

# Your News

## Garden party

page 3



**Can you spot  
the leaves in  
this issue?**

Enter the  
competition  
on page 10



Also in this issue:

**Welcome  
to our hub  
groups**  
page 5



**Funding for  
tenant projects**  
pages 14 & 15



**RWP**

Reside With Progress

# Welcome to Your News!

## I hope you have enjoyed a great summer.

I recently met with two of our tenants, Graham and Edward, who live in South West London. I visited with local councillors to hear all about what they like to do, and how they love living in their home. It was an enjoyable visit to support the National Housing Federation's Starts at Home Day campaign.

In this issue there is lots of news and tenant information, plus a Tenant Annual Review which explains our performance and the services we deliver to you. If you want to talk about that and share your feedback, we would like to hear from you. You can call the Customer Voice Team on 0333 320 4555 or send an email to [community@progressgroup.org.uk](mailto:community@progressgroup.org.uk).

**Les Warren**  
RWP Managing Director



## Susan and her cat



**Susan is one of our tenants from Accrington, Lancashire. Here's her story about her cat Daisy.**

"I had been cleaning my flat one day and opened the window to let some fresh air in. There was some loud crying and a cat jumped through my window and sat on my sofa. The cat had a very big belly and spent some time crying. I was unsure if the cat was injured due to the constant crying, so I took her to the vet for a check-up.

Unfortunately the cat was not micro-chipped but after having the check-up the vet confirmed the cat was female and heavily pregnant. The vet also said that pregnant cats will find a safe place to give birth if they do not have a home.



I was supported by the staff and knocked on the houses on the street to see if the cat belonged to anyone. Everyone said no, so the poor cat was abandoned and had nowhere safe to give birth. I called the cat Daisy and looked after her.

Not long after, Daisy gave birth to a litter of kittens. The kittens were re-homed and Daisy was then spayed and micro-chipped.

Daisy is a comfort/therapy cat and continues to have a massive positive impact on my wellbeing, as well as the other tenants I live with. Everyone is so happy when they see her. They smile and say hello to her and give her strokes and cuddles."

## A party in the sun

**The tenants who live at Lily Marriott in Leicester made the most of the sunshine in June with a fabulous garden party with their family members and the support team from CIC.**



Housing Officer Ilir and Emma

There was a barbecue, lots of music and dancing, a raffle, and a visit from the Lord Mayor Councillor Dr Susan Barton. She was accompanied by the MP for Leicester South Jonathan Ashworth.

Manager Gill said: "It's all about laughter, spending time outside in the sunshine and enjoying life to the fullest."



Joe



## Hate crime and mate crime - stay in the know

**Hate crime is when someone with a learning disability is abused because of their disability or because of their race or gender, or sexual orientation.**



**Mate crime** is when someone with a learning disability is abused by a person who pretends to be a friend, so that they can use or abuse them.

It is important that if you are a victim that you report this to the police. You may want to ask your support worker or someone else you trust to help you report this. A lot of people may be frightened to speak out.

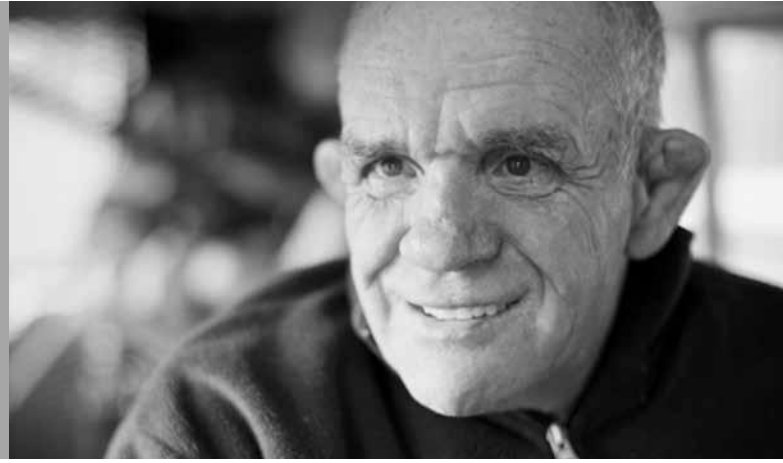
You can report an incident to the police if you have experienced a **hate crime** or **mate crime** incident, or if you have seen it happen to someone else.

