

# Independent Times

Winter 2025



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**Progress**  
HOUSING GROUP

# Welcome from Sharon



**Hello, I hope you are staying warm and enjoying the festive break.**

It has been a busy six months and as ever, we have a lot to share with you.

You can read about our commitment to keeping you safe in your home, as we implement Awaab's Law, which came into effect on 27 October 2025. (See page 8.)

We also talk about how we have been delivering services to you over the past year in your Tenant Annual Review summary.

We know this time of year can be hard, especially with the rising cost of living. If you are finding things tough, please contact

us, we are here to help. We also have some information on where to get extra support (see pages 10 and 11).

I have been enjoying reading about the ways some of you have been supporting your communities.

I hope you enjoy this latest edition. If you have any ideas or suggestions for future newsletters, we would love to hear from you!

**Sharon**  
**Head of Housing**  
**Operations**



## Supporting our communities

**We know how important it is to you to support each other in your communities, whether it be organising your own activities, celebrating holidays, or raising money for charity close to your heart.**

We do the same as an organisation – the people that work for us support each other and others, too. It is a value we are really proud of. One of our colleagues who helps to schedule your repairs, called Tauseef, recently organised a fantastic food fundraiser!

He raised £1,520 to provide aid and food to the people caught up in the conflict in Gaza. After an application to the Group's Charity Fund, a further £1,000 was donated through the Disaster Emergency Committee.

Tauseef told us: "I was really pleased how it not only raised money, but it also raised more awareness as well.

"I was initially a bit scared and cautious because of the topic, but everyone's support and kind words really spurred me on.

"In my eyes it's not about the colour of people's skin, or anyone's religion, I just felt I needed to help."

We have lots of colleagues who volunteer or fundraise to support our communities or other causes they care about.

We always love to hear about your fundraisers or voluntary work that helps others, so do let us know!

**See page 4 for how you have been supporting other communities.**



Tauseef (left) with colleagues



# Enjoying time together

## Spotlight on Orchard Grange

**Members of the Breakfast Club (Jimmy, Angie and Lesley) at Orchard Grange, in Penwortham, have made it their mission to bring everyone together by organising regular events.**

As well as their weekly Breakfast Club every Monday, they organise regular social nights, with a singer, disco lights and a buffet.

Organiser Jimmy said: "We are grateful to Progress for organising taxis so tenants from Tuson House and Martinfield can attend. We want to be as inclusive as we can and invite people from other schemes to join us. We want to get people out of their flats and have a good night."

Lesley added: "Our first social night was brilliant – everyone was smiling for a week."

The next social night will be on 16 January 2026. Information will be included on posters at Orchard Grange.



And who can forget Bill's 100th birthday (see front cover), over the summer, where members of his family, fellow tenants and our own colleagues all helped to make the event memorable.

There were even bagpipes, played by a tenant at Bridge Court, to honour his time at the Royal Scot Guards.

Reflecting on the day, Bill shared: "I had a good party. I have a lot of friends here at the scheme and it has been nice to celebrate this with them."

## Meet your new independent living coordinators

Welcome to Jessica, who is the independent living coordinator for Amounderness Court, Ancenis Court, in Kirkham, and Derby House, in Wesham.



And let's extend a warm greeting to Charlotte, who is the new independent living coordinator for Ashwood Court, in Longton, Old Mill Court, in Walmer Bridge, and Boundary Close, in New Longton.



## Contractors spreading festive cheer

Our contractors have provided social value in December by supporting festive events.

Guild Scaffolding Ltd organised for a choir group to perform Christmas carols at Tuson House, in Penwortham.

Meanwhile, Broad Oak Group funded a buffet and singer for a Christmas party organised by tenants at Lostock Court, in Lostock Hall.

Baz, from Howards Decorators, has also agreed to host bingo sessions at our South Ribble schemes again in 2026.

# What has been going on?

**We love creating happy communities and helping tenants who would normally be on their own feel more confident to socialise.**

Over the past few months, our independent living tenants have been enjoying afternoon teas, bingo, pot painting, autumn crafts, Halloween parties, Christmas parties, pantos, coffee mornings and bacon butties at their schemes.



