

Your Tenant Annual Review

2024/25

**TOGETHER
WE CAN**

Get Involved. Shape Progress

www.progressgroup.org.uk

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Data

Unless stated, all reporting is for our Progress Housing Group tenants for the period 1 April 2024 to 31 March 2025.

We report on our RWP supported living tenants separately.

Click [here](#) to read our RWP Tenant Annual Review.

Our Tenant Satisfaction Measures data is for all our tenancy types except shared owners and leaseholders.





Welcome to your Tenant Annual Review

My name is Julie, and I am an independent living tenant. As a volunteer, I give my feedback and help to improve services through my roles with other tenant representatives in the Tenants' Voice – Improving Services group, the Tenants' Forum and the Tenants' Committee.

For example, through the Tenants' Forum, we have looked at performance information such as the Consumer Standards, which are set by the Regulator of Social Housing.

Your Tenant Annual Review shows how Progress Housing Group has performed as your landlord over the past 12 months. It was also a year which marked the Group's 30th anniversary since it came into operation in 1994.

You can read about the Group's Tenant Satisfaction Measures, which show how tenants like us are satisfied with the services we receive and find out how the Group has delivered on its Customer Promises, too. This means how it has kept its promises to provide well-maintained and safe homes and communities, and how it has involved you in improving services.

We hear real-life stories from tenants who share the positive impacts of social housing. For example, Shireen tells us why she wished she had moved into social housing sooner, and Patrick and his wife Joan discuss how the Group has provided great support to them.

In the year ahead, as tenant representatives, we will continue to monitor performance and work together to do our part in providing safe and healthy homes for everyone. The introduction of the first phase of Awaab's Law this year is set to bring about change in the social housing sector, demanding landlords tackle damp and mould promptly, which I know the Group is committed to.

If you are interested in having an input on how we do things, there are many opportunities for tenants to influence services, and lots of ways to have your voice heard. For more information, visit www.progressgroup.org.uk or contact your Customer Voice Team by emailing community@progressgroup.org.uk.

I hope you enjoy reading your Tenant Annual Review.

Julie

A photograph of a middle-aged man with grey hair, smiling warmly. He is wearing a grey zip-up hoodie with blue and white striped drawstrings. He is standing in a doorway, with a red brick wall to his left and a white door frame behind him. A white decorative bracket is visible on the brick wall.

Our Customer Promises

Our Customer Promises, which were co-created with our tenants, are based on our customer service framework called RAMP.

RAMP stands for: **R**esolve issues, **A**dapt our service, **M**ake it easy and **P**roactive communication.

Our new Customer Promises help tenants hold us to account as their landlord and reassure them that we are delivering high-quality services.

How RAMP is aligned with our Customer Promises

Resolve issues

Our promise: we will make every effort to resolve issues when they are raised to the tenant's satisfaction.

How we will measure this: the percentage of complaints answered in time, and the percentage of tenants who believe their query was resolved today.

Adapt our service

Our promise: we will adapt to deliver a supportive service, treating everyone fairly and considering their individual needs.

How we will measure this: the percentage of tenants who feel treated fairly and with respect, and the percentage of equality and diversity data we hold about our tenants.

Make it easy

Our promise: we will make it easy for tenants in all aspects of service delivery.

How we will measure this: the percentage of overall satisfaction with us as a landlord, along with the percentage of satisfaction with our repairs service.

