



voices

Issue 3
Summer 2017

listen • talk • share

ssafa

— the —
Armed Forces
charity

*Supporting SSAFA –
The Armed Forces Charity*

JJH proud to launch Charity of the Year

Read more on page 15

Also in this edition...

**JJH Fire
Safety
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**Annual
Report:** Our
journey to
Outstanding

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**Football fun
at Mitchell
House**

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Welcome to **Voices**



Emma, Jo, Dena, Rose (from left to right)
The Marketing and Communications Team

We hope Voices will give us a platform to enable us to listen, talk and share your stories and our updates to improve communication across the whole of Johnnie Johnson Housing.

We are delighted to bring you Voices Issue 3 Summer 2017! This issue is centred on all things digital, we are pleased to announce that our online portal for residents is now live, you can find out more about the online services available and how you can gain access to the portal on page 8. We also launched both of our new and improved JJH and Astraline websites and we would like to thank those of you that have been involved and given us great feedback and suggestions for improvements. For those of you that haven't yet seen the improved sites, please take a moment to have a look at www.jjhousing.co.uk and www.astraline.co.uk and let us know your thoughts.

Thank you,

The Marketing and Communications Team

We want you to get involved and let us know what information matters to you the most. That way we can provide you with a publication that you value.

johnniejohnson
HOUSING

living longer, living better



New signage coming soon to a scheme near you

We are pleased to announce that we are in the process of replacing our JJH signage at our schemes! This will be carried out in stages and phase one will begin over the next few weeks across our Independent Living schemes. We recently had our Head Office completed and we think it looks much more fresh and modern and keeping the emphasis on our founder Johnnie Johnson being a pilot, we hope you all like it as well.

We look forward to hearing your feedback once the project is complete. We will report back to you in the next edition of Voices.



Message from **Frances Street**, Chair of the Board



Since starting in her new role as CEO in May 2017, Yvonne Castle has continued to propel JJH's vision and dedication to be the market makers of Independent Living. Delivering outstanding homes and services to ensure our residents live longer and better in their own homes.

I am pleased to announce the continued strengthening of the Board of Management with the appointment of two new Board members, Sue Lock and Steve Secker. Sue is currently the National Director, Strategy and Policy, for Older People at Guinness Housing Trust and Steve is a Regional Managing Director for McCarthy and Stone. We continue to ensure that our vision is delivered and that we maintain the high standard of governance expected from a G1 and V1 rated organisation.

We also have two new Board Members on our Johnnie Johnson Development Ltd (JJDL) Board, Ralph Middlemore, previously the Director of Property Maintenance for Places for People and Anthony Riley, Group Director of Development and Operations at Waterloo Housing. Both bring significant construction and asset management experience supporting the relaunch of JJDL which will deliver the building of 500 new homes over the coming 5 years.

We are delighted that JJH has recently been nominated for a number of awards. Our Finance Team were nominated as finalists for the Housing Association National Accountancy Awards (HANA) Awards for the last two years, proving JJH's commitment to outstanding Value for Money and best practice. Our Customer Services Team and Astraline have been shortlisted for the 24 Housing Awards. We are proud that we are being recognised for providing great customer services, care and support for our residents.

The Board are committed to making sure we continue to provide face-to-face services for our residents. We are also now measuring our progress towards being "Outstanding" against the criteria that you set. Finally, the Board continues to encourage residents to get involved through the Regional Forums, through JJVoices and also through our Scrutiny Panel. We want to hear from you how we are doing against our ambitions of Living Longer, Living Better.

Frances Street
Chair of Johnnie Johnson Housing

Message from **Yvonne Castle**, Chief Executive...



I hope that you like our third issue of "Voices" we would love to hear what you think of it.

Since the spring issue we have had our Annual General Meeting with our Shareholders, who welcomed our new Board Members. Our Shareholders approved our final accounts for 2016/17. We were the first customer of our External Auditors to have finished the accounts which is a testimony to our Finance Team.

We are really pleased to announce that our Board have agreed to going out to the market for £30 million funding to help build more homes than we had originally planned. This means we can improve on the figure of over 250 to 500 within 5 years.

This is a significant commitment for us and one which marks a new start in home building for Johnnie Johnson Housing. Enjoy reading our latest news from yourselves across our three regions and from teams within the business. I welcome your feedback.

Thanks Yvonne

Resident Inspectors

As part of our wider support for resident scrutiny and involvement, JJH wants to recruit more 'Resident Inspectors'. Inspectors will be trained and will carry out their role on a voluntary basis, as their time permits. The main focus of Inspection is on quality control of services, quality is one of the main aspects of an outstanding service.



Resident Inspectors meeting in York to discuss how they wanted the role to work!

Inspectors will look at five main areas of service, and will be testing quality against agreed standards:

- 1. Void properties** – Inspectors will look at whether JJH's 'Lettable Standard' was met;
- 2. Service Contracts (Landscaping, Cleaning, Window Cleaning)** – Inspectors will look at whether the contractor has done what they are employed to do;
- 3. The estate 'environment'** – and whether it is clean, tidy and free from litter and graffiti;
- 4. Telephone based services, including the Hub and Astraline** – Inspectors will assess whether staff are helpful (i.e. resolve queries), polite, and responsive;
- 5. Independent Living Schemes** – whether schemes are safe, welcoming and clean.

How will it work?

Resident Inspectors will have a written agreement with JJH, which sets out each other's expectations and the primary aim of Inspection. Resident Inspectors will have appropriate training to undertake Inspections and this is likely to include a briefing just before each Inspection, each Inspector will complete a simple form, giving their findings and opinions.

All of these forms will go into a database which can then be summarised to show the results for different services in different regions.

Twice a year, the Inspectors will produce a report to go to the regional forum meetings and to the JJH Audit & Risk Committee. The report will contain findings and recommendations and senior management will be asked to respond. Regular updates will be published at regional forum meetings and in Voices.

