

OUR VOICE

ENCIRCLE HOUSING NEWSLETTER

Encircle
HOUSING

SUMMER ISSUE

Welcome to the summer issue of Our Voice

In May, I was out and about in Northern Ireland with Lee Mawby, our new Surveyor in the South and Lyndsay Russell, Regional Housing Manager. It was a real pleasure to go back after six months to visit the majority of our tenants' homes. It was a real delight to see tenants enjoying life and how they have made their homes so homely.

Working together with other organisations is an important part of our work. We have been building new and stronger partnerships with different care providers so that we can provide the right homes for more tenants. By working with Active Pathways 13 people are moving into luxury one-bed apartments set in beautiful large surrounds in Chorley. We were delighted to welcome the first few tenants into their spacious homes with the latest technology to support them.

A large number of tenants are also moving into newly refurbished bungalows across Nottingham, Leicester and the South of Birmingham through a joint partnership with care provider iBC Healthcare. Our surveyors are providing their expertise on compliance work. New tenants have got the keys to their modern bungalows, and we will be doing follow up visits to see how they are settling in. I am also looking forward to meeting more new tenants as they move in over the next six months.

I would like our tenants to help us, so that we deliver the right services. Last year 33 tenants registered their interest to get involved, and some have taken part in our work. You can find out about our plans for tenant involvement in this newsletter.

Our Tenant Satisfaction Survey 2023 will be sent out to all our tenants by early July. We would like to know what tenants think about our services. We will be visiting tenants in their homes during July and August to gather their views. Only with the help of our tenants and other people important in their lives can we keep on improving the standard of our homes and our housing services.

I hope that you have an enjoyable summer and look forward to seeing some of our tenants soon.

Peter Aviston
Managing Director

**Peter Aviston, Lyndsay Russell and
Lee Mawby visiting tenants in Northern Ireland**



INSIDE: TENANT INVOLVEMENT PLAN, TENANT
SATISFACTION SURVEY AND ENERGY SAVING TIPS

TENANT INVOLVEMENT



OUR PLAN

Encircle Housing is working with you to find out what housing matters are important to you and talk about our services. We want to continue improving our services and find out what we are getting right.

We are asking our tenants from different backgrounds to get involved and there are different ways to do this.

Our tenants can take part in focus groups, surveys, tell their story and get involved in our Making A Difference events that support their wellbeing.

Our plan will develop and change with the help of our tenants.

TENANT STORIES

JULY - SEPTEMBER



We are travelling around the country to gather several stories from tenants and other people. We want to share how our tenants are living their life and the things that are important to them.

The stories will help us to help other people understand the benefits of people living independently.



TAKE PART IN OUR TENANT SATISFACTION SURVEY

JULY - AUGUST

We want to find out what you think about our services so that you can help us to continue improving. There are three ways that you can take part:

- **Post:** a survey is being sent to you. Please fill this in and send it back to us in the freepost envelope
- **Online:** complete the online survey, go to: www.encircleha.co.uk
- **In person:** tell us what you think during a visit to your home

VISITING YOU

During July 2023-August 2023 we will be visiting our tenants in their homes to get their views about our services. Members of our team will be contacting you to arrange a convenient date and time to visit you.

WAYS TENANTS ARE GETTING INVOLVED IN OUR SERVICES

Tenants from around the country will be helping us in lots of ways:

- ☒ Taking part on a tenant panel
- ☒ Taking part in a focus group to give your views about a subject
- ☒ Helping with interviews
- ☒ Supporting events
- ☒ Attending events
- ☒ Taking part in people's stories
- ☒ Helping create information for other tenants
- ☒ Assisting with our social media

MAKING A DIFFERENCE DAY

SEPTEMBER - FEBRUARY

For the last few years, we have been brightening up the inside of our tenants' homes and doing garden makeovers to support our tenant's wellbeing. This year we are planning two Paint Pot Days and we will let you know when these are happening.

PAINT POT DAYS

GARDEN MAKEOVERS



TENANT INVOLVEMENT



FOCUS GROUPS

SEPTEMBER-DECEMBER

We are holding our first focus groups to get our tenant's views in person.

We would like to hold some of the focus groups in tenant's homes and others in meeting rooms.

IMPORTANT HOUSING MATTERS

We want to find out what housing matters our tenants would like to talk about.

SERVICE CHARGES

Service charges are the costs that our tenants pay to cover the cost of providing communal and shared services to their home. These services make sure that a tenant's home is safe and maintained. Some examples include heating and lighting in communal areas and cutting grass.

We would like our tenants to help us develop a document that explains what services our tenants can expect from us.