Halloween party at Lostock Court



Pot painting at Bolton Croft



Knitting poppies at Lowerhouse



Poppies at  
Lowerhouse



Bingo at  
Ancenis Court

## How our tenants have been supporting charities

**Our independent living tenants and colleagues have shown their support for charities over the past few months by organising various fundraising activities.**

- ◆ Independent Living Coordinator Jessica organised an afternoon tea at Amounderness Court, in Kirkham, raising £200 for Breast Cancer Now.



Tenants from Ancenis Court enjoy afternoon tea at Amounderness Court





This was match funded by Progress Housing Group to £400. She also contacted Fox's Biscuits who kindly donated several boxes of chocolate biscuits for the event.

Jessica said: "I am new to the housing sector and wanted to do something as a welcome and thank you for all the tenants in the three schemes I manage. It was a lovely afternoon attended by people who live at Amounderness Court and Ancenis Court. I was really pleased that we raised £200 and that Progress would match the amount. I look forward to providing more opportunities for the tenants to enjoy."



Edna at Ancenis Court

- ◆ Edna at Ancenis Court organised a Macmillan Coffee Morning in Kirkham, with a raffle, a bottle and hamper auction to raise a massive £855, which was match funded to £1,710
- ◆ Members of the Breakfast Club at Orchard Grange organised a coffee morning for Macmillan Cancer Support, raising £320.

They have also raised £700 for Derian House by organising table-top sales and selling items on Facebook and Vinted. This was matched by our Charity Fund to £1,400



Orchard Grange tenants raise money for Derian House

- ◆ Sandra, who has been supported by the Lowerhouse community, has raised £250 for Help the Heroes; organised a barbecue at Jubilee Court, raising £110 for Alzheimer's Society; a coffee and cake event at Lowerhouse, raising £165 for MND (Motor Neurone Disease) charity and organised a lunch and auction, raising £310 for the Poppy Appeal. She has applied to our Charity Fund to match fund all these
- ◆ Linda raised £260 for Rosemere Cancer Foundation by holding a Christmas craft fair at Bolton Croft. She has applied to the Charity Fund

You can apply to the Group's Charity Fund if you are a tenant or colleague to have your charity fundraising efforts matched. Visit our website or email [community@progressgroup.org.uk](mailto:community@progressgroup.org.uk) to find out more.

# 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.

### Pie, peas and bingo at:

Lowerhouse, Leyland,  
on **Thursday 15 January, 1pm - 3pm**

Charleston Court, Walton-le-Dale,  
on **Thursday 22 January, 1pm - 3pm**

Jubilee Court, Leyland,  
on **Thursday 19 February, 1pm - 3pm**

Lowerfield, Farington,  
on **Tuesday 27 January, 1pm - 3pm**

Outram House, Walton-le-Dale,  
on **Thursday 26 February, 1pm - 3pm**

Hennel House, Walton-le-Dale,  
on **Thursday 19 March, 1pm - 3pm**

## Fylde

### Pie, peas and bingo at:

Amounderness Court, Kirkham,  
on **Thursday 8 January, 1pm - 3pm**

Liggard Court, Lytham,  
on **Wednesday 21 January, 1pm - 3pm**

Ancenis Court, Kirkham,  
on **Thursday 5 February, 1pm - 3pm**

Stanner Lodge, Lytham St Annes,  
on **Thursday 12 February, 1pm - 3pm**

St John's Court, Lytham St Annes,  
on **Wednesday 18 February, 1pm - 3pm**

Derby House, Wesham,  
on **Thursday 5 March, 1pm - 3pm**

Croft Court, Freckleton,  
on **Thursday 12 March, 1pm - 3pm**

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 Bev on 07969 078669.





# Keeping you safe

## Gas safety

Unsafe gas appliances, whether badly fitted or poorly serviced, can cause gas leaks, fires, explosions, and carbon monoxide (CO) poisoning. Please allow us access to complete annual gas safety checks and never attempt to work on a gas appliance yourself.

