

# OUR VOICE

ENCIRCLE HOUSING NEWSLETTER

Encircle  
HOUSING

## WINTER ISSUE

### Welcome to our winter issue of Our Voice

Hello everyone, and welcome to our winter newsletter. As we come to the end of 2025, we want to thank you for being part of our community. It has been a year full of change, progress, and teamwork, and we could not have done it without you.

Thank you to everyone who shared their views in our Tenant Satisfaction Survey. We are really pleased that 88% of our tenants are happy overall, and many of you told us that we are improving our services.

You also told us that good communication is very important. Most people said they prefer face-to-face visits, information by post, emails, and being able to send texts. You can find more details about the results in the Tenant Involvement section and in comments across this newsletter.

We know there is always more we can do, and we want to keep improving our services with your help. We had two new Housing Officers join us in November, you can read more about them on P6.

There are lots of ways to get involved throughout the year, including by talking to us, taking part in surveys, or joining focus groups to share your ideas.

We want everyone to feel safe, comfortable, and proud of their home. That is why we are putting Awaab's Law into action. This new law means landlords must fix problems like damp and mould quickly. Keeping your home safe and healthy is one of our top priorities. You can read more about this on page 7.

This festive season, we are inviting everyone to "Send A Message, Share The Joy" by creating a Christmas bauble with a kind message for someone special. You can use one of our ready-made designs or make your own. It could be for a friend, family member, neighbour, or member of staff, a small message that can mean a lot.

As the holidays approach, we want to wish you peace, warmth, and happiness, wherever you are and whatever you are doing. Thank you for your kindness, support and feedback.

From all of us at Encircle Housing, we wish you a safe, healthy, and happy 2026.

Peter Aviston  
Managing Director

### Office closing times over the festive season

Our office will close on Wednesday 24 December 2025 at 2pm and reopens at 9am on Friday 2 January 2026. Our helpdesk remains open for emergencies and emergency repairs, call 0330 094 0142.

Percy  
Plunger  
comp  
winners  
back page

IN THIS ISSUE YOU CAN READ ABOUT: SPECIAL CHRISTMAS BAUBLES,  
TENANT SATISFACTION SURVEY RESULTS AND MEET OUR TEAM

SEND A MESSAGE,  
SHARE THE JOY!

Spread Joy this  
Christmas with  
a special bauble

SEE NEXT PAGE>>



## TENANT SATISFACTION SURVEY RESULTS SUMMARY

In summer 2025, 225 people took part in our Tenant Satisfaction Survey. The survey was sent out to our tenants, and it could also be filled in online. We also spoke to care providers to help tenants fill them in and we visited tenants in their home.

We offered an online survey and a postal easy read survey. There was also a free prize draw to say thank you for taking part. The survey had 20 questions.

From May to September, we visited tenants in their home so we could gather everyone's views. Some of these ideas will be talked about more in our tenant focus groups in the future. We are using the information from the survey to improve our services and ways we communicate with our tenants.

"Encircle Housing  
listen if you have got  
a problem."

## TENANT SATISFACTION SURVEY RESULTS

### SAFETY AND SECURITY (TP05)

**97%**  
of tenants responded

**92%**



of tenants are very satisfied or fairly satisfied with the safety and security of their home. This has increased from 91% in 2023.

#### Improvement:

We are improving security by fitting high-quality locks to all external doors and checking their condition every year. We also now include window lock checks as part of our regular Health and Safety inspections.

### RESPECT (TP08)

**97%**  
of tenants responded.

**91%**



of tenants are very satisfied or fairly satisfied that we treat tenants with respect. This has increased from 88% in 2023.

#### Improvement:

We are continuing to improve this through in-person visits to gather their views.

The festive season is a time to share happiness, love, and joy.

This Christmas, give a meaningful and personal gift. A personalised Christmas bauble is a lovely way to add a unique touch to their tree with a heartfelt message just for them.

It is the perfect way to make someone smile this holiday season!

## Create your own design

We are sending two baubles to each tenant. Now, all that is left to do is pick your design, get creative, and spread the festive joy with a heartfelt, personalised Christmas bauble. Happy gifting!



For more information go to our website, [www.encircleha.co.uk/christmas-baubles](http://www.encircleha.co.uk/christmas-baubles) or scan the QR code



Out of 225 completed Tenant Satisfaction Surveys in 2025:

### BEING KEPT INFORMED (TP07)

**93%**

of tenants responded.

**91%**



of tenants are very satisfied or fairly satisfied that we keep tenants informed about things that matter to them. This has increased from 88% in 2023.

