

OUR VOICE

ENCIRCLE HOUSING NEWSLETTER

Encircle
HOUSING

SPRING ISSUE 2024

Welcome from Peter

This year, we are supporting a few organisations to promote important topics, such as wellness and safety in your home. We are looking forward to getting tenants involved in different ways, helping them to save money, giving advice and sharing information.

In March we supported No Smoking Day to encourage tenants to give up smoking and raise awareness about how e-cigarettes can cause fires. We created a fire safety leaflet which you can download from our website.

Being active can make you feel good. We are doing Move and Talk events for Mental Health Awareness Week in May – we are having a catch up with tenants while doing some movement. Our Housing team will be out and about running these events.

Everyone wants to save money where they can. Our Repairs Team are giving you some water saving tips to help reduce your bills, see page 5.

Encircle Housing's Board is responsible for the overall strategy of the organisation, and make sure that we are meeting legal requirements and monitoring our performance. We have four Non-Executive Directors of the Board who are all very actively involved with running Encircle Housing.

Meet Alistair How, Non-Executive Board Member

Alistair has been a Non-Executive Board Member with Encircle Housing since 2021.

The first half of his career was in marketing and business development within organisations. For the last 20 years he has worked within management in health and social care. He is on several other Non-Executive Boards across the housing and care sector, and also a Chair.

Alistair is also an amazing photographer and has kindly agreed to take some photos of our tenants doing things they enjoy. We are going to be arranging this with our tenants as the weather gets warmer.



INSIDE: OUR FIRST TENANT FOCUS GROUPS,
MOVE AND TALK EVENT, WATER SAVING WEEK

TENANT INVOLVEMENT



Our first tenant focus groups

Getting our tenants involved is important, and that is how we get it right. May is an exciting month. We are looking forward to working with our tenants at our first three focus groups. We will be visiting tenants in their homes in North Yorkshire, West Yorkshire, and the West Midlands.

We will be discussing what is important to our tenants and what housing support and services they would like from us.

Contact the Housing Ombudsman

If you are unhappy with how Encircle Housing has dealt with a complaint or treated you, you can contact the Housing Ombudsman:

Phone: 0300 111 3000

Email: info@housing-ombudsman.org.uk

Address: Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ

For more information

You can find out more about the Complaint Handling Code, either scan the QR code or use this link: <https://bit.ly/4cPwE16>



The Housing Ombudsman Complaint Handling Code

The Housing Ombudsman is responsible for making sure that all social housing landlords are meeting the standards in their Complaint Handling Code. Many social landlords like Encircle Housing follow the Code when they deal with complaints from their tenants.

They asked many people for their views about the new Code as they wanted to make sure tenants had a better service when making a complaint to their landlord. The Complaint Handling Code was updated and became law on 1 April 2024.

New Consumer Standards 2024

On 1 April 2024, the Regulator of Social Housing has changed the rules that social landlords like Encircle Housing must follow. These rules are called the Consumer Standards. There are four new Consumer Standards to make sure tenants are happy, safe and secure in their homes:



Safety and Quality Standard



Transparency, Influence and Accountability Standard



Neighbourhood and Community Standard



Tenancy Standard



For more information

You can find out more about the Consumer Standards, either scan the QR code or use this link: <https://bit.ly/3xtZMe5>

HOW HAVE WE 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 January 2024 to 31 March 2024.

NEW HOMES



36 Tenants moved into their new home

5 New properties were developed by Encircle Housing

REPAIRS



Repair works were completed within our timescale

97%
EMERGENCY
were attended to
within 4 hours

94%
URGENT
were attended
to within 5 days

92%
NON URGENT
were attended to
within 20 days

100% Gas safety checks were completed

99% Fire safety works were completed

96% Asbestos safety checks were carried out

100% Water safety checks were carried out

HOUSING



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

COMPLAINTS



1 Formal complaint was received and was resolved at Stage 1 and within the target date of 10 working days

HOUSING



WELLNESS

Our tenants' health is important to us. Over the last few years, we have worked with our tenants doing wellbeing calls, tenant meetings in the comfort of their own home, giving help and advice over the phone or video calls and providing information.



HELP US TO HELP YOU

How would you like us to support you with your health and wellness? If you are an Encircle Housing tenant, we would love to find out how we can help **Call 0300 390 0517** or email contactus@encircleha.co.uk

FIRE SAFETY
TIPS ON
E-CIGARETTES

Here are a few tips taken from fire safety leaflet about e-cigarettes.

- Never leave e-cigarettes on charge or unattended for long periods.
- Do not mix components of different e-cigarettes.
- Only use the charger supplied.
- Ensure you purchase your e-cigarette from a reliable source.
- Check the e-cigarette carries CE certification.
- Test your smoke alarm regularly. Is it the tenant's responsibility to check it's working.

