

Your News

Winter 2024

Your
HOUSING GROUP

Making the move to Universal Credit

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Are your valuables insured?

Page 2

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what they mean Pages 10 & 11

Read our Customer Annual
Report 2024 Pages 12 & 13



Image credit

Frankie Ho
Tree Officer at
Your Housing Group



Get in touch

 yourhousinggroup.co.uk

 general@yourhousinggroup.co.uk

 @yourhousing

 yourhousinggroup

 0345 345 0272

Need a translation?

需要翻译文本？

Czy potrzebują Państwo tłumaczenia?

تحتاج إلى ترجمة؟

ترجمة في ضرورت بے؟

Braille and audio versions also available

Call Your Response on 0345 345 0272

Through our **passion** for housing, more **people** have a **safe** place to call **home**

Keeping your possessions safe!

Insuring your home – your building – is something we, as your landlord, cover.

But...it's **your** responsibility to make sure all of your personal possessions including furniture, clothing, jewellery, and electrical items and anything that is of value, are covered in the event of a natural disaster such as a fire or flood, and against crime such as burglary.

It's always best to shop around to find the right insurer for you and your things, but we have teamed up with **Thistle Tenant Risks**, a company that provide 'My Home' contents insurance especially for those living in social or affordable housing.

It's also a preferred supplier for the **National Housing Federation**.



To find out more, call them on **0345 450 7288** or visit us at yourhousinggroup.co.uk/contentsinsurance

If you want to shop around, you can use comparison websites such as:

comparethemarket.com
moneysupermarket.com
gocompare.com



We've teamed up with **Thistle My Home**, who offer insurance designed for tenants.

Visit yourhousinggroup.co.uk/contentsinsurance or call **0345 450 7288**



Dealing with antisocial behaviour

We take antisocial behaviour (asb) in your neighbourhoods seriously and we want to keep making sure that it's as easy as possible for you to tell us about it.

Everyone should be able to live in a **safe** home and community, and we don't underestimate the distress asb can cause to you and your family.

What is classed as asb?

Antisocial behaviour is defined in law as 'conduct that has caused, or is likely to cause, harassment, alarm or distress to any person'. Housing-related nuisance or annoyance means behaviour that affects a local authority or social landlord's ability to manage their housing. With housing, antisocial behaviour can include:

- loud noise from neighbours;
- harassment such as verbal abuse or threats;
- vandalism, property damage and graffiti;
- fly-posting, dumping rubbish and abandoned cars;
- animal nuisance



Ways we can help

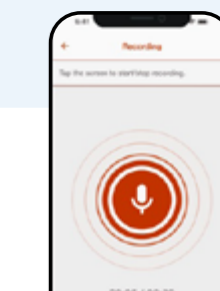
Mediation

If asb is reported, we can offer mediation. We've recently started working with a new mediation service, **ADR Mediation & Training**, and they will work with you to provide a safe, positive environment where both sides can talk through the issues to try to find a way forward.



The Noise App

Noise is our most common complaint around asb, and you can report noise nuisance to us via **The Noise App**. Simply download this to your smart phone, and you will then be able to record evidence of the problem.



thenoiseapp



Report it.

The easiest way to report it to us is **online** where you can also find out much more about asb, our mediation service and the process when you do let us know. yourhousinggroup.co.uk/asb

You can call us too on **0345 345 0272**.



We're members of Resolve resolveuk.org.uk the UK's top community organisation dedicated to tackling asb.

Fly tipping and household waste

Dumping household waste items such as a mattress, furniture or any other large bulky items is known as fly tipping.

It's illegal and you can be fined or even face a jail sentence.

If you see fly tipping in your area, start by speaking to your neighbours to find out if it belongs to them and they have already made arrangements to clear it (perhaps the rubbish is outside waiting to be collected).

If not, don't put yourself in danger, leave the rubbish and report it.

If you see a resident fly tipping, please report this to us with supporting information such as dates, times and photographs and we will investigate further. If you're found disposing of your rubbish improperly your tenancy could be at risk and you may be recharged for removal costs.

Shopping trolleys are also an issue as not only do they look a mess, they block pavements and walkways and can be dangerous to young children.

You can report fly tipping to us directly by calling 0345 345 0272 or visit our website yourhousinggroup.co.uk/asb

If you see a dumped shopping trolley within your local area, there are several ways to report this:

- Contact your local council (you can check which is yours here gov.uk/find-local-council)
- Search for shop whose trolley it is online and see how they want you to report it to them
- Report it to TrolleyWise online wanzi.com/360-degree-service/TrolleyWise



Housing repairs scam



We're concerned about a possible scam that's been targeted at social housing residents.

