

# OUR VOICE

ENCIRCLE HOUSING NEWSLETTER

Encircle  
HOUSING

## WINTER ISSUE

### Welcome

In this winter issue we have got tips and advice to help you keep safe. Our Housing Team catch up with our tenant, Ashleigh after Foodie Saturday with her housemates.

We have been in touch with the 33 tenants who are interested in getting involved in our services. Over the next several months tenants will be working with us to develop our Tenant Involvement Strategy. We are delighted that some people wanted to tell us their story and you can read about them in this newsletter.

A Paint Pot Day in South Tyneside was our latest 'Making A Difference' event. The day was a huge success and I enjoyed having a chat and getting to know everyone. Six tenants joined us to redecorate the entrance to their home, hallway, and lounge with colours they had chosen.

Members of the Encircle Housing team have been meeting other housing associations, local authorities and care providers to see how we can work together to help house more people.

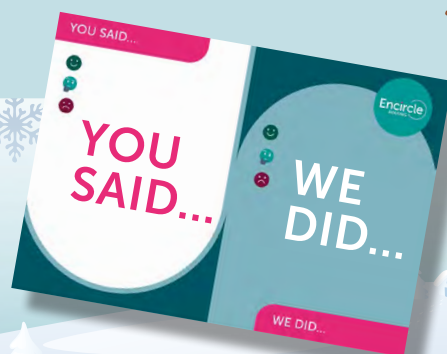
I am delighted that last month we developed two new properties, one in Redditch and the other in Birmingham, and tenants will be spending their first Christmas in their new home.

Over the coming months we will be in touch with our tenants to find out ways they communicate, and how they would like us to contact them. This will help us to continue improving our personalised service.

Wishing you a Merry Christmas and a Happy New Year from everyone at Encircle Housing.

Peter Aviston  
Managing Director

Have you seen our improved  
'You Said, We Did' poster?  
Find out more on page 3.



# MAKING A DIFFERENCE PAINT POT DAY

## SOUTH TYNESIDE

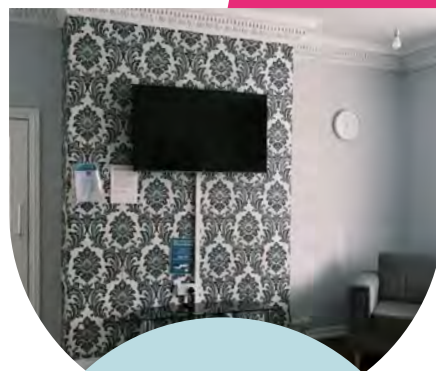
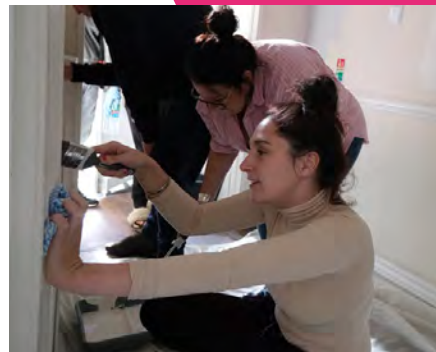
In October, we teamed up with six tenants and Lead Element Security who are providing support for the people living at our property for the homeless. During the day, the local commissioning team came along to see the work being carried out by everyone and to have a meeting with members of our team.

It was a fantastic day! There was much laughter and chat as the hallway, and lounge got a makeover. Walls in the lounge were given a fresh look with paint chosen by the tenants. Doors and frames were cleaned down and painted white.

In between coats of paint, an outside area at the front was trimmed back, and weeds taken out. The table and benches were mended so they can be used to socialise.

After the final coat of paint, the new modern sofas, and chairs along with two coffee tables were perfectly placed in the lounge. The finishing touches including placing a new TV with built in Freeview on the stand.

Tenants are now enjoying relaxing and spending time together in their light and airy lounge that they have made their own. A huge thanks to everyone involved, it really was a team effort.



"Involving our tenants and giving them choice in their home was important to us,"

said Emma Peploe,  
Head of Housing



## GETTING IN TOUCH WITH US

### Housing matters and reporting a repair

Tenants, or their care staff, often get in touch with us to discuss a housing matter or to report a repair.