How to express an interest

If anyone is interested, please email resident.inspectors@jjhousing.co.uk and we'll email an application pack out to you. We are especially interested to hear from residents in general let schemes, and from residents who want to build up their volunteering experience.

An induction and training session will take place in November

Scrutiny Review Update

The Scrutiny Panel is currently reviewing planned maintenance and have already carried out staff interviews.

They have identified which schemes they will be focusing on including a mix of completed works and works that are being carried out currently. The Panel members will interview residents to gauge their opinion on the process as well as satisfaction. They are in the process of promoting their work and completing interviews. Two Panel members attended the Resident Involvement conference in Manchester recently and took part in workshops looking at scrutiny in other Housing Associations. We will keep you posted as the review progresses, thank you to everyone who has been involved up to now!



Regional Forum Update

Over 100 people attended our most recent forums. Thank you to everyone who attended. We cannot achieve our goal of outstanding without you joining us on the journey!

There were several key issues arising out of the recent meetings;

- Schedules of estate walkabouts being given to residents so you can participate. These will be going live on the new resident portal in September. To find out more about the portal and how you can register, see page 8
- Investigate the use of smart meters and whether they would be beneficial for residents
- Introduction of scheme specific newsletter – coming soon!
- Resident inspector update
- Management of repairs and maintenance contractors
- Independent living service offer

The Chair and Vice Chair of each regional forum will be holding us to account on the actions from each meeting. An action tracker is available to ensure clarity on all stages of work following these meetings. You set the agenda, so the meetings are really based on what you want to discuss and raise, rather than what we think you should be discussing. All you need to do is contact us at JJHTVoices and we will pass your views onto the Chair of the Forums.

These regional meetings give residents a chance to voice their opinions and discuss issues that are more relevant to the regions including regional performance. These meetings will also be used to carry out wider consultations with residents, such as updates on the business important news, local partnership opportunities and discussions on draft policies.

We've had some great feedback from the meetings, including:

98%
of attendees would come again

95%
of attendees feel that they have their say

96%
of attendees feel that they are able to hold us to account

93%
of attendees would recommend JJH to family and friends

97%
of attendees found the meeting useful

Save the date!

The next round of forums will take place in February and March 2018.

Yorkshire & Derbyshire
Monday 19th February
Valetta House, Rotherham, S62 6AT

North East
Thursday 22nd February
Lancaster House, Cramlington, NE23 6UN

North West
Thursday 1st March
Portland House, Marple, SK6 7QG

We look forward to seeing you there!

30%
residents attending are new to the forums

To book your place Email JJHTVoices@jjhousing.co.uk or call **0345 305 5335**. You can also book on line, directly from the homepage. www.jjhousing.co.uk

JJH Fire Safety update

Given the tragic events at Grenfell Tower in London the thoughts of everyone at JJH are with the families and community affected by this terrible tragedy.

Although JJH has "no high rise" properties (6 storey's and above), it does own a number of apartments and sheltered schemes with shared communal areas. We work very closely with the Fire & Rescue Services within our localities on our obligations in relation to managing and maintaining fire safety in our homes.

Furthermore, the focus on fire risk across the country highlights the issue of ensuring Fire Risk Assessments (FRAs) are up to date and in place. In 2015 we conducted a full programme of FRAs in line with our three yearly cycles.

That being said we cannot assume everything is as it was when the FRAs were completed. We have weekly fire safety checks in all our sheltered schemes and remind all our staff of the importance of completing these checks as planned. The majority of the JJH apartments and sheltered schemes have a "Stay Put" policy in place, which may in future be referred to as a "Stay Safe" policy. Before we implement such a policy we ensure that our buildings are safe for our



residents to stay put. This means we ensure that smoke and fire cannot travel between flats.

It is important to note that JJH would never prevent anyone from leaving their flat if they wished to do so, but by leaving your flat when you don't know where the fire is could put you and others in danger. In addition, not all residents are physically or mentally able to evacuate themselves therefore we make sure our buildings are safe for them to stay in their flats.

Irrespective of the policy for the building, whether it has a stay put policy or an evacuation policy; all of our buildings are subject to regular fire risk assessments by an external fire consultant where these are required. All areas and fire protection measures are assessed to meet our high standards and ensure the buildings are safe.

Our staff and contractors carry out regular checks to ensure our fire alarm systems, emergency lighting, fire doors and means of escape are safe and maintained to a high standard.

Stay put policies in our flats operate like this:

- **When a fire occurs within a flat, the occupants alert others in the flat and then make their way out of the building**
- **If the building has a fire alarm system, and this is monitored by someone like Astraline, they will call the Fire & Rescue Service**
- **If a fire starts in the common parts such as a stairwell or corridor, anyone in these areas makes their way out of the building**
- **All other residents not directly affected by the fire would be expected to stay put and remain in their flat unless directed to leave by the Fire & Rescue Service.**

If you have any concerns whatsoever regarding the fire safety of the building in which they live, please contact our Customer Service Hub on **0345 305 5335**.

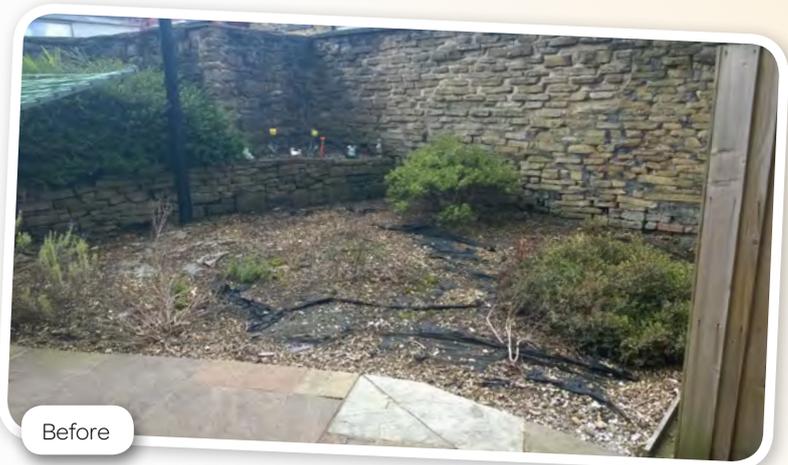
Howard House Garden – Before and After!

