

listen • talk • share

voices

WIN a Christmas Hamper!

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**LOCATION,
LOCATION,
LOCATION!**

Find out what is in your area and
enter our photo competition.

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– Your opinion matters!**

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Message from your Chief Executive Officer

WELCOME TO THE WINTER ISSUE OF OUR RESIDENT MAGAZINE



I have learnt in my career that wellbeing is always important, and as your Chief Executive, I need to be as well as I can be, so I can support my workforce. We have around 200 colleagues who, I feel, rely on me to be well.

Whilst I'm no athlete, I've come to realise over the years the benefits of exercise for my mind and body. I take myself for a jog a few times a week around my local area, taking in the beautiful views and clearing my mind of the pressures of work. It's not easy, but I know I must do it. What works is that I'm concentrating so much on breathing – that my head won't get distracted on anything else!

I know that not everyone wants to or can jog but scientists tell us that 21 minutes of walking each day helps keep us well. We have some wonderful walks not far from our properties, some literally on the doorstep, we've highlighted a few of those in this issue.

I also realise that it's not possible for everyone to walk or leave the house, but it's been great to hear that you've been thinking of other ways to keep physically and mentally fit indoors. Some of you have been doing chair exercises and the Joe Wicks' workouts. We can all do a little something towards our health – both mental and physical.

Keeping our minds active is also equally important, and as we spend more time at home than ever, we need to find ways to fill our time.

The Japanese take cognitive function very seriously; working-out your grey matter over a Sudoku is commonplace and thought to contribute to the country having one of the lowest rates of dementia in the developing world. So, we're following their lead and in this edition of *Voices* you'll find your own puzzle booklet. Now I'm going to be honest here – I'm not the best at Sudukos myself, but Jean, my Mum-In-Law that many of you hear me talk about, is so good at this stuff, including crosswords! So I hope you'll give them a go.

We've also included some stories about what we've been doing to make your home safe, secure and comfortable so you can enjoy spending more time there.

This just leaves me to wish you all a healthy and happy Christmas. I hope that we are all able to share the seasonal joy with families and friends this year and that 2021 brings much better times for everyone.

Wishing you a Happy Christmas.

Yvonne Castle

CEO Johnnie Johnson Housing

Christmas Opening

Our Customer Service Hub closes 12:00pm Thursday 24 December and reopens 8:30am Monday 4 January.

Emergency repairs will still be covered by our Out of Hours service on **0345 305 5335**. We aim to complete emergency* repairs within 24 hours. For non-emergency repairs or should any follow up be required, a mutually convenient appointment will be arranged.

*Emergency repairs may include fire, flood and serious electrical/gas failure, blocked toilets where premises contain one toilet only, and loss of heating in any properties with elderly residents or children under 12 years old.

Gifting at Christmas

We would like to gently remind all of our residents that Johnnie Johnson Housing does not allow any colleagues to receive gifts at any time, including over the Christmas period. This may seem unseasonal but it's to ensure that our conduct at all times avoids suggestion of any improper motives.



KEEPING SAFE THIS WINTER

With fears that the number of coronavirus cases will continue to rise in the upcoming months, we would like to encourage you to consider taking further precautions to protect your health this winter.

WHAT CAN I DO?

- **Flu jab:** As we get older, changes to our bodies mean that the cold weather and winter bugs can affect us more than they used to. Making sure you have your annual flu jab is a simple way to protect yourself this winter and it's free if you're over 65! Speak to your local GP or pharmacist for more information.
- **Keep your house warm:** We recommend keeping your home to a minimum temperature of 18°C (64°F). If you are unsure, speak to your local housing manager.

- **Stay active:** It is important that you remain active even in the winter months. You could wrap up warm and go for a walk, or take part in online activity classes!
- **COVID guidelines:** Please remember to check the most up-to-date guidelines in your area. Check out the GOV website at: www.gov.uk/coronavirus

This winter we will be launching a new programme of events and activities for our residents in our Independent Living properties. Watch out for updates in the upcoming weeks!

If anybody is interested in joining our very own virtual Johnnie Johnson choir, please email communications@jjhousing.co.uk

Christmas giveaway! Luxury food hamper and mini Christmas tree gift boxes

It has been a challenging year for most of us, but hearing about acts of kindness has kept us all going. To thank those individuals who have selflessly helped others during this pandemic, we've got a delicious luxury Christmas food hamper worth £50 to give away! Plus two mini Christmas tree gift boxes worth £35 each. To win a gift, you can nominate yourself or another resident by telling us why you/they are a deserving winner.

Email communications@jjhousing.co.uk, send us a private message on Facebook or write to us at Johnnie Johnson Housing, Astra House, Spinners Lane, Poynton SK12 1GA. We will share details of our winners on Facebook. Closing date for entries is 15 December 2020. Winners will be selected on 17 December 2020. See terms and condition at www.jjhousing.co.uk/terms-and-conditions.