To make it easier, we have put the contact details and how to report a repair all in one place. The information sheet is enclosed with this newsletter. You can put it close to the house phone or in a central location in your home so everyone can easily access it.

YOUR  
INFORMATION  
SHEET IS  
ENCLOSED  
IN THIS PACK



## OUR 'YOU SAID, WE DID' POSTER

Our tenants often ask us a question about their home, tenancy or about their wellbeing. Sometimes we can answer it on the spot, whereas other times we need to find out a few things before we are able to give a final decision.

We have improved our 'You Said, We Did' poster so the questions, updates and decisions can be noted down and given to tenants.

### STEP 1

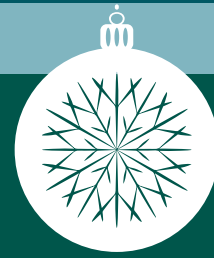
Tenant's ask us a question about their tenancy, repairs, or wellbeing.

### STEP 2

The tenant's question is put on the poster along with any updates from Encircle Housing. We are also using emojis to help tenants understand whether a decision has been made or not. A copy is sent to the tenant.

### STEP 3

Every time something changes, the poster gets updated by Encircle Housing and a copy is sent to the tenant. The poster will keep getting updated until the matter has been resolved.



## PLANNING FOR CHRISTMAS

With Christmas around the corner, we wanted to help tenants to plan and cost everything out. We have created a budget planner for food and other items, and a present list template that tenants can complete.

Tenants can also find out about benefit entitlements and other helpful tips in our money advice leaflet.

Members of the team visited tenants during Talk Money Week in November to chat about the information.

You can find the information on our website:

[www.encircleha.co.uk/tenant-information/](http://www.encircleha.co.uk/tenant-information/)

"Our tenants enjoyed talking about the Christmas planner and money leaflet – especially the saving incentive advice,"

said Jayne Beach, Regional Housing Manager



# HOUSING

## HELPING TENANTS TO STAY SAFE



Encircle Housing helps tenants to stay safe from abuse. We often act as an advocate on our tenant's behalf to raise a safeguarding concern and/or alert with the local authority.

**19  
SAFEGUARDING  
CONCERNS  
OR ISSUES  
WERE RAISED  
IN 16 LOCAL  
AUTHORITIES  
DURING  
2021/22**

### WHAT IS ABUSE?

- Physical abuse
- Psychological or emotional abuse
- Financial or material abuse
- Sexual abuse
- Neglect or acts of omission
- Self-neglect for example non-engagement and hoarding
- Domestic violence or abuse
- Discriminatory abuse
- Institutional or organisational abuse
- Modern slavery

### WORKING TOGETHER

We work closely with our tenants, families, care providers, local authorities, and other professionals. We attend best interest meetings and help our tenants to achieve the best outcomes.

## HERE TO HELP YOU



If you or someone you know is at risk of abuse or are being abused, we can help. Call your Housing Manager on 0330 390 0517

# FOODIE SATURDAY

Tenant, Ashleigh from South Tyneside caught up for a chat with Shahid Ramzan, Housing Manager, after the cook and eat event.

"We were having a chat about cooking when we agreed it'd be good for everyone make a spaghetti bolognese together on a Saturday teatime.

Laura, a member of our support team from Lead Element Security gave us the recipe and we also had garlic bread. There are quite a few people living here. Most people came in and out of the kitchen, they were either helping to prepare the food and others were cooking it.

The spaghetti bolognese was really nice, and everyone enjoyed it. Since then, a few people have made a Sunday dinner together, and that was really tasty too."

## ***How often do you make food and eat it?***

I regularly cook. I find it relaxing and really enjoy it

## ***What's your favourite dish to make?***

Meat and dumplings

## ***Cooking or baking? What's more fun?***

Cooking, I always watched my Nan doing it. I like to make more savoury dishes than sweet ones

## ***Do you use recipes to cook? If so, where do you get the best recipes?***

Don't really follow recipes, I cook what I've been brought up on

## ***Any top tips?***

Just enjoy it!

