

listen • talk • share

# Voices

Autumn 2021

## REPORT AND TRACK A REPAIR ONLINE

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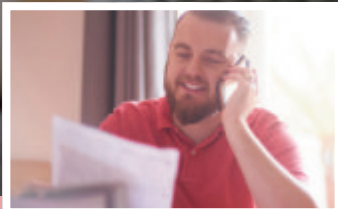


Say hello... to  
our new website,  
Resident Portal  
and app

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# Welcome to this summer edition of *Voices*!



I cannot believe how far we have come over the last year. Not only did England make it to the final of Euro 2020, but we have also launched our new website, introduced new ways to feedback on our services and opened up our communal spaces for you to enjoy.

This year we made some changes to our repairs, maintenance and estate services following your feedback, and now that things are opening up again, our teams are looking forward to getting back out to your properties.

I want to thank you all for your patience and cooperation during this time, and I hope you enjoy reading what we have been up to in this issue of *Voices*.

Hope you have a lovely summer.

Best wishes,

**Yvonne Castle**  
CEO at Johnnie Johnson  
Housing

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## Hello,

I'm extremely pleased to announce that our new website, Resident Portal and mobile app is now live and available for all our customers to enjoy!

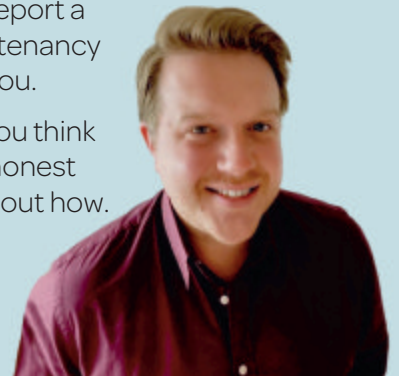
We have also launched our new property-letting site, which allows new and existing customers to search, find and apply for a home all online. (Find out more on page 4)

We hope that these new digital platforms give you the flexibility to manage your home, your way, as you can report a repair, make rent payments and access your tenancy information easily online at a time that suits you.

It is really important to us that we hear what you think of our new online services, and we welcome honest feedback. Please take a look at page 11 to find out how.

Thank you.

**Steve Allcock**  
Director of Data and  
Digital Transformation



## New Chair-designate appointed

We are delighted to announce the appointment of our Vice Chair of Board, Sue Lock, to the role of Chair-designate, effective from 28 July 2021. Sue will succeed current Chair John Sandford, from July 2022, who will then be retiring after fulfilling a nine-year term on the board. Sue Lock has held a board position at Johnnie Johnson Housing for four years and has been Vice Chair for one of those. Yvonne Castle, CEO, said: **"Sue's expertise is vital to meeting our ambitions of providing outstanding homes and services for our residents. After going through a rigorous recruitment process, I am delighted that she has accepted the position."**



# CELEBRATING 50 YEARS OF KENLEY LODGE

Johnnie Johnson Housing has been providing affordable, high quality homes since 1969, and this year we celebrated 50 years of ... Kenley Lodge!

Kenley Lodge, which is home to 37 residents, is located in the leafy suburbs of Bramhall in the North West of England. It offers residents looking to retire a quiet village location with lots of local amenities on their doorstep!

Hayley Profit, Independent Living Coordinator at Kenley Lodge, said:

“Kenley Lodge has great transport links, and has always been a thriving community where residents and neighbours support each other and enjoy regular social events and get-togethers. Unfortunately, our big 50th year celebrations were put on hold this year, but

residents were treated to a cupcake, and we are now busy planning a 50th garden party.”

“The garden area at Kenley Lodge is a great place for everyone to spend their time gardening or sitting back with a cup of tea. We also hold regular social activities for everyone to join in with and our Friday Breakfast Club is very popular.”

If you or a family member is interested in our properties for over 55s, please visit our new online property-letting site at [www.findahomejjhousing.co.uk](http://www.findahomejjhousing.co.uk).