Proactive communication

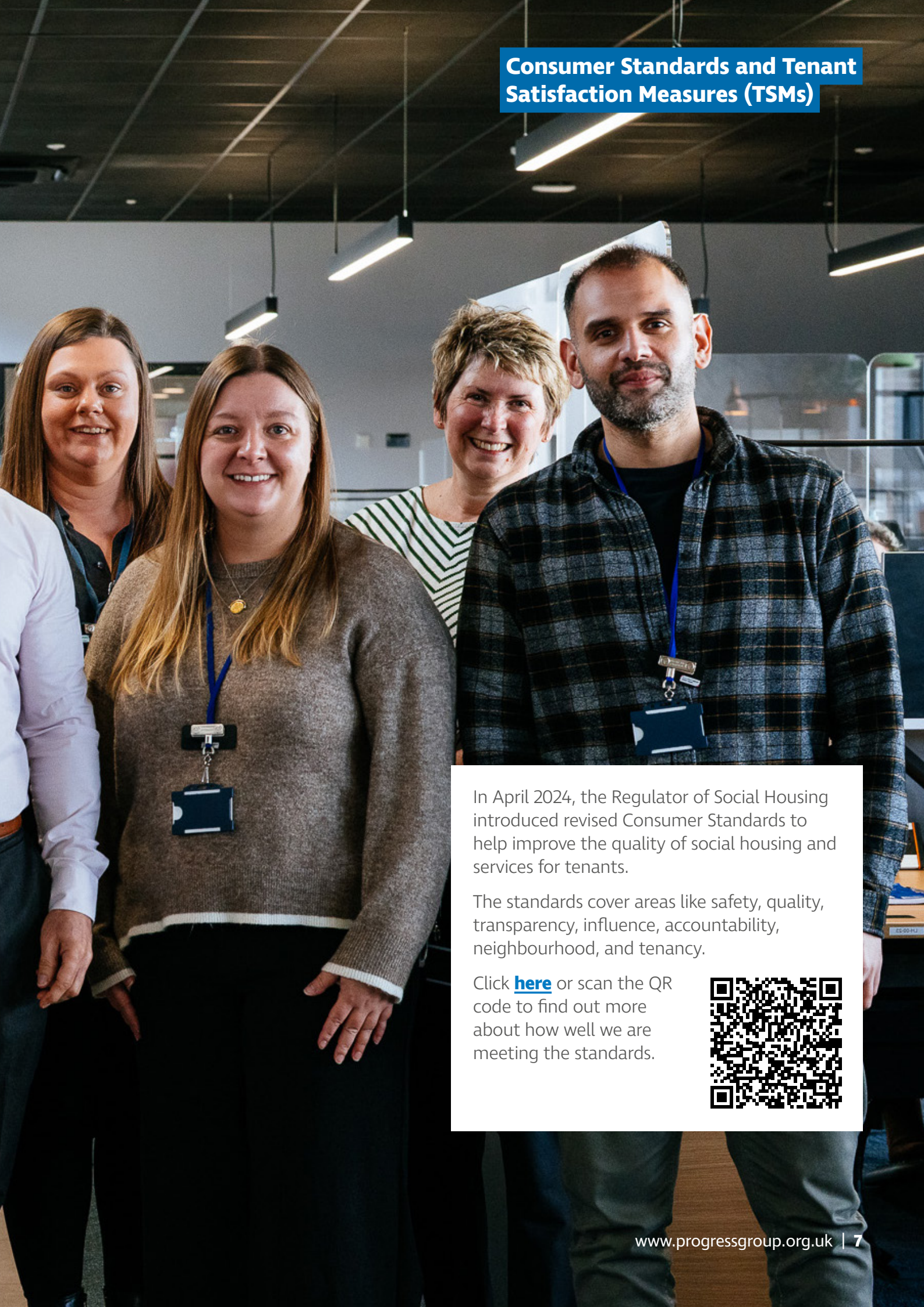
Our promise: we will be proactive in our communication, being patient, genuine, approachable, and managing expectations. We will say what we will do and by when.

How we will measure this: the percentage of tenants who feel we listen to their views and act upon them, and the percentage of calls that could have been avoided if resolved first time.



Consumer Standards and Tenant Satisfaction Measures (TSMs)

Consumer Standards and Tenant Satisfaction Measures (TSMs)



In April 2024, the Regulator of Social Housing introduced revised Consumer Standards to help improve the quality of social housing and services for tenants.

The standards cover areas like safety, quality, transparency, influence, accountability, neighbourhood, and tenancy.

Click [here](#) or scan the QR code to find out more about how well we are meeting the standards.



A photograph of a woman with blonde hair, smiling and holding a small Yorkshire Terrier dog. She is wearing a white cardigan over a floral dress and a pearl necklace. The background shows a brick house and a wooden fence under a blue sky.

Looking forward



We are committed to providing good value for money, making sure every penny goes towards better services and keeping homes safe and comfortable.

This year, we will be focusing on the following key areas to improve our services to you.



Listening and improving together

We are working hard to listen to your views and improve our services based on what matters most to you. This means better communication, quicker responses to your questions or concerns, and making sure our services fit your needs, whether it is repairs, support, or keeping you safe in your home.