*Photos for illustrative purposes only – gifts may vary.



LOCATION LOCATION LOCATION!

We provide social housing to over 7,000 residents in the North of England.

Our homes include houses, bungalows, flats, studio apartments and retirement living, all in a range of locations.

Many of our properties are near open parklands, woodlands, public gardens and dedicated public footpaths, providing the perfect opportunity to get out and about.

Walking is considered to be the best form of exercise and scientists believe 21 minutes a day is the optimum to support a healthy body and mind. With so many local attractions and parks only a short walk or car journey away, we hope that this page will inspire you to get outdoors and get active. Make sure to wrap up warm during these winter months.

Dunham Massey

This National Trust treasure is perfect for those who want to explore an ancient home and parkland. With roaming deer,

mature gardens and acres of grassland to explore there is something for everybody. They also have designated mobility parking in their main car park and accessible routes. We are fortunate to have properties in the area that are only a 10-minute drive away!

Wollaton Hall

From the grandeur of its gardens to the stillness of its lake, Wollaton's parkland in Nottingham is the perfect place to explore. Since the fourteenth century, herds of deer have roamed 500 acres of parkland, which is home to all kinds of



Please follow all government guidelines when visiting local attractions. We recommend contacting the park or attraction before arrival to check their restrictions and procedures in place.

Wollaton Hall



wildlife. The ancient parkland is also accessible for those in manual wheelchairs and they have designated mobility parking. We have properties that are only a 20-minute bus ride and 15-minute car journey away.

Heaton Park

Heaton Park, in Greater Manchester, is a great place to stretch your legs thanks to its range of running and walking routes for all abilities. The park also contains a playground, a lake, woodlands and gardens. It has designated mobility parking and there are accessible paths and gardens. We are proud to have properties that are opposite this fantastic park!

If you require designated mobility parking, or wheelchair accessible routes we recommend contacting the park or attraction before arrival to ensure they can accommodate your needs, so you can get the most out of your day!



Heaton Park

Angel of the North

The Angel of the North in Gateshead is a contemporary sculpture, designed by Antony Gormley. The sculpture was installed in February 1998 and over the years has won many accolades and awards. We have properties that are only a 15-minute bus journey away!

Clumber Park

Discover the beauty of Clumber Park in Worksop this winter. If you love photography, Clumber Park has many beautiful scenes to capture across the estate. It also has designated mobility parking and we have properties that are around a 30-minute drive away!



Clumber Park

Heaton Park

Dunham Massey

Wollaton Hall



Photo Competition!

WIN a £20 shopping voucher and feature in the next edition of *Voices*!

We know that many of our residents live near famous landmarks, beautiful parks and historic towns. With your help, we can share these pictures with our community. To enter the competition please send a picture of your local area to communications@jjhousing.co.uk by the 15 December for your chance to win a shopping voucher.

See terms and condition at www.jjhousing.co.uk/terms-and-conditions.

RESIDENT STORIES

Mrs Phillips, one of our residents at St Andrews Court, usually holds a Macmillan Coffee Morning each year. However, due to the current restrictions in place she has not been able to hold the annual event so instead she asked for donations to the cause.

As a result, **St Andrews Court has managed to raise a huge £300 for Macmillan Cancer Support!**

**WE ARE
MACMILLAN.
CANCER SUPPORT**



New resident's link to Johnnie Johnson

Mr Thompson was delighted to find a picture of Johnnie Johnson and Douglas Bader on the wall of one of our properties. He explained that his grandad was a Sergeant Spitfire pilot and his grandpa a Squadron Leader on the Lancaster Bombers. They had both survived the war, and would give him books written by former pilots like Douglas Bader and our very own Johnnie Johnson.

Both his grandad and grandpa have now passed away, but it's clear that they had a big impact on his life.

He now hangs his grandad's Spitfire pictures (shown left) on the wall with pride. Mr Thompson said, "I thank my grandad, Sgt Pilot Don Booth, my grandpa, Squadron Leader Francis David Lockey, and Johnnie Johnson for giving me a home. May they all rest in peace."

Mr Thompson has also shared a picture of his Grandpa, Squadron Leader Francis David Lockey, and Deputy Headmaster Coquet High Amble. Mr Lockery can be seen on the top row, second to the right as you look at the photo.

Our new resident, **Mike Tompson** has recently moved into one of our properties and was surprised to find out that our founder was the ace Spitfire pilot, Johnnie Johnson.



WADDINGTON HOUSE LONGEST RESIDENT CELEBRATES 100TH BIRTHDAY

Mary Farmery at Waddington House turned 100 years old earlier this year. She has lived at Waddington House for over 30 years and was delighted to celebrate her birthday with Johnnie Johnson Housing colleagues and residents at her socially distanced party.



