

Your News

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RWP

Reside With Progress

Welcome to **Your News!**

I hope you are all keeping well.

This issue of Your News is packed full of interesting stories and updates. Our tenant, Caitlin, on the cover of this issue, was filmed recently as part of our Group Annual Report. Thank you, Caitlin, for sharing your story. You can watch her film at www.residewithprogress.org.uk/realstories/meet-caitlin/

We were delighted to be invited to attend a Black History Month celebration at one of our supported living schemes in Leicester in October. Everyone enjoyed stories, poetry and fabulous live music, organised by the scheme manager Gill. Do you have a party or celebration coming up that you would like to tell us about? If so, you can call the Customer Voice Team on 0333 320 4555 or send an email to community@progressgroup.org.uk.

Les Warren

RWP Managing Director



Les Warren



Gill and Charlene

Virtual hub group

Our virtual hub group met on the 14 November and it was great to see so many people at the meeting.

We had a presentation about setting up a new tenant committee by Debbie from Progress Housing Group, which RWP is a part of. The new committee will be help to check our work as your landlord and that we are doing it properly.

What happens at the virtual hub group?

The virtual hub group is your chance to meet other tenants 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 on 13 February at 11am. Come along and say hi!

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

You will need to enter the meeting ID, which is 319 662 925 404, and 2dHy7P is the passcode.

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



Congratulations to the winners!

Thank you to everyone who entered the sunflower and scarecrow competitions, and our Progress In Bloom competition.

It has been amazing to see everyone's creativity and motivation to brighten up their communities.

There were 14 sunflowers entered this year. The tallest sunflower was a whopping 310cm, and there were another six over 200cm. Everyone who took part in the competition this year will receive a certificate and a prize.

Here are the winners:
Steven - Hedben Court;
Michelle - Audby Close;
Carl - Jude Court.



Scarecrows made by Bramley Fulfilling Lives



Steven from Hedben Court

We have been amazed by the time and effort you spent making your gardens brighter and happier places to be. We had entries from seven of our supported living schemes, five of which were winners in our Gold Garden category.

The winners are Cerrig Cornel, Rossefield Lawn, Ilford Street, Southwell Road and Audby Close. All gardens entered will have received a certificate and prize, delivered by one of our team.



Andrew, Carl, Carlana and Alan from Jude Court with their Spiderman scarecrow

Meet your housing officers

Your housing officer is your first point of contact for you and your support provider. They are involved from when someone moves into their home to when they move out.



Your housing officer can help you with many things, including:



Helping apply for Housing Benefit when you first move



Arranging decorating, flooring and replacing furniture in areas you share in your home



Dealing with any anti-social behaviour. This is when people behave in a bad way to others.



Ensuring your gardens are looked after



Adaptations to your property to help you live independently

Your housing officer will visit your home at least twice a year; if there are any issues and you are unhappy, they will help resolve them. Below are details of who they are and the areas in the country that they cover:



Cheryl Harris – North Norfolk, Nottingham, Northampton, Rutland, Wolverhampton, Birmingham, Shropshire, Warwickshire



Christine Knight – Leeds, Bradford, Retford, York



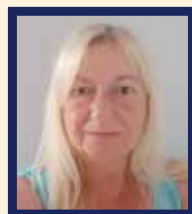
Claire Clinch – Leeds Independent Living Accommodation (LiLAC)



Daniella Wilkinson – Lincolnshire, Mansfield



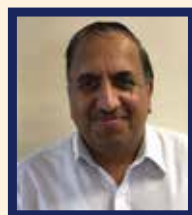
Gemma Doyle – Bolton, Liverpool, Widnes, West Lancashire, Wigan, Trafford, Derbyshire, Ribble Valley, Cumbria



Helen Sparkes – Essex, Suffolk, Cambridge, South Norfolk



Ilir Demaj – Leicester, Devon, Cornwall, Somerset, Dorset



Javed Ismail – Newark, Worksop, Norwich, Selby, Skipton



Karen Lang – Chorley, Fylde, Hyndburn, Burnley, Rochdale



Laura Pryde – Harrogate, Knaresborough, North Allerton, Northumberland, Tyne & Wear, Scotland



Louise Foxwell

– Brighton, Isle of Wight, Kent, South London, Kingston and Surrey



Louise Gunter

– Buckinghamshire, Bedford, Hampshire, Hertfordshire, North London, Sutton



Clare Grayson

– Doncaster, Scunthorpe, Hull, Barnsley, Sheffield, Rotherham, Grimsby and Cleethorpes



