

Your News

Emeric enjoys painting

page 3


Can you spot the strawberries?
Enter the competition on page 8

Also in this issue:

Ian's story
– page 6



Important news
– page 11



RWP

Reside With Progress

Welcome to **Your News!**

Our front cover star, Emeric, has been busy painting with the New Build Maintenance team. Emeric enjoyed spending time with Anthony, James, and Aaron, and learning how to paint. You can read more about it on page 3.

We recently spoke to our tenant, Ian, about how he has been supported with his communication skills, how to interact with others, and how to develop cooking skills. You can read more about it on page 6.

We have shared important news for RWP tenants. Progress Housing

Association will become the legal landlord for all Reside Housing Association tenants. We would like to make this change from April 2026. Read about this change and what it means on page 11.

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 in May, and we spoke about getting involved as a tenant.

We asked our tenant David questions about getting involved at RWP, what he has enjoyed working on recently, and if there have been any barriers. David shared that he enjoys taking part in events like the cultural and community event in Leyland and likes the chance to make a difference.

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.

Future meetings

Tuesday 29 July - 1pm
Meeting ID: 360 568 067 772 6
Passcode: Wk9bm2WH

Tuesday 9 September - 1pm
Meeting ID: 379 473 922 818 0
Passcode: yK9To2PH

Some of our tenants have told us that it makes it easier to join teams meetings with a link to click, rather than the meeting ID and Password. This can be sent out before every meeting to anyone who would like to join.

If you need help with joining a meeting 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**



Aaron, James, Anthony, and Emeric

Emeric learns how to paint

Our tenant Emeric, who lives in one of our supported living homes in Surrey, helped our contractor New Build Maintenance with painting.

He watched the team's work, learnt how to paint, and enjoyed helping to paint his home.

New Build Maintenance has recently been fitting a new shower room and kitchen and carrying out some decorating at Emeric's home. The operatives carrying out the work supported Emeric to get involved, learn new skills, and help to brighten his home.

Learning how to paint

The operatives Anthony, James and Aaron said: "Emeric was very interested in what we were doing in his home, and he asked to help the team." The team guided Emeric through what he needed to do to paint walls and when they offered him the chance to help paint a wall he was very keen!

The team made sure he was wearing personal protective equipment to keep him safe during the work. They said: "Emeric is a nice man and was a great help."

Working together

Now that he knows the operatives and trusts them, he has allowed them to move some of his things. This is a big step as this was one of the reasons that he was going to move into temporary accommodation, and it means he feels safe and confident with them.

Will, support manager at Achieve Together, was pleased that New Build Maintenance let Emeric join in with the work. He said: "It was lovely for them to have involved Emeric for the 2 days that he was here before going away. They are a group of brilliant lads. It was nice to see."



Emeric

My new hobby

Our tenant James who lives in one of our supported living homes in Warwickshire enjoys crafts. He attends weekly craft sessions at a local crafts hub.

"In these craft sessions I learnt how to do quilling. I rolled narrow strips of paper and placed them into a template made of plastic, before glueing it on to card or paper.

Quilling is now my hobby, and as you can see I have become very good at it and created the sunflower in the photo at home," says James.



David's quiz

Our tenant David enjoys a good brain teaser and has put together 6 questions on presidents, TV shows, and sports stars. How many can you get right?



- 1** What small flat tool is used by stringed instrument players to pluck or strum while they're playing?
- 2** Which married couple created the Sci-Fi TV series 'Thunderbirds', 'Captain Scarlet and the Mysterons' and 'Stingray'?
- 3** Who succeeded Jimmy Carter as US President in the 1980 US Presidential Election?
- 4** Which famous road bridge links the Houses of Parliament to the London borough of Lambeth?
- 5** In the UK we call it a Curriculum Vitae or CV. What is it called in America?
- 6** In Thunderbirds who was the pilot of Thunderbird 2?
- 7** Which former Charlton Athletic and Newcastle United player was the manager of Fulham FC from 2019 to 2021?



