

listen • talk • share

# voices

## 50<sup>th</sup> Anniversary

Join us in looking back on the past 50 years of Johnnie Johnson Housing and how we're preparing for the challenges and opportunities ahead of us in the next 50

## PLUS

New sections for each region to highlight the stories you're most interested in and let you know what is happening in your area

## Remembering Johnnie Johnson

Page 4

## Our Charity of the Year, RAF Benevolent Fund

Page 12

## 5 simple steps to join Facebook

Page 19

Welcome to this year's winter issue of

# Voices

A lot has happened since the last issue of *Voices* and we have plenty to tell you about. We've considered all the feedback you've given and made some changes to make *Voices* even better than before, including the fresh new look. But the content has changed too with a bigger focus on you, our residents.

We hope you enjoy this issue of *Voices* and all the great stories we've collected from each region. If you have anything you'd like covered in the next issue, please email [JJHVoices@jjhousing.co.uk](mailto:JJHVoices@jjhousing.co.uk)

But for now, sit back, relax, and enjoy reading all about what's been happening across Johnnie Johnson Housing.



## Christmas opening hours

**Our Customer Service Hub closes 3:00pm Tuesday 24 December and reopens 8:30am Thursday 2 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.

## Christmas gifts

We understand that many of you have great relationships with members of the Johnnie Johnson Housing Team and may be very appreciative of times when they've helped you or gone the extra mile. However, we would like to kindly remind all residents that Johnnie Johnson Housing **does not allow any colleagues to receive gifts at any time**, including over the Christmas period. This is to ensure that our conduct at all times avoids suggestion of any improper motives.



# Message from Chair of the Board

## Frances Street

**What a year it's been for us all at Johnnie Johnson Housing. I was delighted to see so many of you joining us for our 50th anniversary celebratory event in York back in July. It was a fantastic event to mark 50 years of this wonderful organisation and was certainly the highlight of the year for us all.**

As a Board we are constantly checking that we are heading in the right direction to deliver our vision of 'Living Longer, Living Better'. The event in York gave me and the board the opportunity to spend time with you and gain your views and feedback on the areas that matter most and we really valued the time we were able to spend with you all.

As always I'd like to take this opportunity to say thank you to those who get involved with us. We welcome

more residents to get involved, and we value your feedback, particularly the way it can help us shape our services, both now and in the future, as we move towards setting our vision for 2025.

In the last 50 years we have helped nearly 35,000 people find safe, affordable and secure homes and we are more excited than ever to see what the next 50 years will bring for us all at Johnnie Johnson Housing.

Thank you for making our fiftieth year a memorable one.

Have a lovely Christmas and all the best for the New Year!

**Frances Street**  
Chair of Johnnie Johnson Housing



# Message from Chief Executive Officer

## Yvonne Castle

**I hope you enjoy this very special issue of *Voices* as it celebrates our 50th year, an incredible milestone that represents just how far we've come. I'm so very proud of what we've achieved in the last 50 years and thank every one of our residents for helping us grow and improve through feedback and involvement.**

Listening to our residents has always been important to Johnnie Johnson Housing and this year we've made sure we continue to ask you to contribute your opinions and get involved in scrutinising our ideas and decisions so that you can influence how we change. It's very important that our residents remain at the

heart of everything we do and we hope that you will continue to get involved. The next stage of Johnnie Johnson Housing's journey will be more transformative than ever before and I look forward to seeing what we can achieve together.

Thank you for helping us work towards our goal to be outstanding.

I wish you all a Merry Christmas and a Happy New Year!

**Yvonne Castle**  
CEO of Johnnie Johnson Housing



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# Johnnie Johnson Housing's 50th year



**This year marks the 50th anniversary of Johnnie Johnson Housing and we would like to send a special thank you to all of our residents and colleagues, past and present, for their continued support.**

50 years is a significant milestone that deserves to be celebrated but is also a time for reflection. As we look back on the past 50 years it's also important to focus on the challenges and opportunities ahead of us in the next 50. Today's world is significantly different than it was in 1969 and we don't know what the future holds or how different it will be but we do know we will continue to work hard to help our residents live longer and live better lives in our homes.



## Remembering Johnnie Johnson

**Our founder James Edgar Johnson, nicknamed Johnnie, was a respected Royal Air Force pilot with a vision of providing affordable homes at a time when there were very few.**

He formed the business back in 1969, badging it with his own name and in doing so fixed Johnnie Johnson Housing with his personal colours, endowing it with his own brand of enthusiasm, energy and courage, and giving it the intensely personal style which he then embodied as its leader for the next 20 years.

Johnnie grew up and was educated in the East Midlands, where he qualified as an engineer. Having been interested in aviation since his youth he joined the RAF. In 1940 he began flying regularly, taking part in the offensive sweeps over German-occupied Europe from 1941 to 1944, almost without rest.

Johnnie continued his career in the RAF after WWII, serving in the Korean War, and retiring in 1966, with the rank of Air Vice Marshal.

Johnnie Johnson really lived an impressive life from his time in the RAF to the lasting legacy he created for Johnnie Johnson Housing. We're committed to continuing that legacy but are certain he would be very proud of our efforts so far.