Phone calls are being made claiming to be from their own housing repairs teams, trying to get information about what, if any, jobs need doing to their home.

Their goal is to get the resident to make a payment for work to be carried out.

Your Housing Group will never ask you for money for repairs over the phone and most repairs we carry out aren't charged for either.

We would advise you to **seek confirmation as to who is calling you**, by asking for names and calling back and **never give out private information** unless you are sure who you are talking to.

Find out more.

You can also visit yourhousinggroup.co.uk/scams for more information on fraud and how to report scams.



Moving onto Universal Credit

Universal Credit will replace all previous means-tested benefits for everyone. Some people will already have moved over, but between now and the end of 2025, everyone who is eligible will have moved.

What is Universal Credit?

Universal Credit is the single benefit replacing the six below. Whether you claim one or all of them, you must swap. It's paid monthly.

Which benefits is it replacing?

- Income-based Jobseekers' Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)
- Income Support
- Housing Benefit*
- Child Tax Credit
- Working Tax Credit

*Housing Benefit will be swapped over unless you're in supported or temporary accommodation, as your Housing Benefit will continue to be paid by your local council.

Other benefits, such as **Personal Independence Payment (PIP)**, will stay the same but some mixed-age pensionable couples may also be asked to make a new claim for Universal Credit.

How do I change?

You will receive a letter from the Department for Works and Pensions (DWP) which will be your **Universal Credit Managed Migration Notice**.

You must make your new claim by the deadline date within the migration notice and you may lose out on money if you do not make your claim in time.

You normally have three months from the date the letter was sent.



UC Universal Credit

What happens if I don't make a new claim for Universal Credit?

Your existing benefits will stop three months after you receive your migration notice. You can still claim Universal Credit but you will have a gap in payments.

You can ask for extra time to make your claim if you think you will struggle to make your claim within the time limit, but this must be done by calling the helpline on **0800 169 0328**.



UK Government

Further support



Money Advice Team

- We can help you with making your claim, when to do it and explain any changes. Call **0345 345 0272** or email Money.AdviceTriage@yourhousinggroup.co.uk

- Visit our website for more information and to try our Benefits Calculator yourhousinggroup.co.uk/grantsandbenefits



Universal Credit Migration Notice Helpline

- Call freephone **0800 169 0328**, Monday to Friday, 8am - 6pm
- If you can't speak or hear on the phone, you can use the Relay UK service to make a free, text-supported call by calling 18001 followed by **0800 169 0328**. relayuk.bt.com

The UK Visas & Immigration (UKVI) is moving to an online system rather than a physical document.

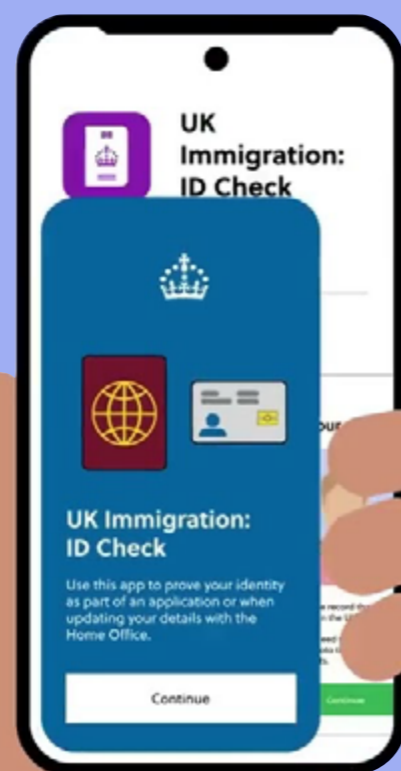
As of **31 December 2024**, all immigration visas will be moving online which means in order to prove your right to enter the UK, work and live here, you will need an eVisa by this date. **An eVisa is an electronic record of a person's immigration status.**

If you have a Biometric Residence Permit (BRP), visit gov.uk/evisa now to set up your account and access your eVisa.

If you have status under the EU Settlement Scheme or if you used the ID App to provide your biometric information for an immigration application, you will already have access to your eVisa.

However, if you currently only have a physical document to prove your UK immigration status, you will need to switch before the end of the year.

