

THE QUEEN'S JUBILEE WORDSEARCH

Can you find the 12 hidden words in the wordsearch below?

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

SEVENTY
GEORGE
CORONATION
QUEEN
CORGI
CROWN
ROYAL
KING
PLATINUM
ELIZABETH
JUBILEE
CHICKEN

We love you to get in touch with us, however it suits you. If you choose Facebook, Twitter, or Instagram, we wanted to remind you of our opening times.

All three channels are monitored:
Monday to Friday 8am to 7pm
Saturday 9am to 5pm
Outside of these hours, please contact us on 0345 345 0272 or visit www.yourhousinggroup.co.uk/contact-us

Need a translation?

需要翻译文本?
Czy potrzebują Państwo tłumaczenia?

تحتاج إلى ترجمة؟
ترجمے کی ضرورت ہے؟

Braille and audio versions also available

Call Your Response on 0345 345 0272

YOUR NEWS

Spring 2022



Get in touch

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[yourhousinggroup](https://www.instagram.com/yourhousinggroup)
[@Your_Housing](https://twitter.com/Your_Housing)
[0345 345 0272](tel:03453450272)

HAPPY BIRTHDAY, YHG!

A decade ago, on 2 April 2012, Harvest Housing Group and Arena Housing Group merged to form Your Housing Group (YHG).

The last 10 years have seen us commit to our vision of creating more places for people to thrive, and be recognised as a sector leading landlord.

We are proud to have a clear focus on building and maintaining quality, affordable homes, tailoring services to meet the diverse needs of our residents, delivering innovation and establishing ourselves as an employer of choice.

Brian Cronin has been our Chief Executive since the start, leading the formation of the group, the merger transition and its continued growth, and says:

"10 years is quite a milestone, and it has given us an opportunity to reflect on how far we have come and how much we have achieved. The last 10 years have not been without their challenges, especially over the past two years, but time and time again our people have responded in a way that has always put our residents and their safety at the forefront."

"One of the things I am most proud of, is that as an organisation, we're bold and brave and we try new things. Innovation is a quality that we will continue to build on with projects such as our partnership with Changing Streams and Liverpool University to deliver net zero carbon homes."

"I would like to extend a big thank you to everyone who has played a role in the first 10 years of Your Housing Group."



I would like to extend a big thank you to everyone who has played a role in the first 10 years of Your Housing Group.

Brian Cronin
Chief Executive

YHG has over 29,000 homes across the North West, North Midlands and into Yorkshire, with a broad range of homes providing for every stage of life.



We've also:

- housed **1,460** families in homeless lodges;
- helped **706** women fleeing domestic abuse in its refuges; and
- assisted **4,000** families through our Vulnerable Tenant Support Service (VTSS).

Plus, we've:

- invested **£15m** on various community projects and initiatives;
- set up various training and employment initiatives, helping **881** people into employment, **782** people into regular volunteering, and provided **3,552** people with general training including CV building and interview techniques; and
- delivered a successful **£225m** community-focused, regeneration scheme to transform Anfield in Liverpool.

People, safety and community have all been central to our foundation. TPAS accreditation, a focus on equality, diversity and inclusion, and our innovative Customer Connect service delivery model, have all underpinned our commitment to listening to the experts - our customers.

We're now in the middle of an ambitious £269 million home improvements programme over the next five years, and we've also committed to building 1,000 new homes each year to play our important role in tackling the UK's housing crisis.

So, happy birthday YHG and here's to the next 10 years!

WELL DONE, WILLOWMERE

Our wonderful residents at Willowmere Retirement Living Scheme have been raising money for the Ukraine crisis.

Knowing they wanted to do something to support the people and families being left homeless, and without food, water, and medical care in Ukraine, they decided to organise a bingo.

Along with a cream tea, raffle, and other games, they raised a huge £539.20 for The Ukraine Crisis Fund.

However, because they paid it in via the Co-operative bank, which is matching donations to the appeal when paid in via their Just Giving page, they actually raised £1078.40!

Ryan Lavin, Scheme Manager, said, "Willowmere residents always dig deep when it comes to charitable causes, but this deserves a special mention. A huge well done to all the residents and colleagues involved."



£539.20
raised for
THE UKRAINE
CRISIS FUND

CUTTING THE RIBBON FOR CANAL COURT, MANCHESTER



The wonderful 95-year-old Mrs Chun Kiu cut the ribbon for Canal Court following home improvement works at the development.

