

# Your News

## Elliot's story

page 3

**Can you spot the tulips?**  
Enter the competition on page 8



Also in this issue:

**Sunflower Festival 2025** – page 7



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**RWP**

Reside With Progress

# Welcome to **Your News!**

**We recently spoke to our tenant, Elliot, who is on the front cover, about how he has been settling into his new supported living home in Tyne and Wear. Thank you, Elliot for sharing your story. You can read more about it on page 3.**

We recently joined board members and our tenant committee representatives Simon, John, David and Fiona, at the tenant committee meeting in Leyland. We discussed

repairs and how to take part in a good meeting. You can read about the tenant committee meeting on page 5.

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



## Virtual hub update

**Our virtual hub group met online in January. We spoke about the rent and service charge increase for this year and tenants shared their thoughts.**

We spoke about how your rent goes towards keeping your homes safe and well-maintained, and to developing new homes. People at the virtual hub meeting told us that they would like to find out more information about their Housing Benefit and if it will cover the rent increase. They would also like to receive information about what their rent pays for throughout the year.

**What happens at the virtual hub group?**

The virtual hub group is your chance to meet other people who live in our homes, and have a chat. You can have your say on anything.

The meetings last an hour, and we would love to see more people at our next event. Come along and say hi!

You can join our Microsoft Teams meeting on your computer, mobile app or room device.

If you need help with setting yourself up on Microsoft Teams, please ask your support worker, contact the Customer Voice Team on **0333 320 4555** or send an email to **community@progressgroup.org.uk**

# Meet Elliot

**Elliot lives in one of our supported living homes in Tyne and Wear. He moved into his home last year.**



Since moving in, Elliot has been getting to know us, his support staff from ubu and the tenant who he shares his home with, as well as the local community.

Elliot has been supported by staff from ubu to cook and plan meals and how to budget for food.

He said: "They help me with cooking and cleaning, and I tell them what I need help with."

Support manager Laura explains how Elliot has been developing skills and his independence: "When it comes to his laundry and keeping his room tidy, I do not need to even ask him to do it. I think because Elliot had lived away from home for college, that has helped him."



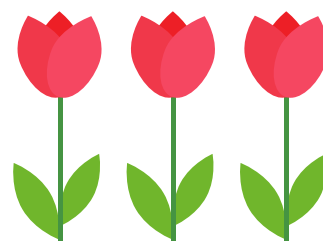
## Spending time with his housemate

Elliot enjoys having dinner with his housemate. "I managed to find an Indian takeaway-style dinner from a local supermarket and shared it with my housemate. I am always looking at ways of saving money because takeaways are expensive. I've been getting on well with my housemate," says Elliot.

## A passion for football

Elliot is a supporter of Newcastle United Football Club. "I am a season ticket holder and go to a few away games. I go to games with my mum and dad and some of my friends. I'm hoping to take 1 of my support workers to a football match too," says Elliot.

You can find out more about Elliot here: [www.residewithprogress.org.uk/real-stories](http://www.residewithprogress.org.uk/real-stories)







# Pride event

**Our tenant David attended the LGBTQ+ Pride event in Preston with Lancashire Autism Peer and Self Advocacy Service (LAPSS) to meet with similar organisations and to support his colleagues.**

## **Supporting the LGBTQ+ community**

"I am proud to share that I have been an ally and supporter of the LGBTQ+ community for many years. LGBTQ+ Pride events are opportunities to meet people, and hopefully work with other organisations at future events.

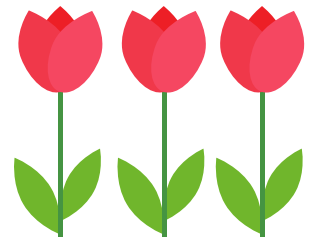
## **Preston Pride with LAPSS**

"Lancashire Autism Peer and Self Advocacy Service first took part in Preston Pride parade in 2023. It was so successful that it was only natural that we would be there again in 2024. I was happy that the Pride in Progress Network (of which RWP is a part of) was going to take part in the parade.

I joined in with my colleagues on the day. I helped to hold the banner for a local rugby club called Preston Typhoons with my colleagues. It was a very enjoyable day, and we all look ahead to this year's Pride." says David.



# Your tenant committee



## What is the RWP tenant committee?

The RWP tenant committee is a group of tenant representatives and non-executive board members who come together to review feedback on our services as a landlord. They help us do better and make sure people are happy in their homes.