If you have older (legacy) paper documents such as passports containing ink stamps, vignette stickers (in your passport following a successful entry clearance application), Home Office letters, etc., you should make a **'No Time Limit' application** which is **free** to do. Again this information is available at gov.uk/evisa



The Winter Fuel Payment is an annual payment to help people aged 66 and above with heating costs during the colder months.

However, following years of it being available to all those who reached state pension age, in July this year, it was announced that, to be eligible **you must have reached State Pension age AND receive certain benefits, including Pension Credit.**

We know that many of you will be affected by this decision and we're here to help so please contact our **Money Advice Team** (who you can read more about on page 14) if you have any concerns or worries about your finances this winter.

You can also visit: yourhousinggroup.co.uk/winterfuelpayment yourhousinggroup.co.uk/moneyadvice or call us on **0345 345 0272**.



How do I apply?

- Apply online**
Visit gov.uk/pension-credit/how-to-claim if you have already applied for your State Pension
- Apply by phone**
Call the Pension Credit claim line on **0800 99 1234**
Textphone **0800 169 0133**
Relay UK (If you cannot hear or speak on the phone) call **18001** then **0800 99 1234**
- Apply by post**
To apply by post, print out and fill in the Pension Credit claim form which is available here www.gov.uk/government/publications/pension-credit-claim-form--2 or call the claim line to ask for it.

Pension Credit

To find out if you're eligible for Pension Credit, you must be of state pension age and on a low income. The average Pension Credit amount is worth over £3,900 per year but many people are missing out as they just don't realise they can access it.

Pension Credit is separate from your State Pension

Consumer Standards and what they mean to you

In April this year, the Regulator of Social Housing (RSH) introduced the new Consumer Standards.



The **four standards** dictate what we, as a social landlord, need to achieve to ensure that we are offering **safe, comfortable, and decent homes, as well as reliable services to our residents.**

In order to deliver a 'well-governed social housing sector' we will be actively inspected to ensure we're meeting the standards and will then be rated by a **rating C1 to C4.**

- C1** the landlord is **delivering** on the standards
- C2** the landlord is delivering overall, but it **needs to make improvements**
- C3** there are some **failings** in the landlord delivering the outcomes of the consumer standards
- C4** there are **very serious failings** in the landlord delivering the outcomes of the consumer standards and fundamental changes are needed

The Safety and Quality Homes Standard

This ensures landlords know about the condition of all of their homes and make use of that information to provide safe, quality homes.

This includes delivering repairs, maintenance and planned improvements in an effective, efficient and timely manner, and following and upholding all health and safety responsibilities.

What are we doing?

- We have an efficient system that allows us to understand all our homes and we maintain this information by carrying out regular surveys – **we currently know the exact condition of 84% of our homes**, with the aim to continue surveys to increase this knowledge.
- We've carried out **468 home improvements** over the last year alone.
- We are **100% compliant** in carrying out our legal safety checks.
- We're currently carrying out significant changes and improvements to our **repairs' service.**
- We have a dedicated adaptations team who've already supported with the **completion of 440 adaptations** over the last year.



The Tenancy Standard

This makes sure that the allocation and letting of homes is carried out fairly, and the ongoing tenancy – the agreement between a resident and landlord – is managed correctly.

This includes support for residents to maintain their tenancy and helping anyone who wants to do a mutual exchange.



What are we doing?

- We allocate our empty homes through local authority waiting lists and **Choice Based Lettings (CBL)** schemes.
- We support customers who need extra help by having dedicated **Tenancy Management Officers and our Tenancy Support Team** which has seen more residents maintain their home over the past few years.
- Our annual **satisfaction** with our allocations is **97%** - so thank you!
- We provide access to **Homeswapper** to help those who wish to complete a mutual exchange.

The Transparency, Influence, and Accountability Standard

This requires landlords to be honest and open with residents, and treat them fairly and with respect, offering services in a way that works for them.

It also insists that residents must be able to openly voice concerns when needed and be involved in decision-making in order to hold the landlord accountable.

What are we doing?

- We engage with thousands of residents each year.
- We have a centralised complaints team who have improved how we work, and we keep learning through this.
- Our **overall customer satisfaction survey** is at **74%** - a year on year increase since 2020.

The Neighbourhood and Community Standard

This states that landlords should talk to and engage with residents and all other partners and community organisations to ensure homes and environments are safe, secure, and well-maintained.

What are we doing?

- We've now got a much bigger team looking after residents who are affected by antisocial behaviour.
- We support those who are survivors of domestic abuse and we're a member of the Domestic Abuse Housing Alliance (DAHA) and we're working towards accreditation.