GET INVOLVED

IF YOU HAVE NOT ALREADY REGISTERED YOUR INTEREST AND WOULD LIKE TO TAKE PART, PLEASE GET IN TOUCH:

Email: contactus@encircleha.co.uk

Call: 0330 390 0517

WHAT WE HAVE BEEN DOING

In every issue we are going to give you information about the things Encircle Housing staff are doing across their teams.

Below are the results from from 1 January 2023 to 31 March 2023.

NEW HOMES



14 Tenants moved into new homes

REPAIRS



Repair works were completed within our timescale

98%
EMERGENCY

93%
URGENT

93%
NON URGENT

100% Gas safety checks were completed

100% Fire safety checks were completed

100% Asbestos safety checks were carried out

100% Water safety checks were carried out

HOUSING



6 Anti-social behaviour cases relative to the size of the landlord

COMPLAINTS



0 Formal complaints were received

MEET THE INCOME TEAM



The Income Team ensures that our tenant's accounts are kept up to date and they receive their benefit entitlements. We are currently recruiting another Income Support Officer to help with our increased work and ensure that we continue to meet regulatory standards.

Here to help

If you have any questions about your account, contact our Income Team who will be happy to help, **call 0330 390 0517**.



ENERGY SAVING TIPS

As the weather gets warmer, people tend not to need the heating on as much or turn it off. It is important you stay warm all year round and ask that you only put the heating on when you need it.

Below are some tips and advice for easy ways to save energy, lower your heating bill and reduce your carbon footprint. We are all responsible for the energy that we use in our homes.

Timing your heating

You can time your heating, so that it is warm in the evening or when you wake up. There is no point wasting energy when you are not home. You may not need your heating on when you are curled up under a duvet while you are sleeping, or when you know you are going to be out of the house.

Choose which rooms to heat

There is no point in heating rooms that you are not spending time in. Some radiators have a Thermostatic Radiator Valve on them so you can control the heat

in each room. You can turn down the heat and energy, which is saving money.

Turn down your thermostat

Some homes have a thermostat on the wall that controls the heating. The thermostat can be turned down in the warmer weather to make the temperature just right. If it gets cold, then it can be turned back up.

Stop draughts

Keep the internal doors closed to keep the heat in.





REPAIRS NEWS

Here for you

WAYS TO KEEP YOUR HOME SAFE AND SECURE

ALWAYS LEAVE YOUR HOME SAFE AND SECURE BEFORE YOU GO OUT. REMEMBER TO:

- Close and lock all your doors and windows, even if you're only going out for a few minutes
- Double-lock any door
- Make sure that any valuables are out of sight
- Keep handbags away from the letterbox or cat flap and hide all keys including car keys, as a thief could hook keys or valuables through even a small opening
- Never leave car documents or ID in obvious places such as kitchens or hallways
- In the evening, shut the curtains and leave lights on
- Set your burglar alarm
- Lock side gates
- Lock your shed or garage
- Lock garden equipment and other items like bikes inside a secure shed or garage



Recently, we warmly welcomed Lee Mawby to our Repairs and Maintenance Team. Find out more about how he is helping our tenants.

"Hi, I am Lee Mawby, the new Maintenance and Compliance Surveyor covering the South and Northern Ireland."

I joined Encircle Housing in April and could not wait to get started. My main role is to ensure that all compliance and maintenance repairs are carried out, so our tenants are safe in their home. I look forward making my way around to the properties meeting you all and enjoying a brew.

Outside of work I enjoy playing football and riding my motorbike when I can. I am always at the end of the phone for any advice or help."





FRIENDSHIP STORY

Wonderful friendships have grown between Margaret and her seven housemates in Middlesbrough. Jonathan Thompson, Support Worker at 1st Enable explains:

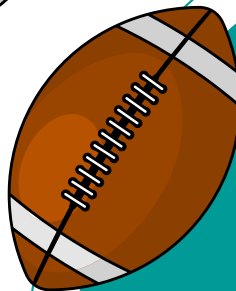
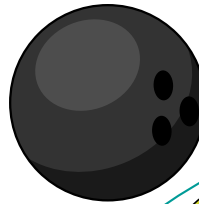
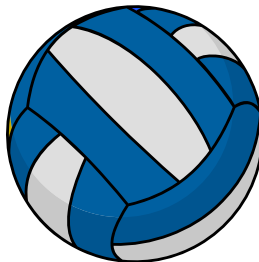
"Activities and fun are high on the list; they regularly have games nights and celebrate seasonal events or go away together.

In the summer everyone uses the garden and the sun house for drawing, painting, or relaxing in; it's like having an extra room. We have barbecues outside. They have grown herbs and using them for cooking."



WORDSEARCH

Find the 8 games in this word search.
Some of the names go on to more than 1 line.



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

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...
INFORMATION ABOUT DAMP AND MOULD
AND TENANT STORIES

