

OUR VOICE

ENCIRCLE HOUSING NEWSLETTER

Encircle
HOUSING

SPRING ISSUE 2026

Welcome to spring!

Hello and welcome to our latest newsletter! We have got lots to share this month, from new ways to make your home feel more comfortable, to tips on staying safe as we hopefully see the warmer weather arrive.

We are excited to let you know that more people housing and repair colleagues have joined the Encircle Housing team to put tenants at the centre of everything we do. Their focus is on keeping your homes well maintained and making it easier for you to get the support you need.

Many tenants have asked to know more about the people who work here. We've put together a guide showing who does what in our Housing, Repairs, and Income Teams, along with contact details. Keep it with your Tenancy Pack or pin it to your notice board - this way you'll always know who to contact if you need help.

We are thrilled to launch our Home Comforts Competition! One lucky household can win £1,000 worth of soft furnishings or furniture for a shared space you share with others in your home, such as your lounge, kitchen, or conservatory. This is a great way to make your home more comfortable, welcoming, and personal. See page 4 for more details and how to enter.

As the days get longer and the sun comes out, remember to enjoy the weather responsibly. Drink plenty of water, stay safe in the sun, and look after yourself and those around you.

The tenant section on our website has lots of information about your tenancy, your home and around your wellbeing. We will be sharing what kind of information is on there. In this issue you can find out about what to do in an emergency and useful contact numbers.

We hope you enjoy this edition of our newsletter. Whether it is keeping your home safe, getting repairs done, or making your home shared spaces more enjoyable, we are here to help whenever you need us.

Peter Aviston
Managing Director



Take part in two competitions!

Win £1,000 of soft furnishing or furniture for your home, see Page 4.

Win £100 air fryer for your kitchen, see Page 5.

WIN!

INSIDE: OUTDOOR MAKEOVERS • WIN OUR COMPETITION
• EMERGENCY IN THE HOME • MEET VICKY WALTERS

HOW HAVE WE BEEN DOING?



In every issue, we share highlights of the work completed by our teams. The results below are from 1 August 2025 to 31 March 2026. The figures were slightly delayed due to publishing our Tenant Satisfaction Survey and combining the summer and autumn updates into one issue.



NEW HOMES

72 Tenants moved into new homes
22 New properties were developed by Encircle Housing



REPAIRS

Repair works were completed within our timescale
100% Emergency repairs were attended to within 4 hours
99% Urgent repairs were attended to within 5 days
97% Non-urgent repairs were attended to within 20 days
100% Gas safety checks were completed
100% Electrical safety checks were completed
99% Fire safety checks were completed
99% Asbestos safety checks were carried out
99% Water safety checks were carried out



HOUSING

25 Anti-social behaviour cases needed to be investigated by the Housing Team at Encircle Housing. No Hate Crime reported during this period.



COMPLAINTS

13 Formal complaints were received. 12 Were closed within the 15 day target time and 1 took 19 days.

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. If the complainant is not satisfied with how we have handled a complaint, or they remain unsatisfied after we have concluded our complaint process you can contact the Housing Ombudsman on 0300 111 3000.

Our Managing Director, Peter Aviston, and Compliance and Maintenance Surveyor, Chris Crawford-Bennett, and Communication and Tenant Involvement Manager, Nicky Thompson spent time with tenants in the North-East. Tenant Mandy (pictured) showed us the improvements she and her friends would like to see.



Outdoor makeovers

This year, we are doing two outdoor makeovers. In January, we visited our tenants and their care providers to find out their ideas.



Chris and Nicky also spoke with tenants and their staff (pictured) in Greater Manchester about ways to improve their outdoor space.

We have agreed on the plans, and the work for both makeovers will take place in spring and summer. Watch this space for updates!



Tenant involvement



OUR TENANTS HAVE HELPED IMPROVE OUR TENANT CHARTER

We have been working with our tenants to update and redesign our Tenant Charter. This document explains what Encircle Housing does, what you can expect from our services, and the different ways we support you.

We have made changes to make the Charter easier to understand. This includes using clearer words, full sentences, and adding illustrations and photos. We have also added more information about our services and the ways we help our tenants.

You can view the Tenant Charter on our website:
www.encircleha.co.uk/tenant-charter



A big thank you to everyone who helped us with this work. Here is a photo of Paul and Mikey along with their care team, who were some of our tenants took part and helped make these changes possible.

HOME COMFORTS COMPETITION

Win £1,000 worth of soft furnishings and/or furniture for your home!

We are excited to launch our Home Comforts Competition! One household will have the chance to refresh a shared space in their home with £1,000 of soft furnishings and/or furniture. This could be for a lounge, kitchen, conservatory, or any shared area.

From cosy cushions and throws to stylish curtains, rugs, or new furniture, this prize is all about helping you make your shared space more comfortable, welcoming, and personal. A refresh can make a big difference to how a home feels, and we want to help you create a space you love spending time in.

HOW TO ENTER

- Download and complete the entry form from our website:
www.encircleha.co.uk/home-comforts
- Email the completed form to:
contactus@encircleha.co.uk
- Competition opens on Monday 20 April 2026 and closes on Monday 22 June 2026





Housing

WARMER MONTHS ARE COMING - DRINK RESPONSIBLY

As the days get longer and the temperature starts to rise, warmer weather invites us outside. It's a season for spending time with others, soaking up the sunshine, and enjoying the outdoors. With those good times comes an important reminder: drink responsibly.

