

Your News

Summer 2025

Your
HOUSING GROUP

Our Tenant Satisfaction Measures

April 2024 – March 2025



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Through our **passion** for housing, more **people** have a **safe** place to call **home**

Proud to champion against antisocial behaviour

We're committed to making sure you have a safe place to call home – and that's more than bricks and mortar, it's also making sure you're safe in your community, which is why we're so pleased to be able to share that we've recently been awarded The Resolve Standard.

The Resolve Standard is a national award that recognises our high-quality work and commitment to dealing with antisocial behaviour (ASB). **It states:**



Your Housing Group's Antisocial Behaviour (ASB) team offers a robust, high quality ASB service grounded in clear governance, specialist teams, and a risk based approach. The organisation shows a strong corporate commitment, especially around domestic abuse and safeguarding, recognising the importance of making communities safer, and ensuring appropriate resources are in place to support all victims of ASB.

In order to achieve this award, we had to go through a rigorous process which included a peer review by fellow organisations, and demonstrating evidence of our work across the following **six areas:**

Victims and communities

"YHG demonstrates a commitment to tackling antisocial behaviour and to promoting community safety, ensuring the customer journey is a positive one. Antisocial behaviour complaints are triaged (assessed) at the first point of contact... based on risk of harm and vulnerability, where the focus is on preventing further harm."

Challenge and change

"The service follows a triple track approach of early intervention, positive engagement, and enforcement when necessary. The service is always open to different ways of working and open to new ideas..."

Leadership culture and resources

"Executive members have a strong understanding of the service area with ASB seen as a priority... The Board of Directors routinely scrutinise ASB satisfaction performance... The teams feel supported and that their work is a priority..."

Problem solving and partnership

"The ASB team and police work closely together alongside other community safety partners. Feedback from partners demonstrates the ASB team is one of the strongest relationships they have within the regions they cover... and have gone to great lengths to build relationships with partners..."

Performance

"The ASB team's commitment to reducing the impact of ASB begins at the first point of contact and continues throughout... and is as much about supporting the victims and witnesses as well as work around the perpetrator. They have an annual service delivery plan which considers opportunities for improvement, advancing equality, diversity and inclusion, and performance."

