

OUR VOICE

ENCIRCLE HOUSING NEWSLETTER

Encircle
HOUSING

SUMMER ISSUE

Welcome

Welcome to our first tenant newsletter that has been written with the help of our tenants. We would like to thank everyone for choosing 'Our Voice' as the name of your newsletter and your involvement.

Encircle Housing was set up in 2018. Since then, we have been making lots of positive changes. We have employed our own housing and repairs teams so we can deliver better services to our tenants and improve how we work.

We are spending time getting to know our tenants. By listening to your views and acting on what you have said, we can get it right. You can read about some of the changes to our services in this newsletter.

I have been enjoying meeting our tenants and their care staff, and look forward to visiting more people soon.

Last year I really wanted colleagues at Encircle Housing to spend some time improving our tenants' homes and getting to know you better. Our Making A Difference Days began last year, and we carried out two garden makeovers. This year, we are doing Paint Pot Days across the country. It was great taking part recently at one of these events with our tenants to brighten up their home.

We hope you enjoy reading your newsletter.

Peter Aviston
Managing Director

**Peter Aviston and Lyndsay Russell
were out and about meeting tenants
in Northern Ireland.**



INSIDE: NEWS • MEET THE TENANTS • COMPETITION

TENANT'S CHOICE



We've been out and about getting tenants views on your newsletter. We are working our way through your list:



An introduction from Peter



Meet tenants



Find out what's been happening across Encircle Housing



Step-by-step guide for reporting a repair



Competition



Newsletter themed for each season



PAINT POT DAYS ROUNDUP

Tenant's homes across the country are being freshened up in our Paint Pot Days. Three events have taken place so far, and there are more planned.

WEST YORKSHIRE

In March, a tenant and staff from Northern Healthcare joined us to paint the entrance, hallway, reception area and games room. Tenants were pleased with board games that we gifted.



"I really liked taking part in the painting day. Everywhere looks great, it's so clean and fresh and makes a big difference," said an Encircle Housing tenant supported by Northern Healthcare.



PAINT POT DAYS ROUNDUP



Stephen learnt how to lay the protective sheeting and get a good even finish on the walls from Mark, Head of Asset Management



Colin learnt how to roller the paint on evenly the help from Chris, Maintenance and Compliance Surveyor

CHESHIRE

In February, we teamed up with tenants, Stephen and Colin and their staff from 1st Enable. The hallway, stairs, landing and walkway through to the kitchen got a fresh new colour chosen by tenants.



LINCOLNSHIRE

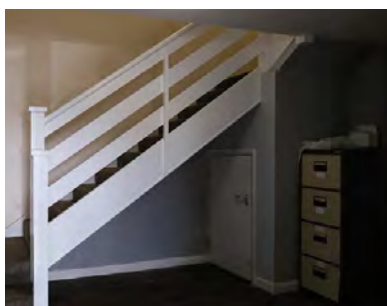
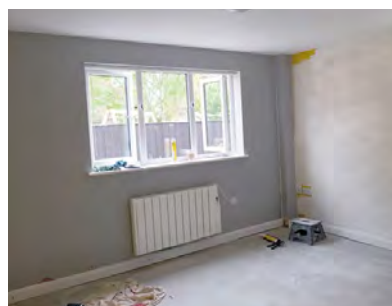
In May, tenants supported by Sense joined us and our Board member Matthew Spittles for the tea party to celebrate the improvement work carried out to their home.

Over two days we painted the staircase in the main hallway, fitted new windowsills and coving, decorated a vacant bedroom, and laid the flooring.

BEFORE



AFTER



TEA PARTY!





FUN AND GAMES!



NEWS FROM
ACROSS THE TEAMSHOUSING
TEAM

Here for you


Encircle Housing wants you to be happy in your home and live the life you want. We work closely with you and other important people in your life to make sure the move into your new home is right and provide tenancy related support.



Shahid Ramzan, Regional
Housing Manager (North)

Call: 0788 010 5049


Email: Shahid.Ramzan@encircleha.co.uk



Lyndsay Russell, Regional
Housing Manager
(Northern Ireland)

Call: 0788 025 1396

Email: Lyndsay.Russell@encircleha.co.uk



Jayne Beach, Regional
Housing Manager (South)

Call: 0790 856 3608

Email: Jayne.Beach@encircleha.co.uk



RENT AND INCOME TEAM

Here for you

Our dedicated Rent and Income Team works hard to make sure your rent accounts are up-to-date and helps you in different ways.