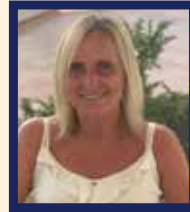
Lyndsey Rawsthorne

– Blackpool, Wyre, Sefton, Stockport, Tameside



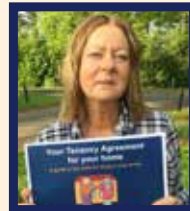
Niki Duffy

– Durham, Darlington



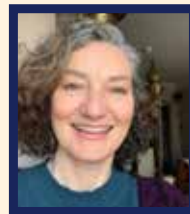
Paula Green

– Blackburn, Lancaster, St Helens, Pendle, Knowlsey



Sarah McKiernan

– Preston, South Ribble, Salford, Manchester



Tracy Bevan

– Wales, Cheshire, Wirral, Northern Ireland, Runcorn, Hertfordshire

Save energy this winter

There are lots of things you can do around the home to save energy this winter. Here are our top tips which everyone can do to keep costs down and keep warm.



Close the curtains and blinds at night to stop warmth escaping



Make sure radiators aren't blocked by the curtains or furniture



Switch off lights in rooms you're not using



Turn off the tap fully to save water



Only put the dishwasher on when it's full



Turn the TV off – don't leave it on standby



Turn down radiators in rooms that you aren't using



Turn appliances off at the socket



Wash clothes at 30°C rather than 40°C in the washing machine



Quiz!



Ian, who lives in Leeds, has a passion for geography.

This is his quiz - can you name the countries and their capital cities?

1. SWEDEN = S _ _ _ _ _ M
2. GERMANY = B _ _ _ _ _
3. _ _ _ N _ _ = PARIS
4. _ _ _ _ _ = ATHENS
5. EGYPT = _ _ _ _ _
6. KENYA = N _ _ R _ _ _
7. _ _ _ _ _ Y = OSLO
8. MALTA = V _ _ _ _ _
9. WALES = _ _ _ D _ _ _
10. BUCHAREST = R _ _ A _ _ _

ANSWERS 1. STOCKHOLM, 2. BERLIN, 3. FRANCE, 4. GREECE, 5. CAIRO, 6. NAIROBI, 7. NORWAY, 8. VALLETTA, 9. CARDIFF, 10. ROMANIA



Chief Executive Jacqui with winner Rebecca at last year's awards

Community Champions Awards 2024

Do you like to help others? Do you help your neighbour, someone in your home, or someone in your neighbourhood? Maybe you volunteer with a group in your local community? Then this is for you.

RWP is part of Progress Housing Group, which holds its Community Champions Awards yearly. This is to celebrate the amazing volunteers who work to support their local communities. You can choose someone to put forward for an award, this is called a nomination.

There will be gold, silver, bronze, and runners-up categories – all with a chance to win a voucher, too!

You can nominate someone to win an award, until the closing date, 16 February 2024. Judging will take place on 7 March 2024. The awards ceremony will be on 22 March 2024. It's an exciting event, where people are given their awards for all their hard work.

Look out for more information on our website at www.residewithprogress.org.uk. Or you can call us on 0333 320 4555 and ask for the Customer Voice Team or email us at community@progressgroup.org.uk.



Help us to make changes



Hearing what you think about our work as a social housing provider is important.

That is why we are setting up a new tenant committee that will be made up of our tenants and our Board members.

We want to make sure that tenants can look at the work that we do and help us make improvements. The committee will review our services and performance.

How can you get involved?

If you would like to tell us that you are interested in joining the committee, please send an email to community@progressgroup.org.uk.

We will also share more information on our website at www.residewithprogress.org.uk and on our RWP Facebook page in the coming weeks.

Be safe online

The internet is a great way to speak with friends, learn new things, and have fun. It is important to make sure that you are safe when you are online.

Here are some tips on how you can stay safe online:

- **Log off public computers** – when you are finished using a public computer, such as one in a library, it is important to log off. This means strangers will not be able to access your accounts without your permission.
- **Set your social media to private** – setting your social media accounts to private means you can approve your followers. Only accept people

that you know in real life and that you trust. Ask a family member or support worker to help you if you are not sure.

- **Setting passwords** – to set a safe password, use special characters, capital letters and numbers in your password. Never share your password with anyone.

It is important to remember that you should behave like you would in real life. Always be respectful, and do not do or say anything that you would not do in real life.

If you are ever worried about your online safety or someone else's, then speak to a trustworthy person.



