019	£0.02 per week
Prov of Alarm and Fire Equip	01/04/2019	£0.33 per week
Communal Internal Redecoration	01/04/2019	£4.10 per week
Servicing of Elev. Equipment	01/04/2019	£0.34 per week
Prov of Comm Fix & Fittings(II)	01/04/2019	£5.37 per week
Communal Gardening	01/04/2019	£2.38 per week
Grounds Maintenance (SL)	01/04/2019	£0.80 per week
Total Rent: £286.55		

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These are all your service charges that apply to your property. They have been broken down so that you can see exactly how much you are paying for each service.

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 are not sure you are on the register, you can call your GP's 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 are feeling. They will check your vaccinations are up to date, the medication you are taking, and check your blood pressure.



Love Thy Neighbour's Stephen Wilson is pictured here with our Project SEARCH intern, James Ryder, at the site of the proposed community garden.

Supporting communities



We were delighted to hand over vouchers worth £200 to a community group from Leyland recently after the group pitched for funding at our most recent Soup Dragon's Den event.

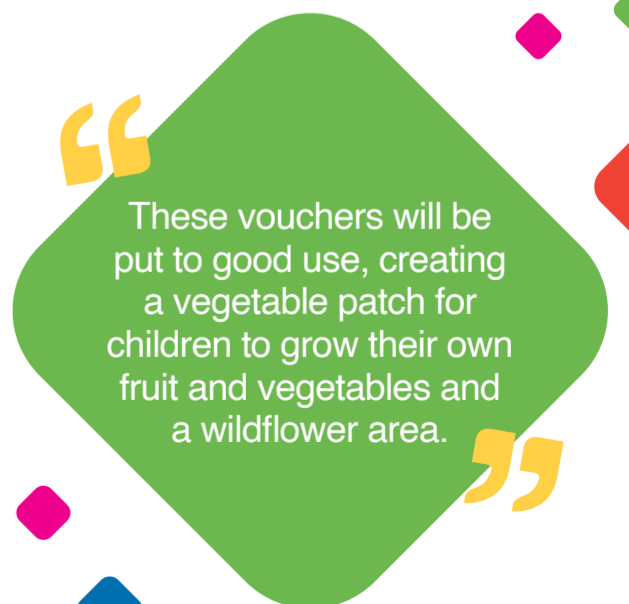
Stephen Wilson founded the community group called Love Thy Neighbour during the pandemic to ensure his neighbourhood was supported during the lockdowns. He will use the vouchers to transform an unused patch of land on the Harlech and Denbigh estate in Leyland into a community garden for all the residents to enjoy.

Stephen says, "Thank you so much. We are delighted to have been one of the runners up in the Soup Dragon's Den event recently. These vouchers will be put to good use, creating a vegetable patch for children to grow their own fruit and vegetables and a wildflower area."

"We also have a big street party planned to commemorate the Queen's Platinum Jubilee, and the new community garden will be a wonderful focal point for us to enjoy getting together as a community and celebrating!"

Our combination of 'Dragon's Den and Community Soup' style event, which is run bi-annually by our Progress Involvement Team, enables our local communities to decide which projects receive funding from our Community Investment Fund and is just one of many ways we support our local communities.

Would you like to pitch for funding at our next Soup Dragon event on Thursday, 19 May? Applications can be made from Friday, 1 April 2022 to Sunday, 1 May 2022, and judging will take place on Tuesday, 10 May. Further information about the next Soup Dragon's Den can be found on our website www.progressgroup.org.uk/dragon. Alternatively, you can email the Progress Involvement Team at community@progressgroup.org.uk or call us on 03333 204555.



We all fit together

For last year's Learning Disability Week, tenants participated in the 'We all fit together' Progress Community Artwork Project. We will be continuing with this project to mark this year's Learning Disability Week, the week of 20-26 June 2022.

Tenants decorated individual jigsaw pieces, which were put together to create a giant jigsaw artwork. Here is a photo of the work so far. We will continue to grow the jigsaw and see how big we can make it! If you want to create a jigsaw piece, please contact the Progress Involvement Team for a pack on 03333 204555 or email community@progressgroup.org.uk.



Scrutiny Pool update



Our volunteer tenants, who make up the Scrutiny Pool, are currently reviewing the electrical testing process to see what improvements can be made to make this a better experience for all our tenants. The review is due to complete over the next few weeks, so we will let you know what they found in the next newsletter.

