

# OUR VOICE

ENCIRCLE HOUSING NEWSLETTER

Encircle  
HOUSING

AUTUMN ISSUE '23

## Welcome

Over the summer every member of the team has been on the road visiting tenants to get their views about our landlord's services. We are continuing to use the information from our annual Tenant Satisfaction Survey to make changes to our services. I have really enjoyed meeting our tenants in the North East of England. I would like to thank all our tenants across the country for sharing their experiences and ideas.

A warm welcome to all our new tenants across the country. Over summer more than 20 people received keys to their front door, and you can see some of their lovely homes on the back page.

The costs of heating our home and putting the lights on earlier is at the forefront of people's minds as we go into autumn. That is why we are continuing to give you more advice and tips on how to save energy and reduce the costs of your utility bills. In this issue, we are giving you guidance on heating, electricity, bathing and using appliances.

With the cooler weather around the corner we are also sharing steps you can take to take to help keep your home free from damp and mould. Encircle Housing is committed to removing damp and mould from our tenant's homes and welcome everyone's support. You can read more about it on page 6-7.

Our surveyors have been doing an assessment of the painting works required in our tenants' homes over the next five years. We are looking forward to working with you using our new colour choice palette for the communal areas in your home.

Within the next few months tenants across the country will also be taking part in our first series of focus groups. We will be finding out what important housing matters they would like to talk about and helping us to develop our first Service Charge Standards.

Thank you once again for your involvement, it is only with the help of our tenants that we can provide the right services.

Peter Aviston  
Managing Director

**Take a look at what Encircle Housing staff are doing across their teams on Page 3**



INSIDE: TENANT SATISFACTION SURVEY, MEET OUR TENANTS, AND DAMP AND MOULD LEAFLET

# TENANT SATISFACTION SURVEY

Every member of our team has been visiting our tenants in their home to get their views. We wanted to find out what we are doing well and how we can improve. We have had great conversations and discussed lots of ideas. Thank you to everyone for your time, it is only with your help can we get it right. The results from our survey will be in the next issue.

## KATIE, VALERIE AND MICHAEL'S STORY

Katie, Valerie and Michael share their home with eight other people in Middlesbrough supported by 1st Enable.

Some of the walls had become tired looking with marks from everyday wear. Encircle Housing were planning their painting programme. Everyone decided they wanted their home painted sooner, so decided to pay for a decorator to make their home more homely with some colour in the shared rooms.

The decorator discussed the colour schemes with everyone using a colour chart. Warm pinks were chosen for the front lounge, a modern light grey to brighten up the long hallway, and fresh greens in the dining room.

"We chose the new colour scheme for our lounge, hallway, and dining room. Everywhere looks lovely and it's homely," says Katie and Valerie, Encircle Housing tenants.

"I chose the dark green colour in the dining room and the light pink in the front room. I really like the colours," says Michael, Encircle Housing tenant.



## 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 1 April 2023 to 31 July 2023.

### NEW HOMES

**24**

Tenants moved into their new home.  
8 New properties were developed by  
Encircle Housing

### REPAIRS



Repair works were completed within our timescale

**98%****EMERGENCY**

repairs that were  
attended to within  
4 hours

**93%****URGENT**

repairs that were  
attended to within  
5 days

**93%****NON URGENT**

repairs that were  
attended to within  
20 days

**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

**8**

Anti-social behaviour cases investigated  
by the Housing Team at Encircle Housing

### COMPLAINTS

**0**

Formal complaints were received

## HOUSING



## ENERGY TIPS

IN THE COLDER SEASON WE USE MORE ENERGY TO HEAT AND LIGHT OUR HOMES. HERE ARE SOME MORE TIPS AND ADVICE FOR EASY WAYS TO SAVE ENERGY, LOWER YOUR HEATING BILL AND REDUCE YOUR CARBON FOOTPRINT.



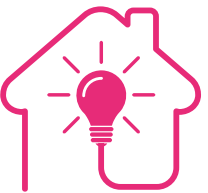
## LIVING WITH OTHERS

If you share your home with other tenants, talk to them about saving energy and why it is important for everyone to do it.



## HEATING

**Bleed your radiators:** Air can get trapped in a central heating system and then it prevents heat from circulating around it – this will mean that radiators will feel cold even when the heating is on. By bleeding your radiators, you are releasing the trapped air and allow the heat to flow more freely again, and the radiators heat up and you get the maximum heat from them.



## ELECTRICITY

**Lights:** Turn lights off in rooms that are not being used.

**Do not use standby mode:** Unless you switch off appliances at the wall, such as a TV they will continue to use energy. You can use Hive Plugs, and switch off at the wall with a quick tap of the app. Find out more at [www.hivehome.com](http://www.hivehome.com)

**Unplug all your chargers:** As soon as your device, such as a mobile phone, MP3 players and laptop are fully charged, unplug it. Not only will this save energy, but it also prolongs the battery life and reduces the risk of fires starting.

