

# Independent Times

Summer 2025



## Knitting for prosperity!

**Housing Perks**  
page 9

**Scheme makeovers**  
page 2

**Progress**  
HOUSING GROUP

# Welcome from Sharon

**I am Sharon, Head of Housing Operations here at Progress Housing Group. I have been part of the team for over four years and have worked in the housing sector for more than 24 years.**

Summer is here, and it is the perfect time to get growing! Why not take part in our sunflower growing or Progress in Bloom competitions? It is a lovely way to brighten up your garden, window sill, or balcony. I cannot wait to see this year's entries!

We also know that the rising cost of living is a concern for many. Have you downloaded the Housing Perks app yet? It offers great discounts at over 100 supermarkets, high street stores, and online retailers—helping

you save on groceries, clothing, DIY supplies, home furnishings, and more.

With broadband prices rising by 7.5%, it is worth checking if you are eligible for a social tariff. If someone in your household receives Universal Credit, Pension Credit, or certain other benefits, you may be able to switch and save.

I hope you find this issue helpful. If you have any ideas or suggestions for future newsletters, we would love to hear from you!

**Sharon**  
Head of Housing Operations



## Your Tenant Committee

**Last year, we launched our Tenant Committees to help us shape a more people-focused approach to our services.**

We recently held a joint meeting with our supported living and general needs Tenant Committees, chaired by our Board Chair, Sheena McDonnell.

During the meeting, we discussed how we actively listen to our tenants and customers, ensuring their feedback shapes our services. We also talked about the committees' achievements so far and set goals for the future.

These future goals included:

- ◆ scheduling an insight session on Consumer Standards
- ◆ putting an action plan in the Customer Voice Strategy
- ◆ including more case studies in presentations

- ◆ scheduling an insight session on the Community Investment Fund (CIF)
- ◆ communicating the Group's values more clearly to tenants

Michael, a committee member and an independent living tenant, said: **"The tenant has a voice, and Progress Housing Group is listening to that voice."**

Julie, a committee member and independent living tenant, said: **"I feel I am learning more. I think we should be able to see the benefit because as tenants we are looking at things differently to the board."**

Your Tenant Committee will next meet on 16 July 2025, followed by 19 November 2025 and 18 February 2026.





# A new look

**We have been busy giving the communal areas at some of our schemes a makeover. We have replaced flooring and updated the decor in the communal spaces at:**

- ◆ Tuson House and Orchard Grange, in Penwortham
- ◆ Bridge Court and Lostock Court, in Lostock Hall
- ◆ Lowerfield in Farington Moss
- ◆ Jubilee Court and Bashall Grove, in Leyland
- ◆ Old Mill Court in Walmer Bridge
- ◆ Boundary Close/Churchside in new Longton

Tuson House, Lostock Court and Old Mill Court have also benefitted from new furniture and updated fittings.

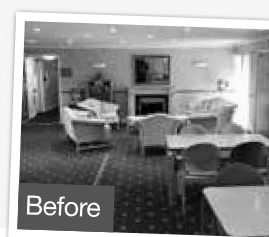
A tenant at Orchard Grange said: **“I would like to thank Progress for the new carpets and paintwork. I think it is like a new place.”**

We are now working on our programme for 2025/26, where we will be adding other schemes to have a makeover.

## Lostock Court



## Tuson House



# Fire safety in your home

**We have taken steps to remove fire extinguishers from some parts of the communal areas in schemes and blocks of flats. This decision was made to keep you safe. Both we or your local fire service would recommend that you should never tackle a fire yourself.**

Fire extinguishers remain in risk rooms, such as offices, plant rooms (rooms dedicated to storing electrical items or heating systems), laundry rooms, and kitchens. They have only been removed from corridors where there are flats. We have taken this decision very seriously and have been working

with Lancashire Fire and Rescue Service and our Fire Risk Assessment Consultants to make sure we get everything right.

In case of a fire, if you live within a scheme, you should remain in your home (unless the fire is in your flat), keeping all doors shut. If the fire is in your home, please leave as quickly and safely as possible. Do not use the lift if one is provided in your property, and call the fire service. Do not re-enter your home until the fire service confirms it is safe to do so. If your home is not part of an integral scheme and is separate, find the nearest fire exit, and call the fire service.