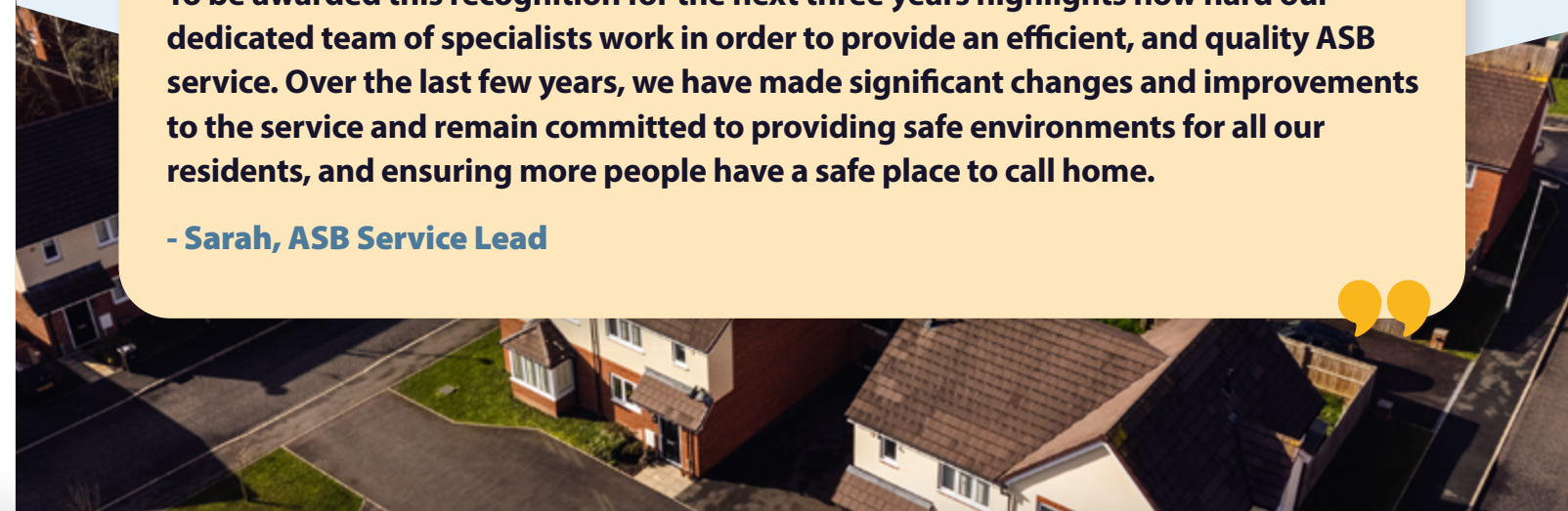
Professional development

"The contact centre staff receive mandatory training that includes ASB and safeguarding, and all operatives who attend peoples' homes... The ASB service has a significant commitment to the professional development of colleagues..."

Under each of the areas listed above there were a total of 42 commitments we had to provide evidence of, and we achieved 40 of them at the top level of 'In place and effective', with just two noted as 'In place but needs improvement'. None were noted as 'Not in place.'

To be awarded this recognition for the next three years highlights how hard our dedicated team of specialists work in order to provide an efficient, and quality ASB service. Over the last few years, we have made significant changes and improvements to the service and remain committed to providing safe environments for all our residents, and ensuring more people have a safe place to call home.

- Sarah, ASB Service Lead



Proud to champion against antisocial behaviour

What 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’. 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;
- fly-tipping, dumping rubbish and abandoned cars;
- animal nuisance.

Who is Resolve?

Resolve is the UK's leading experts in tackling antisocial behaviour - and has been for over 25 years. They work with the Government, councils, emergency services, and landlords to develop the best ways to tackle ASB, as well as other community safety issues such as drug dealing, knife crime, vandalism, intimidation, harassment, neighbour disputes and more...

How to report ASB

If you experience problems with ASB, it's important to keep an up-to-date record of events, noting the day, time and nature of the behaviour that is causing you annoyance or distress. This can help you get some perspective on how often it's happening. If you then decide to take formal action, it can help others to see an established pattern of nuisance over a period of time.

Always call the emergency services on 999 if you, or anyone in your neighbourhood, is in immediate danger.

Or you can call the police on 101 if it's not an emergency, and report it to us by calling 0345 345 0272 or via our website at yourhousinggroup.co.uk/asb

We're coming to see you

We're working hard to make sure you get the best possible service from us, and that you can live safely, and securely in your community.

Over the next 12 months we're visiting your neighbourhoods so you can get to know your Tenancy Management Officer better, and give you a chance to speak to us directly (see pages 6-7).

We'll let you know when we're coming to visit your neighbourhood on your communal notice board (if your neighbourhood has one), and also on our website at yourhousinggroup.co.uk/myneighbourhood.

Keeping us on track

We also want to make sure we fully understand what's working for you (and what's not!), so we're creating a neighbourhood plan for each area, which we'll be working through with you and other partners in the local area, to make sure that everything we do benefits you and your community.

Keep an eye on your emails and our website for more information coming soon!

You may be aware that on the evening of Monday 2 June, we had a fire at one of our properties, **Rynet Court**, in Warrington.

Thankfully, the fire service were able to safely evacuate all 65 residents.

Since then, we've been working with Warrington Borough Council and other partners to make sure all of our residents who have been affected by the fire have suitable temporary accommodation, access to food and everyday items, and a range of support until they can safely return to their home.

An arrest has been made in connection with the fire, and we continue to work with the authorities to support their investigation.

We would like to thank everybody who has helped and supported those who have been impacted by the fire, not least the fire service and the police, our local partners including Warrington Borough Council and the wider community who gave so generously in the aftermath.

Your Housing Officers

Everyone has a dedicated Tenancy Management Officer (they're sometimes referred to as a TMO or a Housing Officer) to ensure you have someone you can get in touch with directly for any issues, queries, or worries you may have. Getting you the right service at the right time matters, and we want to make it as easy as possible.

