

Your News

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

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RWP

Reside With Progress

Welcome to **Your News!**



Hello! We've been busy at RWP, visiting people, getting out and about and hearing all your news.

I recently went to Southport to visit Vicki and her support team. It was great to see all the hard work that goes on to support Vicki and the other people who live with her. She told me how she loves Chinese food and how she likes to play board games. She showed me the pretty garden at her home and posed for photographs. It was a great morning spent with her.

In this issue we talk about setting up a new Families Forum on page 5 and you can read all about the RWP Services Team on page 10. They have some great jokes to tell you! Have fun with our snakes and ladders pull-out game on pages 6 and 7 – the theme is energy efficiency in your home. You could email us to let us know if you enjoy it (send a photo of you playing too!) to community@progressgroup.org.uk

Les Warren
RWP Managing Director



Vicki and Maria

Our repairs service

If you, your family or a support worker report a problem to us and we look after repairs at your home, we will send someone out to you. They might be from our in-house team or a contractor, depending on who is best able to fix the problem.

If the problem is an emergency, like loss of electricity, heating or a big leak, we will send someone as soon as possible, whatever time of day or night. Less serious problems, like broken door guards and minor leaks are called urgent repairs and we try to fix them within a week.

We aim to repair everything else within a month of being told about it, unless it's a major piece of work like a new roof. For this we have to plan it carefully and order new materials and this is likely to take longer.

Sometimes we don't get things right and we are sorry if you have had problems getting repairs done but we're working hard to improve the service across all areas.

If you need to report a repair, you can do this on our website at www.residewithprogress.org.uk with the online form. You can also talk to us online with live chat. For emergency repairs, call us on 0333 320 2675.



Having fun with woodwork!



Carl showed us this brilliant toolbox, which he made during a woodwork course at Hollybush Conservation Centre in Kirkstall, Leeds. He learned to use all the different tools in the workshop, and how to make different corner joints from wood. He told us that he would like to make a bird table next.

Carl has completed other courses at Hollybush, like gardening and willow weaving. He said "I really enjoy the courses at Hollybush. The people there make it fun and there is a café. I liked it so much I want to do them all again!"

If you are local to the Leeds area, you can find information on the courses and other opportunities available at Hollybush Conservation centre on its website at TCV.org.uk or you can call 0113 274 2335 (Monday-Friday, 11am-2pm).



Carl

Volunteering to help Ukraine

Last November, John, one of our LiLAC tenants, travelled with a group of people from his church to help the relief effort on the border of Poland and Ukraine.

He was based at a train station for three weeks, helping passengers to carry their luggage and giving them directions.

On his days off, John was able to explore local towns and visited an old World War II bunker.

John took his camera and made a film of his experiences on the trip. He hopes that his film will be able to give information to other volunteers, and show them what it's like before they visit.



John (centre) with the team.

Doing a great job

Daniel, one of our LiLAC tenants, told us about his job at Leeds City Council's Passenger Transport hub. This is where transport is organised for people who would otherwise find it difficult to access important services and activities.

Daniel has worked on reception at the hub for over three years. He deals with staff requests when they want to take time off work.

Daniel says: "I enjoy it, and it gets me out and about, meeting new people. It helps to have a little extra money to do the things I enjoy".



Daniel



Our team in their training session



Help with damp and mould

Damp and mould in rented homes has been in the news a lot recently. We know that some of our tenants have problems with damp in their homes and it can be hard to work out what is causing it and how to stop it.

We have trained our RWP contract surveyors and given them special tools so they can find and fix any problems that are causing damp in your home.



Specialist tools that our contract surveyors use

If you have black mould growing in your home, it is usually caused by too much water in the air, which we make when we breathe, cook, have a bath or shower. It is important to

open windows when cooking and after bathing to let the steam out. This is to make sure that all areas get warm when you use your heating.