Canal Court is home to 34 over 55s in Manchester City Centre and has recently seen a £242,000 investment, including new lighting, fire doors, new signage in both English and Cantonese, full redecoration and a fabulous new roof garden!

Mrs Kiu has lived there 23 years and told us she "loves the community spirit wouldn't want to live anywhere else."

To mark the happy day, residents, Your Housing Group colleagues, and contractors all enjoyed a Chinese buffet too.

Michelle Clay, Older People's Service Officer, said, "It was a pleasure to be around so many welcoming residents who couldn't wait to tell me how much they appreciated the work we had done. The feedback has been amazing and – even though it's been a building site for around six months – they were grateful for the ongoing communication."

Thank-you to everyone involved!

GROWING OUR BUILDING SAFETY TEAM

Our Building Safety Team has recently added two new faces to its busy operation.

Both Ruth and Adele will work with Neil Wilmer, Head of Building Safety, to focus on the safety of our 15 medium to high-rise buildings, as well as others as required.

The team will work closely with colleagues across YHG to ensure we are prepared for the introduction of new legislation from the Building Safety Bill (due to become the Building Safety Act this Summer) and the Fire Safety Act 2021, which is soon to be updated too.

These changes in law will deliver the biggest legislative changes for a generation and we currently have 35 areas of work that the Building Safety Team are developing and looking to deliver, to ensure we are ready for these changes.



Ruth Woodyatt
Building Safety Manager



Adele Duffy
Building Safety Coordinator



WE'RE GOING GREENER

We've successful bid for £5.3 million from the first round of Government's Social Housing Decarbonisation Fund (SHDF), which will be used to help to cut fuel bills of 392 of our homes in Greater Manchester.

The idea of this national programme is to ensure social housing homes will have an Energy Performance Certificate (EPC) rating of C, by:

- reducing carbon emissions
- tackling fuel poverty
- improving the comfort, health and wellbeing of tenants.

We are starting with homes that have lower EPC ratings, and we will install or upgrade them by adding:

- solar panels
- double glazing
- loft insulation 'top ups'
- cavity wall insulation
- low energy lighting
- 'A' rated boilers
- thermostatic radiators.

This work will be completed by the end of 2023.



WHO'S WHO AT YHG?

Neil Wilmer Head of Building Safety



1. How would you describe your role at YHG/fix360 to friends and family?
I don't tell them too much really, just my title and a very general overview really. (I don't think they are that interested!)

2. What are you currently watching on TV?
• Ozark (Season 4)
• Better Call Saul (Season 6 has just started)
• Picard
• The Expanse
• Star Wars & Marvel series on Disney+

3. If you could invite five celebrities (dead or alive) to a dinner party who would they be?
• Freddie Mercury
• Robin Williams
• Billy Connolly
• Sean Connery
• Barack Obama

4. What is your favourite song?
Bohemian Rhapsody

5. What is the best gift you've ever received?
There's a print which hangs in my office and was bought by a former colleague. It represents my story perfectly - I found it really thoughtful.

6. What is your biggest achievement?
Buying our current house – it's been something we have dreamed of for years as we had easily outgrown the old house.

7. Tell us your top three TV show recommendations
The Mandalorian, Bosch and Ozark.

8. What's your favourite decade, and why?
Definitely the 2000s following the birth of my son and daughter.

9. What fictional place would you most like to go to?
The restaurant at the end of the universe (from The Hitchhiker's Guide to the Galaxy.)

10. What is your favourite season and why?
Spring – the brighter evenings, the temperature starting to creep up meaning I can get out after work on the bike, go for a run or enjoy a cheeky pint outside the pub at the weekend.

11. What is your favourite takeaway food/fast food restaurant?
I'm gluten free so I'm limited a little (really miss KFC!). Love Thai or Mexican meal/takeaway.

12. Do you have any pets?
Buddy – a black Labrador. He has just turned 1. He's awesome, but very heavy!

13. Do you have a middle name?
David

14. What are three words you'd use to describe yourself?
Friendly, genuine and kind

15. Now ask a colleague to describe you in three words! What are they?
Approachable, sociable and knowledgeable

16. Are you a morning person or a night owl?
Morning – I enjoy getting up early and getting out for a run or a walk with Buddy!

17. What is one thing on your bucket list?
I'd love to take a road trip across Canada and America.

STAR SURVEY RESULTS

Thank you to everyone who was contacted and took the time to complete our **Survey of Tenants and Residents (STAR)**.

