

YOUR NEWS

Welcome to the new-look Your News

Summer 2021



ADOPT-A-POT SUCCESS FOR RYFIELDS RESIDENTS

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WHAT THE NEW BUILDING SAFETY LAW MEANS FOR YOU



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SPICE UP YOUR SUMMER SALAD

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Your
HOUSING GROUP

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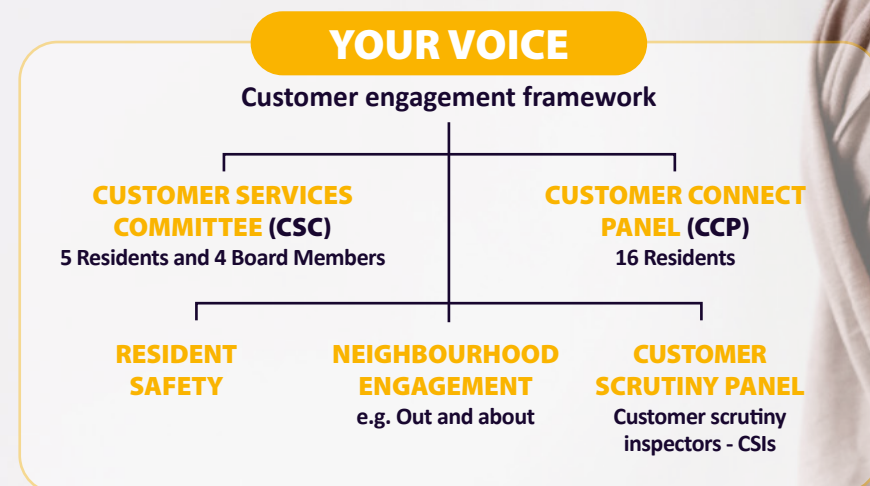
 @Your_Housing
 0345 345 0272

Creating more places for people to thrive and be recognised as a sector leading landlord

CUSTOMER CONNECT

Back in April, we introduced you to **Customer Connect** and what it would mean for you.

www.yourhousinggroup.co.uk/customers/customer-connect



CUSTOMER SERVICES COMMITTEE (CSC)

We can now introduce you to our new CSC members in more detail.



BEATA LUCZAK

"I have been a resident with Your Housing Group for a year and I applied to be part of this committee because I am passionate about diversity and inclusion..."



JOHN MORRIS

"I am both a qualified General Nurse and a qualified Social Worker...my wife Yvonne and I have been Your Housing Group residents for approximately seven years..."



ANDREA HAMPTON

"I have been a tenant with Your Housing Group for 10 years. For eight of these years I have been involved with YHG in some way..."



MARLENE WEST

"I've been a Your Housing Group resident for almost two years. I have served as Chairperson of various boards and committees,...within the housing sector and for The Princess Royal Trust for Carers..."

Read more at

www.yourhousinggroup.co.uk/customers/customer-connect/customer-connect-overview/your-voice/

CUSTOMER CONNECT PANEL (CCP)

We have also now had our very first CCP meeting, where we discussed antisocial behaviour, the new website and anything and everything related to customer engagement! This group of residents support both the CSC and us, to get things right for you!



CUSTOMER SCRUTINY INSPECTORS (CSIs)

WHAT IS CUSTOMER SCRUTINY?

We work with our customers, to ensure we thoroughly examine, or scrutinise, the service we offer. A Customer Scrutiny Inspector (CSI) is a bit like a 'secret shopper', but it's so much more too.

They are trained YHG residents - tenants or leaseholders - who offer their time to review our services before offering conclusions and recommendations for change.

WHAT TYPE OF THINGS DO THEY DO?

On a recent review, CSIs looked at previous customer dissatisfaction within fix360, our repairs service, to help inform improvements in the service. During a two-week period, adhering to all data protection protocols, our CSIs called a sample of customers to talk about their

experiences, before their findings and recommendations were presented to the Customer Service Committee (CSC).

On this occasion, CSIs presented eight recommendations, which were agreed and have now been implemented by the business.

ARE YOU PASSIONATE ABOUT MAKING CHANGES FOR YHG RESIDENTS?

CAN YOU HELP US GET THINGS RIGHT EVERY TIME?

WE NEED YOU!

