

PROGRESS People



PROGRESS CARE
HOUSING ASSOCIATION LIMITED

Winter 2011 Issue 28



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John keeps in time

John is very proud of his new home. It will be a year in January since he and the other tenants moved into their home in Bramley, Leeds. John's home was built as part of the LiLAC project (Leeds Independent Living Accommodation Company) and is a scheme made up of two properties providing supported housing for up to 8 tenants. The LiLAC project has 37 schemes in total which provide supported housing for up to 315 tenants in and around the Leeds area.

See page 2 for the full story.

Christmas Office Opening Hours



Progress Care Housing offices will be closed from midday on Friday 23rd December 2011 and will re-open at 8.45am on Tuesday 3rd January 2012.

For emergency repairs only

See your Tenant's Handbook for more information on what emergency repairs are. Please remember builders, white goods suppliers and contractors are often closed over the holiday period. We

may only be able to make a situation safe and not be able to carry out a full repair until the New Year. During the Christmas period please call the Control Centre on 01772 436756 if you have an emergency repair.





Abigail's adaptation



Abigail from Leeds successfully applied for a Disabilities Grant for an electric door with a low-level push button switch to improve access to her bedroom.

Abigail's support staff told us: "The application process was easy and the Adaptation Agency of Leeds City Council was so helpful. It took Abigail a little while to learn how to operate the door button, but it has made such a difference and is really worth having. Abigail can now go in and out of her bedroom much more easily whenever she wants, giving her more freedom and independence."

John keeps in time

Continued from the front page.

John is able to keep his drum kit in the garage and the extra space means he can practice one of his hobbies well away from the rest of the house.

Starting slowly he soon builds up a steady rhythm keeping a good beat at all times.

'I have played the drums for a while' says John 'but it is good to practice in the garage'.

The drums are not the only activity going on in the garage, there is a table football game where John shows equal talent in scoring goals as he does playing the drums.

'We hope to turn the garage into a games and activity room' say support staff.



Tell us what you think

Progress Care Housing recently sent you a survey called the Star Survey. Lots of you completed and returned your surveys to us, so thank you for taking the time!



Results of the survey will be published in our March newsletter.

Telling us about the things we have done well, and the things we have done badly, is called 'feedback'. This helps us to improve our service in the future.

If you want to give us any feedback, there is no need to wait until we send you a

survey – you can give us feedback at anytime.

If you want to tell us about something we have done for you that has made you happy, then you can also tell us by paying us a compliment.

If you feel that we have not given you a good service, then you have a right to

make a complaint. Making a complaint means telling us about something we have done, or not done, that has made you unhappy.

Good or bad, we want to hear from you, so if you would like to tell us what you think, please call us on 01772 450888.

COMPETITION

There is a £10 shopping voucher up for grabs in our Winter competition!

How many snowflakes can you find in the newsletter?

Count how many, then fill in the form below with your name and address. Cut it out and return it to Andrea Wilson, Tenant Services Manager at the address on the back page.

I found snowflakes



Name: _____

Address: _____

Tel no: _____

Closing date for entries is 13th January 2012.





Repairs Hotline

The repairs hotline took over 13,000 calls for Progress Care Housing from the 1st April 2010 - 31st March 2011.

During the year:

- ▶ 9,158 responsive repairs were completed.
- ▶ 98 out of every 100 Emergency repairs were completed within the target time
- ▶ 97 out of every 100 Urgent repairs were completed within the target time.
- ▶ 97 out of every 100 routine repairs were completed within the target time.
- ▶ 93 out of every 100 tenants were happy with the repairs service they received.

Planned maintenance and improvement programme

Each year Progress Care Housing Association is carrying out a planned maintenance programme, providing new kitchens, bathrooms, windows, doors and heating systems to some homes. **This is how the programme is going so far:**

	Kitchens	Bathrooms	General Modernisation	Heating System Renewal	External Painting	Windows & Doors
Proposed	28	26	16	24	70	22
Completed so far...	20	4	7	23	45	12

'General modernisation' work includes a range of improvements such as work to roofs, paths and driveways. All works will be completed by 31st March 2012. If your home is due for any work such as a new kitchen, you will be contacted before any work takes place.

Did you know?

If you have more than £16,000 AND it is held in a personal injury trust fund, you may still be able to claim Housing Benefit. If you need more information contact your local Housing Benefit Office or your Housing Officer using the contact details on the back page.



Have you experienced hate crime?

Some Progress Care Housing tenants have told us that they have been victims of hate crimes. Progress Care Housing take these reports very seriously.