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# Residents celebrate in York

**In July, residents were invited to join us at the Yorkshire Air Museum to celebrate Johnnie Johnson Housing reaching our 50th anniversary year. The event focused on recognising the heritage of Johnnie Johnson Housing and looking towards the future of delivering outstanding homes and services for you, our residents, who are at the heart of everything we do.**

Over 130 residents from across all three regions attended the event. Upon arriving they were greeted by members of the Executive team and the Board, who chatted with them about what the day would hold. There were interactive workshops and dedicated drop-in clinics for anyone who needed advice on specific issues. Six breakout areas focused on topics such as improving communication, influencing change,

and enhancing digital skills. We wanted to allow residents to share their views, to make sure their voice was heard and that they had the opportunity to influence future plans. Residents were even able to enjoy a trip to the cinema to learn more about Johnnie and his life or walk around the exhibition and tour the museum. Adding to the jolly feeling of the day was vintage vocalist, Paula Marie. Her musical interludes had many residents and colleagues up out of their seats dancing.



**Chief Executive, Yvonne Castle, said of the event:**

“What better way to celebrate this fantastic milestone than with so many of our wonderful residents. It was a great day, where we were able to hear from the people who matter most to us. Their views will go a long way in helping us achieve our vision of residents viewing Johnnie Johnson Housing as outstanding as well as helping us develop our vision for 2025. The praise from the residents that attended the celebration was overwhelmingly positive. Describing the event as ‘fabulous’, ‘excellent’ and ‘perfect’, they could see all the hard work that went into it from goody bags and great food to the entertainment and travel and appreciated it all.”

## NORTH WEST REGION STORIES

# Help at the press of a button



**Mrs Bann, an Astraline customer, was going about her morning routine when the large stone fireplace in her home dislodged, falling and trapping her underneath.**

Luckily, she was wearing her pendant and pressed the button to call through to an Astraline telecare operator, Collette. With no response from Mrs Bann, Collette sent Alison, a mobile responder, to assist.

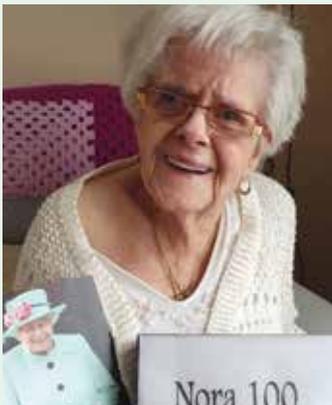
Alison arrived within 25 minutes and after seeing Mrs Bann trapped, called the emergency services, staying with her until they arrived. It took three fire fighters to free Mrs Bann who was then taken to hospital by ambulance.

Like many customers, Mrs Bann doesn't usually wear her pendant, but fortunately that morning she did. Her pendant and the quick response from Astraline saved her life.

Mrs Bann told Alison, "If I had been unable to press the button on my pendant the consequences would have been fatal. Having the red alarm button undoubtedly saved my life."

We're happy to say that Mrs Bann is home safe and doing well.

## BIRTHDAYS & CELEBRATIONS



**Nora Fearnley celebrates her 100th birthday**

Mrs Nora Fearnley of Sealand House had her 100th birthday party on Saturday 16 November. It was a wonderful time surrounded by friends, family, and Johnnie Johnson colleagues.

### The first leasehold scheme turns 35

Stonehurst was Johnnie Johnson Housing's first leasehold scheme, and on 29 August residents held a garden party to celebrate its 35th birthday. The cakes were cut by Mrs Sandrey who has lived at Stonehurst for over 26 years. An enjoyable afternoon was had by all who attended.

### Tessa Gay turned 99 this year

Happy birthday to Tessa Gay, a resident from Mitchell Close, who turned 99 this last April. We hope you had a wonderful day.



### Celebrating 65 years of marriage

Derek and Mavis Turner, who have lived at St Andrews Court for just over eight years, celebrated their 65th wedding anniversary with friends and family on 18 November.



Yvonne Castle met the lovely John Monaghan during a visit to Montrose Court in Liverpool.



## What's in a name?

**Do you know how Clifford Hilditch Court got its name? Mrs Hilditch does and told her story to one of our Astraline mobile responders, Nicola Thompson.**

Mrs Hilditch has been a resident at Clifford Hilditch Court since 2005. She and her late husband, Mr Clifford Hilditch, used to be good friends with Johnnie Johnson, often visiting him at his home. When Johnnie Johnson Housing was set up, Mr Hilditch joined the board as the Director of Social Services, and so Johnnie Johnson named the North West scheme after his friend and board member.



## NORTH EAST REGION STORIES

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### Naming Bader Court

Just as Clifford Hilditch in the North West was named after a board member and friend of Johnnie Johnson, Bader Court was too. The scheme was named after Group Captain Sir Douglas Bader, a famed spitfire pilot, who mentored the young Johnnie Johnson. Douglas later became one of the first board members of Johnnie Johnson Housing.

### Boulmer Court remembers those lost at war

The residents at Boulmer Court held a wreath laying service on Remembrance Sunday this year. Members of the Finchale group also joined the event where live music played and a lovely homemade soup, courtesy of Vicki Kinsley, was enjoyed.