Sometimes small hate incidents can lead to bigger ones, for example someone can make upsetting jokes and then start hurting someone.

If you experience any kind of behaviour that does not feel right in your home, always report it. If someone is causing you harm and they are visiting you at home or living with you, we, as your landlord may also be able to take action, so let your housing officer and support worker know.

Remember no one deserves to be abused - it is a crime.

# Check your benefits



**If you remember Manchester United winning the first division title in 1957, or the very first Christmas broadcast by the Queen then we want you to check your benefits!**

Did you know that on your 66th birthday, if you claim Employment and Support Allowance (ESA), then this will come to an end. Without ESA, your entitlement to Housing Benefit ends too. This means that your rent will not be paid and your rent account with us will be in arrears. Speak to your support worker or appointee if you have one, and they can help you to ensure that this does not happen.

**If you turn 66 this year then you will need to:**

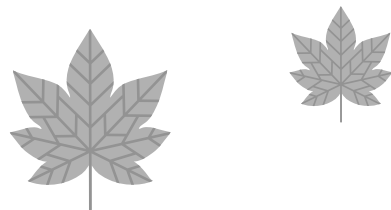
- Ask your support staff to help you apply for your pension. You will receive a letter from the Department for Work and Pensions three months before your birthday, inviting you to claim. If you have access to a computer, you can complete the form online with your invitation code at [www.gov.uk/get-state-pension](http://www.gov.uk/get-state-pension). You can also call the Pensions Service on 0800 731 7898. Your State

Pension should then be paid within five weeks of your birthday.

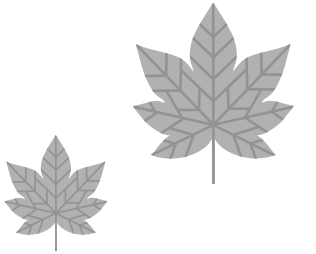
- Contact your Housing Benefit department to let them know what your new income is. If you need any help to do this, contact us on 0333 320 2675 and our Customer Contact Centre Team can advise you who pays your Housing Benefit and what your reference number is. They will want to see a copy of a bank statement to show your pension payments and any other income you have coming in. Make sure you provide this as quickly as you can to make sure your Housing Benefit claim is not cancelled.

Depending on your savings and income, you may also be eligible for Pension Credit. This is designed to top up your state pension and can be applied for online or over the phone. Check to see if you are eligible at [www.gov.uk/pension-credit-calculator](http://www.gov.uk/pension-credit-calculator)

Once you turn 66, did you also know you can also apply for a bus pass which you could use to visit new and exciting places for free? Why not visit Manchester United and see the 1957 trophy for yourself!



# Welcome to our hub groups



**The Customer Voice Team has created six hub groups for tenants and their families to find out about their landlord and have their say.**

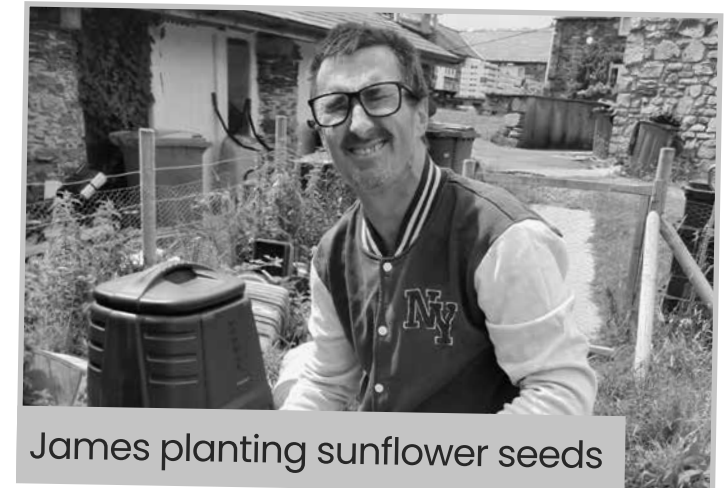
These are Cerrig Cornell in Wales, Richmond House in Accrington, Winchester Avenue in Wigan, Kingsbridge Way in Nottinghamshire, Arrowe Hall in Liverpool and Hebden Court in Scunthorpe.