What is Hate Crime?

Hate crime is any criminal offence committed against a person or property that is motivated by an offender's hatred of someone because of their:

- ▶ race, colour, ethnic origin, nationality or national origins
- ▶ religion
- ▶ gender or gender identity
- ▶ sexual orientation
- ▶ disability

It is wrong for anyone to have prejudice or hostility for other people.

It is wrong for anyone to hurt you or make you feel unsafe.

It is wrong for anyone to take or harm your belongings.

It is wrong for anyone to treat you badly just because of who you are.

Tell someone. Report it.

Report online at www.report-it.org.uk

Or call Crimestoppers free on 0800 555 111

If you have been a victim of hate crime and want to talk to your housing officer, please call Progress Care Housing on 01772 450888.



Time for the Ball

Tenants from Scunthorpe attended a fabulous ball.

They told us: "The day for the ball had finally arrived and everyone was wearing their new clothes. We were all excited at the thought of travelling to the ball in a stretch Hummer limo. Music was playing inside the limo and all the pretty lights were glistening. It was an amazing start to the night!

"When we arrived, we saw that the hall was beautifully decorated with gold and black balloons, and sparkly confetti on the tables. We all wore masks of different

designs – they looked amazing with all the pretty dresses and posh suits!

"Support workers Diane and Andrea made a lovely buffet so we all ate well. Everyone had fun singing karaoke and dancing to the disco. Later, everyone enjoyed a great game of 'Play your cards right' and lots of us won prizes!

"The best prize for us, though, was the summer ball itself. It was a lovely night out and the limo experience was WOW!

"Thank you to Creative Support's Mental Health Team Leader, Fran, for organising the event with her staff.

"Finally a special thank you goes out to the 'DreamMakers', a team of five local girls, who raised £500 for Creative Support North Lincolnshire. Some of the money was used to hire the limo, and we also have some left over to use towards future events."



Get recycling!



Recycling is an important part of helping to save natural resources and improving the environment. It will also help you keep your Progress Care Housing home clean and tidy and improve the look the neighbourhood where you live.

Below are some helpful hints about recycling in and around the home.

Household recycling

Recycling in and around the home can be easy when you know how. Thinking carefully about what products you buy at the supermarket and how you recycle them is the first step towards good recycling.



► **Find ways of recycling different things:** Many materials can be recycled, such as paper, plastic, metal and glass. Other items such as furniture and electronic equipment can also be recycled.



► **Buy products that can be recycled:** When shopping at the supermarket, buy products that can be recycled easily such as glass jars and tin cans. You can tell if a product is eco-friendly by looking at the label on the packaging. ♻️



► **Recycle bins:** Make sure you have a recycle bin in your home. Keep it in an obvious place so you do not forget to use it. Your local council should be able to provide you with a recycle bin that can be used for materials such as glass, paper, aluminium and plastic.

Garden recycling

By recycling gardening products you can help improve the environment in your back garden.



► **Composting:** Composting is a process where waste turns into compost, which can then be used in your garden to help it grow. It is an excellent way to recycle garden and kitchen waste such as plant trimmings and leftover food.



► **Grass recycling:** Grass recycling is an excellent way of recycling grass cuttings after mowing the lawn. Simply leave the cuttings on the ground instead of throwing them away, they will turn into nutrients and act as a fertiliser in the soil.

Local recycling facilities



Recycling facilities are provided for community use. Find out where your local recycling facilities are by contacting your local council. Your council will also be able to tell you what days your bin collections are. You may also want to recycle your unwanted clothes at your local charity shops.

Work, rest and play

If you have a job, hobby or sport you like doing, we would love to see a photo of it. Send your photo to the address on the back page, along with your name, address, telephone number and a short description of what you are doing in the photo. Your support worker may help you with this. You might see yourself in the newsletter!

Brian visits sister in Tenerife

Brian from North Walsham went on holiday to Tenerife and had lots of fun in the sun. While Brian was away, he visited his sister Jennifer and went to a ceremony where she was ordained as a Deacon by the Bishop at All Saints Church in Puerto De La Cruz.