Attendees observed a two minute silence and residents created a small memorial garden where a "Tommy" figure was planted alongside crosses and poppy seeds. The service was touching and allowed over 40 people in attendance time to remember those lost at war.



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## BIRTHDAYS & CELEBRATIONS

### Blenheim Court is 30

Our independent living scheme, Blenheim Court, was opened by Johnnie Johnson on 31 March 1989. Victoria Romanis, the Independent Living Coordinator at Blenheim Court, and many of the residents, worked really hard to arrange a 30th birthday celebration for all to enjoy.

Dave Clarke, now a resident in the scheme, but until last year was the cleaner and gardener, prepared

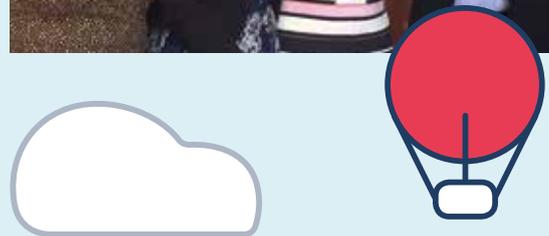
a film for residents using drone footage of the site edited with footage of days gone by. As well as Dave's fabulous film there was a delicious buffet, a big celebration cake, and an entertainer.

The event had a great turnout and its success is thanks to Victoria's organisational skills and the residents' fundraising that made the afternoon a real success.

# Community supports open day at Finningley Lodge

In May, the Yorkshire and Derbyshire housing team ran a fun-filled event to match new customers with our affordable homes in the area. The Rotherham community came together to support the open day, including The Mayor and Mayoress, Parish Councillors, local charities, retailers and our residents.

Visitors enjoyed food, drinks, and great entertainment, all organised by Gail Bouskill and Suzanne Simons, with support from Chief Executive Yvonne Castle, the team and wonderful volunteers, Lynda, Christine, Stephanie, Audrey and Mac. Yvonne told us that the event was a real credit to our residents, local housing officers, and the wider community and that they'd pulled together to make it a great success.



## BIRTHDAYS & CELEBRATIONS



### Jean Dutton turns 100

On Friday 18 October, Ventura Court celebrated the 100th birthday of Jean Dutton. Our Chief Operating Officer Geoff Clarke joined in to celebrate her birthday and Johnnie Johnson Housing's 50th anniversary. The fire brigade and local police also attended, kindly bringing Jean gifts. Jean even received a birthday card from the Queen herself, congratulating her on reaching the century birthday landmark.

### Catherine McCauley House turns 40

Residents held a double celebration of the 40th anniversary of Catherine McCauley House and the 50th anniversary of Johnnie Johnson Housing. Our Chief Operating Officer Geoff Clarke joined the festivities and told us: "There was a real sense of the community there, created by the residents and Hannah, our ILC. It was all I could do to keep up with them - cakes, balloons and everything."



### Diamond couple celebrate 60th wedding anniversary

In June Keith and Edna Scott of Conningsby House celebrated 60 years of happy marriage, marking their Diamond Wedding anniversary.

The pair met and fell in love at a dance held at the Locarno Ballroom in Sheffield. But it was a fleeting visit for Keith who was on leave from the RAF. Still their romance continued and the couple eventually married later having twin boys and a girl.

# OUR COMMITMENTS TO YOU

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Back in July we launched our commitments to you at our 50th year celebration event in York. The commitments are our way of setting the standard for how we deliver our homes and services to you. Also how we ensure you are well supported within your neighbourhoods with access to information, support and advice as and when you need it. We want our commitments to ensure that you, as residents of Johnnie Johnson Housing, love where and how you live.



## Safe and secure

We will research the most innovative, efficient and cost effective ways to keep you safe in your home, enabling you to live independently for longer.

To improve your safety and security we have:

- Piloted the Salto locking system at Heightside and Wesley House
- Piloted a new Warden Call system that can offer enhanced features.



## Working with you

We will offer a wide range of opportunities to engage with us, ensuring you can influence our strategy and policies and to help us develop services. We have worked with you by:

- Involving residents in our new website and portal project
- Hosting three regional forums during October
- Working with Scrutiny Panel to give insights into effective resident engagement
- Hosting a resident focus group in August to consider our engagement strategy going forward, particularly addressing the National Housing Federation's 'Together with Tenants' Charter
- Continuing to host meetings in schemes; coffee mornings, discussing fire safety procedures, monthly drop-in sessions with neighbourhood officers and general let tenancy visits.



## Quality and choice

We aim to get it 'right first time' and continue to seek feedback on our performance. We will develop and offer a range of choices to suit your current and future needs. We have done this by:

- Understanding your communication preferences to ensure we communicate with you how and when you want to.



## Investment in your home

We will invest in your homes to ensure they remain modern, attractive and fit with your expectations. We will build new aspirational 'smart' properties,

offering a range of designs and services that suit current and future demands. We have invested in:

- Installing 120 kitchens and 147 bathrooms across our three regions since February 2019
- Completing the pilot internal redecoration works at Heightside and Wesley House
- Commissioning life cycle surveys for Passenger Lifts, Commercial Boiler and Fire detection systems.