**Use LED light bulbs:** LED light bulbs are one of the simplest ways to reduce electricity consumption and save money.

**Smart plugs:** When a device is plugged into a smart plug socket, it can automatically turn off the power to it when it is turned off, such as a lamp.



## USING APPLIANCES

**Kettle:** Overfilling the kettle is one of the most common ways people waste electricity every day. You should only fill the kettle with the amount of water you need for your drink or whatever else you're using it for.

**Washing clothes:** Half-load settings save very little energy. It is better to do fewer but fuller wash loads.

**Use the washing machine at a lower temperature:** Using the washing machine on a cooler setting helps save energy because heating the water to higher temperatures consumes large amounts of electricity.

**Freezer:** Defrosting the freezer is also a good idea. Ice buildup inside the freezer causes it to work harder to maintain the temperature, using more energy in the process.

**Oven:** Another way to lower your energy consumption is cleaning out the oven. This ensures that heat can circulate properly, and that the oven does not have to work harder than necessary to cook food.



## BATHING

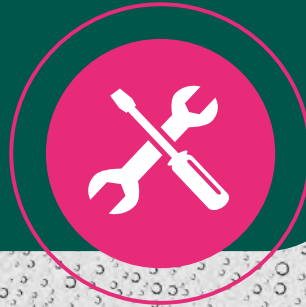
**Turn off the tap:** A running tap can use more than 10 litres of water a minute, so turn off the tap while brushing your teeth, shaving, or washing your face. Use cold water if you don't need hot.

**Showering:** While taking short showers is much more energy-efficient than running a bath, they still consume a fair amount of energy during use. By cutting a 10-minute shower down to eight minutes, you can save money on energy and water costs.

**Change your shower head:** If you have got a shower, use a water efficient shower head and you can save on your bills.



# REPAIRS



## Helping to keep your home free from damp and mould

As the weather starts to turn colder, it is important to take steps to help keep your home free from damp and mould.

There are different causes of damp and mould, and the majority is caused by too much moisture in the air meeting colder surfaces. Encircle Housing is committed to removing damp and mould from our homes and welcome the support of our tenants in making sure this happens.



### CONDENSATION

Condensation is the most common cause of dampness in the home.

There is always some moisture in the air, even if you cannot see it. Condensation is caused when the air inside your home becomes too cold or too much moisture has been created. Some examples include windows, corner of a room, and glazed tiles, or where there is little air circulation such as behind cupboards.

There are many ways to reduce the likelihood of condensation appearing in your home. Below are a few tips, and you can read more in our leaflet.



### COOKING

When cooking food in saucepans always cover them with a lid. Keep the kitchen door closed to stop the extra moisture circulating around your home. Use an extractor fan or open a window so the steam can go out of the kitchen.



### DRYING CLOTHES

Where you can, dry your clothes outside. In colder or wetter weather try not to dry clothes directly on radiators as this can cause excess moisture. Drying clothes on a standing airer in one damp free room and opening the window will reduce the moisture in your home.



## BATHING

After you have had a bath or shower you need to open the bathroom window for a while until the steam has cleared, or alternatively use the extractor fan if you have one – please do not turn the isolation switch off on the extractor fan unit.



## IMPORTANT

The first approach is to contact Encircle Housing to report any signs of damp and mould and explain the issues. Please confirm the issues in an email or letter or speak to your surveyor direct and allow at least 14 days for Encircle Housing to reply and take action.

Taking photographs of the issues can help us to resolve the issue.

## Download

Helping to keep your home free from damp and mould guide on our website, go to: <https://encircleha.co.uk/tenant-information/>

## CONTACT US

If you have any questions or would like some help and advice, please get in touch:

Call our Repairs Team on 0330 094 0142 Email [repairs@encircleha.co.uk](mailto:repairs@encircleha.co.uk)



## PAINTING TENANTS' HOMES

Our surveyors have been busy finding out what painting work is needed in our tenants' homes. We now have a planned painting programme for works in shared areas, such as painting the walls in a lounge or hallway.

## PAINTING YOUR HOME

**Please do not contact us as we have planned in all the painting work over the next five years.**

We will contact you two months before your home is due to be painted. You will be involved in choosing the colours for the communal areas in your home from our colour palette. We will arrange a convenient date and time to carry out the work.



## HOME SWEET HOME

Tenants up and down the country have got keys to their new front door. We wish everyone many happy memories in your new home. Here are some of their lovely homes.

LANCASHIRE

DERBYSHIRE

LEICESTERSHIRE

WORCESTERSHIRE

Encircle  
HOUSINGSPOT THE  
DIFFERENCE

Find 10 differences  
in this Halloween  
scene

## 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)

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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 DECEMBER'S ISSUE YOU'LL FIND...  
OUR TENANT SATISFACTION SURVEY  
RESULTS AND MAKING A DIFFERENCE EVENT