Growing and modernising our services

We are planning new improvements, like developing Extra Care housing for those who need more support and making our independent living schemes easier and safer to use. We are also upgrading our technology, including better digital services and new systems to help our teams work more efficiently, which should mean faster service for you.



Supporting our community

We know that a strong community makes for happier homes. That is why we are working to help you stay in your home and get support when you need it,

whether it is help with rent, advice, or getting involved in community activities. We want everyone to feel welcomed and valued.



Being responsible with your money

We are committed to providing good value for money, making sure every penny goes towards better services and keeping homes safe and comfortable. We are also focused on making it easier to understand and pay service charges.



Creating social value

We want to do more than just provide homes. We want to make a positive difference in your neighbourhood. That means supporting local projects, helping people get involved, and making sure our work benefits the whole community.

Together, we are working to make your home and neighbourhood a better place, and we are excited for all the improvements coming your way in the year ahead.



A male worker with short brown hair, wearing a dark blue t-shirt and a high-visibility yellow and grey safety vest, is using a black power drill to work on a white wall. He is looking towards the camera with a slight smile. The background shows a hallway with white walls and a doorway.

Safe and sound homes



Over 3 out of 4 tenants (77.7%) who completed a Tenant Satisfaction Measures survey told us that they are satisfied that their home is well-maintained, compared to 72.4% in the previous year.

We promise to keep your homes well-maintained and safe.

Repairs and maintenance

Over 3 out of 4 tenants (77.7%) who completed a Tenant Satisfaction Measures survey told us that they are satisfied that their home is well-maintained, compared to 72.4% in the previous year.

Our highest priority is providing well-maintained and safe homes and neighbourhoods. Last year, we spent £3.73 million delivering our routine repairs service and carried out over 34,000 repairs, including 7,190 emergency repairs. We completed 95.1% of emergency repairs within 24 hours. Our routine maintenance repairs performance improved, with 16,402 out of 20,429 (80.3%) of routine repairs completed on time.

Planned improvements

This year, we invested a total of £9.1 million to modernise our homes and improve energy efficiency.

This included fitting 110 new kitchens, nearly 250 bathrooms, 400 doors, windows to 100 homes, 150 roofs and over 400 heating systems. Part of this spending was allocated to high-cost works, such as replacing lifts, commercial boilers, and resurfacing car parks.

Safe and sound homes

4 out of 5 tenants (80.5%) who completed a Tenant Satisfaction Measures survey told us that they are satisfied that their home is safe, compared to 78.2% in the previous year.

We take our responsibility as a social housing provider very seriously, and our highest priority is providing high-quality homes in which our tenants feel safe. We spent £730,000 on 5,788 gas safety and 1,507 electrical tests, 117 fire safety checks, 43 asbestos and 26 water hygiene checks to make sure all our homes are safe and sound.

Damp and mould

This year, our Healthy Homes Team completed 1,500 inspections, prioritising properties with reports of damp and mould concerns and completing full risk assessments of our empty properties.

Each of these cases is tracked, and repairs are monitored through to completion, with a follow-up inspection undertaken where a hazard is identified.

3.7% of our total complaints were related to damp and mould, with each one followed up on and investigated. 93% of tenants were satisfied with the response received to the report of damp and mould.

Adaptations

Our aids and adaptations service assists tenants with disabilities or other needs to make their homes safer and more comfortable for independent living, with modifications ranging from minor changes like handrails to major ones like ramps and level-access showers.

In order to make this happen, we work in partnership with our local authority teams.

We invested £267,613.66 in providing 518 adaptations such as grab rails, key safes, lever taps, or half steps and larger adaptations like ramps and level access showers to 284 homes.

Greener homes

We are committed to reducing our impact on the environment.

This involves improving the energy performance of our homes and reducing energy bills for our tenants.

Our homes' average energy performance certificate (EPC) rating is C (74.9% meet this efficiency target), and we are on target for all properties to have a minimum EPC rating of C by 2030.

We are working towards the government's targets, ensuring that all our homes are rated EPC C by 2030 and produce zero net carbon emissions by 2050.

You said, we did

You said:

You wanted us to improve our no-access procedure across all repairs and maintenance services to help us provide a better service and give tenants clearer information on what to expect.

