

OUR VOICE

ENCIRCLE HOUSING NEWSLETTER

Encircle
HOUSING

SUMMER ISSUE



Welcome from Peter

Welcome to the summer issue of Our Voice. In this edition, we are sharing ways our tenants are getting involved, improving homes inside and outdoors, and ways to keep safe in the home and garden.

In May, we launched Our Tenant Experience Strategy through our Tenants Talk events. These events were held during Mental Health Awareness Week. They gave tenants the chance to meet other people, take part in activities and tell us what matters to them. Thank you to everyone who came along and shared their views.

You can also read about outdoor makeovers in Greater Manchester and Lancashire. These projects show what can happen when tenants, care providers and our teams work together. Unused outdoor areas have been turned into places where people can relax, enjoy activities and spend time with others. We are also looking forward to sharing our next outdoor makeovers in Redcar and Cleveland and London.

We want to understand what you think about our services so we can make the right improvements. We will also start sharing tenant feedback directly with our Board, including videos, so they can hear what matters to you and what changes you would like to see.

In our last Tenant Satisfaction Survey, we asked how you would like us to contact you. We are now looking at how we can improve the way we communicate with tenants. To do this, we need to make sure we have your correct contact details. We will be in touch with you over the coming months.

You can also get some advice about decluttering, reporting repairs and keeping your home safe and healthy. Please report repairs as soon as you notice them, even if they seem small. This helps us fix problems before they get worse.

Your feedback helps us learn and improve. I hope you enjoy this issue, and I look forward to hearing more from you over the coming months.

Peter Aviston
Managing Director

Competition

You could win a two-seater or four-seater garden table and chairs for your outdoor space. To enter, send us your favourite recipe. See back page for more details



INSIDE: OUR TENANT EXPERIENCE STRATEGY,
OUTDOOR MAKEOVERS, AND TENANTS TALK EVENTS

TENANT INVOLVEMENT

OUR TENANT EXPERIENCE STRATEGY

In May, we launched Our Tenant Experience Strategy that has been developed with the help of our tenants. This brings together our tenant involvement work across Encircle Housing and builds on what is already in place. We launched the strategy through the Housing Team's Tenants Talk events during Mental Health Awareness Week, with activities for tenants and support from our care provider partners.



Outdoor makeovers

Greater Manchester

We worked with tenants and their care team, Outreach Community and Residential Services, to turn an outdoor area into a welcoming shared space during Mental Health Awareness Week. Tenants live in individual flats with no shared indoor or outdoor space, so we wanted to create somewhere people could come together. The space now has four areas for relaxing, eating, socialising and activities, with a shelter in the centre as a shared hub. Bright planting, painted furniture and colourful fencing have created a welcoming space for everyone to enjoy. Read the full story at www.encircleha.co.uk/outdoor-makeover



Lancashire

We were pleased to join the Northern Healthcare team and tenants at their recent event. We helped paint furniture, clear the area and add plants. We also donated two large planters, two smaller pots, compost and a selection of evergreen and long-lasting plants. These will help bring colour to the space throughout the year.



Voice to our Board

We work with tenants so we can keep improving our homes and services. We will be asking tenants to share their views with our Board. You may be able to do this in different ways, such as sharing a written story, recording a video or speaking to the Board in person.



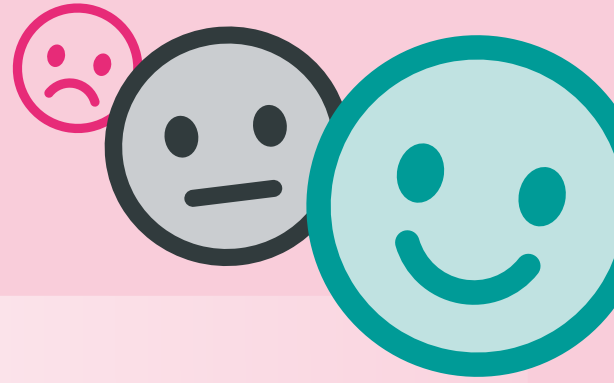
Updating your contact details

In the last tenant satisfaction survey, we asked how you would like us to contact you. Many tenants told us they prefer contact in person, by WhatsApp, text or email. We are now looking at how we communicate with you. As part of this, we will be in touch to check that your contact details are up to date.



HOW HAVE WE BEEN DOING?

