

Tenant Newsletter

Spring 2021



Here is the latest news from your landlord, Reside Housing Association.

Working safely in your home

Our staff are happy to work in your home where it is safe to do so. Before they visit you, they will make sure that they have the right equipment, and that they can open windows and keep away from you. They need to work in an empty space, so you and your support workers will need to leave the room where they are sorting out the repair. They will call you and your support workers before they come to check everything is safe. Your safety is our top priority. Here is a photo of Graham, one of our team with his mask, gloves and wipes.



Tenant spotlight – Kelly Ann

Kelly Ann lives in Durham. She is deaf and says it has been difficult for her during lockdown. This is because lip reading is hard when everyone wears a mask. She likes her flat very much because it's quiet and the people are friendly. She works part-time and her hobbies are photography, Lego and walking with her dog, who is called Megan. Do you live with a pet and want to tell us about them? We love to hear your stories. Email us at tenant.support@residehousing.com

New phone number for emergency repairs

If you have to report an emergency repair at the weekend, in the evenings or on Bank Holidays, our new emergency telephone number is

0207 118 1899. If you have an emergency repair to report on a weekday between **9am and 5pm**, you can call us on **0208 255 5220**.

For non-emergencies, please email us at maintenance@residehousing.com.

Please give us your name and address and your telephone number. We will also need to know what the repair is and where it is in your home.

Looking after your home - Keeping your home damp-free

It's important to let the air move around your home to stop it becoming damp.

Here's what you can do:

- When you are cooking, open the kitchen window
- When you have a bath or shower, keep the bathroom door closed and the window open a little
- Make sure there is space around your furniture – the air needs to be able to move around.

Throwing away cooking oil

Take care not to pour oil and fat away down the kitchen sink after you have been cooking.

- Leave the fat or oil to cool down
- Pour it into a leftover plastic pot or tub with a lid
- Throw it away with your normal kitchen rubbish.



Tenant spotlight - Simon

Simon lives in a flat in a historic shared building near Liverpool. He is very passionate about history but he also loves art, mosaicking and gardening. He also helps to raise money for local charities with the Knights Templar. Do you have an interesting hobby like Simon? Tell us all about it! Send an email to tenant.support@residehousing.com.

Photo competition

Spring is a great time of year to get out in the garden. We know many of you enjoy gardening and seeing wildlife. You may even see a butterfly in a sunny spot. Why not take a photo of your garden and email it to us? Are you having a garden party with other tenants? We would love to see photos of that, too. The best photo will win £50! It will go on our website and social media, so make sure that everyone has given their permission to be in the photo. Submit your photos by email to tenant.support@residehousing.com by 30 June 2021.



Staying healthy

Have you had your vaccine against covid-19? The jab will help keep you safe. Also, if you have a learning disability, you can have a free annual health check with your doctor. This helps to make sure you stay healthy and the doctor can help you if you have a problem.

Keep us up to date

It's important to tell us if any of your benefits change. We also need to know if you reach pension age (66 years old) or if you move rooms as this might affect your housing benefit.

Please call us on **0208 255 5220** or email us at tenant.support@residehousing.com.



Follow us on Facebook

If you use Facebook, you can follow us for the latest news, stories and updates. Search for us, Reside Housing Association, and click 'Follow'. We are also on Twitter and LinkedIn.

Tenant spotlight – Simon

Simon has a learning disability and epilepsy. He has been living in his house in Kingston since January and it is his first time living away from his family. He shares his home with two other tenants. His hobbies are going to the cinema, bowling and gaming. "I love Call of Duty and Mortal Kombat!" he says. Do you like going to the cinema and gaming? Let us know what your favourite film is and which games you like to play. Email us at tenant.support@residehousing.com.



When we come to visit you

One of the important things that the Tenant Support Officers do is visit all our properties once or twice a year to check that everything is ok. When we visit we will make sure that all necessary repairs have been completed and that your home is safe – if there are any concerns we will make sure that they are reported to get them fixed. We will also speak with you about what you like about your home and if there is anything that you would change. Before we visit you, we will make sure that it is safe for us to come and if it's not possible to visit in person we will make sure everything is ok over the phone.

Housing update

We are still talking to Progress Housing Group about working together. The talks are going well. We will be back in touch soon to tell you more and to ask you for your views.

If you want to be in this newsletter or on our website, get in touch with your Tenant Support Officer. We would love to hear from you!