## Join our next Resident Conference - Thursday 16 September

Please join us online from 10:30am to 12:45pm to hear about the things that matter to you, have your chance to feedback, and ask questions. If you are unable to attend, please send your questions to [communications@jjhousing.co.uk](mailto:communications@jjhousing.co.uk) or ask your housing manager to raise a question on your behalf. We're also holding a Repairs Forum before the conference, go to page 15 to find out more. Book your place online at [www.jjhousing.co.uk/manage-your-home/resident-involvement/resident-conference](http://www.jjhousing.co.uk/manage-your-home/resident-involvement/resident-conference) and click **Resident Conference** or ask your housing manager to register for you on your behalf.

# Say hello... to our new website, portal, app and property-letting site.

We know that your home is a place where life happens; families grow, siblings squabble, parents become grandparents, and we know that you need a home that works for you, your way.

Do you have a smartphone?  
Scan the QR code to see our new website!

New website  
and portal & app



Scan me!

That's why we've launched a range of new and easy ways to access our homes and services 24-hours a day, wherever you are, at home, work or on the go.

## Introducing our new portal

You can now access a range of services on our brand new portal:



pay your  
rent



check your  
account



book and  
track repairs  
and more

It's simple and easy to use!

## Get started

If you already registered for the old portal, you can use your existing username and password to access the new one. If not, it's quick to create a new account. You'll just need your Johnnie Johnson Housing customer number.

To find out more and register your interest, visit [www.jjhousing.co.uk/manage-your-home/resident-involvement](http://www.jjhousing.co.uk/manage-your-home/resident-involvement) and click **More events**.

## Introducing our new app

You can also manage your home on your mobile or tablet with our brand new app.

Download from your phone's app store.  
Just search **Johnnie Johnson Housing**.

## Introducing our new website

Our new and simplified website is a joy to navigate and is easily searchable so you can find what you're looking for straightaway.

- Find out more about Johnnie Johnson Housing, our homes, services, people and partners.
- Find out about the renting process.
- Get advice and updates on benefits and money matters.
- Read our latest news
- Report a complaint or concern
- Plus much more!

## Customise your experience

We've included a variety of accessibility options so you can customise your experience on our website, portal and app, so you can manage your home, your way. Click the Accessibility button at the top of the homepage to access Recite me.

Some useful things you may want to do.

- Increase or decrease the font size
- Use the voice-enabled screen reader
- Translate pages into one of more than 100 languages
- Download an audio file.

## Find and apply for homes

We know that choosing a home is one of the biggest decisions you will ever make. Our new property letting site will give you greater choice and control over where you live.

Subject to eligibility, you can search for available homes across the North of England, including Yorkshire, Derbyshire, the North West and North East. From studios and one-bed homes to family sized properties. Plus, homes for independent living, for the over 55s.

You can bid on or apply for the homes you like at a time to suit you.

Get started, register online now at [www.jjhousing.co.uk](http://www.jjhousing.co.uk) and select **Apply for a Home**.

## Rocking Roadshows – Win a tablet

We are excited to tell you all about our new website, portal and app, and we will be coming to a venue near you to demonstrate how you can get the most of these new digital services.

Join us for some coffee, cake and a natter during October. Dates and venues to be confirmed.

To register your interest in our roadshows please email us at [communications@jjhousing.co.uk](mailto:communications@jjhousing.co.uk). Alternatively, speak to your housing manager.

**WIN  
1 OF 3  
SAMSUNG  
TABLETS**

**Register for the event  
before the 30 September  
2021 and you will  
automatically be entered  
into a prize draw.**

# GET ONLINE!

Encouraging your loved ones to get online is becoming increasingly important. We bank online, shop online and even socialise online, and with more and more public services going digital it is important that we all have basic digital skills and knowledge.

## How to get access to the internet

### 1 Broadband connection

To get online and access the internet you will need to connect to a broadband provider through a laptop, tablet or smartphone.

A router will need to be fitted in your home, and this will allow you to connect your device to the internet by a cable or wirelessly.



### 2 Through a mobile phone network

If you have a smartphone with a SIM card in it, you can access the internet through the device without the need for broadband connection. This could be on a contract or a 'Pay as you go' basis. You will need to look at the data allowance on your phone and check how much it will cost if you go over this allowance.



