



Your quarterly update on your home and community

Hello

Welcome to your quarterly email newsletter, where we share all the latest news on your home, services and local communities.

Have your say

Contact your Customer Voice Team for more information on 0333 320 4555 or email community@progressgroup.org.uk if you would like to have a say on how we deliver services or know more about current tenant consultations.

- The next Tenants' Voice – Improving Services meeting is **Thursday 5 June, from 10.30am until 12.30pm. This will be in person at Leyland House, or online via Microsoft Teams.**

Join us on our estate walkabouts

Your area housing officer carries out regular walkabouts in your neighbourhood. The purpose of these is to make sure that local area looks appealing, is functioning well and that any problems are put right. If you would like to join a walkabout, check our website or call us on 0333 320 4555.

Need support?

Find out how we can support you with money worries, budgeting for household bills, finding jobs, apprenticeships and training opportunities, and mental health and wellbeing on our website

www.progressgroup.org.uk. If you need to speak to us, you can call our Customer Contact Centre on 0333 320 4555.

You don't have to join the morning rush to report a repair.

There are quick and easy ways to report and track your repair online via your online tenant account.

- **Fast** - report or book your repair online to avoid queuing on the phone
- **Convenient** - you can report and track the status of your repair online at any time of the day
- **Same service** - we will log and schedule your repair in the same timescales as phoning
- **Choice** - for minor repairs, you can usually choose your own repair appointment online

Useful tenancy information

We have lots of information to help you to enjoy your tenancy.

Our information leaflets are in clear print and large print as standard to make them more accessible to read online and print off on a standard printer.

We can also provide EasyRead, other formats, and other languages upon request.

You can quickly access practical information and guidance about your tenancy, including repairs, rent, neighbourhoods and home safety. These

leaflets include information ranging from how to use Thermostatic Radiator Valves (TRVs) and guidance on damp and mould.

Important information if you receive Universal Credit

Don't forget to update your portal on 7 April 2025 following rent changes.

Changes to welfare benefits

The government released its Spring Statement in March, 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 called 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 our web live chat or call 0333 320 4555.

Keeping you safe

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 3 months.

- Soak the shower head and flexible hose in a disinfectant solution every 3 months to make sure any build-up of bacteria is removed.

Fire safety

A reminder about keeping your homes safe from fire, including making sure you turn off electric heaters when you go out, avoiding using candles and not leaving the kitchen when you are cooking.

Test your smoke and carbon monoxide alarms

It is important that you regularly test the batteries in your smoke and carbon monoxide alarms to make sure they are working correctly to protect your loved ones and neighbours.

Damp and mould

We know it can be worrying if you are experiencing problems with damp, mould or condensation in your home.

If your home is warm and well ventilated, and you are still experiencing damp and mould, we ask you to:

1. Report it to us by calling 0333 320 4555. Our dedicated team will carry out an inspection of your home.
2. Take photos
3. Clean the area with a mould and mildew spray

Your financial wellbeing

Affordable broadband

Social tariffs are cheaper broadband and phone packages for people claiming Universal Credit, Pension Credit and some other benefits.

Check if your current provider offers a social tariff.

If your provider doesn't offer a social tariff, you can switch to one that does. Your provider might let you leave your current contract without paying a penalty fee.

Water bill discounts

Water rates have gone up by 26 % (around £123) from 1 April 2025.

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](tel:0800 072 6765).

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

Safeguarding

Did you know that self-neglect and hoarding can pose a safeguarding risk? If you are concerned someone is not looking after themselves, please let us know.

Grounds maintenance

Our grass cutting service has resumed for the spring.

Find out how well we are performing

Find out more about how well we are delivering our Customer Promises, managing complaints, meeting our Tenant Satisfaction Measures and making sure we provide Value for Money on our website or ask for a copy of our reports.

Complaints and compliments

From 1 April 2024 to 31 December 2024, the Group received:

- 796 complaints –334 resolved at first point of contact
- 157 compliments

You said, we did

We understood that you were unhappy with long call waiting times, so we made improvements to our Customer Contact Centre.

Because of these improvements, the **average call waiting time over the past 6 months has been 5 minutes.**

Please note that as **these are average wait times, we do expect to see longer wait times during our typically busy periods.** This would be, for example, Mondays, days following a bank holiday, times of emergency weather warnings, and periods following important updates to our tenants.

Notice board

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

Progress Housing Group

Sumner House

21 King Street

Leyland, Lancashire PR25 2LW

United Kingdom

enquiries@progressgroup.org.uk

www.progressgroup.org.uk