If you're interested in finding out more about our CCP or becoming a CSI, get in touch at yourvoice@yourhousinggroup.co.uk



We're passionate about working with you and listening to you which is why we are proud to support Tpas' work and sponsor the 'Excellence in Engagement in Support and Care Award' at this year's Tpas Awards.

WHO'S WHO AT YHG?

I'm Lorraine Donnelly and I'm the Development Director at YHG, responsible for the delivery of our new homes programme. We currently have over 1,300 new homes under construction.



I've spent the majority of my career working in construction, starting at Balfour Beatty Civil Engineers back in 1988. Getting the job here in 1994, allowing me to mix construction and housing, was the start of my dream career. I remember the elation when my parents were

able to buy their home for £6,000 using the Right to Buy scheme from Liverpool Council. When I'm not working, I love seeing my children, family and friends and travelling with my husband of 29 years, Paul - so I'm looking forward to doing that again soon.

1. How would you describe your role at YHG/fix360 to friends and family?

I help to build much needed homes

9. Would you rather go back to the past or into the future?

Definitely go back to the past

2. If you could invite 5 celebrities (dead or alive) to a dinner party who would they be?

Ken Dodd, Howard Kendall, Sean Connery, Billy Connolly and Shirley Bassey

10. What is your favourite takeaway food/fast food restaurant?

Chinese

3. What is your favourite song?

Candi Staton, 'Young Hearts Run Free'. How hard is that to choose!

11. Do you have any pets?

Yes, Barney the Golden Lab pup

12. Do you have a middle name?

Elizabeth or Betty to my friends

4. What is the best gift you've ever received?

My kids but don't tell them

13. What are 3 words you'd use to describe yourself?

Loyal, honest and a nark (sometimes)

5. Tell us your top three TV show picks

Only Fools & Horses, Friends and Bridgerton

6. What's your favourite decade, and why?

80s - I had so much fun

14. Now ask a colleague to describe you in 3 words! What are they?

Dependable / Authentic / Scouse

7. What's the farthest you've been from home?

Asia - Singapore

15. Are you a morning person or a night owl?

Morning person

8. What fictional place would you most like to go to?

Hogwarts

16. What is one thing on your bucket list?

Visit as many US states, went to Memphis a couple of years ago didn't expect to like it and I loved it!

SAFETY IN SUMMER



With the summer holidays now underway, we all hope we'll be able to spend more time in the garden and get out and about, but it can sometimes be hard for you to relax if you're busy worrying about your kids.

Our adventurous little ones can often place themselves in danger without realising the potential consequences.

So, what can we do to make sure our children are safe during the summer holidays?

- Paddling pools can be great fun to splash around in during the summer months. However, it can take just a minute for children to drown in a few centimetres of water. **Never leave children to play unattended.**
- Many trampolines aren't suitable for children under six as they're not yet sufficiently developed to be able to control their bouncing. **Always choose a trampoline with a net.**
- Nothing says summer like the smell of burning sausages on a barbeque. Make sure your **barbeque is on a level, stable surface** and keep little ones from venturing too close.
- We all love being out in the sun, but too much can cause painful sunburn and dehydration. Make sure you keep babies under the age of six months out of direct sunlight and always encourage your child to wear a hat and apply sun cream regularly.
- Make sure your child's car seat is properly fitted before hitting the road for a family holiday. **Never leave a child unattended in a car.**



THE POST OFFICE CARD ACCOUNT

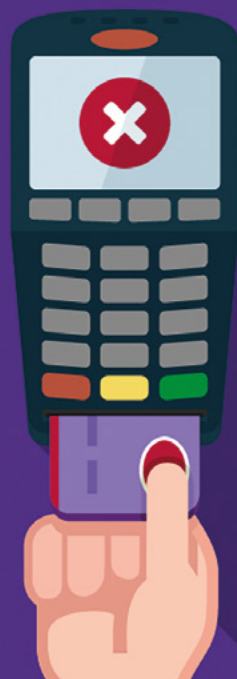
The Post Office card account is closing.

If your benefits or pension are paid into a Post Office Card Account, please contact the Department for Work & Pensions (DWP) by calling 0800 085 7133.