## Tenant committee buddies

Each tenant representative has their own buddy. This is one of our colleagues who has been appointed to support them with any questions they might have and help them in their role.

## First meeting

We welcomed tenant representatives, Simon, David, Fiona and John to the first tenant committee meeting which was held in person, in Leyland, Lancashire.

Everyone took part in an activity on how to take part in a good meeting. They thought about how they would like to work together. Everyone talked about which behaviours they thought were good and not so good.

Tenant representatives were asked questions about our repairs service to understand better what is working well. They talked about how we can improve, and what a good repairs service is.

## Tenant feedback

Our tenant, John found the meeting really interesting. He said:

**"I liked the fact there was no jargon used and that it was easy to understand. I have been to things in the past where housing jargon has been used and I didn't know what it meant but I didn't feel that I could ask."**



# Fridge and freezer – top tips!

**There are lots of things that you can do to look after your fridge and freezer. Here are our top tips to keep your fridge and freezer working well and clean:**

## Clean the door seals

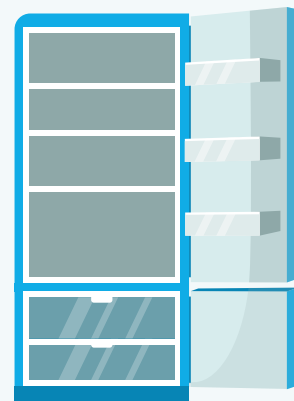
Make sure the door seals are tight and free of food crumbs. Try to clean the seals twice a year with a small brush (an old toothbrush is ideal) and a mixture of baking soda and water.

To make sure your seals are working properly, put a slip of paper on the seal, so it is half in and half out. If it slips out easily, then you will need to get the seals checked by a professional.



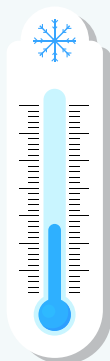
## Clean inside

Cleaning the shelves, doors, and walls of the fridge every month can prevent germs and bacteria from reaching the food. When something spills in the fridge, clean the spill straight away. Remember to check for out of date and mouldy items.



## Check the temperature

Make sure your fridge temperature is between 37 to 38 degrees Fahrenheit and the freezer is at 0 degrees. You can check the temperature by placing a thermometer inside your fridge.





# Tallest sunflower competition 2025

**Our Sunflower Festival is back this year, and it is now open. It is time to plant the seeds! Entries need to be submitted by 7 September.**



## Growing your sunflowers

If you would like to take part in the Sunflower Festival, you will need to think about planting your sunflower seeds soon, as they can take a long time to grow.



**Here are some tips to help them grow:**

1. Put some compost in a plastic cup or plant pot, almost to the top. Put your finger in the soil to make a hole for your sunflower seed.
2. Put a sunflower seed into the hole then cover it with a little compost. Give it some water so it is damp.
3. Put the cup somewhere sunny like a windowsill. Give your sunflower a little water whenever it feels dry.
4. After about 1 or 2 weeks a shoot should poke through the soil.

5. When your plant grows too big for the pot, you need to re-plant it in a bigger flowerpot or in the earth somewhere warm and sunny outside. Place a marker with your name in the pot if your housemates are growing seeds too.
6. Keep checking on your sunflower, making sure it doesn't dry out (but be careful not to overwater it).

## Get your free pack of sunflower seeds

If you would like us to send you a free pack of sunflower seeds to get you started, please email [community@progressgroup.org.uk](mailto:community@progressgroup.org.uk) or contact the Customer Voice Team on **0333 320 4555**.

## Last year's sunflower winner

Last year our tallest sunflower entry was grown by Noah, reaching a whopping 398cm!

Contact the Customer Voice Team if you need support to enter (see details above).