We have a total of 30 TMOs split across five regions:

St Helens, Warrington and Knowsley

Kate Morrissey

Suhana Moktadir

Andrew Scott

Emilia Olajolo

Lyndsey Birch

Janet Beckwith

Lancashire and Yorkshire

Suzanne Goddard

Deborah Thompson

Leona Williams

Hannah Welsby

Cree Blamire

Emily Catterall

Liverpool, Halton and Sefton

Barry Duffy

Jacqui Rice

Jennifer Alcock

Nikki Hansford

Stephanie Saunderson

Jake Ellison



Staffordshire Moorlands, High Peak, Cheshire (not including Warrington)

Jackie Robinson

Julie Brough

Donna Holland

Gwen Bowcock

Lena Nilsen

Claire Jones

Greater Manchester, Stockport and Tameside

Dale Cain

Arron Machin

Leboh Banyatsi

Terry Taylor

Lynne Dunleavy

Vicky Ndlovu

Your Tenancy Management Officers are your consistent point of contact throughout your tenancy and can help you with...

- Advice regarding your rights and those of your landlord
- Providing financial support and advice around paying your rent
- Conducting home visits at the start of your tenancy to find out about any changing circumstances you may have, and ensure we can give you the best support
- Escalating any reports of antisocial behaviour that you make to our ASB team
- Supporting block inspections or access visits with building safety and compliance teams to make sure your home and building remain safe
- Resolving environmental issues i.e., open areas, fly tipping, litter, graffiti, repairs, abandoned vehicles, abandoned properties, dog fouling, and vandalism.

Find out more

To find your Tenancy Management Officer for your area visit:
yourhousinggroup.co.uk/myhousingofficer

We hosted the Government as they announced more funding for affordable homes

The building of affordable and social homes got a much-needed boost this Spring, as the Government committed a further £2 billion to the funding pot.

They shared the news from one of our new-build developments, Kiln Nook in Burslem, Stoke, which is also home to the historical landmark, The Three Sisters, which are local Grade-II listed bottle kilns that have recently been restored.

Why is this financial boost important?

The reason this investment is so important is because it's specifically for social and affordable homes, and it not only helps to tackle the country's housing shortage, and help to reduce the number of homeless families living in temporary accommodation, but it also helps to create more jobs, including apprenticeships.

The Government's ultimate aim is to build (or to have started building) 1.5 million affordable homes in the next five years.

What's the difference between social and affordable housing?

Both are more affordable options to rent or buy a home than the standard market value price.

Affordable housing can be owned by private landlords or housing associations and rent is usually around 20% less than market rate rent price.

Social housing is usually owned and managed by local authorities or housing associations and the rent is usually 50% cheaper of the market rate.