Left to right: Daniel, Elliot and Ben



Left to right: Andrea, Nicola, Tracey, Emma, Rachel and Joanne



James planting sunflower seeds



Left to right: Susan, Jaz and Fred

Customer Voice Officer Alan Greig said: "Working with the hub groups and meeting up regularly has been interesting. If tenants' support teams and families are more informed, we can use that knowledge to get great feedback on any questions or issues. Watch this space for further updates."

If you want to get involved or have any questions, you can contact the Customer Voice Team by calling 0333 320 4555 or send an email to [community@progressgroup.org.uk](mailto:community@progressgroup.org.uk) for more information.

# Tenant annual review 2022/23 summary

This is your Tenant Annual Review from 1 April 2022 to 31 March 2023. It tells you about how we have looked after your homes and our tenants during the year.

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

Well-maintained and safe homes are our highest priority. Last year we carried out over 15,890 repairs, which included 5,078 emergency repairs. We trained our RWP contract surveyors and gave them special tools so that they could find and fix problems that were causing damp and mould.



**63 out of 100**

tenants were satisfied with their repairs



**48.9 out of 100**

tenants were happy with the communication about their repairs



**61.2 out of 100**

repairs were completed within priority timescales

## We are making improvements to our repairs process

Our Managing Director Les Warren explains what we are doing.

"We're sorry if you have had problems with repairs. We know that not enough jobs are being completed on time. We have a plan in place with our main repairs contractor to make changes to how we deal with repair requests. When extra work is needed for repairs, we have made improvements, and have a better system for that, too."

## Keeping you safe

We carried out 2,839 checks to make sure our homes are safe and sound.

**69.7 out of 100** tenants are satisfied that their home is safe.



**1,461** gas safety tests



**281** electrical tests



**493** fire risk assessments



**17** asbestos checks



**587** water hygiene checks

## Our Customer Promise | Homes

### How well are we doing?

**0%** of our homes do not meet the Decent Homes Standard

**100%** of gas safety checks were completed

**100%** of fire safety checks were completed

**71.5%** of our planned investment programme for existing homes completed

**74.9** Average Energy Performance Certificate (EPC) rating – this tells you how much energy your property uses

**63.3 out of 100** tenants were satisfied that their home is well maintained

**69.7 out of 100** tenants were satisfied that their home is safe

**4,272**  
homes

**10** new roofs

**31**

new doors and windows

**29**

new kitchens

**25**

new bathrooms

**56**

new heating systems

# Tenant annual review 2022/23 summary (continued)

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

We understand that 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.

54 out of 100 tenants who completed a survey told us that they were satisfied that we make a positive contribution to neighbourhoods.

### You said, we did...

At one of our supported living schemes, the support staff were unhappy because the gardening service wasn't up to standard. So, we made sure the trees and shrubs were cut down properly. They now have regular meetings with the garden contractor to make sure the garden is kept looking its best!



**54.4 out of 100**

tenants were satisfied that we make a positive contribution to communities/neighbourhoods



**65.1 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?

**10.8%** of reinvestment in new properties and existing stock

**15.9** anti-social behaviour cases per 1,000 homes

**54.4 out of 100** tenants were satisfied that RWP makes a positive contribution to neighbourhoods

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

**54.2 out of 100** tenants were satisfied with the approach to handling anti-social behaviour

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

Your feedback helps us to do better and improve our services. This year, we received 382 complaints. 93 out of 100 of those were dealt with within five working days. We also received 34 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 here by scanning the QR code.