Answers: 1. A plectrum, 2. Gerry & Sylvia Anderson, 3. Ronald Reagan, 4. Westminster Bridge, 5. A resume, 6. Virgil Tracy, 7. Scott Parker

Keep safe in your home

It is important to know how to reduce the risk of a fire in your home.

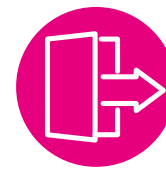
Here are some top tips:



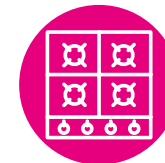
Close doors: Keep fire doors and inside doors closed at night as they will be able to hold back flames, heat and smoke, and stop a fire from spreading.



Smoke alarms: We will service all smoke detectors annually and change batteries when required. If the battery fails or the detector loses power, it should give out a high-pitched beeping noise to alert you. If you hear this noise, please let us know as soon as possible.



Clear exits: Help to keep your communal areas tidy and exits clear, so you can leave your home quickly and safely.



Cooking: Always stay in the kitchen while you are cooking. Be careful if you are cooking with oil as it can get very hot.



Appliances: Turn off and unplug electrical appliances unless they need to be left on to work like your freezer. If you notice any faults with household appliances, please let us know as soon as possible.

Health and safety checks



Your housing officer will visit your home at least twice a year. They will carry out health and safety checks which include checking for any potential fire hazards or risk. If you have any concerns about fire risk at your home, please contact your housing officer. You can check our list of housing officers here: www.residewithprogress.org.uk/support-providers-hub/our-supported-living-housing-officers/



Meet Ian

Samantha, Ian, Cheryl

Ian lives in one of our supported living homes in Nottingham. He shares his home with Gareth, Lisa and Karen and his family lives nearby in Nottingham.

Ian tells us that he is excited to be moving on to a new home and how housing officer Cheryl has supported him over the years. She has helped him with his communication skills and getting to know people in the local community. Support manager Samantha and Cheryl have worked with Ian to help him with the 'dos and don'ts' when talking and interacting with others.

Becoming independent

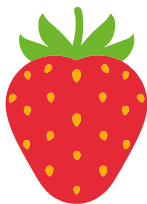
Ian has achieved a fantastic milestone and stopped drinking. He is also able to manage his medication, and he feels more independent. "I'm not drinking alcohol anymore," says Ian.

Cheryl says: "You have got your life skills, and we are really proud of you. We do our best to enable you to live your best life."

Looking ahead

Ian is looking forward to cooking in his new home as support staff from Eden Futures have helped him to develop cooking skills. He is proud of his new skills, including cooking a roast and making a cup of tea. Ian thanks Cheryl for her support and welcomes her to visit him in his new home. "You are welcome to come and see me," Ian says.

Ian has started to make purchases for his new home, like kitchen items. "I have trays I bought off Amazon. I have knives in the kitchen cupboard, and I got some black and white knives with a green stripe on. I have a fork and a spoon. I need to get a teaspoon," says Ian.



You said, we did...

Caretaker support in large supported living schemes

We made a promise to you that our caretakers would provide more support in large supported living schemes.

Caretaker Stephen

Stephen provides support at our large supported living schemes in Leicester. He tells us about helping with repairs, making tenants' homes safe, and keeping gardens tidy and clean.



Redecorating: "I have redecorated a flat at 1 of the supported living schemes, putting up wallpaper on 1 wall and repainting the rest of the room."



Garden maintenance: "I have cleared a full fence of ivy, and over 100 sacks were filled and disposed of to get the fence repaired and made safe for the tenants."



Furniture support: "I have put up several wardrobes, a table and chairs and chest of drawers for the tenants at 2 supported living schemes."



Repairs and furnishings: "Tenants who live in 1 flat asked me to hang pictures,

put mirrors up, take a cabinet down, and put a cabinet up. At another flat, I repaired a TV cabinet and cleaned the filters in the tenant's tumble dryer as it was not working."



Kitchen: "In the kitchen of the supported living home where our tenant Paul lives, I painted the wall, took apart the radiator cover, and cleaned between all the radiator fans to make it more efficient."