We first posted or emailed your survey then followed up with a phone call!



The STAR survey is carried out periodically using the Housemark set questions, which is one of the UK housing sector's largest membership organisations, so that we can benchmark ourselves against previous years, and others. This helps us better understand how we can improve and identify what we are doing well.



3,200
RESPONSES

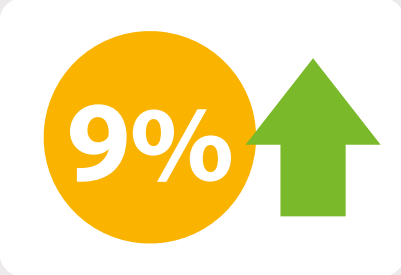
We varied how we carried out the survey more than usual, to try reach as many of you as possible

We've got better!

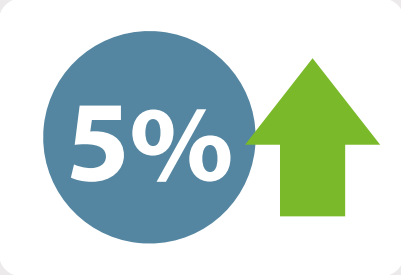
The good news for both you and us, is that we have made improvements for the second year in a row. This means that over the last two years, your overall level of satisfaction has gone up year on year and now sits at 69%.



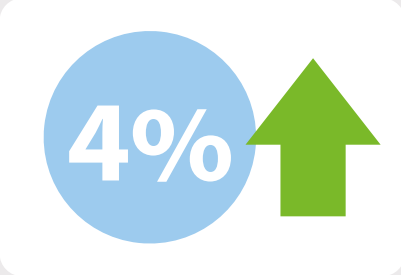
Overall customer satisfaction



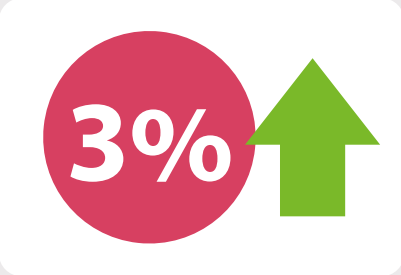
Feeling safe and secure



We're listening



We're easy to deal with



Needs improvement...

Please be assured, however, that we know there is still plenty of work to do. Our repairs service results show that we have stayed at 67% satisfaction year on year, which is not where we want to be.

We also heard that 1 in 4 of you who responded had reported antisocial behaviour to us in the past 12 months, but only just over a third of those people were satisfied with the outcome. This is something we are working hard on, and you can read more about on page 16 and 17.

Paula Marshall, Director of Housing & Customer Service, says, *"We recently changed the structure of our Housing Management Team, which included increasing our Antisocial Behaviour (ASB) Team. We know this is a real concern for you. Our new ASB and legal teams deal with all reports of ASB directly as a more dedicated resource."*

High-rise safety

What we have introduced in this year's survey is a section for those of you who live in high-rise flats.

As you know, the safety of high-rise buildings has been in the spotlight since the tragedy of Grenfell in 2017, and over this last year we have focused heavily on being more proactive than ever with our building safety, in particular in our high-rise buildings.

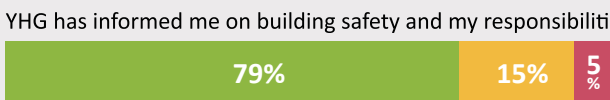
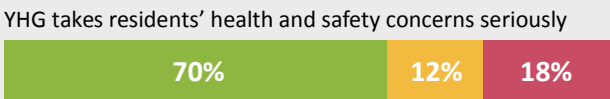
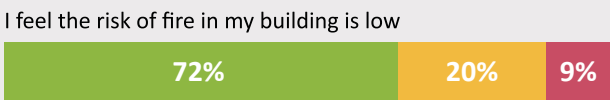
These results will allow us to better evaluate the work we are undertaking now, against future results.

Once again, thank you to everyone who took the time to fill in forms and talk to our teams.

Paula adds, *"It's great to see so many of you responding to the survey this year, as we really believe that if it matters to you, it matters to us."*

You can also read more about our growing safety team on page 6.

Doing the STAR survey regularly helps us to understand where we are doing well and where we still need to improve, so again thank you to all of you who took the time to reply. I'd like to assure you that your anonymous responses really help us make the changes you need to see."