59 out of 100 of tenants told us they were satisfied that our rents provide value for money.

### Involving tenants

Our Tenants' Voice - Improving Services group checks on how well we are providing our services.

Over the year, we organised 145 events for our tenants and 343 people attended. These included scrutiny events so that tenants could check on our work. We also organised 105 consultation events, where we spoke to tenants for their feedback.



**87** community events held



**85** tenant consultation events organised



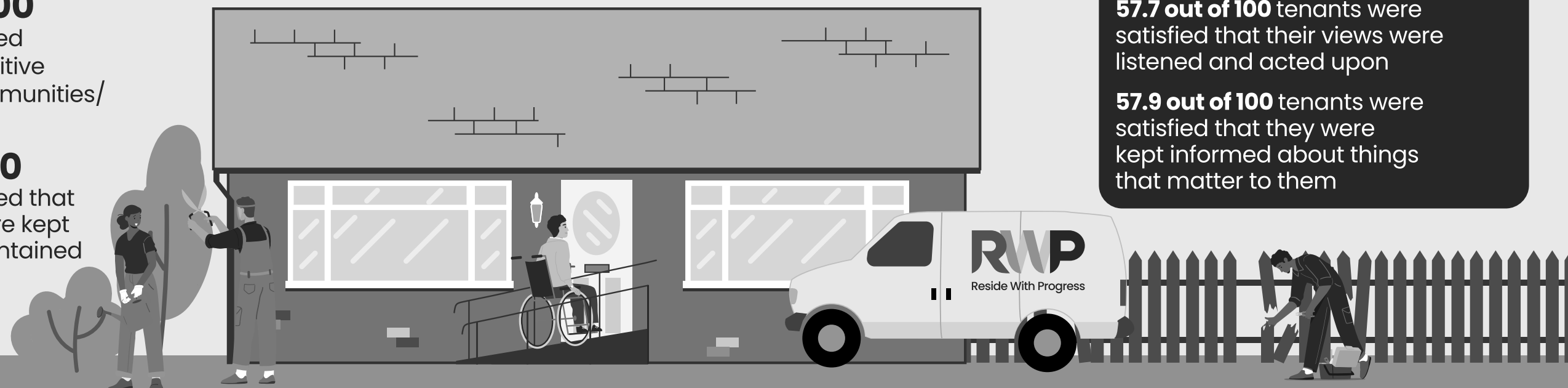
**57.7 out of 100** tenants were satisfied that their views are listened to and acted upon

### Our Customer Promise | Culture How well are we doing?

**70.6 out of 100** tenants agree that they were treated fairly and with respect

**57.7 out of 100** tenants were satisfied that their views were listened and acted upon

**57.9 out of 100** tenants were satisfied that they were kept informed about things that matter to them



# Have your say about the new Consumer Standards

**The Regulator for Social Housing checks landlords are giving people good housing and good services. The law about social housing has changed this year and this means the regulator needs to update the rules that landlords follow, which are called Consumer Standards.**

Lots of people have been working on ideas for the new standards and the way in which landlords work, called a Code of Practice. The regulator will use all the information to help decide what needs to change. Landlords will have to follow the new standards from April 2024. You can have your say about the ideas for the new standards in the consultation.

## What are the four new Consumer Standards?

### Standard 1: Good and safe homes

Landlords must offer tenants homes that are good and safe to live in and good services.

### Standard 2: Good relationships with tenants

Landlords should have good relationships with their tenants.



### Standard 3: Safe and well-kept neighbourhoods

Landlords should help make sure tenants live in safe and well-kept neighbourhoods.

### Standard 4: Renting homes to tenants

Landlords should rent homes to tenants, as well as looking after and ending tenancies.