Bathroom: "I removed the old cabinet from the bathroom for tenants Andrew, Jeremy, and Lee, and I painted the wall, and replaced the cabinet with a mirror. Also, I painted the ceiling in the bathroom shower area, removing mould and flakes of paint."



Jet washing: "I jet washed slabs outside for 1 job which were slippery when wet. This made them dangerous for tenants as they still use the outdoor area in the winter."



Competitions

Spot the difference

Can you spot the 10 differences between these picnic 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 7 August 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 strawberries competition



How many strawberries 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 **7 August 2025**. Write the number of strawberries you've 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 tulips prize draw is **Jillian** from **Longnewton**. The winner of the spot the difference is **Daniel** from **Bramcote**. Congratulations on each winning a £10 voucher.

Winner of the social media survey draw is **Susan** from **Norwich**.



Staying safe on social media



Social media is a great way to stay in touch with your friends and family. It is important to know how to keep safe when you are using social media.

Sharing information on social media

When you set up a social media account, like Facebook, you will be asked to put information in your profile. Things like your name, your age, the town you live in and a photo of yourself.

Top tips on setting up your profile



Only write a small amount about yourself when you set up your profile.



Check your privacy settings. You can set your account as private so only friends you accept can see your account.



Think about what you want to share on your profile, like information about you and photos.



You could ask someone who you trust, like a family member or support worker, to help you write your profile.

Top tips on setting up your password



When you are choosing your password, do not use your date of birth or where you live in your password as they will be easy to guess.



Do not share your password with anyone and keep it safe.

Tips on sharing messages and photos



Think about what you write on social media platforms, like Facebook, before sharing them. You could ask someone what they think before you send it.

Friends on social media



If you are not sure who to trust on social media, like Facebook, ask a friend or family member to help you look at people's profiles before you say yes to the friends invite.



Your Tenant Committee

Over the past few months, your Tenant Committee has met to talk about different topics, like meeting behaviour, difficult words, and repairs updates.

What is the Tenant Committee?

The Tenant Committee is a group of people who meet to review feedback on our services as a landlord. They help us do better and make sure people are happy in their homes.

Your tenant representatives are Simon, David, Fiona and John.

Good meeting behaviour

The Tenant Committee has talked about how to take part in a good meeting. The members were presented with a 'holding good meetings' poster in a recent meeting. This lists the good meeting behaviours that everyone agreed on at a Tenant Committee meeting last year.

Difficult words

In a recent meeting, the group looked at the term 'stock summary', which is an example of a difficult term. We call this 'jargon'. Stock is a term that means the properties owned or

managed by RWP. Everyone at the meeting agreed that we would avoid using jargon where we can.

Repairs update

Tenant Committee members have been involved with the recruitment of new repair contractors. The group have been presented with a summary of the suggestions made for an improved repairs service in a previous meeting, and heard how this feedback will help when choosing new contractors. Updates on when interviews will take place have been shared with the Tenant Committee members.



Future meeting dates and topics

14 July

17 November

16 February 2026

Important news if you are an RWP Reside Housing Association tenant

What is the news?

Reside Housing Association joined Progress Housing Group in 2021.

As one organisation, we decided to call ourselves **RWP**. This meant that we could provide the same services to all our tenants but have just one name.

We would like to ask you what you think about changes that would improve how we work as one organisation.

What does this mean?

Although we changed our name to RWP, Reside Housing Association or Progress Housing Association is still the legal name of your landlord.

This means that 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 companies can cause some confusion, not only for our tenants, but also partners we work with, such as local authorities and Housing Benefit departments.

What are we planning to do?

In April 2026, we would like to move all of Reside Housing Association's property and contracts to Progress Housing Association Ltd. This means that from that date Progress Housing Association will become the legal landlord for all Reside Housing Association tenants.

What will this mean for you if it happens?

If you live in a property owned or managed by **Progress Housing Association**, there is no impact at all on you.

If you live in a property owned or managed by **Reside Housing Association**

Ltd, it means that from April 2026, your property will transfer to Progress Housing Association Ltd. While your home, services, and support provider will remain the same, the landlord listed on tenancy agreements will change from Reside Housing Association to Progress Housing Association. However, we will still be known as RWP.