### 3 Local library

If you do not have your own device, you can use computers within your local library that have free internet access. Just check with them in advance to see what their process is for using them. Also, if you have your own device, your library may have free Wi-Fi which you can connect to.



**If you are receiving Universal Credit, Pension Credit, Employment and Support Allowance, Jobseekers Allowance or Income Support, you may be able to apply for BT's new low-cost broadband plan. Go to [www.bt.com/exp/broadband/home-essentials](http://www.bt.com/exp/broadband/home-essentials) to find out more.**

# A step in the right direction!



**We recognise that customers in debt crisis may need additional support. That is why we have taken action and partnered with the UK's leading debt charity StepChange.**

The COVID-19 pandemic has had a substantial impact on personal finances across the UK, and research by StepChange showed that many households faced growing levels of personal debt or found themselves at risk of financial difficulty.

As we have come out of lockdown, we know that many people will still be finding it difficult to manage their money after a tough year. Our new partnership with StepChange allows us to refer customers, in debt crisis, directly to the charity for support where their team of experts offer free, impartial and confidential debt advice.

Allison Howe, Income Services Officer at Johnnie Johnson Housing, commented: **"As a housing provider with over 5,000 properties we have a responsibility to help our residents who are facing financial difficulty. We recognise that if our residents are struggling with debt, they may be finding it difficult to make bill payments and voice their concerns. Our new partnership with StepChange will mean we can signpost customers directly to an expert debt advisor for support."**

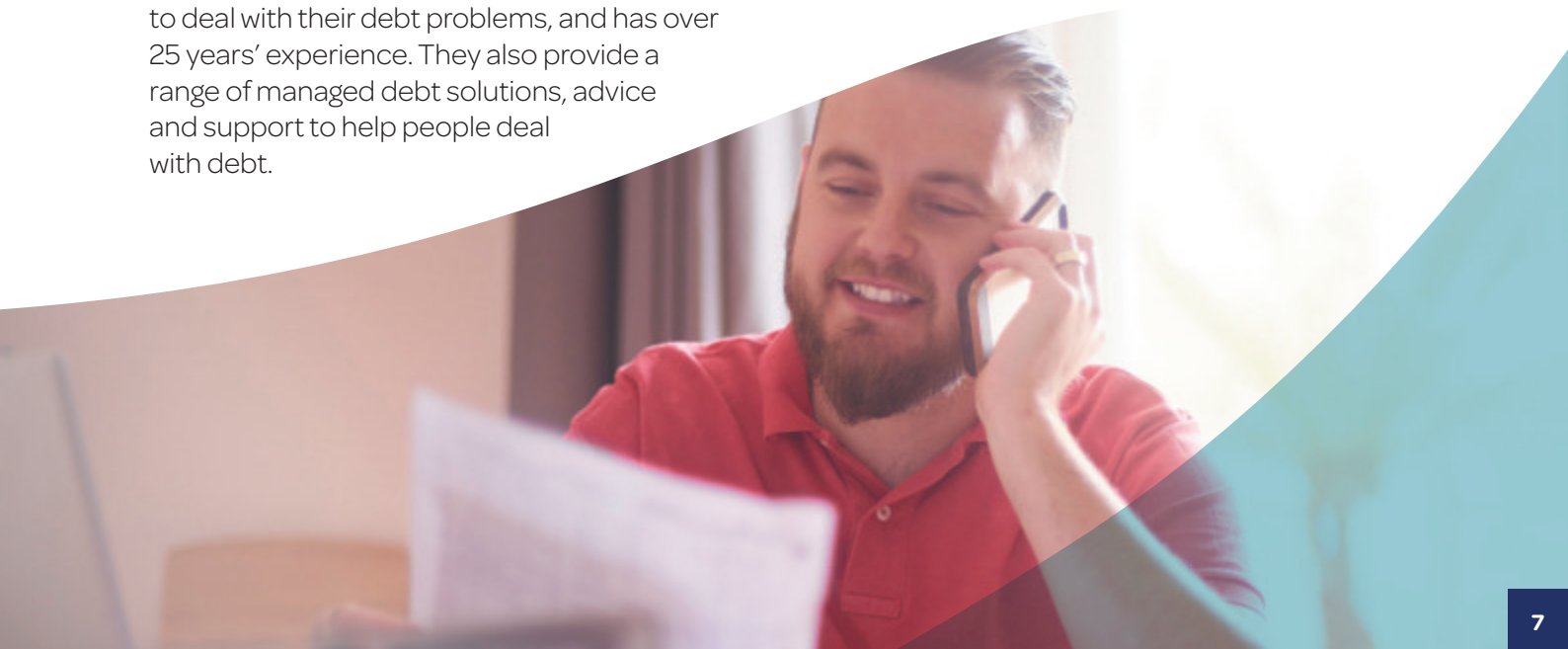
StepChange supports 650,000 people a year to deal with their debt problems, and has over 25 years' experience. They also provide a range of managed debt solutions, advice and support to help people deal with debt.