Your local fire and rescue service can also provide a free fire safety check on your home. Check the Lancashire Fire and Rescue Service website, **[www.lancsfireandrescue.org.uk](http://www.lancsfireandrescue.org.uk)** for local fire safety advice and information on home checks.

If you have any concerns about fire safety and evacuation, please contact your area housing officer.

**We advise that you test all smoke detectors and carbon monoxide detectors at least once a month to check they are working. You can do this by pressing the big tester button. If you need help, ask your independent living coordinator.**

# What has been going on?

## Being good neighbours

Tenants who would be on their own on Christmas Day at Jubilee Court in Leyland are being invited to spend it with fellow neighbours.

Lyndsey and Roy, who live at the scheme, are looking to repeat what they did last Christmas and cook for fellow tenants in the communal area.

Lyndsey said:

**“It got people chatting and mingling with others they would not normally mix with. That is what communities should be about.**



Lyndsey and Roy at Jubilee Court

**“We want to do it again this year, and promote it better so more people from Jubilee Court can attend.”**

Keep an eye out for posters and a sign-up sheet in the communal area from October for Christmas 2025.

## Advice with cake

We invited Lancashire West Citizens Advice (South Ribble) to Lostock Court and Bridge Court in Lostock Hall, and Lowerfield in Farington to talk to tenants about budgeting, understanding bills, benefits and other general advice.

We plan to organise more sessions at other schemes and hope tenants join us.

Alan, from Lostock Court, said: **“A lot of people do not know all this extra information, so it is worth going.**

**“With it being in our communal areas, you can come down, mix with people and have a brew.”**

Tony, from Lostock Court, made cakes for the session. He added: **“I have been worried about energy prices and going into debt, so this will help me.”**



Tony, with Independent Living Coordinator Mel and Area Housing Officer Elaine.





## VE Day

Tenants at Hennel House, Walton-le-Dale; Orchard Grange, Penwortham; Liggard Court, Lytham St Annes, and Amounderness Court, Kirkham, held parties in their communal areas to celebrate 80 years since the end of the Second World War.



Orchard Grange



Hennel House



Amounderness Court

## Meet Tracey, your new independent living coordinator

Tracey will be supporting tenants in St John's Court, Liggard Court and Croft Court.

Tracey is a tenant and a member of the Tenant Committee. She has previously worked in the Tenancy Sustainability Team through our Brighter Futures programme.

She also runs iHOPE Fylde, supporting local residents through a donation and redistribution project and organising beach clean ups.

She says: **"I have a lot of experience in service delivery and management. I look forward to meeting you all."**



## Community fun at Lowerhouse



**Lowerhouse, in Leyland, is a hive of activity for the local community.**

The scheme holds a breakfast club every Friday morning, as well as chair fitness on a Monday (see page 6).

Pat, who lives in Wrightsfold, runs the breakfast club, serving bacon and sausage butties, toasted teacakes and a brew for a minimal charge.

She says: **"I've been doing this for seven years. I love cooking and being with people and socialising, which is important for someone of my age who lives on their own. I like to think people who live on their own have somewhere to come to meet with people and have a chat, rather than being sat at home lonely."**

The local residents also recently enjoyed a barbecue, organised by another tenant, Sandra.

## Why not join us?

**Friends Annette and Lillian, who live in Stanner Lodge in Lytham St Annes, have made it their mission to attend almost every trip and activity at our independent living schemes over the past year.**

As a result, they have a year of fun memories, from shopping at Bury Market, to seeing the Blackpool Illuminations. They are now encouraging others to book on to the activities.

Annette says: **"It is good that Progress does these activities. As it is always the same faces, it would be good if a few more people started going."**

Lillian says: **"I just wanted to get out of my flat as I was on my own. I would say to other people that it is worth coming out of your flat and joining in. You can feel lonely on your own, but there is always someone who is happy to welcome you."**

See page 6 for details of trips and activities

# Dates for your diary

## South Ribble

### Breakfast club

**Every Friday from 8.30am - 10.30am**

Coffee morning at Lowerhouse, Welsby Road, in Leyland.