Since our last update, we have been working hard to put in place some of the recommendations made by the Scrutiny Pool. These recommendations include:

- ◆ Providing posters on all our communal notice boards to show what we do to keep the local areas clean, safe, green and connected

- ◆ A new tenancy sign-up process is being introduced to provide better information to new tenants
- ◆ Carrying out an annual survey of the grounds maintenance service
- ◆ News items on the 'Your area' page of the website to highlight improvements made following a walkabout of the area
- ◆ Tenants starting to chair Scrutiny Pool meetings again
- ◆ Writing a code of conduct specifically for external contractors and suppliers.

We are still working on other recommendations and will keep you updated once these have been implemented.

We want to thank all our tenants who volunteer their time to help us make improvements to our communities and the services we provide. This help can involve attending meetings, carrying out community and home checks and taking part in talk-back. The time and effort put in definitely helps to make improvements for all our tenants. Thank you for everything you do.

Find out more

If you would like to find out more about our Scrutiny Pool and the work they carry out, or you would like to be involved, please contact the Progress Involvement Team on ☎03333 204555 or email ✉community@progressgroup.org.uk.

Altro flooring information

One of our Supported Living Housing Officers, Carly, makes many property visits.

She explains that "One issue that the supported living housing officers and contracts surveyors get asked about regularly at property visits is the maintenance of the Altro flooring that is usually installed in kitchens and bathrooms.

"This is a specialist safety flooring that is hard-wearing and designed to be non-slip in dry and wet situations.

"This type of flooring can often become heavily soiled, and we are asked to replace it when all that is possibly needed is to use the method detailed on the Altro cleaning guide video. The video can be found on the Altro website www.altro.co.uk/Support/Videos/Cleaning-guides/Manual-floor-cleaning-animated-guide

"In addition, for any mould/mildew that builds up around the edging of the flooring and grouting, try using a mould/mildew remover."

Find out more

If you still experience problems or are concerned about your flooring, please contact us on ☎03333 204555.

New contractor



In the last edition of Progress People, we updated you on our search for a new partner contractor to help our Property Services Team deliver services up and down the country (outside of the North West). Eleven contractors currently deliver work, including planned investment work and repairs and maintenance work out of our area to predominantly supported living properties.

We have been working hard with colleagues and tenants across the business to ensure that our new contractor can deliver the services our tenants expect. The process has been extremely demanding, but we are delighted to tell you that we are now at the end of the process and will be awarding the contract very shortly.

We are aiming for the new contract to start in July 2022. We are very excited about the future. Our chosen contractor has placed a huge focus on our tenants and improving our services. We are looking forward to them starting in July 2022.

Keeping the water safe in your home



Saving energy

What do we do to keep the water safe in your home?

Progress Housing Group uses water hygiene companies to conduct tests, service, and monitor our water installations in your homes. These tests are to make sure that we provide a safe water supply to your property.

We have recently asked two new water hygiene companies to do this work:

- ◆ Infinity (Norse Group) will be covering properties in the North

- ◆ SMS will be covering properties in the South

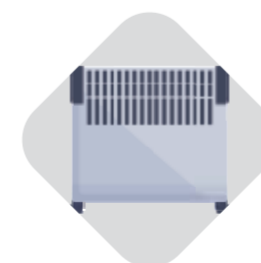
Please do not open the door to anyone unless they have a Progress Housing Group identification badge or we have let you know in advance of a visit from a contractor. All the companies we use who work on your property carry an identification badge when they visit your properties, so you know who they are and who they work for.

Are portable heaters safe?

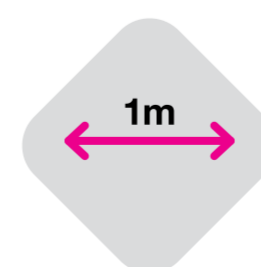
As energy bills continue to rise, you may be thinking about alternative ways to keep warm during the winter months. Using portable heaters is a popular alternative to central heating, including halogen and fan heaters and oil-filled radiators, but they can increase the risk of a fire in your home if not used correctly.

Most of these fires are caused by simple mistakes that could easily be avoided, including knocking heaters over, which is easily done.

Follow these simple tips:



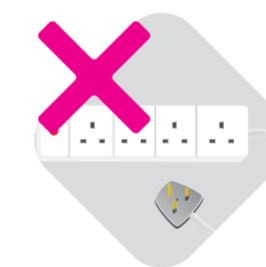
Put your heater on a level surface, well away from anything that could knock it over



Ensure your heater is at least a metre away from combustible materials, such as paper, furniture or curtains. Never use it to dry your clothes!



Never leave your heater unattended whilst in use or while you are asleep



Never power a heater from an extension lead – they can easily be overloaded and cause fires



Regularly inspect your heater for damage and deterioration. If it isn't in good condition, don't use it!



