



Your quarterly update on your home and community

Hello

Here is your quarterly update, which we share as part of our commitment as your landlord to help you understand how well we deliver our services. We also want to keep you updated on important information regarding your tenancy.

Read your Tenant Annual Review

Your Tenant Annual Review is now available, showing how well services have been delivered.

It includes updates on customer promises, complaint handling, satisfaction measures, and value for money.

We recently sent a brief summary through the post. If you would like the full version sent to your home, please get in touch with us.

Your rights as a tenant

We are committed to keeping you safe in your homes. Please report any concerns about damp and mould, or any other safety concerns, as soon as possible.

We need to prioritise repairs so that we can help the people who have the most disruption first. The way we prioritise repairs and the timescales in which we complete them as also set out by the regulator.

- If it is an emergency, such as loss of electricity or heating, we must start fixing it in 24 hours.
- If it is not an emergency, but still a serious damp or mould problem, we will inspect the problem within 10 working days.
- If it is urgent, we will start repairs within five working days.
- We will keep you updated at every stage until the work is finished

What you need to do:

- Please report any issues to us as soon as possible. To contact us, call 0333 320 4555 or get in touch via our website.
- Let us know if you need information about your home in a different format, such as large print, Easy Read, or another language.

If you need to report a non-emergency repair or view your rent account, it is quick and easy to do online:

- Fast – you can report or book your repair online to avoid queuing on the phone
- Convenient - you can report and track your repair online at any time of the day
- Choice - you can usually choose a repair appointment for minor repairs

Have your say

We have opportunities for you to take part in consultations, or join our forums, committees, estate walkabouts, and other events to improve services.

To find out more, get in touch with us.

Help and support

We can offer practical advice on rent worries, debt, cost of living, affordable energy, grants, job search, wellbeing, fire/gas safety, safeguarding, insurance, and domestic abuse support.

Why sharing your details with us matters

By having up-to-date and complete information, we can personalise our support, respond to your needs more quickly, and shape our services around what matters most to you.

Information in other formats and languages

If you need this email or any other information in another format or language, please let us know.

Our values

We are people-focused, forward-thinking, expert, genuine, and collaborative. These values are embedded in everything we do.

Notice board

You can find lots of community news and wellbeing information on our website.

Contact us:

Call: 0333 320 4555

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