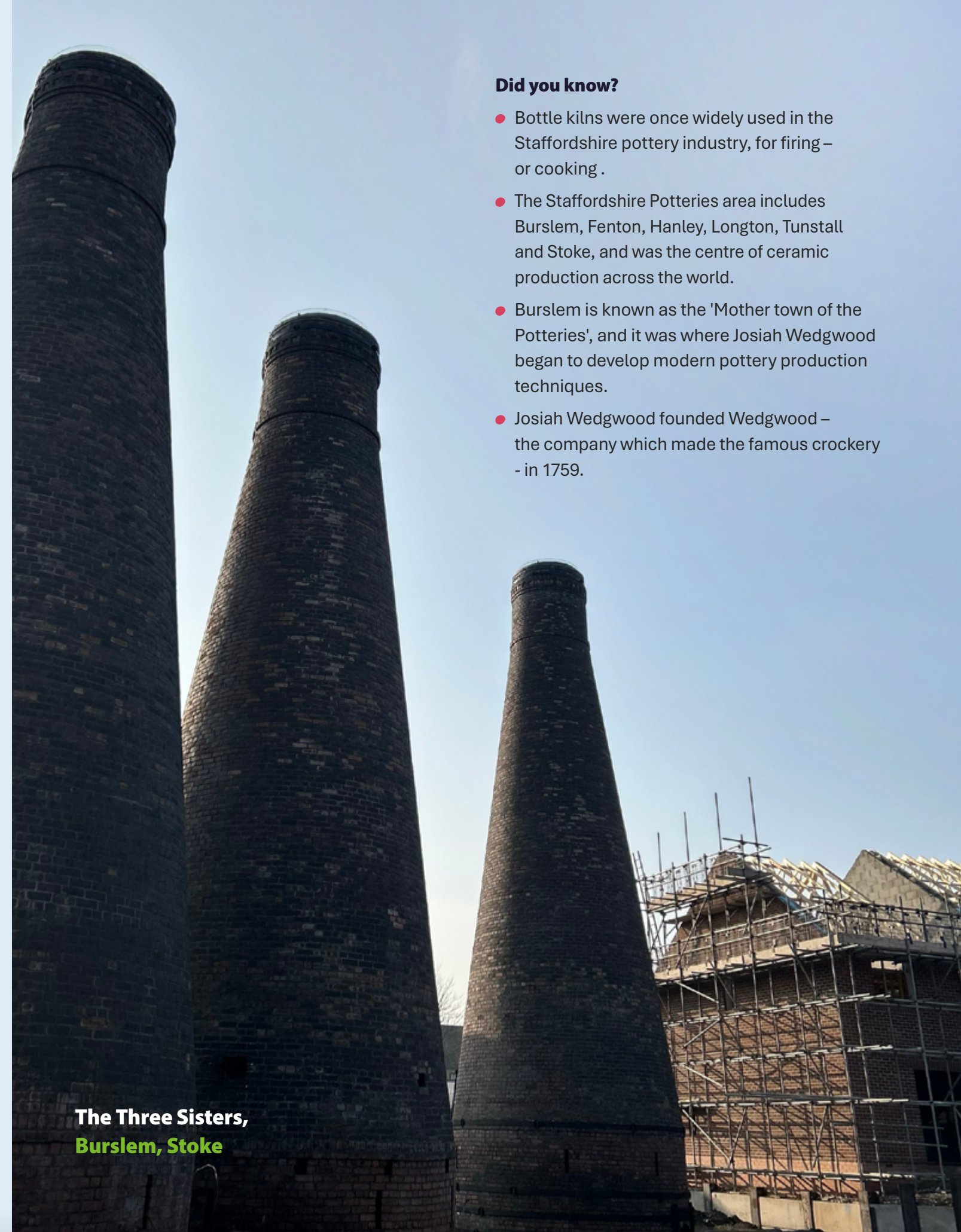
For example, if a home for private rent costs £800 a month, a similar home for affordable rent may be available at £640 a month, and social rent for £400 a month*

Both affordable and social housing have eligibility criteria to make sure they're available for those who need them.

*figures for guidance only and not based on any area or known rent costs



From left to right, Jacque Allen, CEO of YHG; Angela Rayner, Deputy Prime Minister; Rachel Reeves, Chancellor of the Exchequer; and Kelly Pointon, Senior Project Manager at YHG.



The Three Sisters,
Burslem, Stoke

Did you know?

- Bottle kilns were once widely used in the Staffordshire pottery industry, for firing – or cooking .
- The Staffordshire Potteries area includes Burslem, Fenton, Hanley, Longton, Tunstall and Stoke, and was the centre of ceramic production across the world.
- Burslem is known as the 'Mother town of the Potteries', and it was where Josiah Wedgwood began to develop modern pottery production techniques.
- Josiah Wedgwood founded Wedgwood – the company which made the famous crockery - in 1759.

Tenant Satisfaction Measures (TSMs)

How we've performed
April 2024 – March 2025

Tenant Satisfaction Measures (TSMs) were introduced by the **Regulator for Social Housing (RSH)** in 2023 as a way of reporting on registered landlords' performance.

The first year of reporting was between **April 2023** and **March 2024**, with us now reporting on **April 2024** to **March 2025** as the second year.

TSMs are exactly as they sound - they measure all the services and main aspects of how a social housing provider is performing, taking into consideration both the feedback of its residents and against its own performance expectations.