**Every Monday from 10am until 11.30am**

at Orchard Grange, Penwortham.

### Chair fitness

**Every Monday 3pm - 4pm** at Lowerhouse, Welsby Road, Leyland.

### Bingo with Baz

Thank you to Baz Howard, a Farington parish councillor and owner of Howards Decorators, who is once again running bingo games at several of our independent living schemes:

- ◆ **Thursday, 24 July**  
Lowerfield, 7pm - 8pm
- ◆ **Thursday, 28 August**  
Outram House, 7pm - 8pm
- ◆ **Thursday, 25 September**  
Old Mill Court, 7pm - 8pm
- ◆ **Thursday, 23 October**  
Northbrook Gardens, 7pm - 8pm
- ◆ **Thursday, 27 November**  
Lowerhouse, 7pm - 8pm
- ◆ **Thursday, 18 December**  
Tuson House, 7pm - 8pm

### Events

- ◆ **Tuesday, 5 August** Afternoon tea at Northbrook Gardens, 1pm - 3pm
- ◆ **Tuesday, 12 August** Afternoon tea at Bridge Court, 1pm - 3pm
- ◆ **Tuesday 18 August** Afternoon tea at Tuson House, 1pm - 3pm

### Trips

- ◆ **Wednesday, 9 July**  
Liverpool Docks

- ◆ **Tuesday, 5 August**

Barton Grange chippy cruise

- ◆ **Friday, 12 September**

Bury Market

- ◆ **Wednesday, 8 October**

Lyndene Hotel lunch and entertainment

- ◆ **Wednesday, 5 November**

Trafford Centre

- ◆ **Wednesday, 10 December**

Blackpool Illuminations and chippy

### Fylde

#### Events

- ◆ **Thursday, 10 July** Afternoon tea and bingo at Amounderness Court, 12.30pm - 3pm
- ◆ **Wednesday, 16 July** Afternoon tea and bingo at St John's Court, 12.30pm - 3pm
- ◆ **Wednesday, 23 July** Afternoon tea and bingo at Stanner Lodge, 12.30pm - 3pm
- ◆ **Thursday, 31 July** Afternoon tea and bingo at Liggard Court, 12.30pm - 3pm
- ◆ **Thursday, 7 August** Afternoon tea and bingo at Croft Court, 12.30pm - 3pm

### Trips

- ◆ **Tuesday, 15 July**  
Windermere
- ◆ **Tuesday, 5 August**  
Barton Grange chippy cruise
- ◆ **Wednesday, 17 September**  
Bury Market
- ◆ **Tuesday, 14 October**  
Lyndene Hotel lunch and entertainment
- ◆ **Tuesday, 11 November**  
Trafford Centre
- ◆ **Tuesday, 16 December**  
Blackpool Illuminations and chippy

If you want to find out more about prices for trips or to book a place, please get in touch with the Customer Voice Team at [community@progressgroup.org.uk](mailto:community@progressgroup.org.uk), call Danni on 07929 856305 or Clare on 07866 010999.



## Community spirit at Lostock Court

**We love sharing how you all come together as a community, like our tenants at Lostock Court.**

When Irene was ill and spent some time in hospital, her fellow neighbours looked out for her. So as a way of saying thank you, her family organised a garden bingo get together.



Tenants also recently held a raffle and enjoyed bacon butties to raise money for centre activities. They raised £165.

## Keeping you safe - legionella

**Legionella is the name given to a group of bacteria found in water. Low concentrations are generally not harmful.**

The likelihood of legionella being in your home is very unlikely, but there are some steps you can take to reduce the risk:

- ◆ set your hot water cylinder or boiler to at least 60°C or above and run all your cold water taps and showers at least once a week
- ◆ if you have been away for more than a week, heat up your water system to the normal temperature, run every tap for at least five minutes and slowly flush the cold taps until the water is really cold
- ◆ clean the taps in your bath, basin and sink by brushing the scale off with a nylon brush or wiping them with a diluted bleach solution every three months
- ◆ soak the shower head and flexible hose in a disinfectant solution every three months to make sure any build-up of bacteria is removed