● Agree ● Neither ● Disagree

Congratulations to our six prize draw winners who have all won a £50 Love2Shop voucher just for completing the STAR survey!

CONTENTS INSURANCE

Contents insurance is not the same as building insurance.

Whilst Your Housing Group covers the building insurance, anything you own inside must be insured by you. This is also noted within the terms of your agreement or lease.

You are responsible for your own contents and for insuring them for loss or damage.

Why do I need it?

Contents insurance is designed to help protect your possessions. No matter how careful you are, there's always a risk that your belongings could be broken, damaged or stolen so home contents insurance can help provide peace of mind should the worst happen.

Useful websites

www.confused.com
www.comparethemarket.com
www.moneysupermarket.com
www.gocompare.com
www.uswitch.com
www.moneysavingexpert.com

Buildings insurance covers the structure of your home as well as any fixtures and fittings including fitted kitchens and bathroom suites.

Contents insurance covers the items within your home, from furniture to clothing.



My Home Contents Insurance

Your Housing Group has also teamed up with **Thistle Tenant Risks** who provide specialist tenants' contents insurance policies. **My Home Contents Insurance** is a specialist insurance scheme provided by Thistle Tenant Risks and all tenants living in social and affordable housing are eligible to apply.



You can read more about this and apply here:
www.yourhousinggroup.co.uk/customers/money-advice/home-contents-insurance

Always do your research and find the right policy for you.

DID YOU KNOW?

If you live in a flat, and there is a leak from the roof or from another flat, YHG will cover the cost of repairing the leak, but we cannot cover the cost of replacing your belongings.

SUPPORT WITH THE COST OF LIVING

We know that ongoing increases in the cost of food, fuel and energy might mean that your money may not go as far as you need it to.

If you're struggling or just want a helping hand, here are some tips to help you manage your finances:

- **First - check you're getting all the benefits and financial help you are entitled to** by using our Benefits and Budgeting calculator available online at www.yourhousinggroup.co.uk/customers/money-advice
- **Second - set up a budget.** The Money Helper website has lots of useful budgeting advice to help you manage your money www.moneyhelper.org.uk



Why should I set up a budget?

- Less likely to end up in debt
- Less likely to get caught out by unexpected costs
- More likely to have a good credit rating
- Able to spot areas where you can make savings
- In a better position to save up for a special treat or occasion such as a birthdays or Christmas



If you are worried about debt, please seek advice from a free, impartial debt advice service such as:

www.stepchange.org
www.nationaldebtline.org
www.citizensadvice.org.uk/debt-and-money/help-with-debt

If you are struggling to pay off your debts, you can ask to take a break from paying interest on your debts. This is possible under the Government's Breathing Space Scheme. www.nationaldebtline.org/fact-sheet-library/breathing-space-ew

If you are worried about paying your energy bills, check to see if you are eligible for extra support.

www.nea.org.uk/get-help/wash-advice
www.ofgem.gov.uk/information-consumers/energy-advice-households

Energy Bills Support Scheme

All households will be automatically eligible for a £200 reduction.

If you're struggling to pay Council Tax, check whether you are eligible for extra help.

www.moneyhelper.org.uk/en/money-troubles/dealing-with-debt

Council Tax Rebate

All households in council tax bands A-D will receive £150 from April 2022 which will not need to be paid back.

BUNTING DPS

BUNTING DPS

ANTISOCIAL BEHAVIOUR (ASB)

Everyone has a right to enjoy their home and live safely and peacefully, and we know how upsetting and stressful antisocial behaviour can be to the people affected by it.

We are committed to making changes and doing what we can to try to prevent the adverse effects of ASB on you and your communities.

As you know we have a zero-tolerance approach to ASB and hate crime and always use all tools at our disposal to stop it.

But what exactly is ASB?

Antisocial behaviour 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 antisocial behaviour in housing; *"conduct capable of causing nuisance or annoyance to a person...or in relation to [their] occupation of residential premises"*.

Housing-related nuisance or annoyance means behaviour that affects a local authority or social landlord's ability to manage their housing.

