

OUR VOICE

ENCIRCLE HOUSING NEWSLETTER

Encircle
HOUSING

AUTUMN ISSUE

Welcome from Peter

Welcome to the autumn edition of Our Voice. As we move into a new season, this issue is full of updates, stories and useful information from across Encircle Housing. It is also a chance to celebrate the many ways tenants are getting involved, sharing ideas and helping to improve the homes they live in.

You can read about our latest events, including a wellbeing session in Staffordshire where tenants came together to connect, reflect and enjoy time with one another.

We are also looking ahead to Safeguarding Adults Week in November. Our tenants across the country will be invited to Tenants Talk events about adult safeguarding, what it means to feel safe, and how every voice and every choice matters.

Outdoor spaces are another focus in this issue. We share updates on improvements in Redcar and Cleveland, where tenants have helped to design and transform their outdoor area into a beautiful garden with new fencing, artificial grass, planting, raised beds and a dining area.

Safety at home remains an important theme throughout this newsletter. You can find advice on how to charge lithium-ion batteries safely. These batteries are found in many everyday items and can be dangerous if they are damaged or charged incorrectly.

There is also some important new information for tenants. From 1 October, new government requirements will give tenants of housing associations greater rights to access information about their homes and services. You can read more about this on page 4-5.

From 30 November, Awaab's Law will be updated to include how damp, mould and other hazards in the home are dealt with. It is important that you report any concerns about damp, mould or other hazards to our Repairs Team as soon as possible.

You can also read about Gas Safety Week and the simple steps you can take to help keep yourself and others safe at home.

As always, thank you to everyone who gets involved, shares feedback, reports concerns, attends events or helps improve their home. Your views and experiences matter. They help us understand what is important to you and make better decisions about our services.

We hope you enjoy reading this issue of your newsletter.

Peter Aviston
Managing Director

Help us to help you

We would love to know what you think! If there are any topics you would like us to cover in this newsletter, please email contactus@encircleha.co.uk

IN THIS ISSUE READ ABOUT: OUTDOOR MAKEOVERS,
TENANTS TALK EVENTS, FIRE SAFETY AND PUMPKIN HARMONY SOUP

WE'RE
ALL
EARS!



Tenant involvement

TENANT INFORMATION

We have been asking our tenants what information would be useful for them. Our tenant, Paul wanted a guide that explains what specialised supported housing is and what our tenants can expect from us. We worked together on the information, you can download 'What is specialised supported housing?', go to www.encircleha.co.uk/what-is-supported-housing or scan the QR code.



Scan QR code

Outdoor makeovers



TENANTS HELP TRANSFORM OUTDOOR SPACE INTO A GARDEN EVERYONE CAN ENJOY

Our tenants who live in Redcar and Cleveland have helped transform their outdoor space. This beautiful garden has been designed around what matters most to them.

The tenants worked alongside our team to share their ideas for the outdoor space. They wanted it to be practical, relaxing and welcoming. The new area gives tenants somewhere to socialise, enjoy meals outdoors and spend time gardening. It also includes space to grow herbs, vegetables and flowers. The makeover included levelling the ground, adding a new fence and gate, creating seating and dining areas, installing a summerhouse for shade, adding raised planting beds, plants and hanging baskets, and painting the feature walls.

Our tenants say they love spending time in the new garden, which now provides a calm, colourful and accessible space that supports wellbeing, independence and connection.

Special thanks to our tenants, their care provider, Valorum Care Group, and Caldecotte Group.

Read the full story and see all the photos, go to: www.encircleha.co.uk/garden-north



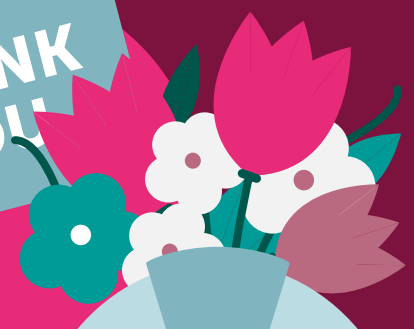
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COMPETITION WINNERS

We have been running a few competitions this year which have helped our tenants to improve their homes inside and outside. Thank you to everyone that has taken part. In the next issue we are sharing the photos from all the winners.