## Report a repair

**If you have any concerns about the safety of your home, please let us know. We also have lots of information on how to keep safe in your home on our website and leaflets, including:**

- ◆ fire safety
- ◆ gas safety
- ◆ faulty gas and electrical appliances (including fittings and wiring)
- ◆ damp and mould
- ◆ asbestos
- ◆ burst pipes, severe roof leaks or flooding
- ◆ unsecured external doors or windows (unless damaged by you, your family or visitors to your home)
- ◆ what to do in an emergency
- ◆ repairs responsibilities

**For emergency repairs, call us on 0333 320 4555.**

**If someone is in danger, call 999.**

**You can report a non-emergency repair via your online account: [my.progressgroup.org.uk](https://my.progressgroup.org.uk)**

## Changes to welfare benefits

**The government released its Spring Statement in April, highlighting changes to welfare benefits:**

- ◆ from April 2026, Universal Credit will be increased for some, but there will be cuts to the health element and a freeze for new claimants
- ◆ from November 2026, the eligibility criteria for personal independence payments (PIP) will be tightened, with more points needed for a single activity such as washing, dressing or shopping

If you would like more information on support and resources, you can access our free, independent tenant and wellbeing service, Life & Progress, on **0330 094 8845**.

If you are worried about how these changes may affect you, you can also get in touch with us via live chat on our website, **[www.progressgroup.org.uk](http://www.progressgroup.org.uk)**, or call **0333 320 4555**.

## How to reduce your water bills

**Water rates went up in April, meaning you will pay more for your water.**

### Water bill discounts

**United Utilities offers a Low Income Water Discount** if you are on a low income and meet certain criteria. This is a yearly discount of **£50**, which will be automatically credited to your account if you qualify. However, if you believe you were eligible but did not receive a discount, call United Utilities on **0800 072 6765**.

### Eligibility

You will qualify for the discount if:

- ◆ you are on means-tested benefits and/or receiving financial support towards your housing costs through Housing Benefit or the housing-costs element of Universal Credit
- ◆ your yearly water bill on the qualifying date is more than £350
- ◆ you do not already receive financial support through any other schemes (WaterSure, WaterSure Plus, Back on Track or Help to Pay)

If you are on the Priority Services Register, you are entitled to free services and support. This is provided by utility suppliers to help certain customers, for example if you are over state pension age or living with a disability. Contact your water supplier to be added to its register.

## Household Support Fund

The government has allocated South Ribble Borough Council and Fylde Council money through the Household Support Fund. The scheme can help tenants with short term living costs such as food, gas, electric, water, household bills and clothing. For more information, get in touch with your local council.

# Housing Perks

## Download our Housing Perks app to save money on essentials.

The Housing Perks app offers discounts at supermarkets, high street shops and online to help you save money on essentials. It is completely safe, easy to use and free.

Ron, a Penwortham tenant, tells us:

**"It is easy to use, and it does save you money. I would say I save around £40 a month. I use it for doing my weekly shop and meals out."**



Ron using the app

## How to sign up

Search for Housing Perks on your Apple or Google app store. Install and type in your tenancy reference number in the tenancy reference box to sign up.

You can find out more on our website, [www.progressgroup.org.uk/support/](http://www.progressgroup.org.uk/support/).

Sign up and enter a prize draw for three shopping vouchers: one for £100 and two for £25! Draw closes mid-August.

## Great savings

We will soon be adding a new feature where you can use the savings to go towards your rent. Tap the 'Rent' icon in the menu at the bottom of your screen. Then tap 'Rent Contributions'. Make sure it is set to 'On.' Once it is set to 'On', your savings will automatically be put towards your rent payments/arrears.

# An update on our supported living company Reside Housing Association

**In 2021, Reside Housing Association, a specialist supported living provider for people with a learning disability, mental health needs, and autistic adults, joined Progress Housing Group.**

As a result of the merger, we decided to call the part of our organisation that specialises in supported living, **RWP**.