There are **22** TSMs in total; **12** that are measured by you and are known as Tenant Perception Measures and they reflect our residents'

feedback, views, and thoughts on our current service and provision. They will always start with the abbreviation TP (Tenant Perception).



The other **10** are measured by us and are known as Technical TSMs, or 'TSMs from management information' and these are the way in which we, like all housing providers, measure ourselves against our own targets. They will start with either **NM (Neighbourhood Management)**, **RP (Repairing Properties)**, **BS (Building Safety)**, or **CH (Complaints Handling)**.

Thank you to all **2,005** residents who took the time to complete the survey for our TSMs as this allowed us to fairly and accurately report our data.



How we're performing We're keeping you safe

Making sure our residents have a safe place to call home is the most important thing to us, so we're so pleased to say that we're achieving 100% across the board for all our safety checks for both **LCRA** (Low Cost Rental Accommodation) and **LCHO** (Low Cost Home Ownership) residents.

100% Compliance

BS01
Gas safety checks



BS02
Fire safety checks



BS03
Asbestos safety checks



BS04
Water safety checks



BS05
Lift safety checks



We've also seen a **reduction** in both '**NM01 Number of ASB cases**' and '**NM01 Number of ASB cases which involve hate**' which is really positive to see for our residents and wider communities.

How we're performing Low Cost Rental Accommodation (LCRA)



We have **24,013 Low Cost Rental Accommodation (LCRA) homes** which means they're let at social or affordable rent rates. Most of our homes are LCRA and **1,565** of our LCRA residents completed the survey to let us know how they feel we've performed over the last 12 months.

We're thrilled to see that our overall satisfaction score has increased again - for the sixth year in a row! This means that the changes we're continuing to make with our services and the day-to-day contact we have with you is having a positive impact.

Making sure you have a safe place to call home is always our number one priority and focus, so we're pleased to see that over **81% of respondents** said they feel safe in their home.

We know that when there's a potentially dangerous situation with a repair that's required, it's important for us to get there quickly, so we're pleased to report that over **99% of emergency repairs are completed within 24 hours.**



How we're performing Low Cost Home Ownership (LCHO)



We have **2,298 Low Cost Home Ownership (LCHO) homes** which are homes that are bought as shared ownership or leaseholders in schemes. **440 of our LCHO residents** gave us feedback as part of our TSMs to let us know how they feel we've performed over the last 12 months

When comparing results to 2023-24, we can see we haven't achieved as highly as we would have liked, but that doesn't mean we haven't still seen some positive results.

TP05

Home is safe

Almost 81% of respondents feel their home is safe.

Making sure our residents have a safe place to call home is what we aim to achieve with everything we do.

TP11

We make a positive contribution to your neighbourhood

Over half believe we make a positive contribution

This is really important to us and great to hear.

TP08

We treat you fairly and with respect

Over 75% believe we treat you fairly and with respect.

This is so important as it means our residents feel seen and heard by us.

CH01/CH02

Complaints responded to within satisfactory timescales

An increase of 35% of complaints responded to within timescales

Which means when you have something to tell us, we listen and aim to take action as quickly as possible.

Summary

We're proud to say that our homes continue to be 100% safety checked to make sure our residents are safe at home, and we're pleased to see improvements in a number of areas for our LCRA residents this year.

We remain committed to working through all areas of improvement and looking at ways we can continue to improve our service and provisions for all our residents.



Tenant Perception TSMs (LCRA)

Code	Measure	2024	2025	Change
TP01	Overall satisfaction	74.4%	75.0%	↑
TP02	Satisfaction with repairs	64.8%	67.6%	↑
TP03	Satisfaction with time taken to complete most recent repairs	58.9%	59.3%	↑
TP04	Home is well maintained	75.9%	75.4%	↓
TP05	Home is safe	82.7%	81.1%	↓
TP06	We listen to your views and act upon	70.8%	70.3%	↓
TP07	We keep you informed about things that matter to you	80.4%	79.6%	↓
TP08	We treat you fairly and with respect	86.0%	87.2%	↑
TP09	We approach complaints satisfactorily	39.7%	45.3%	↑
TP10	We keep communal areas clean and well maintained	78.1%	69.1%	↓
TP11	We make a positive contribution to your neighbourhood	75.6%	73.9%	↓
TP12	We approach antisocial behaviour satisfactorily	73.0%	69.4%	↓