THANK
YOU



How have we been doing?

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



NEW HOMES

- 24** Tenants moved into new homes
- 11** 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
- 97.5%** 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

- 9** New anti-social behaviour cases were reported, and we were investigating 30 cases. No hate crimes were reported during this period.



COMPLAINTS

- 4** Formal Stage 1 complaints were received. 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. We have set up a new email address for making a complaint, go to complaints@encircleha.co.uk. 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



STAFFORDSHIRE

Regional Housing Manager Michelle Chalmers led a Tenants Talk event in Staffordshire, focused on wellbeing and positive thinking. Tenants shared words to describe how they felt, including blissful, cheerful, content, happy, joyful and upbeat. The event brought people together through music, dancing, pizza and refreshments, creating a welcoming space for tenants to connect, share experiences and enjoy time together.



EVERY VOICE EVERY CHOICE

ADULTS SAFEGUARDING WEEK

During Safeguarding Adults Week from 16-22 November, our tenants across the country will be invited to take part in Tenants Talk events to discuss adult safeguarding and what it means to feel safe at home and in the community.

The week's theme, Every Voice. Every Choice, is all about listening to people, supporting choice and control, and making sure safeguarding conversations are shaped by the people they affect.

The events will give tenants a chance to share their views, ask

questions and help us continue to create safer, more supportive homes and communities.

We want all tenants to feel comfortable, happy and at home in their accommodation. Your room or flat is your own personal space and we encourage residents to personalise their home to reflect their tastes and preferences.

NEW RIGHTS TO ACCESS INFORMATION ABOUT YOUR HOME AND SERVICES

From 1 October 2026, new government requirements will give tenants of private registered social housing providers greater rights to access information about how their homes and housing services are managed.

The new Social Tenant Access to Information Requirements (STAIRs) are being introduced in stages.

WHAT DOES THIS MEAN FOR TENANTS?

1. From 1 October 2026, private registered social housing providers must make information about their housing management publicly available. This will help tenants understand how their landlord

manages homes and delivers services.

We have a page on our website, where you can find all this information, go to:

www.encircleha.co.uk/stairs

2. From 1 April 2027, tenants will also be able to make requests for information directly to their landlord. Providers will generally need to respond to these requests within 30 days. We will explain more about this next year.



Scan QR code

Your responsibilities in your home

Having control over your living environment is an important part of independent living, which is why tenants are able to make decisions about aspects of their accommodation such as flooring, decoration and appliances within their own rooms or flats.

To support this, tenants are responsible for maintaining and replacing certain items within their own accommodation, including:



- **Carpets and flooring within their room or flat. (excluding walk in showers/wet room flooring)**



- **Internal painting and decoration**



- **White goods and domestic appliances provided for their personal use (unless built within existing kitchen units)**



- **Damage caused through misuse, neglect or accidental damage by the resident or their visitors**



- **Window blinds**

This approach gives tenants greater choice and flexibility over the appearance and style of their home, allowing them to select colours, furnishings and appliances that best meet your individual needs and preferences.

Both Encircle Housing and the head landlord have responsibilities for ensuring our tenants' homes are maintained to a good standard. These responsibilities can vary depending on the property and arrangements in place. They include maintain the building's structure, and exterior and key building services, communal areas, statutory compliance requirements and any repairs that fall within the landlord's responsibilities.

If you require support to maintain your accommodation or arrange repairs and replacements, your care and support provider can offer advice and assistance to help ensure your home remains safe, comfortable and well maintained.



GET IN TOUCH

If you would like any help and guidance about your responsibilities in your home, speak to your Housing Officer, call 0330 390 0517.



Repairs



Our surveyors and Housing Team members joined together to hold Tenants Talk events during Gas Safety Week in September.