There will be very little change if the transfer goes ahead.

I am a Reside Housing Association tenant, what should I do?

There is no need to do anything. You can carry on living in your home exactly as you do now. **Importantly, there will be no change to your homes or services.** You will still contact RWP in the same way as you do now, and all staff or visitors will still carry identification.

The only thing that will change from April 2026, is that your landlord will change to Progress Housing Association Ltd.

However, we will still be known as RWP.

What happens next?

Next month, we will write to you to ask you what you think about this proposed change. We will give you the chance to ask any questions and we will give you more information.

Questions?

If you have any questions or need help, you can:

- email: RWPenquiries@progressgroup.org.uk
- call: **0333 320 2675**
- ask your support worker or a family member to contact RWP on your behalf

You can also contact us if you need information in a different format such as Easy Read.



Our Customer Promises

We would like to introduce your new Customer Promises. We spoke to you, our tenants, about what matters the most to you that we get right as your landlord. Your new Customer Promises are: resolve issues, adapt our service, make it easy, and proactive communication.

Resolve issues

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



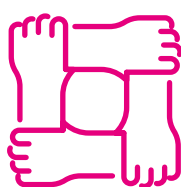
100.0% of complaints answered in time



61.1% of tenants who 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.



77.0% of tenants who feel treated fairly and with respect



65.0% of equality and diversity data held about tenants

Make it easy

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



76.0% of overall satisfaction with landlord



80.0% of satisfaction with 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.



61.0% of tenants who feel 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.

Unhappy about something? Find out how to make a complaint on our website 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.

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.



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



Reporting a repair

We hope this guidance on the process of reporting repairs is useful. This process is for properties where we have responsibility for carrying out the repairs service. In some properties we are not responsible for repairs as it is done by the organisation that owns the building. Please report any repairs as soon as you can to RWP, if we are responsible.

How to report a repair

If you need to report a **non-emergency repair**:

- ✓ visit our website at www.residewithprogress.org.uk and complete the repair reporting form
- ✓ use live chat: just click on the box on our website
- ✓ send an email to RWPREpairs@progressgroup.org.uk
- ✓ call **0333 320 2675**, 8am to 6pm, Monday to Friday
- ✓ scan the QR code



To report an **emergency repair**:

- ✓ call **0333 320 2675** at any time
- ✓ for out of hours emergency repairs, call **0333 320 2675** and our out of hours service will help you

Information you will need to supply

When you call our Customer Contact Centre, you will be asked for the following information:

- ✓ your name
- ✓ the property address
- ✓ a telephone number
- ✓ as much information about the repair as possible
- ✓ when access will be available at the property

What you need to know

Keep a log of all the repairs that you report.

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

If the tenant, or you on behalf of the tenant, says a repair is an emergency

when it is not, then the tenant, or the support provider, will be charged the full cost of the repair.

A handy checklist

When you need to report repairs for particular fixtures or equipment it is important to know where it is located.

Make a record of your fixtures such as:

- electric fuse box
- make and location of boiler
- electricity mains trip switch
- mains water stopcock
- gas mains stop tap.

Keep a record of appliances such as:

- make and model of oven
- make and model of fridge and freezer
- make and model of washing machine



Target times for completing repairs

We aim to complete repairs within 3 target times:

emergency repairs – make safe within 24 hours

urgent repairs – complete within 5 working days

non-urgent repairs – complete within 20 working days

Risk assessment for repairs

Sometimes there may be unavoidable delays for repairs. If this is the case for specialist equipment, we will ask you to carry out a risk assessment.

This should cover a course of action for:

- ✓ bathing, where specialist bathing equipment is not working
- ✓ heating
- ✓ laundry
- ✓ flood from a neighbouring property

Need help?

If you have any queries or if you would like support with reporting a repair, please contact the dedicated housing officer.



Scan the QR code to get other versions of this newsletter



Scan me!



An audio version

Listen to the news in the summer 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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