Johnnie Johnson Housing receives heart-warming message

Johnnie Johnson Housing has been around for over 50 years! During this time, we have had the pleasure of working alongside various inspiring, hardworking and passionate colleagues.

A couple of weeks ago we received an emotional and heart-warming email from Sean Harris about his grandparents Barbara and Walter Harris. Mr and Mrs Harris were scheme managers of Derwent Court in Lancaster many years ago and retired from their post approximately 20 years ago. Sean spent a great deal of time with his grandparents at Derwent Court and has fond memories of meeting war hero and founder Johnnie Johnson himself. Sean explained:



“My grandparents always held Johnnie Johnson Housing in high esteem. They had a huge amount of pride in the work that they did, the purpose of JJH and the ways in which you offer far more than accommodation to people. On their behalf, thank you.” Sadly, Sean was also writing to let us know that his grandparents have now passed away. Sean’s kind email explained how proud they were to work for Johnnie Johnson Housing and how it inspired him to pursue his own career in education and charity work. It is amazing to see how social housing can have a positive impact on not only residents’ lives, but also our colleagues and local community.



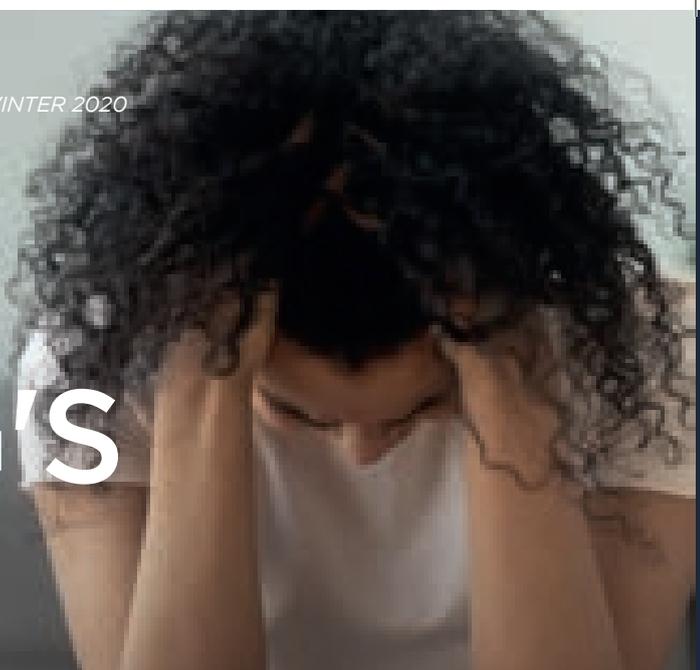
We need you!

We’re looking for residents who can help to review, scrutinise and provide feedback on our services as part of our Scrutiny Panel.

You will help identify which services to scrutinise and suggest where improvements can be made. As face-to-face meetings are not possible right now, regular meetings are currently taking place online.

If you are a resident who is interested, has some free time and can get online, we’d like to hear from you. Please contact us at communications@jjhousing.co.uk to express your interest.

SOMETHING'S NOT RIGHT



Domestic abuse is a crime that affects; men, women and children. An estimated 2.4 million adults aged 16 to 74 experienced domestic abuse in 2018/19, in England and Wales alone.

The recent lockdown measures have increased the risk to victims of domestic abuse, who have been unable to leave home.

To ensure we are equipped to manage domestic abuse situations, Johnnie Johnson Housing has created a Domestic Abuse Procedure that outlines our stance against domestic abuse and condemning any kind of violence or abuse. We take all allegations seriously and we will always do all we can to protect victims.

We are committing to the '16 Days of Action' campaign, running from 10 to 25 November. The campaign aims to raise awareness around domestic abuse and participants are encouraged to wear a white ribbon as a personal pledge to never to commit, condone or remain silent about violence.

We will be showing our support for the campaign so watch out for more information on what we're doing through our social media channels on Facebook: @jjhousingtrust or Twitter: @JJHousingTrust.

SPOT THE SIGNS!

Domestic abuse warning signs include:

- Partner belittles victim in front of others
- Partner displays signs of extreme jealousy or possessiveness
- Victims are worried about making their partner angry
- Victims make excuses for their partner's abusive behaviour
- Victims have unexplained marks or injuries
- Victims withdraw from friends and family
- Victims display signs of depression, anxiety or changes in personality.

WHO CAN HELP!

Domestic abuse is a crime and should be reported to the police. You should call 999 if it's an emergency or if not contact your local neighbourhood policing team on 101.