Although we changed our name to RWP, Reside Housing Association remains the legal landlord for some tenants. We understand that having two names can cause confusion for tenants and partners we work with.

To address this, in April 2026, all of Reside Housing Association's properties and contracts will transfer to Progress Housing Association Ltd., which means it will

become the legal landlord for all Reside Housing Association tenants. This will only impact Reside Housing Association tenants. It does not impact you at all. We are letting you know our plans because we want to keep you updated about everything we are doing at Progress Housing Group.

Next month, we will write to all RWP tenants about the proposed change and outline the changes in more detail.

If you have any questions, you can:

- ◆ **email:** [enquiries@progressgroup.org.uk](mailto:enquiries@progressgroup.org.uk)
- ◆ **call:** 0333 320 4555
- ◆ request information in different formats such as large print or Easy Read



# Recognising self-neglect



**We all have a responsibility to make sure that we help protect vulnerable adults or children.**

Some adults may display signs of self-neglect, where they are not looking after themselves, for example a lack of personal hygiene, not eating and not looking after their health; lack of care for their environment, and an unwillingness to seek help or access services to meet health and social care needs.

## Recognising hoarding

Hoarding is where someone has an excessive number of items and chaotically stores them, resulting in unmanageable clutter.

Hoarding could also be a sign of an underlying condition, such as OCD, other types of anxiety, depression and dementia.

The person hoarding is usually reluctant to have visitors or even allow operatives in to carry out essential repairs, causing social isolation and posing a safety risk.

The clutter poses further health risks, as it can:

- ◆ make cleaning very difficult, leading to unhygienic conditions and encouraging rodent or insect infestations
- ◆ be a fire risk and block exits in the event of a fire
- ◆ cause trips and falls
- ◆ fall over or collapse on people, if kept in large piles

If you think that someone is hoarding or neglecting themselves, please call us on **0333 320 4555**. Alternatively, our area housing officers can report a safeguarding concern on your behalf if you prefer.

## Volunteering opportunities

If you are looking to volunteer in your free time, our Progress Futures Team can help find volunteering opportunities for you. They can also tell you about courses to increase your confidence or that teach you new life skills.

Get in touch with the team by emailing **futures@progressgroup.org.uk** or by calling **07976 812535** or **0333 320 4555**.

## Commitment to quality

We have successfully achieved reaccreditation for ISO 9001:2015, the international standard for Quality Management Systems, following an audit by Alcumus ISOQAR.

This achievement reaffirms our commitment to quality management, continuous improvement and delivering the best possible services to our tenants and customers.

# Wellbeing support



Our free tenant support and wellbeing service with independent provider Life & Progress offers 24-hour access to confidential support. It can also offer in-the-moment counselling on a wide range of issues, including debt, relationships, and family matters, as well as free legal advice.

This is how the service could help you with health issues and disturbances in your sleep patterns.

- ◆ life-related coping strategies – Life & Progress can connect you to a counsellor to talk through any anxieties you may be having that could be causing stress and sleeplessness
- ◆ stress management techniques, such as relaxation exercises like deep breathing and progressive muscle relaxation, which can help reduce stress and promote sleep
- ◆ providing information on sleep hygiene, including reducing screen time before bed, creating a comfortable sleep environment, and setting a consistent sleep schedule

You can access Life & Progress by calling **0330 094 8845**.

You can also visit **[www.tenantcare.co.uk](http://www.tenantcare.co.uk)**

Username: **progressgroup** Password: **tenant**

## Your annual gas check

**We are working with CORGI to carry out audits on gas and electrical services. This means that a CORGI engineer will be visiting your home once we have completed your gas or electrical safety check.**

They will carry ID and will wear a uniform with the CORGI logo.

A CORGI engineer will never turn up unannounced. We will speak to you beforehand to arrange a suitable appointment. This will usually be around a month after the gas or electrical safety check.

If you have any concerns or are unsure if the visit is genuine, please contact us on **0333 320 4555**.