During a scheme walk-about earlier this year the residents from Howard House in Glossop raised concerns raised concerns over the poor condition of the garden, most of the plants were dead and the topsoil had washed away leaving unsightly membrane coverings on show. The residents were unable to sit in the garden, dogs were fouling the area and it was in a terrible state.

JJH agreed that the standard of the landscaping was not acceptable and utilised the Walk-About budget to fund the landscaping of the area to provide the residents with a pleasant space to sit in and enjoy but also to be able to walk along the paths and participate in low-level maintenance of the shrubs and flowers.

One of our contractors, Mr Hall of Unique Property Management, worked alongside residents to re-design the garden and to involve them all as much as possible. Walkways were created for access to all parts of the gardens and shrubs were planted for maximum impact and year round colour.

The residents wanted to thank Mr Hall and his team for their hard work and for the opportunity to get involved with the design of the gardens which now look wonderful and are a pleasure to sit in and enjoy.



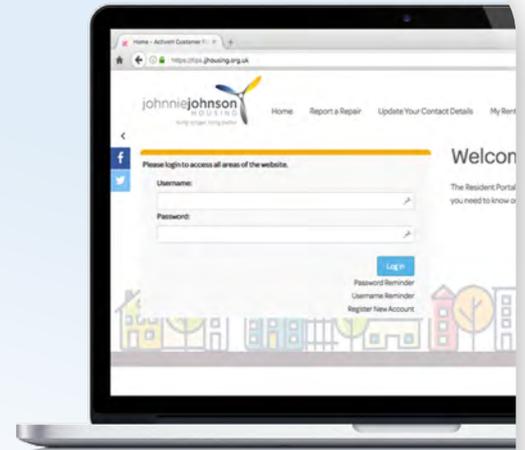
Your Resident Portal is now **LIVE!**

Your new Resident Portal system shows you all the essential information about your tenancy, your rent account and repairs to your home. You will

find everything that you need to manage your account with us. You will also find a variety of supporting information to help you find out what you need to know or for you to contact us if you need any help.

Since launching at the end of July we have had over 60 residents sign up so far! All you need to do is sign up online and register a new account using your email address and account reference and follow the simple instructions! Come and have a look www.jjhousing.co.uk and click on the 'resident portal' orange tab along the top of the web page.

If you have any feedback on the information that is currently on the portal or anything you would like to see added in future then we would love to hear from you, please email JJHTvoices@jjhousing.co.uk



**Be in it to
win £50
of High Street
Vouchers!**

We will be selecting a winner at random out of the first 150 people to sign up to the portal!

JJHT Voices – Improvements

New message area launched!

Many residents have been using the JJHT Voices email address to communicate with us on a number of topics. We have taken your feedback into account and as part of the new website launch we are happy to launch the new interactive message area.

We want to encourage residents to get involved and increase interaction and provide a safe forum for debate amongst residents.

How can I get access?

Via the website www.jjhousing.co.uk/jjht-voices-blog

The link will directly take you to the area where we will post questions for feedback and / or to stimulate discussions on hot topics.

How will it work?

- 1.** The Marketing & Communications team will post a question on the message area. We also hope to give residents the ability to start their own discussions in future
- 2.** We will communicate via email that a new topic has been added
- 3.** It's then over to you, you can get involved by simply clicking 'Add a response' – this is your chance to give us your views
- 4.** The Marketing & Communications team will approve all comments – this is simply to ensure the area is a safe forum for debate and nothing else



Want to be able to tell your phish from your fish?

www.ageuk.org.uk/work-and-learning/technology-and-internet

This online guide from Age Uk will help you.

It will show you how to stay safe online and help you conquer those things you thought were too technical.

ASB update

Did you know over the last 12 months we have had 55 reports of anti-social behaviour across our schemes?

The safety, security and wellbeing of our residents is paramount to us. We pride ourselves on our reputation for providing quality homes in good locations with outstanding services and ensuring that our residents are happy in their homes. We will not tolerate anti-social behaviour at our schemes and will take relevant legal action whenever necessary to stop it.

The below case study is based on a true event, which we have successfully been dealing with over the last 12 months.

In March 2016 we were notified of a couple that had secretly moved themselves into their elderly relative's one bedroom flat in one of our Independent Living properties after being evicted from their private rented tenancy. The couple's aggressive and disruptive behaviour was disturbing other residents at night time. On two occasions during the night smoke alarms were activated across the scheme, waking everyone up which lead to the fire brigade attending. The Police were notified of the incidents. We provided the couple in question with details about where they could go for help with their housing needs and we asked them to voluntarily leave. When they

refused we took the relevant legal action against them. Despite constantly denying that they were living in our scheme, they were served with a 12 month injunction order after being found in bed at the flat.

The Solicitor acting on our behalf in court said, "this case demonstrates how quickly an injunction order can be obtained for the protection of residents. Due to the fantastic work of JJH staff in investigating complaints and with the assistance of Solicitors, an injunction order with Power of Arrest attached to certain clauses, was obtained without any notice having been given to the respondents and the final Injunction Order was obtained in just over one week. This should go as a warning to any other resident who engages in anti-social behaviour (ASB) at JJH's premises, or allows their visitors to engage in ASB, as this behaviour will not be tolerated".