Other organisations can also offer help and support:

24hr Freephone National Domestic Abuse Helpline, run by Refuge
0808 200 0247
www.nationaldahelpline.org.uk

Galop (for lesbian, gay, bisexual and transgender people)
0800 999 5428
www.galop.org.uk

Men's Advice Line
0808 801 0327
www.mensadvice.org.uk

Rape Crisis (England and Wales)
0808 802 9999
www.rapecrisis.org.uk

Respect phonenumber (Respect also offers support to perpetrators of domestic violence)
0808 802 4040
www.respectphonenumber.org.uk

25%

of women are affected by domestic abuse during their adult lifetimes

16%

of men are affected by domestic abuse during their adult lifetimes

58%

of abused women miss at least three days of work a month

33%

of all domestic violence homicides happened on workplace grounds

56%

of abused women arrive late for work at least five times

5%

of men in England and Wales experienced domestic abuse in the last year alone

7%

of women in England and Wales experienced domestic abuse in the last year alone

2

Billion pounds is the annual costs of domestic abuse to businesses

COME AND JOIN US FOR OUR NEXT ONLINE RESIDENT CONFERENCE

Thursday 25 February 2021, 10.30am-12.30pm

We've adapted the way we deliver our regional forums during the pandemic and have now successfully delivered two digital resident conferences online. We provide updates on the topics that matter most to you, including neighbourhood plans, the planned maintenance programme and business performance, as well providing plenty of opportunity for you to ask questions.



To find out more and confirm your attendance, please register on our website:
www.jjhousing.co.uk/regional-forums---book-your-place

Developing our *digital services*

Our digital services programme has started to move forward quickly. We will continue to engage with you to ensure the services we develop are what you want and need.



Activities that have taken place already include:

- Two rounds of video forums in which we have listened to residents across our regions.
- A number of workshops with Mediaworks, our website and resident portal supplier, to get feedback on the current services and find out what you want to see in the future.
- A digital focus group with residents looking at a new service we are hoping to launch.
- Digital skills training to 50 residents remotely, delivered by our We Are Digital partners.
- Regular video meetings with residents to discuss our ongoing engagement.

Several ways you can get involved and give feedback

1. Follow us on social media: Facebook and Twitter @JJHousingTrust Instagram @JJHousing
2. Join our Resident Involvement Facebook group to talk with residents and be the first to know about new projects. Search for JJH Resident Involvement on Facebook.
3. Scheme of the future: Work with our Development team to decide how new schemes will look including technology and design.
4. Choice based lettings: Help us move away from paper property applications forms that put you on a waiting list, to a system that allows you to choose the properties you're interested in.
5. Website redesign: Feedback on the layout, language, and ease of use of our new website.

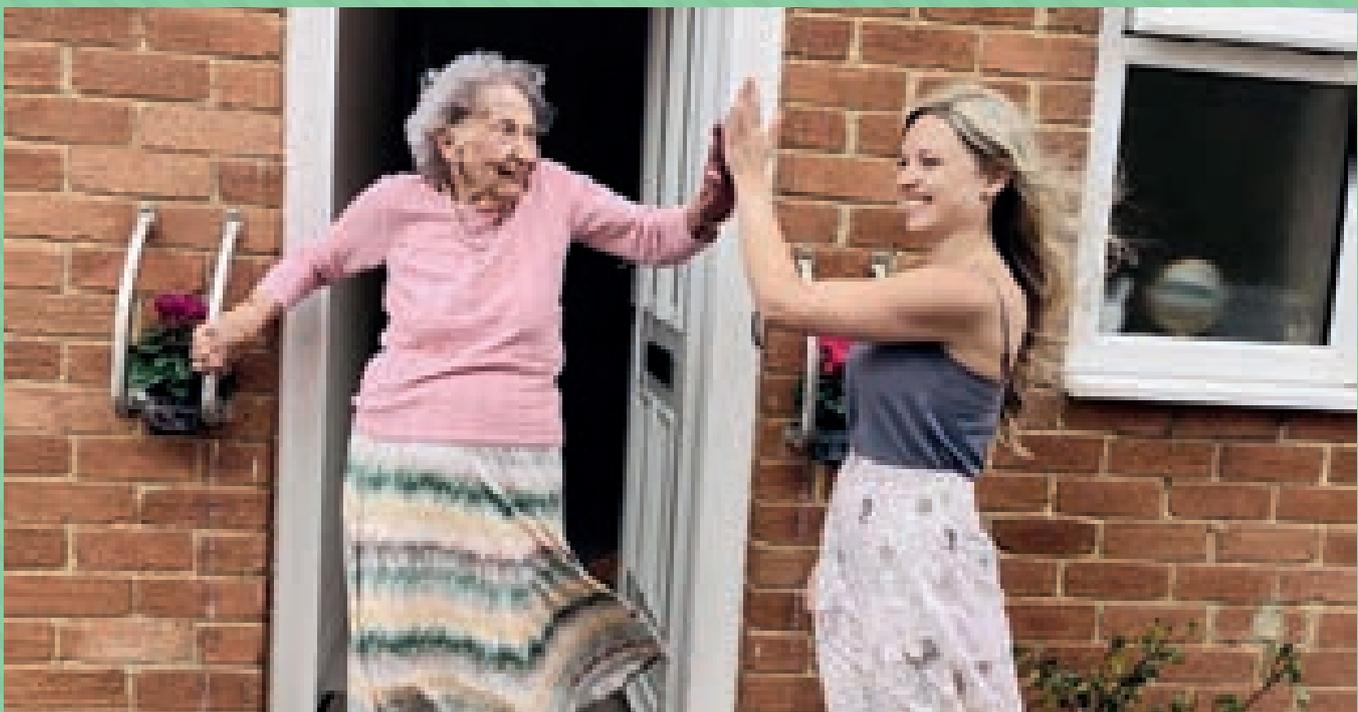
If you'd like to get involved, please email communications@jjhousing.co.uk