Heat can intensify the effects of alcohol and increase the risk of dehydration, making it more important than ever to pace yourself. Alternate alcoholic drinks with water, eat before and during drinking, and know your limits. Warm weather is best enjoyed when everyone gets home safely and healthy.



NO SMOKING OR VAPING INSIDE YOUR HOMES

We would like to remind tenants that smoking or vaping is not permitted inside your home. This helps protect the property by reducing the risk of smoke and fire damage. If you wish to smoke or vape, please do so outdoors.



USE AN AIR FRYER INSTEAD OF A FRYING PAN

Air fryers are an easy and healthier way to cook your favourite foods. Unlike frying pans, which can be risky for your health and safety, air fryers offer a cleaner, safer way to cook.

Frying pans often need lots of oil, which can increase calories and unhealthy fats. Hot oil can splatter, causing burns, and overheated oil produces smoke and harmful fumes. Frying with oil also carries a higher risk of kitchen fires. Air fryers use circulating hot air to cook food evenly with little or no oil. This means less fat, less mess, and safer cooking.

Air fryers are to be used in the kitchen only, and not in any other room.



COMPETITION TIME WIN AN AIR FRYER WORTH £100!

HOW TO ENTER

Download and complete the entry form from our website:
www.encircleha.co.uk/air-fryer

Email your completed form and send us your best recipe to:
contactus@encircleha.co.uk

Competition opens on Monday 20 April 2026 and closes on
Monday 22 June 2026





REPAIRS

WHAT TO DO IN AN EMERGENCY IN YOUR HOME

Emergencies can happen at any time.
This guide explains what to do if there is an emergency in your home.

| LOST ELECTRICITY

If you experience a power cut, contact your local Distribution Network Operator (DNO) **by calling 105**. It is always good to check to see if the surrounding and neighbouring properties in the street have been affected. If not and it is only your property then **ring Encircle Housing's emergency number on 0330 094 0142**.



| GAS LEAK

If you smell gas or suspect a leak, immediately turn off the gas supply at the meter, open your windows for ventilation, and avoid using any electrics. Then, report the gas leak to the emergency gas helpline:

- **England: 0800 111 999**
- **Northern Ireland: 0800 002 001**

After contacting the gas emergency service, you must also inform Encircle Housing straight away, call our helpdesk on **0330 094 0142**.

If you are experiencing low gas pressure or a loss of supply, contact the gas emergency helpline immediately.



| EMERGENCY REPAIRS

Any emergency repairs must be reported straight away to Encircle Housing, call our helpdesk on 0330 094 0142

Meet the team

Our tenants wanted to know more about the people who work here. We have put together some information so you can see who does what in our Housing, Repairs and Income Team and how to contact them if you need to.

You can keep this information with your Tenancy Pack so everything is in one place, or pin it to your notice board. That way, you will always know who to get in touch with at Encircle Housing. We are here to help whenever you need us.

WHAT TO DO IN AN EMERGENCY IN YOUR HOME

| FIRE SAFETY



Scan the QR code →
(Fire safety fact sheet.png)

A fire can start anywhere in your home. If a fire breaks out in your home, follow your escape plan, get out and call 999. Read our Fire Safety fact sheet for more information, go to:
www.encircleha.co.uk/fire-safety

| FLOODING OR ESCAPE OF WATER



Scan the QR code →
(Help during a flood.png)

You may get a warning that your area might get flooded. Here is some information about what to do before or during a flood, go to:
www.gov.uk/help-during-flood. Report it to Encircle Housing, call our helpdesk on **0330 094 0142**.

| POWER CUT



Scan the QR code →
(Find my network operator.png)

Your energy provider will usually give you a few days' notice if they are planning a power cut to your home. You can check for planned power cuts by your provider, go to:
www.energynetworks.org/customers/find-my-network-operator

Scan the QR code →
(Power cut advice.png)

Sometimes severe weather or damage to the network can disrupt power supplies. It is always good to be prepared by knowing what to do and making a plan. Go to the National Grid's website, go to: powercuts.nationalgrid.co.uk/power-cut-advice



You can find out more information about your tenancy and your home on our website, go to:
www.encircleha.co.uk/your-home/

Scan the QR code →



MEET VICKY WALTER, OUR NEW COMPLIANCE COORDINATOR

"Hi everyone! My name is Vicky Walter, and I've recently joined Encircle Housing as the Compliance Co-ordinator. I will be working alongside the Repairs and Maintenance Team and I am excited to be here.

What attracted me to Encircle Housing, was the strong values and genuine focus on doing the right thing. I am passionate about working in an environment where the work we do helps keep tenants' homes safe and makes a real difference to people's lives. I am looking forward to getting to know everyone and being part of the team. Please feel free to say hello!"



New and updated tenant information

YOUR TENANCY

You can find these, go to:

www.encircleha.co.uk/your-tenancy



Scan the QR code

REPAIRS AND MAINTENANCE

You can find these, go to:

www.encircleha.co.uk/repairs



Scan the QR code

SPRING WORDSEARCH

Find the 9 words in the word search puzzle.

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

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

First Floor, Lister House, Lister Hill, Horsforth, Leeds, LS18 5AZ

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 JUNE'S ISSUE YOU'LL FIND...

ADVICE ABOUT KEEPING YOUR HOME SAFE AND SECURE, AND OUR MAKING A DIFFERENCE EVENTS