Following the original injunction taken out, we continued to receive complaints of more anti-social behaviour so we went back to court in March 2017 and were granted another 12 month injunction and this time both defendants received a two week suspended prison sentence for previous breaches of the injunction.

If you feel that you are experiencing any form of anti-social behaviour within and around your home, please let us know in confidence on **0345 305 5335**.

Community Funding

We started a project earlier this year to source funding streams in local areas to allow us to access additional funds for our schemes from external sources.

Gaining access to funding through external organisations is a great way to fund specific scheme activities, events and in some case equipment that wouldn't usually be funded by JJH.

Maybe you would like to start a gardening group and would benefit from a greenhouse? Organise a fun Day to bring the local community together? It could be anything that you feel would bring people together and benefit a need of others without making a profit for themselves. In order to access funding, your scheme

would need to have a resident association with a bank account for funds to be paid as JJH is prohibited from handling any grant money.

Different grants can be applied at different times of the year, some don't have deadlines and you can apply all year round. It's important to allow time for the grant to be processed before making dates for events.

For more information speak to your Independent Living Coordinator or Officer.

We are keen to hear of your success stories!

Contact jjhtvoices@jjhousing.co.uk and let us know what's happening at your scheme!

Annual Report – Our journey to Outstanding



From the 1st May you will be aware that Yvonne Castle became Chief Executive after Paul Dolan left to join the Accent Housing Group. Yvonne took the decision to make some changes and wanted to let you know what these were.

Instead of recruiting to Yvonne's previous role, the Executive Director, Customer Services, the decision was made to join together what was called "Customer Services" and "Assets and Investment". These two Directorates are now joined together to be "Homes and Services". Ian Thomson, who was responsible for "Assets and Investment" is now responsible for all operational services.

By joining these two areas together there will be a more consistent, qualitative approach to decisions made about the investment in your home and the housing management services we provide. This will now mean that Independent Living Coordinators, Neighbourhood Officers and Surveyors and colleagues in the Asset Management Team will all be ONE team together.

Kathryn Bradbury will support Ian as an "Assistant Director, Homes and Services", to run this new Directorate.



Other changes made are in relation to Technology. We are committed to providing face-to-face contact as an option for residents.

The Independent Living Officer / Coordinator and the Neighbourhood / Leasehold Officers come and visit residents in their own home as needed. At the same time, we are developing our services through the use of technology for those residents who wish to contact us in that way, at a time of their convenience and not just when 'the office is open'. We have a lot of work to do to make sure our systems are efficient. To that effect, Technology has been pulled

into the remit of **Debbie Noble**, who was our Head of Finance. Debbie is now our "Assistant Director, Finance and ICT" (ICT is Information Communications and Technology).



Astraline is a key part of our business, being able to offer modern technology and services to our residents and those of other Housing Associations. The current Head of Astraline, **Joe McLoughlin** believes through continuous investment in new technology and innovation, Astraline plays a key role in supporting people to live longer and better by enabling them to remain independent through telecare. Astraline and Johnnie Johnson Housing is looking at how we can develop a preventative 'telehealth' approach which allows for the monitoring of health conditions and looks in advance for any patterns and changes. Innovation is the process whereby you consider lots of ideas about how you can make your services better and this is something we are really focusing on in Astraline. It is key to our plans to become market makers in the Housing sector for Independent Living. We are excited to work with the health research unit CATCH at Sheffield University to help us plan for what the home of the future might need and look like. As this is key for us I have now appointed Joe as our new "Assistant Director Astraline and Innovation"



Everyone involved in this structure went through a tough interview process over the last month, some involving the Chair and Vice Chair of our Board.

"With the changes that I have made, I have also made efficiencies. When any role becomes vacant in our business we review it, to see if that continues to be the best way to deliver our services, or if we can do something better, and more efficient. It was important to me to do exactly the same with my post. I have made savings, but more importantly I believe this sets us up well to take on the future. I believe it will provide a better service by joining up the assets and operations teams to focus on quality "homes and services" for our residents.