LIVING LONGER, LIVING BETTER



Read more about Invisible Creations® online

Invisible Creations® is challenging stereotypes and negative stigmas around ageing and disability. Their journey is quite a personal one, inspired by their Marketing Director, Laura Wood's gran Sheila.





Sheila Webster, the inspiration behind Invisible Creations® with The Plant Pot Holder

Sheila is one of the main inspirations for Invisible Creations® – a start-up business created by Johnnie Johnson Housing, Karbon Homes and Anchor Hanover. Founded to Design for Dignity™ and create inclusive and attractive home adaptations to aid mobility and better support people as they age.

A classy and proud lady, Sheila refused to have adaptations fitted, even though she really needed them, and would hide her pendant alarm because in her words, “They’re hideous, they make me feel old, they’re embarrassing, and they don’t go with my home or outfit.”

Sheila would reduce her food and drink intake to limit trips to the bathroom, as that’s one of the most likely places to fall. Many others reported that they do this too. The reality is,

people would rather put their health at risk than install the current adaptations.

Unfortunately, Sheila’s house is now filled with the very things she fought so hard to prevent. After Sheila fell extremely ill and ended up in hospital, she was given the condition that to be able to return home after her recovery, she had to have grab rails installed.

Sheila had no choice in what she was given and came home to find plastic, ugly grab rails outside her front door and in her bathroom. As much as she was pleased to be home, she was devastated to have to compromise her standards and dignity to do so.

Millions of people across the country, like Sheila, make dangerous decisions that damage their health rather than using the current products available to them.

So, we thought the solution was simple, design better, give Sheila and others like her products they want, not just ones they need.

That’s exactly what we did. We designed a range of inclusive, functional and attractive home adaptations to be proud of. Led by our research, and feedback from older people, we’ve created a suite of discreet, dual-purpose products that incorporate all of the support of a grab rail, but the style and subtlety of every day household features – a mirror, toilet roll holder, shower shelf and a plant pot holder.

Invisible Creations® gives you the option to choose products to support you that look great in your home and help you to remain independent in your own home for longer.

For further information about Invisible Creations® visit www.invisiblecreations.co.uk

LOOK OUT, LOOK OUT, THERE'S A SCAM ABOUT!



Many of us send post, emails, make phone calls and use social media to contact our family and friends, buy goods and keep up to date with the latest news. However, some people use these methods of communication as an opportunity to scam people out of their money.

A scam is a when someone tricks you into handing over money, goods or personal and financial details. It is important to remember that every scam is fraud and a criminal offence.

Age UK Cheshire East, in partnership with Cheshire East Council Trading Standards, is raising awareness of scams, to empower you to spot, avoid and report them. The Older Persons Scams Awareness & Aftercare Project helps victims of scams to rebuild their confidence, re-engage with their community and avoid future scams. The scheme is kindly funded by the National Lottery Community Fund and the Garfield Weston Foundation.

Below are top tips from the Older Persons Scams Awareness and Aftercare Project team on spotting, avoiding and reporting scams.

How to avoid a scam:

- Never click on a link in an email or text. Always access your account via your trusted app or their official website.
- Look out for the padlock symbol in the address bar when buying online to make sure your payments are secure.
- Never give out your personal or bank details to a company or person you don't know.



If it's on the phone, hang up and wait five minutes for the line to clear. Then contact the real company using a number you know to check if they really called you.

- Don't trade on the doorstep. Approach reputable companies to get quotes and display a "No cold calling" sticker.
- Always keep your computer security software up to date, from a reputable provider, and never give anyone remote access to your computer.
- Never agree to withdraw money, transfer it to a "safe account" or agree to someone coming to your home to collect money, bank cards or goods.
- Remember; if something is too good to be true, it usually is!