Spotlight on Kingsbridge Way hub group

It's been a busy few months visiting the hub groups. We have six of them around the country at Cerrig Cornell in Wales, Hebden Court in Scunthorpe, Richmond House in Accrington, Winchester Avenue in Wigan, Arrowe Hall in Liverpool and Kingsbridge Way in Nottinghamshire.

Ben, Daniel and Elliot live at Kingsbridge Way and have got to know RWP's Customer Voice Team Officer, Alan. They said: "Alan has been visiting us to help us understand more about our landlord. It has been interesting, and we now know who does what at our home."

They have enjoyed getting to know their housing officer. They said: "We have had our housing officer visit, and it is great to get to know who that is. If we have any questions, we know who to go to."

Support worker Heidi said: "It's been very interesting listening to Alan. As he has got to know the people who live here - everyone is chatting. Knowing how RWP works is good; we always have questions. The tenants wanted to let everyone know more about themselves so that other people could learn more about the benefits of the hub."

Introducing tenants at Kingsbridge Way

Ben shares how he met his fiancé Shannon



Shannon and Ben

"My name is Ben. I met Shannon when I was younger in a local café. I was too scared to ask her out. I was on TikTok, and we started to chat. It was great to meet her again, and we started dating. Two years have passed, and we finally got engaged. Shannon is so amazing."

Daniel's sponsored walk for charity



Daniel

they had a lot of flood damage due to heavy rain. After talking to them I put myself forward to do a sponsored walk, 3.5 miles around Wollaton Park, but on the day I actually did 5.5 miles. I really enjoyed doing it and raised £63.57 for Bramcote Rescue Centre."

Elliot enjoys horse riding

"Hi, I am Elliot, and I started horse riding lessons. I started by watching my housemate for a few weeks at the riding school, and then the support staff asked me if I would like to have a lesson. I was a bit scared at first, but I really look forward to going now."



"My name is Daniel and my support staff helped me write this. I am a very keen animal lover. When talking to my support staff I said I would like to do a sponsored walk for St Leonards Horse Riding School near where I live as



Elliot

Feeling at Home toolkit

Tenants from Hebden Court and Kingsbridge Way have been helping King's College London with the Feeling at Home toolkit. Support teams will use the toolkit to look at how best to support tenants when in their own homes. Steven from Hebden Court said, "I have had my support team help me look at the toolkit so I can give my views on it. I want to make sure that everyone has the best time when they move into a new home."

Spot the difference



Can you spot the 10 differences between this autumn walk-in-the-park scene? 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 28 March 2024. All entries received will be entered into a prize draw for the chance to win a £10 voucher.

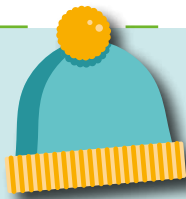


Name: _____

Address: _____

Contact number: _____

Spot the bobble hat competition



How many bobble hats 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 28 March 2024. Write the number of bobble hats you've spotted, your name, address and telephone number to enter the prize draw and you could win a £10 voucher.

Winner from last issue

The winner of the count the leaves prize draw was Victoria from Hessle. **Congratulations on winning a £10 voucher.**



You said, we did

Our newsletter last summer included information on the surveys we carry out. We want to know where we can improve and make things better.

Part of this includes making our surveys easier to understand and complete as your views really matter to us. Our last survey gave us three recommendations where we could improve.

Repairs

You said: The time taken to complete a repair was too long.

We did: We are now speaking with new contractors to give more options about who we can use and not rely on one contractor.

Communication

You said: You would like to receive better communication and improved complaints handling.

We did: We are creating a new dedicated team to handle complaints to put things right quickly. We are

also bringing in more Easy Read versions of our communication with you so you have more choice.

Value for money

You said: You were concerned about the cost of living.

We did: Where we are responsible for cleaning your windows or cleaning your communal areas, we are looking at how we can make improvements to this service. We have advertised to see what companies would like to put themselves forward to do this work. We will then see what improvements they can offer us. We will keep you updated about any changes we make. This does not include LiLAC properties in Leeds as their communal cleaning services will continue to be managed as they are now.



LiLAC survey – what you have told us



What is LiLAC?

LiLAC is a scheme in Leeds which provides homes for 313 people.

It is managed in partnership with a number of other organisations, including Leeds City Council.

Each year we ask our tenants at LiLAC what they think about where they live.

Our last survey was completed in May 2023 and we are looking at what you told us. We want to get better, so we are planning a number of actions.

Out of every 10 people we asked, eight are satisfied. This is a good result, although we do want to look at ways we can get better.

Survey results

The results of this survey for Leeds tenants living in the LiLAC schemes can be seen on the opposite page. 80% of you told us you were generally satisfied. There is room for improvement and your comments help us to improve your home and services.