In every issue, we share highlights of the work completed by our teams. The results below are from 1 April 2026 to 30 June 2026.



NEW HOMES



- 41** Tenants moved into new homes
- 14** New properties were developed by Encircle Housing

REPAIRS



We completed the following repairs and safety checks within our target timescales:

- 100%** Emergency repairs were attended to within 4 hours
- 100%** Urgent repairs were attended to within 5 days
- 98%** Non-urgent repairs were attended to within 20 days
- 100%** Gas safety checks were completed
- 100%** Electrical 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



- 13** Anti-social behaviour cases were investigated by the Housing Team. No hate crimes were reported during this period.

COMPLAINTS



- 5** Formal Stage 1 complaints were received during this period and all were closed within the 15 day target time.

COMPLIMENTS, CONCERNS OR COMPLAINTS

We welcome compliments, concerns and complaints. Your feedback helps us learn and improve. You can find out more at www.encircleha.co.uk/feedback. If you are still unhappy after making a complaint to us, you can contact the Housing Ombudsman on 0300 111 3000.

HOUSING TEAM



Tenants TALK

EVENTS ACROSS
THE COUNTRY

In May, we launched Tenants Talk events during Mental Health Awareness Week. The national theme encouraged everyone to take action to support mental health, so it was a great time to bring tenants together for friendly conversations, activities and support.

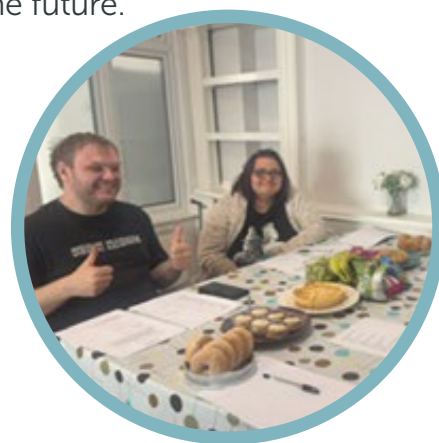
Tenants Talk is part of Our Tenant Experience Strategy. It gives tenants the chance to share what matters to them in an informal way, while helping us understand how we can keep improving our homes and services.



Lancashire

Regional Housing Manager Shahid Ramzan joined tenants and Active Pathways for a wellbeing day focused on connection, support and positive conversations. The day started with a fun mood activity, where tenants used different types of weather to describe how they were feeling. Tenants also enjoyed positive word searches, group discussions about wellbeing, and a shared lunch with pizza and refreshments. In the afternoon, tenants played Positive Thinking Bingo, which encouraged simple acts of kindness. It was a brilliant day full of support, laughter and meaningful conversations.

how to report concerns, and refreshed their knowledge of fire safety. The event also gave us useful feedback about building management, wellbeing and activities tenants would like to see in the future.



Greater Manchester

Housing Officer Juliette Bolland was joined by tenants and Northern Healthcare for a positive session in Greater Manchester. Tenants shared ideas for future activities, talked about safeguarding and

Essex

Regional Housing Manager Stefanie Kennedy hosted a relaxed event with snacks, a quiz and plenty of laughter. Tenants talked about how they could keep meeting regularly and agreed to take turns choosing and organising a different activity each month. There were lots of great ideas, and everyone is looking forward to building on these new friendships.

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Hampshire

Housing Officer Bruk Vidler spent time with tenants creating colourful canvases with positive messages. Tenants also enjoyed taking part in a quiz. It was a fun afternoon that encouraged creativity, conversation and lots of smiles.

Northern Ireland

Regional Housing Manager Lyndsay Russell held two successful events for tenants across Northern Ireland. Some tenants enjoyed crafts while talking about mental health awareness, while others made the most of the good weather with outdoor garden games.

Decluttering your home

Belongings can build up over time, and this can make it harder to use your home safely and comfortably. Keeping your home tidy can also help reduce the risk of trips, falls and fire hazards.

Five ways to get started

- Start small. Choose one drawer, cupboard or shelf rather than trying to tidy a whole room
- Set a timer. Spend 10 or 15 minutes decluttering, then take a break
- Sort items into piles. Decide what you want to keep, donate, recycle or throw away
- Keep walkways clear. Make sure hallways, doors and exits are free from clutter so you can move around safely
- Ask for support. If you feel overwhelmed, speak to a member of your Housing Team or care team. We are here to help

How a clutter-free home helps you

- Fire escape routes are kept clear
- It may help reduce stress and anxiety
- It can make cleaning easier
- Clearer floors can reduce the risk of trips and falls
- A clean and tidy home can feel more relaxing

If you are finding it difficult to declutter, or would like extra support, please speak to your Housing Officer. Together, we can look at the best ways that can help you.

