

# Your News

Autumn/Winter 2022 | Issue 2

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the snowflakes?**

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**RWP**

Reside With Progress

# Welcome to **Your News!**

**I hope you're all keeping well. It's that time of year when the nights are drawing in and it's getting chilly.**

I hope you're cosy at home. Our Spot the Difference competition on page 4 is a great way to have fun and learn about energy efficiency!

In September, I enjoyed some lovely weather in Rossendale as I visited our tenants Jonathan and Peter for the National Housing Federation's 'Starts at Home' campaign. They welcomed me and their local councillor Samara Barnes into their home to talk about supported living and why it benefits them so much. Read all about it below.

## **Starts at Home Day**

**Jonathan and Peter have a learning disability but live independently with support in their bungalow near Rossendale in Lancashire. They have lived at the property for six years and are very settled in their community.**

"I love the view from the kitchen window!" Jonathan says.

In September they welcomed a visit from their local councillor, Samara Barnes and RWP Managing Director Les Warren. It was for the 'Starts at Home' campaign to show the benefits of supported living.

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In this issue of the newsletter we have included the annual review of our performance and the services we provide for you. It explains how well we are performing as a landlord. I hope you will find it interesting. Myself and the RWP team welcome your feedback and can answer any questions you may have. You can let us know by calling the Progress Involvement Team on 03333 204555 or sending an email to [community@progressgroup.org.uk](mailto:community@progressgroup.org.uk).

**Les Warren**

RWP Managing Director



With help, Jonathan and Peter can be independent. The support staff help them to do housework, like loading the dishwasher and doing the laundry. "They help us when we go out," says Jonathan. "I like to go to church and the day centre and clubs. I also love gardening and watering the plants." Peter and Jonathan get along well and are good friends. "We met at the day centre a few years ago," says Jonathan. "We have a lot of fun and go on holiday together. Recently we went to south Wales and Blackpool!"

# Scarecrow and Sunflower Festival 2022 – winners announced!

**We would like to say a huge thank you to everyone who took part in this year's Scarecrow and Sunflower Festival.**

We had many amazing entries sent in and it was brilliant to see people enjoying working together to make their fantastic scarecrows. Not to mention the super sunflowers – some people needed ladders to measure how tall they had grown!

They were all winners in our eyes and it was hard for our judges to pick the most creative scarecrows. Well done to all the winners! We've had so much fun with this community event, and many of those who took part have told us they really enjoyed it too.

## Scarecrow category winners

Northbrook Gardens

Jubilee Court

Sharon, Thuston Road

Headingley Heart

Louise, Iveson Wood Rise

Sollam's Close



Hebden Court



Scarecrow art on lightbox – Arthur

Sally, Northbrook Gardens

Raymond and Suresh, Holt Park

Stephen and Daniel, Bramley FL

## Scarecrow art category winners

Arthur, Holt Park

Mandy, Holt Park

Craig, Bramley FL

Louise, Holt Park

## Tallest sunflower winners

Stephen, Queensway – height 325cm

Lostock Court – height 304cm

David & Sandra, Hill View Road – height 292cm

Tommy, Spring Gardens – height 275cm

Karen's Dad – height 274cm

Mike, Merlin Grove – height 232cm

Charlie & Anna – height 204cm

Barbara, Northbrook Gardens – height 199cm

Holt Park – height 195cm

Inese, Hove Road – height 192cm

Hebden Court – height 186cm



Superman with sunflowers – Ceres Court



Hand sewn scarecrow – Louise

# Spot the difference

Can you spot the 10 differences in our competition about energy and the environment? Circle all the differences then fill in the form below and send it to us at the Leeds office address (see the back page) to win a £10 voucher, by 18 December.



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

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

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





# Naming of our new scheme

We recently opened a brand new supported living scheme in Nottingham. We decided to name it Annear Place. This is in memory of Andrea and Paul Annear, who were one of the first couples with a learning disability to get married in the UK back in September 2004.

## Getting extra help from your energy supplier

If you sign up with the Priority Services Register for your energy suppliers (gas and electricity), you could get help. For example, if you want someone to check your meter or there is a power cut, someone can check up on you.

You will need to contact your energy suppliers so they can tell you how to sign up. A family member or a support worker can help you do this to see if you are considered eligible.