Read our fire safety leaflet:
<https://bit.ly/4a8Frc4>

NO
SMOKING
DAY

We supported the No Smoking Day in March. This is an annual national awareness health campaign for people who want to quit smoking and get the right help. Many people try to quit smoking with willpower alone, but it is much easier to go smoke-free with the right help.

We know a few of our tenants smoke or use a vape. Tenants are not allowed to smoke in our properties. Smoking and using vapes significantly increases fire risk, and cheap vapes and chargers also can cause fires.

Check out more
Health and safety info

Help to quit smoking:
<https://bit.ly/3TdWumb>



MOVE and TALK EVENT

This year, the Mental Health Awareness Week 2024 is taking place from 13-19 May. The theme is Movement: Moving more for our mental health.

Bringing movement into our daily life can help us with our mental health. Going for a walk in your neighbourhood, doing yoga or going to the gym, putting on your favourite music and dancing around the living room, chair exercises when you're watching television – it all counts!

During this week, we are getting some of our tenants involved in our Move and Talk events at their home or in their local community. We are having a catch up with tenants while doing different activities of their choice.

We are looking forward to seeing everyone and sharing what people enjoy doing.

GET INVOLVED...

How do you keep active?

You can get involved by telling us what you like doing to keep active. You can write something about it, or send us a photo or video, email contactus@encircleha.co.uk. We would like to post them on our social media channels and, also in our documents.



RENT

On 1 April we increased your rent, and we sent you a letter out about your new rent and how your service charge has been calculated.

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

If you have got any questions about your rent increase our income team will be on hand to help you, call 0330 390 0517.



REPAIRS



We are supporting

Water Saving Week!

Here are some useful tips to help you save water, reduce your bill and help the environment.



SHOWERS AND BATHS

- A short shower with an efficient showerhead uses less water than a bath, which is usually around 80 litres. If you have a power shower it may actually use more water than a bath



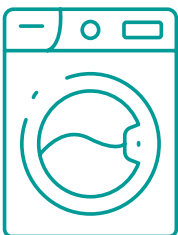
BRUSHING YOUR TEETH

- Remember to turn off the tap while brushing your teeth – a running tap wastes approximately 6 litres per minute



THE DISHES

- A dishwasher on an eco-setting can be more efficient than washing dishes by hand, if the dishwasher is totally full
- Avoid pre-rinsing dishes, you can simply scrape and place in to the dishwasher



LAUNDRY

- Put a full load in your washing machine to make the most of your loads
- When buying a washing machine, check the label or specifications for water use - some can use less water
- Read the manual to find out which cycles are the most water-efficient



HERE TO HELP YOU If you have got any questions about saving water, get in touch with our Repairs Team, email repairs@encircleha.co.uk

FIRE SAFETY

TIPS AND ADVICE

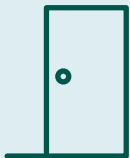


Below are a few of fire safety tips. For more information read our Fire Safety leaflet on our website.



FIRE ALARMS

A fire can start anywhere in your home. A smoke/heat alarm is vital for the early detection of a fire and are there to help protect you. We have fitted alarms in different rooms in your home and we check them every year. Your care provider should be checking them more regularly too.



FIRE SAFETY DOORS

Fire doors are fire resistant, and they should always remain closed. They are designed to hold flames back and restrict the spread of the fire and toxic smoke into escape routes, corridors, and other areas in your home.



IMPORTANT!

Fire doors must be kept shut at all times.



FIRE SAFETY IN THE KITCHEN

- Never leave pans unattended when cooking
- Don't cook if you are tired, have been drinking alcohol or taking medication that might make you drowsy

If the pan does catch fire:

- Don't tackle the fire yourself or try to move the pan
- Never throw water onto the pan as this can create a fireball
- If you can do so safely – turn off the heat
- Leave the room and close the door
- Shout to warn others to get out, stay out and call 999



Fire safety leaflet

For more information read our Fire Safety leaflet, go to: <https://bit.ly/3luOM2c>



CONGRATULATIONS!

Thank you to everyone who completed our Tenant Satisfaction Survey. Three winners were chosen at random in our prize draw:

1st prize of £100 was won by Ian from Redcar and Cleveland

2nd prize of £75 was won by Pamela from Harrogate

3rd prize of £50 was won by Lucas from Birmingham

WORDSEARCH

Can you find the 24 words in the wordsearch?

- | | | | |
|----------|----------|-----------|-----------|
| Green | March | Easter | Daffodils |
| Leaves | Windy | Flowers | Crocus |
| May | Bees | Gardening | Birds |
| Buds | Tulips | Melt | Sunshine |
| April | Umbrella | Lambs | Bunny |
| Baseball | Nests | Warm | Blossom |

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

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 THE SUMMER'S ISSUE YOU CAN READ ABOUT...

PLANNED PAINTING PROGRAMME,
 LET IT GROW DAYS AND TENANT INVOLVEMENT.