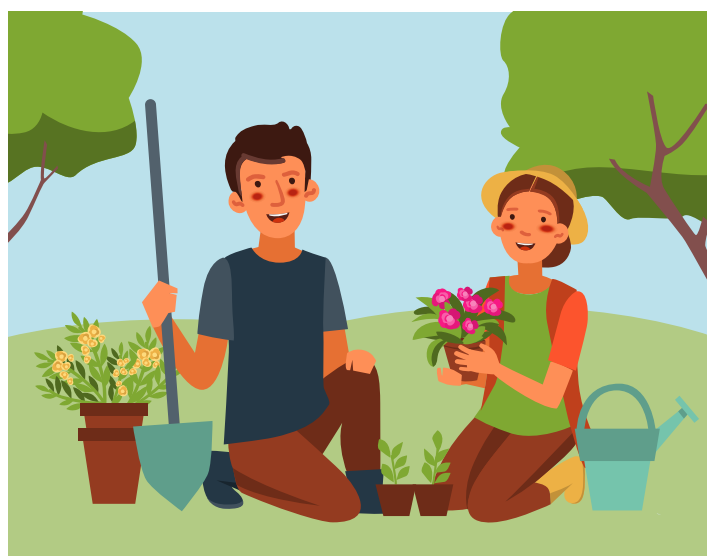
# Competitions



## Spot the difference

**Can you spot the 10 differences between these gardening 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 30 April 2025. All entries received will be entered into a prize draw for the chance to win a £10 voucher.



**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Contact number:** \_\_\_\_\_

## Spot the tulips competition

How many tulips 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 **30 April 2025**. Write the number of tulips 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 winners of the count the wheelbarrows prize draw is **Gordon** from **Telford**. The winner of the spot the difference is **Syan** from **Newark**. Congratulations on each winning a £10 voucher.





# Enter our prize draw to win a £20 voucher!

**We hope you like this newsletter! We want to know what you think about it. We also want to know if you use social media. Answer the questions below and send it to the Leeds office address (on the back page) by 30 April 2025.**

## Your newsletter

What do you enjoy in this newsletter?  
Tick as many as you like.

- ☐ News about our services
- ☐ Stories about people
- ☐ Our performance
- ☐ Spot the difference
- ☐ Your tenant committee

Is there anything else that you like?  
Tell us here:

What would you like to see more of in this newsletter? Tick as many as you like.

- ☐ Health and wellbeing
- ☐ Games and competitions
- ☐ News about repairs
- ☐ Cost of living and saving energy
- ☐ News about our colleagues

Is there anything else you would like to see? Tell us here:

## Using social media

Did you know that RWP is on Facebook? You can follow our Facebook page for lots of news, updates and information about us as your landlord. There are also handy guides, tips and advice for you, too.



Do you follow RWP on Facebook?

☐ Yes ☐ No

If you use social media, which do you like?



Facebook ☐ Yes ☐ No



Instagram ☐ Yes ☐ No



YouTube ☐ Yes ☐ No

Is there anything else you want to say about social media? Tell us here:

Name: \_\_\_\_\_

\_\_\_\_\_

Address: \_\_\_\_\_

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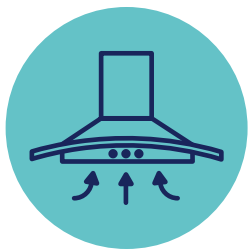


# How to keep your home damp-free



## Do you know how to stop damp, mould and condensation happening in your home during the spring months?

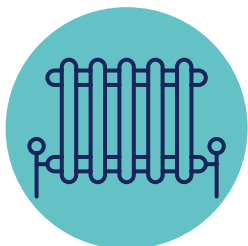
Here are some top tips:



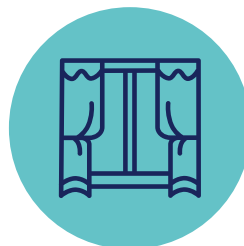
Turn your extractor fan on when you are cooking, showering and having a bath to remove extra moisture from the air.



Dry clothes outside if the weather is warm. This will mean there is less moisture in your home. When using a drying rack indoors, open a window slightly, as this will help, too.



Keep your home warm to stop condensation on walls, floors and ceilings.



Open your curtains in the morning and close them at night to let warmth in and to keep the cold out.

# Staying safe on public transport



**Public transport is a great way to visit family and friends, and to explore new places. Whether you use the bus or train, it is important to know how to stay safe when you are travelling.**

**Here is how you can do that:**



## **Keep contact information with you**

Take the phone numbers and addresses with you for your emergency contacts, so that they can be contacted if you need their help or there is an emergency.



## **Wait in areas with lights**

If you are waiting for a bus or train and it is dark, wait in areas that are well lit, so that you can be seen.



## **Have another route planned**

Sometimes your journey on the train or bus might not be possible on that day due to cancellations or delays. Make sure you have a plan for another way to get to where you are going in case you need it.