High levels of condensation can cause mould like this

If you have any other suggestions, or if you need help with something concerning health and safety in your home, please do not hesitate to get in touch with us in the usual way.

If you have problems with damp or mould in your home, please let us know by reporting it using the online form on our website, www.residewithprogress.org.uk, go to 'report a repair'. You can send an email to RWPrepairs@progressgroup.org.uk or you can call us on 0333 320 2675.

Families and support providers forum

Do you and your family (or your support worker) want to have your say about supported living?

We are planning on setting up a families forum, where we can get together with you (either in person or online) and chat about the things that matter. It might not even be related to our housing – it could be about the support you are given, your benefits or even the cost of living and how it affects you.

Let us know if you would like to take part. Email us at community@progressgroup.org.uk. Let us know a little about yourself, like your name, your address and your family member or support worker too.



Fundraising for charity



Tenants at South Parkway in Leeds have been busy raising money to support a charity close to their hearts, the Alzheimer's Society.

Before Christmas, they organised an elf-themed day full of fun and fundraising. They managed to raise a fantastic £311 for their chosen charity.

If you are a tenant and are planning a charity fundraiser of your own, then you can apply to our Charity Fund to match the amount you raise up to £500.

This means South Parkway were able to double their fundraising, with a grand total of £622 making its way to the Alzheimer's Society. What a wonderful thing to do!



South Parkway tenants raise money for charity

Follow us on Facebook



Did you know that RWP is on social media? You can find us on Facebook by searching for Reside With Progress. On our Facebook page, we share all our news, real stories, cost of living advice and other useful information. Follow us now to keep up to date!

Snakes and ladders pull-out game



Have fun with our snakes and ladders pull-out game. It's all about saving energy in your home. All you need is a dice and counters for each person. See if your support worker or a friend will play with you!

How to play

Each player takes their turn to throw the dice and count their moves along the squares. Ladders are good. When you land on a ladder, you can read an energy saving tip and climb up the game. Snakes are bad! If you land on a snake, you slide back down. The person who reaches the finish first has learnt the most about saving energy and wins!

The game board is a 4x5 grid of squares. The top square is a yellow triangle representing a roof. The board starts at 'Start >' (square 1) and ends at 'Finish' (square 18). The board is decorated with snakes and ladders. Each square contains a number and an energy-saving tip with an illustration.

Finish	18	17 Drip, drip, drip! Turn off the tap fully to save water 	16	15
10	11 Who left the light on? Switch off lights in rooms you're not using 	12	13	14
9	8	7 Fantastic! You've made sure radiators aren't blocked by curtains or furniture 	6	5 You've remembered to only fill the kettle with the amount of water you need
Start >	1	2	3 Well done! You've turned down radiators in rooms that you aren't using 	4



Spot the difference

Can you spot the 10 differences about planting in the garden? 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 2023. All entries received will be entered into a prize draw for the chance to win a £10 voucher.



Name: _____
Address: _____
Contact number: _____

Spot the daffodil competition



How many daffodils 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 2023. Write the number of daffodils 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 snowflakes prize draw was Daniel Grieg. The winner of the spot the difference prize draw was Syan Chandler. **Congratulations on each winning a £10 voucher.**



What happens at an RWP community chat?



Paul

Community chats are a good way to find out the best way for tenants to get involved. We talk about opportunities for individuals or groups.

Involvement Officer Alan Grieg said: "There have been 15 introduction meetings about how to get involved and one Talkback volunteer trainer meeting since November 2022."

Since the meetings we have had two applications for the Community Support Grant for garden projects. The Community Support Grant gives the opportunity to apply for funding to kickstart a project up to £500.

We have enrolled another tenant Paul from Keel Landings who has become a Talkback volunteer. The volunteers

call us with any questions about their home.

Volunteers speak to us and fill in a simple form about how the conversation has gone. Paul says: "I live independently and call RWP with any questions about my home. I fill in the forms to say how I feel. It's easy to do and I then send it back. My voice has been heard."