Reporting scams:

If you spot a scam or have been scammed, please report it. You can call Action Fraud on **0300 123 2040** or report it at www.actionfraud.police.uk. For advice on potential scams, call Citizens Advice Customer Services on **0808 250 5050** and speak to a Scams Adviser. Suspicious texts can be forwarded to **7726**, and if you receive an email you think is a scam, please forward it to report@phishing.gov.uk. **If the scammer is still in the area or you have transferred money to the scammer in the last 24 hours, contact the police on 101 and let your bank know right away.**

www.ageuk.org.uk/cheshireeast/

@AgeUKCE

FACING UP TO CORONAVIRUS

The evidence suggests that face coverings can help us to protect each other from coronavirus by preventing the spread of the disease. When someone coughs, talks or sneezes it can release germs into the air that may infect others nearby. This is why it's important to wear a face mask or face covering when out and about.

To keep you and your loved ones safe, we gave our most vulnerable residents the opportunity to receive a free Johnnie Johnson Housing face covering! Pauline Freeman, one

of our Independent Living Coordinators, came up with the idea and since then we have distributed over 5,600 face coverings to our residents.

Our face coverings are light-weight, reusable, environmentally friendly, and so far we have received some fantastic feedback.

We included our logo on the design to ensure you, our residents, can identify your neighbours and Independent Living Coordinators.

Thank you to everybody who shared a picture of you wearing your face covering with us!

Johnnie Johnson Housing recently donated 100 of our branded face coverings to Age UK Cheshire East. These washable, lightweight masks have been used to support their 'Help at Home' service, which is available to any older or vulnerable person in Cheshire East who needs extra help around the house.



Lancaster House



Leconfield House



Portland House



Spey House



St Andrews Court



Blenheim Court



Introducing our new Chair of the Board, John Sandford

“Hello. I am John Sandford and I have the privilege to be appointed by the Board as your new Chair.

I have been on the Board for seven years, originally recruited as the Chair of the Audit Committee. By background I am an accountant, having worked for an international firm of accountants, KPMG, for 34 years. Since leaving KPMG at the end of 2010, I have worked on several companies' boards. I love being able to offer my skills and work together with companies to help benefit people's lives.

I am married to my beautiful wife, Judith, with two grown up children and one grandchild who sadly lives far away in Sydney with my son and his wife. Unfortunately, like many others, my daughter's wedding had to be postponed this year because of the pandemic.

In my spare time, I enjoy all types of sport. My first game was cricket and I was proud to achieve a level two coaching qualification and run the juniors team for my local club. Now my active sport is golf and I play with a handicap of 17.

At the risk of upsetting some, I am a Manchester City fan and go about four or five times a season.

My experience as Chair of the Audit Committee means I know Johnnie Johnson well, so when the opportunity for Chair of the Board came, I knew I had to apply. Frances Street did a fantastic job and I look forward to working with a really great Exec team and Board. I'm also glad that in my time I have had the chance to get to know the Scrutiny Panel and I enjoyed meeting many of you at our resident conference last year.

Someone asked me the other day what I would like for Christmas, quite frankly I would like to spend Christmas day with my wife, daughter and brother in law (as we have done for the last 10 years). Given I write this as Greater Manchester is likely to go into tier three restrictions, I'm not sure how possible that is and I know how hard the restrictions are on many of you as well.



I'm proud that the whole Johnnie Johnson community is committed to helping each other in such difficult times. I understand that your property is your home and I am dedicated to listening to your concerns and your needs so that we can do better. We will get through this and move into the future with confidence.

I wish you best wishes for Christmas and the New Year.”

Meet the Board

In July we appointed our new Chair and Vice Chair, internally from our existing Board, and are delighted to take this opportunity to introduce them to you.

Good luck!

I'm sure you'll all join us in wishing both John and Sue the best of luck in their new roles.



CHAIR OF BOARD
JOHN SANDFORD

VICE CHAIR OF BOARD
SUE LOCK

Stepping down as Vice Chair

Tom stepped down from his position as Vice Chair at the end of July. Tom held the position of Vice Chair for several years and will continue to be a vital member of the Johnnie Johnson Housing Board.



TOM MISKELL

We'd like to take the opportunity to welcome our new Board members to the team!



TABITHA
ARULAMPALAM



ABDUL RAVAT



ROB SELDON

Our new
JJDL Board
members:



PETER NOURSE



ALISTAIR HOW

You can find out more about our Board members on our website, just visit www.jjhousing.co.uk/meet-the-board



Share your views

We are always keen to hear your views as they help us shape the future of Johnnie Johnson Housing.

