

# OUR VOICE

ENCIRCLE HOUSING NEWSLETTER

Encircle  
HOUSING

## WINTER ISSUE

### Welcome to our winter issue of Our Voice

It has been a real pleasure to be out and about meeting our tenants. Some people have moved into their new home, and I have been finding out what people think in our Tenant Satisfaction Survey. There have been beaming smiles as our tenants sign their tenancy. Six people moved into a beautiful large property in Belfast, and another tenant was overjoyed with his new home in Chorley.

I was part of the Paint Pot Day team brightening up our tenants' home in Wakefield in time for Christmas. The lounge and games room were painted in the colours chosen by the tenants and looked fantastic.

We are pleased that more people wanted to have their say. People taking part in our Tenant Satisfaction Survey has increased from 87 to 277, and those wanting to get involved in our services has risen from 33 to 166. You can find out some of the results on pages 2 and 3 and in the full Annual Report on our website.

By meeting our tenants face-to-face, I could find out what they think about our services and how we can improve. Gathering views is such an important part of our work so we can get it right and we appreciate our tenants and their care provider's time.

We are running our first pilot focus group soon, and we are really looking forward to working with everyone.

Late last year, we were delighted to launch our first Planned Painting Programme. Time has been spent working with a major paint company so we can offer tenants a range of modern colour paints that are hard wearing and have a fire safety rating.

We are here to help and support our tenants, and we want to encourage all our tenants to help us too – whether this is reporting damp and mould as soon as it appears, advice with paying bills, or other housing matters. By talking to us as soon as anything arises, we can work together to resolve it.

Peter Aviston  
Managing Director

### Results are in!

In our Tenant Satisfaction Survey, we asked what term we should use when addressing the people who we house.

**'Tenants'** got the highest vote, with 133 people choosing this term. We will be using it from now on.

'Tenants'

IN THIS ISSUE READ ABOUT OUR ANNUAL REPORT, TENANT SATISFACTION SURVEY RESULTS AND OUR NEW PLANNED PAINTING PROGRAMME.

# ANNUAL REPORT 2022-23

## A SHORT SUMMARY



This is a short summary of our Annual Report. You can find out how we have been working alongside our tenants and providing housing support and services. The full report can be found on our website.

### PEOPLE LIVING IN OUR HOMES

**714**

TENANTS ARE LIVING IN OUR HOMES

**158**

TENANTS MOVED INTO THEIR NEW HOME



### TENANT INVOLVEMENT

- We asked tenants what services they want to talk about and are going to be holding pilot focus groups to find out more information
- 7 tenants shared their stories
- Energy saving and damp and mould leaflets were sent to tenants
- Tips on fire safety, security and electrical safety were shared in Our Voice
- Making a Difference Days were held at 4 of our properties to improve the inside or garden area with the help of our tenants



### CUSTOMER SERVICES - COMPLAINTS

During 2022 we received 2 formal complaints and 4 informal complaints.

3 were related to repairs and maintenance

3 were related to housing

2 formal complaints were resolved at stage 1, both within 2-6 days of our 20 day target.

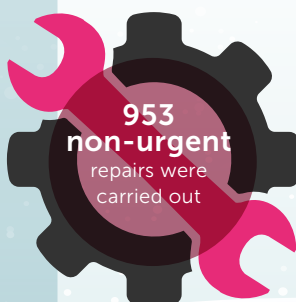
**Improvements:** We are working with our tenants to update our easy read version of our Complaints Procedure. We will continue to record all the informal complaints and outcomes on our system.



### REPAIRS

During the year we carried out repairs to our tenants' homes and ensured they were safe and secure.

- **£848,819 was spent on repairs, planned maintenance and compliance work**
- **92% of all repair jobs were completed on time**
- **100% of fire risk assessments, gas tests and electrical safety certificates were completed on time**
- **100% of our fire safety programme was completed**





## HOUSING

Our team has been working alongside our tenants to provide housing support and new homes across the country.