If you want to share your opinions, the deadline is 17 October 2023. You can contact the regulator by sending an email to [consultation@rsh.gov.uk](mailto:consultation@rsh.gov.uk). You can find a link to the Easy Read guide on our website at [www.residewithprogress.org.uk/news/consultation-on-consumer-standards/](http://www.residewithprogress.org.uk/news/consultation-on-consumer-standards/)







## Living together in a happy home



**Everyone has a right to live comfortably at home and feel safe. Sometimes we need peace and quiet, or just time to ourselves. If you share your home with other people, this list will help to make sure everyone is happy.**

### Do...

-  ...be kind and respectful to others in your home.
-  ...ask your housing officer for permission to keep a pet.
-  ...make sure you keep your room clean and tidy.
-  ...welcome support staff into your room if they need to speak to you.
-  ...tell us when something is damaged in your home.

### Don't...

-  ...shout or swear - it makes others feel uncomfortable.
-  ...drink too much alcohol and behave badly in front of others.
-  ...smoke in the shared spaces of your home.
-  ...play your music so loudly that it disturbs others.
-  ...take illegal drugs or store them in your home.

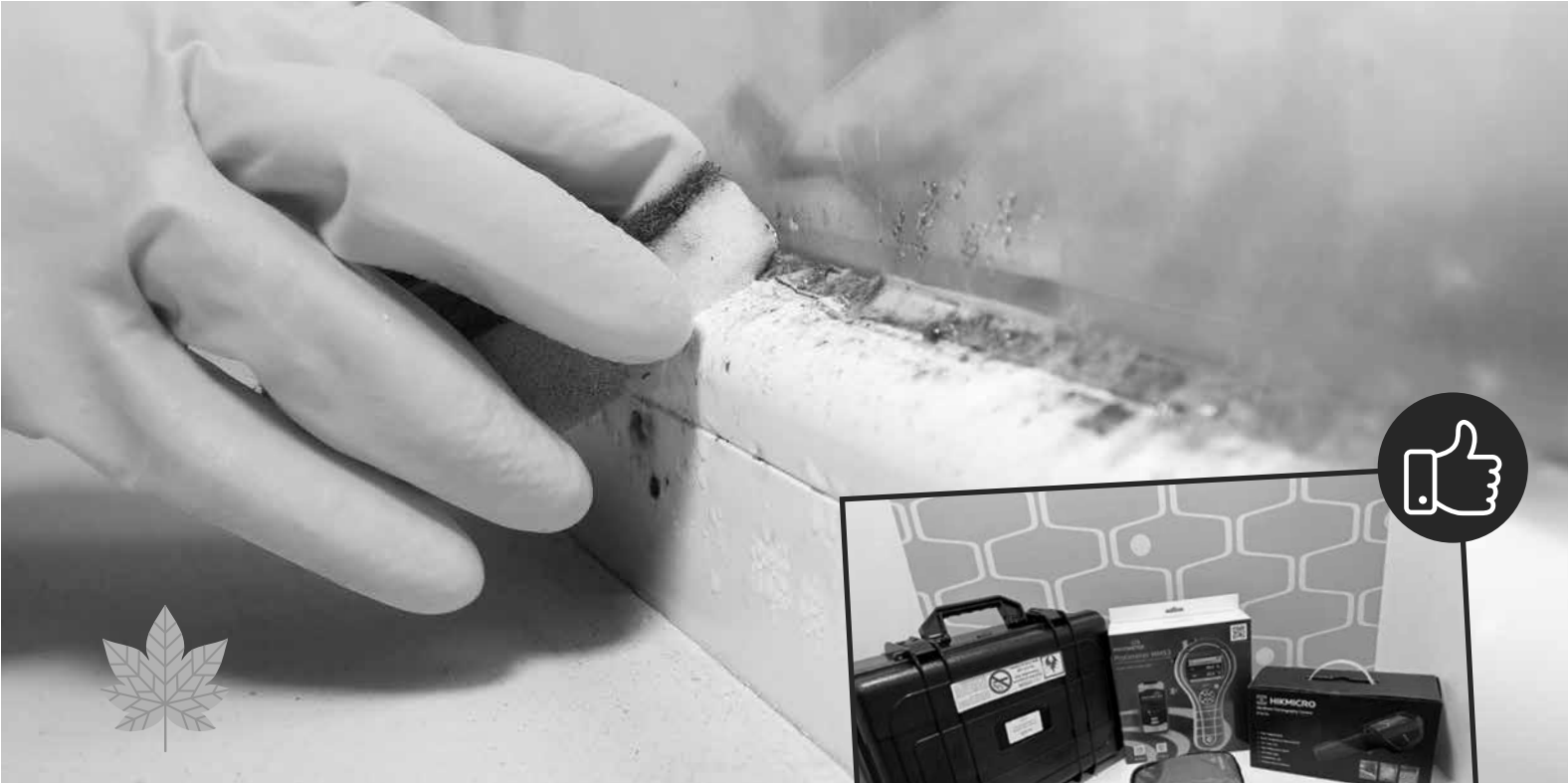
## Spot the leaves competition



**How many autumn leaves can you find in this issue?** Write to us at the Leeds address (see back page) or email us at [community@progressgroup.org.uk](mailto:community@progressgroup.org.uk) by 31 October 2023. Write the number of leaves you've spotted, your name, address and telephone number to enter the prize draw and you could win a £10 voucher.

## Winners from last issue

The winner of the count the ice creams prize draw was Tim from Aldershot, Hampshire. The winner of the spot the difference prize draw was Daniel from Bramcote, Nottinghamshire. **Congratulations on each winning a £10 voucher.**



# How we deal with damp and mould



## There has been a lot of news in the press recently about how landlords are dealing with damp and mould.

All of the landlords across the country (including us) were asked by the government's Regulator of Social Housing to report on what steps we are taking, and it published a report about it.