We did:

We are working with our contractors to improve our no-access procedure. We have also made changes to our Contractor Code

of Conduct, liaising with our Tenants' Voice - Improving Services group. The changes include a new section on cold calling and contractors contacting Property Services if they cannot make appointments, rather than turning up unannounced.

We value tenant feedback, which helps us make changes that address tenants' needs and concerns. This has improved our repair service, increasing tenant satisfaction from 86.3% to 88.4%.

New homes

This year, we invested a total of £36.2 million in new homes, of which £11 million came from Homes England and NHS England.

A total of 146 homes were completed during the year, of which 79 were Affordable Rent, 8 were social rent, 29 were shared ownership, and 30 were supported living. Work continues at our flagship scheme for older people in Lancaster. The scheme will provide 108 sustainable, low-rent apartments with Extra Care facilities and spaces.



Stories of Progress

Discover how shared ownership transformed Steve and Paula's lives. Facing financial challenges, they found a beautifully built home with Progress, enjoying greater security and comfort in a welcoming community. Their story shows how shared ownership offers quality, affordability, and peace of mind for those seeking a fresh start.



In numbers

Repairs and maintenance



99.9%

Homes that meet the Decent Homes Standard



84.0%

Non-emergency repairs completed within the target timescale



94.8%

Emergency repairs completed within the target timescale



80.5%

Satisfaction with repairs



72.8%

Satisfaction with time taken to complete most recent repair



77.7%

Satisfaction that the home is well-maintained

Safe homes



80.5%

Satisfaction that the home is safe



100%

Gas safety checks



98.4%

Fire safety checks



100%

Asbestos safety checks



98.8%

Water safety checks



98.9%

Lift safety checks



Putting tenants at the heart



Over 7 out of 10 tenants (71.2%) who completed a Tenant Satisfaction Measures survey said they were satisfied that we kept them informed about things that matter to them.

Over 7 out of 10 tenants (75.1%) who completed a survey told us they are satisfied with their home and the service we provide.

We promise always to be respectful and supportive and involve tenants in improving services.

Tenant voice

In our Tenant Satisfaction Measures survey, over 3 out of 5 tenants (63.7%) surveyed said that they were satisfied that we listened to their views and acted upon them, compared to 63.2% in the previous year.

We learn from our tenants in many ways, such as through tenant groups, surveys, digital platforms, Community Chats, local groups, and forums.

Our tenant committees

Our tenant committees help us to hear tenant voices and directly influence how we do things.

The committees are made up of tenants representatives and chaired by a board member and look at our strategic priorities and how we can learn from tenant feedback from surveys and complaints.

Tenants' Voice - Improving Services group

Our Tenants' Voice - Improving Services group is made up of tenants who review different areas of the organisation to identify what we do well and recommend improvements.

The group reviewed communication, aids and adaptations, communal areas and tenant engagement with the rent and service charge review process. They made 28 recommendations and received regular updates on progress.

Community Chats

Our Community Chats are a chance for us to find out what tenants and residents think about the area they live in.

We do this by visiting homes in our neighbourhoods and asking tenants and residents to share their thoughts on our services and communities. During the year, we conducted 11 rounds of Community Chats. We have shared feedback with tenants and used it to create an improvement plan for each area.

Click [here](#) or scan the QR code to read more about our tenant voice activities and how to get involved.



Community events

We hosted 288 events with 5,276 attendees, including 1,647 attendances at independent living events and activities.

These events included social gatherings, training sessions, community events, Community Chats, consultations, and tenant-led reviews. Special events included our annual Progress in Bloom gardening competition, events celebrating diversity and inclusion, and Christmas competition.

Our annual Progress Community Champion Awards honoured our dedicated volunteers and community groups.

Complaints and compliments

Last year, we received 1,015 complaints and 232 compliments across the Group. Positively, we resolved 497 complaints at the first point of contact within our target of 10 working days, improving response times and tenant satisfaction.

We resolved 4 out of 5 (86.1%) of stage 2 complaints within our target of 20 working days. The top three reasons for complaints were the time we take to complete a repair, employee handling - how we interact with you and communication - how we keep you updated about requests, such as your repairs or when you report issues such as anti-social behaviour.