Look out for the warning signs of unsafe gas appliances:

- ◆ lazy yellow/orange flames instead of crisp blue ones
- ◆ black marks on or around the appliance
- ◆ a pilot light that keeps going out
- ◆ too much condensation in the room
- ◆ error messages on the appliance's control panel

If you spot any of these signs, stop using the appliance and contact us immediately, or if you own the appliance, contact a Gas Safe registered engineer.

Alternatively, call the free helpline on **0800 408 5500**.



## Fire safety in the kitchen

The most likely place for a fire to start is in the kitchen.



Keep your oven, grill, air fryer, microwave and toaster clean, as fat and bits of food can catch fire.



Check you have turned everything off when you have finished cooking.



Only use washing machines, tumble dryers and dishwashers when you are at home and not asleep.



When you are cooking, make sure that you do not leave the kitchen.



Make sure that towels are away from open flames and the cooker.



Keep flammable items, such as paper, flammable liquids and gases, away from toasters, microwaves, grills, and the grill element of the air fryer.



Never use tin foil in a microwave or air fryer.



Make sure the area around your appliances (toaster, air fryer, microwave) are clear and not under any over the counter cupboards or curtains.



We recommend you do not use a chip pan as they are very dangerous and are a major cause of incidents.

## Scheme updates

**We hope you are enjoying the new look of some of our schemes in South Ribble.**



Old Mill Court before



Old Mill Court after

Thank you to the tenants who provided feedback on last year's programme and we will use the results to inform the approach that we take on the programme for next year.

We are now looking ahead for other ways to improve some of our schemes following your feedback:

- ◆ scheme refurbishments - likely to be Bolton Croft, Amounderness Court, Ancenis Court and Liggard Court
- ◆ we are looking at providing storage for mobility scooters at some of our schemes
- ◆ we are building a new car park for Bolton Croft
- ◆ we are installing new pathways at Leyfield and security works at Northbrook Gardens

## How we prioritise repairs

**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
- ◆ 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 repair or view your rent account, it is quick and easy to do online via your online tenant account. Report a repair online using the QR code app on your smartphone.



**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

### Can't find what you are looking for on our website?

We now have an easy-to use A-Z search function.

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

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

Please let us know if you need information in a different format or language.

# Tenant celebration

**Board members met with our involved tenants and tenant committee members in September to exchange ideas and talk about what was achieved in the last year.**

It was a chance to celebrate the positive outcomes for tenants and our communities, as well as looking at ideas for future improvements in how we deliver our services to tenants.

Everyone took part in fun craft activities, themed around 'What are you most proud of about living, working, being at Progress?' and 'What would living and working at Progress look like in five years' time?' They also enjoyed afternoon tea together, too!

Group Chief Executive Jacqui De-Rose said: "It is important to understand what we can do differently, and take that time to sit together and hear each other's views. We

can think about what the future could look like."

Involved tenant Margaret believes that taking an active role is a great way to contribute to how services are delivered. She says: "I think tenants should get involved with Progress Housing Group because it gives them a chance to meet other tenants from other areas, and to be able to exchange ideas and help to improve services."

Watch our film of the celebration event on our YouTube channel: [ProgressHousingGroup](https://www.youtube.com/ProgressHousingGroup) or scan the QR code.



Read our Group Annual Report on our website.



# Update on our supported living service Reside Housing Association

We have some news about our specialist supported living service Reside Housing Association. It does not impact you or change anything as independent living tenants but we want to keep you updated about everything we are doing at Progress Housing Group.

In the summer, we wrote to all of our tenants about a proposed change we would like to make to Reside Housing Association, which is the legal landlord for a number of our supported living tenants.

The proposal is that 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 will not impact you at all. Your home, scheme or services will stay the same.

Following tenant consultation, the tenants who took part told us that they are happy for us to make this change. We will now go ahead with this change on 1 April 2026.