Tenant Perception TSMs (LCHO)

Code	Measure	2024	2025	Change
TP01	Overall satisfaction	70.0%	62.7%	↓
TP05	Home is safe	83.5%	80.9%	↓
TP06	We listen to your views and act upon	68.9%	51.5%	↓
TP07	We keep you informed about things that matter to you	81.3%	67.5%	↓
TP08	We treat you fairly and with respect	85.5%	75.5%	↓
TP09	We approach complaints satisfactorily	45.2%	31.8%	↓
TP10	We keep communal areas clean and well maintained	75.6%	61.4%	↓
TP11	We make a positive contribution to your neighbourhood	71.4%	53.2%	↓
TP12	We approach antisocial behaviour satisfactorily	75.0%	59.9%	↓

TSMs from management information (LCRA & LCHO combined)

Code	Measure	2024	2025	Change
NM01	Number of ASB cases (per 1,000 homes)	49.7	45.4	↓
NM02	Number of ASB cases which involves hate (per 1,000 homes)	1.19	0.9	↓
BS01	Gas safety checks	100%	100%	✓
BS02	Fire safety checks	100%	100%	✓
BS03	Asbestos safety checks	100%	100%	✓
BS04	Water safety checks	100%	100%	✓
BS05	Lift safety checks	100%	100%	✓

Welcome to our new residents in Partington

Earlier this year we bought a further 112 affordable homes in Partington, Greater Manchester.

As we already owned and managed around 1,300 homes across the area, this felt like a great opportunity for us to be able to provide more people with a safe place to call home, in a community we're already a part of.

Not only that, but we have dedicated housing officers (Tenancy Management Officers as they're now known) who are based from our local office twice a week and have good, well-established partnerships with businesses across Partington, helping us to support our residents to settle into their new neighbourhood.

Our CEO, Jacque Allen, said,

“Partington is a community we're proud to provide homes in. We love working with and supporting residents, partners, and the wider community already, so to be able to expand, and build on our already substantial local offer for more people, is something we are pleased to be able to do. We've recently invested **over £9.9 million** in building safety across many of our homes, and in Partington alone, we've made **over £3.8 million of improvements** including new kitchens, bathrooms and windows, as we want to ensure everyone can have a safe place to call home.”



Swapping your home

Did you know that you can swap your home with someone else, if you both agree – and that there's an easy way to do this?



We have been members of the UK's largest online mutual exchange service, **Homeswapper**, for many years and it enables social housing residents across the UK to search for and swap their home with another social housing resident, either locally or nationally.

Examples

- You could be a family of four and need another bedroom, and someone else's children may have moved out so they now need less bedrooms, and you both want to live in Warrington – Homeswapper can connect you and help make it happen.
- You could be living in Liverpool and looking to move to London, and someone wants to move from London to Liverpool – Homeswapper may find your perfect match.

It's free* and can save you time, avoiding the allocation process.

You can find all you need to know on the website – plus we now offer Homeswapper's SwapTracker service – meaning it's even quicker, easier and clearer to swap your home!



homeswapper.co.uk



SwapTracker is an online support tool which is *linked to HomeSwapper* and helps us and you to keep track of where your swap is up to at all times (not to mention it means less paperwork!)

Advantages

- All your questions answered in one place
- Reduces admin time and costs
- Dashboard that tells us, and you, where the process is up to, and anything you or your swapper needs to do to keep things moving
- Dates, receipts and outcomes of each step are shared
- Securely upload all relevant documents at any time
- Provides reassurance to you
- Online form with digital signature
- Helps to reduce anxiety during the process of swapping.



homeswapper.uk/swaptracker-service

Your feedback says it all! In one year we've seen a **35% increase in your satisfaction** with our **mutual exchange service!**

2024
50% satisfaction



2025
85% satisfaction

For more information visit yourhousinggroup.co.uk/buyswap

*It's free to all Your Housing Group social housing residents as we pay for it.