You can find the website for your electricity network by visiting this website: [www.powercut105.com/FindOperator](http://www.powercut105.com/FindOperator)

You can also call 0870 608 1524 to find out who your gas supplier is (this is a chargeable number).



Annear Place



Andrea and Paul

Andrea and Paul first met at Ormerod Children's Home in St Annes on Sea in Lancashire. They were childhood sweethearts. They were determined to marry but they were living apart. Paul was at Ormerod, which had become an adult centre, and Andrea in a secure community house nearby.

Andrea first asked if they could get married in 1996, and three years later, they were allowed to have a blessing in 1999. But they both very much wanted a church wedding. Eventually, the then director of Ormerod, Sue Sharples, helped them to fulfil their dream, and they were married in 2004. They have both now sadly passed away.

It was very special to name the new scheme after them. We interviewed Sue to hear all about the Annears and made a film – you can watch it on our website – just scan this QR code:



## Spot the snowflake competition!



**How many snowflakes can you find in this issue?** Let us know by writing to us at the Leeds office address (see the back page) by 18 December. Please write the number of snowflakes you have spotted, your name, address and telephone number so we can enter you into our prize draw – and you could win a £10 voucher!

# Tenant annual review

## Progress Housing Association



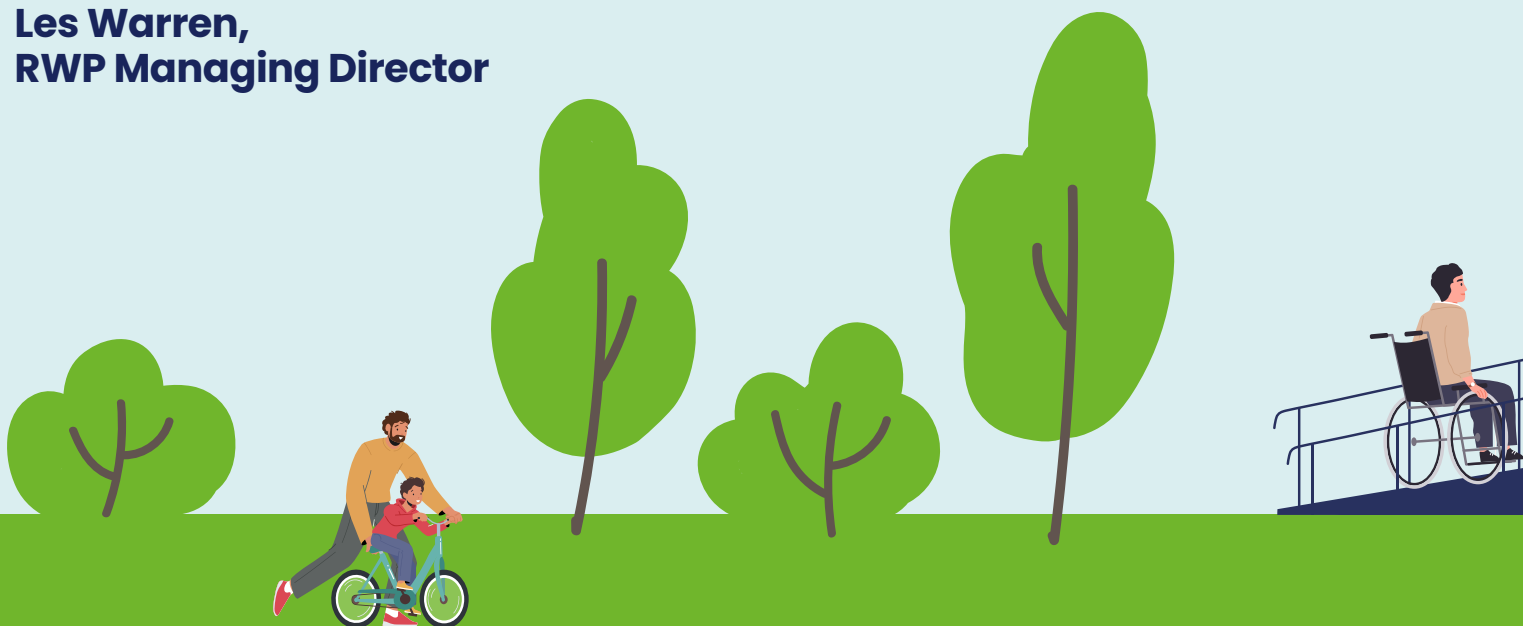
**I hope you find this Tenant Annual Review from 1 April 2021 to 31 March 2022 interesting.**

We were 100% compliant on all gas checks at our properties, as safety is our top priority. We carried out 258 planned maintenance works, which included new bathrooms and new kitchens at our supported living schemes. We also carried out over 16,000 repairs in your homes. More than half of you were happy overall with the services we provided. Over 75 of you participated in our involvement activities, and we hope to see that number grow.