Yvonne Castle
Chief Executive

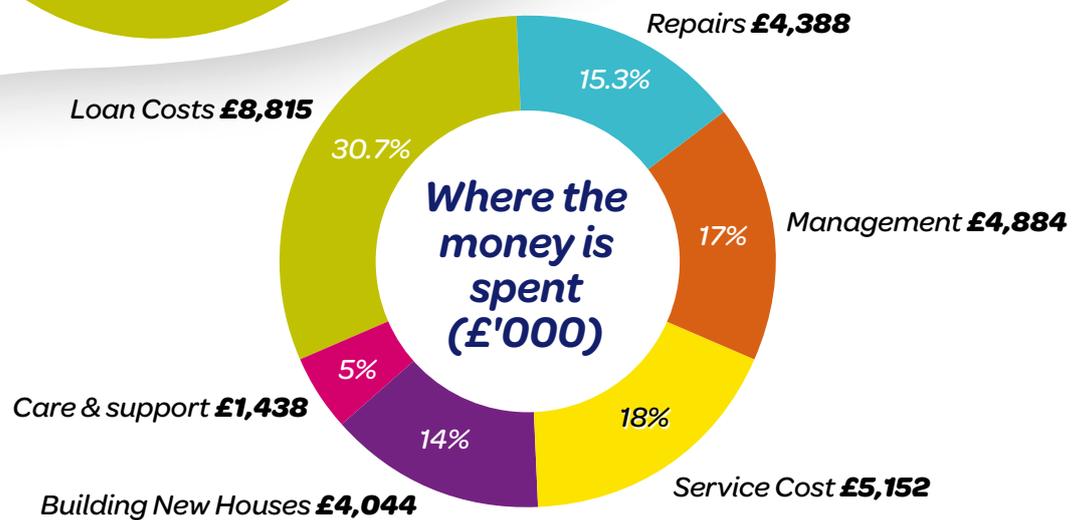
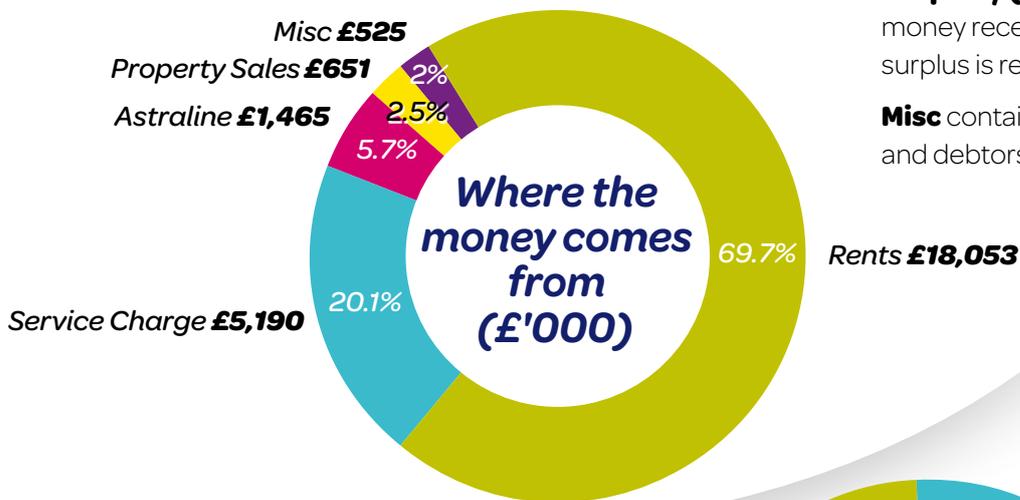


Financial Accounts 16-17

Jargon buster

Surplus / (deficit) is the difference between money received and money spent. Any surplus is reinvested in properties.

Misc contains payments made from creditors and debtors throughout the year.



Income and Expenditure Account

	2016 £'000	2017 £'000
Income	26,387	25,317
Cost of Properties Sold	(804)	(292)
Operating costs (Management repairs and running costs)	(20,855)	(19,062)
Operating surplus	4,728	5,963
Surplus on sale of fixed assets – housing properties	36	96
Interest receivable and other income (Recorded in Misc amount)	50	42
Interest payable and similar charges	(4,045)	(3,630)
Surplus on ordinary activities before taxation	769	2,471



Value for Money

Johnnie Johnson Housing defines value for money (VfM) as delivering the best homes and services possible within the resources available, achieving the best combination of cost and quality to fulfil the requirements of residents and deliver on its corporate vision.

The organisation has worked incredibly hard to ensure that value for money (VfM) is embedded in all our activities. The Board and the whole organisation are focussed on delivering against our value for money targets. We consider value for money a fundamental business driver as well as a regulatory expectation.

You can download a copy of our latest VfM report from the website – www.jjhousing.co.uk/vfm2016

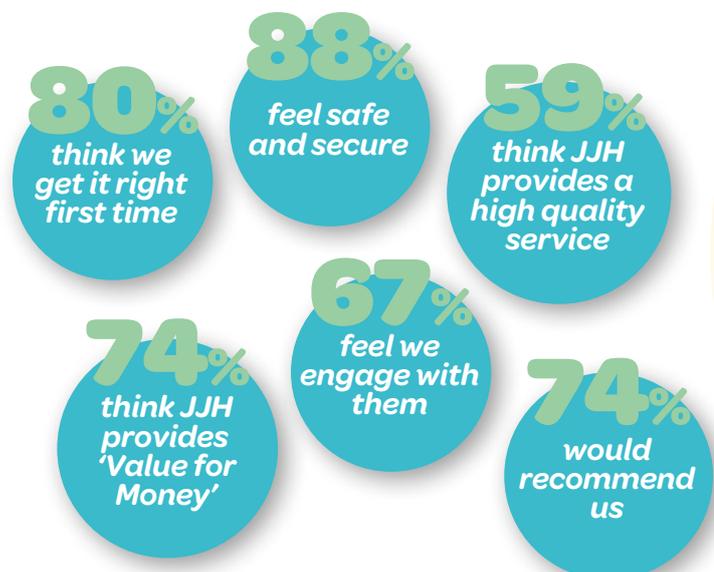


Your view on 'Outstanding'

In a drive to ensure we are Outstanding in all we do, we launched two new satisfaction surveys which take place via an automated telephone service.

The feedback you give us will help us to review the service we offer and ensure we are providing you with an 'Outstanding' service.

We surveyed 500 people in August and September of which we had 189 respondents across all regions and tenures, of those respondents:



What would you need to see JJH doing if you were to describe us as Outstanding?

Thank you to everyone who contributed, as a result of your feedback we now have 5 key areas of focus which will enable us to measure and assess resident satisfaction. These include:

- Getting it right first time**
- Keeping our residents safe and sound**
- Engaging our residents**
- Offering them value for money**
- Delivery of a quality service**

If you receive an automated telephone survey from us please give us your feedback.

Complaints

To ensure we learn from complaints, the Customer Service Hub carries out a customer satisfaction survey on closure of their complaint. We have made 170 calls and have received 80 survey responses since April 1st 2017.

The lessons learnt were contractor communication with residents, providing local service information to new residents, and better communication to residents about the role of an Independent Living Coordinator and their commitments.