## **Assistance on transport**

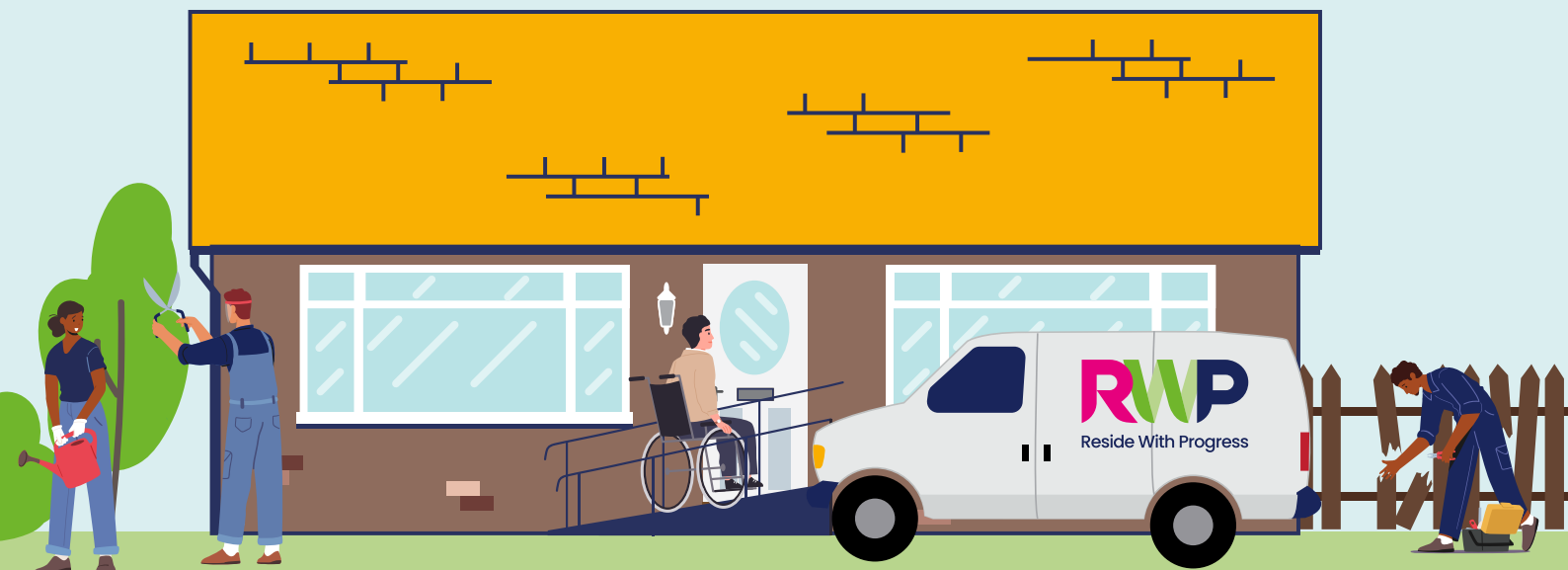
Public transport has assistance services for people with a learning disability. This includes things like help with boarding, priority seats and a travel card. Plan ahead for your journey with your support worker or a family member to see what help can be put in place for you on your journey.



## **Travel with a buddy**

Travel with a buddy if you need some help with travelling or learning how it works. You could travel with a family member or your support worker until you feel confident about travelling on public transport.





# Our Customer Promises

## Homes

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



**99.93% of our homes meet the Decent Homes Standard**



**All our homes have had a gas safety check**



**99.7% of our homes have had a fire safety check**

**1.7%**

**Amount of surplus money we invest back in our homes**



**Most of our homes are above average for energy efficiency**



**8 out of 10 tenants told us that their home is safe**



**7 out of 10 tenants told us that their home is well-maintained**



Unhappy about something? Find out how to make a complaint on our website [www.residewithprogress/get-in-touch](http://www.residewithprogress/get-in-touch). If you are still not happy, 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).

# Communities and neighbourhoods

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



**5.2%** Amount of money that we have left over that we invest back in our homes and new development



**8 in 1,000 homes** had a case of anti-social behaviour



**5 out of 10 tenants** feel that we make a positive contribution to neighbourhoods



**7 out of 10 tenants** feel that we keep communal areas clean and well-maintained



**6 out of 10 tenants** are happy with how we deal with anti-social behaviour

## Culture

We promise to be respectful and supportive at all times and involve you in improving services.