Jamie Ellis, Johnnie Johnson Housing's Welfare Benefits Advisor, has been encouraging residents to get the financial support they need. He said: **"Dealing with debt can be a confusing and scary time for many. We understand that it can make many people feel overwhelmed or pressured to take out loans that they can't afford. That is why we are so proud to be working with StepChange, as they can put solutions in place to make their finances manageable again. It is reassuring to know that we can signpost customers to StepChange, where they will be provided with confidential debt advice and money guidance."**

## Advice & support

All the advice and guidance you need to help control your finances and manage your home can be found on our new website. Or, you can also call our Customer Services team on:

**0345 305 5335**



# YOUR HOME, YOUR WAY!

It is important that your home is safe and comfortable, and caters for your lifestyle and needs. Whether it is for you, or a loved one, there are various products and home adaptations available that can make living at home safer and easier for you.

## **The Plant Pot Holder** – from Invisible Creations

A dual-purpose product that incorporates all of the support of a grab rail with the style and subtlety of a decorative plant feature.



## **Smart Watch** – from Astraline

This watch allows you to call for assistance at a push of a button. The watch is also a fall detector and can monitor your whereabouts, through the GPS tracker, and alert your family and Astraline if you have left an area or location that you may not know.



## **The Corner Shelf** – from Invisible Creations

Invisible Creations have combined the support of a grab rail within the built-in function of a shelf to store toiletries. This prevents the need to bend down to pick up items which could result in a fall.



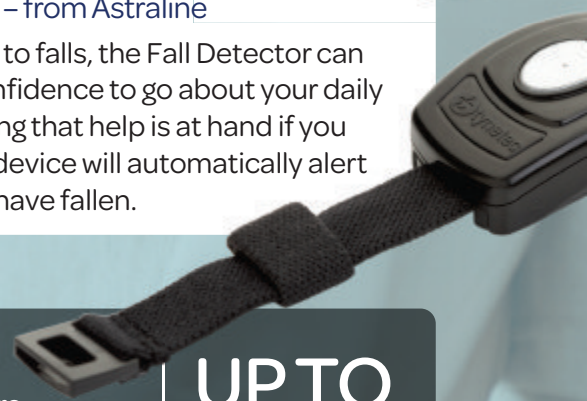
## **The Mirror** – from Invisible Creations

This product provides support to steady yourself when brushing your teeth, shaving or washing your face at the bathroom sink.



## **Fall Detector** – from Astraline

If you are prone to falls, the Fall Detector can give you the confidence to go about your daily activities knowing that help is at hand if you fall. This clever device will automatically alert Astraline if you have fallen.



## **Astraline**

Astraline is one of the UK's leading providers in technology-enabled care services and proud to be a part of Johnnie Johnson Housing.

If you are interested in any of the Astraline products please speak to your local housing manager or call **0345 217 0721** and quote **Voices50** for up to £50 off!

For more information about Astraline, please see page 11.

**UP TO  
£50  
OFF**



#### **Pebble – from Astraline**

The Pebble is lightweight and can be worn around the neck, attached to some keys or put in your pocket. When you need help you simply press the button and Astraline will speak to you through the device arranging for help if you need it.