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



# Money matters



## Are you struggling with your rent?

We know this time of year is hard, especially with the rising cost of living. We do not want you to struggle in silence and fall behind on your rent. If you are finding things tough, please contact us.

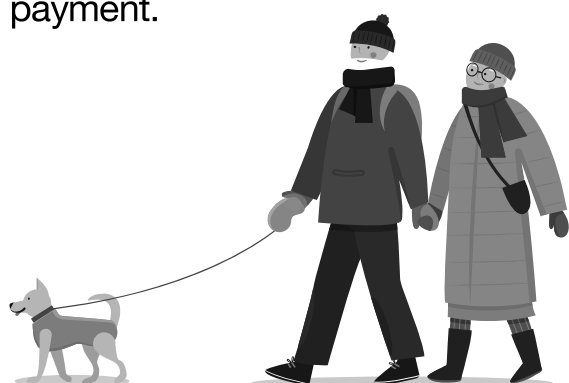
You can talk to your income collection officer who will be able to help you. Please use live chat on our website Monday to Friday 8am until 5pm or call us on **0333 320 4555**.

You can also talk to our Tenancy Sustainability Team about budgeting and using a budget planner to work out the shortfall between your monthly income and your expenses.

You may want to think about whether there are any other ways you can cut back on spending or boost your monthly income to close the gap. For example, you could check that you are on the cheapest tariff for all your monthly bills – gas, electric, mobile, broadband and if you have credit card debt, can you switch to a 0% credit card and save yourself some interest payments?

## Weekend payments

Please remember that if you are making a payment on a Friday afternoon, Saturday or Sunday, the payment may not reach us until the following week. You may need to add on an additional week's rent to your payment.



## Make your spending go towards your rent

Housing Perks is an app on your smartphone, exclusively for social housing tenants and colleagues.

You can get money off food, clothes, and homeware.

Search for Housing Perks on your Apple or Google app store. Install the app and type in your tenancy reference number to sign up. Your tenant reference number can be found on your online tenant account and any letters we send you. You can also live chat with us on the website or give us a call.

You can now use the app to make your spending go towards your rent.

Housing Perks will also increase the shopping discounts, giving you 10% off at supermarkets such as Asda, Morrisons and Iceland for your next three vouchers.

Tap the 'Rent' icon in the menu at the bottom of your screen.

Tap 'Rent Contributions.' Make sure it is set to 'On.' Then your savings will be automatically put towards your rent payments.





## **Direct Debit is the simplest and most convenient way to pay your rent**

Payments can be made straight from your building society or bank account. And it means you do not have to worry about missing a rent payment.

### **Before you start you will need**

- ◆ a valid tenancy reference number (a nine-digit code beginning with a 4 or 5). If you do not have this, please get in touch on **0333 320 4555** or use our live chat on our website
- ◆ bank or building society account number, sort code, name of bank and branch address

If you have any queries regarding this process or are unsure of the amount to pay, contact us on 0333 320 4555.

To set up a Direct Debit online, visit our website: [www.progressgroup.org.uk/manage-your-tenancy/rent/set-up-a-direct-debit/](http://www.progressgroup.org.uk/manage-your-tenancy/rent/set-up-a-direct-debit/) or scan the QR code.



## **Warm Home Discount**

This is where you get a £150 discount on your winter energy bills.

To be eligible, you must have been named as the bill payer since 24 August 2025. If you are not sure or need to make a change, contact your energy supplier as soon as possible.

**If somebody else manages your benefits, their name must be on the bill.**

**Which benefits do I need to get to be eligible?**

To get the discount you must receive Pension Credit or Universal Credit.

The Department for Work and Pensions (DWP) will write to you to confirm if you are eligible.

If you believe you should qualify for Warm Home Discount on the criteria detailed but have not received a letter from the government confirming your eligibility by 31 January 2026, please contact the DWP Warm Home Discount helpline on **0800 030 9322**.

## **South Ribble Winter Fuel Fund**

Support is available for residents living in South Ribble who are struggling with pressures from the colder weather such as energy costs.