If you want to know more about how to get involved, Talkback volunteers or the Community Support Grant, please send an email to community@progressgroup.org.uk

Are you satisfied with our services?

As your landlord, it is important to us that we provide you with the highest standard of service possible.

We like to know what you think and how happy you are with what we are doing – and how we can do better.

To help us do that, the government's Regulator of Social Housing has told us how to work out how happy you are with the services we provide. These are called Tenant Satisfaction Measures.

We have written to you about this to find out what you think. This is

called a survey. We might have called you too on the telephone.

We will soon let you know the results of the survey on our website, so you can see what everyone has said about us. We will tell the regulator too.





Pictured from left to right: Jen, Isabel, Carly, Mary, Bex, Jenny, Shanell and Paul.

Introducing the RWP Services Team

We are part of the Supported Living Team.

We look after your rent accounts, rent collection and some of the service contracts that provide services to your home. We are also involved in the annual rent and service charge review.

Read on to find out a little more about us. We hope you like our jokes!

Mary, Head of Housing (Support Services)

“We are always here to help and want to ensure our tenants have a voice that is always heard. Small changes in what we do can make a huge difference”.

Interesting fact: I was accidentally locked inside Cologne Cathedral in Germany!

Hobbies: Anything crafty, sewing, knitting, crochet, jewellery making etc.

Favourite joke: What do you call shoes made from banana peel? **Slippers!** 😄

Carly, Income Collection Officer

“We work with over a hundred different Housing Benefit departments and I personally oversee over 1,000 accounts”.

Interesting fact: I have different coloured eyes – one blue and one green.

Hobbies: I enjoy walking my border collie Harry – he has different coloured eyes as well!

Favourite joke: What do you call numbers that are always on the move? **Roamin** numerals. 😄

Bex, Income Collection Officer

“Behind the scenes we all genuinely care about our tenants. We will always use our knowledge and experience to make sure they receive the maximum Housing Benefit they can”.

Interesting fact about you: The celebrity Stephen Fry follows me on Twitter – no idea why!

Hobbies: I love roller skating. My daughter and I have lessons!

Favourite joke: What do lawyers wear when they go to court?

Law-suits! 😄

Jenny, Income Collection Assistant

“We like to help people by resolving their problems”.

Interesting fact: In 2016 I raised £2,600 for the children’s charity NSPCC by completing my first marathon, the Virgin London marathon which was 26.2 miles.

Hobbies: I like to run on a Saturday morning with my running buddy – this sets me up for the weekend!

Jen, Contract and Service Charge Officer

“It’s great to start a new contract tender and see it through from start to finish”.

Interesting fact: I was born with a hole in my heart.

Hobbies: Netball, walking, collecting Hard Rock Café pins from around the world.

Favourite joke: What’s the fastest cake on earth? **Scone!** 😄

Paul, Income Collection Officer

“We aim to support our tenants and work with them to provide solutions. We want to help tenants maintain their tenancy”.

Interesting fact: I’ve bred and shown pedigree Ragdoll cats.

Hobbies: Photography, fishing and weightlifting/fitness.

Favourite joke: A man walks into the Pound Bakery and says to the till operator: “I thought this was the Pound Bakery, those cakes over there are £1.50!” The till operator replies: “They’re **Madeira** cakes!” 😄

Shanell, Income Collection Officer

“We’re always happy to help and provide support to tenants”.

Interesting fact: I have an identical twin sister.

Hobbies: I love sports and play football professionally.

Isabel, Services Assistant

“There’s a lot of job satisfaction when invoices match the purchase order raised!”

Interesting fact: I went to school with the actor Stephen Tompkinson.

Hobbies: Walking, paddle boarding and singing in the church choir.

Favourite joke: Why did the student eat his homework? Because the teacher told him it was a **piece of cake!** 😄



If undelivered please return to:

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

ONEPOST



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 repair, go to
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