You can read all this as well as updates about our most recent Tenant Satisfaction Measures report on our website at yourhousinggroup.co.uk/consumerstandards

Our Customer Annual Report 2024 is available to read online, but if you haven't seen it yet, we wanted to share a quick summary in this edition of Your News.

All of the following was carried out between April 2023 and March 2024.

Visit
yourhousinggroup.co.uk/car2024
to read the full report



Safety

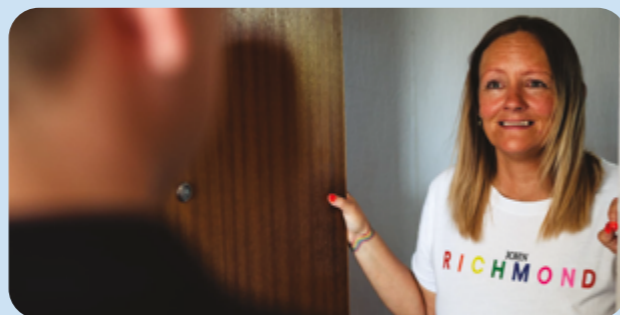
Keeping you safe is at the forefront of everything we do, and will continue to drive our work.



- Our Tenancy Support Team supported **330 residents to stay in their home** and keep their tenancy
- Accessed over **£93,000 of essential needs' grants** for residents who needed them most
- Resolved **11% more antisocial behaviour cases at the first attempt** than the previous year
- Achieved **100% compliance** in all our legal safety obligations such as gas safety, electrical safety and fire risk assessments
- Invested **£23 million into building safety-related work** in your homes

Landlord

Listening to you, treating you with care and respect, and doing what we say we will do, is always our aim.



- Our overall satisfaction went up again to **72%** (since April 2024, it now sits at 74%)
- We carried out almost **68,000 repairs**
- **95.9% of all emergency repairs** were managed on time
- Invested **£14.9 million** into home improvements
- All four young people's **foyers** achieved the **highest possible accreditation** (for the fourth year in a row) from The Foyer Federation
- Awarded a **silver SHIFT accreditation** for sustainability

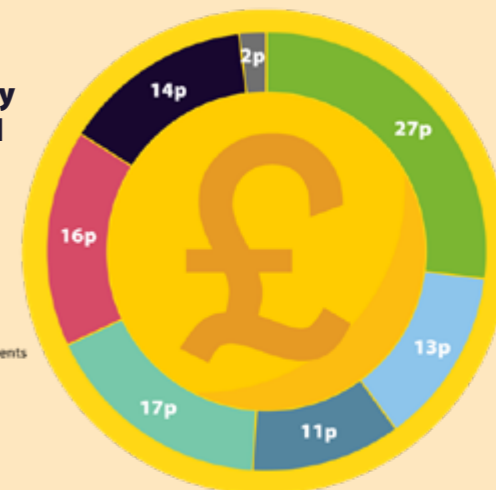
Viability



This is the money bit. How we stay financially secure to look after all our homes and residents.