In this issue of *Voices*, we have included a separate survey for you to complete. You can either:

- Return the hard copy survey in the post using the freepost option
- Submit your views online, using the link www.surveymonkey.co.uk/r/ResidentPerceptionSurvey2020

Thank you in advance, your views really do count!

FIRE DOOR INVESTMENT

In 2019, we committed to a multi-million pound project to replace your fire doors. Recently, we appointed fully certified contractors to carry out more replacements through 2020 and 2021.

As part of the replacement programme we are using smart, innovative and modern design to future proof the fire door sets, so not only do you get safer homes but ones that are fit for the future.



Key elements of the new fire door sets include:

1 Salto Geo locking systems; a keyless lock that can be operated with a fob or wristband providing one-handed easy access. This has resulted in positive resident feedback and value for money savings.

2 Entrance-way barrier matting directly behind the door. Our surveys identified that fire doors have had to be adjusted to accommodate residents' individual floor finishes. Installing the matting and taking responsibility for its maintenance, we can be confident in the future integrity of the fire doors.

3 Smart tags installed on the doors allow us to easily record fire door inspections in the future. To find out more about our Fire Safety programme, which extends way beyond our fire door programme, visit the Johnnie Johnson Housing website.

Your safety is incredibly important to us and gas safety checks on your home are a legal requirement. You must allow us access to complete these checks, which forms part of your tenancy agreement.

We must carry out and record an annual gas safety check on each gas appliance and flue within your home; to make sure they are safe and comply with regulations. We will always book an appointment with you at a time to suit you.

Carbon monoxide know the signs

Faulty gas appliances can release carbon monoxide, which is a colourless, odourless and tasteless gas, so it's difficult to detect. Carbon monoxide is harmful and potentially fatal.

What is it?

Carbon monoxide is produced when fuels including gas, oil, coal or wood don't burn properly. Some gas appliances can cause carbon

monoxide including free-standing gas heaters, gas cookers and gas fires.

Signs and symptoms

A tension-type headache is the most common symptom of mild carbon monoxide poisoning.

Other symptoms include:

- Dizziness
- Sickness
- Tiredness and confusion
- Stomach pain
- Shortness of breath.

If you experience any of these symptoms, visit your GP immediately.

SMELL GAS, CALL QUICK
If you smell gas or suspect a gas leak, don't delay, call the National Gas Emergency Service on 0800 111 999.



RAISING THE BAR

We are always trying to improve our services and achieve the highest standards possible for customers. We take your complaints very seriously and

always work to resolve your issues and concerns.

In our efforts to be transparent and honest, we share what we've done to improve. If we have resolved a complaint

for you and you would like to share your experience, we invite you to complete a short review on the Trustpilot website at uk.trustpilot.com/review/jjhousing.co.uk

YOU SAID:

Our allocations process wasn't clear

WE DID:

We have improved our allocations process. At the first point of contact, applicants are now made aware that they can only be placed on the Johnnie Johnson Housing waiting list once we receive their completed application form. We have also improved the registration letter that we send out.

YOU SAID:

Fortem is not communicating effectively with residents about appointments.

WE DID:

A cross-departmental team of senior colleagues from Johnnie Johnson Housing now meet weekly with Fortem's Business Support Director to discuss performance, complaints and review progress. All contractors have been briefed on the importance of effective communication and contact centre colleagues received further training to improve diagnosis of the issues you report.

YOU SAID:

The lack of estate management is of concern, including cleaning and gardening, plus ongoing anti-social behaviour.

WE DID:

Quality checks have been carried out by the Johnnie Johnson Housing operational leaders at properties, feeding back improvements to gardening, estate management and cleaning.

Remedial plans have been introduced for contractors where poor quality has been identified. All anti-social behaviour issues, including non-compliance of face mask regulations, continue to be investigated and dealt with by our Neighbourhood teams.

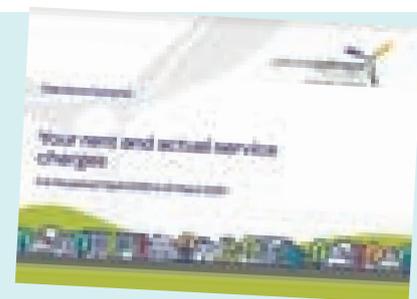
NEW LOOK, BETTER CONTENT!

In partnership with TriPartum, we've redesigned the packs we send to you about your rent and service charges giving them a new look and making our statements much clearer. Leasehold and shared owner residents who pay a variable service charge will have already seen the new design in their packs sent out this September.

The next packs will be your annual rent statement which

is normally sent out in July but our project team are currently reviewing this document with involved residents and in partnership with TriPartum.

They will be ready soon and due to reach you in December. We're working on making these packs more meaningful to our residents with more relevant information, rather than just being a transactional record.