## **Invisible Creations**

Good design has the potential to help keep you happy and healthy! Invisible Creations products are simple, safe and super stylish, designed to support you to live well at home for longer.

If you are interested in any of these products please speak to your local housing manager or visit [www.invisiblecreations.co.uk](http://www.invisiblecreations.co.uk) and enter code JJH10 for 10% off the RRP price.

**CLAIM  
10%  
OFF**



## Johnnie Johnson Housing is proud to announce that we have achieved gold level accreditation from Investors in People (IiP).

The award recognises our investment in the development and wellbeing of our people, and was the result of a rigorous assessment process by Investors in People – a framework that sets the standard for people management.

Yvonne Castle, CEO at Johnnie Johnson Housing, said: "This award acknowledges the hard work that everybody across the organisation has put in to make Johnnie Johnson Housing a fantastic place to work. To achieve this during a pandemic is even more encouraging. We have invested in training and development and reinforced a working culture where people feel valued and appreciated – and I am incredibly proud of what we have achieved."

To obtain the gold level accreditation Johnnie Johnson Housing has invested in improving facilities, benefits, training and technology among other things.

Karen Leigh-Whiston, Head of People and Organisation Development, commented: "We have worked hard to create an colleague-first culture developing policies, benefits and personal and professional training opportunities. I'm pleased to say that this accreditation recognises us as one of the best social housing providers to work for in the UK."

"We believe that the success of our organisation begins and ends with people and achieving IiP gold status shows how we value and care for our colleagues and customers, and the work we've

done to support and look after their health and wellbeing."

As a not-for-profit organisation, customers are at the heart of everything we do. In fact, during the assessment by Investors in People they found that 92% of our colleagues felt Johnnie Johnson Housing has a positive impact on society. They were also impressed with how we support people to work collaboratively across departments to achieve great results for our customers.

**With over 50 years' experience in social housing, we are incredibly proud to be recognised as an employer that goes above and beyond to support and care for our colleagues.**

We always on the lookout for new talent and expertise to support our customers. If you, or somebody you know, has the skills to join Johnnie Johnson Housing please visit our careers page to see our latest vacancies: [www.jjhousing.co.uk/about-us/careers](http://www.jjhousing.co.uk/about-us/careers)

# Bright future for Astraline



We support over **70,000 customers** to live independently



We have a new board and Directorate to help deliver our **life-saving services** to more people



We are investing in a **new website** and **digital solutions** for the future

## This summer, Astraline celebrated 21 years in service at our new 24-hour monitoring centre in Cheadle, Cheshire.

This was a fantastic opportunity to reflect on how Astraline, a technology-enabled care services provider, has grown and developed over the years. It was also a great chance to catch up with our hardworking colleagues and emergency responders from across the business.

### What is technology-enabled care services?

Technology-enabled care is a service that supports people to live independently. Customers are provided with a discreet personal alarm that is connected to our 24-hour emergency response centre so if they need urgent assistance, help is available day and night.

These services are suitable for people who:

- are at risk of falling.
- live alone and are worried about their safety.
- live away from friends and family.
- are living with a long or short-term health condition.
- are living with dementia or Alzheimer's.
- have returned from hospital after surgery.



**98% of customers** would recommend us to a friend



Your call answered in under **60 seconds**



**24-hour** technology-enabled care services



It is important to us that we continue to deliver excellent services and learn more about our customers, so we have created an online survey to give our customers the opportunity

to give honest feedback to help us improve and develop our services.

To complete the survey please visit: [www.astraline.co.uk/news/your-opinion-matters/](http://www.astraline.co.uk/news/your-opinion-matters/)

If you need assistance completing the survey, please speak with your local housing manager.



**For more information about our services, please see pages 8 and 9.**

# FORTEM ARE READY, SET, AND TAKING ACTION



A Fortem trades volunteer takes a break from tidying up the grounds at Bader Court.



Fortem volunteers freshening up benches at Saville Court.

Our repairs and maintenance contractor, Fortem always goes the extra mile to help and support our residents. Their friendly team of volunteers have been hard at work over the summer months helping to maintain, clean, repair and improve communal areas across our regions.