#### Improvement:

We are improving this by finding out how our tenants would like us to communicate with them and what information they would like us to provide.

### LISTENING AND TAKING ACTION (TP06)

**95%**

of tenants responded.

**89%**



of tenants are very satisfied or fairly satisfied that we listen to tenants' views and act on them. This has increased from 74% in 2023.

#### Improvement:

We have set up 3 focus groups so far and will be inviting more tenants to get involved and sharing their views.

### HOME WELL MAINTAINED (TP04)

**98%**

of tenants responded

**89%**



of tenants are very satisfied or fairly satisfied their home is well maintained. This has increased from 81% in 2023.

#### Improvement:

We are improving this with by continuing with our planned painting programme and stock condition survey.

### OVERALL SERVICES (TP01)

**100%**

of tenants responded

**88%**

of tenants are very satisfied or fairly satisfied with the overall service they receive from us. This has increased from 84% in 2023.

This is the overall satisfaction of our services. You will see more results under each section and areas for improvements.

**REPAIRS  
SERVICES (TP02)****70%**

of tenants responded

**86%**

of tenants are very satisfied or fairly satisfied with our repairs service. This has increased from 80% in 2023.

**Improvement:**

We are improving this by gathering tenant feedback in our improved survey and using WhatsApp, so tenants can send videos to help us assess issues more effectively.

**TIME TO COMPLETE  
A REPAIR (TP03)****67%**

of tenants responded

**85%**

of tenants are very satisfied or fairly satisfied with the time it takes to complete a repair. This has increased from 81% in 2023.

**Improvement:**

We are continuing to improve this by working with our contractors to fix more repairs during the first visit and follow up calls.

**COMMUNAL AREAS  
(TP10)****77%**

of tenants responded

**85%**

of tenants are very satisfied or fairly satisfied the communal areas are kept clean and well maintained. This has increased from 72% in 2023.

**Improvement:**

We agree how often the work is carried out through the year, such as window cleaning.

**COMPLAINTS  
(TP09)****83%**

satisfied



23 tenants responded to the question about making a complaint within the last 12 months.

83% are very satisfied or fairly satisfied with our approach to handling the complaint. This has increased from 67% in 2023.

**Improvement:**

We are improving this by continuing to gather feedback in-person and ensure our tenants can easily access our complaints booklet and form on our website.

**ANTI-SOCIAL  
BEHAVIOUR (TP12)****71%**

of tenants responded.

**73%**

of tenants are very satisfied or fairly satisfied with our approach to handling anti-social behaviour. This has decreased slightly from 74% in 2023.

**Improvement:**

We are continuing to improve this by listening and acting upon your feedback and agreeing an action plan with you to address your anti-social behaviour complaint.

**NEIGHBOURHOOD  
(TP11)****75%**

of tenants responded.

**68%**

of tenants are very satisfied or fairly satisfied that we are making a positive contribution to your neighbourhood. This has increased from 65% in 2023.

This question was confusing to tenants as we provide one off supported housing in the community not large housing estates.

**OPEN AND  
HONEST****100%**

of tenants responded.

**85%**

of tenants are very satisfied or fairly satisfied that we are open and honest. This has increased from 73% in 2023.

**Improvement:**

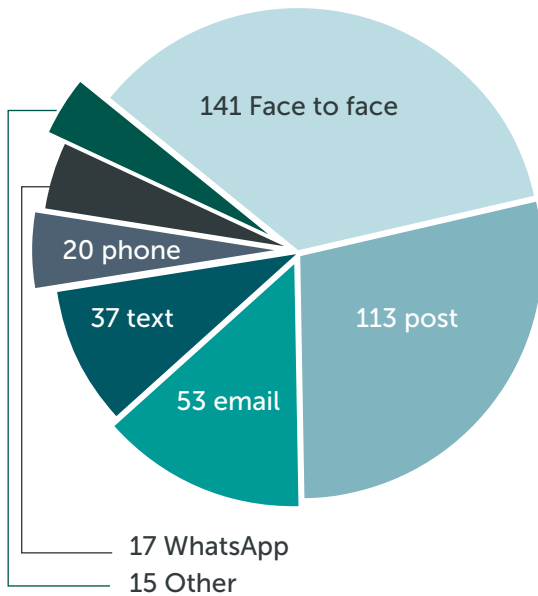
We are continuing to build relationships by involving more tenants through focus groups, surveys and welfare calls.