If you'd like to know more about the packs we send to you and when, visit www.jjhousing.co.uk/latest-news



THINKING OF OTHERS THIS CHRISTMAS



With Christmas only a few weeks away and with the whole country adapting to a new way of life, many families are concerned how their festive celebrations will be affected this year.

In the UK over 3.8 million older people live alone* and this year many of those may be isolating or unable to visit family or friends.

This is upsetting for many families, and it is important that we continue to support one another and connect with people in our communities who may feel lonely and isolated.

How can you help?

1. Festive greetings

A card, letter or a thoughtful email can really help somebody who lives alone. You can share photos, stories and ask them to write back!

You could also consider purchasing charity cards to support projects in your local area that will be tackling loneliness and mental health this winter.

2. Video call

Seeing a friendly face can make all the difference to somebody's day. You could arrange a Christmas quiz or even a virtual sing along to the Christmas classics!

3. Befriending service

If you are feeling lonely, or would like to support somebody who is, you could use a befriending service. For more information, you can call the **National Age UK 'Call in Time'** telephone befriending service on **0800 678 1602**.

4. Decorate your home!

Start the festive celebration early! Decorate your tree, put the lights up and spread Christmas cheer. Maybe you could encourage a family member or friend, who is isolating, to join in by sending them a festive decoration to use in their home.

If you are feeling lonely, it is important you speak out and seek support. You can call Age UK on **0800 678 1602**. If you are worried about Coronavirus or feel isolated, you can also call the Red Cross's Coronavirus helpline on **0808 196 3651**.

What's on the telly?

On Christmas Day, there will be a **Call the Midwife** and a **Doctor Who Christmas Special** on BBC One!

* <https://www.ageuk.org.uk/northern-ireland/information-advice/health-wellbeing/loneliness/#>

What are the alternatives to payday loans?

Payday loans are an expensive option if you wish to borrow money over a short-term period, as the interest rates can be very high.

There may be other ways for you to sort out your short-term money problems, so it is important that you consider alternative options before you borrow from a payday lender.

Johnnie Johnson Housing's top tips!

1. If it is possible, do not borrow money to cover essential bills, like for food or electricity. Instead you may be entitled to benefits and it is important that you look into this as borrowing money from a payday loan will only mean you have to pay out more next month.
2. If you use a payday Loan to cover another debt or loan, this is called a 'debt spiral'. If you are facing this problem, we recommend getting advice from an organisation such as StepChange who will be able to help you.

Call StepChange for free on 0800 138 1111

3. Depending on what you need money for, grants may be a great option. Grants can cover items such as essential white goods and are interest free!
4. Look into the possibility of using a Credit Union, which may offer to lend you money at a significantly lower rate than payday lenders. Please make sure you fully understand the terms and conditions and consider your options.
5. If you are in employment and have decent credit, you may be able to borrow money interest-free using credit cards. Please consider this option carefully as you will need to be able to pay the outstanding balance later.

If you are concerned about your debt, or would like more information about the above, please visit our dedicated Money Matters website at: money.matters.jjhousing.co.uk or call 0345 305 5335 and ask to speak to our Income Services Team.





MEN'S HEALTH

This November we are supporting and raising awareness about men's health.

In the world of COVID-19, daily life as we know it has had to change and adapt to keep our families, loved ones and communities safe.

With added financial pressure, concerns for our families' welfare and Christmas fast approaching, many of us may be feeling overwhelmed or anxious about the future. Movember, the leading men's health charity, has recognised this problem and is raising awareness about how men can look after their physical and mental health.

» Talk more!

You do not need to be an expert, but being there for someone, listening and giving your time can be life-saving.

» Talk to your doctor

It is important to talk to your doctor about prostate and testicular cancer. Your risk of developing prostate cancer increases as you age, but that doesn't mean it is a disease that only affects older men. If you are unsure about a lump or bump speak to your GP!



MOVEMBER®

*Nearly half (46 per cent) say no one has checked to find out how they are coping during the COVID-19 pandemic, according to new research. For more information visit: uk.movember.com

Nearly half of British men say no one has asked them how they are coping during lockdown*

» Move, more!

Staying active is a great way to look after your physical

and mental health! There are so many different ways you can increase your activity. For example, a brisk walk, gardening, going for a run or swimming!

» Money worries?

It is important to seek support if you are facing money problems. See page 19 for more information!

Smart Watch

The smart way to stay active!

The Smart Watch is suitable for anybody who wants to stay active, but would like the reassurance that help is at hand at the push of a button. It has a GPS tracker so Astraline can locate you in an emergency and will alert us if you have had a fall.

The Smart Watch costs from £25** a month and we are now offering the first month free! Call: **0345 217 0721** and quote **SMART20**.

**As part of a 12 month fixed contract.



FIRST MONTH FREE!

