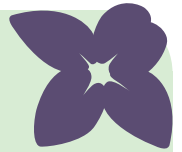




## Alan's art blossoms with LiLAC



**L**iLAC tenant Alan Moule has seen his artwork blossom in the last twelve months since he moved in to his new flat at Victoria Park Grove. In his old place he told us he had a "dingy little room" and had to do his art work in the dining area. But now he has more room to create and store his artwork.

Alan said: "I can really concentrate on my artwork here. Before, I used to have distractions and noise. Now I can work in peace when I want to."

He added: "I really feel my art has improved in the last year since moving to Victoria Park Grove".

Alan only began his art career when he moved to Spen Croft in 1997 but has developed his artistic interests into model making, making chess sets and painting using a variety of techniques and materials.



Alan Moule working on a painting

*"My art has improved since moving to Victoria Park Grove"*

## DVD for LiLAC tenants

**L**iLAC's very own DVD will soon be ready for all new tenants.

The DVD aims to give tenants have a good understanding of what they can expect when they move into their new homes. It features tenants currently living in LiLAC homes explaining what the move was like and what having their own flat means to them.

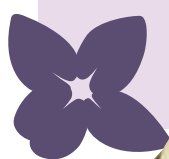
The DVD covers topics such as how to report a repair and how repairs are carried out. It explains what Progress Care Housing is and how we want to make sure all tenants enjoy their new properties and feel safe and secure in their new homes.

*Tenant Involvement Co-ordinator Peter Loosemore and Sophie from Victoria Park Grove taking part in the filming of the DVD*



Tenant Phil Lomax took part in the filming. He said: "It was certainly an interesting experience talking about my new property in front of the camera".

The DVD encourages tenants to get involved with tenant meetings and Forums and pass on any suggestions that they think will help other tenants settle in and make the most of their new lives.



## In this issue:

- New Leaf for LiLAC
- Name your newsletter
- How to get things in your home repaired
- competition



# Pet's Corner

Do you have a pet or know an animal that is special to you? Send us a photo with a short description and you might see them in next issue's 'Pets' corner'.



**Liz Holden, Cookridge, West Yorkshire**

Liz Holden is pictured with her pet guinea pig 'Rosie'. Liz told us: "I have a guinea pig called Rosie, she is brown and white and has pink eyes. Rosie is two and a half years old and I have had her since she was a baby. Rosie lives in a hutch in my garden, I can see her from my bedroom window."

# New Leaf for LiLAC

**A** gardening company that works with people with mental health needs has been chosen to do some of the gardening for the LiLAC project at Rossedene, Joseph Street and Waterloo Court. And LiLAC tenants with an interest in gardening are being encouraged to get involved.

New Leaf Gardeners is a social enterprise firm based at The Vale Day Centre in Hunslet, Leeds. The contract with LiLAC will see them tending to gardens from Wetherby to Kirkstall. The group recruits volunteers who enjoy gardening to get involved with all manner of garden activity, including lawn mowing, hedge cutting and weeding.

Bob Bartholomew, Horticultural Co-ordinator for New Leaf, said: "Gardening has so many physical and mental health benefits as well as offering an ideal opportunity to get outdoors more. Our volunteers



# gardens



New Leaf Gardeners Co-ordinator Bob Bartholomew (right) with volunteers Dave (left) and Ricky (centre).

say it has helped them improve their confidence and self-esteem and at the same time they have gained valuable experience in horticulture. It's also fun and sociable, so if anyone is interested, please get in touch."

**If you would like to find out more, you can contact Bob on 0113 271 3337 or by emailing [newleafgardeners@yahoo.co.uk](mailto:newleafgardeners@yahoo.co.uk)**

# Meet the team

**Your housing team:**

Left to right: Janice Hogarth, Supported Housing Manager and Harpreet Summan, Supported Housing Officer; Peter Loosemore, Tenant Involvement Co-Ordinator and Keely Fletcher, Supported Housing Assistant



## Name your newsletter!

**H**elp us choose a name for this newsletter and you could win a £5 shopping voucher!

Pick one of the three names right by ticking the box, fill in your name, address and telephone number, and post to: Peter Loosemore, Tenant Involvement Co-ordinator, Progress Care Housing, Unit 9, King's Court, King Street, Leyland, Lancashire PR25 2LE.



**Slips with the most popular name will be entered into a prize draw.**

**I think the newsletter should be called (tick box):**

1. LiLac News  2. LiLac Times  3. LiLac Letter

Name: .....

Address: .....

Tel No: .....



# How to get things in your home repaired



Once you have reported your repair Powerminster will give you a repair job number. Make a note of this number in your repairs log book.

**The company that carries out repairs to your homes is called Powerminster. When things get broken in your home and need repairing, please tell Powerminster straight away.**

You can telephone Powerminster to report a repair, or your support worker, friend or relative can telephone on your behalf.

Powerminster have a team of staff who you can report repairs to.

**The telephone number for all repairs is 0845 2416041**

When your telephone call is answered you will be asked to press 1 if you want to report a repair. You will then be able to speak to the repairs team.

**The repairs team will ask you:**

1. your name
2. your address
3. your telephone number
4. as much information about the repair as possible
5. when Powerminster can get access to your home

**EMERGENCY REPAIRS**

**If an emergency repair is needed, Powerminster will make the situation safe within 24 hours.**

An emergency repair is something that could be dangerous or cause serious damage to your home, for example:

- if you have no electricity
- if you have no heating or hot water
- if you have a leak or burst pipe, or your only toilet is blocked
- If your home is not secure

**If you say your repair is an emergency and it isn't, then you will be charged for the cost of the repair.**

**If you have a gas leak please telephone the National Grid (free) on 0800 111999**

**HOW LONG WILL IT TAKE TO GET THINGS REPAIRED?**

**Powerminster aims to complete repairs within 3 target times:**

**EMERGENCY REPAIRS** - to make safe within 24 hours

**URGENT REPAIRS** - to complete within 5 working days

**NON-URGENT REPAIRS** - to complete within 28 working days

Sometimes your home may need repairing because the building is new. This repair is called a defect and will be repaired either by:



Non-emergency defects may not get repaired until after either the 6 or 12 month inspection has taken place.

## Useful Addresses and Telephone Numbers

LiLAC  
Progress Care Housing  
Unit 1-2, Square Street  
Bradford  
BD4 7NQ

*We will be moving offices soon. Look out for our new contact details in the next newsletter.*

**Opening hours**

Monday – Friday  
9.00am – 5.00pm

**For all enquiries**

Tel: 0845 241 6041  
Fax: 0845 241 6042

Email: [enquiries@progresscare.org.uk](mailto:enquiries@progresscare.org.uk)  
[www.Talk2progress.co.uk](http://www.Talk2progress.co.uk)



LiLAC News is published by Progress Care Housing Association and sent to our LiLAC tenants.

If you have any suggestions for the newsletter please get in touch.

Write to: Andrea Wilson,  
Tenant Services Manager,  
Progress Care Housing,  
Unit 9, King's Court,  
King Street,  
Leyland,  
Lancashire  
PR25 2LE

Email: [awilson@progressgroup.org.uk](mailto:awilson@progressgroup.org.uk)  
or telephone 01772 450890