## **SPAGHETTI BOLOGNAISE RECIPE**

You can download the recipe on our website, go to:

[www.encircleha.co.uk/tenant-information/](http://www.encircleha.co.uk/tenant-information/)



## **ASHLEIGH'S TIPS**



## REPAIRS



## GAS SAFETY TIPS

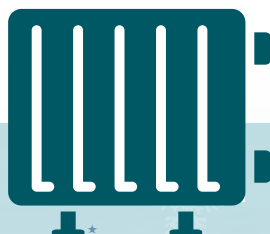
- ✓ **Look out for gas appliance warning signs:** If your appliance is not working as it should be, there are certain signs to look out for like floppy yellow flames, extra condensation, and black marks around the appliance
- ✓ **Check the carbon monoxide detector:** Test your detectors monthly to ensure they are working properly
- ✓ **Know the signs of carbon monoxide poisoning:** Some common symptoms are headaches, dizziness, nausea, and breathlessness. More severe symptoms are collapse and loss of consciousness
- ✓ **Ensure adequate ventilation:** This is essential for gas appliances to burn properly. Make sure that no air vents or chimneys are blocked
- ✓ **Only use gas appliances for their intended purpose:** Do not use an appliance for something it was not meant for - for example, using a cooker to heat a room
- ✓ **Never use matches or candles to look for gas leaks:** If you smell gas ensure the gas is turned off at the meter and report direct to Encircle Housing on 0330 094 0142 and National Gas emergency on 0800 111 999

## GAS SERVICING AND ELECTRICAL SAFETY CHECKS

The health and safety of tenants is a priority to us. Encircle Housing has a legal and regulatory responsibility to carry out gas servicing and electrical safety checks to ensure that the systems in your home remain safe to use.



**GAS  
SERVICING:  
EVERY 12  
MONTHS**



**OIL  
SERVICING:  
EVERY 12  
MONTHS**



**ELECTRICAL  
SAFETY CHECK:  
EVERY  
5 YEARS**

## GAINING ACCESS TO YOUR HOME

We work with our contractors to carry out the gas servicing and electrical safety checks.

1. Contractors will make an appointment with you. If it is not suitable, or you have specific needs, please contact Encircle Housing's helpdesk before the date to arrange a more convenient appointment.
2. If the contractor is unable to gain access, you will receive a letter with contact numbers to arrange another appointment.
3. Always check the contractor's ID badge before letting them into your home. If you have any concerns, ask the contractor to wait outside, then call Encircle Housing and speak to a member of our team.
4. Allow authorised contractors into your home to carry out the servicing and safety checks on systems that are provided by Encircle Housing.
5. Ensure that the contractor has access to the relevant areas in your home to carry out the safety checks and/or servicing.



## HERE FOR YOU

Encircle Housing's Repairs Team is here to help. If you have got any questions or want to report a repair, call the helpdesk on **0330 094 0142** or email non-urgent repairs to [repairs@encircleha.co.uk](mailto:repairs@encircleha.co.uk)





## COMPETITION TIME!

Picture crossword Find the 11 answers to the crossword using the pictures as a clue

*Merry Christmas*

AND A HAPPY NEW YEAR  
FROM ENCIRCLE HOUSING

### OFFICE CLOSING TIMES OVER CHRISTMAS

Encircle Housing is closed from 12 noon on Friday 23 December 2022 until 9am Tuesday 3 January 2023.

Our helpline remains open for emergencies and emergency repairs, call 0330 094 0142.

We would like to wish everyone a Merry Christmas and a Happy New Year.



### CONTACT US

For more information about Encircle Housing:

Call: 0330 390 0517

Email: [contactus@encircleha.co.uk](mailto:contactus@encircleha.co.uk)

To report a repair call: 0330 094 0142

Email: [repairs@encircleha.co.uk](mailto: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.

Answers 1.Pinecones 2.Stock 3.Poinsettia 4.Hat 5.Deer 6.Christmas Tree 7.Bell 8.Gingerbread Man 9.Decorations 10.Holly 11.Snowflake

IN MARCH'S ISSUE YOU'LL FIND...

FIRE SAFETY, GARDENING TIPS AND MEET SOME TENANTS