More home improvements in Old Trafford

As part of our ongoing home improvements plan, we've now finished communal upgrades both inside and outside the building at Bath Crescent, this includes:

- new carpets and vinyl flooring throughout
- new fitted lights
- a new communal kitchen
- new ceiling
- new communal bathroom

We were pleased to host a celebration with residents following the improvements with a singer and buffet, as our way of thanking them all for their patience and understanding whilst the work has been ongoing.

One of our residents said,

"We can't wait to start using the communal lounges again! It's a much more inviting space for us to gather now!"



New carpets and vinyl flooring throughout



New ceiling and new fitted lights



A little thank you for the patience and understanding of our residents

Making a difference

We understand that sometimes it's the little things that can make the biggest difference to your day-to-day lives...

...so when we found out that one couple needed a more accessible bathroom to help them in their day-to-day lives, we made it happen.

Mr and Mrs Cubbins live in Wigan and due to the age of their bathroom, it was on our list of cyclical upgrades, but following a conversation with them, we discovered that rather than simply replacing their bath, an accessible shower would be much more suitable, and would simply make their lives that bit easier - and safer - each day.



"We are delighted with the way it looks and I've been showing it to everyone since the replacement was finished."

Mrs Cubbins said,

"Neither of us used it (the bath), we just used the shower over it, but even that was starting to get difficult. Having this shower tray has made such a positive difference to us."

Celebrating VE Day 2025

Thursday 8 May 2025 marked the 80th anniversary of VE Day. A day to remember the courage and sacrifice of those who served in World War II.

World War II came to an end on 8 May 1945 after nearly six years of a war that cost millions of lives; destroyed families, cities, and much more. The day was celebrated as Victory in Europe also known as VE Day.

Our residents celebrated the 80th anniversary of VE Day this year with street parties, BBQs, costumes, quizzes and more!

We loved to see the events take place and everyone had a fantastic time!



Getting into the spirit of the celebrations!



A journey back in time...



Spot of tea, anyone?

Recognised for our strong relationship with residents'

We've been recognised again for our work with you, our residents, by Tpas, England's leading tenant engagement experts.

The not-for-profit organisation '*promote, support and champion tenant involvement and empowerment in social housing*' and their membership is made up of tenants and landlords, covering three million homes.

We successfully achieved Tpas Landlord Accreditation for a further three years after going through a process where Tpas acknowledged our strong relationship with our residents and our consistency in meeting face-to-face with events such as our High-Rise Forums, and our various engagement panels.

Paula Marshall, our Executive Director of Housing & Customer said,

"Following the extensive assessment process, we are delighted that we have retained our Tpas Landlord Accreditation. This is intrinsically linked to listening to residents, and working with them to tailor our services, so this certification shows that what we are doing is working."

Ensuring your voices are heard and you feel connected to us is something we consistently encourage and if you would like to be involved in any of our panels, forums and groups, please email yourvoice@yourhousinggroup.co.uk



Getting to know Your Response

Your Response is the name of our contact centre, and it's the first point of contact for anyone who wishes to get in touch to discuss anything about your tenancy.

As many of you will already know it's an extremely busy team of almost 40 colleagues, lead by Darren Shelley.

Darren says,
 "Your Response is the heartbeat of our customer experience, and strives to offer the best possible service to everyone who calls us, demonstrating reliability and expertise. I'm incredibly proud of the team who genuinely care and treat everyone they speak to with empathy and respect."



Your feedback

We always do our best to offer you what you need as efficiently as we can, but we know there's always work to do!

Over the last 12 months, **your satisfaction with all areas of the service has increased**, and we're grateful for your patience, understanding and feedback.

	March 2024	March 2025
Overall satisfaction with call handling	70%	78%
Helpful	76%	80%
Courteous	87%	90%
Understood enquiry	80%	83%
Knowledgeable	73%	79%
Dealt with enquiry	66%	74%
Sensitive to enquiry	75%	78%
Asked for contact details	78%	82%
Easy to deal with	62%	69%

Ways we can improve

You said...