With housing, antisocial behaviour can include:



loud noise from neighbours



harassment such as verbal abuse or threats



vandalism, property damage and graffiti



flyposting, dumping rubbish and abandoned cars



animal nuisance

What isn't classed as ASB can include:

- A one-off incident of loud noise (barking dog or children playing)
- Hearing footsteps from another home
- Parking issues



If you want to read more, you can view our **Antisocial Behaviour and Hate Crime policy** at

www.yourhousinggroup.co.uk/about-us/policy-strategy

Reporting ASB

We want to make it as easy as possible for you to talk to us and report a problem. Contact us with complete **confidentiality**:

- Through our website at www.yourhousinggroup.co.uk/customers/safety-and-support/antisocial-behaviour
- By phone on 0345 345 0272

Always dial 999 if you, a neighbour, or anyone in your neighbourhood is in immediate danger. For non-emergencies, you can also call the police on 101.

What happens when you report ASB?

Once we've received your report, our specialist team will carry out an early assessment of the matter. We will ask you questions about the incident and the events leading up to it to identify any urgent actions that need to be taken.

An action plan will be agreed with you, setting out the following:

- How the initial investigation will be carried out
- How you can work with us to provide the necessary evidence (this may involve keeping a written or recorded diary)
- The most appropriate method of resolution, with realistic outcomes
- How often you will be contacted and by your preferred method of communication throughout the case.

We aim to resolve cases quickly and efficiently, but antisocial behaviour can be a complex, lengthy process so it may be difficult to give timescales. We aim to look at all cases and review them and contact you within two working days, to assess immediate risks and agree an action plan with you. We will work alongside agency partners, such as the police and local authorities, to solve issues as quickly as possible.

Antisocial behaviour

❗ We don't do enough to keep you up to date

❗ We're not resolving your issues as quickly as we should

✅ We've now got **14 dedicated ASB & Legal Officers** to deal with your issues. This helps to simplify the process for you and provide you with a dedicated contact.

Our Community Safety Manager also helps to conduct robust investigations and work with agency partners to support you and solve issues quickly.

We've improved the monitoring of our ASB case handling focusing on three key areas;

- (1) our initial contact with you
- (2) how you are supported and
- (3) what actions are completed to keep you protected from harm.

We're bringing you a new mediation service that will use independent mediators with specialist housing knowledge to resolve conflict within our neighbourhoods.

We're introducing a weekly telephone satisfaction survey following the closure of a case. This will enable us to gain your valuable feedback and help us to identify any service improvements.

❗ Noise nuisance is our highest reported ASB

✅ You can now access **The Noise App** giving you a simple way to capture noise via your mobile phone and report it to us safely and securely.



We regularly update and share the policies that are relevant to you on our website.

Policies are there to ensure that we, as a business, are being open and honest about what we do, how we do it and what's expected of us as employees. However, they also ensure we are following all relevant laws and regulations and give guidance for decision-making.



Where can I find Your Housing Group policies?

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

If you are unable to access the policies on the website but would like to view one, please contact Your Response on 0345 345 0272.

Our newest or updated policies available are:

ASB & Hate Crime Policy (Revised)

We revised this in February 2022. The policy clarifies and strengthens YHG's duty of care to colleagues, contractors, and customers.

Building Safety Policy (New)

This policy, approved in April, sets out how we will meet our priority around the safety of everyone who lives and works in or around the buildings that we own or manage. It shows how we will comply with the requirements of the Building Safety Act 2022, the Fire Safety Act 2021 and other legislative and regulatory changes introduced following the Grenfell tragedy.

Damp, Mould & Condensation Policy (New)

In March, this new policy took effect to approach the ways that damp and condensation is managed, outlining the responsibilities and expectations for YHG and customers.

Neighbourhood Management Policy (New)

In February, this new policy was approved, which addresses the wider objectives of maintaining and improving communal areas and neighbourhoods, with particular reference to security, enjoyment and sustainability.

Tenancy Management Policy (New)

From February, a new policy was approved, to cover the way YHG manages new and existing tenancies.

YHG POLICIES

KEEPING YOU SAFE ONLINE

Keeping you safe is our **top priority**, but that doesn't just mean physically.

Keeping your personal details safe **ONLINE** is vital too and we take that responsibility very seriously, which is why we are proud to have achieved Cyber Essentials Plus security accreditation.

Cyber Essentials is an effective, Government backed scheme that helps businesses protect their online systems against a whole range of the most common cyber-attacks.

What is a cyber-attack?

If an individual or a business suffers a cyber-attack it means their online details have in some way been accessed by a criminal(s) to be copied, changed, exposed, stolen, or destroyed.