- 11 North East
- 32 North West
- 24 Not a JJHT Customer
- 23 Yorkshire/Derbyshire

- 22 General Let
- 2 Intermediate rent
- 3 Leasehold
- 24 Member of public (not a JJH resident)
- 8 Independent living without visiting ILC
- 30 Independent living with visiting ILC
- 1 Shared Ownership



- 2 Confidential
- 46 Customer Service Centre
- 15 Exec Team
- 10 Neighbourhood Housing Officer
- 11 Other
- 5 Scheme Staff
- 1 via Website

Successes so far this year

- We have launched new websites for JJH and Astraline
- The delivery of additional communications via our video monthly round up
- We have rolled out SagePay to all front line staff to allow us take payment from residents while onsite
- The new termination form launched to assist and simplify the termination process
- We have achieved our service level agreements in the customer service hub – answering 95.52% of calls within 20 seconds
- The independent Living Strategy approved by Board
- We have received five good offers to lend JJH £30million to assist with our development of new homes
- Astraline have successfully won two new contracts
- Average lettings times have reduced
- Number of VOIDS has decreased
- We have closed the North East office, so staff can be more mobile and visible to residents
- We have launched the new residents portal
- The launch of repairs text message service for residents

Launching our Independent Living Strategy

In June JJH's Board of Management approved our new Independent Living strategy. We would like to thank all our residents who helped us to create the strategy. By sharing your views and responding to surveys, attending focus groups or regional forum meetings you have helped us to understand the future homes and services that you would want JJH to deliver.

The strategy sets the direction for the organisation over the next four years to 2021. It explains why we need to develop Independent Living Homes and Services, who we will be delivering them to, what JJH Connections offer is and how we will measure our performance.

Over the next few months we will be launching our strategy with Local Authorities, Health organisations and

By 2021 our key aims are:

- All our residents will describe us as Outstanding
- We help the NHS to save £1million
- We become Market Makers in Independent Living

Technology Enabled Care (telecare) providers. These are our partners who will be assisting us to achieve our aims and to deliver outstanding homes and services to our current and future residents. We will be sharing our progress with you through future editions of Voices, at regional forums and scheme meetings.

Saving the NHS £1 million

JJH wants to be able to help reduce the cost of care and support on the public purse. By making our homes secure, accessible and welcoming, residents, family and visitors will feel safer and are less likely to fall – each fall costs the NHS approx. £1200.

We can also offer this safe and secure environment on a temporary basis to allow people in the community to spend 6-8 weeks in our schemes to either avoid going into hospital or to help them to get out quicker. Spending time in hospital is very expensive the NHS themselves estimate it to be approximately £400 per day.

We have a contract with Manchester Health and Care Commissioning to deliver this service to residents in a small number of units in three of our North Manchester schemes. We have already had two 'guests' who have stayed for approximately

8 weeks each. So that would have been a cost of very approximately £44,800 to the NHS. We have one guest who liked JJH so much that he has applied and been successful in moving on a permanent basis into one of our schemes. So as well as helping the NHS, JJH has benefited by attracting new residents who really need and appreciate our service.



JJH fundraise for SSAFA

For the last 130 years SSAFA's aim has been to recognise needs of the Armed Forces, veterans and their families for their service to the Nation. We know that our Founder Johnnie James Edgar Johnson served in the Royal Airforce and was dedicated to helping veterans when he first embarked on his journey to set up JJ Housing, therefore we decided to dedicate our corporate fundraising for 2017/18 to raising funds for SSAFA!

So far many of our staff and residents have taken part in coffee mornings, dress down days, Wimbledon tournaments, and various fun runs, there will be lots more planned as the year continues. We have currently raised over £935 but hope to reach our target of £2000 towards this great cause.

so far
RAISED
£935



RAISED
£210

One of our residents, Frank Boulton (as pictured above) from Mitchell House in Gatley also recently hosted a fundraising event for SSAFA in the scheme communal lounge. Everyone enjoyed tea and crumpets whilst listening to a presentation on Manchester during WW2 from guest speaker, Ian Sanders from the Manchester Military History Society. A raffle was also held and a marvellous £210 was raised! Well done to Frank for organising the event.



Our CEO Yvonne Castle after beating the barge in an 8k run!

Leading the way is our CEO Yvonne Castle, who recently signed up to run an impressive 8k 'Man versus Barge' challenge which involved running 5k uphill before a 3k decline at the end! All funds raised were added to the charity pot! Well done to Yvonne for her efforts!

If you would like to join us in supporting SSAFA by hosting an event or coffee morning in your scheme, please contact your ILC or ILO or emailing JJHTVoices@jjhousing.co.uk

Armed Forces Veterans Were you in the Armed Forces?

We believe that we may have as many as 700 residents who were active in the 2nd World War or did National Service but we have no idea how many others may have been involved since then and certainly don't know how many of our female residents might have been involved.

We would love to hear from you if you have any interesting stories about your Armed Forces connections especially if you or your family or friends have any stories about our Founder Johnnie Johnson himself. Also if we know your connection we can help to put you in touch with any of the Veteran

Associations should you wanted to volunteer to help them or need any support from them.

Please let us know by telling your ILC or ILO or emailing JJHTVoices@jjhousing.co.uk

Resident's Kick Start Football Fun at Mitchell House!

We recently formed a partnership with Stockport County Community Foundation to enable our residents at Mitchell House in Gatley to take part in 10 weeks of low intensity football themed exercises.

The 45 minute sessions have been well attended with some weeks seeing over 10 residents joining in with the gentle stretch warm ups, passing footballs to each other in a circle and walking drills. Resident, Doreen has lived at Mitchell House for 9 years said, "we all love the football sessions, I just join in with what I physically can at my own pace but we all have such a good laugh together and we are feeling healthier!"

Assistant Community Foundation Manager, Matthew Bailey who runs the sessions said, "we have been working in partnership with JJH for the past 3 months delivering active 50 + sessions for residents. The sessions are a good way for the residents to engage, but most importantly stay active with the light exercises session we have been delivering. We are extremely happy with the project and hope we can set more projects with JJH in the future. Stockport County Community are extremely proud to be working with JJH residents."