If you wish to access this support (until February 2026) please email [social.prescribingSR@southribble.gov.uk](mailto:social.prescribingSR@southribble.gov.uk) with the subject line 'Household Support Fund', or you can call the team Monday to Friday from 9am to 5pm on **01772 625286**.

## **Insuring your belongings**

As your landlord we cover the buildings insurance for your home but you are responsible for insuring your contents.

Home contents insurance can help protect your possessions from risks like fire, theft, water damage, and many more household risks, giving you peace of mind.

### **What does contents insurance cover?**

Thistle Tenant Risks and Great Lakes Insurance UK Limited, offer the My Home Contents Insurance Scheme, designed specifically for tenants in social housing, all tenants are eligible to apply. This policy can cover furniture, carpets, curtains, clothes, bedding, electrical items, pictures, and ornaments.

### **How do you get further information?**

Call Thistle Tenant Risks: **0345 450 7288**  
Visit the website: [www.thistlemyhome.co.uk](http://www.thistlemyhome.co.uk)

## Free independent wellbeing support

**We offer a free support and wellbeing service for tenants through an independent provider Life & Progress. The service, known as Tenant Care, offers 24-hour access to confidential support.**

This is how the service could help you if you are struggling to find peace due to noisy neighbours:

**Connecting with an information specialist** – Tenant Care can arrange for an information specialist to contact you, equipping you with valuable guidance and strategies to communicate more effectively with authorities or third parties, potentially improving your living situation.

**Suggestions for immediate stress relief** – Tenant Care can offer practical information on how to reduce stress and establish a relaxing routine.

You can access Tenant Care through independent provider Life & Progress by calling 0330 094 8845

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

Username: progressgroup

Password: tenant



## Know the signs of financial abuse

Financial abuse is when someone uses another person's money or credit cards without permission or takes their benefits.

### Spot the signs:

- ◆ you are being pressured into making a decision by someone you have given a position of trust to
- ◆ you are being intimidated or told to give money to others and keep certain dealings secret from others
- ◆ you notice something suspicious in the finances of the person who has entrusted you, such as a large purchase or bank transfer
- ◆ you are unable to access cash, either via banking or income sources, such as your pension or other benefits
- ◆ you feel pressured or forced into making changes to your will or other financial plans

If you think you, or someone else is being financially abused, you can report it as a safeguarding issue to us. Please speak to your independent living coordinator or call us on **0333 320 4555**.

Alternatively, report it to Lancashire County Council's safeguarding team on **0300 123 6720**.

If you or someone you know has been scammed, contact Action Fraud by calling them on **0300 123 2040**.



# Why sharing your details with us matters



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

## **How your information helps**

- ◆ **better customer service:** knowing your needs helps us tailor our support for you
- ◆ **improved communication:** understanding your language or communication preferences means we can keep in touch more effectively
- ◆ **stronger community:** complete information helps us design initiatives and support networks that matter to you and your neighbours
- ◆ **financial support:** we can identify and help those who might need extra support or are at risk of financial difficulties
- ◆ **more efficient service:** the right data lets us answer your queries faster and more personally

## **What we are asking from you**

We are looking to update some details, including date of birth, gender, nationality, ethnicity, sexual orientation, marital status, disability, and religion. You always have the right to choose 'Prefer not to say' for any question, and your privacy is our top priority.

## **How we are collecting this information**

- ◆ new tenants will be asked for this information when they sign up, with clear explanations from our housing officers
- ◆ if you contact our Customer Contact Centre, we may ask for missing details — but only to help us help you better
- ◆ for sensitive questions, choosing 'prefer not to say' is always an option, and every response is respected

## **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 met in August and November. The main themes were health and safety and building compliance. Here is a summary of what they discussed:

- ◆ **project updates:** we recently held a repairs journey session; tenants are involved in testing and developing a new tenant portal in development for March 2026 launch; work is ongoing for tenants to access compliance certificates through this online tenant account
- ◆ **communication and accessibility:** a Tenants' Talk information page has been added on our website for clearer updates; tenants were happy to use meeting notes generated by Copilot AI which are reviewed by colleagues; tenants wanted meeting notes available in simplified and detailed formats, online and on notice boards