The volunteers focus on improving either the internal or external communal areas of your homes to benefit residents and the community.

So far, Fortem volunteers have visited eight developments with a further three days planned for later this year.

The Fortem volunteers have been a great success and we hope to plan more for next year. If you have any feedback for any of the Fortem volunteers, or would like to put forward your area for a future session, please tell your Independent Living Coordinator or Neighbourhood Housing Officer.



A Fortem volunteer painting the halls at Keelmans Court.



A Fortem volunteer varnishing the garden furniture at Bader Court.

## Future dates planned for 2021:



**Shawcross Fold**

internal communal decorating



**Silk Mill A**

internal communal decorating



**Silk Mill B**

internal communal decorating

# Safe as houses: risk, assess, respond

We know that feeling safe in your own home is a fundamental right, and that's why safety will always be at the heart of our housing operations.

Our team of safety and compliance experts plan and manage a rigorous and meticulous compliance and safety regime within our homes, to ensure assessments and fire protection servicing are always up to date and meet current legal and regulatory requirements.

We only work with qualified, registered and highly experienced suppliers, who carry out robust safety checks and remedial works, helping to keep us firmly on the right path to safe and compliant buildings.

**Monitoring, testing and reporting within homes saves lives. If we ask you for access to your home please let us in, it could save your life.**

## FACTS: Dangers of the deadly 5 safety risks

### FIRE

In year ending March 2020, there were 243 fire-related deaths and 6,910 non-fatal casualties in fires.

*\*Gov.uk data*

### ELECTRIC

In 2020, faulty electrics caused 70 deaths and 350,000 serious injuries. *\*Data source*

### GAS

In 2020, some 41 domestic gas explosions, 30 Carbon Monoxide (CO) related deaths and 250 people were injured in their homes through gas-related incidents. *\*Data source*

### ASBESTOS

Over 5,000 Asbestos-related disease deaths per year currently.

*\*HSE data*

### WATER

On average, there are approximately 200-250 reported confirmed cases of Legionnaires' disease each year in England and Wales. *\*HSE data*

## Activities & investments we're making in your home

### Fire safety

- **£7 million** investment in new fire doors and continue to roll out the fire door upgrades.
- **870** fire door replacements.
- More Intensive type-3 fire risk assessments and compartmentation studies carried out (compartmentation is the activity of containing fire; limiting the spread of flames and smoke).
- **6** communal homes have had full compartmentation work with another **11** arranged for the remainder of 2021.

- New person-centred fire risk assessments carried out by our housing managers to help with safety of vulnerable residents in their homes.

### Electric

- **1371** Electrical Installation Conditional Reports completed, in our 5-year fixed wire-testing programme.

### Gas

- This year, we have completed:
- **1878** domestic gas safety checks.
  - **50** commercial gas safety checks.

### Asbestos

Asbestos is still widely found in domestic housing but poses no risk if well managed.

- **151** asbestos surveys completed this year.

### Water

- **65** monthly temperature tests, quarterly shower chlorination and annual tank inspections completed this year, to ensure our water is free of bacteria growth such as Legionella.

# Your repairs and estate services

We are always looking for ways to improve our services and this year we have made some changes to our repairs, maintenance and estate services following your feedback.

## Reporting a repair

We all know that from time to time you may need to report a repair, or need advice on how to fix a problem in your home.

From leaky radiators to central heating problems, reporting and tracking a repair has never been easier. Whether you're on the move or relaxing at home, you can book a repair online, 24-hours a day, on our Resident Portal.

You can find the Resident Portal on our new website at [portal.jjhousing.co.uk](https://portal.jjhousing.co.uk) or on the app. Simply enter your username and password, and enter the relevant details.

You can also track the progress of your repair on the portal, so you can see when an engineer is on their way.

## New Repairs Forum

Our new online Repairs Forum gives you the opportunity to feedback on our repairs and maintenance services and resolve any issues or complaints you may have.

It is open to all Johnnie Johnson Housing residents and at each forum there will be key members from Fortem, our repairs and maintenance contractors, and representatives from our Assets and Estate Services team.