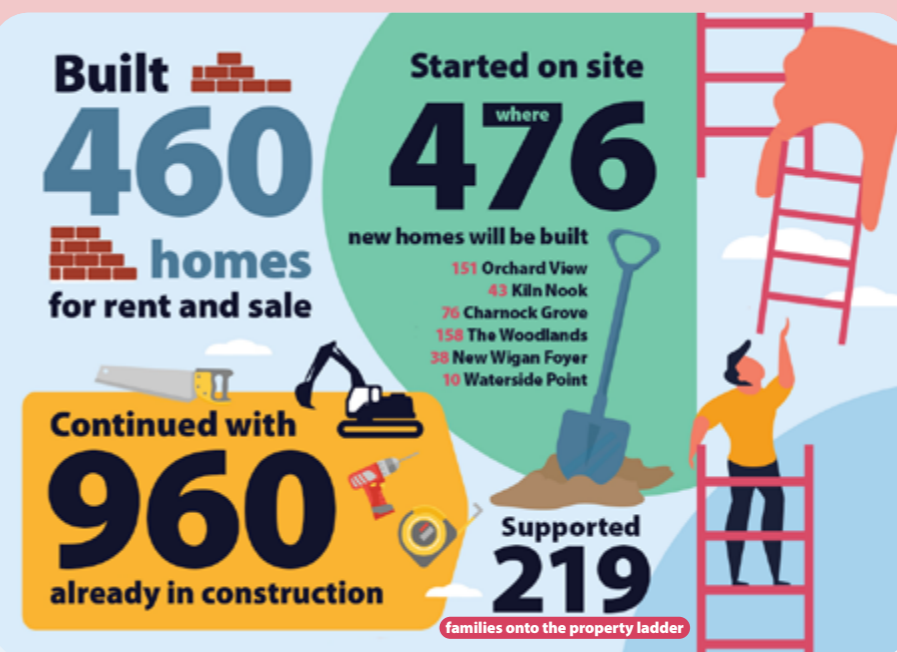
How we spend your rent

- | | |
|---|---|
| <ul style="list-style-type: none"> • Management costs
Salaries and running costs • Planned property works
Gas servicing and regular repairs • Interest costs
Interest on business loans • Other costs
Ground rent, etc. | <ul style="list-style-type: none"> • Repairs
Repairs and maintenance • Major works
Large-scale home improvements • Service costs
Utilities/estate costs, e.g. grounds maintenance |
|---|---|



Growth

We play our part in tackling the UK housing crisis as part of our drive to ensure more people have a safe place to call home. The income from house sales is re-invested back into benefitting all our residents' homes.



Your Money Advice Team

Our Money Advice Team is here for you whenever you need support. It's free, confidential, and available to help you with:

- Benefit queries and applications
- Budgeting and debt advice
- Energy and utility bills support
- Rent arrears
- Cost of living.



We currently have 11 Money Advice Officers who each look after a different area but it means that whenever you ring you will often know the person you are speaking to.

Your Money Advice Officer is:

Ann-Marie Cushnahan

Manchester, Bolton, Levenshulme, Tameside, Stockport, Ardwick, Salford, Rochdale, and Bury.

Dan Hampton

Liverpool, Toxteth, Dingle, Aigburth, Allerton, Garston, Speke, Woolton, Anfield, Everton, Tuebrook, Norris Green, Croxteth, Netherton, Netherley, Old Swan, Kensington, Aintree, Bootle, Kirkdale, Walton, and West Derby.

David Hill & Nadine Curry

Partington, Trafford and Eccles.

Gillian Bowditch

Leeds, Bradford, Accrington, Burnley, Pendle, Rossendale, and Hyndburn.

Linda Green

Northwich, Winsford, Chester, Macclesfield, Crewe, Warrington, and Halton.

Mark Valentine

Staffordshire Moorlands, Staffordshire, High Peak and Stoke-On-Trent.

Nicola Lowe

Halton, Sefton, Knowsley, and Lancashire.

Rowan Powell

Staffordshire Moorlands, Staffordshire, and Lancashire.

Shirley Derbyshire

St Helens.

Lynne Tabbinor

All areas.

You may also speak to **Leigh Redmayne** who supports all our new residents when they first move in, and **Marcos Shaw**, who is the first point of contact when looking for advice from the team.

Find out more.

Call **0345 345 0272** or email Money.AdviceTriage@yourhousinggroup.co.uk

Best Kept Village

Congratulations to the village of Haregate which has won Best Large Village in Staffordshire's Best Kept Village & Community Competition 2024.

The competition recognises the unique charm and spirit of communities. Your Housing Group proudly sponsored the entrance to the competition with £1,000 worth of funding for flowers, planters and more that were displayed locally as part of the award submission effort.

Allan Howard, Councillor Colin Davies & headline sponsor Richard Winterton for Best Kept Village winner, Kings Bromley.



Remembrance Day 2024

Lest we forget

Our residents take pride in remembering our fallen servicemen and women and it was great to see some of the services and activities taking place across our foyers and properties this year.

There were parades, coffee mornings, two minute silences, readings, poppy waterfalls and renditions of The Last Post on the bugle and it really was a pleasure to see so much happening on the day and throughout the week.



Your Housing Officers

Everyone has a dedicated Tenancy Management Officer (TMO – and you may also hear them called Housing Officers) to ensure you have someone you can get in touch with directly for any issues, queries and worries you may have. Getting you the right service at the right time matters and we want to make it as easy as possible.