## Technology

We will maximise the opportunities offered by new technology to deliver targeted support and services. We aim to offer energy efficiency, enhanced communication, and fast emergency help. We have utilised technology by:

We have utilised technology by:

- Consulting with residents at Heron Close to replace solid fuel heating with air source heating and solar PV
- Piloting new panel heaters that are more controllable and efficient to run
- Developing and implementing the C365 software system so we can put all our compliance information in one place
- Commissioning life cycle surveys for Passenger Lifts, Commercial Boiler and Fire detection systems.



## Value for money

We will develop homes that are more energy efficient and carbon neutral. We will keep service charges as economical as possible and maximise

the use of communal facilities to offer you value for money. We have improved your value for money by:

- Reviewing the *Voices* publication, resulting in a reduction of print copies and finding good value when selecting a supplier to deliver the next 4 issues
- Introducing the new repairs contractor Fortem at regional forums
- Introducing monthly meetings with Fortem to routinely review cost, performance, satisfaction and social value
- Adding gutter clearance and maintenance to our annual planned works programme.

# RESIDENT INVOLVEMENT

## York focus group

In August, a number of Johnnie Johnson Housing colleagues ran a focus group in York with over 15 residents. The aim was to gain their views on what the future of resident involvement could look like and how we at Johnnie Johnson Housing can help widen your impact to ensure your voices are heard.

It is very important that our residents have the power to influence how we develop and improve our homes and services. We want to make sure we're working in partnership with residents as we develop our new approach.

The team is now working on developing our new resident involvement strategy and will share this with you in the New Year.



## Scheme Inspections

Resident Inspectors play an important role at Johnnie Johnson Housing. They capture resident feedback and suggestions and help monitor certain aspects of our service.

The Resident Inspectors programme was relaunched in the North West in October, with a meeting at Kenley Lodge in Bramhall. Anyone who volunteers to be a Resident Inspector receives training and can expect to work across a range of properties in their region, with the opportunity to meet and work with other residents.

Jill Young organised the relaunch at Kenley Lodge and told us: "We have pledged to be viewed as 'outstanding' by our customers by 2021 so we take customer experience very seriously. The launch of the Resident Inspector's programme is about putting greater focus on the standards in our schemes; first impressions really count when a potential resident walks through the door for the first time."

Resident Inspector Richard Garner, from Joseph Leigh House in Stockport, told us why he decided to take up the challenge: "I noticed a few things at my property needed resolving and realised the best way to improve the place for myself and other residents was to get involved myself."



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## Spey workshops

**Our residents were at the centre of Technology Enabled Care (TEC) workshops at Spey House in October. Hosted by Astraline, the workshops were designed to get a better understanding of how Astraline can use TEC to help residents live more independently for longer.**

Around 20 residents and family members attended two co-creation workshops, bringing ideas and insight to the table. The sessions facilitated discussion around the products offered by Astraline and the problems residents face that could be solved or eased by technology. Andy Conroy, Operations Improvement Manager at Astraline, also gave the participants an introduction to some of the products Astraline offers.



A number of Spey House residents went on to test some of the TEC solutions on offer, as part of a three-month trial. The trials will help Astraline know which products are in higher demand and how residents and their families actually want to use them. Both the co-creation workshops and the trials will allow us to better support our residents and Astraline customers in later life and truly be market making.

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## Scrutiny Panel welcomes new members

**In November, Eileen Fry and Joan Kempson from the North West joined Kath Newell, Theresa Jones, and Anne Mahone on our Scrutiny Panel. The Scrutiny Panel is made up of resident volunteers who help to achieve continuous improvement through the scrutiny of service delivery and performance.**

In the past the Scrutiny Panel has worked on projects such as fire safety notices and planned maintenance and have now finished research on resident engagement which will help influence the new Voice of the Customer strategy. In December they will be working with internal auditors to carry out fire safety spot checks in schemes and speak to staff.



We currently only have Scrutiny Panel members from the North East and North West but we are looking to recruit members from all three regions to make our services even better. If you'd like more information on how to join the Scrutiny Panel, please contact Customer Service at [general.enquiries@jjhousing.co.uk](mailto:general.enquiries@jjhousing.co.uk)

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## Help us shape our planned maintenance

**We're putting you, our residents, at the heart of the way we develop and improve our homes and services. Involving our residents is vital to how we achieve this.**

This is an opportunity to look at what we provide as part of our investment programmes. This workshop will focus on gaining your views on what works well, what doesn't and what we can do to improve our current offering.

We invite you to get involved on 11 February 2020, 10:30am to 2:30pm at the Principal Hotel, York, YO24 1AA. Travel expenses will be paid and lunch will be provided.

RSVP by 15 January 2020 at:

[communications@jjhousing.co.uk](mailto:communications@jjhousing.co.uk)

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# FUNDRAISING

## Our Charity of the Year, RAF Benevolent Fund



This year, we returned to our roots and chose to support the RAF Benevolent Fund, an easy choice given our founder Johnnie Johnson's inspiring connection to the RAF.