### When are they?

The Repairs Forum will take place on the third Thursday of every month, 9:15am to 10:15am. The next Repairs Forum falls before the Resident Conference on Thursday 16 September.

### Upcoming dates for your diary:



To sign up please visit our website at

**[www.jjhousing.co.uk/manage-your-home/resident-involvement](http://www.jjhousing.co.uk/manage-your-home/resident-involvement)**

and click **Repairs Forum** or ask your housing manager to register for you on your behalf.

## Estate services

It is important to you, and to us, that your home is clean, comfortable and safe to live in.

Whether windows need cleaning, handles need fixing or the grass needs cutting, our estate services team are on hand to help.

## Our new team

We are always looking for ways to improve our estate services and we are delighted to share with you that our contractors, Fortem and Tivoli, will now carry out all estate services. This follows on from overwhelming feedback we received from residents across the regions.

We hope that this positive step will ensure your home and communal spaces are always the best they can be.

These changes will not affect your service charge.



## Want to know more?

If you have any questions or queries, please speak with your local housing manager or email Matthew Preston, our Estates and Facilities Lead, at **[estates.info@jjhousing.co.uk](mailto:estates.info@jjhousing.co.uk)**.

If you do not have access to email, please ask your local housing manager to message Matthew on your behalf.

# SHOW YOUR UNWANTED VISITOR THE DOOR THIS SUMMER

Summer is a great time to ventilate the home and get on top of any mould or condensation that has been building up over the colder months.

**1 in 18**  
households\*  
in the UK  
experience mould  
of some form

Mould is a regular unwanted visitor to households up and down the country; in fact it is estimated that **1 in 18 households\* in the UK experience mould of some form.**

Whatever kind of home you live in, small flat or large house, mould and condensation can be problematic. Mould is often caused by too much condensation, which happens when moist air comes into contact with a colder surface like a wall or window. Kitchens and bathrooms tend to suffer more than other rooms in the home, for obvious reasons.

Daily activities like showering, cooking and washing create higher levels of moisture in a room. If that moisture cannot escape, it clings to the surfaces and eventually turns into mould.

Simply opening a window should reduce the moisture levels inside. But, sometimes that can be difficult, especially if you have small children.

That's why at Johnnie Johnson Housing, all our windows above ground level are fitted with window restricters so you can feel confident to open your windows at any time, day or night. In the rare case that a window isn't fitted with a restricter and you would like one, please get in touch and we can fit one for you.

## Top 10 tips for getting a grip on mould

- 1 Open windows whenever you can, especially after baths, showers, when cooking and drying clothes, to let the excess moisture escape.
- 2 Keep pan lids on when cooking to retain condensation.
- 3 Try not to hang wet or damp washing over radiators to dry, it will cause considerable condensation. Try to dry clothes outside.
- 4 If your windows are fitted with trickle vents, check they are open.
- 5 Use an extractor fan, where supplied.
- 6 Make sure there is a gap between your furniture and the walls.
- 7 While heating can be expensive, very cold rooms often get damp and mould. If possible, set the radiator valve to 1 in unused rooms so the radiator gives out a little bit of heat whenever you have the heating on.
- 8 Remember to air unused rooms from time to time and any wardrobes or cupboards.
- 9 Clean any mould with a bleach spray to remove any staining that mould can cause. Leave to dry overnight and then spray the affected area with an anti-fungal wash and leave to dry. Take necessary precautions when using chemicals.
- 10 Consider treating affected areas with mould-resistant paint once mould has been removed.



\*Data from Axa Insurance 2019 report



# Join our Scrutiny Panel!

Our Scrutiny Panel has a prominent role at Johnnie Johnson Housing as they review our services, improve resident engagement, scrutinise service delivery and performance and influence strategic priorities.

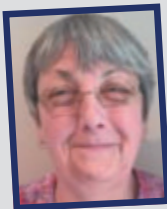
The panel provides valuable feedback on our fire safety procedures, services charges, governance and much more! As a result, our panel is highly regarded by us, the regulator and our Board Audit and Risk Committee.