We have a total of 30 TMOs split across five regions:

St Helens, Warrington & Knowsley

Kate Morrissey/
Suhana Moktadir

Andrew Scott

Emilia Olajolo

Lyndsey Birch

Janet Beckwith

Lancashire & Yorkshire

Suzanne Goddard/
Deborah Thompson

Leona Williams

Hannah Welsby

Cree Blamire

Emily Catterall

Liverpool, Halton & Sefton

Barry Duffy

Jacqui Rice

Jennifer Alcock

Nikki Hansford

Stephanie Saunderson

Jake Ellison



Staffordshire Moorlands, High Peak, Cheshire (not inc Warrington)

Jackie Robinson

Julie Brough &
Donna Holland

Gwen Bowcock

Lena Nilsen

Claire Jones

Greater Manchester, Stockport & Tameside

Dale Cain

Arron Machin

Leboh Banyatsi

Terry Taylor (temporary)

Lynne Dunleavy

Vicky Ndlovu

They are your consistent point of contact throughout your tenancy and can help you with:

- Advice regarding your rights and those of your landlord
- Providing help with paying rent and financial support
- Conducting home visits at the start of your tenancy to find out about any changing circumstances you may have, and ensure we can give you the best support
- Escalating any reports that you make to our asb team
- Supporting block inspections or access visits with building safety and compliance teams so that we keep your home and building safe
- Resolving environmental issues e.g., open areas, fly tipping, litter, graffiti, repairs, abandoned vehicles, abandoned properties, dog fouling, and vandalism

Find out more

To find your Tenancy Management Officer for your exact area visit:
yourhousinggroup.co.uk/myhousingofficer

A long-distant visit to our foyers from Asia

Our four young people's foyers recently had a special visit from an organisation based in Hong Kong to learn about what we do!

Side By Side provides support to their local community with several opportunities through education and rehabilitation – and as they are considering opening their own foyer, they came to us to see what it's all about!

It would be the very first foyer in Asia so the team at Side By Side travelled over 5,000 miles to learn more about what we offer and the opportunities we give to our young people, and how we help those are, or who are facing homelessness, with a safe place to live and to grow independently.



You can read more about Side By Side here:

sidebyside.org.hk/en

yourhousinggroup.co.uk/foyers

Supporting online education with residents

Staying safe online means you must know how to use and access the internet, however we know that many people still find it intimidating or difficult to use.

So each year, we recognise national End Digital Poverty Day (12 September 2024) and this year, we continued helping our Cantonese-speaking residents with an ICT course.

The course covered:

- How to communicate with friends and family
- Online safety
- How to access online banking safely
- Online shopping



91%

of our residents who took part said that they now **have more confidence in using tablet devices**

73%

of our residents who took part said that they now **have more awareness of online safety**



Remember to stay scam aware online. **NEVER** send your personal details or click on any suspicious links: yourhousinggroup.co.uk/onlinesafety

Window safety when living at height

If you live in a high-rise building, it's important that you are aware of window and balcony safety. Ensuring the locks and safety mechanisms work correctly, even at what seems a small height, is vital to keeping you, your family and your visitors safe.

If you live in one of our high-rise buildings, you will know that your windows don't open wide enough for a person to fall through and this is thanks to restrictive safety cables and locks.

Please check all your window safety devices regularly and if you ever notice they aren't working as they should, tell us immediately.

Top Tips

Always keep furniture away from windows

This will prevent young children from climbing and gaining access to an open window.

Check your windows regularly

Check that your window restrictors & restrictive stays are working as they should, and the window does not open more than 10cm.

10cm

Lockable restrictors

Lockable restrictors offer additional protection to prevent windows from opening, and especially if you have small children or vulnerable adults in your home, this protection may help keep them safe.

Visit yourhousinggroup.co.uk/highriseliving or scan the QR code where you can also report any issues using the online form.



How to prevent damp and mould in your home

We don't want anyone's home to be affected by damp or mould, but it can happen, and there are things you can do to help prevent it. The whole process often starts with condensation.

Condensation is moisture in the air which can be created by baths and showers, washing up and drying clothes, and when the air gets colder, it can't hold all the moisture so tiny drops of water start to appear on cold surfaces, such as windows. It also happens in areas where there's less air movement, such as behind cupboards or in wardrobes.

Top tips to reduce condensation in your home:

- When cooking, cover pans and don't let kettles boil continuously.
- When drying your clothes inside, put them in the bathroom with the door closed and the window open. If you have a tumble dryer, make sure you vent it to the outside (unless it's the self-condensing type).
- Create ventilation in the kitchen and bathroom when cooking, washing up, bathing and drying clothes by opening windows wider.
- In cold weather, the best way to avoid condensation is to keep rooms as warm as possible. Use your thermostatically controlled radiator valves (TRVs) to control the heating in each room – this will help to reduce heating costs. If your radiators don't have TRVs, please contact us.
- Insulation in the loft and cavity wall will help keep your home warm and reduce your fuel bills.