EVENTS for Gas Safety Week

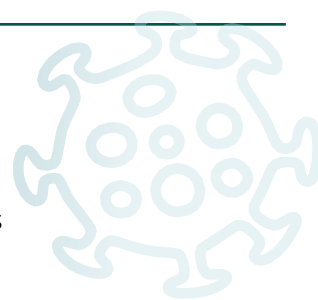
Gas Safety Week is a national awareness campaign that highlights the importance of staying safe around gas appliances. This year's theme, "Take No Chances," reminds us that when it comes to gas safety, every concern should be taken seriously.

Tenants really enjoyed the events, they took part in quiz's and [activities] to learn more about..... the opportunity to meet members of our Housing and Repairs team in a relaxed and welcoming environment.

The sessions covered a range of important topics, including what we do as a landlord including gas safety inspections, what happens during a gas safety visit, spotting warning signs, ventilation areas clear, what to do if you smell gas or a leak, and how to report repairs. Also what tenants can do such as allowing access, reporting repairs, keeping ventilation areas clears, using gas appliances safely. Working together protects everyone. It was an opportunity to meet members of our Housing and Repairs team in a relaxed and welcoming environment.

Damp and mould

Encircle Housing is committed to removing damp and mould from our tenant's homes and welcomes your support in making sure this happens. You can read more in our Damp and Mould information in the repairs information section below.



HOW WE DEAL WITH DAMP, MOULD AND OTHER HAZARDS UNDER AWAAB'S LAW

From 30 November 2026, the government's regulation for Awaab's Law will be updated to include damp, mould and other hazards in your home. We have changed our information so we are ready for when it applies. You can read it in the repairs information section on the right hand page.



Fire safety

STAY SAFE WHEN CHARGING BATTERIES

Lithium-ion batteries are used in many everyday items, including mobile phones, vapes, electric toothbrushes, toys, e-bikes and e-scooters. These batteries are usually safe when used correctly, but they can cause serious fires if they are damaged, faulty or charged in the wrong way.

Fire services are seeing more fires linked to lithium-ion batteries, particularly where e-bikes and e-scooters are charged inside homes. These fires can spread very quickly and create toxic smoke, so it is important to take simple steps to reduce the risk.

HOW TO CHARGE SAFELY

Always use the charger supplied with your device, or a replacement recommended by the manufacturer. Charge batteries on a hard, flat surface and keep them away from anything that could catch fire. Do not charge items overnight, when you are out, or in places that could block an escape route such as hallways, stairs or doorways.

Stop using a battery straight away if it becomes very hot, changes shape, leaks, smells unusual, makes a hissing or cracking sound, smokes, or takes much longer than normal to charge. If there is a fire, leave the building, close doors behind you if it is safe to do so, and call 999.

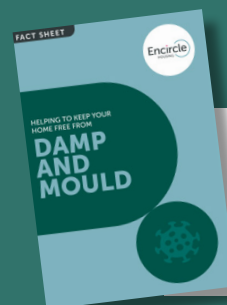
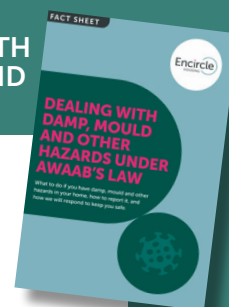


REPAIRS INFORMATION



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 repairs document with useful information:

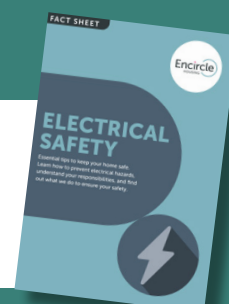
DEALING WITH AWAAB'S LAW WITH DAMP, MOULD AND OTHER HAZARDS



DAMP AND MOULD



ELECTRICAL SAFETY



EMERGENCY REPAIRS IN YOUR HOME



FIRE SAFETY



GAS SAFETY



HARMONY PUMPKIN SOUP RECIPE

Thank you to our tenants for this delicious recipe!