Avoid second-hand heaters. Make sure you buy from recognised manufacturers and retailers.

Find out more

Further information about the safe use of electrical products at home is available at: www.electricalsafetyfirst.org.uk



We have all spent more time at home and so may find that we are spending more on heating and lighting.

Here are some top tips on energy efficiency:

- ◆ Get to know about how your heating system and controls work.
- ◆ Turn down your thermostat by one degree if you feel too warm, but only if it is comfortable to do so. This can save £60 a year, but do not be cold as it is important to keep warm.
- ◆ Make sure radiators are not blocked by curtains or furniture.
- ◆ Fill the kettle up with only the amount of water you need.
- ◆ Turn off your lights if you are not in the room.
- ◆ Turn off appliances not in use.
- ◆ Be aware of how many times you put the washing machine and dryer on - reducing this by just one cycle a week can save £8 a year.
- ◆ Cut down the time you spend in the shower by just one minute.

If you are worried or concerned about your bills, please contact your housing officer, who can look at ways to help you.

Themed party nights

During the pandemic, many of our tenants spent a lot of time on their own, not being able to see friends and family. Tenants and support staff at one of our supported living schemes, **Childwall in Liverpool**, decided to organise different theme party nights. Support staff and tenants dressed up, and staff made very enjoyable meals from different countries like India and China.

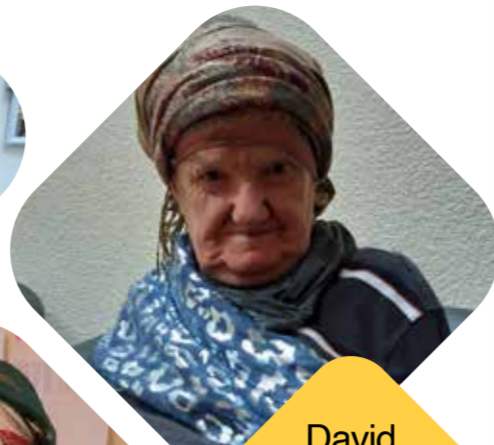
On one occasion, Drew, a support staff member, made a lovely homemade Indian meal with naan bread. The tenants enjoyed the delicious meal whilst listening to Indian music.

These nights added a bit of fun when the tenants had to isolate themselves from things they previously loved to do, like visiting places outdoors and seeing their family members.

Support staff in Indian dress



David in Indian dress



Lizzie in Indian dress



You said, we did



You said, we did... Your preference on tenant, resident or customer

In December 2021, we invited you to complete a short survey to determine how you preferred to be addressed – whether this is as a tenant, resident or customer.

Thank you to the 648 people who responded to the survey.

This is what you told us:

57 people prefer customer

343 people prefer tenant

257 prefer resident

17 people prefer something different

Following your feedback, we will use the following terms in our communications:

Use of the term tenant

We will use 'tenant' when referring to any tenants or group of tenants.

Use of the term resident (in the context of community-wide)

We will use resident when we mean everyone living in a particular area (not just tenants).

Use of the term customer

We will use customer for those people who use our services but are not exclusively tenants (for example, Progress Lifeline customers, homeowners, applicants on the housing register).



Claire helps tenants settle into their new home

We recently worked with a group of four tenants who needed to find a new home as their home no longer met their needs.

We found a property and adapted it to meet their needs, creating a large four-bedroom bungalow with Jack and Jill bathrooms. A Jack and Jill bathroom is when a bathroom is positioned between two bedrooms. The bathroom has two doors so that both bedrooms can access the bathroom.

Once they moved into their new home, support staff told us that the house was already making a huge difference to their lives, allowing them to have more space. They love their new garden as spending time outside is something they love doing.

'If they aren't outside in the garden, then they are sat in front of their lovely patio doors enjoying looking out at it.' - was the feedback from one of the support staff.



Claire Christopher, one of our Development Managers, worked closely with the tenants and support provider on the development of the house, so she knew how important it was to the tenants to have a garden they could enjoy.

Claire said: "I took them some plants which my daughter and I had grown at home and when I saw how happy they made one of them it gave me an idea how we could mark the occasion of them moving into their new home. We bought a few planters for the garden, which they can now plant more flowers in."

"I went over one morning after the planters had been installed, and we had a really lovely time filling the planters with flowers. I could tell that even the support staff were enjoying themselves. The garden is split into two areas, so one of the tenants who didn't want to be involved could carry on her sunbathing in peace. It was a lovely morning."

"This is why I love my job, seeing what a difference our work makes to our tenants' lives. It was nice to go back and see everyone happy in their new home and garden."