- ◆ **tenant engagement:** 257 tenants participated in our activities and events last quarter; activities informed government consultations, supported Customer Service Excellence Accreditation, judged Progress in Bloom, and reviewed tenant voice initiatives
- ◆ **satisfaction and performance:** satisfaction improved after clearing older repairs; feedback was measured via surveys; benchmarking shows good performance, focusing on complaints and diversity data
- ◆ **health and safety:** we have a strategy in place to reduce injuries and improve safety culture; tenants are encouraged to report near-misses or hazards, which are addressed promptly

The Tenants' Forum will next meet on 29 January 2026 to discuss value for money and social value.

## Tenants' Voice - Improving Service group

The Tenants' Voice - Improving Services group met in September and December to talk about how services can be improved.

The group are currently reviewing how we engage with our supported living RWP tenants.

The group also discussed out of hours repairs and planned maintenance. The Repairs and Maintenance Policy will include support for tenants with specific needs (known as reasonable adjustments).

We have launched our Reasonable Adjustments for Tenants project to improve communication for tenants who need extra support. We are also planning a survey to check how well digital communication works for tenants.

We have added clear instructions on how to make a complaint in different formats on our website.

The Tenants' Voice – Improving Services group will next meet in 2026.

If you would like to find out more or would like to book a place at either meeting, please email [community@progressgroup.org.uk](mailto: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 to 30 September 2025, we received **54** complaints and **41** compliments from our independent living tenants.

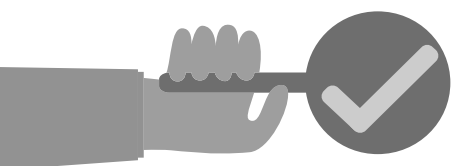
### You said, we did...

#### You said

You wanted to make it easier to explain what electrical faults and issues needed repairing.

#### We did

Our electricians are visiting tenants' homes to make it easier to diagnose what is required rather than asking tenants to describe issues over the phone.



#### You said

You said we needed more Progress Lifeline emergency home responder colleagues to deal with the volume of requests for the service.

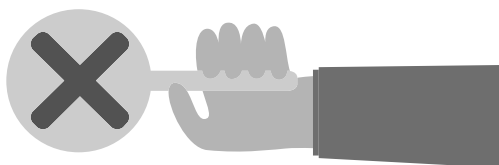
#### We did

We recruited an additional six emergency home responders.

#### Compliments

"Our domestic at Liggard Court is very helpful. Nothing is ever too much for her to help others. She deserves a medal."

"I want to thank colleagues for helping me when I needed it. Property Services fitted a light at the bottom of the stairs. It is nice to think that Progress friends are there when you need them."




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**

# Have you seen your Tenant Annual Review?

**Your review, which includes a foreword from one of our involved tenants Julie, includes performance information 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.

It also shows how we are delivering your priorities.

To read the review, visit

**[www.progressgroup.org.uk/get-involved/tenant-annual-review/](http://www.progressgroup.org.uk/get-involved/tenant-annual-review/)**  
or scan this QR code using your smart phone.



If you would like a printed copy sent to your home, please contact us on **0333 320 4555**. If you live in one of our schemes, you can find a copy on the notice board in the communal area.

## Here are some key highlights



### Keeping your home safe and sound

- **repairs and maintenance:** over 34,000 repairs completed, with 95.1% of emergency repairs done within 24 hours
- **planned improvements:** £9.1 million invested in modernising, and improving the energy efficiency of homes
- **safety:** £730,000 spent on safety checks, including gas, electrical, fire, asbestos, and water hygiene



## Myra's community

You can watch a video of Myra's story on YouTube and in your Tenant Annual Review, which is on our website. See QR code on page 16.