Johnnie's vision when he formed our housing association was to provide homes for people who needed them, particularly older people and former services personnel. Supporting the armed forces is still an integral part of what we do and we think Johnnie would be proud that we maintain this important connection today.

## Fundraising activities

Residents and colleagues at Blenheim Court had a wonderful coffee morning in aid of the RAF Benevolent Fund in November. Ms Jean Chrystal brought along Johnnie the RAF Bear who made a great addition to the event and reminds us how the RAF Benevolent Fund relates to our founder Johnnie Johnson. Blenheim Court raised an impressive **£300**.

In May, colleagues from across the business, including our very own Chief Executive Yvonne Castle, laced up their walking boots and took on The Cumbrian Challenge, a 15km walk across the Lake District. The event was to raise money for the RAF Benevolent Fund and Walking with the Wounded. After five hours and having trekked to a summit of 900 metres and back again, the group were exhausted but proud to have raised a total of **£500, £250** of which went to the RAF Benevolent Fund.

Boulmer Court held a raffle for the RAF Benevolent Fund in August. Residents all donated food items and created three large food hampers which were then raffled off for £1 per strip of tickets. It was a big success and Boulmer Court raised **£88** for the charity.

On Tuesday 8 October, colleagues at Astra House brought in their prize bakes to be judged by colleagues. For a donation of £1 colleagues could have a slice of cake and judge it. The bake off raised **£73** for the RAF Benevolent Fund and the star baker, Jo Gibbs, got bragging rights for her delicious chocolate Guinness cake.

Waddington House held a successful fundraiser on 29 June for the Waddington House Social Group and the RAF Benevolent Fund. The event included raffles and stalls selling various items. A resident even donated two of his bikes to sell. Waddington House raised a total of **£411**, giving **£205.50** to the RAF

Royal Air Force Benevolent Fund 1919 2019  
CELEBRATING 100 YEARS



Royal Air Force Benevolent Fund  
THE HEART OF THE RAF FAMILY

Dear Helen,

I am pleased to inform you that we have received the cheque for £205.50 raised by the event which you kindly organised at Waddington House Social Club.

On behalf of everyone at the RAF Benevolent Fund I would like to thank you and the residents of Waddington House for this very generous donation, which will make a real difference to our ability to help more members of the RAF Family in our Centenary year.

2019 is an important year for the charity as we not only mark our Centenary, but also start work towards the ambitious goal of almost doubling the number of RAF veterans, serving RAF personnel and their dependents we support from 55,000 to 100,000 by 2021.

This will only be possible with the support of partners across the community and we are delighted that this event has contributed to helping us reach more RAF Family members in their time of need.

Once again, thank you very much indeed for your very kind gift.

Yours sincerely,

Daniel Jones  
Business Development Manager

Royal Air Force Benevolent Fund  
67 Portland Place, London, W1B 1A

**£300  
RAISED**



**£500  
RAISED**



**£88  
RAISED**



**£73  
RAISED**



Benevolent Fund. For their efforts they were even sent a lovely thank you letter from our charity of the year, reminding us all how important the work is.

Thank you to everyone who has helped us to raise money for our charity of the year. So far we have raised an impressive **£2583** for the RAF Benevolent Fund.

## Total raised for the RAF Benevolent fund so far **£2583**

We will still be fundraising for the RAF Benevolent Fund until March 2020 with the goal to raise **£5000** to help RAF personnel and their dependents. If you'd like to help us reach our goal then speak to your Independent Living Coordinator who can access our Fundraising Toolkit on the Johnnie Johnson Housing intranet. Or you can give directly to our Just Giving page at [justgiving.com/fundraising/johnnie-johnson1969](https://www.justgiving.com/fundraising/johnnie-johnson1969)

### Macmillan Coffee Mornings

Portal Court raised **£320**

Thank you to everyone in the community who got involved.



Le Bas House raised **£500**

Thanks to the Coop Supermarket and Classic Cakes in Withington Village who donated items to the fundraiser.

Derwent Court raised **£174**

A big thank you to Mrs Lynn Page for organising the event, and the other residents for their help and support in the kitchen.

Park House raised **£335.50**

Duxford Lodge raised **£115.65**

Boulmer Court raised **£250**



Hudson Court raised **£144.10**

Woodford Court raised a massive **£1040!**

Thank you to Sue and her team for all their hard work.

Hawkinge House raised **£250**



Kirton Lodge raised **£127.30**

Mitchell House raised **£450**



# DEVELOPMENTS AND REFURBISHMENTS



## Layden Drive, Doncaster

After exactly a year in development we welcomed residents to their fantastic new homes in Scawsby, Doncaster. The new-build development on the outskirts of the city comprises of eight semi-detached bungalows sold under the shared ownership scheme and a bespoke detached bungalow for a family with specific housing needs.



All properties were reserved before bricks were even laid on site, highlighting the serious need for high-quality affordable housing in the area. The homes benefit from aspirational and thoughtful design and a host of features including open plan living-kitchen space, fully fitted kitchens, level access showers, even sun tubes.