REPAIRS



Repairs and keeping your home safe

We want your home to be a safe, secure and comfortable place to live. Reporting repairs early and taking a few simple safety steps can help stop small issues becoming bigger problems.

REPORT REPAIRS AS SOON AS YOU CAN

If something is not working properly, or you notice damage in your home, please let us know as soon as possible.

Reporting repairs early helps us to:

- **fix problems before they get worse**
- **keep your home safe and comfortable**
- **reduce the risk of more serious repairs later**
- **arrange the right contractor as quickly as possible**

Please ensure you pass as much information to the repairs team as possible including photos of the problem that needs to be repaired.

A PLANNED APPROACH TO REPAIRS

We want to provide a repairs service that keeps homes in good condition. Some repairs need urgent attention, while others can be planned in advance.

Planning helps us to:

- **prioritise emergency repairs quickly**
- **group routine maintenance where it makes sense**
- **carry out preventative work before problems develop**
- **maintain the quality of your home for years to come**
- **plan future work, such as new kitchens, bathrooms and roofs**

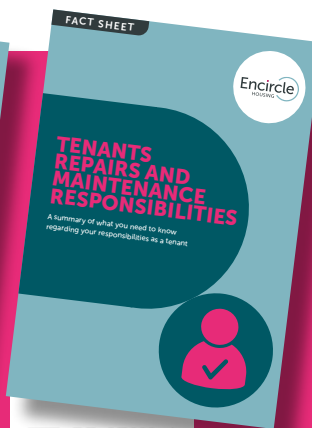


Please ensure you pass as much information to the repairs team as possible including photos of the problem that needs to be repaired.

REPAIRS INFORMATION

You can find lots of information about your repairs service on our website, go to www.encircleha.co.uk/repairs-maintenance

Here are some of the documents:



Stay safe at home and in the garden

A safe home includes indoor and outdoor areas. Here are some simple ways to reduce everyday risks. You can also find more information in the Repairs and Maintenance booklet.

AROUND THE HOME

- keep hallways, stairs and exits clear
- clean up spills straight away to help prevent slips
- test smoke alarms regularly and report any faults
- make sure furniture does not block windows or escape routes



IN THE GARDEN

- keep paths clear of weeds, moss and loose items
- trim back plants that block walkways
- store garden tools safely after use
- report damaged fences, gates or uneven paving

PRACTICAL ELECTRICAL SAFETY

We all use electricity every day, so it is important to use it safely. If you notice burning smells, scorch marks, flickering lights or faulty sockets, please report them straight away.

Please remember to:

- avoid overloading plug sockets or extension leads
- unplug chargers when they are not in use
- report damaged plugs, sockets or electrical cables
- keep electrical appliances away from water
- never try to carry out electrical repairs yourself

HEALTHY HOMES

A healthy home supports your wellbeing. You can help keep your home healthy by:

- opening windows each day to improve ventilation
- keeping your home at a comfortable temperature during colder weather, where possible
- wiping away condensation from windows and sills
- reporting damp, mould or leaks as soon as you notice them
- keeping your home clean and free from excess clutter



HELP US TO HELP YOU

If you are unsure whether something needs repairing, or you would like advice about keeping your home safe, please contact a member of your Housing Team or the Repairs Team. Working together helps keep your home safe, comfortable and well maintained.



WIN TWO GARDEN FURNITURE SETS

Only open to Encircle Housing tenants

Enter our summer competition for the chance to win a two-seater or four-seater garden table and chairs for your outdoor space. To enter, simply send us your favourite recipe.

How to enter

1. Download and complete the entry form from our website: www.encircleha.co.uk/garden-table
2. Email your completed form and your favourite recipe to: contactus@encircleha.co.uk

The competition opens on Monday 13 July 2026.

The closing date for entries is Monday 10 August 2026.



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CROSSWORD

What are the 10 names?



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

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 THE AUTUMN ISSUE, YOU CAN
READ ABOUT...LET IT GROW EVENT,
GAS SAFETY WEEK AND MEETING TENANTS