- 658 housing support visits were carried out to work alongside our tenants
- We attended 284 professional multi-agency meetings to support our tenants
- We are now working in 60 local authorities
- 5 safeguarding referrals were made across 5 local authorities



## TENANT SATISFACTION SURVEY RESULTS

Gathering our tenant's views is important to us. We wanted more people to get involved so we posted the survey to tenants and then visited them to gather their views.

Our latest survey included the questions from the Tenant Satisfaction Measures to enable us to provide information to the government. We also used the survey to get feedback on other important matters to our tenants and our values.

Below are a few of the results, you can find all the results in our full report.

### 277 PEOPLE TOOK PART IN OUR SURVEY:

**98%**

of tenants responded.

**84%**



of tenants are very satisfied or fairly satisfied with the overall service they receive from us.

#### Improvement:

We are focussing on improving garden maintenance and communal cleaning in our tenant's homes.

**90%**

of tenants responded.

**88%**



of tenants are very satisfied or fairly satisfied that we treat tenants with respect.

#### Improvement:

We are going to work with our tenants to get a better understanding about this result. We are going to encourage tenants to tell us if they are unhappy with our staff or services.

**89%**

of tenants responded.

**75%**



of tenants are very satisfied or fairly satisfied that we keep tenants informed about things that matter to them.

#### Improvement:

More copies of Our Voice newsletter are being sent to tenant's homes and we are emailing a copy to care providers to share with our tenants.

**88%**

of tenants responded.

**74%**



of tenants are very satisfied or fairly satisfied that we listen to tenants' views and act on them.

#### Improvement:

We are setting up our first pilot focus group to gather more tenant views.



# TENANT INVOLVEMENT PAINT POT DAY

"It feels more homely and I love the chosen colours," said a tenant.



Our tenant's home in Wakefield got a fresh look in time for Christmas. We used the paint from our new hard wearing colour range. Tenants chose the Polished Pebble for the main colour and Pigeon for the feature walls in the lounge and Games Room.

Preparation work got underway. The TV got taken off the wall, all the furniture moved into the centre of the rooms. Small holes were filled on the walls and other areas scraped. Skirting boards, doors and door frames were all wiped down. Our Surveyor, Chris Crawford-Bennett also carried out a repair at the property.

Painting work began with the main walls getting the first coat of paint, then came a second coat. The feature walls were the last to be painted and then the pictures and a new giant wall clock were put up. Two modern floor lamps also provided by Encircle Housing were placed in the lounge and gave a lovely warm glow.

We bought snacks, buffet style lunch and drinks to share which everyone enjoyed.

The event was an all-round success!

## CHARLIE AND ABBIE-ROSE'S STORY

"I really like living here," said Abbie-Rose. "Me and Charlie are friends, and we help each other out. Now I've got lots of space. We can be in the same room or go into another room to have our own time. I've got a garden and like being outdoors, the air is clean here.

I've grown tomatoes, strawberries, and sweet peas in our back garden. Charlie helped to plant and water them too. Sometimes I just stand here and look around it's so peaceful. One of my favourite things to do is to get up early and watch the sunrise from the front door, it's beautiful. I can see the cows from my bedroom window too.

I am very busy; 4Eden have lots of employment opportunities and organise activities. I'm doing voluntary work in Bake4Eden for two days and garden centre (Fixit4Eden) for two days. I go to the cinema, pub, and see my friends. I am really happy."





## 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 July 2023 to 31 December 2023.

### NEW HOMES

**35**

Tenants moved into their new home

**15**

New properties were developed by Encircle Housing

### REPAIRS



Repair works were completed within our timescale

**100%**  
**EMERGENCY**

were attended to  
within 4 hours

**94%**  
**URGENT**

were attended  
to within 5 days

**89%**  
**NON URGENT**

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**97%** Water safety checks were carried out

### HOUSING

**23**

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

### COMPLAINTS

**1**

Formal complaint was received

# HOUSING

## NEWS ABOUT YOUR RENT



### RENT

Every year we review your rent and the service charges for shared services or areas, such as window cleaning or gardening. We check the services you are getting and make sure that they are still right for you or look at changing them.

