

Your News



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RWP

Reside With Progress

Welcome to **Your News!**

We recently spoke to our tenant, Ben, and his parents, Jane and Karl.

Ben is settled in his supported living home in Oxford with his housemates Tom and Cornelia. You can read more about it on page 3.

We are making an important change for Reside Housing Association tenants. This means that we can provide the same services to all our tenants but we have just one legal company. Read about this change on page 4.

On pages 12 and 13, you can read all about our Customer Promises. They tell you how we improve our services and keep your home safe and well-maintained.

Les Warren

RWP Managing Director



Your home

We would love to hear what you think

Finding out what you think about your home is important to us. It helps us to keep your homes safe, make things better, and make sure your home meets your needs.

Talk to us about what you think

Some of our tenants are helping us to look at how we can get better at this, but it would be great to hear what you think.



Get in touch

If you, your family, or your support worker would like to talk to us about this please contact the Customer Voice Team on **0333 204 555** or email **community@progressgroup.org.uk**

Meet Ben

Jane and Karl talk about finding a home for their son, Ben.



"We started looking for a home for our son Ben 4 years ago. Ben is 28 and he has sensitivity to noise, lights, and experiences. One way of him managing his sensitivity to noise is to control what he hears, so he often plays music and videos. He loves his noisy toys, iPad, computer and washing machines.

We were so pleased when we approached support provider FitzRoy and RWP and they agreed to help us.

A dream come true

"RWP bought a house for Ben and three other housemates in his hometown and adapted it to meet each of their sensory, physical and emotional needs. RWP made our dreams for Ben come true.

"From the start, Ben came out from his new home and returned to his new home with ease. He greets us and says 'Bye Mum. Bye Dad' when we leave. He looks incredibly well and is sleeping and eating and enjoying his life.

Local community

"We are thrilled that he still sees people he knows and people who know him. He now has a new local pub. He is in his community.

"Ben has a lovely bedroom where he can look out of the window and see everyone coming and going. He potters around his home and is happy with his housemates and carers.

"Ben has his own computer area. It was in a lift shaft, and the lift has been taken out. RWP arranged for its builder to put in additional sound proofing into this space. A big utility room has a washing machine and tumble dryer so that Ben can use them and sit comfortably to watch the washing without getting in anyone's way.

"Each and every one of you from RWP and FitzRoy has been helpful, and we can be his parents, not his carers anymore."



Karl, Ben, and Jane

We are making a change

In the summer, we asked our Reside Housing Association tenants what they thought about changing their tenancy from one part of our organisation to another.

If you are a Reside Housing Association tenant we want to change your landlord to Progress Housing Association Limited. This means that we can provide the same services to all our tenants but we have just one legal company. Although you will know us as RWP, the tenancy agreement you have with us is either signed with Progress Housing Association Ltd or Reside Housing Association Ltd. Which one it is depends on which of our companies owns or manages your home.

Having two different company names can be confusing for partners we work with, such as local authorities and Housing Benefit departments. We are bringing them together to make things simpler.

This helps us to focus more on what really matters. This is keeping your home safe, well-maintained, and supporting you.

Following the consultation, the tenants who took part told us that they are happy for us to make this change.

We will now go ahead with this change on **1 April 2026**.

What does this mean for you

You do not have to move, and nothing else about your home or your rights changes.

- ✓ your home and services will stay the same
- ✓ your support worker, repairs service and gardener will stay the same

The only change is that, if your landlord is Reside Housing Association, your landlord will change to Progress Housing Association Limited on the **1 April 2026**.

This means that the name of the landlord on your tenancy agreement will change from Reside Housing Association Limited to Progress Housing Association Limited.



If you have questions

If you have any questions or need help, you can email **RWPenquiries@progressgroup.org.uk** or call **0333 320 2675**. You can also contact us if you need information in a different format such as Easy Read.