Just over 2 out of 5 tenants (45.8%) who completed a tenant satisfaction survey said they were satisfied with our approach to handling complaints. This is an increase on last year (43.1%) but is still an area for improvement.

Overall, we received a slightly lower number of complaints last year than in the year before. Changing how we deliver some of our repairs has improved satisfaction with our repair service. We have also introduced two dedicated complaint resolution officers and a 'learning from complaints' forum.

We use insights from complaint performance to find ways to improve and to keep us on track. We monitor progress and report on it quarterly to the Executive Board, tenants, and non-executive director leads.



Key areas of focus include continuing to embed our positive complaints culture through training, briefings and regular check-ins, improving communications relating to complaints, including processes, policy, accessibility and transparency, and better reporting.

We are committed to meeting the requirements of the Housing Ombudsman's Complaint Handling Code, and we carry out an annual self-assessment to make sure that we follow the code. Click [here](#) or scan the QR code to read our annual self-assessment and complaints performance.



Safeguarding

We are committed to keeping adults with care and support needs and all children safe and well.

There have been 68 safeguarding concerns raised in the year. This is a slight reduction from the previous year, when 71 concerns were raised. Self-neglect and financial abuse accounted for the top concerns raised, followed by neglect, emotional abuse and physical abuse, cuckooing and suicide risk. Our Safeguarding Review Group meets quarterly to oversee all safeguarding matters, and we have reviewed our safeguarding process.



You said, we did

You said:

You said some of our communities were not included in our walkabouts.

We did:

We listened to tenant feedback and added new areas to our walkabouts, including Fleetwood, Garstang, Longridge and Cottam.

Our walkabouts aim to ensure the local area looks appealing and functions well, and to solve any problems. We think it is important that our tenants and area housing officers have strong relationships, and we encourage you to take part in a walkabout if you want to raise an area of concern.

You said:

When we assessed our Complaints, Feedback and Redress Policy earlier this year, we talked with some of our involved tenants and they told us that they would like our letters and emails to be clearer when we issue an outcome to a complaint.

Tenants said that saying a complaint was 'upheld' or 'not upheld' wasn't always clear.

We did:

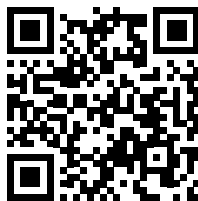
We changed this wording to 'we got it wrong' or 'we got it right'.

We have now changed all our complaint responses to the more customer friendly language our tenants suggested.

Stories of Progress



Watch how we are using real insight into how tenants and employees work together to make a difference in their housing community. You will hear honest reflections about what it is like to get involved, why it matters, and how everyone's ideas help shape better services for all. It is about listening, learning, and making positive change - together.



Looking forward

In the coming year, we will invest a total of £26 million in repairs and improvements, including £1.7 million in safety works and £1.1 million in environmental works.

Following the introduction of Awaab's Law, we have introduced new processes across asset management and repairs and maintenance. We will continue to review these processes as Awaab's Law expands further.

This year, we will build 112 new homes for Affordable Rent, 17 for shared ownership and 39 for supported living and complete our Extra Care scheme to help tackle the housing shortage in the coming year.

In numbers



63.7%

Satisfaction that the landlord listens to tenant views and acts upon them



71.2%

Satisfaction that the landlord keeps tenants informed about things that matter to them



79.4%

Agreement that the landlord treats tenants fairly and with respect



45.8%

Satisfaction with the landlord's approach to handling complaints



11

Community Chats



13

Community checks



288

Tenant meetings, community events, social activities, youth activities, scrutiny and training



71.2

Number of stage 1 complaints compared to the size of the landlord (per 1,000 homes)



3.4

Number of stage 2 complaints compared to the size of the landlord (per 1,000 homes)



75.1%

Tenants who completed a survey told us they are satisfied with their home and the service we provide



99.6%

The proportion of stage 1 complaints responded to within complaint handling code timescales



86.1%

The proportion of stage 2 complaints responded to within complaint handling code timescales



99.6% were responded to within our target of 10 working days.



Creating great places to live



Over 3 out of 5 tenants (65.7%) who completed a survey said they are satisfied that we contribute positively to neighbourhoods.

We promise to work with tenants and other agencies to keep communities and neighbourhoods safe and well-maintained.