You can also contact Your Housing Group's Money Advice Team on **0345 345 0272** or by visiting www.yourhousinggroup.co.uk/customers/money-advice/



Department for Work & Pensions



IMPROVING THE WAY YOU BOOK REPAIRS

We'll be relaunching the Your Home Hub app very soon with some great changes.

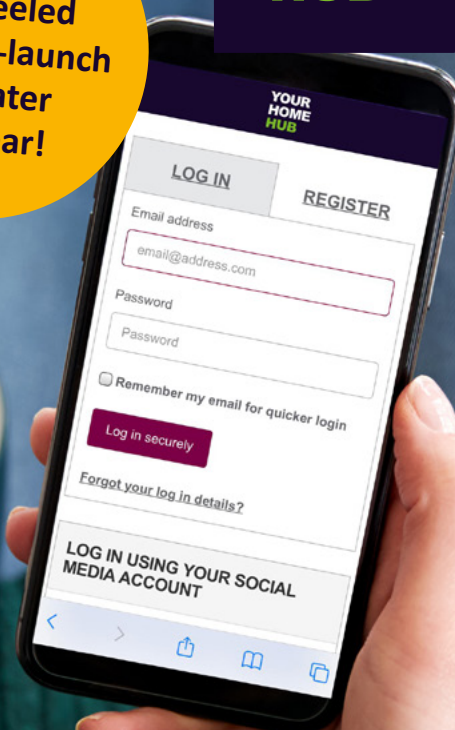
You'll not only be able to book your repair but also reschedule too if something changes! All via the app!

Your Home Hub is the quick and easy way to get in touch with us.

As well as repairs, you can make payments, access useful how-to guides, view your rent account and more.

Keep your eyes peeled for our re-launch date later this year!

YOUR HOME HUB



Sign up today!



fix360 FEEDBACK



fix360

"The young man was efficient and polite and explained everything. He made the visit very easy and efficient. Thank-you."



"Was texted prior to arrival which was really helpful."

"What a fantastic job the lads did with the gates. I'm so happy with them."



"I had reported a fault and your operative spotted the cause and by the next day it was sorted. Could not be happier."

"From first reporting to completion, the problem was resolved, with an excellent service. Thank-you fix360 & YHG."



HOME IMPROVEMENT PROGRAMME: UPDATE

WE'RE SPENDING



£269m

Upgrades to almost **7,000** homes so far

IMPROVING YOUR HOMES **OVER 5 YEARS**

2020
£31m
spent

2021
£10.3m
spent so far

Kitchens	4,103	Windows	5,998
Doors	5,106	Bathrooms	3,991
Central Heating	2,936	Roofing	1,245

We'll be in touch at least six months before your scheduled home improvement(s)

SCHOOL'S OUT

Looking for some inspiration for what to do during the school holidays?

We know it can be tricky and expensive to fill six weeks with activities, so, here are some ideas to keep your kids entertained this July and August.

HELLO SUMMER



COMPLETE A TREASURE TRAIL:
Follow a self-guided treasure trail through villages, towns and cities around the UK. Crack the clues to unlock incredible stories and solve the mystery at the end. Trails available across the North West including Southport, Blackpool, Lytham St Annes, Manchester and Liverpool.
www.treasuretrails.co.uk



DELAMERE FOREST:
Delamere, south-west of Manchester, is a place to let off steam, escape the crowds and find peace in the heart of the forest. Here you'll find trails for all abilities, a hike to admire the view across to Liverpool, orienteering courses, and peace and quiet to watch the wildlife by the lake.



FORMBY BEACH:
Discover some of Europe's best sand dune habitats, where many rare species including natterjack toads thrive. The high sand dunes not only offer fantastic fun, but amazing views across the Irish Sea and on a really clear day, the mountains of Cumbria can be seen.



RIVINGTON PIKE:
Rivington Pike is one of north England's best viewpoints. The historic tower is believed to date as far back as 1138 and boasts breathtaking views of Rivington and beyond.



HARDCASTLE CRAGS:
A beauty spot of the South Pennines with more than 400 acres of unspoilt woodland. As well as being the home of the northern hairy wood ant, there are tumbling streams, glorious waterfalls and stacks of millstone grit, all crisscrossed by more than 15 miles of footpaths.