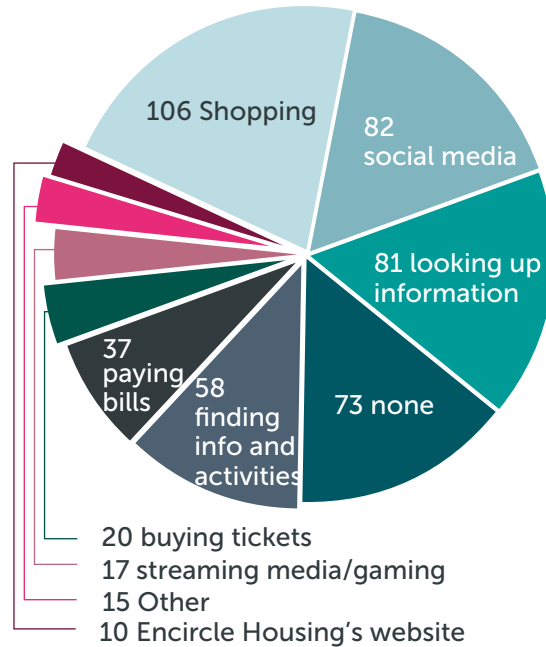
## COMMUNICATING WITH OUR TENANTS

### THE RESULTS ARE IN!

#### TENANTS WOULD LIKE US TO COMMUNICATE WITH THEM BY:



#### TENANTS USE THE INTERNET FOR:



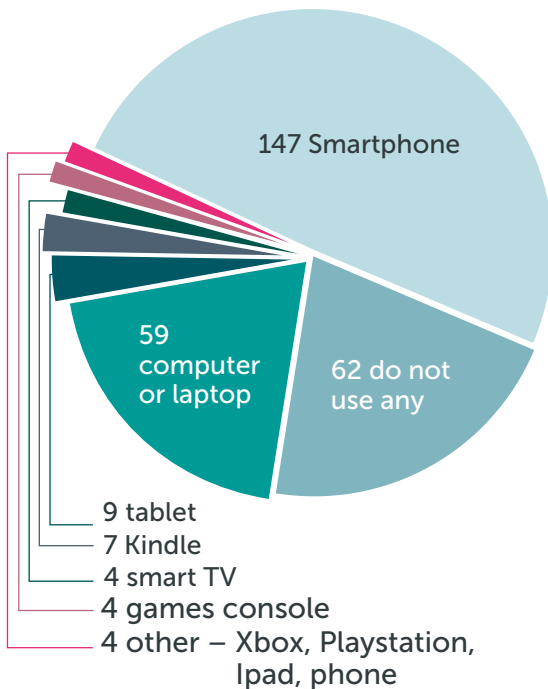
TENANTS WITH THE INTERNET IN THEIR HOME:

**158 Yes**  
**67 No**

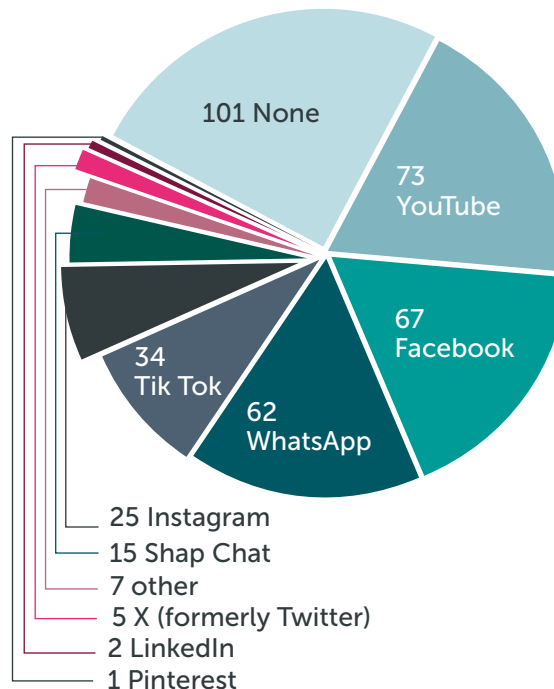
TENANT WOULD LIKE INFORMATION IN THE FOLLOWING LANGUAGES:

220 English  
2 Polish  
1 Turkish  
1 Arabic  
1 Spanish

#### TENANTS USE THE FOLLOWING TECHNOLOGY:



#### TENANTS USE THE FOLLOWING SOCIAL MEDIA:



TENANTS WOULD LIKE THEIR INFORMATION TO USE:

161 Words & photos  
54 words only  
40 drawings and illustrations  
25 video with sound  
25 video with sign language/captions  
36 Words only

## COMPLIMENTS, CONCERNS OR COMPLAINTS

Encircle Housing welcomes compliments, concerns or complaints. Our policy shows how we deal with feedback, and how we use it as an opportunity to learn and improve. Go to: [www.encircleha.co.uk/feedback](http://www.encircleha.co.uk/feedback). If you are still unhappy with us, you can contact the Housing Ombudsman on **0300 111 3000**.