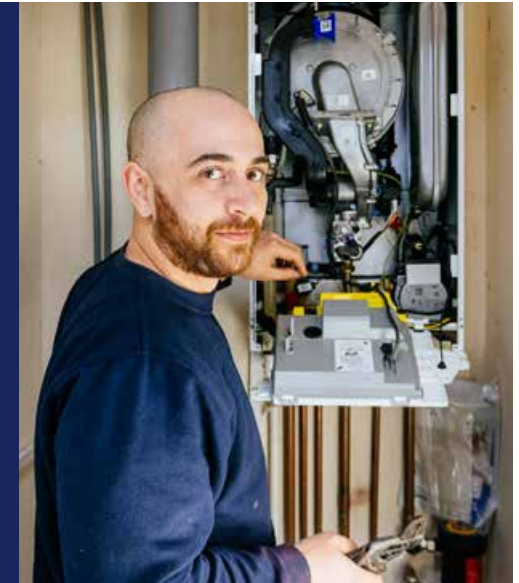
Repairs in your home



Report an emergency repair

To report an emergency repair, call us on **0333 320 2675**. An emergency repair could be dangerous or cause serious damage to your home. For example, a burst pipe or if you have no heating.

For more information on emergency repairs and examples, visit: **www.residewithprogress.org.uk/repairs/what-to-do-in-an-emergency**



Report a non-emergency repair

You can report non-emergency repairs using live chat or the form on our website. To report a repair online visit: **www.residewithprogress.org.uk/support-providers-hub/report-a-repair/**



Damp and mould

If you are experiencing any issues with damp and mould, please let us know as soon as possible. If it is an emergency, we must make it safe 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 of the inspection.



Meet Janet



Janet has been living in one of our supported living homes in Leyland for 14 years. She shares her home with two other housemates.

She enjoys spending time relaxing with her housemates Julie and Jess. Support staff at South Ribble Domiciliary Service support Janet with cooking meals and cleaning. She has developed the skills to prepare food, as well as helping to clear away after dinner. "I help making meals like sandwiches and I help with the cleaning," says Janet.

Janet's room

Janet has been helped by the support staff and RWP Housing Officer Sarah to slowly make changes to her room which included moving and buying new furniture, and tidying to make space.

Janet has received support to live independently.

Janet is proud of these changes, and she likes her new wardrobe. She says: "I have got more space, and it is bright. I have a certificate for a tidy room." Janet is in the process of choosing a new chair for her room. She is looking at green chairs which is her favourite colour.

Janet's interests

"I like swimming, and I like line dancing," says Janet. She has been a member of a line dancing club for over 10 years. She enjoys watching line dancing now as she has had to take a break for health reasons, and she likes to wear a cowboy hat and boots.

Janet enjoys drawing and colouring by numbers which help her to relax. She is looking forward to colouring with her new set of pens which RWP Housing Officer Sarah kindly gave to her. Janet likes to read books, and she especially enjoys reading crime stories.



Janet and RWP Housing Officer, Sarah

Tumble dryer safety

Looking after your tumble dryer

It is important to know how to stay safe when using your tumble dryer in your home. This will help to keep them working as they should and the chances of a fire will as a result be much lower.

Here are some top tips on staying safe:



if there are any signs of wear to the plug socket or scorch marks, stop using and report immediately. Only use one plug for each socket. This will mean that you will not overload a socket and there will be less risk of an electrical problem



clean your tumble dryer filter after every load. This will keep the dryer working well



make sure your tumble dryer is registered. Manufacturers will then be able to contact you if there are any problems with your tumble dryer Register here: **www.registermyappliance.org.uk**



only fill the drum just over half way, so all your clothes can move around easily. Putting more than half a load in will cause the dryer to use more energy than it needs to



if you are worried about your tumble dryer not working or that it is not safe, stop using it. If anyone has concerns about the safety of any appliance, please stop using it and contact us immediately so that we can advise you on what you need to do



Lancashire Fire Service advises to not use your tumble dryer at night.

Reporting a repair

We may own some of the kitchen appliances and furnishings in your home. If there is a problem with any of them, please let us know by calling **0333 320 2675**.



Competitions

Spot the Christmas trees competition

How many Christmas trees 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 **31 January 2026**. Write the number of Christmas trees 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 winner of our spot the difference competition is **Graham from Preston**.

The winner of our count the pumpkins prize draw is **Jack from Greater Manchester**.