80%

Overall satisfaction



79%

Well-maintained home



79.4%

Safe home



80%

Satisfied with repairs over the last 12 months



81%

Treated fairly and with respect



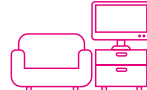
64%

Service charge - value for money



66%

Satisfied with how we deal with anti-social behaviour



84%

Communal areas clean and well-maintained



70%

We make a positive contribution to neighbourhoods



40%

Complaints handling



73%

We listen and act



69%

Rent - value for money



67%

Keep you informed



You said, we did

You said...

Although most people were happy with their home, a small number of LiLAC tenants disliked the time it took to complete some repairs.

We did...

We have shared this information with Morgan Sindall Property Services, who carry out the repairs at LiLAC schemes. The company has said it has sometimes struggled to get parts, but it is looking at ways it can get better at getting these parts more quickly.

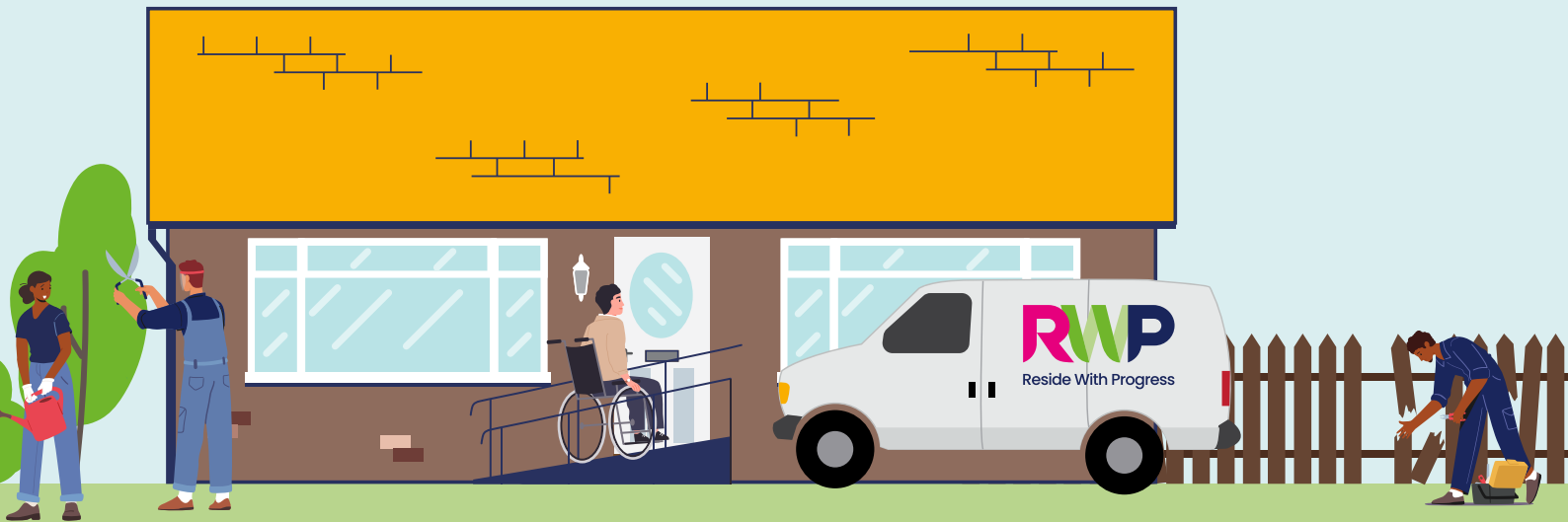
What next?

We are planning to ask a number of tenants at the LiLAC schemes every three months what they think about repairs. This means we can better understand where we need to improve.

The next survey will be carried out in December 2024 and we will keep you updated in this newsletter.



Leeds Independent Living Accommodation Company



Our Customer Promises

Homes

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



All our homes meet the Decent Homes Standard



All our homes have had a gas safety check



All of our homes have had a fire safety check

2.3%

Amount of surplus money we invest back in our homes



Most of our homes are above average for energy efficiency



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



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

Communities and neighbourhoods

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



8.2% Amount of surplus money we invest back in our homes and new development



1 in 100 homes had a case of anti-social behaviour



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



4 out of 5 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 50 complaints per 1,000 homes



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



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



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

If you would like to read more detailed information about our targets, our trends and the sector average compared to other housing associations in the UK, please go to our website at www.residewithprogress.org.uk/about-us/customer-promises.

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



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

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