## Edwin Road, Doncaster

Following Layden Drive we delivered a second exceptional new affordable housing development in Doncaster. Edwin Road is a scheme of fourteen bungalows for rent to over 55s and is set within the Woodlands Conservation Area. The properties have been built in partnership with Doncaster Council and Homes England.



The homes offer thoughtful and aspirational design and spacious accommodation, exceeding the standards of the private property market. All the bungalows have two bedrooms, a fully open-plan kitchen diner, a glazed door set onto patio/garden and a flat-level shower room with sun tube. They also offer electric charging points in the driveway.

## Bollin Park, Wilmslow

In July, we took handover of a further eight homes within the beautiful Bollin Park development in Wilmslow, bringing the total to 12. The homes are inspired by rich housing heritage and stylishly designed to embrace changing family lifestyles. Finishing touches elevate the interiors, creating perfect spaces for work or play. Situated in one of the most sought-after places to live in the UK, these new builds in Wilmslow were designed with modern living in mind.



**Other developments are in the works and will be coming soon.**

## Spey House update

Since the last update there has been a great deal of change at Spey House. The lounge is finished and now up and running. All redecoration is complete for both blocks, including new fire doors for every flat. The new show flat has been completed as well as the new bathing suite on the top floor of the north block. We have some impressive artwork now installed across both blocks from a local artist Eamonn Murphy, which capture a number of local sites to bring back memories for the residents.



The main work still on-going is to the new main entrance that is gradually taking shape. The glass walls to the front and rear of the building will provide a light and welcoming area for both residents and visitors.

The final pieces will be the new gardens to the front and rear which will provide places to sit, relax, and socialise.



# First impressions

We are piloting a new approach to modernising our current Independent Living schemes. We needed to change the way we redecorate in terms of furnishing, decoration, carpet replacement etc. and at the same time create outstanding 'market making' schemes. We have worked with a group of residents from across the regions to develop a new range of designs. We are still in the early stages of the pilot with one scheme Heightside in Timperley finished already; Wesley House in Buxton is nearly completed and Boulmer Court in Chester-le-Street is ready to start in the New Year.

We will let you know the feedback we receive from residents, what they think of the final finished product and our plans to widen the pilot across Independent Living schemes, in future issues and at your scheme meetings.



## Your Repair and Maintain service

**By now you will have seen the Fortem vans in your area after they became our repairs and maintenance provider in June this year. We know the transition from Kier to Fortem has in some areas caused a number of frustrations for our residents and we apologise for any inconvenience this may have caused. We have been working hard with Fortem to address the challenges as they arise to ensure you are all receiving the outstanding service you deserve.**

We've received a number of compliments about the operatives working in your home. Representatives from Fortem attended our recent regional forums and were met with really positive feedback about the work that has been completed in the first five months of the contract. As with any new contract there is always

a settling in period; however to ensure challenges are raised and resolved effectively and efficiently for you, we welcome your continued feedback. Please get in touch to let us know whether you were happy or not with the service you received.

For more information on the repair and maintain service please visit the website [repairandmaintainservice.co.uk](http://repairandmaintainservice.co.uk) where you will find several self-fix videos which aim to help you fix problems without having to pick up the phone.

Thank you for your continued patience and support.



# Meet our new money advice man, Jamie Ellis



Jamie Ellis is the newest addition to Johnnie Johnson Housing. He has helped many people with advice on their money matters and is here to support you too. His expertise spans personal finance, debt and the complexities of the benefit system. Jamie is passionate about helping people get in control of their finances: "I have seen many people out of control with their finances which puts pressure on health, relationships and work, and can lead to more serious problems. It doesn't have to be that way and it's my job to ensure that you get the help you need."

## JAMIE'S TOP 5 TIPS

### 1. Make a list of where your money is going:

Taking control of your budget is key to "fraughtless" finances. It's important to know where your money goes so you can make adjustments to reflect your priorities and your income. If you've got access to the internet you can monitor your income and outgoings on our budget calculator at [moneymatters.jjhousing.co.uk](http://moneymatters.jjhousing.co.uk).

### 2. Automate your savings:

Prioritise setting up a standing order in January and you'll have savings if you need them throughout the year. Put aside as much as you can afford. Pay it directly from your income into your account each week or month, treating it like any other bill, that way you'll always have something to fall back on.

### 3. Check you're getting the best deal:

Shop around on your household bills. Price comparison websites make it a doddle to find savings on insurance, energy, broadband, TV and mobile. Try

[comparethemarket.com](http://comparethemarket.com), [Uswitch.com](http://Uswitch.com) or [moneysupermarket.com](http://moneysupermarket.com).

For savings on your water bill, check out the water metre calculator from the Consumer Council for Water, [ccwater.co.uk](http://ccwater.co.uk).

### 4. Check your credit report:

If you dream of homeownership and want to get a mortgage or you want to open a bank account then you'll need a decent credit score. The best ways to improve your score is to register on the electoral roll and to pay your bills on time. You can check your score for free on [Experian.co.uk](http://Experian.co.uk), [Equifax.co.uk](http://Equifax.co.uk) and [Transunion.com](http://Transunion.com) or get their apps in your mobile phone's app store.