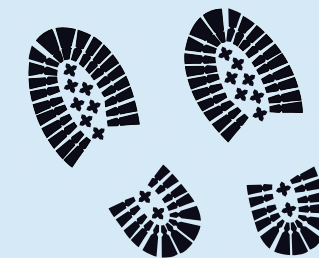
MONSAL TRAIL:
Head along the spectacular Monsal Trail over viaducts and through tunnels calling at the former stations along the way. The trail runs along the former Midland Railway line for 8.5 miles between Blackwell Mill, in Chee Dale and Coombs Road, at Bakewell, it's traffic free and offers incredible views.

THE BIG FOYER WALKABOUT CHALLENGE

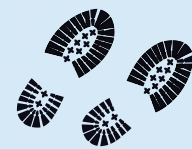
The BIG Foyer Walkabout Challenge

STEP COUNTER

31,711,286



31,771,286 steps - that's what 125 young people and colleagues from all four of our foyers achieved when they recently took part in a 'walkabout' challenge.



The main goal was to support both their physical and mental health so for six weeks between May and June they walked the equivalent of Manchester, England to Sydney, Australia.

The whole journey is 21,788.7 kilometres or 13,538.9 miles and they set themselves 10 milestones.

- | | |
|---------------|--------------|
| 1. Manchester | 6. Delhi |
| 2. Paris | 7. Singapore |
| 3. Munich | 8. Uluru |
| 4. Vienna | 9. Melbourne |
| 5. Istanbul | 10. Sydney |

Andrew Ward, Young People Services Operations Manager, said, "We are so proud of all of the young people who stepped up to take part in this challenge. Lockdown has been a difficult time, and we hope that this challenge has motivated everyone and had a positive impact on their physical and mental wellbeing, as well as giving us all a fantastic sense of achievement."



COMMUNITY HUB OFFERS 'HOPE' IN PARTINGTON

We had a great day last month as residents joined us to celebrate the official opening of The Hope Centre in Partington.

Throughout the pandemic, The Hope Centre and its volunteers found that many people needed support with food shopping, food parcels, collecting prescriptions, wellbeing calls and much more. It was a real community support network and it highlighted just how much the community needed this support more long-term.

So, along with Trafford Housing Trust and our colleagues within fix360, we have worked tirelessly for six weeks to renovate the old takeaway shop into a real community hub.

It's now an affordable fresh food store, food bank and second-hand uniform store as well as sharing help and referral services and a meeting space.

Ruth Lancey, Director of the Hideaway and The Hope Centre said,

"The Hope Centre sits right at the heart of this brilliant community that is struggling against poverty and deprivation. We couldn't do a project like this without support from organisations like Your Housing Group and Trafford Housing Trust. The only way we've been able to give thousands and thousands of food parcels out to the community is thanks to these organisations that have stepped up and contributed."

Special thanks too to Travis Perkins who provided materials, and ENGIE who provided services and materials as well as a generous grant from the Trafford Housing Trust Social Investment Fund.



BLOOMING LOVELY DAY AT RYFIELDS

The sun came out for a great get-together for residents at Ryfields Retirement Village in Warrington.

As COVID-19 restrictions lifted, allowing small bubbles to come together outside, residents, colleagues and one of our partners, Tivoli, joined in the fun by bringing the gardens back to life with flowers and plants.

Residents 'adopted-a-pot' – meaning they could have their own pots or space that they can look after as they wish - and altogether over 200 were potted on the day!

Tracey Lawson, from the Ryfields Village Resident Association, said *"It was a brilliant day and brought brightness back into the village. It's been nice to get the Ryfields family back together and working as a team. Thank you to Your Housing Group, Tivoli and Caseys for their support. Onwards and upwards!"*

Russ Nixon, Social Value Manager from Your Housing Group's Community Regeneration Team, said: *"A big thank you to my colleagues at Your Housing Group, and Tivoli, who not only donated materials and plants to the scheme, but worked so hard today. Lockdown has been difficult for many residents and it has been wonderful to see them outside today and realise our vision of creating more places for people to thrive."*

A huge thank you to Tivoli for generously donating £2,500 worth of material and plants and to our residents too, for their support and patience during the ongoing reinvestment works taking place over the past 12 months.

ONGOING IMPROVEMENT WORKS

Ryfields Retirement village is currently undergoing significant investment works, both externally and internally.