Clean and green neighbourhoods

In the past year, we completed 104 estate walkabouts and four community clean-up days, enabling us to identify communal repairs and vandalism and have a presence on our estates.

Over 3 out of 5 tenants (65.7%) who completed a survey said they are satisfied that we contribute positively to neighbourhoods, a slight decrease from 66.1%. 7 out of 10 tenants (73.9%) told us that communal areas are kept clean and well-maintained, an increase from 71.0%.

Anti-social behaviour

We dealt with 652 anti-social behaviour (ASB) reports to create safer and more peaceful neighbourhoods.

We continued to work closely with partner agencies to help prevent and tackle ASB. For example, 12 ASB cases were referred to mediation services, with 6 successfully resolved. 3 out of 5 tenants (60.6%) surveyed

said they were satisfied with our approach to handling ASB, a slight decrease from 62.3%.

We reviewed our Community Safety Strategy this year. This included working closely with Area Housing Teams and external partners in identified hot spot locations to proactively reduce crime and anti-social behaviour.

We also improved communication preferences for complainants as part of our anti-social behaviour action plan, ensuring their needs are met more effectively.

Domestic abuse

Our charity, Key Unlocking Futures, provides refuge and outreach services as part of the Domestic Abuse Support Services Lancashire partnership, covering Chorley and South Ribble.

This year, we provided safe homes to 41 women and 40 children at our refuges, whilst supporting 218 people through our community outreach programmes.



Community initiatives

We believe that strong communities help people feel connected and like they belong.

Our Community Investment Fund shows our commitment to supporting and growing vibrant communities.

The fund is managed by a panel of tenants, led by a board member. This panel ensures the money is used in ways that help our tenants and their communities the most.

This year, we supported 43 community projects with £88,322. These projects included youth programmes, a winter warmer campaign, Christmas events, a carnival, sports equipment, and community gardens, all aimed at improving community health and wellbeing.

We also funded 10 groups through our Soup Dragon's Den initiative. This programme allows community groups to apply for up to £1,000 by pitching their projects at

a community event. The event not only provides funding but also encourages networking and community togetherness.

We provided funding for five community centres in four neighbourhoods in Lancashire, where tenants and residents run activities for the benefit of everyone. This year, we expanded our community work at two centres in Fylde, bringing activities and events to support tenants, residents, and strengthen community links.

Additionally, our Charity Fund supported 25 applications from tenants and employees, contributing over £13,000 to causes such as the Samaritans, Rosemere Cancer Foundation, Preston Black History Group, Derian House, Doing it for Dylan, Pancreatic Cancer UK, Macmillan Cancer Support, The Trussell Trust, St Catherine's Hospice, and more.

We are committed to supporting our communities to create a meaningful and lasting impact.



Looking forward

Following on from last year's Big Conversation at our 30 independent living schemes we have started to implement improvements suggested by tenants. We have decorated and renewed the flooring at four schemes and are planning further renewal of decoration, floor coverings and furniture at another three schemes. We will also be installing scooter storage and charging facilities at six schemes in the coming year, which will help our tenants to remain mobile and improve the safety and security of their scooters.



Stories of Progress

Discover the transformation of Broadfield Community Garden, led by Andrea and her dedicated volunteers. Once overgrown, it is now a peaceful haven at the heart of the community, offering a welcoming space for all. Exciting plans for a sensory garden promise even greater benefits for local residents to enjoy.



In numbers



73.9%

Satisfaction that the landlord keeps communal areas clean and well-maintained



65.7%

Satisfaction that the landlord makes a positive contribution to neighbourhoods



60.6%

Satisfaction with the landlord's approach to handling anti-social behaviour



£88,322

Investment in resident groups and community projects



104

Estate walkabouts



4

Community clean-up days



652

Number of anti-social behaviour reports dealt with



81

Women and children provided with refuge from domestic abuse



10

Groups funded through our Soup Dragon's Den initiative



A responsible landlord



Last year, we provided 421 new tenants with safe and secure homes, achieving a tenant satisfaction rate of 93.6%, which is higher than our target of 92%.

Allocations and lettings

Most of our homes are allocated through choice-based letting schemes, giving tenants the option to choose their home and location.

Last year, we provided 421 new tenants with safe and secure homes, achieving a tenant satisfaction rate of 93.6%, which is higher than our target of 92%.