### 5. Check your income entitlement:

It's important you're receiving all income you're entitled to. You may not realise that you should be getting more than you currently are and so it's a good idea to check, especially if your circumstances have recently changed. You can check your entitlement to benefits, welfare and grants on websites like [turn2us.org.uk](http://turn2us.org.uk) or [entitledto.co.uk](http://entitledto.co.uk).

If you need extra help with your finances, try your local Citizens Advice, or please get in touch with Jamie via our Customer Service Hub. Alternatively visit Money Saving Expert as the largest source of independent money advice. You can also find more help and guidance on welfare and benefits, paying bills and how to save money at [moneymatters.jjhousing.co.uk](http://moneymatters.jjhousing.co.uk).

## Rent payments made easy



Paying your rent on time has never been easier with the introduction of allpay, the market leader of payment services within the UK housing sector.

**allpay** is easy, safe and convenient with five different ways to pay. So you never need to worry about missing a rent payment again.

- DD: Set up a direct debit through your bank and pay automatically on the same day every month.
- Online: Visit [allpayments.net](http://allpayments.net)

- Phone or text: Call **0330 041 6497** or visit [allpayment.net/textpay](http://allpayment.net/textpay)
- allpay app: Download the allpay payment app from your mobile phone's app store.
- Cash over the counter: use your Payment Reference Card to pay at any PayPoint or Post Office.

# Do you have a link to the Armed Forces?

**We are keen to hear from our residents who have a link to the Armed Forces, including National Service. If you have a connection or any time served that you are willing to share, please speak with your Independent Living Coordinator or Officer.**

What are the benefits of providing us with this information?

-  It ensures we are in the best place to signpost residents who may need additional support from other service providers.
-  We are proud of our heritage at Johnnie Johnson Housing and continue to support ex Armed Forces members and their families through our work with the Armed Forces Covenant. We want to continue the legacy of the last 50 years and continue to provide homes for service personnel.

-  We want to be able to measure the impact of the work we do and the services we deliver, having this information enables us to demonstrate our social impact.
-  It enables us to offer social opportunities and if interested we can put you in touch with others and investigate volunteer opportunities with Armed Forces agencies.



## Astraline new product catalogue coming soon

We have been asked by a number of customers to produce a catalogue of all the additional products that Astraline can provide. So that we can include everything that we think will help you live independently, we are planning to launch this in the New Year.

## Tell us what you think about Astraline

We are 4\* rated by our customers on Trustpilot. If you'd like to share your views about Astraline visit:

[uk.trustpilot.com/review/www.astraline.co.uk](https://uk.trustpilot.com/review/www.astraline.co.uk)



# How to spot a fraudulent call

**Scammers can be cunning, using clever tactics to scare and convince you to hand over sensitive information. It can be hard to spot a fraudulent call but don't worry, there are a few things you can do.**

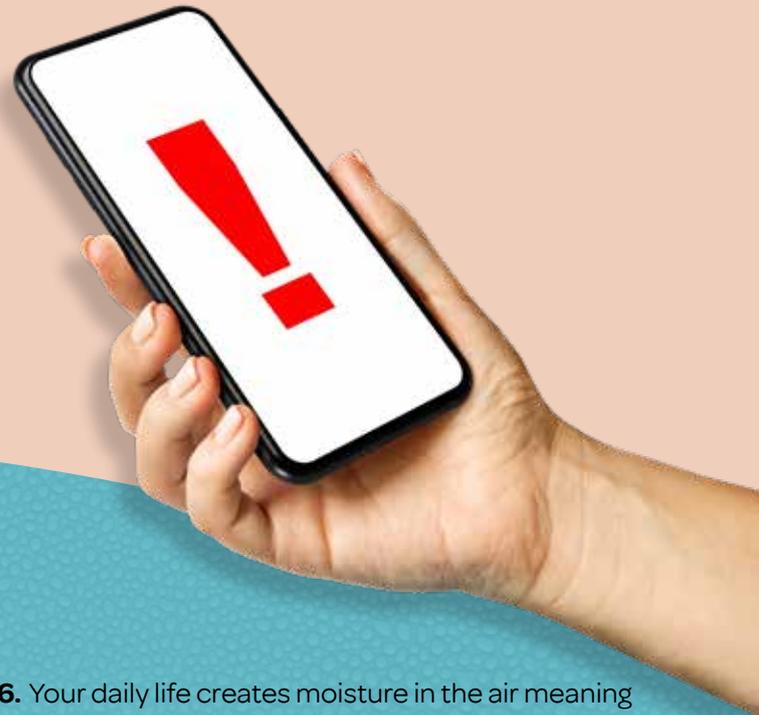
We ask residents to be careful when answering phone calls from unknown numbers and be wary of unexpected calls from people claiming to be from a company or even the police. If you are unsure whether the call is legitimate, hang up and contact the company directly. Keep a note of the number if you can as this may be requested and could help prevent further fraudulent calls.

It's important that you do not give personal details over the phone if you can't confirm that the caller is who they say they are. You should never give anyone your four-digit PIN, full password, or online banking codes, including to the bank or police.