Spot the difference competition

Can you spot the 10 differences between these Christmas tree 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 **31 January 2026**. All entries received will be entered into a prize draw for the chance to win a £10 voucher.



Name: _____

Address: _____

Contact number: _____

Staying safe from mate crime



Mate crime is when someone says that they are your friend, but they are only saying that to get something from you or upset you.

This could be things like:



asking you for money



making you feel uncomfortable

What should you do to stay safe?

If anyone treats you badly you should tell someone that you trust.

If someone who says that they are your friend is making you do something you do not want to do, then tell someone you trust.

Who should I speak to? You could speak to a family member or your support worker.

Mate crime is against the law, and the police will help you to stop it. Speak to a family member or support worker and they can help you to report it to the police.

Here is an example of mate crime:



Sophie's friend gives her a lift into town. Town is only three miles away. She charges Sophie £30 which is far too much money

If your friends are treating you badly, you can:



call the police on 101 to talk to them



speak to someone you trust, like your support worker or a family member

Reviewing your rent

Rent is money paid to RWP. The money pays for your home and any repairs to it. It also includes service charges as well. Every year the rent you pay to us will be reviewed. This only happens once a year, no more.

In 2026 your rent will go up. We will let you know how much extra it will be.

What your rent pays for



• repairs to your home:

Where we are responsible for repairs to your home we spent over £2.5 million on repairing and maintaining homes



• **health and safety:** Where we are responsible for health and safety checks to your home, we spent over £2 million on making sure homes are safe with checks for gas, electric and fire safety



• building new homes:

We spent £36 million on building new homes



• **saving energy in your home:** for homes where we are responsible for repairs and maintenance, we spent over £400,000 on things like insulation and new boilers to help save energy.

Service charges

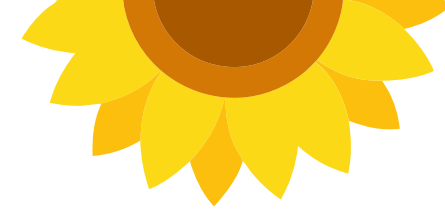
Where we provide services to you, we collect a service charge from you. This is a weekly charge and may cover things like cleaning, gardening, white goods (like cookers and washing machines), and heat and lighting in shared areas.



Tell us what you think about your rent

If you would like to talk to us, call **0333 320 2675**, email us or use our **live chat** on the website. Let us know if you need help with money, debt, bills, or wellbeing.

Sunflower competition and Progress in Bloom



Thank you to everyone who entered the sunflower and Progress in Bloom competitions.

Tallest sunflowers

RWP is part of Progress Housing Group, which runs the competition every year with all of its tenants. It has been amazing to see everyone's creativity and efforts to brighten up their communities.

There were **14** sunflowers entered this year.

We were impressed with the amazing sunflower entries this year. Congratulations to the RWP winners who are:

370cm – Tenants at Ash Grove

213cm – Mark, David, Martin and Steven

182cm – Jordan

Well done to all our winners:

Rachel and Seb – **152cm**

Thomas and David – **137cm**

Natalie – **121cm**

Carl – **89cm**



Progress in Bloom

Thank you to everyone who entered our Progress in Bloom competition.

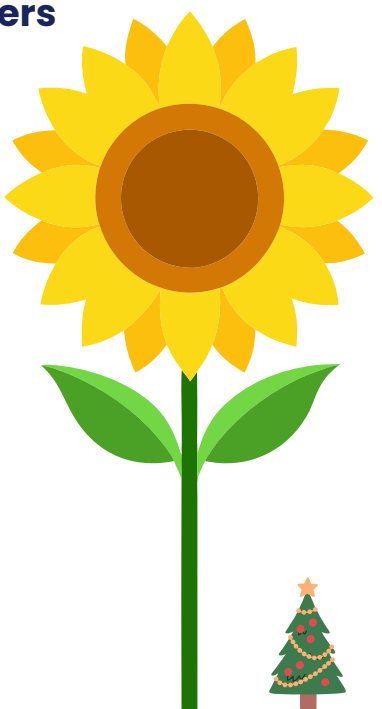
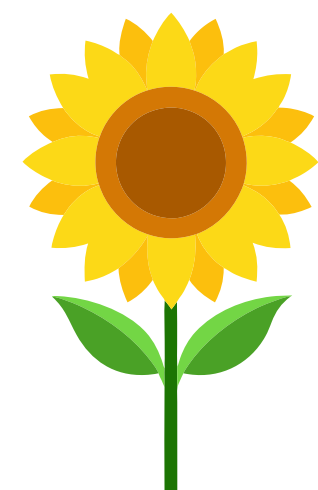
We have been impressed by the time and effort you spent making your gardens brighter and happier places to be. Congratulations to RWP Progress in Bloom gardening competition winners:

Gold Bloom winner

William Smith House

Silver Bloom winners

Lady Pit Court
Bewerley Croft



All gardens entered will receive a certificate and prize, these will be delivered by one of our colleagues who is in your area.



Our Customer Promises

Resolve issues

We promise we will always try to resolve issues you raise with us to your satisfaction





All of our complaints were answered in time



66 out of 100 tenants asked believe their query was resolved today

Adapt our service

We promise to adapt to you where possible to deliver a supportive service, which treats you fairly and takes into account your individual needs.





83 out of 100 tenants asked feel treated fairly and with respect



66 out of 100 tenants have shared their equality and diversity data with us

Make it easy

We promise to make it easy for you in all aspects of our service delivery.





79 out of 100 tenants asked have overall satisfaction with us




82 out of 100 tenants asked are satisfied with the repairs service

Proactive communication

We promise to be proactive in all our communication. We will be patient, genuine, approachable and manage expectations. We will say what we will do and by when.





76 out of 100 tenants asked feel that we listen to their views and act upon them



We will soon be sharing the number of calls that could have been avoided if resolved first time

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

Gas safety

We hope this guidance on gas safety is useful.

If there is a gas leak telephone the National Grid immediately on **0800 111999**



- If you suspect a gas leak, our advice is to do the following:
- ✓ turn off the gas emergency control valve (next to the gas meter)
 - ✓ turn off or remove all sources of ignition in a safe manner
 - ✓ do not turn electrical lights or switches either 'on' or 'off'
 - ✓ open all doors and windows for ventilation
 - ✓ phone the National Grid on 0800 111 999 (freephone)
 - ✓ give the tenant's full name and address
 - ✓ get a job number from the National Grid
 - ✓ finally, let us know that you have reported the leak

Gas supply issues

If some, but not all, of the gas supply stops working, please contact us by phone on **0333 320 2675** or via live chat at www.residewithprogress.org.uk

Gas servicing and engineers

We are responsible for annually servicing all gas, oil, biomass and air source heat pump appliances that are provided in the properties. This enables us to make sure gas appliances are in working order and safe.

Supporting the annual services

We appreciate your co-operation in providing access to the property for these legal annual services as it is essential to make sure everything is safe and in proper working order.

Please make sure that you keep your appointments and allow access for us or our nominated contractor for inspections.

Gas safety inspections

- Keeping your Gas Safety Certificate safe:
- a qualified contractor will issue a landlord's Gas Safety Certificate. If our own engineers carry out the service, they will leave a copy of this certificate at the premises for your/the tenant's information
 - it is important that this is kept on file at the property and not thrown away
 - if you or the tenant does not have a copy and would like one, please contact us

Need help?

If you have any queries or if you would like support with reporting a non-urgent gas repair, please contact your dedicated housing officer.



Your housing officer

Your housing officer is involved from the start from when a tenant moves into their home to when they move out.

Your housing officer will visit your home at least twice a year, if there are any issues and you are not happy they will help resolve them.

Your housing officer can help with many things, including:

-  **Applying for Housing Benefit**
-  **Dealing with any anti-social behaviour**
-  **Ensuring gardens are looked after**
-  **Adaptations to property to help tenants live independently**
-  **Arranging decorating, flooring and replacing furniture for shared areas**

Find out more about your housing officer and how they can help you.



Scan the QR code to get other versions of this newsletter



Scan me!



An audio version

Listen to the news in the winter 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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