We are grateful to all our partners and stakeholders for working with us as we have grown as an organisation.

For more information, you can read the Progress Housing Group Tenant Annual Report at [www.progressgroup.org.uk/media/2432495/tenant-annual-review-september-2022.pdf](http://www.progressgroup.org.uk/media/2432495/tenant-annual-review-september-2022.pdf). You might also want to take a look at the Progress Housing Group Impact Report for 2021/22. It shows all the great work we have been doing!

**Les Warren,  
RWP Managing Director**



# 2021-2022 summary

**3,005**

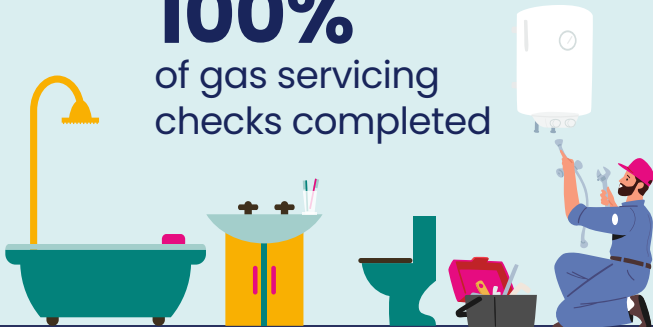
Number of homes  
as at 31.03.2022

**75**

Number of  
tenants who took  
part in involvement  
activities

**100%**

of gas servicing  
checks completed



**258**

Number of planned  
works completed

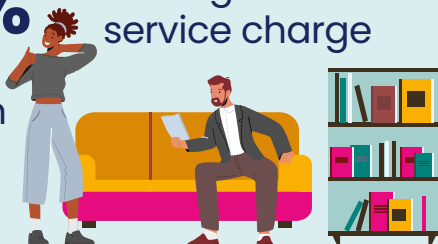


**£233.96**

Average rent and  
service charge

**74.5%**

Overall  
satisfaction



**16,087**

Number of responsive  
repairs completed



If you want to find out about our service standards at RWP, go to [www.residewithprogress.org.uk/about-us/performance-against-our-service-standards/](http://www.residewithprogress.org.uk/about-us/performance-against-our-service-standards/)



# Keeping our tenants safe and well

**Your safety is important to us. Here we share some of the things we want to do:**

1. We want to make sure everyone who works for us understands our health and safety plans
2. We want to see good health and safety taking place in the day-to-day work that we do
3. We want to have a good system in place so that we can work well together
4. We want to assure everyone that we follow the law and properly manage health and safety risks.

We will talk to our Tenant Forum regularly to ensure our ways of working protect you and your visitors from risks to your health and safety wherever possible.

**To do this, we will make sure:**

- our homes meet health and safety legislation relating to property matters (the law), including fire safety, asbestos, gas safety,

water hygiene, lifts and lifting equipment and electrical safety

- those working on our behalf in our homes do a good job, and we will check their work to make sure risks to tenants and their visitors are low
- sensible health and safety risk management is a key part of our work
- we do all we can to ensure tenants have many opportunities to tell us about health and safety matters, and we will liaise with the Tenants' Voice - Improving Services group
- we encourage tenants to have their say, and we'll show that we are listening by taking action
- that health and safety information we provide for tenants is clear and helpful.

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.



# Growing success for our tenants

**The support staff at Hebden Court in Scunthorpe applied for the Progress Housing Group Community Support Grant.**



Kim potting plants

They were successful in getting funding of £500 to help with a garden project at the property. In May this year, the tenants presented their garden exploits at the Soup Dragon event, where groups and individuals apply for funding with a 5-minute presentation - and they received another £200 towards their garden. The tenants entered the annual Progress in Bloom competition and won a gold prize too!