## How we are performing

**The Regulator of Social Housing has introduced Tenant Satisfaction Measures to look at how happy you are with the services we provide.**

Over the past few months, an external provider called Acuity has been carrying out Tenant Satisfaction Measures (TSM) surveys via text, email and telephone calls. Tenants are selected

at random to make sure we get a fair representation. To read the results, visit the performance section of our website, **[www.progressgroup.org.uk/performance/](http://www.progressgroup.org.uk/performance/)**

## Your Voice

### Tenants' Forum

Our Tenants' Forum meet quarterly to comment on performance information and reports before they are presented to our Group and Executive Boards.

During their meeting in May, the tenants looked at how many opportunities there were for tenants to have their say.

They also received an update on our equality, diversity and inclusion themes (fairness and respect) around communication, data collection and accessibility.

The group also discussed this year's Tenant Annual Review in terms of its content, format, accessibility and how it should be distributed.



If you would like to let us know what you would like to see in the review, please get in touch with us by calling **0333 320 4555**.

Tenants discussed the importance of lived experience amongst Progress colleagues, helping to reduce stigma and develop stronger relationships with tenants.

The next Tenants' Forum meeting will take place on Monday, 4 August 2025 at Sumner House, King Street, Leyland, 1.30pm to 3.30pm. Tenants can also join via Microsoft Teams. The meeting will focus on Customer Voice.

### Tenants' Voice

**Our Tenants' Voice - Improving Services group met in June. Here is a summary of what they talked about.**

**Out of hours service:** The out of hours policy will be updated after the pilot for extended hours (8am to 6pm Monday to Friday and Saturday mornings) is completed, and options to make this a permanent change are considered. This is expected in the autumn.

**Planned maintenance:** Work is ongoing to inform tenants about what to expect during planned works like new kitchens and bathrooms. Tenants approved the format for written information to be provided in advance of works and to be available on the website.

**Communication review:** Contractors have signed up to RAMP customer service principles. Tenants discussed the Customer Access Strategy, highlighting various feedback channels, including the Customer

Contact Centre, surveys, Tenant Satisfaction Measures (TSMs), reviews, and complaints.

**Aids and adaptations:** Members approved tenant-friendly changes to permission letters for property adaptations.

**Communal areas:** Work is ongoing to make sure all communal areas have up-to-date information on how to report issues and options to report issues digitally.

**Complaints and compliments:** Tenants made eight recommendations to improve information on making complaints or compliments and promoting changes from feedback.

**Engagement with our supported living arm - RWP** Tenants discussed collaboration with RWP tenants for the next review.

The next meeting is on Tuesday, 2 September, 1.30pm to 3.30pm, at Sumner House or online via Microsoft Teams.

If you would like to find out more or would like to book a place at either meeting, please email **community@progressgroup.org.uk** or call Diane on **07870 900991**.



# Compliments and complaints



## Tenant feedback helps us to learn and improve our services.

From 1 April 2024 to 31 March 2025, we received:

**118** complaints from our independent living tenants, compared with **143** at the same time last year

**53** compliments from our independent living tenants, compared with **33** at the same time last year

## You said, we did...

- following feedback, we are working with our contractors to improve our no-access procedure across all repairs and maintenance services. This will help us to provide a better service and give tenants clearer information on what to expect
- we have rolled out some improvements to our website, including: a new A-Z directory of services, more accessible tenancy information in our resources centre, a new menu to help navigate the site, and a new information page with support for reasonable adjustments and accessing services
- following feedback from Progress Lifeline customers about waiting times for our Emergency Home Responder (EHR) service, we can now track where

responders are so we can give customers an estimate of arrival times

## Compliments


- tenants were happy with the new linked path to Orchard Grange and the ground works: **"I am delighted with the high-quality works carried out by contractor O'Callaghan. They were very polite and very professional"**
- "my mum and other residents have spoken highly of the independent living coordinator at Lostock Court. She is professional, caring, approachable and friendly"**

Find out how to make a compliment or a complaint on our website or contact us on **0333 320 4555**. You can find out more about our performance on complaints on our website. [www.progressgroup.org.uk/performance/complaints-and-compliments/](http://www.progressgroup.org.uk/performance/complaints-and-compliments/)