Scams can also be through text, email, or by post. Some ways to spot potential scams is unsolicited

contact, unbelievable deals, being asked to share personal details, pressured to respond quickly, vague contact details, spelling or grammatical mistakes, and being asked to keep something secret.

If you do receive a call, text, email, or even letter that you believe may be fraudulent then please report it to the company and Action Fraud, the UK's national fraud and crime reporting centre. You can contact them on **0300 123 2040** or at **[actionfraud.police.uk](https://actionfraud.police.uk)**



## 7 tips for managing condensation

**You may not notice condensation on your walls, ceilings or window frames but if left on a surface for long enough, black mould will begin to grow. Black mould can be harmful to your health and is just one problem condensation can cause.**

**Four people living in a three bedroom home can create 112 pints of moisture a week just from breathing, cooking, showering, bathing, and boiling the kettle.**

So how can you reduce the condensation in your home?

1. Keep all vents and window vents open and clear.
2. Open windows when you can. Try to do this for about 30 minutes each day.
3. Always ventilate your kitchen when cooking or washing up.
4. Keep your kitchen and bathroom doors closed to prevent moisture escaping into your home.
5. Leave space between furniture and walls to allow air to circulate.

6. Your daily life creates moisture in the air meaning you can't always prevent condensation. You may need to manage it by wiping down the area.
7. Where possible, dry your clothes outdoors to prevent moisture from building up in your home. Otherwise dry them in a bathroom or kitchen with the door closed and the fan on (or windows open). Do not dry clothes on radiators as this releases a lot of moisture into the air quickly, causing a high risk of condensation.



# Maintaining your fire safety

It's important to us at Johnnie Johnson Housing that all our residents know our fire safety guidelines and how to remain safe within our properties. The sign up pack for new residents has been reviewed to now record some actions on fire safety. We work closely with the fire service and independent fire risk assessors and will arrange for your local fire service to deliver Safe and Well visits where required. Some further actions on fire safety include:

- A personal evacuation plan to be completed at move in for all new residents.
- Relevant data has been updated in key safes for the fire service.
- The fire notice has been updated and approved by the Resident Readers Group and is included in new sign-up packs.

If you have any concerns around fire safety please report them to Customer Service on **0345 305 5335**.

## Stay up to date all year round

We love sharing news and stories with you and *Voices* is a great way to do just that. However, *Voices* only happens three times a year and there are so many stories that we just can't fit in. So the best way to keep in the know about Johnnie Johnson Housing all year round is to follow our social media pages on Facebook, Twitter, Instagram, and LinkedIn. If you have any stories you'd like to share on social media then tell your Independent Living Coordinator who can pass it along to the Communications and Marketing Team.

## 5 simple steps to join Facebook

1. In the address bar of your web browser, type facebook.com
2. Fill in your details under the 'Create an account' heading and click 'Sign Up'.
3. You will receive an email from Facebook to ensure that you have given a real email address. Follow the instructions in this email to confirm your account.
4. Facebook will now guide you through getting started, such as personalising your privacy settings and adding people you may know.
5. In the top box, search for Johnnie Johnson Housing and Astraline and Like our page.





# Simple

Household Contents Insurance

Brought to you by Consortium Procurement

Many residents believe that their property is automatically insured by Johnnie Johnson Housing for their furniture, belongings and decorations against fire, theft, vandalism or water damage such as burst pipes.

### THIS IS NOT THE CASE.

Unfortunately some residents only realise this after the damage has been done. In order to help you to insure your belongings we have negotiated a low cost home insurance policy with Royal & Sun Alliance Insurance plc. The scheme offers two levels of cover, with a choice of optional extras, and you can pay weekly, fortnightly, monthly or annually.

If you are interested in taking out a policy it's simple. Just go to [jjhousing.co.uk/contents-insurance](http://jjhousing.co.uk/contents-insurance) and complete the application form or you can apply over the phone instead by calling **0345 671 8172**.

Please make sure you have viewed the application form from Johnnie Johnson Housing and that you have read and understood its contents, including the summary of cover and important notes.



## Are you retired from the NHS or social care?

### Would you like to become a member of the NHS Retirement Fellowship?

Established in 1978, the NHS Retirement Fellowship is a registered charity with 10,000 members. Members can become a Branch Member and visit a local branch every 3 weeks to take part in social events, day trips, various speakers, and exercise and leisure activities. This is an ideal opportunity for retirees to learn new skills and develop new interests with others. If visiting a branch is not for you, you can become a Postal Member. Postal membership costs £20 a year with some branches making an additional charge to cover any activities or refreshments.

### All members get support such as:

- Worldwide travel insurance
- 10% discount on Fred Olsen cruises
- Discounts with Hoseasons, Cottages.com and Riviera Holidays
- Eligibility to join Civil Service Club in Whitehall which includes accommodation
- Benevolent fund for members in need
- Access to financial services
- Shopping discounts
- Pharmacy Service
- Quarterly newsletter

For more information please contact Karen Kennedy, North West Development Officer on **07967 489162** or mail: [northwestengland@nhsrf.org.uk](mailto:northwestengland@nhsrf.org.uk)