On 1 April we are increasing our tenant's rent. We will be sending a letter out to everyone in the coming weeks that explains about your new rent and service charge.

### WHAT HAPPENS NEXT?

If you claim Housing Benefit entitlement for your rent, our team can work with you and help you to submit a claim. If you have savings and you pay your rent, please change your Standing Order or Direct Debit payment to the new rent amount.



### HERE TO HELP YOU

After you have received your rent increase letter, if you have got any questions our team will be on hand to help you, call 0330 390 0517.

### LUCY'S STORY



Having the right home and support has been life changing for Lucy – she has never looked back. After meeting her care team from Active Pathways Limited and choosing the spacious apartment in newly refurbished property in Chorley, she knew this was the right decision.

"Everything about living here is right," said Lucy. "I felt like I could call it home before I'd even moved in. I never knew what it meant to have your needs met until I moved here.

Everyone is helpful and I get on well with the managers and seniors. There is a lot of respect and support. Choosing my apartment was

important; it needed to have character and have enough electrical sockets to make it feel more homely, and I could put my furniture where I wanted it to go.

My apartment is spacious, modern and I have got it just how I like it. I love spending time in it; I'm so happy here. No one has ever cared about me like they do here. How things have changed, I never thought I would come to a place where people would help me. Staff have got to know me. They help me with things to make things less daunting, and they really do care."



## PLANNED PAINTING PROGRAMME

We have launched our first Planned Painting Programme along with our brand-new modern colours for our tenant's homes. The paint has been developed with a major paint manufacturer to be hard wearing and fire rated.

Our Maintenance and Compliance Surveyor, Chris Crawford-Bennett explains, "I was part of the team carrying out our first Stock Condition Survey. We used the results from the survey to create our first Planned Painting Programme.

Giving our tenants choice and adding value is important to us. We spent time working with a major paint manufacturer to develop hard wearing durable and fire rated paints. The final colours were chosen through the involvement of our team; there are 5 wall colours and 4 feature wall colours.

We created large colour cards so our tenants can easily match up and choose a wall and feature wall colour.

Having hard wearing paint means the scuff marks that happen through daily living could easily be wiped off the walls. The paint is fire rated to class 0, and therefore would reduce the spread of a fire if one should break out. Our new paint will last 4-5 times longer so there is less disruption to our tenants' lives with redecoration works.

A few of our tenant's homes are being decorated before March. I've really enjoyed working with the tenants and their care provider to agree the colours and arrange the works. Two tenant's homes have just been decorated and everyone's really happy with the new look."

## PAINTING OUR TENANTS' HOMES

We have got a 5 year Painting Programme. We will get in touch with tenants and their care provider a few months before the work is due to begin – we will discuss your paint choices and agree when the works to be carried out at this time. Please do not get in touch before we contact you.

**"I love the colours we have chosen; our lounge looks so homely now. I'm really happy and enjoy spending time in here,"**  
said an Encircle Housing tenant.





## WE ARE HERE TO HELP OUR TENANTS

We are here to help and support our tenants, and we want to encourage all our tenants to help us too. If you have a housing matter, want some advice about your rent or bills, or any of our service we would like to you get in touch.

Call us on 0330 390 0517 or email [contactus@encircleha.co.uk](mailto:contactus@encircleha.co.uk)

## WE WOULD LOVE YOU TO SHARE YOUR STORY

Only open to our tenants

We are asking Encircle Housing tenants if they would like to tell their story about living in their home and life. We want to share the importance of having your own home with support and the benefits.

We would like to know why you like living in your home, the different things you enjoy doing in your life and the community you live in.

If you would like to tell us your story, please fill in the form enclosed and send it back to us along with a photo in the freepost envelope. You can also download the form from our website. We will return any photos you send to us.

We will use your story and photo for our marketing purposes to show the benefits of supported living, such as in Our Voice, factsheets, online or on our website.

Encircle  
HOUSING

## 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.

IN SPRING'S ISSUE YOU CAN...

READ ABOUT OUR TENANT FOCUS GROUP AND REPAIRS