- we are a member of the Housing Ombudsman Scheme and we carry out an annual self-assessment against the Complaint Handling Code. To find out more, visit: **[www.housingombudsman.org.uk](http://www.housingombudsman.org.uk)**




## Contact us


 **Manage your rent and repairs at any time online at:**  
[my.progressgroup.org.uk](http://my.progressgroup.org.uk)


 **Live chat**  
(Monday to Friday, 8am to 5pm)  
[www.progressgroup.org.uk](http://www.progressgroup.org.uk)

 **Email**  
[enquiries@progressgroup.org.uk](mailto:enquiries@progressgroup.org.uk)

 **Phone**  
(Monday to Friday, 8am to 6pm)  
**0333 320 4555**

 **In-person**  
(Monday to Friday, 8.30am to 4.30pm)  
**or write to us at**  
Sumner House  
21 King Street  
Leyland  
Lancashire  
PR25 2LW

 **Follow us on Facebook/ProgressStreetTalk**

 **Share with us on Instagram:**  
**@progress\_hg**

# Knitting for prosperity!

Tuson House tenants Ann, Myra, Sylvia, and Sheila, along with fellow knitting group member Ruth, have knitted a 14.5ft blue and white scarf for

the Giant Scarf Project, led by Preston North End Community and Education Trust (PNECET) and the National Football Museum. Their scarf will be shown

at various locations, including schools, libraries and community centres. It will then join other scarves to form a giant scarf, which will go on display at the National Football Museum in Manchester.

If anyone feels inspired to get knitting, PNECET is also collecting regular scarves to be donated to The Foxton Centre, which supports vulnerable communities in Preston.



Tenants at Tuson House

## Our Customer Promises

We would like to introduce our new Customer Promises. We spoke to you, our tenants, about what matters the most to you that we get right as your landlord. Your new Customer Promises follow our RAMP customer service style: **R**esolve issues; **A**dapt our service; **M**ake it easy and **P**roactive communication. These results are for our general needs, independent living, supported housing tenants and shared owners for 2024/25. We report on our RWP supported living tenants separately.

### Resolve issues

We promise we will always try to resolve issues you raise with us to your satisfaction.



**98.8% of complaints answered in time**



**61.1% of tenants who believe their query was resolved today**





## Adapt our service

We promise to adapt to you where possible to deliver a supportive service, which treats you fairly and takes into account your individual needs.



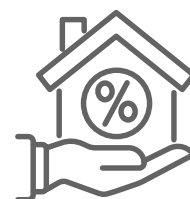
**80.0% of tenants who feel treated fairly and with respect**



**55.0% of equality and diversity data held about tenants**

## Make it easy

We promise to make it easy for you in all aspects of our service delivery.



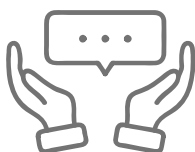
**76.0% of overall satisfaction with landlord**



**80.0% of satisfaction with repairs service**

## Proactive communication

We promise to be proactive in all our communication. We will be patient, genuine, approachable and manage expectations. We will say what we will do and by when.



**64.0% of tenants who feel we listen to their views and act upon them**



We will be collating feedback on the % of calls that could have been avoided if resolved first time. As this is new, this data will be available next quarter.

**Return Address**  
Progress Housing Group  
Sumner House  
21 King Street  
Leyland  
Lancashire  
PR25 2LW



## Sunflower competition

**Our tallest sunflower competition is back for another year.**

Entries with a photograph and height need to be submitted by Sunday, 7 September 2025.

To enter, please take a photo of your sunflower and send it along with your name, address and height measurement to **community@progressgroup.org.uk**

The 10 tallest sunflowers will receive a prize. We cannot wait to see them all!



## Progress in Bloom

Our annual Progress in Bloom gardening competition will open in July. Now is the perfect time to start cultivating your gardens and taking photos ready to submit July. Keep an eye on our website and Facebook page for details on how to enter.

## Grounds maintenance update

Our contractor, The Nurture Group, began its annual grass-cutting service in our communal areas recently.

Nurture's teams will be working hard to ensure your outdoor spaces are well-maintained and looking their best.

We appreciate your patience whilst this work takes place to enhance our shared spaces.