Tenancy sustainability

Our Tenancy Sustainability Service helps new tenants settle into their homes both financially and emotionally.

We offer up to three months of support, including help with income and benefits, setting up utility bills, budgeting, finding furniture grants, and general wellbeing support. We also support existing tenants.

This year, we helped 276 applicants (pre tenancy) and 143 tenants get £813,170 in grants and benefits. Thanks to our good relationship with South Ribble Borough Council, we managed the Housing Support Fund/Step Up Grants for tenants in South Ribble, in partnership with our charity, Key Unlocking Futures. This helped 163 tenants receive a total of £61,615.

Our Tenant Support Fund continued to help 284 households with unexpected emergencies or one-time costs like food, fuel, domestic appliances, and furniture. This year, the fund provided a total of £114,165.

We also help existing tenants maintain their tenancy by taking referrals from area housing teams for debt management, benefits, and property condition issues. We work with Key Unlocking Futures to offer additional specialist support.

Progress Futures

Our employability service supported 215 people, with 79 gaining employment or apprenticeships or going on to education, training and work experience.

This helped them improve their prospects through employment and learning. As well as providing dedicated one-to-one support, we saw 678 attendances through community-based job clubs. The DFN Project SEARCH initiative, in partnership with Runshaw College, supported a further seven interns with an education, health and care plan and additional needs through their internship this year.

Rents and service charges

The government regulates how we set our rents, and we follow strict guidelines.

In consultation with tenants, we increased our general needs rents by an average of £3 per week and reduced weekly service charges by 6p.

Our independent living rents increased by an average of £3 per week with weekly service charges increasing by £2. The increases help us to make sure our homes are safe and well-maintained and that we can continue to deliver high standards of service and service improvements.

Management costs

Click [here](#) or scan the QR code to view the directors' remuneration and management costs.



You said, we did

You said:

You wanted information about the rent and service charge review in a way that was easy to understand.

We did:

We ran a detailed communications campaign from December 2024 to January 2025.

We produced an A4 leaflet for tenants, to be sent out with the annual rent statements, explaining rent and service charge changes, as well as a pictorial summary leaflet to be handed out at community events.

To maximise reach and engagement, the campaign used multiple channels, including a dedicated tenant section on the website featuring clear links to additional resources. Complementing this, both organic and paid social media campaigns were developed for Facebook and Instagram, focusing on the key messages.

You said:

Tenants asked for more tailored training courses and support with digital skills and IT.

We did:

We set up digital skills workshops offering tenants the opportunity to build confidence in getting online and improving their digital skills. We also worked with local training providers to deliver several free courses for tenants, including employability skills, creating confidence, building resilience, basic money management and debt prevention and cooking on a budget.

Looking forward

The Tenant Sustainability Service aims to provide more opportunities for external funding and to work closely with external agencies to provide additional support and opportunities to tenants in our communities.

We aim to deliver more training sessions and short courses to support tenants in improving their digital and employability skills and their mental health and wellbeing. We aim to support more tenants to access training, education, employment, volunteering, and work experience opportunities by working closely with our colleagues and contractors, as well as external partners and local employers.



Stories of Progress

Meet Tracey, a tenant and community leader, as she shares her journey with Progress Housing Group. This film offers a personal look at how tenants are supported, the challenges they face, and the difference a caring landlord can make. Tracey's story highlights the power of community, understanding, and genuine support in making a place feel like home.



In numbers



228

Tenants referred
to the Tenancy
Sustainability Team



£304,892

Income gained for
129 tenants



163

Tenants receiving
critical tenancy
support



79

People receiving
support with gaining
employment or
education



We provide a 24/7 tenant support and wellbeing service through independent provider Life & Progress.

A woman with dark hair pulled back, wearing black-rimmed glasses and a light-colored plaid button-down shirt, is sitting at a desk. She is looking directly at the camera with a slight smile. In front of her is a dark blue laptop. The background is a blurred office environment with warm, ambient lighting from overhead fixtures.

Help, support and guidance

If you need advice and support, we are here to help.

Our website, **www.progressgroup.org.uk**, has lots of information, or you can ask us for a leaflet.



Home safety

Please regularly test your smoke detectors and report any faults to us immediately.

Our website has lots of information on gas, fire, and electrical safety; leaflets are available on request. If there is a danger to life or a serious issue with your property, call our emergency phone line **0333 320 4555**. It is available 24/7.