Our Football fanatic Resident's raring to go to with Matthew Bailey from Stockport County Community Foundation!



Portal Court Summer Fayre!



Local Children from Middleton enjoying the wonderful community event!

Residents at Portal Court in Middleton recently held their annual summer Fayre at the scheme. £1,270 was raised in aid of the Manchester Blood Bikes; these super volunteers take Blood donations to all kinds of incidences such as crash sites and also the recent Manchester bombings. Most volunteers are Police employees who kindly volunteer to save the NHS a huge amount of time and money. The volunteers attended the event on their bikes allowing the fayre goers to sit on them and have their pictures taken. Well done to all at Portal Court for hosting another fantastic community event!

**RAISED
£1,270**

Woodford Court Charity Afternoons

Residents at Woodford Court in Droylsden have, for many years held a Charity Afternoon the proceeds of which have been donated to a different charity each year.

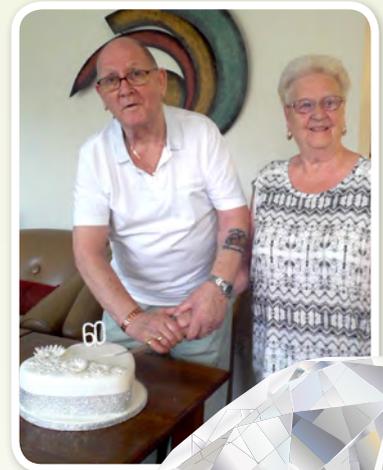
Charities include; The Rainbow Trust; Willow Wood Hospice; Donna's Dream House; Air Ambulance; Arthritis UK; Alzheimer's Society and Blesma. This year, residents have chosen Guide Dogs for the Blind and recently had volunteers from the Guide Dogs come along to visit, they brought a working dog and a puppy, which is being trained. Resident's have collected almost £6000 in total for these charities. Well done to all at Woodford Court!



Working Dog, Eddie & Handler, Dawn with Woodford Court Residents

Diamond Wedding Celebration!

Congratulations to Alf and Joan from Northolt Court in Manchester on celebrating their 60th wedding anniversary. The couple celebrated in style and enjoyed a lovely cake made for them by their ILC, Marcia Wilkinson!



Waddington House Fundraiser and 'Staying put party'

On Saturday 29 July residents from Waddington House in Sheffield held an event to raise funds for Bluebell Wood Children's Hospice and the Waddington House Social Club.

There was a fantastic community spirit and several residents helped by each having their own stall ranging from cakes, a tombola, raffle and a clothes stand. Prizes were also donated from the local Sainsbury's store and other members of the community pitched in with trestle tables and clothes racks. £360 was raised in total and will be divided between the two causes. A huge well done to all involved!



Our Resident, Rita enjoying her birthday cake at her recent staying put party!



**RAISED
£360**

It certainly sounds like residents at Waddington House had a great time at the scheme, so much

so that recently residents held a 'saying put party' for a special lady! Rita Robinson was due to say farewell to her fellow residents on 24 June before moving back to Derby. However after realising the grass wasn't greener she decided to stay put! Not being ones to cancel a party at Waddington House it was decided that the leaving party would still go ahead, the event also coincided with her birthday so it was a great double celebration! We are happy you chose to stay Rita!



Pictured is Rita with all her lovely friends at Waddington House.

Spey House supports The Christie Charity!

Residents from Spey House in Stockport held a charity fundraiser 'bacon butty' event in honour of The Christie Charity. Organised by resident, Valerie Bullock, a wonderful £925 was raised! Valerie encouraged others to step up to the plate and contribute their time and efforts to ensure the schemes annual event continued this year. Amazing effort Spey House!



Pictured are Resident's Valerie and Maureen who have both worked hard over the years to support The Christie!

NE schemes raise their cuppa's to the Alzheimer's Society!

Earlier this year six of our Independent Living Schemes in the North East hosted a series of coffee mornings in aid of raising funds for the Alzheimer's Society. It was great to see six schemes all passionate about the same cause and a wonderful £356.55 was raised. A big well done to Bader Court, Blenheim court, Leuchars Court, Woolsington Court, Wansbeck Court and Boulmer Court.



Notifications

NE Office closure update

Please can all Resident's in the North East note that our Telford Court office is now closed and the main postal address for JJH is now our Head Office. Please send any future correspondences to:

**Johnnie Johnson Housing, Astra House,
Spinners Lane, Poynton SK12 1GA**

Gifting our Staff at Christmas

We understand that many of you have wonderful working relations with our Independent Living Coordinators, Officers and Neighbourhood Housing Teams and that you are very appreciative when our staff have helped you or have gone the extra mile for you. We would like to kindly remind residents that JJH do not allow any staff members to receive gifts of appreciation throughout the year and in particular over the Christmas period. This is to ensure that our conduct, at all times, avoids any suggestion of influence by improper motives.

**Astraline price retraction
message – Voices,
May 2017 Page 8**

**Sorry we
made a mistake!**

We
apologise
for any
inconvenience
this may have
caused.

We would like to highlight an error on the last issue of Voices that was sent out in May.

At the bottom of page 8 there is a digit missing from the cost for the Mobile IP equipment unit. The printed price states £22.70, which is incorrect and should be £227.70. We have corrected the error and we printed the correct information below.

	Equipment Purchase Upfront Payment	Monthly Monitoring Charge (Purchase Option)	Monthly Monitoring Charge (Lease Option)
Care IP	£171.35	£13.75	£21.82
Mobile IP	£227.70	£18.75	£29.48

Smart meters explained

A smart meter is a new kind of gas and electricity meter that can digitally send meter readings to your energy supplier for more accurate energy bills.

What is a smart meter and how does it work?