Peter completes hand-made rug

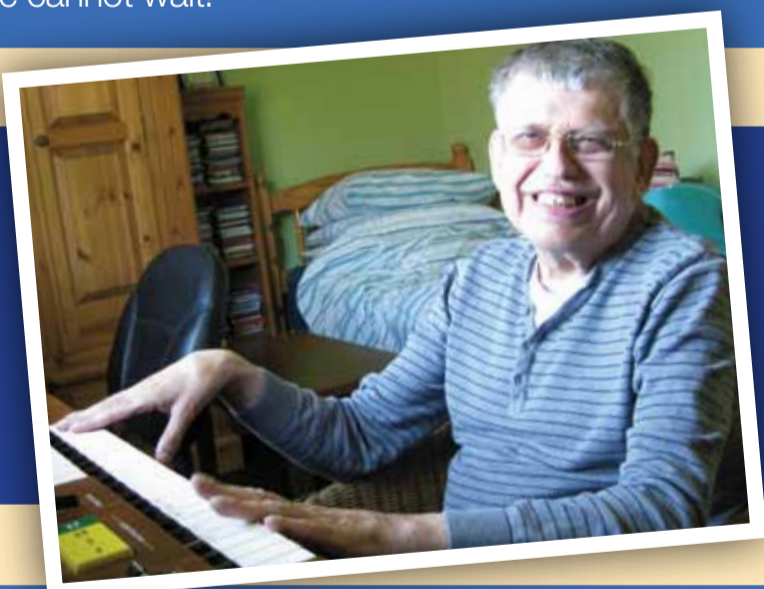
Peter from Gattonside, recently completed a beautiful handmade rug. The project, which required many hours of skilled work, kept him busy for a number of months.

Peter, decided to present it to his cousin Rena (right) and her sister-in-law Pat, and enjoyed a great day out when he travelled to Livingston to present them his handy work.

Tracy's green fingers!

When Tracy from Barrow in Furness moved into her new house, she developed a love for gardening. As a result, she has been busy this year growing lots of plants, including nice flowers and even some tomatoes and potatoes.

Tracy told us: "I have planted some more potatoes, which will be ready in December. My friends and I are going to have them with our Christmas dinner – we cannot wait!"



Geoffrey makes music

Music fan, Geoffrey from North Walsham, enjoys playing his electric organ. Recently Geoffrey decided to take his skills even further and bought an electronic drum kit to beat out the rhythms of different songs that he learns with his music tutor.

Rachel's favourite things

Rachel from Nottingham wrote to us telling us about the things she enjoys. She said: "I like, music and art, and love to sing, dance and write poetry. I enjoy cooking, and my favourite TV show is Big Cook, Little Cook. I also like watching Sci-fi programmes. I am an environmentalist. So I try to look after my surroundings."

Rachel also works as a waitress at her local café. Pictured, you can see Rachel enjoying her job.



Reducing doorstep crime

To highlight the dangers faced from doorstep callers, Lancashire Trading Standards gave a presentation to some tenants in September.

Staff from Lancashire Trading Standards acted out a series of scenes highlighting different types of doorstep crime. The event was a huge success and tenants felt they had learnt to become aware of some of the risks they were taking at home.

Three golden rules to help you avoid doorstep crime

Doorstep crime is something we all need to be aware of. That is why Progress Care Housings tenant involvement team are sharing three golden rules to highlight the dangers of doorstep callers.

The three golden rules to help you avoid doorstep crime are:



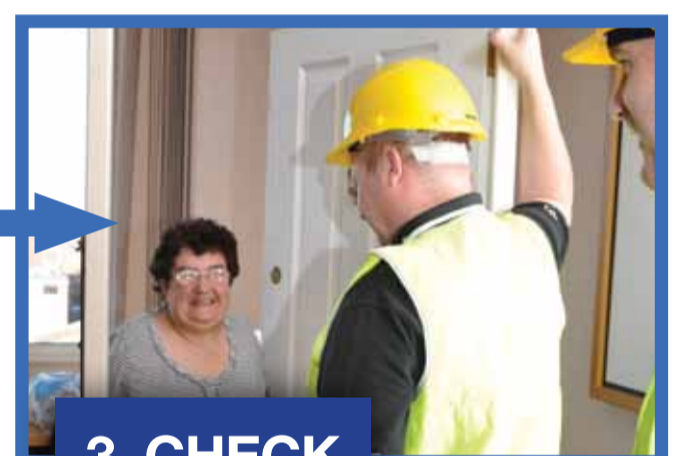
1. STOP

Are you expecting anyone? Before answering the front door, check that the back door is locked and remove the key.



2. CHAIN

Put the door bar or chain on. Look through the spy hole (if your door has one) or the window to see who it is. Always keep the bar or chain on while you are talking to the person on your doorstep.



3. CHECK

Ask for, and carefully check, their identity card – even if they have a prearranged appointment (all real callers will carry one).