Karen, who has supported the tenants, said: "Since beginning our gardening project, I have seen many of our tenants love simple planting activities, like watering the flowers we've grown. The pagoda they share as a social space has also been

transformed - a project that many of them have been able to get involved with. The tenants have enjoyed the consultation process with Involvement Officer, Alan."

Steven, who lives at Hebden Court, was so interested in getting involved that he has become a Garden Volunteer Inspector at the property. Stephen said: 'I like doing the forms as I want to make sure my garden is a great place for everyone.'



Steven, Garden Volunteer Inspector

**If you want to know more about the Community Support Grant or anything else about involvement opportunities, then contact the Progress Involvement Team on 03333 204555 or send an email to [community@progressgroup.org.uk](mailto:community@progressgroup.org.uk).**



## Making a complaint

**We try to get things right but sometimes things go wrong. You may need to make a complaint to tell us that you are not happy.**

The government Housing Ombudsman has a set of rules about how we manage your complaints and this is called the 'Complaint Handling Code'.

This code means we must make it easy for you to contact us to make a complaint and that any information we provide to you is easy to understand. It also means we must respond within a set time. We must explain what is happening at each stage of the complaint and ensure that you know your rights.

To make a complaint, you can call us on 03333 202675, email us at [RWPenquiries@progressgroup.org.uk](mailto:RWPenquiries@progressgroup.org.uk) or write to us. Go to our website at [www.residewithprogress.org.uk/families/making-a-complaint/](http://www.residewithprogress.org.uk/families/making-a-complaint/) to find out how. The information is also online in easy read.

To find out more go to [www.progressgroup.org.uk/feedback-performance](http://www.progressgroup.org.uk/feedback-performance) or call us on 03333 202675.

# Progress Community Champion Awards 2023

**Goes live 5 December 2022!**

**Are you passionate about helping others? Do you help your neighbour or someone in your community? Do you give your time to a good cause that helps individuals or groups? If so, then you could be one of our Community Champions!**

The Progress Community Champion Awards celebrate the amazing work being done by groups, individuals and young people who have volunteered their time to support their local communities over the last year.

You could win vouchers in the Gold, Silver, Bronze and runner-up categories. Here are our winners from 2022 who won prizes: Rebecca, Andrew and Megan.



Andrew



Megan



Rebecca

If you are volunteering or know someone who is, then you can go online and apply at [www.progressgroup.org.uk/champions](http://www.progressgroup.org.uk/champions) from 5 December 2022. The closing date is Sunday 5 February 2023. Look out for news on our website ([www.residewithprogress.org.uk](http://www.residewithprogress.org.uk)).

For more information, contact 03333 204555 and ask for the Progress Involvement Team or send an email to [community@progressgroup.org.uk](mailto:community@progressgroup.org.uk)

# Progress in Bloom winners!



**We had a 'blooming' good time celebrating our fantastic Progress in Bloom competition winners back in the summer. We were amazed at how many people entered the competition with their gardens, flower pots and produce.**

This year's entries came from general needs and independent living homes in Lancashire, and RWP supported living homes in Leeds and Doncaster.



Andrew and Carl, Jude Court, Leeds

Jacqui De-Rose, Progress Housing Group's Chief Executive, presented the certificates and prizes of a £20 National Gardening voucher.

She said: "This year we had 38 top class entries, which is fabulous. It has been great to see the results of everybody's hard work. It makes such a big difference to see people caring about where they live and creating a lovely environment for everyone."



Hebden Court winners

Our judges (five of our tenants: Stephen, Geoff, June, Dennis and David) scored each garden out of 10, giving a total for each garden out of 50. They awarded gold to 22 gardens, and 16 gardens won silver. Our supported living schemes at Hebden Court and Jude Court both won gold awards for their beautiful gardens and displays.



Hebden Court display



If undelivered please return to:

Progress Housing Group, 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



03333 202675



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



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



### Repairs

To report a repair call  
03333 202675 or email  
[RWPrepairs@  
progressgroup.org.uk](mailto:RWPrepairs@progressgroup.org.uk)



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

You can also report repairs using the online form on our website and if you have questions, there is a Live Chat function, too.



### 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 03333 204555 or [marketing@progressgroup.org.uk](mailto:marketing@progressgroup.org.uk)