Damp and mould

If you are experiencing problems with damp, mould or condensation, please get in touch so we can arrange for one of our surveyors to inspect your home.



Cost of living

Do not struggle alone. Our friendly team is here to help and can offer short-term support with debt, benefits, budgeting, life skills, and wellbeing. We can help you access support for your energy bills over the winter, and Step-Up grants. Visit our Cost of Living Hub on our website or contact us for more information.



Save money with the Housing Perks app

The free app will help you save money on essentials such as food, clothing, school uniforms and equipment, and home and family days out. Download the Housing Perks app from the Apple or Google store. You can also make your spending pay towards your rent by switching on Rent Contributions. You will need your tenancy reference number to sign-up.



Wellbeing

Our Life & Progress support and wellbeing service provides free, independent, confidential information and debt, legal and financial advice and emotional support with life's challenges.

Call **0330 094 8845** or visit **www.tsws-assist.co.uk** and enter **progressgroup** as your username and the password is **tenant**.



Domestic abuse

Call the South Ribble and Chorley Domestic Abuse Helpline for confidential advice and support 24 hours a day on **01772 435865**.

You can also live chat with us at **www.keycharity.org.uk**, Monday - Friday, 10am to 4pm, or you can text Key on **07790 971237**.



Safeguarding

If you think you or someone you know is being abused or neglected, you should tell someone you trust. Please get in touch with us if you have any concerns about safeguarding.



Hate crime and anti-social behaviour (ASB)

We are committed to tackling any behaviour that has caused or is likely to cause harassment, alarm, or distress to one or more people within their home or community. If you are experiencing ASB, please contact us or visit our website.



Support to access our services

Please let us know if you need help accessing our services, and we will do our best to make sure you get the support you need. Some ways we can help are providing information in a different format or language, adapting how we support you in person or on the phone or giving you additional support with managing your tenancy.



Performance

Find out how well we are delivering our services to you on our website.



Support to live in your home

We can offer support to help you live safely and comfortably in your home. This could include support with aids and adaptations, help to explore more suitable property options such as Extra Care, independent living, or supported living or referrals to partner organisations.



Get into work or training

Our Progress Futures service offers free 1-1 support with training, apprenticeships and employment to help build confidence and skills and improve job prospects. Visit www.progressgroup.org.uk/futures/ or call **0333 320 4555**.



Get involved

We have different ways for tenants to get involved and talk to us, including our Tenants' Voice – Improving Services group, Tenants' Forum and Tenants' Talk sessions.

To find out how to get involved, please get in touch with our Customer Voice Team by emailing community@progressgroup.org.uk or call Diane on **07870 900991**.



Further support

For further support on energy costs, benefits, community funding, neighbourhood management, rent and service charges, repairs and maintenance, and fraud, or to find out how to help shape how we deliver services, visit our website.





Please let us know if you need help accessing our services, or need information in another format or language. We will do our best to make sure you get the support you need.

Thanks for reading your review

To find out more, please visit our website
www.progressgroup.org.uk

 **ProgressStreetTalk**

 **@progress_hg**

Manage your rent and repairs online

To report and track repairs or check your rent account 24/7, go to **my.progressgroup.org.uk**

Sign up for news and more

To sign up for email alerts and updates about your home, community, and other services, go to **www.progressgroup.org.uk/sign-up**

Complaints and compliments

Your feedback is very important to us and helps us to improve our services. Please tell us if we have been doing something well or if you are unhappy.

We follow the Housing Ombudsman's Complaint Handling Code.

To make a complaint, suggestion or compliment, please visit
www.progressgroup.org.uk/feedback

Get in touch

The quickest way to get in touch is online at **www.progressgroup.org.uk** by:

- logging into your online tenant account
- emailing us
- live chat – available Monday to Friday, 8am to 5pm

You can also:

- call us on 0333 320 4555
- visit or write to us –
Sumner House, 21 King Street, Leyland,
Lancashire, PR25 2LW

Let us know if you want this information in a different language or format.

Where possible and practical to do so, we can provide this information in large print, braille, Easy Read, audio, or another language. We also offer British Sign Language signing and interpretation services.

Please note that time-sensitive communications may need to be provided in the standard format.