## Investing in your community

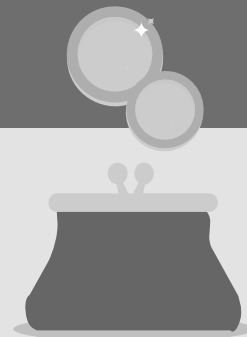
- **community projects:** we invested £88,322 in 43 community projects
- **events:** we hosted 288 events, including training sessions and Community Chats. Find out more at [www.progressgroup.org.uk/get-involved/](http://www.progressgroup.org.uk/get-involved/)
- **neighbourhoods:** we funded five community centres, and we completed 104 estate walkabouts and four community clean-up days



## Support if you need it

- **cost of living:** we supported over 400 tenants with budgeting and increasing their income, including accessing £813,170 in grants and benefits
- **wellbeing:** we continued to provide 24/7 tenant support and wellbeing service called Tenant Care, through independent provider Life & Progress
- **Progress Futures:** our employability service supported 215 people, with 79 gaining employment or apprenticeships or going on to education, training and work experience

# Your rent for 2026



**Your rent helps pay to keep your home well-maintained and safe. It also helps build new homes and pay for tenancy-related services. Every year the rent you pay to us will be reviewed. The government tells us how much rent we can charge.**

This only happens once a year, no more. Our board members will meet in January 2026 to decide the rent increases. We are proposing that from April 2026, your rent will go up by up to 4.8%. This means if you pay £100 per week in rent, your rent will increase by £4.80.

## Support available

We are here for you if you need help with understanding the rent review or want support with money worries, bills, finding work or wellbeing, get in touch.

## Let us know what you think about the Annual Rent Review

Call **0333 320 4555**, email us or use our live chat on the website, **www.progressgroup.org.uk/rent-setting** Or scan the QR code.



In person - Sumner House, 21 King Street, Leyland, PR25 2LW or speak to your housing officer, independent living coordinator or Customer Voice Team.

# Our Customer Promises

We have worked with our tenants to agree on a set of Customer Promises. These results are for our general needs, independent living, shared owners, and supported housing tenants. We report on our RWP supported living tenants separately.

These figures are from July to September 2025. To view the full Customer Promises, visit our website or scan the QR code.



## Resolve issues

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



**95.7% of complaints answered in time**



**66.7% 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.



**79.0% of tenants who feel treated fairly and with respect**



**56.0% 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.



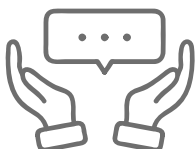
**73.0% of overall satisfaction with landlord**



**81.0% 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.



**67.0% of tenants who feel we listen to their views and act upon them**



We will be collating feedback on the percentage 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

Delivered by



## **Congratulations to our Progress in Bloom and sunflower growing competition winners.**

We love seeing the beautiful contributions you make to help your neighbourhoods look brighter.

We had 28 Progress in Bloom entries, and six sunflower entries from independent living tenants.

### **Gold winners**

Barbara – Ancenis Court  
David – Ancenis Court  
Judith – Lowerhouse communal area  
Linda – Ancenis Court  
Michael – Ancenis Court  
Elinor – Welsby Road

### **Silver**

Frederick and Hazel –  
Bashall Grove communal area  
Gillian and David –  
Jubilee Court communal area  
Nigel and Sue –  
Amounderness Court  
Lynne – Yarrow Place  
Lynda – Bashall Grove  
Glenis and Douglas –  
Stanner Lodge  
June – Browndedge Walk  
Barbara – Bashall Grove  
David and Wilma –  
Jubilee Court  
Robert – Liggard Court  
Joanne – Ancenis Court  
Florence and Arthur –  
Martinfield  
**Bronze**  
Barbara and James –  
Liggard Court

Edward and Margaret –  
St John's Court  
Brian – Derby Road  
Sylvia and Gillian –  
Jubilee Court  
Beverley and Colin –  
Liggard Court  
Judith – Yarrow Road  
Robyn – Jubilee Court  
Jean – Ilkley Avenue  
Wren – Liggard Court  
Maureen – Jubilee Court  
The tallest sunflower was  
424cm.

The tallest sunflower grown by  
an independent living tenant  
was Dorothy in Northbrook  
Gardens - 396.24cm.

