

Tenant Newsletter

December 2019

Here is the latest news from your landlord, Reside Housing Association. We wish you a very happy festive season!

Christmas card competition

Thank you for all your lovely Christmas card pictures.

Sixteen of you took part in the competition.

Here is the winning picture by **Bobby Harris**, from Dale House. We will put it on Reside's Christmas cards this year.

Some of the other pictures are below.



Holiday opening

Our office will close at **3pm** on **Christmas Eve**. It will be closed on **Christmas Day, Boxing Day and New Year's Day**.

We are open all other days, from 9am to 5pm.

- *In an emergency, outside normal opening hours (Monday to Friday, 9am to 5pm), please call your normal out of hours number.*

We have signed up to 'Together with Tenants' and want you to tell us how we are doing as a landlord.



What this means:

- Reside wants to talk to you and understand how to make things better.
- We want you to be happy in your home and happy with the things we do for you.
- Soon we will have a 'Tenant Charter' – a list of things we promise to do for you. It will also say what you can do if things go wrong
- There will be a way for you to report if the promises are being kept.

To find out more:

- Call **020 8255 5220**
- Email **togetherwithtenants@residehousing.com**
- Website **www.residehousing.com/together-with-tenants**
- Facebook **www.facebook.com/residehousingassociation**

Tenant Support changes

We recently made some changes in our Tenant Support Team. There are now more Tenant Support Officers, to give you a better service.



Carly Robinson (Head of Tenant Support) manages the team of Tenant Support Officers. She provides support and advice on complicated queries.



Helen Sparkes Chalkley (Tenant Support Officer - East) has worked in housing for over 10 years, as a Housing Officer and Income Officer.



Phoebe Anda (Tenant Support Coordinator) helps the team stay organised. She is available over the phone to help with any day-to-day queries.



Denise Ward (Tenant Support Officer - North East) joined Reside in December 2019. She has worked in social housing for over 20 years.



Grace Harwood Baker (Tenant Support Officer - South) has worked for Reside since November 2018. Before that she worked as an estate agent and a support worker.



Niki Duffy (Tenant Support Officer) provides support to tenants with sensory disabilities who need extra help.



Tracy Bevan (Tenant Support Officer - North West) has worked in housing for over 10 years. She enjoys meeting and talking with tenants.

Catherine Davis-Hill (Tenant Support Officer - Midlands) will join the team in January 2020.



Better repairs reporting

We are bringing in a new computer system to make it quicker for us to log and deal with repairs.

It would be great if you could give us your feedback, so we know if our service is improving.

Improving homes

This year we have carried out surveys to look at the condition of our homes.

What we found out will help us plan improvements over the next few years.

Look out for more details in your next newsletter!



Gardening service

Soon we will send you a survey asking what you think of our gardening service.

We would really welcome your feedback, good or bad.

Staff day

The Reside team met in November for our annual staff conference.

We talked about how we can give you a good service. There were lots of ideas which we will look at bringing in next year.



Keep warm and well

Here are some simple tips to keep warm and well this winter.

- **Wrap up warm**
Wear warm clothes, with lots of layers. Wool, cotton or fleecy clothes are best. Put on a hat, gloves and scarf when you go out. Put on warm socks and slippers when you're inside.
- **Keep out the cold**
Remember to keep doors closed and block up any draughts. Close your curtains as soon as it starts getting dark.
- **Warm up with food and drink**
Have regular hot drinks and eat warm food like porridge, soups and stews.
- **Keep moving**
Move around at least once an hour. Don't sit still for a long time. Being active helps keep you warm. When you sit down, put your feet up – as it's coldest on the floor.
- **Check your heating**
Make sure your radiators are warm when the heating is on. Let us know if there are any problems, so we can fix them.



Winter wordsearch

Why not have some fun with our winter wordsearch?

Try to find the words listed below in the grid. They can run across, up, down or in a diagonal line.

- SANTA**
- SNOWFLAKE**
- SLEIGH**
- TINSEL**
- REINDEER**
- HOLLY**
- FROSTY**
- BAUBLE**
- ROBIN**
- TURKEY**

S	Y	E	K	R	U	T	F	Z
A	N	H	I	P	O	I	R	R
N	R	O	B	I	N	N	O	W
T	Y	E	W	K	L	S	S	B
A	Q	A	G	F	L	E	T	A
B	X	P	H	O	L	L	Y	U
N	M	A	C	T	G	A	J	B
U	S	L	E	I	G	H	K	L
R	E	E	D	N	I	E	R	E

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