## Our current members



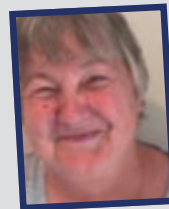
### Kath Newell

Kath lives in the North East and is part of the Scrutiny Panel because she feels strongly that residents should have a say in how services are delivered at Johnnie Johnson Housing.



### Anne Mahone

Anne also lives in the North East and is involved in several resident groups at Johnnie Johnson Housing. Anne is interested where she resides and in working to improve the services and standards received by residents.



### Theresa Jones

Theresa has lived in her Johnnie Johnson Housing home in the North East for over nine years. She enjoys being a member of the Scrutiny Panel, speaking and listening to residents during their reviews.

# PUTTING YOU FIRST

**We are passionate about providing outstanding homes and services to you, ensuring you feel supported within your neighbourhood and have access to information, support, and advice as and when you need it.**

We aim to deliver outstanding customer experience. We know that we may not always get it right, but we encourage and value the voice of our residents by learning from feedback and working in partnership together to improve current services and develop future services.

We are excited to share details of a new 'Customer First' project we have been working on. We are always looking for ways we can enhance our offer to you and the team has been busy in the background working on a number of initiatives that will look to increase the value of our offer.

We wanted to take this opportunity to update you on a couple of key parts of the project, as you may have seen a number of the team out in your neighbourhood and visiting your homes.

**1** We have tested some new activities at a number of our homes and we hope those involved have found them enjoyable.

**2** We are continuing with the successful launch of our improved approach to estate services and held a great session to learn lessons of the implementation. A couple of key items came out and we will be incorporating these into future service launches,

with the main point being around the planning of communications.

**3** We feel it's important that our colleagues who don't normally work out in our neighbourhoods get the opportunity to visit our homes and properties more now that restrictions have lifted, so you may have seen some new faces around, joining in your coffee mornings and spending time with your Independent Living Coordinator.

We are excited to share our progress with you over the coming months and will continue to

provide updates through Voices and the newly launched resident newsletters.

We have also started some crucial work to look at our approach to resident engagement and wanted to share some fantastic feedback and insight we gained from over 750 residents.

Kate McArdell-Broome, Head of Customer Operations, said **"We are delighted with the fantastic response. We will now feed this into the development of our future plans. It's a really exciting time and we can't wait to share our new approach with you"**

**56%**



**of residents who responded are engaged in our current engagement activities**

**20%**



**of residents who responded want more opportunities to engage with their local team in person**

**58%**



**of residents who responded think we communicate well on the actions and next steps we take from our engagement activity**

**25%**



**of residents who responded would like more opportunities to engage digitally**

# Your voice, in Voices!

**We love hearing about your celebrations, announcements, community events and stories in Voices!**

**If you would like to be featured in the next edition of Voices, please email [communications@jjhousing.co.uk](mailto:communications@jjhousing.co.uk) or contact a member of your local housing team.**

## Spring clean and skip day at Bridgehall and Cheetham Hill

Bridgehall and Cheetham Hill took part in a big spring clean! Residents had the opportunity to get rid of any unwanted items.

Mr and Mrs Kelly from Bridgehall (pictured below), were a massive help on the day as they assisted in clearing up Cheetham Hill. Independent Living Officer, Donna Large and the team would like to say a huge thank you to them for helping out on the day. Due to the warmer weather conditions, it would have been a struggle without them!



## Armed Forces paying a visit to Johnnie Johnson Housing

Frank Bolton (pictured above), a Johnnie Johnson Housing resident who was previously part of the Armed Forces and now volunteers for the Soldiers, Sailors, Airmen and Families Association (SSAFA), was delighted to see the Armed Forces visit Mitchell House this summer.

The three visitors from the Armed Forces had been visiting one of our Independent Living properties to carry out COVID vaccinations and were accompanied by medical professionals.



## Coffee morning at Spey House!

Residents at Spey House, in Stockport, recently held a coffee morning in their newly refurbished communal lounge after the lockdown restrictions were lifted. It is great to see people getting together again and enjoying each other's company over some tea and cake!

# GET ON THE PROPERTY LADDER WITH SHARED OWNERSHIP



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