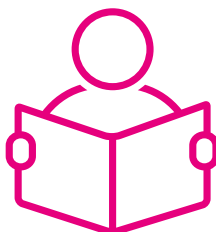
**We received 16 complaints per 1,000 homes**



**7 out of 10 tenants** agree that they are treated fairly and with respect



**5 out of 10** are satisfied that their views are listened and acted upon



**6 out of 10 tenants** are satisfied that they are kept informed about things that matter to them

If you would like to read more about how well we are doing compared to other housing associations in the UK, visit our website at [residewithprogress.org.uk/about-us](https://residewithprogress.org.uk/about-us). We are making changes to our Customer Promises and we will let you know what these changes are in a future edition of Your News.

# Support staff update



**Welcome to support staff news! A section dedicated to everyone involved in our tenants' care and support. Here we will share with you tips, guidance, and information to help keep our homes safe for our tenants.**

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**

## Tenants moving in and out

### Guidance:

We hope this guidance on the process of tenants moving in and out of one of our supported living homes is useful. Here is a checklist for the documentation that we require.

### Moving in tenants

All tenancies begin on a Monday. We require a minimum of 4 weeks' notice upon receipt of the completed application form, prior to the tenant moving in, to allow time for drawing up the tenancy agreements and documents.

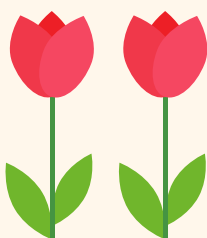
We have Easy Read information for our tenants about moving into their home on our website:

**[www.residewithprogress.org.uk/living-in-your-home](http://www.residewithprogress.org.uk/living-in-your-home)**



### Moving-in checklist:

- ✓ Application documents are signed either prior to the move-in date or on the day of the move-in.



## Housing Benefit process

The tenant will be responsible for any arrears, so it is crucial that the form is completed and submitted promptly. The housing officer can help the tenant with the Housing Benefit form if they need support.

### Housing Benefit checklist:

- ✓ Request Housing Benefit forms (or a change of circumstances form) for the tenant before the tenancy start date.
- ✓ Call the council to log the Housing Benefit claim once you know the tenancy start date.
- ✓ Submit the tenancy agreement once you receive it. You can attach it to the Housing Benefit form or send it as an appendix to the application.

## Signing the tenancy agreement

We have a pictorial tenancy agreement available for tenants which includes information about their home, charges, and responsibilities. It also has explanations of keywords in the tenancy agreement. Speak to your housing officer for a copy of the pictorial tenancy agreement.





## Capacity process

If the tenant has capacity, they will sign the agreements. If the tenant does not have capacity, we require 1 of the following:

- ✓ An attorney(s) under a lasting power of attorney or enduring power of attorney for finance and property.
- ✓ Court-appointed deputy with authority to make decisions on the tenancy agreement.
- ✓ Best interests decision letter and mental capacity assessment (in such cases, the agreement would remain unsigned).

## Moving out process

Only the tenant or their legal appointee can end the tenancy. A termination based on a best interests report may be accepted if no appointee is in place.

### Checklist:

- ✓ End of tenancy form needs to be completed and returned.
- ✓ The tenant/appointee/service provider is legally required to give 4 weeks' notice.
- ✓ The notice to end the tenancy will need to be from a Monday with

the end date (which cannot be backdated).

- ✓ A tenancy termination date should always be a Sunday.

## Property condition after moving out

### Checklist:

- ✓ Please leave the property (room or flat) in a clean and tidy condition.
- ✓ Clear the property of all effects.
- ✓ Any fixtures or fittings installed without permission need to be removed.
- ✓ Any damage caused needs to be rectified.
- ✓ All keys are to be returned on or before the end of the tenancy date.

## Need help?

If you have any queries or if you would like support with tenants moving in or out, please contact your dedicated housing officer. Alternatively, you can use live chat on our website, [www.residewithprogress.org.uk](http://www.residewithprogress.org.uk), email us at [RWPenquiries@progressgroup.org.uk](mailto:RWPenquiries@progressgroup.org.uk) or you can call us on **0333 320 2675**.

Let us know what you would like to be updated on.



# Scan the QR code to get other versions of this newsletter



Scan me!



## An audio version

Listen to the news in the spring newsletter.



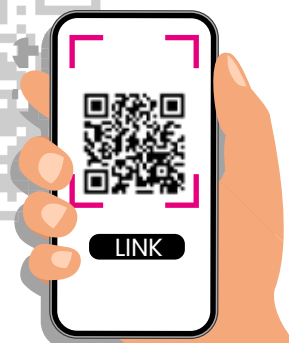
## A screen reader friendly version

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



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



### Repairs

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