

# Tenant Newsletter



December 2018

## Christmas card competition



**Thank you for all your lovely Christmas card pictures.**

We really enjoyed looking at them all. Here is the winning picture

by Danielle from Camberley.

We will use it on Reside's Christmas card.

Welcome to your tenant newsletter from Reside Housing Association. Reside provides your home. In this newsletter we tell you more about the Tenant Support Team.

## Our office

At Christmas our office will be closed on **Christmas Eve, Christmas Day, Boxing Day and New Years Day.**

If you need to speak to us please refer to your usual process for reporting an emergency.

## Staff day

In October we held an All Staff Day. We talked about how we can give you a really good service. Do you have any ideas about how we can do better or include you more? Please tell us.



# Team visit

**There is a team of inspectors who come and check that we are doing things right for you.**

They came to talk to us in the Summer. We are pleased they said we are doing well. We just need to improve a little bit.



## Stephen

**Stephen is our Health and Safety Manager.**

If he comes to visit you, he is checking that your house is safe. Tell him if you are worried about anything in your home.

# Our team

**We want to tell you about some new people in our Tenant Support Team:**



### **Sophie Hayward**

I joined Reside in June. I am in charge of the Tenant Support team. I have worked in housing for six years and I enjoy meeting tenants.



### **Steve Howe**

I am the Tenant Support Officer for the North of England. I have worked in social care and housing for many years. I love working for Reside because it cares about people.



### **Grace Baker**

I am the new Tenant Support Worker. I support all the tenants in the South of England. I look forward to meeting you all.



### **Phoebe Anda**

I am the new Tenant Support Administrator. I work in the office to help the team and I enjoy speaking to tenants on the phone.

## Are you worried?

If you are worried or unhappy about anything to do with your home, please tell us. We hope to fix anything quickly, but if you think we haven't, you can complain:

- **Write to us**
- **Call us on 0208 255 5220**
- **Email [enquiries@residehousing.com](mailto:enquiries@residehousing.com)**

Please tell us what you are unhappy about, if you have spoken to someone about it, and what you would like us to do to make it better. Your support staff can help you make a complaint. You can also ask your family or friend to help you.

## Tell us

What do you think about Reside? In February, we will send you some questions. Please answer them and tell us if you are happy in your home.

## Your stories

We would love to hear more about you. Please tell us your stories. We will use them for National Story Telling Week in January.

We might take some photos of you doing group activities too. We put these pictures on our website. This shows other people what it is like to live in a house from Reside.

## Talk to us

Do you have any ideas about how we can see you or speak to you more? Please invite us to your events, house meetings and other activities.

## Repairs visit

**We will visit your home at least once a year to check if we need to do any repairs.**

It is also a great chance for us to have a chat with you and see how you are.



## Charles is leaving

Charles has worked for Reside for 15 years in the Property Team. He has found homes for many people. Charles is retiring in December and we will miss him.

# Keep safe in Winter

**It is getting a lot colder now so here are some tips to stay safe this Winter:**

- Check your radiators are warm when the boiler is working. Let us know if there is a problem.
- Make sure you or your support worker knows where the stopcock is. It is usually under the kitchen sink. If the stopcock does not work, tell Facilities.
- If you go away, leave your heating on low.
- If you have a pre-payment meter, make sure you have some credit!
- Close your curtains at night to keep your house warm.
- Don't put furniture in front of your radiators.
- Keep your front and back doors shut.
- Remember it is easy to slip over when it is icy.
- Stay at home in really bad weather.
- If you do have to go out in bad weather, make sure you are wearing lots of clothes. Wear a hat, gloves and a scarf.
- If you have a mobile phone, keep the battery charged.



## Fire extinguishers

If there is a fire in your home, it is important for you to leave the building safely. Do not try to put the fire out yourself with a fire extinguisher.

We are deciding if fire extinguishers are needed in your home. If they are needed, your support staff will be trained how to use them.

## Fire checks

Inspectors will be visiting all of our homes to check that they are safe if there is a fire.

If we need to do any work to make your home safer, we will do it as quickly as possible. All the inspections should be completed by Christmas.

**Everyone at Reside wishes you a Merry Christmas and a Happy New Year!**