Evidence was provided by 386 landlords and where the regulator was not satisfied, it asked for more detail.

We were not asked for any extra detail because we have good processes in place, and we do not have the same problems with damp and mould as many other landlords.

The regulator stated that most landlords could show that:

- they are taking damp and mould seriously
- they deal with damp and mould in tenants' homes
- they have made improvements in how they handle damp and mould cases over the last year
- most tenants live in homes that are largely free from damp and mould.

This is good news, and we are making sure that we follow all the recommendations of the report. We have good processes in place so that we deal with any damp and mould issues quickly.

## Getting in touch with RWP

We know it has been hard to get through on the phone for a while, we have made some changes to make this much easier now and look forward to speaking with you!

- We have more people able to take calls in our Customer Contact Centre
- If we are busy and there is a queue, you will now be told how many calls we have to take before we can speak to you
- You will be asked if you would like us to call you back so you do not have to wait on the phone

You can get in touch by calling us on 0333 320 2675, using the live chat on our website, or by emailing us at [RWPenquiries@progressgroup.org.uk](mailto:RWPenquiries@progressgroup.org.uk)

Find out more here: [www.residewithprogress.org.uk/get-in-touch/](http://www.residewithprogress.org.uk/get-in-touch/)



## Keeping your garden tidy



We provide a garden maintenance service to many of our tenants, mainly those who have a communal garden. This service is paid for in your rent.

Those who pay for this service receive two visits a month during April to September, and one visit a month from October to March.

During these visits, our gardeners will carry out one of these tasks (and sometimes more):

- Cutting grass
- Trim hedges
- Small tree maintenance
- Shrub pruning
- Border maintenance
- Prune climbing plants
- Clear hard surfaces
- Sweeping
- Weeding
- Apply weed killer
- Leaf clearance



Our gardeners may not be able to do some jobs. For example, hedge cutting cannot be done between March and August if there are birds nesting. Our gardeners will be able to tell you if they are unable to do these things.