Find out more

Visit yourhousinggroup.co.uk/dampandmould for more tips on reducing condensation, damp and mould, and what to do if mould does appear.

You can also report damp or mould on this same page or call us on **0345 345 0272** and choose options '1' then '3'.

Letting us into your home



There are many reasons why we have to be able to come inside your home, and these are often linked to our legal safety obligations to you and your home. We will always work with you to get the right person to see you so that you feel comfortable, and we will always try to contact you in the way you have stated you prefer, and in the language you need.

What happens when we need to access your home:

We will always

- Contact you first explaining why we need to access your home, and suggest a date and time, and contact details to enable you to rearrange if needed
- Repeat contact via letter/phone/email several times to try to arrange the visit

If we can't get in touch with you, depending on individual circumstances, and the urgency of our need to access your home, we will then do the following:

- Try to contact your next of kin or whoever is named as someone with a caring responsibility
- Try to contact your neighbours, also to make sure you are OK
- Contact support and advocacy groups who may already be in touch with you

If we still can't get access

It's always in your best interests and your safety that we find a way together for us to enter your home, do the work we need to do, and leave again, as quickly as possible.

However, on the odd occasion where we can't, we may, unfortunately, have to look at tenancy or lease enforcement actions which can include:

- Applying to the courts to enforce our 'right of access' as your landlord
- Serve a 'Notice of Seeking Possession' as not allowing us access is a breach of your tenancy, and this can ultimately end your tenancy

These are only ever done as a last resort and absolutely not something we ever want to do.

Why do we need access from time to time?

There are many reasons including to carry out repairs, emergency situations following a flood for example, health and safety concerns, as well as legal checks for things like gas and electrical checks.

It's a legal requirement for us to check your boiler and gas supply, and it's essential to keep your home safe from any issues that can be caused by faulty boilers and leaking gas.

What is an annual gas safety check?

A registered Gas Safe engineer will need to come inside your home and look at your boiler.

They will check:

- Gas can flow and there are no blockages
- All devices are operating properly
- The light is blue and burning at the correct pressure
- No dangerous gases are escaping into your home

It shouldn't take more than 30 minutes and you will get a certificate that covers you for the year.

Find out more

Visit yourhousinggroup.co.uk/gassafety



Customer Engagement groups – come and join us!

We love working with our residents who help us to shape our services, ensure our plans are realistic and relevant, and push us forwards to get things right for you.

We work closely with over 40 residents who are already formally involved in one of our groups, but we'd like to see even more of you get involved!

If you want to help make a difference to your building, neighbours, home, and community, we are looking for people for our:

- Equality, Diversity & Inclusion Panel (EDIP)
- Customer Scrutiny Panel (CSP)
- Comms Café
- Customer Connect Panel (CCP)



Equality, Diversity, and Inclusion Panel (EDI)

Our EDI customer panel meets in person four times a year. They make recommendations on how YHG can strengthen our approach to ensure we hear, show respect to, understand and value everyone.

Is it for you?

- You have a passion for EDI
- You believe that society sometimes get things wrong and is unfair
- You think YHG can improve its approach and be more inclusive

Comms Café

The Comms Café is a space for you to get a cuppa' and talk to us in a relaxed environment about our strategic communications. We hold two online meetings a year to discuss key topics with our community.

Is it for you?

- Communications and marketing interest you
- How we share information with you matters
- You have an opinion about our online or printed communications

Customer Scrutiny Panel (CSP)

By scrutinising – or investigating – what we do, you ensure that you hold us to account. The existence of a CSP gives assurance to our Board that we are doing what we say we will, and we are learning and making changes when we need to.

The CSP carry out two to three reviews a year on a particular area, and each project takes around 12 weeks. Each project may need up to six meetings.

This role also talks to customers, and colleagues, reviews policies and procedures, and may also conduct surveys if required.

Is it for you?

- You have an eye for detail
- You have a keen interest in helping YHG improve their services
- You like research and result

Customer Connect Panel (CCP)

The CCP meet formally around every six weeks and follow an agenda, led by the Chair. A key part of the CCP's role is to ensure that the business engages with and listens to you, our customers, about what you think about our service. They talk to and hear from colleagues across the business, challenge where necessary, and influence policy and practice.

Is it for you?