Ben receives a Hero of the Day award

Ben, 24, lives in a Reside 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 was so impressed with Ben that they gave Ben a Hero of the Day award. Ben, you are indeed a hero!



Alan's lumber shed

Recently, Kulli Paddan, Supported Living Housing Manager, and Paula Green, Supported Living Housing Officer, visited some tenants in Blackburn. The tenants each have their own shed in the garden that they use for their hobbies and crafts. They also have a rabbit and guinea pig.

Alan, one of the tenants, pictured with Paula, has made his shed himself and loves to do woodwork projects. I think you'll agree; Alan has done an amazing job.



Peter's growing football shirt collection

Peter enjoys watching and playing football and has a season ticket to watch Blackburn Rovers Football Club. One of Peter's hobbies is collecting football shirts. When asked why Peter likes buying them, Peter said, "I like buying football tops, but I only buy teams I support, and I like it when they win." Peter says at the moment his favourite tops are his Leicester City and Chelsea Football Club shirts. He is looking forward to buying Accrington Stanley's top soon and many more!



If you celebrate an event, have a job, hobby or sport you like doing, we would love to see a photo. Send your photo to the address on the back page, along with your name, address, telephone number and a short description of what you are doing in the photo. Your support worker may help you with this. You might see yourself in the newsletter!

Progress in Bloom 2022



Do you love spending time in your garden or outdoor space? It is that time of year again when you can get out into the fresh air. You can start planning for your Progress in Bloom gardening competition entry.

You can enter online from Monday, 23 May 2022 at www.progressgroup.org.uk/bloom, email community@progressgroup.org.uk or call 03333 204555. **The closing date for entries is Sunday, 3 July 2022, at 11.59pm.** Judging will take place Thursday, 14 July 2022. Anyone can nominate a garden in our communities, and any nominees will be entered into a prize draw.

There will also be an awards event and presentation on 21 July 2022. Everyone will receive a certificate, and the winners will be awarded gardening vouchers.



Scarecrows and sunflowers

After the success of our Virtual Scarecrow Festival last year, we are pleased to announce that we will be running it again this year throughout July and August 2022. We can't wait to see all your fabulous scarecrow creations!

This year we are including our sunflower competition to see who can grow the tallest sunflower, which will be judged alongside the scarecrows. Sunflowers can take a long time to grow, so if you would like to participate, you will need to think about planting your sunflower seeds in April/May 2022. If you would like us to send you a free pack of sunflower seeds to grow your

own, please email community@progressgroup.org.uk or contact the Progress Involvement Team on 03333 204555.

You can upload photos of your entries to both the scarecrow and sunflower competitions on our website www.progressgroup.org.uk/bloom from Friday, 17 June, and any time up to Sunday, 4 September 2022 at 11.59pm.



Useful addresses and telephone numbers

Write to us at:
Progress Housing Group
Sumner House, 21 King Street,
Leyland, Lancashire, PR25 2LW

Reception opening hours:
Monday to Friday, 8.30am to 4.30pm

03333 204555
Live chat with us on our website at
www.progressgroup.org.uk
enquiries@progressgroup.org.uk

Leeds office
Progress Housing Group
New Pudsey Court, 101 Bradford Road,
Pudsey, Leeds, LS28 6AT

Office opening hours
Monday to Friday 9am to 5pm

LiLAC tenants 0345 241 6041

Progress Housing Group tenants living in Cambridgeshire, Durham, Essex, North Lincolnshire, Norfolk, Nottinghamshire, Rutland, Scottish Borders, Suffolk, Yorkshire.

0345 241 0208
Live chat with us on our website at
www.progressgroup.org.uk

Online tenant account
Visit our website www.progressgroup.org.uk/activate to set up and activate your tenant account. If you have already set up your tenant account, you can log on to it via the website.

Repairs
There are now several different arrangements for repairs, so please check with your Supported Living Housing Officer to find out about the correct telephone number to ring.

Remember: Repairs lines are usually very busy first thing in the morning. If your repair is not urgent, please try phoning after 11am. You can report repairs online 24 hours a day!

This newsletter is available in audio CD, large print, Braille or an alternative language.

To request your alternative format please contact the Progress Involvement Team on 03333 204555 or write to us at our Head Office address (details above) or email enquiries@progressgroup.org.uk

Like us on Facebook
www.facebook.com/ProgressStreetTalk

Support for completing your entries

For more information or support in completing your entries, please contact the Progress Involvement Team by emailing community@progressgroup.org.uk, via web chat www.progressgroup.org.uk or calling 03333 204555.

We can't wait to see your entries, good luck!