RENT

IF YOUR RENT IS PAID BY HOUSING BENEFIT

We can help you to claim your full Housing Benefit entitlement, so your rent is paid from the start of your tenancy. We can fill out the form on your behalf and send it along with the relevant documents.

PAYING FOR YOUR OWN RENT AND BILLS

We can set up payments by standing order, direct debit, or cash if you pay for your own rent and utility bills.



BILLS

To make your bills cheaper we changed to a different organisation to provide your gas and electricity.



OFFERING HELP AND GUIDANCE

We speak to tenants, appointees, and care providers about a person's rent. We also advocate on behalf of tenants if there are any questions from Housing Benefit departments.

Should you have any complicated queries about your benefits we can put you in touch with a specialist advice service.



GETTING TENANTS INVOLVED

We involved tenants to find out what service charges are needed or those no longer used, such as window cleaning and gardening. This information was used when we updated everyone's rent this year.

STEP-BY-STEP GUIDE TO REPORTING A REPAIR



REPAIRS

We have a dedicated repairs team to support our repairs service.

There are 3 different types of repairs: **EMERGENCY, URGENT AND NON-URGENT.**

1 | HOW TO REPORT A REPAIR

You can report a repair face-to-face during a visit, phone, email and via our website. If you have an emergency repair, you must always call us straight away.

For emergency repairs call: 0330 094 0142

For non-urgent repairs email: repairs@encircleha.co.uk or go to our website www.encircleha.co.uk



2 | YOUR REPAIR DETAILS

We log your repair details on our computer system and let you know this has been carried out by phone or mail.



3 | YOUR CONTRACTOR

Your repair details are passed to a contractor. If you have an emergency repair the contractor will contact you within 4 hours, otherwise they will get in touch within 48 hours to arrange a date to carry out the repair work.



4 | CARRYING OUT THE REPAIR WORK

The contractor will contact you when they are on their way to your home to carry out the repair. When they have completed the work, they will check you are satisfied with it before leaving.



5 | TELL US WHAT YOU THINK

We send you a satisfaction survey to complete once the repair has been done. It is important to give us feedback so that we can improve our service or praise the contractor who attended.

On completion and payment our supervisor will call you to confirm that you are happy as well before we pay our contractors.



6 | CHECKING THE QUALITY OF REPAIR WORK

We check the quality of 10% of repair work carried out. Our surveyors are always there to help if things don't go right for you first time.



REPAIRS NEWS

Here for you

Repairs: In 2020/21 we carried out over 1,500 repair jobs.



95%

of emergency repairs
were attended to
within 4 hours



95%

of urgent repairs
were completed
within 5 days



92%

of routine repairs
completed
within 20 days



COMPLIANCE AUDIT:

We have been making sure our paperwork is in place for our compliance audit.

PLANNED MAINTENANCE:

Our surveyors assessed planned maintenance work for tenant's homes and produced a 5-year plan.

CONTRACTORS:

We increased the number of good contractors we work with so repair work can be completed within time.



NEW HOMES

MAKING PLANS

We have produced a plan that focuses on providing more homes for people in the North West and North East of England. We are still providing homes in other areas across England, Wales, and Northern Ireland.

WORKING TOGETHER

By working with local authorities and care providers we can understand their housing plans and provide housing for people.

We are looking forward to sharing some stories of people moving into their new homes.



COMPETITION

Find these 11 words in the word search.
The answers are below.

| | | |
|--------|----------|---------|
| Home | Cook | Happy |
| Choice | Washing | Friends |
| Garden | Shopping | Relax |
| Key | Fun | |

| | | | | | | |
|---|---|---|---|---|---|---|
| W | A | S | H | I | N | G |
| C | G | A | R | D | E | N |
| H | A | P | P | Y | U | I |
| O | C | Y | S | F | Y | P |
| I | X | A | L | E | R | P |
| C | O | O | K | P | Y | O |
| E | T | V | E | M | O | H |
| F | R | I | E | N | D | S |

Encircle
HOUSING

CONTACT US

For more information about
Encircle Housing:

Call: 0330 390 0517

Email: contactus@encircleha.co.uk

To report a repair call: 0330 094 0142

Email: repairs@encircleha.co.uk

2 High Street House, High Street,
Yeadon, Leeds, LS19 7PP

Encircle Housing. Registered Provider of Social
Housing Number 4784 and Co-operative and
Community Benefit Society FCA Number 8071.
Encircle Housing has charitable rules.

IN SEPTEMBER'S ISSUE YOU'LL FIND...
MONEY SAVING TIPS • FIRE SAFETY ADVICE
COOKING RECIPE