- You enjoy participating with others
- You're interested in getting to know more about us and housing
- You want to ensure the customer's voice is heard

What's in it for me?

Being involved with your landlord can be a great experience for many reasons. You will meet new people and like-minded customers. You will get to know our senior teams and learn how our services work. You will provide direct input into how we can and want to improve our services. We even cover expenses and provide lunch and refreshments!



For more information on the groups mentioned and how to get involved, please email:
yourvoice@yourhousinggroup.co.uk

Your Response Christmas & New Year Opening Times

Each year, we give our Your Response team some much-deserved time off over Christmas, and this year will be no different.

EMERGENCY REPAIRS' CALLS ONLY BETWEEN

4pm, Tuesday 24 December to 8am, Thursday 2 January 2025

You will still be able to report emergencies 24/7, but if you wish to make a normal repair call please wait until Thursday 2 January when the contact centre re-opens at 8am.

You can also report non-emergencies and raise other queries online at: yourhousinggroup.co.uk/contact-us but they won't be picked up until January 2, so we appreciate your patience with this.

You can report emergencies 24 hours a day, 7 days a week by calling 0345 345 0272, and choosing OPTION 1 - REPAIRS followed by OPTION 1 again for REPORT AN EMERGENCY REPAIR.

Congratulations to one of our survey winners

Susannah who was the lucky winner of a £50 Love 2 Shop voucher!

Everyone who completes one of our surveys is entered into a prize draw!



Relax...with some of our Christmas dinner hacks!

If you're making Christmas dinner for yourself and your loved ones this year, relax! Your Christmas dinner can still be delicious, run like clockwork and be worry-free. Give our Christmas dinner hacks a try!

Turkey

Do the turkey first. When it's done, wrap it in foil and let it rest on the side. Then you can start everything else.

Unwrap and carve just before serving and it should still be hot.

Crown or whole?

A turkey crown is easier to cook and carve than a whole bird. Unless you want turkey sandwiches for days, cook what you need.

Roast, and then roast again

Cook all of the roast vegetables (potatoes, parsnips, etc.) and accompaniments the night before and then refrigerate. Save the main cooking on the day for the meat – this means once the meat is done, pop in the other items to heat up again.

This makes it so much easier. And double roasted potatoes are extra crispy!

Set the alarm!

It's easy to get distracted on Christmas Day; Christmas films, ringing doorbells, excited family members; set your phone alarm or use an egg timer to keep track of timings.

Cheat recipes

The internet is awash with easy, simple, cheat recipes. Some of our favourites include:

bbcgoodfood.com/howto/guide/easiest-ever-christmas-dinner

easypeasyfoodie.com/easy-budget-christmas-dinner/

allrecipes.com/gallery/easy-christmas-dinner-menu/

Share the load!

Ask your guests to bring a dish, or bottle, or chip in to help cover the costs. People are always delighted to receive an invite, but hardly every expect you to cover the full cost, or do all the hard work.

Keep your perspective!

Most of all, remember it's essentially just a big roast dinner. Don't run yourself ragged trying to make everything perfect. It's about who you're sat with, not what's sat in front of you.



Image credit **Ben Crawley**
Contract Manager at Your Housing Group



Image credit **Hazel Ravenscroft**
Customer Service Operator at Your Housing Group

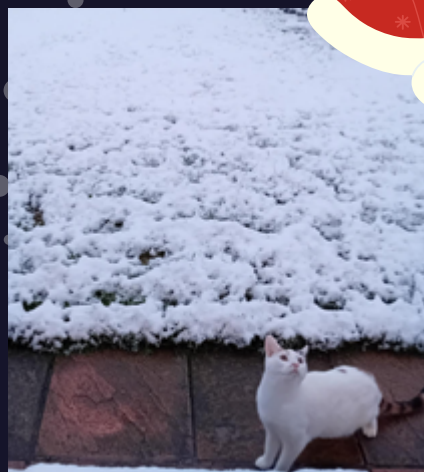


Image credit **Suzanne Kervin**
Brick Layer at Your Housing Group



Image credit **Jordan Vassell**
Plasterer at Your Housing Group



Image credit **Andrew Robinson**
Multi-Skilled Operative at Your Housing Group



Image credit **Mark Bostock**
Multi-Skilled Operative at Your Housing Group



Want to earn a
£100
voucher?



Thank you to our residents who've already taken part!



If you'd like to get your face and home up in lights by having a quick photoshoot, please email engage@yourhousinggroup.co.uk to express your interest!