Any garden work which isn't listed above, will cost extra. This will then be arranged separately to your normal service.

If you have any concerns with the work your gardener carries out, please contact your housing officer who will be happy to help.

Did you know we will not remove healthy trees unless they are causing structural damage to your home or they are damaged - we want to help protect our planet.

# Community Support Grant and social value update

The Community Support Grant is a way of applying for funding of up to £500 from our Community Investment Fund to support community groups and projects.

## Virtual tenant groups

### Exciting projects for tenants!

#### Cottingley Court

A group of tenants from Cottingley Court, in Leeds, were successful in securing £500 to help them set up their new gardening group.

The project will provide a garden area to grow food, plants and flowers. The group believes that spending time outdoors, working together will help develop a sense of community and improve their health and wellbeing.

The funding has been used to purchase garden tools, supplies and a greenhouse. The group had already successfully got compost, seeds, plants and some equipment from other organisations as well as receiving donations



Cottingley Court plants

to support their project.

#### The Cottingley Court Garden

Group hope to collaborate with a similar local group at Ilford Street, sharing ideas, plants, ingredients and meals together.

In April, as part of its social



Cottingley Court greenhouse



From left: Karen (Bell Group), Rachel (support staff), Chris (tenant), Melvin (tenant), Joe (Bell Group)

value commitment, Bell Group joined forces with us and the Cottingley Court teams to put up the greenhouse. It was a long, wet and windy day but the greenhouse looks great and the gardening group are already putting it to good use.

#### Ilford Street

With Ilford Street's gardening group going from strength to strength, group representatives Neil and Rachel asked if we could support them to turn a small corner of their lounge into a kitchenette.

The group enjoys cooking meals to share together, often using home grown produce. They told us that the kitchenette would enable them to host social events and activities without having to use someone's flat. It's also much safer, having tea making facilities close by.



From left: Andy (Morgan Sindall), Neil (tenant), Donna (Morgan Sindall), Rachel (support staff)

Morgan Sindall was able to source all the necessary items free of charge from its suppliers under social value. A new kitchen area, was fitted, at no cost to the tenants.

Ilford Street tenants and support staff are a great example of a group who explore opportunities and take advantage of all the funding available to them. They also received a grant from Morley Town Council, which funded the greenhouse (kindly installed by Morgan Sindall, also through social value).

If you are interested in finding out more about the Community Support Grant or social value, then please contact the Customer Voice Team by sending an email to [community@progressgroup.org.uk](mailto:community@progressgroup.org.uk)

Want to chat about where you live? You can take part in an online tenant group.

They are held on a monthly basis. Information is sent to you to explain how to attend on your device.

Michael said: "I did not know how to attend at first but I got my support team to set me up and with help from Alan, I finally attended chats. I enjoy them as I chat to other tenants from around the country. I have a lot to say so hopefully I will see you there!"



Michael

If you want to join in with our virtual tenant groups or have any questions, you can contact the Customer Voice Team by calling 0333 320 4555 or send an email to [community@progressgroup.org.uk](mailto:community@progressgroup.org.uk) for more information.



**If undelivered please return to:**

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

The Delivery Group



## 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](http://www.residewithprogress.org.uk)



[RWPenquiries@  
progressgroup.org.uk](mailto:RWPenquiries@progressgroup.org.uk)



### **Repairs**

To report a repair, go to  
[www.residewithprogress.org.uk](http://www.residewithprogress.org.uk)



If you have questions, you can live  
chat with us. In an emergency,  
please call 0333 320 2675.

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



### **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

This newsletter is available in other  
formats, such as audio or large print.  
Please contact us on 0333 320 4555  
or [marketing@progressgroup.org.uk](mailto:marketing@progressgroup.org.uk)

You can contact the Housing  
Ombudsman about a complaint on  
0300 111 3000 or email [info@housing-  
ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk). Find out how to  
make a complaint is on our website  
[www.residewithprogress/get-in-  
touch](http://www.residewithprogress/get-in-touch)