You told us that you're not always aware that when you book a repair, it may not be completed on the first visit.

Whilst we always strive to complete your repair on the first visit, there may be occasions when we need to order items, carry out surveys, or take measurements and then book a follow up visit.

We always let you know as soon as we can if this is the case; however, if your issue is an emergency repair, our first visit will be to make sure you and your home are temporarily safe, with a follow up visit being scheduled to complete the repair.

Positive comments

Dealt with my enquiry brilliantly!
Joanne

Polite, proactive, and empathetic.
Amanda

I really love the option to be called back if there are too many people in the queue.
Anonymous

Ways we can improve

You said...

When you call, waiting times can be long.

It may help to understand that we do have seasonal spikes, such as when there's cold weather with heating and boiler issues, or during the summer, antisocial behaviour issues can increase.

The average wait time last year was **10-12 minutes**, but we have seen times when it was **as low as three minutes**. Unless it's an emergency repair request, which has to be made by phone, it's useful to remember that you can contact us in other ways. Have a look on our website under '**contact us**' for more ways to get in touch.

yourhousinggroup.co.uk/contact-us

Your feedback

Want to call?

0345 345 0272

- Open 9am - 5pm, Monday to Friday
- Emergencies 24 hours a day, 7 days a week

The best times to call us are between 10am - 2pm Tuesdays, Wednesdays and Thursdays. Our busiest day is Monday.

Our out of hours service is run by Orbis, which you can read more about in our Summer 2024 newsletter by visiting yourhousinggroup.co.uk/newsletters

We also

Did you know?

1,094

repairs were booked via Your Home Hub in the last year

Your Home Hub can be used to book repairs online, check your rent account, make a rent payment or update your details yourhomehub.co.uk

yourhousinggroup.co.uk/contact-us

[@yourhousing](https://www.facebook.com/yourhousing)

[yourhousinggroup](https://www.instagram.com/yourhousinggroup)

Customer engagement groups - want to get involved?

We love working with our customers to help shape our services and plans, and to make sure they're tailored to your needs and reflect your requirements.

Our priority is keeping you safe, but it's also really important to us that we're always open and honest with you, and we care about you feeling cared for, respected, and heard, which is where our resident engagement groups play a huge part!

We're looking for new members to join some of our groups, including:

Customer Connect Panel (CCP)

Customer Scrutiny Panel (CSP)

Equality, Diversity & Inclusion (EDI)

Comms Cafe

For more information please email yourvoice@yourhousinggroup.co.uk

What's in it for you?

Being involved with your landlord can be a great experience for a number of reasons. These include:

- Being able to input directly into how our services work
- Meeting new and like-minded people
- Getting to know our senior teams
- We even cover expenses and provide lunch and refreshments!



Happy 100th birthday, Miriam!

Our resident Miriam celebrated turning 100 years young!

Miriam is a resident of ours and has lived at Maple West, one of our retirement living complexes in Stoke-on-Trent, since the day it opened, eight years ago.

Miriam has been a social butterfly since the day she moved to Maple West as a keen member of their knit and natter group and a regular member of the Sunday church service.

Miriam celebrates her 100th birthday – in the same year as the city Stoke-on-Trent celebrates its centenary! Family visited Miriam at her home to mark the very special day along with a visit from the Lord Mayor, Lyn Sharpe and her son, David, who has been the city's mayoral chauffeur for several years.



From everyone at Your Housing Group, we would like to wish Miriam a very special 100th birthday!



Get a free photoshoot on us!

We're always looking to get fresh, new photographs of our real homes, with our real residents living their real lives, that we can use on social media, our website, in newsletters and more...

We'd visit you at home, and all we ask of you is to just be as you are... and you'll not only get a £100 Love2Shop voucher, but we'll also gift you a free family photoshoot and a framed picture of your choice.



To find out more and register your interest, email us at engage@yourhousinggroup.co.uk

Through our **passion** for housing, more **people** have a **safe** place to call **home**