Smart meters are a next generation meter for both gas and electricity. They are a replacement for standard meters, which use technology created decades ago and require households to track their own readings and submit them to suppliers if they want accurate bills.

Smart meters will also come with an in-home display. This display gives the household real-time usage info, including kWh use and cost.

What are the benefits of having a smart meter?

According to Smart Energy GB, there are several benefits to smart meters:

- **More accurate bills** – Smart meters mean the end of estimated bills, the end of having to remember to provide meter readings and/or have a stranger come into your home to read your meter.
- **Better understanding of your usage** – With the smart meter display, you can see the direct impact your habits and lifestyle have on your bill.
- **Bringing Britain's energy system into the 21st century** – The future is smart, and smart meters are part of the effort to create a smart grid, which is part of providing low-carbon, efficient and reliable energy to Britain's households.
- **Innovative energy tariffs** – When suppliers have a better understanding of usage patterns, more innovations can be made to the types of tariffs they offer.

How much does it cost?

There is no direct cost to you. Your smart meter will be installed by your energy supplier, and the cost of the roll out is covered already in your energy bill – the same way that installation and maintenance of traditional meters are.

Can I switch supplier if I have a smart meter?

Yes. Ofgem has created regulations to ensure that smart meters do not present an obstacle to consumers wanting to switch suppliers. Should a consumer have a smart meter installed and wish to switch to a supplier not

yet supporting the technology, the new supplier is obligated to take on the customer, and the smart meter will revert to 'dumb' mode. But this is only temporary.

Our approach to smart meters

Generally, JJH has no objection to the installation of smart meters within your home and it should be a relatively straight forward process, however there are some exclusions/ situations which we need to make you aware of before proceeding with an application.

Exclusions

- Utility Companies such as British Gas and Eon will only install smart meters within a distance of 5 metres of your house or apartment. A typical example would be if you live in an apartment and the communal meter room is located on the other side of the building. In this situation, your utility company may not process your application as it's more than likely to be over 5 metres in length from the meter room to your apartment.
- Utility Companies may not install smart meters in a communal meter room where there are multiple gas and electric meters installed as it can lead to signalling problems. Unfortunately, this will exclude many of our over 50s accommodation as a large proportion of these contain communal meter rooms. There are some exceptions where smart meters have been fitted – i.e. Southern Electric have fitted smart meters in this situation, however this seems to be the exception rather than the norm.
- There needs to be a convenient space within your dwelling for the gas/ electric meters to be housed and it needs to be free from obstructions. If you already have a gas or electric meter located in your home or apartment then there should be no problem with the installation going forward as long as it meets the distance criteria and there's enough space available to fit the units.

Other general information

- The average timeframe for a typical installation is around 28 days.
- If you need to make an application for a smart meter, this can be done via your utility companies' website or you can call your supplier direct and they will arrange this directly for you.

You can access further information via the following useful websites.

www.britishgas.co.uk/smart-home/smart-meters.html

www.uswitch.com/gas-electricity/guides/smart-meters-explained



Resident Portal AVAILABLE NOW!

We are excited to launch our new
online portal for residents!

We will be developing the portal over the next six months to increase its functionality and we will keep you posted as we release new features.

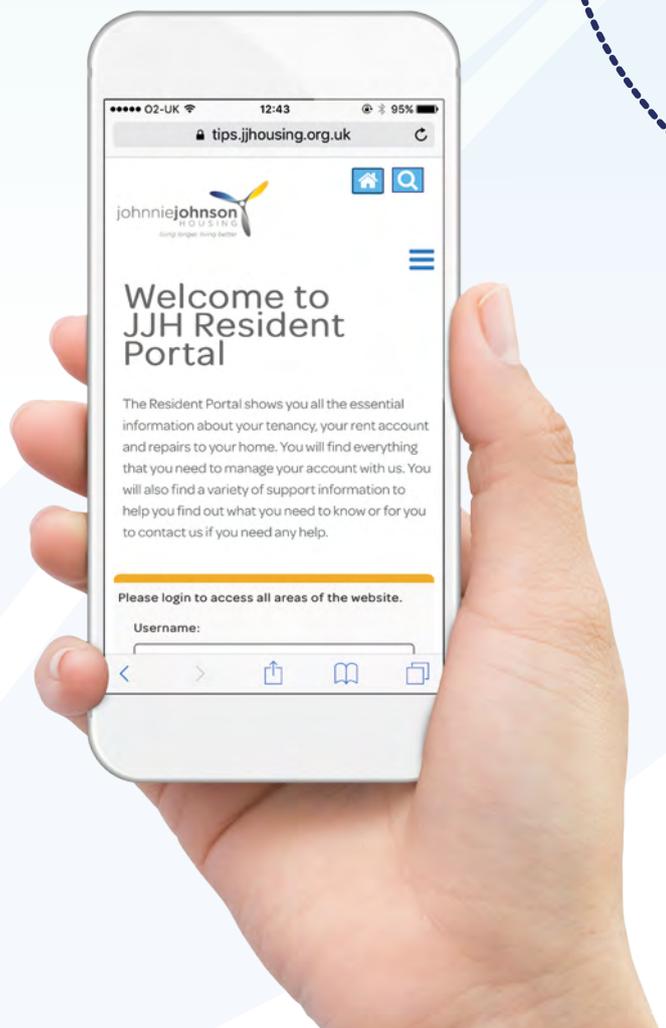
In this initial release you can access
the following services:

- Report a repair
- Update your contact details
- View statements in 'My Rent Account'
- View scheduled repairs in 'My Repairs'

You can access the portal
directly from www.jjhousing.co.uk
homepage, by clicking on the
Resident Portal button.

You can also contact the Customer
Service Hub on **0345 305 5335**.

www.jjhousing.co.uk



PLEASE SPREAD THE WORD ABOUT THIS FANTASTIC NEW SERVICE!