Examples include

PHISHING - tricking someone by email/web/text into revealing personal/confidential information usually to steal money

MALWARE - a file or code, sent over a network, that infects, steals, damages or destroys your systems

RANSOMWARE - a type of malware that threatens to publish data or block access to it unless a ransom is paid

PASSWORD GUESSING - the process of trying to gain access to a system by guessing passwords and sometimes usernames

NETWORK ATTACKS - an attempt to access a business's networks, infrastructure, or personal computer devices



Cyber Essentials Plus gives us and you assurance that we are doing all we can to protect you online.

How it works

- Using a firewall to secure our internet connection
- Using the most secure settings for devices and software
- Controlling who has access to our data and services
- Protecting us from viruses and other malware
- Keeping our devices and software up to date



You're in control

Book or change a repair at any time, anywhere.

Your Home Hub is available 24 hours a day, 7 days a week and you can now book your repair at a time to suit you.



Instant confirmation



Text message reminder

And, if you need to change your appointment for any reason, simply log in and re-arrange!

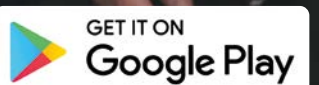
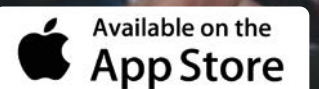
If you've not downloaded it yet, it's really easy!

You will need to visit your app store, download the app and then input:

- 1 Your tenancy reference number
- 2 Your email address
- 3 A password



If you need help setting up for the first time, please contact us on **0345 345 0272** and we can talk you through it.



Visit www.yourhomehub.co.uk to get started or download the app

70 YEARS AND COUNTING!

This June, Her Majesty, The Queen will become the first British Monarch to celebrate a Platinum Jubilee after 70 years of service.

Queen Elizabeth II was only 25 years old when her father, King George VI, died so it was very unusual for such a young royal to be crowned. Plus, she has also lived such a long life too which is why we've been able to mark the Queen's Silver, Golden and Diamond Jubilees in 1977, 2002 and 2012.

In fact, if you or your grandparents or friends were born before May 6 1935 (now aged 87 or above) they will experience their fifth royal Jubilee, becoming record-breakers - they're almost certainly the first Britons ever to have lived through five Jubilees (King George V's Silver (25th) Jubilee, plus the Queen's 25th, 50th, 60th and 70th anniversaries)!



What's on? (all times to be confirmed)

THURSDAY 2 JUNE

Trooping the Colour

Traditional parade down the Mall, with RAF flypast, watched by Her Majesty, The Queen from the balcony of Buckingham Palace.

Platinum Jubilee Beacons

The traditional lighting of beacons across the UK - and the Commonwealth.

FRIDAY 3 JUNE

Service of Thanksgiving

A ceremony to give thanks for the Queen's reign, live from St. Paul's Cathedral.

SATURDAY 4 JUNE

The Derby

The famous horse race from Epsom Downs, with numerous members of the Royal Family in attendance.

Platinum Party at the Palace

A live concert from the gardens of Buckingham Palace.

SUNDAY 5 JUNE

The Platinum Jubilee Pageant

The story of the UK over 70 years, with 5,000 people, music, theatre, carnival, and costume - against the backdrop of Buckingham Palace.

There are also already over 700 public events scheduled around the country, and nearly a thousand street parties. To find out what's on near you, check out www.platinumjubilee.gov.uk

A MEAL FIT FOR A QUEEN

As we commemorate the Queen's Platinum Jubilee between 2-5 June, our recipe this time can only be for one thing: **Coronation Chicken.**

This classic sandwich or baked potato filling was actually invented especially for the Queen's coronation in 1953. As the UK was still experiencing food rationing at the time following WW2, the ingredients had to be cheap and easily sourced - and the finished dish tasty, but not too radical. The use of curry powder and mango chutney also added taste to represent other areas of the Commonwealth.

Coronation Chicken is easy to make – plus it's the perfect buffet option for a street party!



Ingredients

6 tbsp mayonnaise
2-3 tsp mild curry powder, to taste
½ tsp ground cinnamon
2 tbsp mango chutney
1-3 tbsp sultanas, or to taste
500g shredded cooked chicken

Method

STEP 1

Mix the mayo, curry powder, cinnamon, chutney, and sultanas together and season with black pepper.

STEP 2

Add the shredded chicken and stir to coat in the sauce. Stir in 2 tbsp water to loosen if needed, then season and serve as desired.