The improved works will see the village benefit from a new roof, heating upgrades, fire safety improvements, as well as new front doors,

solar panels, electric charging points plus new kitchens and bathrooms.

Communal upgrades will also include the introduction of a snooker room and scooter store and upgrades to the current craft room, library and quiet rooms with new carpets throughout.



#ASBAwarenessweek

MAKING COMMUNITIES SAFER

Monday 19 – Friday 23 July 2021

Your Housing Group is proud to have got behind the UK's first official antisocial behaviour (ASB) week.

We've become a Resolve member, the company behind the week, and whose sole focus is upon community safety and ASB.

We take ASB very seriously at YHG and will always listen to your concerns and act on them.

WHAT IS ASB?

ASB is defined in law as, *"conduct that has caused, or is likely to cause, harassment, alarm or distress to any person"*.

The law also gives specific definitions of ASB in housing as, *"conduct capable of causing nuisance or annoyance to a person...or in relation to [their] occupation of residential premises"*.

YHG defines ASB as being conduct that, *"causes or is likely to cause a nuisance or annoyance to anyone directly or indirectly as to interfere with the quiet enjoyment of their home or affects our housing management functions" or "consists of or involves using or threatening to use our homes and neighbourhoods for an unlawful purpose"*.

ASB IN HOUSING INCLUDES:



VERY NOISY NEIGHBOURS



DUMPING RUBBISH



HARASSMENT, ABUSE OR THREATS



VANDALISM



ANIMAL NUISANCE

HOW SHOULD I REPORT ASB TO YHG?

Call 999 if you, or anyone in your neighbourhood, is in immediate danger. If it's a non-emergency, call the police by calling 101.

If you experience problems, it is important to keep an up-to-date record of events, noting the day, date, time, and nature of the behaviour causing you annoyance or distress.

You can report it to us via our website (link below) or by calling 0345 345 0272.

ASB AWARENESS WEEK IS BACKED BY



FIND OUT MORE ABOUT ASB, WHAT WE DO AT YHG AND HOW TO REPORT IT AT www.yourhousinggroup.co.uk/customers/safety-and-support/anti-social-behaviour/

COVID-19: UNLOCKING TOGETHER



Our colleagues now choose whether to wear a face covering or not, but will always ask you if you'd like them to wear one when visiting your home.

We know that COVID-19 is still with us and whilst the Prime Minister has now given the green light to lift almost all restrictions, and try to return to normal and learn to live with COVID-19, he did emphasise that we must all do this sensibly and respectfully.

We know that everyone will feel very differently about this, and we want to work with all of you, and our colleagues, to unlock safely, together.

WHAT UNLOCKING MEANS FOR YHG AND FIX360

WHAT'S CHANGED?

- Our colleagues now choose whether to wear a face covering, inside and outside. However, if they are visiting you in your home, for whatever reason, they will always ask you if you'd prefer them to wear a face covering. This applies to lettings/sales teams as well.
- Two-metre social distancing has been removed; however, please respect our colleagues' and your neighbours' space
- You will no longer be asked to leave the room if somebody visits for repairs or maintenance, however, please give them space

- Our grounds maintenance teams and operatives will no longer wear '2m social distancing' high-visibility vests
- One-way systems in buildings will be removed
- People can return to lift sharing, however, please be mindful that not everybody will feel comfortable doing so.

WHAT'S STAYED THE SAME?

- Hand hygiene: where hand sanitisers are installed, they will remain
- Protective Perspex screens will stay in scheme reception areas
- fix360 operatives will still call ahead to ask if anybody is self-isolating
- You still won't be asked to digitally sign completion certificates on our operatives' handsets after a repair is finished for now.

Your safety, and that of our colleagues is YHG's number one priority and that includes people's mental health and wellbeing too. Please show compassion and respect at all times.

Tell us what you think about your customer newsletter - email engage@yourhousinggroup.co.uk

KEEPING YOU SAFE



Draft Building Safety Bill

Presented to Parliament by the Secretary of State for Housing, Communities and Local Government by Command of Her Majesty July 2020

Yours and our colleagues' **safety is our top priority** and as you know we are closely following the progress of the Building Safety Bill.

On 30 June 2021, it was introduced into Parliament and will now take approximately nine months for the Bill to receive what is known as Royal Assent, after which it will become the Building Safety Act which means it is law.