Ingredients

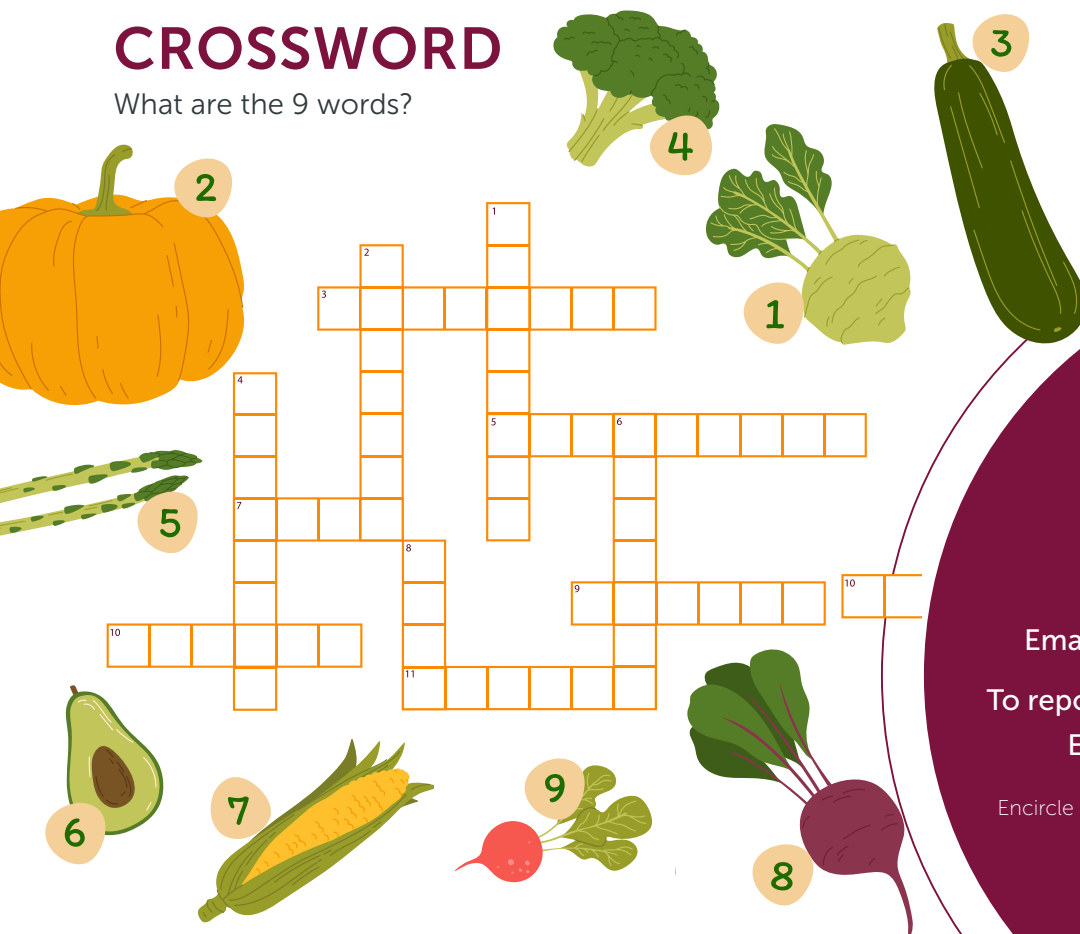
2 lbs pumpkin, peeled and cubed
2 medium sweet potatoes, peeled and cubed
4 garlic cloves
1 large onion, halved
2 tbsp olive oil
1 tbsp ground coriander
1 tbsp ground cumin
1 tsp chilli powder
1 litre stock
150 ml double cream
Fresh coriander
Salt and pepper

Method

Step 1 - Roast vegetables at 200°C for 25–30 mins until golden.
Step 2 - Sauté onion until soft, add garlic.
Step 3 - Add spices and cook briefly.
Step 4 - Add roasted vegetables and stock, simmer until tender
Step 5 - Blend to consistency.
Step 6 - Add cream and adjust seasoning. Serve hot.

CROSSWORD

What are the 9 words?



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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

Encircle Housing, 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 THE NEXT ISSUE YOU CAN READ ABOUT...

NEW HOMES, BIG ENERGY SAVING WEEK
AND TENANT VOICE AT BOARD