Check:

- ▶ Do they look like the person on the card?
- ▶ Is the name the same as the one on your letter?

Close the door while you do this. If you are not expecting them and they have not shown you an identity card, **do not let them in until you have checked and double-checked that the caller is real.**

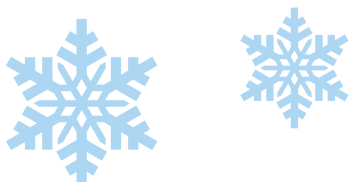
Call the company concerned if you are not sure. If they are a real caller they will not mind waiting. Do not call the number on the card – find the number in the telephone book or Yellow Pages.

REMEMBER!

Only let them in when you are absolutely sure that they are who they say they are - if you have any doubts, keep them out.

If you think a bogus caller has called at your door, report it to the police immediately – the earlier they know, the sooner they can act. Also, let neighbours and Neighbourhood Watch representatives know, in case the callers try to visit other homes in the area.

If you think you have been a victim of doorstep crime please call Consumer Direct on 08454 040506.





PROGRESS CARE
HOUSING ASSOCIATION LIMITED

Useful Addresses and Telephone Numbers

Head Office

Progress Care Housing Association
Warwick House, Kilnhouse Lane,
Lytham St Annes, Lancashire FY8 3DU

Opening hours:

Monday - Thursday 8.45am-5.15pm
Friday 8.45am-4.45pm

Tel. 01772 450888

Fax No. 01253 642001

Web: www.progressgroup.org.uk

Email: enquiries@progressgroup.org.uk

Leeds Office

Progress Care Housing
New Pudsey Court, 101 Bradford Road,
Pudsey, Leeds, LS28 6AT

Opening hours:

Monday-Friday 9am-5pm
LiLAC tenants Tel: 0845 241 6041

Progress Care Housing tenants living in Leeds, Harrogate, Northallerton, Norfolk, Suffolk, Rotherham, Cambridgeshire, Knaresborough, Selby and York

Tel. 0845 241 0208

Fax No. 0845 241 6042

Web: www.progressgroup.org.uk

Repairs

There are now a number of different arrangements for repairs, so please check the details given to you when you signed for your tenancy to find the correct telephone number to ring.

Remember: Repairs lines are usually very busy first thing in the morning. If your repair is not urgent please try phoning after 11am.

This newsletter is available in audio CD, large print, Braille or an alternative language.

To request your alternative format please contact the Tenant Involvement Team 01772 450890 or write to them at our Head Office address (details above) or e-mail progresspeople@progressgroup.org.uk



Introducing two new faces!

Progress Care would like to welcome two new employees, Kulli Paddan and Javed Ismail.

Kulli Paddan

"My name is Kulli Paddan and I am the new Supported Housing Assistant based at the Warwick House Office. I am really happy to be working for Progress Care Housing and enjoying the challenges of my new role. I previously worked for Wyre Council."



Javed Ismail

"My name is Javed and I am a new Supported Housing Officer working from the Leeds office. My job is to look at rent arrears, service charges and manage empty properties. I work with other organisations to provide housing and support to tenants. I also do annual review visits and tenancy sign ups."



Winners Corner

Here are the names of the lucky tenants who have won prizes since the last newsletter.

Spot the leaf winner – Joann Claridge from Lancashire,
Progress Housing Group Quarterly Draw –

July - September 2011 New Fylde Housing tenant from Staining
Star Survey – Martin Yates from Lancashire, Carl Sheridan from Nottinghamshire and Teresa Holmquest from Leicester

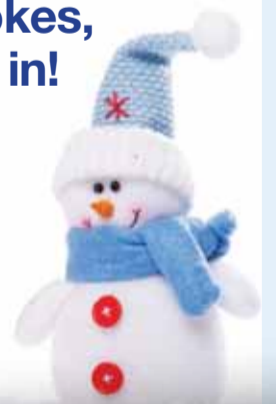
Jokes

If you know any jokes, please send them in!

What do monkeys sing at Christmas?

Jungle Bells, Jungle bells.. !

What do you get if you cross a snowman with a vampire? Frost bite.



'Progress People' is published by Progress Care Housing Association and sent to our supported housing tenants, support agency partners, service commissioners and tenants' relatives. If you have anything to say about the newsletter or our service, or a subject you think would make a good article, please get in touch.

You can write to: Tenant Involvement Team, Progress Care Housing Association, Warwick House, Kilnhouse Lane, Lytham St Annes, Lancashire FY8 3DU.

You can email at: progresspeople@progressgroup.org.uk or telephone on 01772 450890.