### Gardening:

"Cut the branches and clear up the leaves."



## WAYS TO PAY FOR BILLS

"They are always helpful and respectful."

### Our Voice newsletter:

"Send us more copies."

"Mark helped me put together my TV unit, and I was so pleased as I couldn't have done it on my own."

From 31 January 2026, Encircle Housing will be able to take payments for your bills in person or over the phone. We now have a card reader facility, making it quick and easy to pay using your debit or credit card.

✓ **Pay securely and conveniently**

✓ **Get instant confirmation of your payment**

If you would like to make a payment or have any questions, please contact our Income team, we are happy to help!

**We offer you choices of ways you can pay:**

- **Standing Order:** If you would like to pay by Standing Order, please contact us
- **Online banking:** You can make an online payment
- **Direct Debit:** We can set up a direct debit for you without you going to your bank. Please get in touch with our Income Team

### IMPORTANT!

- **Never share your PIN with anyone**
- **Keep your receipts for your records**

## A WARM WELCOME

We are delighted to welcome Juliette Boland and Bruk Vidler to our growing Housing Team!

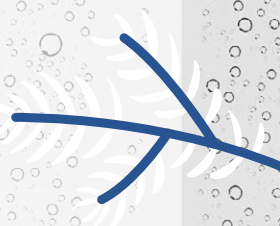
They will be working closely with our tenants on all housing and wellbeing matters across the North West and Central Region. Over the coming months, Juliette and Bruk will be out and about meeting tenants, getting to know everyone, and exploring ways they can offer housing support. Please join us in giving them a warm Encircle Housing welcome!

**JULIETTE BOLAND**  
HOUSING  
OFFICER,  
NORTH WEST



**BRUK VIDLER**  
HOUSING  
OFFICER,  
CENTRAL





## AWAABS LAW

Awaab's Law started on 27 October 2025. This new law requires social landlords to fix unsafe living conditions quickly, especially problems with damp and mould.

We have updated our policies to meet the new Awaab's Law rules.

### This means:

- All damp and mould cases are logged through our repairs team using a damp assessment form.
- Surveyors will inspect homes and provide written reports. The response time depends on how serious the hazard is:
- **Emergency hazard:** Must be made safe within 24 hours
- **Significant hazard:** Inspection within 10 working days and repairs started within 5 working days after the investigation
- **Complex repairs:** Investigated within 12 weeks from reporting

## WHAT HAPPENS IF YOU REPORT DAMP OR MOULD?

### Emergency hazard

- Investigated within 24 hours
- Repairs done within 24 hours
- If the home can't be made safe, alternative accommodation must be provided

### Significant hazard

- Investigated within 10 working days
- Written findings shared within 3 working days
- Repairs started within 5 days, with longer-term works finished within 12 weeks if needed
- If the home cannot be made safe, alternative accommodation must be provided

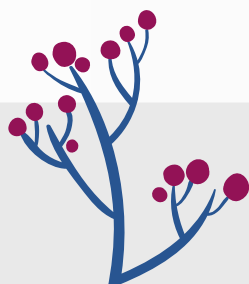
## WHAT IS NOT COVERED BY AWAAB'S LAW

If the issue is not a hazard under the law, then normal repair procedures will apply.

**PLEASE REMEMBER: IF YOU SEE DAMP OR MOULD IN ONE OF OUR HOMES, ALWAYS REPORT IT STRAIGHT AWAY SO WE CAN RESPOND QUICKLY.**

## We are here to help you

Keeping your home safe and warm is a shared responsibility, and we are here to support you. If you need help with repairs, heating checks, or home safety, please get in touch with our team. Let us work together to make sure your home stays a comfortable, safe place to be this winter.





## Plunger Parade winners

Thank you to all our tenants for taking part in the Plunger Parade, there were some great designs. The winners were chosen by our team, and would like to thank Soloman Contractors, Elite Maintenance Ltd and Caldecotte Group for generously donating the vouchers.



### 1ST PRIZE £100 VOUCHER

A tenant from  
Merseyside



### 2ND PRIZE £75 VOUCHER

A tenant  
from Devon



### 3RD PRIZE £50 VOUCHER

A tenant from  
Merseyside



## WINTER CROSSWORD

Look at the picture and fill in the crossword using the names of the items you see.

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## 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 THE NEXT ISSUE YOU CAN READ ABOUT: ...

OUTDOOR MAKEOVER, MEET THE TEAM AND A TENANT STORY