The Ministry for Housing, Communities and Local Government (MHCLG) said

"[The Bill is] the next step in ground-breaking reforms to give residents and homeowners more rights, powers and protections – making homes across the country safer".

For housing associations such as ourselves, it sets out proposed legislative changes that will establish a new building safety regime in England and also implement the recommendations of the Hackitt Review, which followed the tragic 2017 Grenfell Tower fire.



As you know we appointed a new Head of Resident Safety, **Neil Wilmer**, last year to help us plan ahead and we already have an extensive programme of work in place to allow us to comply with the forthcoming changes.

SOME OF THE BILL CHANGES



Put in place measures that ensure homeowners can have a clearer path to redress



All homeowners to have 15 years to claim compensation, increased from the current six



Introduce a Building Safety Regulator within the Health and Safety Executive (HSE)



Change the regulations and standards for the construction of high-risk buildings



Make provisions to support the removal of unsafe cladding



Specific requirements for new and existing high-rise residential buildings, hospitals, and care homes of at least 18m or at least seven storeys in height

SPICY SUMMER PASTA SALAD

Make this colourful, spicy salad the day before you serve it.

Toss fusilli pasta with tomato juice, olive oil, vinegar, chilli powder and paprika, then add a mix of red and green peppers, sweetcorn, coriander, spring onions, Parmesan, and chicken.

INGREDIENTS

Serves: 8

- 4.5L (8 pints) water
- 1 (500g) packet fusilli pasta
- 275ml (10 fl oz) tomato juice
- 1 1/2 tablespoons olive oil
- 1 tablespoon red wine vinegar
- 1 1/2 teaspoons chilli powder
- 3/4 teaspoon paprika
- 1/2 teaspoon salt
- 1/4 teaspoon ground black pepper
- 50g (2oz) freshly grated Parmesan cheese
- 75g (3oz) frozen sweetcorn, cooked
- handful chopped fresh coriander
- 1/2 bunch spring onions, chopped
- 1/2 red pepper, diced
- 1/2 green pepper, diced
- 1 skinless, boneless chicken breast fillet, poached and diced

METHOD

Prep: 30min
Cook: 10min
Ready in: 40min

1. Cook pasta according to packet instructions; drain.
2. Stir the tomato juice, olive oil, vinegar, chilli powder, paprika, salt, and black pepper together. Toss it with the drained pasta and refrigerate for 2 to 4 hours.
3. Combine the Parmesan, sweetcorn, coriander, spring onions, red pepper, green pepper, and diced chicken breast. Toss with the chilled pasta mixture and cover and refrigerate for at least 8 hours or overnight before serving.



Spicy Summer Pasta Salad

QUIZ TIME

QUIZ TIME

GUESS THE YEAR

Below are **THREE** events from a particular year, but can you work out which?

ROUND

1

Cruz Beckham, David Beckham's son, was born this year.

Pope Benedict XVI succeeded Pope John Paul II.

Liverpool FC won the UEFA Champions League beating AC Milan.

YOUR
ANSWER

ROUND

2

Prince William was born on 21 June of this year.

Martina Navratilova beat Chris Evert in the Wimbledon final for the third time.

The Mary Rose, flagship of Henry VIII that sank in 1545, is raised.

YOUR
ANSWER

ROUND

3

Edward Heath resigned as Prime Minister following a hung parliament and was succeeded by Harold Wilson.

Victoria Beckham was born.

ABBA won the Eurovision Song Contest with 'Waterloo'.

YOUR
ANSWER

ROUND

4

Nelson Mandela becomes president of South Africa.

The Channel Tunnel is officially opened by Queen Elizabeth II.

The FIFA World Cup was held in the USA with Brazil defeating Italy in the final.

YOUR
ANSWER

ROUND

5

The Beatles released their 12th and final album 'Let it be'.

'The Goodies' made their debut on BBC 2.

Jimi Hendrix died aged just 27.

YOUR
ANSWER

ROUND

6

The International Garden Festival opened in Liverpool.

Carl Lewis equalled Jesse Owens record when he won four Gold medals at the Olympics this year.

The Miners went on a year-long strike in the UK.

YOUR
ANSWER

Answers: 1) 2005, 2) 1982, 3) 1974, 4) 1994, 5) 1970, 6) 1984